

Installing, Configuring, and Troubleshooting Cisco Webex/Collaboration Endpoints (CISCO ENDPOINTS)

*WHERE GREAT TRAINING
HAPPENS EVERYDAY!*

Installing, Configuring, and Troubleshooting Cisco Webex/Collaboration Endpoints (CISCO ENDPOINTS)

Course Duration

5 Days

Course Price

\$4,495.00
45 CLCs

Methods of Delivery

In-Person ILT
Virtual ILT
Onsite ILT

About this Class

The Installing, Configuring, and Troubleshooting Cisco Collaboration Endpoints (CISCO ENDPOINTS) course is a comprehensive, five-day instructor-led course that covers deploying, managing, and troubleshooting Cisco Webex devices and collaboration solutions. This training focuses on Webex endpoints, collaboration devices, room design, device configuration, integration with Microsoft Teams and other platforms, as well as network and troubleshooting essentials. Participants will gain hands-on experience configuring Webex Room Systems, Desk Devices, Cisco Board Pro, Webex Calling Devices, and various collaboration tools. Additionally, learners will explore Webex Control Hub configurations, BYOD functionalities, device APIs, digital signage, Cisco Spaces, and integrating Webex devices with Microsoft Teams, Zoom, and Google Meetings. Through a combination of theoretical lessons and extensive hands-on labs, students will develop the skills needed to design, deploy, and maintain Cisco Webex systems for hybrid work environments. This course is designed to empower participants with the knowledge and skills required to ensure seamless, efficient, and secure collaboration experiences within enterprise networks. By the end of the course, students will be able to effectively manage Webex devices and collaboration solutions, perform troubleshooting, and integrate Webex endpoints with external systems to create robust and resilient communication environments.

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Why Attend with Current Technologies CLC

- Our Instructors are the top 10% rated by Cisco
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs run up to Date Code for all our courses

Who Should Attend

The job roles best suited to the material in this course are:

- Installers and Field Technicians
- Collaboration Engineers
- Network Engineers and Administrators
- IT Support Technicians and Helpdesk Staff
- Unified Communications Engineers
- System Integrators and Cisco Channel Partners
- IT Managers and Project Coordinators

Objectives

After taking this course, you should be able to:

- Webex Overview
- Cisco Collaboration Devices Overview
- Room Design and Requirements
- Cisco Endpoints, Webex Room Systems, Desk Device, and Clients
- Deploying CUCM Video Endpoints
- Managing Cisco Device Settings & Options

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Prerequisites

Before attending the "Installing, Configuring, and Troubleshooting Cisco Collaboration Endpoints" course, participants should have a foundational understanding of Cisco networking and collaboration technologies to ensure they can effectively follow and apply the course content. While there are no strict formal prerequisites, the following background knowledge is strongly recommended:

- A basic understanding of networking concepts, including IP addressing, routing, switching, and VLANs.
- Familiarity with Cisco IOS command-line interface (CLI) operations and configuration tasks.
- General knowledge of video and audio-conferencing technologies and collaboration environments.
- Prior exposure to Cisco Webex solutions or Cisco Unified Communications environments is helpful but not required.
- Experience with Microsoft Teams, especially in a video conferencing or device integration context, is beneficial for the integration sections.

These prerequisites will help ensure that learners are prepared to engage with hands-on labs and can fully benefit from the course's focus on real-world deployment, configuration, and troubleshooting scenarios.

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Course Outline

Module 0: Introduction

Module 1: Cisco Collaboration Devices Overview

- Module Topics
- Lesson 1: Collaboration Overview and Challenges
- Lesson 2: Hybrid Work Space
- Lesson 3: Unified Communication Overview
- Lesson 4: Endpoint Use-Cases and Integrations
- Lesson 5: Endpoint Features Overview
- Lesson 6: Collaboration Devices Overview
- Module Summary

Module 2: Room Design and Requirements

- Module Topics
- Lesson 1: Room Design Principles
- Lesson 2: Conference Room Physical Room Layout
- Lesson 3: Conference Room Lighting Design
- Lesson 4: Conference Room Audio Design
- Lesson 5: Audio Console
- Lesson 6: Audio and Video Configuration
- Lesson 7: Conference Divisible Rooms Design
- Module Summary

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Course Outline

Module 3: Cisco Endpoints, Webex Room Systems, Desk Device, and Clients

- Module Topics
- Lesson 1: Webex Portfolio and Features
- Lesson 2: Webex Desk Mini
- Lesson 3: Webex Desk
- Lesson 4: Webex Desk Pro
- Lesson 5: Webex Desk Camera Series
- Lesson 6: Webex Room Kit
- Lesson 7: Webex Room Kit USB
- Lesson 8: Webex Room Kit Mini
- Lesson 9: Webex Room Kit Plus
- Lesson 10: Webex Room Kit Pro
- Lesson 11: Webex Room Bar
- Lesson 12: Webex Room Bar Pro
- Lesson 13: Webex Room Codec EQ
- Lesson 14: Webex Room Kit EQX
- Lesson 15: Webex Campfire Rooms
- Lesson 16: Room Panorama
- Lesson 17: Cisco Board Pro
- Lesson 18: Cisco Board Pro G2
- Lesson 19: Webex Room Navigator
- Lesson 20: SX / DX Devices

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Course Outline

Cont. Module 3:

- Lesson 21: Webex Room OS 11
- Lesson 22: Webex Device States
- Lesson 23: Webex Calling Devices
- Lesson 24: Headsets
- Lesson 25: Table Mic Pro
- Lesson 26: Ceiling Mic Pro
- Module Summary

Module 4: Physical Installation and Device Setup

- Module Topics
- Lesson 1: Connecting Screens and Video Outputs
- Lesson 2: Manual and Automatic Screen Setup
- Lesson 3: Connecting Recorders and External Devices
- Lesson 4: Presenter Track Configuration
- Lesson 5: Presenter and Audience Room Mode Setup
- Lesson 6: Connecting Cables and Peripherals:
- Lesson 7: Testing and Troubleshooting Connections
- Lesson 8: Software Installation and Updates
- Lesson 9: Reset Procedures for Cisco Devices
- Module Summary

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Course Outline

Module 5: Deploying CUCM Video Endpoints

- Module Topics
- Lesson 1: CUCM Video Endpoint Architecture
- Lesson 2: CUCM Endpoint Registration
- Lesson 3: Video Endpoint Settings for Cisco Unified Communications Manager Registration
- Lesson 4: Mobile and Remote Access Device Registration
- Lesson 5: UCM B2B Video Endpoint Call Flows
- Lesson 6: Troubleshooting UCM B2B Video Endpoint Call Flows
- Lesson 7: Cisco Unified Communications Manager Device Troubleshooting Tools
- Module Summary

Module 6: Managing Cisco Device Settings & Options

- Module Topics
- Lesson 1: Navigating the Local Device Web Interface
- Lesson 2: Accessing and Understanding System Information
- Lesson 3: Managing Device Configurations
- Lesson 4: Configuring and Optimizing Audio Settings
- Lesson 5: Setting Up Bluetooth Connectivity
- Lesson 6: Room Booking and Scheduling
- Lesson 7: Enabling Bring Your Own Device (BYOD) Functionality
- Lesson 8: Reviewing and Managing Call History
- Lesson 9: Configuring and Adjusting Camera Settings

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Course Outline

Cont. Module 6

- Lesson 10: Customizing Conference Settings
- Lesson 11: Network Configuration and Connectivity
- Lesson 12: Provisioning Devices for Use
- Lesson 13: Configuring Standby and Scheduling Modes
- Lesson 14: Managing Time and Date Settings
- Lesson 15: User Management and Access Control
- Lesson 16: Video Input Configuration
- Lesson 17: Exploring the Status Page
- Lesson 18: Audio and Video Status
- Lesson 19: Managing Software Updates and Versions
- Module Summary

Module 7: Network Requirements and Config For Devices

- Module Topics
- Lesson 1: Device Network Requirements
- Lesson 2: Network Infrastructure for Device Registration
- Lesson 3: Preparing Network Infrastructure
- Lesson 4: Network Assessment
- Lesson 5: Switch Configuration for Video Devices
- Lesson 6: Webex Calling Ports and Protocols
- Lesson 7: Diagnosing Switch Issues
- Lesson 8: WIFI Troubleshooting
- Module Summary

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Course Outline

Module 8: Webex Device Registrations

- Module Topics
- Lesson 1: Adding a Personal Collaboration Phone
- Lesson 2: Adding a Personal Collaboration Device
- Lesson 3: Common Area Phones
- Lesson 4: Deploying a Shared Collaboration Device
- Lesson 5: Device Templates And Backups
- Lesson 6: Webex Device Registration
- Lesson 7: Device Navigation
- Lesson 8: Webex Device States
- Module Summary

Module 9: Device and Meeting Features

- Module Topics
- Lesson 1: Webex Workspace Overview
- Lesson 2: Workspaces Room Peripherals
- Lesson 3: Device / Workspace Features
- Lesson 4: Navigator Features
- Lesson 5: Companion Mode
- Lesson 6: Creating Workspaces
- Lesson 7: Managing Workspaces
- Lesson 8: Hotdesking

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Course Outline

Cont. Module 9

- Lesson 9: Presenter & Audience
- Lesson 10: Cinematic Views
- Lesson 11: People Focus
- Lesson 12: Webex Meeting Frames
- Lesson 13: Webex Meeting Cross-View
- Lesson 14: Multi-Camera Speaker View
- Lesson 15: Meeting Zone
- Lesson 16: Speaker Track
- Lesson 17: Multiples SpeakerTrack Cameras in one Room

Module 10: Webex App Overview

- Module Topics
- Lesson 1: Download Webex App
- Lesson 2: Install and Login to Webex App for Windows
- Lesson 3: Test Connectivity and Bandwidth To Webex
- Lesson 4: Configuring Webex App Settings
- Lesson 5: Using Webex Calling
- Lesson 6: Webex Calling Voicemail
- Lesson 7: Using Webex Messaging

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Course Outline

Cont. Module 10

- Lesson 8: Space Sections
- Lesson 9: Webex App Spaces
- Lesson 10: Team Spaces
- Lesson 11: Webex Meetings
- Lesson 12: Joining a Meeting
- Lesson 13: Schedule a Meeting
- Lesson 14: Webex In-Meetings Features
- Lesson 15: Ai Features
- Module Summary

Module 11: Webex User Hub

- Module Topics
- Lesson 1: Webex User Hub
- Lesson 2: Settings
- Lesson 3: Calendar
- Lesson 4: Webinar
- Lesson 5: Recordings
- Module Summary

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Course Outline

Module 12: Microsoft Integrations / Microsoft Teams Rooms / Google Meeting / Zoom

- Module Topics
- Lesson 1: Webex Devices Microsoft Integration Overview
- Lesson 2: Video Integration with Microsoft Teams (VIMT)Configuring Webex Devices for Integration
- Lesson 3: Direct Guest Join (WebRTC)
- Lesson 4: Cisco Devices for Microsoft Teams Rooms
- Lesson 5: MTR Supported Features
- Lesson 6: Microsoft 365 Admin Center Provision
- Lesson 7: Microsoft Teams Room Onboarding
- Lesson 8: Microsoft Entra and Intune
- Lesson 9: Joining a Zoom Meeting
- Lesson 10: Joining a Google Meeting
- Module Summary

Module 13: Webex APIs, Integrations, and Macros

- Module Topics
- Lesson 1: Device Automation Overview
- Lesson 2: Device APIs
- Lesson 3: Device Integrations
- Lesson 4: Device Programmability Overview
- Lesson 5: Device Macros and UI Extension
- Lesson 6: User Interface (UI) Extension

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Course Outline

Cont. Module 13

- Lesson 7: MTR Programmability and Device xAPI
- Lesson 8: Device Macro and Configuration Deployment Options
- Lesson 9: Device Macro and UI Extension Control Hub Configuration
- Lesson 10: Device Backups
- Lesson 11: CE-Deploy
- Lesson 12: WebView Web-Sockets
- Lesson 13: Kiosk Web Apps
- Module Summary

Module 14: Cisco Spaces

- Module Topics
- Lesson 1: Cisco Spaces Overview
- Lesson 2: Cisco Smart Workspaces
- Lesson 3: Cisco Spaces Control Hub Activation
- Lesson 4: Cisco Spaces Initial Configuration
- Lesson 5: Control Hub Configuration
- Lesson 6: Enable CH Workspace for Smart Workspaces
- Lesson 7: Enable Cisco Spaces on the Navigator
- Lesson 8: Add Rich Maps to Cisco Spaces
- Lesson 9: Spaces Manager
- Lesson 10: Cisco Spaces - Digital Signage
- Lesson 11: Digital Signage Views on the Device
- Module Summary

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Course Outline

Module 15: Digital Signage

- Module Topics
- Lesson 1: Webex Digital Signage
- Lesson 2: Digital Signage Configuration using Cisco Webex Control Hub
- Lesson 3: Appspace
- Module Summary

Module 16: Device Troubleshooting

- Module Topics
- Lesson 1: Troubleshooting Methodology
- Lesson 2: OSI Model Troubleshooting
- Lesson 3: Understanding SIP Protocol
- Lesson 4: Network Switch Issues
- Lesson 5: Troubleshooting Device Registration
- Lesson 6: Troubleshooting Media Quality
- Lesson 7: Utilizing TAC
- Lesson 8: Traffic Flow Examples
- Lesson 9: Thousand Eyes
- Module Summary

Module 17: Webex IP Phone Basics

- Module Topics
- Lesson 1: IP-Phone Setup Overview
- Module Summary

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Lab Outline

- Lab 0: Establishing Your Lab Connection
- Lab 1: Getting Started with Workstation 1
- Lab 2: Laying the Foundation with Network Prerequisites
- Lab 3: Webex Control Hub Configurations
- Lab 4: Hybrid Calendar and VIMT – Setup
- Lab 5: Designing & Optimizing Collaborative Workspaces
- Lab 6: Seamlessly Registering Cisco Devices
- Lab 7: Cloud Device Configuration Management
- Lab 8: Taking Control with Local Device Settings
- Lab 9: Elevating Meetings with Cinematic Features
- Lab 10: Managing Physical Device Controls
- Lab 11: Using the Webex User Hub
- Lab 12: Automating with Macros, APIs, and Integrations
- Lab 13: Deploying Digital Signage
- Lab 14: Webex App Client Features (Optional)
- Lab 15: Cisco Smart Workspaces Lab Overview
- Lab 16 Webex Device Thousand Eyes Integration
- Lab 17 Cisco Spaces PART 2