

Understanding Cisco Collaboration Foundations

(CLFNDU) 1.2

The **Understanding Cisco Collaboration Foundations (CLFNDU)** training gives you the skills and knowledge needed to administer and support a simple, single-site Cisco® Unified Communications Manager (CM) solution with Session Initiation Protocol (SIP) gateway. The course covers initial parameters, management of devices including phones and video endpoints, management of users, and management of media resources, as well as Cisco Unified Communications solutions maintenance and troubleshooting tools. In addition, you will learn the basics of SIP dial plans including connectivity to Public Switched Telephone Network (PSTN) services, and how to use class-of-service capabilities.

Prerequisite

This training is intended to be an entry-level course. While there are no specific prerequisite Cisco courses; however, the following skills are required:

- Internet web browser usability knowledge and general computer usage
- Knowledge of Cisco Internetwork Operating System (Cisco IOS®) command line

Duration: 40 HRS

Course Outline

- Define Collaboration Technology and Benefits
- Administering Initial Parameters for Cisco Unified Communications Manager
- Exploring Endpoints and the Registration Process
- Exploring Codecs and Call Signaling
- Managing Users in Cisco Unified Communication Manager
- Describing a Basic Dial Plan
- Describing Class of Service
- Enabling Endpoints and Features
- Describing the Cisco ISR as a Voice Gateway
- Exploring Cisco Unified Communication Manager Media Resources
- Reporting and Maintenance
- Exploring Additional Requirements for Video Endpoints
- Describing Cisco Unity Connection

