



Implementing Cisco Collaboration Devices v1.0 - CICD (Associate)

Course Details

Course Outline

Module 1: Cisco Unified Communications Solutions

- Cisco Unified Communications Call Control Options
- Cisco Unified Communications Manager Express Overview
- Cisco Unified Communications Manager Overview
- Cisco Business Edition 6000
- Cisco VCS and Cisco Expressway Series
- Cisco Unified Communications Manager IM and Presence Service Overview
- Cisco Unity Connection Overview
- Cisco Prime Collaboration
- Cisco TMS Overview
- Overview of Traditional Voice Networks
- Overview of Converged Voice Networks
- Overview of Packet-Oriented Networks

Module 2: Administrator and End-User Interfaces

- Cisco Unified Communications Manager Administrator Interfaces
- Cisco Unified Communications Manager Serviceability
- Cisco Unified Communications Manager Services
- Cisco Unified Communications Manager Operating System
- Discovery 1: Verify System Information
- Disaster Recovery System
- Cisco Unified Reporting
- Access the CLI
- Discovery 2: Obtain Platform Details with CLI from Cisco Unified Communications Manager
- User Management
- Cisco VCS and Cisco TMS Administrative Interfaces
- Cisco Unity Connection Administrator Interfaces
- Cisco Unity Connection Serviceability
- Discovery 3: Verify Voicemail Integration
- Cisco Unified Communications Manager IM and Presence Service Administrator Interfaces
- Cisco Unified Communications Manager Express Administrator Interfaces
- Cisco Unified Communications Manager End-User Interfaces Overview
- Customize User Website Permissions
- Customize CCMUser Enterprise Parameters
- End-User LDAP Authentication
- Self Care Portal Devices
- Cisco Unified Communications Manager Express End-User Interfaces



- Authentication and Synchronization for End Users in Cisco Unity Connection
- Administrator-Enabled User Login
- Cisco Personal Communications Assistant
- Cisco Unity Connection TUI

Module 3: Call Flows in Cisco Call Control Platforms

- Cisco Unified Communications Manager SCCP Call Flows and Call Legs
- Cisco Unified Communications Manager Centralized Architecture PSTN Backup Call Flow
- Cisco Unified Communications Manager Distributed Architecture Call Flow
- Cisco Unified Communications Manager PSTN Backup Path Selection
- AAR Call Flow
- Dial Peer Overview
- Inbound Dial Peer Selection
- Outbound Dial Peer Selection
- Cisco VCS Call Flows
- Cisco Unified Communications Manager CoS Overview
- Partitions and CSSs
- Examples of Partitions and CSSs
- Discovery 4: Discover the Cisco Unified Communications Manager CoS Implementation
- Cisco Unified Communications Manager Call Routing Overview
- Cisco Unified Communications Manager Call Routing Logic
- Digit Analysis
- Cisco Unified Communications Manager Path Selection Configuration Elements
- Hunt Groups
- Call Admission Control
- Regions
- Discovery 5: Discover the Cisco Unified Communications Manager Call Routing Implementation
- Cisco Unified Communications Manager Express COR Overview
- COR Behavior
- Discovery 6: Discover the Cisco Unified Communications Manager Express COR Implementation
- Cisco Unified Communications Manager Express Call Routing Overview
- Trunk Groups
- Ephone Hunt Group Overview
- Discovery 7: Discover the Cisco Unified Communications Manager Express Call Routing Implementation

Module 4: Endpoint and End-User Administration

- End Users in Cisco Unified Communications Manager
- Cisco Unified Communications Manager Express User Access Levels
- Cisco Unified Communications Manager Express User Locale
- Cisco Unified Communications Manager User Management Options
- Cisco Unified Communications Manager LDAP Support
- LDAP Integration: Synchronization
- LDAP Integration: Authentication
- LDAP Integration Considerations



- Synchronization Agreements
- LDAP Synchronization Configuration Procedure
- LDAP Authentication Configuration
- LDAP Custom Filter
- Implement End Users in Cisco Unified Communications Manager Express
- IP Phone Registration Process Overview
- Cisco SCCP IP Phone Startup Process
- Cisco SIP Phone Startup Process
- Cisco Unified Communications Manager Network Configuration
- IP Phone Configuration Requirements in Cisco Unified Communications Manager
- IP Phone Configuration Requirements in Cisco Unified Communications Manager Express
- Discovery 8: Configure and Verify Endpoint Basic Configuration Elements
- Discovery 9: Device Settings Configuration
- Configuration Methods and Tools
- Autoregistration
- Manual Cisco IP Phone Configuration
- Cisco Unified Communications Manager BAT
- Self-Provisioning
- Update the Endpoint Firmware from SCCP to SIP
- Implement IP Phones in Cisco Unified Communications Manager Express
- Configure Menu
- View Menu
- Configuration Tool Comparison

Module 5: End User Telephony and Mobility Features

- Cisco Extension Mobility in Cisco Unified Communications Manager
- Call Forward Options
- Shared Lines
- Call Pickup
- Call Hunting Components
- Call Park
- Intercom in Cisco Unified Communications Manager
- Native Cisco Unified Communications Manager Presence
- Cisco Unified Communications Manager Express Features
- Discovery 10: Configure Cisco Extension Mobility
- Configure Call Coverage in Cisco Unified Communications Manager
- Discovery 11: Configure Hunt Groups
- Configure Intercom Functionality in Cisco Unified Communications Manager
- Configure Speed Dial BLF
- Configure Call Forward Settings in Cisco Unified Communications Manager Express
- Configure Cisco Unified Communications Manager Express for Night Service
- Configure Paging in Cisco Unified Communications Manager Express
- Configure Shared Ephone-dn in Cisco Unified Communications Manager Express
- Configure Pickup Groups in Cisco Unified Communications Manager Express



- Configure Intercom in Cisco Unified Communications Manager Express
- Configure Hunt Groups in Cisco Unified Communications Manager Express
- Mobile Connect in Cisco Unified Communications Manager
- Mobile Voice Access in Cisco Unified Communications Manager
- Mobility in Cisco Unified Communications Manager Express
- Configure Cisco Unified Mobility in Cisco Unified Communications Manager
- Discovery 12: Configure Cisco Unified Mobility on HQ Phone 1
- Discovery 13: Configure Cisco Unified Mobile Voice Access in Cisco Unified Communications Manager
- Configure Mobility in Cisco Unified Communications Manager Express

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

- Cisco Unity Connection Overview
- Cisco Unity Connection Integration
- Discovery 14: Verify the Cisco Unity Connection Integration
- Cisco Unity Connection Call Handler
- Cisco Unity Connection Call Routing
- Cisco Unity Connection Authentication Rules
- Cisco Unity Connection Dial Plan
- Cisco Unity Connection End-User Templates Overview
- User Template Basics
- Default Class of Service
- Password Settings and Roles
- Transfer Rules and Greetings
- Call Actions
- Message Actions and Caller Input
- TUI Experience
- Cisco Unity Connection End Users
- Cisco Unity Connection Voice Mailboxes
- Cisco Unity Connection Video Greetings
- Discovery 15: Configure a User Template
- Discovery 16: Configure a User
- Import End Users from Cisco Unified Communications Manager
- Import Users from LDAP
- Bulk Import Users
- Manage Cisco Unity Connection Message Storage
- Discovery 17: Configure Cisco MediaSense for Video Greeting
- Discovery 18: Configure Cisco Unity Connection for Video Greeting
- Perform the Implement End Users and Voice Mailboxes Lab
- Cisco Unified Communications Manager IM and Presence Service Features and Functionality
- Cisco Unified Communications Manager IM and Presence Service Architecture
- Configure Cisco Unified Communications Manager for Cisco Jabber
- Configure the Cisco Unified Communications Manager IM and Presence Server



- Troubleshoot Cisco Jabber

Module 7: Cisco Unified Communications Solutions Maintenance

- Problem-Solving Model Overview
- Gather Facts
- Consider Possibilities
- Create an Action Plan
- Implement the Action Plan
- Observe Results
- Restart the Problem-Solving Process
- Document Results
- Troubleshooting IP Phone Registration
- Powering IP Phones
- VLAN Overview
- Configure Access Ports
- Voice Quality Issues
- Cisco Unified Communications Manager Reports Overview
- Generate Reports
- Analyze the Generated Reports
- Discovery 19: Use Cisco Unified Reporting
- Cisco Unified Communications Manager CAR Tool Overview
- Cisco Unified Communications Manager CAR Tool User Overview
- Discovery 20: Configure System Settings in the Cisco Unified Communications Manager CAR Tool
- Export CDR and CMR Records
- Generate CDR User Reports
- Discovery 21: Generate User Reports
- Generate System Reports
- Discovery 22: Generate and View a QoS Detail Report
- Generate Device Reports
- Discovery 23: Generate and View a Gateway Utilization Report
- Cisco Unified RTMT Overview
- Monitor the System with Cisco Unified RTMT
- Monitor Cisco Unified Communications Manager with Cisco Unified RTMT
- Generate Reports on Cisco Unity Connection
- Discovery 24: Generate a Cisco Unity Connection Serviceability Report
- Generate Reports in Cisco Unified Serviceability
- Discovery 25: Generate Cisco Unified Serviceability Reports
- Use Reports for Troubleshooting and Maintenance
- Disaster Recovery System Overview
- Back Up Cisco Unified Communications Solutions
- Restore Cisco Unified Communications Solutions

Labs

- Explore Administrator Interfaces
- Explore End-User Interfaces



- Explore Call Flows in Cisco Unified Communications Manager
- Explore Call Flows in Cisco Unified Communications Manager Express
- Implement End Users
- Implement Endpoints
- Enable Telephony Features
- Enable Mobility Features
- Implement End Users and Voice Mailboxes
- Enable Cisco Unified Communications Manager IM and Presence Service
- Provide End-User Support
- Generate Cisco Unified Communications Manager CAR Tool Reports
- Monitor the System with Cisco Unified RTMT
- (Optional) Back Up Cisco Unified Communications Manager