

# CICD 1.0 - Implementing Cisco Collaboration Devices (CICD) 1.0

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## Overview

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Course Code	CICD 1.0	Duration	5.0 days
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This course focuses on providing the skills and knowledge necessary to implement Cisco Unified Communications (UC) solutions. It covers administration of end-user interfaces, telephony and mobility features, and Cisco UC solutions maintenance. A new type of lab called a Discovery lab is introduced. Discovery labs are a learning environment, embedded in the lessons, that enables students to learn about principles and technology in a more interactive, hands-on way. The course also contains Challenge labs

## Audience

- Channel Partners
- Customers
- Employees

## Pre-Requisites

- 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.

## Key Topics

- Module 1: Describe the Characteristics of a Cisco Unified Communications Solution
- Module 2: Provision End Users and Associated Devices
- Module 3: Configure Voice Messaging and Presence
- Module 4: Maintain Cisco Unified Communications System
- Module 5: Provide End User Support

## Objectives

After successful completion of this course, the student will be able to:

- 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