

Learning Services

Cisco Training on Demand

Implementing Cisco Collaboration Devices (CICD)



Overview

Implementing Cisco® Collaboration Devices (CICD) Version 1.0 is a Cisco Training on Demand course. It is designed to provide you with an overview of administrator and end-user interface options in Cisco Unified Communications Manager, Unified Communications Manager Express, Unity Connection, and Unified Communications Manager IM and Presence service. You also learn the call flows, perform endpoint administration tasks, and learn how to maintain a Cisco Unified Communications solution. The course content has been adapted to Cisco Unified Communications Manager Version 10.5 software and technically updated.

Interested in purchasing this course in volume at discounts for your company? Contact ctod-sales@cisco.com.

Duration

The CICD Training on Demand course is a self-paced course based on the 5-day instructor-led training version. It consists of 25 sections of instructor video and text totaling more than 9 hours of instruction along with interactive activities, 11 hands-on lab exercises, content review questions, and challenge questions.

Target Audience

The primary target audiences for this course are those preparing for the 210-060 CICD exam, network administrators, and network engineers who are CCNA® Collaboration candidates. Secondary audiences are systems engineers who are interested in broadening their learning and experience in the Cisco Collaboration environment.

Objectives

After completing this course, you should be able to:

- 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, Unified Communications Manager Express, Unity Connection, and 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 Unified Communications Manager Express
- Describe the telephony features supported in Cisco Unified Communications Manager and Unified Communications Manager Express
- Administer users in Cisco Unity Connection and 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 Prerequisites

The knowledge and skills recommended before attending this course are:

- Working knowledge of converged voice, video, and data networks
- Working knowledge Cisco IOS® gateways
- Basic knowledge of Cisco Unified Communications Manager and Unity Connection

Course Outline

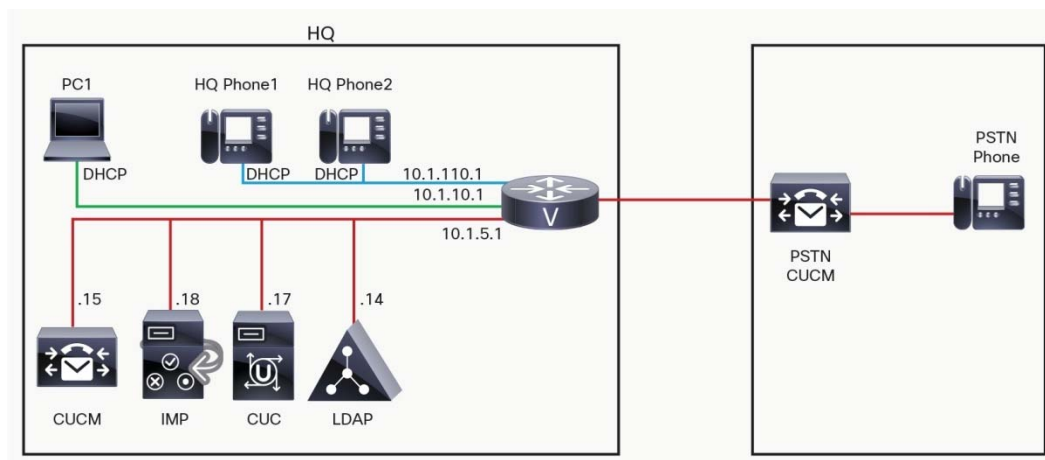
- Section 1: Understanding the Characteristics of Cisco Unified Communications Solutions
- Section 2: Understanding Administrator Interfaces
- Section 3: Understanding End-User Interfaces
- Section 4: Understanding Call Flows and Call Legs
- Section 5: Understanding the Configuration Components that Impact Call Flows in Cisco Unified Communications Manager
- Section 6: Understanding Configuration Components That Impact Call Flows in Cisco Unified Communications Manager Express
- Section 7: Understanding End-User Characteristics and Configuration Requirements
- Section 8: Understanding End-User Implementation Options
- Section 9: Understanding Endpoint Characteristics and Configuration Requirements
- Section 10: Understanding Endpoint Implementation Options
- Section 11: Understanding Telephony Features
- Section 12: Enabling Telephony Features
- Section 13: Understanding Mobility Features

- Section 14: Enabling Mobility Features
- Section 15: Understanding Cisco Unity Connection
- Section 16: Understanding End User and Voice Mailbox Characteristics and Configuration Requirements
- Section 17: Understanding End User and Voice Mailbox Implementation Options
- Section 18: Understanding Cisco Unified Communications Manager IM and Presence Service
- Section 19: Enabling Cisco Unified Communications Manager IM and Presence Service
- Section 20: Providing End-User Support
- Section 21: Understanding Cisco Unified Communications Manager Reports
- Section 22: Understanding Cisco Unified Communications Manager CDR Analysis and Reporting Tool Reports
- Section 23: Monitoring the System with Cisco Unified Real-Time Monitoring Tool
- Section 24: Monitoring Voicemail in Cisco Unity Connection
- Section 25: Understanding the Disaster Recovery System

Labs Outline

This course contains 11 hands-on lab exercises.

Figure 1. Topology for All Labs in Implementing Cisco Collaboration Devices



The labs included in this course are:

- Discovery Lab 2.16: Explore Administrator Interfaces
- Discovery Lab 3.13: Explore End-User Interfaces
- Discovery Lab 5.13: Exploring Call flows in Cisco Unified Communications Manager
- Discovery Lab 8.13: Implement End Users
- Discovery Lab 10.13: Implement End Points
- Discovery Lab 12.13: Enable Telephony Features
- Discovery Lab 14.5: Enable Mobility Features
- Discovery Lab 17.7: Implement End Users and Voice Mailboxes

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- Discovery Lab 19.6: Enable Cisco Unified Communications Manager IM and Presence Service
 - Discovery Lab 22.7: Generate Cisco Unified Communications Manager CAR Tool Reports
 - Discovery Lab 23.6: Monitor the System with Cisco Unified RTMT

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