



6210 Central Ave, Portage, IN. 46368 Phone: 219.764.3800 Fax: 219.764.3805 Web: <http://www.ctclc.com>



### Administering Video Devices, Webex Teams, Users, and Webex Boards Registered in the Cisco Cloud (CLOUD-CONF-CT)

This is a five-day Cloud Conferencing instructor-led course where students will learn how to Provision, Manage, and Register Telepresence endpoints in the WebEx Cloud. Students will also learn how to migrate their existing on-prem devices to the Cisco Telepresence Cloud. Students will also learn to integrate Hybrid Mesh nodes, Hybrid Calendaring, Hybrid Security, and Webex Teams with their existing Infrastructure.

#### Who Should Attend

The primary audience for this course is as follows:

- Network Video Administrators
- Collaboration Administrators
- Network Video Engineer
- Voice/UC/Collaboration/Communications Engineer
- Collaboration Sales/Systems Engineer

#### Course Duration

5 days

#### Course Price

\$4,795.00

#### Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

#### Course Objectives

- Student will learn how to provision and Manage Video Endpoints in the Cisco Cloud
- Students will also learn how to deploy hybrid Call Service for WebEx Teams Users and WebEx Video Devices
- Students will learn how to configure the Hybrid Video Mesh Nodes for Cloud Conferencing
- Students will learn how to configure the Cisco Directory Connector and Synchronize Active Directory Users
- Students will learn how to integrate Microsoft Exchange, Office 365, or Google Calendar
- Students will use Hybrid Calendar Service to schedule meetings
- Students will learn how to Integrate Cisco WebEx Hybrid Data Security
- Students will learn how to Integrate Cisco WebEx Hybrid Message Service to Integrate your existing Jabber and IM&P Infrastructure

## Course Outline

### Module 0: Introductions

### Module 1: Overview of Cisco Cloud Registered Endpoints

- DX 70/80
- SX 10/20/80
- MX 700/800
- Room Kit Mini
- Room Kit
- Room Kit Plus
- Room Kit Pro
- WebEx Board
- Desktop Pro
- Webex Share

### Module 2: Configure WebEx Control Hub and Registering Endpoints

- Network Assessment and Provisioning
- Cisco WebEx Teams Control Hub
- Cisco WebEx Teams Control Hub Pro Pack
- Creating Cisco WebEx Teams Sites
- Integrating Cisco WebEx Teams with Active Directory
- Integrating Cisco WebEx with ADFS
- Managing User and Features
- Configuring Cisco Expressway Integration
- Checking the WebEx Teams Health
- Integrating Cisco Unified Communications Manager (UCM) With WebEx Teams
- Integrating Cisco Jabber with WebEx Teams
- Registering Cisco Phones using WebEx
- Register Telepresence Endpoints with the WebEx Cloud.
- Integrating On-Premise Telepresence with WebEx Cloud Telepresence
- Registering WebEx Boards
- Managing User and Assigned Features
- Using Analytics for reporting on Meetings

### Module 3: Configuring WebEx Services

- Configuring the WebEx Meeting Service
  - Supported Room Systems
  - Configuring WebEx Meetings
  - Configuring TelePresence Cloud Meetings
  - Configuring Hybrid Meetings

- Configuring the Video Mesh Node (Hybrid Media Node)
  - Overview of Video Mesh Service
  - Prepare Your Environment
  - Deploy Video Mesh Service
  - Monitoring the Video Mesh Service
  - Configuring Conferences to use the Video Mesh for Local Conferences.
  - Using the Video Mesh Node for Local Conferencing
  - Troubleshoot Video Mesh Service
  
- Configuring the Hybrid Calendaring Service
  - Overview of Hybrid Calendar Service
  - Configuring Hybrid Calendar Service for Microsoft Exchange
  - Configuring Hybrid Calendar Service with Office 365
  - Configuring Hybrid Calendar Service for a Hybrid Exchange Environment
  - Configuring Hybrid Calendar with Google Calendar
  - Configuring Conferences using the Calendar Service
  - Troubleshoot Cisco Calendar Service
  
- Configuring the Hybrid Directory Service
  - Overview of Cisco Directory Connector
  - Integrate Microsoft Active Directory
  - Deploy Cisco Directory Connector
  - Manage Cisco Directory Connector
  - Manage Cisco WebEx User Accounts
  - Troubleshoot Cisco Directory Connector
  
- Configuring the Hybrid Call Service
  - Overview of Hybrid Call Services
  - Integrating WebEx Teams with Cisco Unified Communications Manager
  - Deploy Hybrid Call Service Aware
  - Deploy Hybrid Call Service Connect
  - Deploy Hybrid Call Service for Cisco WebEx Devices
  - Troubleshoot Hybrid Call Services
  
- Configuring Hybrid Data Security (optional)
  - Hybrid Data Security Overview
  - Set up a Hybrid Data Security Cluster
  - Manage HDS Deployment
  - View Alerts and Troubleshoot
  
- Configuring Cisco WebEx Enterprise Site Management (optional)
  - Using Cisco WebEx Control Hub for WebEx Site Administration
  - WebEx Enterprise administration configuration
  - Common Settings
  - Meeting Center Configuration
  - Event Center Configuration

- Training Center Configuration
- WebEx Enterprise Reporting

## **Module 4: Cloud Meetings**

- Supported Room Systems
- Bandwidth Requirements
- Proximity
- Cisco WebEx Teams Video Settings
- Zero Touch Meetings
- Scheduling a Meeting with Invites
- Join a Meeting from a Cloud Registered Endpoint
- Join a Meeting using WebEx Teams
- Join a Meeting using a WebEx Board
- Join a Meeting from an on premise Telepresence Endpoint
- Join a Meeting from Jabber
- Join a Meeting from a Non Cisco Endpoint
- Join a Meeting from a Cisco Phone
- Using a Video Mesh for Internal Conference Participants
- Share Content from a Laptop on Your Room Device
- Video Layouts
- Screen Sharing
- White boarding

## **Module 5: WebEx Teams**

- WebEx Teams Client
  - WebEx Teams Introduction
  - Network Test
  - Provisioning WebEx Teams Client Features
  - Provisioning iPads
  - Provisioning iPhones
  - Provision Android Phones
  - WebEx Teams Messaging
  - WebEx Teams Meetings
  - WebEx Teams Calling
  - WebEx Teams Care
  - WebEx Teams Hybrid Deployments
- WebEx Teams Messaging
  - Free Messaging vs Named User License Messaging
  - Creating a one on one Message Space with an Individual
  - Creating Persistent Messaging for a Group of Users
  - Adding People to the Spaces
  - @Mentions

- Presentations
  - White boarding
  - 1 on 1 Tutoring
  - Annotation
  - Sharing Files
  - Using Spaces
  - Adding Someone to a Space
  - Change Your Status
  - Creating Messages
  - Formatting Messages
  - Manage Notifications in Spaces
  - Flagging a Person in a Message
  - Make Someone a Moderator on a Team
  - Remove Someone from a Space
  - Lock Space
  - Share Files
  - Delete a Space
  - Find People, Spaces, Messages, and Files
  - Flag Important Messages
  - Filter Your Spaces and Content
  - Delete Messages and Files
  - Leave a Space
  - Archive a Team
- WebEx Teams Meeting Features
    - WebEx Teams Software Application
    - Cisco Expressway
    - Hybrid Media Services
    - Cisco WebEx Teams Proximity
    - Bandwidth Requirements
    - Creating a Video Meeting
    - Scheduling a Meeting with Invites
    - WebEx Teams and WEBEX Integration

## **Module 6: WebEx Boards**

- Cisco WebEx Teams Board
- WebEx Teams Board Capabilities
- WebEx Teams Board Setup
- Mounting Options
- Syncing the WebEx Teams app with WebEx Teams Board
- Whiteboarding
- Sharing Files
- WebEx Teams Board Ad-Hoc Meeting

- WebEx Teams Board Space Meeting

## **Module 7: Monitoring / Troubleshooting the WebEx Teams Service**

- Check Status of WebEx Services
- Using WebEx Analytics
- Monitor and Troubleshoot Meeting Quality using analytics
- Monitor and Troubleshoot WebEx Teams using analytics
- Monitor and Troubleshoot Endpoints using analytics
- Monitor and Troubleshoot Hybrid Services using the Expressway
- Monitoring Endpoints
- Troubleshooting Endpoint Registration
- External Health Portal
- Support and feedback through WebEx Teams App
- Troubleshooting Cisco WebEx Teams

### **Labs**

- Register Endpoints
- Provisioning the Cisco DX Telepresence unit
- Provision SX80/ Room Kit
- Provisioning Users
- Provisioning the 8865 Phone
- Installing WebEx Teams Application
- Configure Hybrid Calling
  - Integration with Unified Communications Manager
- Configure Hybrid Calendar
  - Integration with Exchange
- Configure Hybrid Directory Service
  - Single Sign-On (SSO) Configuration with ADFS
  - O365 Integrations to WebEx
- Configure Hybrid Video Mesh
  - Monitor Local Nodes in a conference
- Configure Hybrid Data Security (optional)
- Manage WebEx Enterprise Sites
- Meetings
  - Configure Meetings
  - Scheduling meetings
  - Monitor Meetings
  - Troubleshoot Meetings
- Using the WebEx Control Hub for Monitoring and Troubleshooting
- WebEx Teams
  - Exploring the WebEx Teams Interface

- Creating WebEx Teams Spaces
- Using Messaging
- Adding users to Spaces
- Using the End User Self-care Portal
- Troubleshooting WebEx Teams