

## COURSE OVERVIEW:

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Implementing Cisco Collaboration Devices (CICD) v1.0 is a 5-day training program that follows the ICOMM blueprint. The primary difference is that video topics have been added into the course and Cisco Unity Express has been removed. CICD v1.0 also introduces a new type of lab called a Discovery lab. Discovery labs are a learning environment and enable students to learn about principles and technology in a more interactive, hands-on way. Discovery labs are located in the Student Guide embedded in the lessons and are intended to be performed by the students when they reach them in the course. Discovery labs replace content from ICOMM with an interactive learning environment and are considered mandatory and should be treated as a part of the lesson.

## WHO SHOULD ATTEND

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- Network Administrators and Network Engineers
- CCNA Collaboration Candidates
- Systems Engineers

## PREREQUISITES

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It is recommended that students have the following knowledge and skills prior to attending this course:

- Working knowledge of converged voice and data networks
- Basic knowledge of Cisco IOS gateway
- Basic knowledge of Cisco Unified Communications Manager and Cisco Unity Connection

## COURSE OBJECTIVES

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- Describe the components of a Cisco Unified Communications solution and identify call signaling and media stream flows
- Provide an overview of administrator and end-user-interface options in Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Communications Manager IM and Presence Service



- Understand call flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express.
- Perform endpoint and end-user administration tasks in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Describe the telephony features supported in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Administer users in Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service, and enable the most commonly used features for both applications
- Describe how to maintain a Cisco Unified Communications solution

## COURSE OUTLINE:

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### **Module 1: Cisco Unified Communications Solutions**

- Lesson 1: Understanding the Components of Cisco Unified Communications Solutions
- Lesson 2: Understanding the Characteristics of Cisco Unified Communications Solutions

### **Module 2: Administrator and End-User Interfaces**

- Lesson 1: Understanding Administrator Interfaces
- Discovery 1: Verify System Information
- Discovery 2: Obtain Platform Details with CLI from Cisco Unified Communications Manager
- Discovery 3: Verify Voicemail Integration
- Lesson 2: Understanding End-User Interfaces

### **Module 3: Call Flows in Cisco Call Control Platforms**

- Lesson 1: Understanding Call Flows and Call Legs
- Lesson 2: Understanding the Configuration Components that Impact Call Flows in Cisco Unified Communications Manager
- Discovery 4: Discover the Cisco Unified Communications Manager CoS Implementation
- Discovery 5: Discover the Cisco Unified Communications Manager Call Routing Implementation
- Lesson 3: Understanding Configuration Components That Impact Call Flows in Cisco Unified Communications Manager Express

- Discovery 6: Discover the Cisco Unified Communications Manager Express COR Implementation
- Discovery 7: Discover the Cisco Unified Communications Manager Express Call Routing Implementation

## **Module 4: Endpoint and End-User Administration**

- Lesson 1: Understanding End-User Characteristics and Configuration Requirements
- Lesson 2: Understanding End-User Implementation Options
- Lesson 3: Understanding Endpoint Characteristics and Configuration Requirements
- Lesson 4: Understanding Endpoint Implementation Options
- Discovery 8: Configure and Verify Endpoint Basic Configuration Elements
- Discovery 9: Device Settings Configuration

## **Module 5: End User Telephony and Mobility Features**

- Lesson 1: Understanding Telephony Features
- Lesson 2: Enabling Telephony Features
- Discovery 10: Configure Cisco Extension Mobility
- Discovery 11: Configure Hunt Groups
- Lesson 3: Understanding Mobility Features
- Lesson 4: Enabling Mobility Features
- Discovery 12: Configure Cisco Unified Mobility on HQ Phone 1
- Discovery 13: Configure Cisco Unified Mobile Voice Access in Cisco Unified Communications Manager

## **Module 6: Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service**

- Lesson 1: Understanding Cisco Unity Connection
- Discovery 14: Verify the Cisco Unity Connection Integration
- Lesson 2: Understanding End User and Voice Mailbox Characteristics and Configuration Requirement
- Lesson 3: Understanding End User and Voice Mailbox Implementation Options
- Discovery 15: Configure a User Template
- Discovery 16: Configure a User
- Discovery 17: Configure Cisco MediaSense for Video Greeting
- Discovery 18: Configure Cisco Unity Connection for Video Greeting

- Lesson 4: Understanding Cisco Unified Communications Manager IM and Presence Service
- Lesson 5: Enabling Cisco Unified Communications Manager IM and Presence Service

## **Module 7: Cisco Unified Communications Solutions Maintenance**

- Lesson 1: Providing End-User Support
- Lesson 2: Understanding Cisco Unified Communications Manager Reports
- Discovery 19: Use Cisco Unified Reporting
- Lesson 3: Understanding Cisco Unified Communications Manager CDR Analysis and Reporting Tool Reports
- Discovery 20: Configure System Settings in the Cisco Unified Communications Manager CAR Tool
- Discovery 21: Generate User Reports
- Discovery 22: Generate and View a QoS Detail Report
- Discovery 23: Generate and View a Gateway Utilization Report
- Lesson 4: Monitoring the System with Cisco Unified Real-Time Monitoring Tool
- Lesson 5: Monitoring Voicemail in Cisco Unity Connection
- Discovery 24: Generate a Cisco Unity Connection Serviceability Report
- Discovery 25: Generate Cisco Unified Serviceability Reports
- Lesson 6: Understanding the Disaster Recovery System

## **LAB OUTLINE**

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- Lab 1: Explore Administrator Interfaces
- Lab 2: Explore End-User Interfaces
- Lab 3: Explore Call Flows in Cisco Unified Communications Manager
- Lab 4: Explore Call Flows in Cisco Unified Communications Manager Express
- Lab 5: Implement End Users
- Lab 6: Implement Endpoints
- Lab 7: Enable Telephony Features
- Lab 8: Enable Mobility Features
- Lab 9: Implement End Users and Voice Mailboxes
- Lab 10: Enable Cisco Unified Communications Manager IM and Presence Service
- Lab 11: Provide End-User Support
- Lab 12: Generate Cisco Unified Communications Manager CAR Tool Reports

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- Lab 13: Monitor the System with Cisco Unified RTMT
- Lab 14: (Optional) Back up Cisco Unified Communications Manager