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TECHNOLOGY TRAINING & SOLUTIONS  
"Training You Can Really Use"

# Implementing Cisco® Collaboration Devices (CICD) v1.0

**Duration: 5 Days**

**Method: Instructor-Led Training (ILT) | Live Online Training**

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## Course Description

This course follows the ICOMM blueprint. The primary difference is that video topics have been added to the course and Cisco Unity Express has been removed. CICD v1.0 also introduces a new type of lab called a Discovery lab. Discovery labs are a learning environment that enables participants to learn about principles and technology in a more interactive, hands-on way. Discovery labs are located in the Student Guide embedded in the lessons and are intended to be performed by the participants when they reach them in the course. Discovery labs replace content from ICOMM with an interactive learning environment and are considered mandatory and should be treated as a part of the lesson.

## Target Audience

This course is intended for:

- Systems Engineers
- Network Engineers
- Network Administrators.

## Prerequisites

To attend this course, candidates must have:

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

## Course Objectives

Upon successful completion of this course, attendees will be able to:

- Describe the components of a Cisco Unified Communications solution and identify call signalling and media stream flows.



## Course Objectives *Continued*

- 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.

## Course Topics

### Module 1: Cisco Unified Communications Solutions

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

### Module 2: Administrator and End-User Interfaces

- Understand Administrator Interfaces
- Understand End-User Interfaces

### Module 3: Call Flows in Cisco Call Control Platforms

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

### Module 4: Endpoint and End-User Administration

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

### Module 5: End User Telephony and Mobility Features

- Understand Telephony Features
- Enabling Telephony Features
- Understand Mobility Features
- Enable Mobility Features

## LABS INCLUDED