



CCNA Collaboration

Course Content

<p>Module 01: Implementing Cisco Collaboration Devices (210-060)</p> <p>1.0 Describe the Characteristics of a Cisco Unified Communications Solution</p> <p>1.1 Describe the Cisco Unified Communications components and their functions</p> <p>1.2 Describe call signaling and media flows</p> <p>1.3 Describe quality implications of a VoIP network</p> <p>2.0 Provision End Users and Associated Devices</p> <p>2.1 Describe user creation options for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express</p> <p>2.2 Create or modify user accounts for Cisco Unified Communications Manager</p> <p>2.3 Create or modify user accounts for Cisco Unified Communications Manager Express using the GUI</p> <p>2.4 Create or modify endpoints for Cisco Unified Communications Manager</p> <p>2.5 Create or modify endpoints for Cisco Unified Communications Manager Express using the GUI</p> <p>2.6 Describe how calling privileges function and how calling privileges impact system features</p> <p>2.7 Create or modify directory numbers</p> <p>2.8 Enable user features and related calling privileges for extension mobility, call coverage, intercom, native presence, and unified mobility remote destination configuration</p> <p>2.9 Enable end users for Cisco Unified IM and Presence</p> <p>2.10 Verify user features are operational</p> <p>3.0 Configure Voice Messaging and Presence</p> <p>3.1 Describe user creation options for voice messaging</p> <p>3.2 Create or modify user accounts for Cisco Unity Connection</p> <p>3.3 Describe Cisco Unified IM and Presence</p> <p>3.4 Configure Cisco Unified IM and Presence</p> <p>4.0 Maintain Cisco Unified Communications System</p> <p>4.1 Generate CDR and CMR reports</p> <p>4.2 Generate capacity reports</p> <p>4.3 Generate usage reports</p>	<p>2.0 Endpoint Configuration</p> <p>2.1 Describe video product models</p> <ul style="list-style-type: none"> • 2.1.a Mobile devices • 2.1.b Desktop systems • 2.1.c Multi-purpose systems • 2.1.d Surveillance cameras and encoders • 2.1.e Immersive systems • 2.1.f Peripherals and add-ons • 2.1.g Cabling connections • 2.1.h Digital media players <p>2.2 Describe environment recommendations</p> <ul style="list-style-type: none"> • 2.2.a Room lighting recommendations • 2.2.b Room acoustics recommendations • 2.2.c Room power recommendations • 2.2.d Room HVAC recommendations • 2.2.e Room materials (windows, floor material, wall material, etc.) • 2.2.f Room size and background wall • 2.2.g Viewing distance • 2.2.h Physical security recommendations <p>2.3 Implement desktop endpoints and surveillance cameras</p> <ul style="list-style-type: none"> • 2.3.a Network settings • 2.3.b GUI interface and CLI • 2.3.c Control plane • 2.3.d Cables • 2.3.e Test call • 2.3.f User acceptance test • 2.3.g Microphone calibration • 2.3.h Camera calibration • 2.3.i Media playback on PCs <p>2.4 Describe features and functions</p> <ul style="list-style-type: none"> • 2.4.a Auto collaboration • 2.4.b MCU capabilities versus TelePresence Server • 2.4.c Audio add in • 2.4.d PIP • 2.4.e FECC • 2.4.f Resolution setting • 2.4.g Multi way vs multi-site <p>3.0 Troubleshooting and Support</p> <p>3.1 Describe troubleshooting methodologies</p> <p>3.2 Identify endpoint issues</p>
---	---

<p>4.4 Generate RTMT reports to monitor system activities</p>	<ul style="list-style-type: none"> • 3.2.a Cabling
<p>4.5 Monitor voicemail usage</p>	<ul style="list-style-type: none"> • 3.2.b Peripherals
<p>4.6 Remove unassigned directory numbers</p>	<ul style="list-style-type: none"> • 3.2.c Network connectivity
<p>4.7 Perform manual system backup</p>	<ul style="list-style-type: none"> • 3.2.d Registration
<p>5.0 Provide End User Support</p>	<ul style="list-style-type: none"> • 3.2.e Call setup
<p>5.1 Verify PSTN connectivity</p>	<ul style="list-style-type: none"> • 3.2.f Media quality
<p>5.2 Define fault domains using information gathered from end user</p>	<ul style="list-style-type: none"> • 3.2.g Mid call feature issues
<p>5.3 Troubleshoot endpoint issues</p>	<p>3.3 Collecting system information</p>
<p>5.4 Identify voicemail issues and resolve issues related to user mailboxes</p>	<ul style="list-style-type: none"> • 3.3.a Logs
<p>5.5 Describe causes and symptoms of call quality issues</p>	<ul style="list-style-type: none"> • 3.3.b Status
<p>5.6 Reset single devices</p>	<p>3.4 Manage configuration</p>
<p>5.7 Describe how to use phone applications</p>	<ul style="list-style-type: none"> • 3.4.a Backups
<p>Module 02: Implementing Cisco Video Network Devices (210-065)</p>	<ul style="list-style-type: none"> • 3.4.b Restore
<p>1.0 Video Concepts</p>	<ul style="list-style-type: none"> • 3.4.c Reset to defaults
<p>1.1 Describe the functional components of video solutions</p>	<ul style="list-style-type: none"> • 3.4.d Password recovery
<ul style="list-style-type: none"> • 1.1.a Provisioning and scheduling Management 	<p>3.5 Implement key CLI commands</p>
<ul style="list-style-type: none"> • 1.1.b Video compositing 	<p>3.6 Monitor events and alerts</p>
<ul style="list-style-type: none"> • 1.1.c Streaming video 	<p>4.0 Conferencing Concepts</p>
<ul style="list-style-type: none"> • 1.1.d Recording and storage 	<p>4.1 Describe multi-point control units</p>
<ul style="list-style-type: none"> • 1.1.e Media players 	<p>4.2 Describe conferencing features</p>
<ul style="list-style-type: none"> • 1.1.f Media convergence 	<ul style="list-style-type: none"> • 4.2.a Switching and layout options
<ul style="list-style-type: none"> • 1.1.g Media managements 	<ul style="list-style-type: none"> • 4.2.b Cascading
<ul style="list-style-type: none"> • 1.1.h Video convergence 	<ul style="list-style-type: none"> • 4.2.c Conferencing add-ons
	<p>4.3 Describe scheduling vs adhoc vs on demand features</p>