



Global Knowledge®

CICD - IMPLEMENTING CISCO COLLABORATIVE DEVICES

Course Code: 1723

Learn to maintain and operate a Cisco Unified Communications solution and prepare for the CICD certification exam (210-060).

EXCLUSIVE TO GLOBAL KNOWLEDGE - 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.

[Learn more](#)

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

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 Global Knowledge e-Lab portfolio. [Learn more.](#)

What You'll Learn

- 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 Needs to Attend

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

Why Global Knowledge

The Global Knowledge CICD lab environment offers a unique, real-world environment for learning how to configure and administer IP telephony, IM, Presence, and voicemail. The CICD class focuses on implementation and administration, offering you a preconfigured environment that has:

- All necessary services installed and the system setup preconfigured
- A complete dial plan that uses a SIP trunk to access a simulated PSTN
- Unity Connection servers that provide voice mail capabilities
- IM and Presence Servers that provide Cisco Presence capabilities
- A Microsoft Domain Controller providing DNS, DHCP, Active Directory, and LDAP

The lab environment features a partially configured cluster with HQ, Branch A, and PSTN phones. Our Collaboration courses provide a simulated PSTN, enabling you to gain an understanding of the North American Numbering Plan (NANP) and the concepts associated with a variable-length on-net dial plan supporting multiple sites with overlapping extensions.

- Deploy Cisco Unified Communications Manager 10.5
- Deploy Cisco Unified Communications Manager Express 9.1
- Deploy Cisco Unity Connection 10.5
- Work with the Disaster Recovery Service
- Work with Cisco Real Time Monitoring Tool (RTMT)
- Work with various IP phones and Cisco IP Communicator per student pod
 - ☒ Two internal 9951 phones and IP Communicator
 - ☒ One test phone allowing students to test outcalling to the PSTN and incoming calling from the PSTN
- Work with a real dial plan including:
 - ☒ 911

- ☒ 3-digit service codes: 411, 511, etc.
- ☒ 7-digit local numbers: 555-1901
- ☒ 10-digit local numbers: 416-777-1901
- ☒ 11-digit long distance numbers: 1-733-802-1901
- ☒ International numbers: 011441902

Our next-generation Cisco Collaboration platform combines the Cisco Unified Computing System (UCS) with a VMware DRS cluster, distributing the load for individual classrooms across 16 UCS B-Series blades provisioned with 1.6 TB of RAM. Taking advantage of the improved performance of the UCS environment, we can deploy additional capabilities while improving classroom performance. Our new UC on UCS lab environment provides enhanced and exclusive labs that you won't find with any other training provider.

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



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CLASSROOM LIVE

\$3,795 USD

5 days

Classroom Live Outline

1. Cisco Unified Communications Solutions

- Understanding the Components of Cisco Unified Communications Solutions
- Understanding the Characteristics of Cisco Unified Communications Solutions

2. Administrator and End-User Interfaces

- Understanding Administrator Interfaces
- Understanding End-User Interfaces

3. Call Flows in Cisco Call Control Platforms

- Understanding Call Flows and Call Legs
- Understanding the Configuration Components that Impact Call Flows in Cisco Unified Communications Manager
- Understanding Configuration Components That Impact Call Flows in Cisco Unified Communications Manager Express

4. Endpoint and End-User Administration

- Understanding End-User Characteristics and Configuration Requirements
- Understanding End-User Implementation Options
- Understanding Endpoint Characteristics and Configuration Requirements
- Understanding Endpoint Implementation Options

5. End User Telephony and Mobility Features

- Understanding Telephony Features
- Enabling Telephony Features
- Understanding Mobility Features
- Enabling Mobility Features

6. Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service

- Understanding Cisco Unity Connection

- Understanding End User and Voice Mailbox Characteristics and Configuration Requirements
- Understanding End User and Voice Mailbox Implementation Options
- Understanding Cisco Unified Communications Manager IM and Presence Service
- Enabling Cisco Unified Communications Manager IM and Presence Service

7. Cisco Unified Communications Solutions Maintenance

- Providing End-User Support
- Understanding Cisco Unified Communications Manager Reports
- Understanding Cisco Unified Communications Manager CDR Analysis and Reporting Tool Reports
- Monitoring the System with Cisco Unified Real-Time Monitoring Tool
- Monitoring Voicemail in Cisco Unity Connection
- Understanding the Disaster Recovery System

Classroom Live Labs

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

Oct 7 - 11, 2019 | 8:30 AM - 4:30 PM | DALLAS, TX

Oct 14 - 18, 2019 | 8:30 AM - 4:30 PM | ATLANTA, GA

Nov 11 - 15, 2019 | 8:30 AM - 4:30 PM | CHICAGO (DOWNTOWN), IL

Jan 6 - 10, 2020 | 8:30 AM - 4:30 PM | DALLAS, TX

Jan 13 - 17, 2020 | 8:30 AM - 4:30 PM | MORRISTOWN, NJ

Jan 27 - 31, 2020 | 8:30 AM - 4:30 PM | WASHINGTON, DC

Feb 3 - 7, 2020 | 8:30 AM - 4:30 PM | HOUSTON, TX

Feb 10 - 14, 2020 | 8:30 AM - 4:30 PM | SAN JOSE, CA

Feb 24 - 28, 2020 | 8:30 AM - 4:30 PM | RESEARCH TRIANGLE PARK, NC

Mar 9 - 13, 2020 | 8:30 AM - 4:30 PM | DALLAS, TX

Mar 23 - 27, 2020 | 8:30 AM - 4:30 PM | NEW YORK CITY, NY



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VIRTUAL CLASSROOM LIVE

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Sep 30 - Oct 4, 2019 | 8:30 AM - 4:30 PM EST

Oct 7 - 11, 2019 | 9:30 AM - 5:30 PM EST
Oct 14 - 18, 2019 | 8:30 AM - 4:30 PM EST
Oct 21 - 25, 2019 | 11:30 AM - 7:30 PM EST
Oct 28 - Nov 1, 2019 | 8:30 AM - 4:30 PM EST
Nov 11 - 15, 2019 | 9:30 AM - 5:30 PM EST
Nov 18 - 22, 2019 | 8:30 AM - 4:30 PM EST
Dec 2 - 6, 2019 | 8:30 AM - 4:30 PM EST
Dec 9 - 13, 2019 | 11:30 AM - 7:30 PM EST
Dec 16 - 20, 2019 | 8:30 AM - 4:30 PM EST
Jan 6 - 10, 2020 | 9:30 AM - 5:30 PM EST
Jan 13 - 17, 2020 | 8:30 AM - 4:30 PM EST
Jan 27 - 31, 2020 | 8:30 AM - 4:30 PM EST
Feb 3 - 7, 2020 | 9:30 AM - 5:30 PM EST
Feb 10 - 14, 2020 | 8:30 AM - 4:30 PM EST
Feb 24 - 28, 2020 | 8:30 AM - 4:30 PM EST
Mar 2 - 6, 2020 | 8:30 AM - 4:30 PM EST
Mar 9 - 13, 2020 | 9:30 AM - 5:30 PM EST
Mar 16 - 20, 2020 | 11:30 AM - 7:30 PM EST
Mar 23 - 27, 2020 | 8:30 AM - 4:30 PM EST



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ON-DEMAND

\$1,000 USD

On-Demand Outline

1. Cisco Unified Communications Solutions
2. Administrator and End-User Interfaces
3. Call Flows in Cisco Call Control Platforms
4. Endpoint and End User Administration
5. End User Telephony and Mobility Features
6. Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service
7. Cisco Unified Communications Solutions

On-Demand Labs

Lab 1: Adding a 9971 IP Phone

Lab 2: Adding Partitions

Lab 3: Creating a User to Associate with a Phone

Lab 4: Adding a Calling Search Space to a Phone

Lab 5: Installation of the Collaboration Software 10.5

Lab 6: Installation of an ESXi Hypervisor

Lab 7: Navigating MediaSense

Lab 8: SelfCare Portal

Lab 9: Unity Connection User

Lab 10: Configuring VoIP Dial Peers

Supplemental Assets:

Mentoring: Mentors are available to help students with their studies for certification exam. You can reach them by entering a Mentored Chat Room or by using the Email My Mentor service.

Lab Simulations: offer task-based multipath scenarios to provide realistic practice of technology subjects or applications.

Class Notes/Study Guides: Printable study guide and class notes are intended to support transfer of knowledge and skills from courses to the workplace. Use these to follow along with instruction, review prior to certification exams, or on the job reference material.

Test Prep Exams: Practice tests will help you prepare for a certification exam. You can take a test prep exam in Study Mode (where you receive feedback after each question) or in Certification Mode (designed to mimic a certification exam) as many times as you want.



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PRIVATE GROUP TRAINING

5 days

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

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