



Cisco - CICD - Implementing Cisco Collaborative Devices

Code: 1723
Length: 5 days
URL: [View Online](#)

This course includes Cisco Training Exclusives

Accelerate your Cisco learning experience with complimentary access to the IT Skills Video On-Demand Library, Boson practice exams, *Introduction to Cybersecurity* digital learning course, course recordings, IT Resource Library, and digital courseware.

In this course, you will be given an introduction to maintaining and operating a Cisco Unified Communications solution and its components, including:

- Cisco Unified Communications Manager
- Cisco Unified Communications Manager Express
- Cisco Unity Connection
- Cisco Unified Communications Manager IM and Presence Service

For on-demand learning, you will have access to this course for 12 months from the purchase date.

This course includes 30 Cisco e-Lab credits. Your e-Lab credits are good for 90 days after your course ends and can be used for additional practice on the course you just completed or to explore technologies from other courses in the e-Lab portfolio. Learn more.

Skills Gained

- 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
- 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
- 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
- How to maintain a Cisco Unified Communications solution

- Enable, configure, and manage the most common applications for users across Cisco Unified Communications Manager, Cisco Unity Connection, and Cisco Unified Communications Manager Instant Messenger and Presence

Who Can Benefit

- Network Video Engineer
- Voice/UC/Collaboration/Communications Engineer
- Collaboration Tools Engineer
- Collaboration Sales/Systems Engineer

Prerequisites

- 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

Course Details

Discovery Lab 1: Verify System Information

Discovery Lab 2: Obtain Platform Details with CLI from Cisco Unified Communications Manager

Discovery Lab 3: Verify Voicemail Integration

Discovery Lab 4: Discover the Cisco Unified Communications Manager CoS Implementation

Discovery Lab 5: Discover the Cisco Unified Communications Manager Call Routing Implementation

Discovery Lab 6: Discover the Cisco Unified Communications Manager Express COR Implementation

Discovery Lab 7: Discover the Cisco Unified Communications Manager Express Call Routing Implementation

Discovery Lab 8: Configure and Verify Endpoint Basic Configuration Elements

Discovery Lab 9: Device Settings Configuration

Discovery Lab 10: Configure Cisco Extension Mobility

Discovery Lab 11: Configure Hunt Groups

Discovery Lab 12: Configure Cisco Unified Mobility on HQ Phone 1

Discovery Lab 13: Configure Cisco Unified Mobile Voice Access in Cisco Unified Communications Manager

Discovery Lab 14: Verify the Cisco Unity Connection Integration

Discovery Lab 15: Configure a User Template

Discovery Lab 16: Configure a User

Discovery Lab 17: Configure Cisco MediaSense for Video Greeting

Discovery Lab 18: Configure Cisco Unity Connection for Video Greeting

Discovery Lab 19: Use Cisco Unified Reporting

Discovery Lab 20: Configure System Settings in the Cisco Unified Communications Manager CAR Tool

Discovery Lab 21: Generate User Reports

Discovery Lab 22: Generate and View a QoS Detail Report

Discovery Lab 23: Generate and View a Gateway Utilization Report

Discovery Lab 24: Generate a Cisco Unity Connection Serviceability Report

Discovery Lab 25: Generate Cisco Unified Serviceability Reports

Lab 1: Remote Lab Access

Lab 2: Explore Administrator Interfaces

Lab 3: Explore End-User Interfaces

Lab 4: Enhanced - Explore Call Flows in Cisco Unified Communications Manager

Lab 5: Enhanced - Explore Call Flows in Cisco Unified Communications Manager Express

Lab 6: Implement End Users

Lab 7: Enhanced - Implement Endpoints

Lab 8: Enhanced - Enable Telephony Features

Lab 9: Enhanced - Enable Mobility Features

Lab 10: Enhanced - Implement End Users and Voice Mailboxes

Lab 11: Enable Cisco Unified Communications Manager IM and Presence Service

Lab 12: Provide End-User Support

Lab 13: Generate Cisco Unified Communications Manager CAR Tool Reports

Lab 14: Monitor the System with Cisco Unified RTMT

Lab 15: Back Up Cisco Unified Communications Manager

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Lab 9: Enhanced - Enable Mobility Features

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Lab 12: Provide End-User Support

Lab 13: Generate Cisco Unified Communications Manager CAR Tool Reports

Lab 14: Monitor the System with Cisco Unified RTMT

Lab 15: Back Up Cisco Unified Communications Manager

Schedule (as of 3)

Date	Location		
Oct 28, 2019 – Nov 1, 2019	Virtual	GTR	Enroll
Nov 18, 2019 – Nov 22, 2019	Virtual	GTR	Enroll
Dec 16, 2019 – Dec 20, 2019	Virtual	GTR	Enroll
Nov 11, 2019 – Nov 15, 2019	Chicago		Enroll
Nov 11, 2019 – Nov 15, 2019	Virtual		Enroll
Dec 2, 2019 – Dec 6, 2019	Virtual		Enroll
Dec 9, 2019 – Dec 13, 2019	Virtual		Enroll
Jan 6, 2020 – Jan 10, 2020	Dallas		Enroll

Jan 6, 2020 – Jan 10, 2020	Virtual	Enroll
Jan 13, 2020 – Jan 17, 2020	Virtual	Enroll
Jan 13, 2020 – Jan 17, 2020	Morristown	Enroll
Jan 27, 2020 – Jan 31, 2020	Virtual	Enroll
Jan 27, 2020 – Jan 31, 2020	Arlington	Enroll
Feb 3, 2020 – Feb 7, 2020	Houston	Enroll
Feb 3, 2020 – Feb 7, 2020	Virtual	Enroll
Feb 10, 2020 – Feb 14, 2020	Virtual	Enroll
Feb 10, 2020 – Feb 14, 2020	San Jose	Enroll
Feb 24, 2020 – Feb 28, 2020	Cary	Enroll
Feb 24, 2020 – Feb 28, 2020	Virtual	Enroll
Mar 2, 2020 – Mar 6, 2020	Virtual	Enroll
Mar 9, 2020 – Mar 13, 2020	Dallas	Enroll
Mar 9, 2020 – Mar 13, 2020	Virtual	Enroll
Mar 16, 2020 – Mar 20, 2020	Virtual	Enroll
Mar 23, 2020 – Mar 27, 2020	Virtual	Enroll
Mar 23, 2020 – Mar 27, 2020	New York	Enroll
