

# Implementing Cisco Collaboration Devices (CICD)

Kurs CICD

CICD v1.0 focuses on providing the skills and knowledge necessary to implement Cisco Unified Communications (UC) solutions. The course covers administration of end-user interfaces, telephony and mobility features, and Cisco UC solutions maintenance.

CICD v1.0 introduces Discovery Labs which are learning environments embedded in the lessons that enable students to learn about principles in a more interactive way. The Discovery labs are intended to be performed by the students when they reach them in the course and they replace content from ICOMM. Students can go through discovery labs in multiple ways including instructor-guided labs, self-study labs with the instructor acting as a mentor, instructor demo, or a slide walkthrough.

This course also contains Challenge labs where students test their knowledge gained through lessons. Challenge labs are located in the Lab Guide and include lab scenarios, Job Aids, an Activity Verification section, and an Answer Key Activity Procedure.

## Dauer

5 Tage

## Preis

2.590,- € (zzgl. MwSt.)

## Zielgruppe

The primary target audiences for the course are:

- Network administrators and network engineers
- CCNA Collaboration candidates

Secondary audiences are:

- Systems engineers

**Voraussetzung**

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

**Kursziele**

- 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

**Detaillierter Kursinhalt****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:**

- 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