

Cisco CCT Collaboration (100-890 CLTECH)

This entry-level Cisco CCT Collaboration training prepares learners to navigate the hardware and software of a Cisco collaboration network well enough to provide basic support and maintenance. Use the course to prepare for the CCT Collaboration certification, which proves you understand the hardware and software in a Cisco collaboration network and know how to provide a basic level of maintenance to keep calls connecting, messages flowing, and video calls clear.

[CBT Nuggets course material](#) →

WEEK 1

CLTECH: Cisco Collaboration Infrastructure Overview

151 min.

Intro: Cisco Collaboration Infrastructure Overview	1
What is CLTECH?	5
Infrastructure Overview	18
Voice Gateways and Dial peers	11
Describe Cisco Converged Networks	16

CLTECH: Cisco Endpoints and Video Concepts

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Different types of Cisco endpoints	10
Basic Video Concepts	12
Codecs used in IP Video Solutions	7
Evolution of Cisco IP Video Solutions	8

CLTECH: Collaboration Applications and Deployment Types

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CUCM Conference Resources	5
Telepresence Management Suite (TMS)	6
Cisco Meeting Server (CMS)	11
Cisco Collaboration Deployments	5
Cisco Webex	6
Other Cisco Collaborations Applications	7
Cisco Unified Communications Manager	7

WEEK 2

CLTECH: Cisco Webex Desktop Series & Webex Boards 15 min.

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CUCM Phone boot up process	15
Identify Cisco Webex Desk Series Hardware Components	11
Identify Cisco Webex Board Hardware Components	11
Collaboration Endpoint vs RoomOS Software	8

CLTECH: Cisco Webex Room & MX Series

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Identifying Cisco Webex Room Kit (USB, Kit Mini) Hardware Components	14
Identifying Cisco Webex Room Kit (Kit, Kit Plus, Kit Pro) Hardware Components	14
Identify Cisco Webex Room 55/70 G2 Hardware Components	8
Identify Cisco Webex Room Panorama Immersive System Hardware Components	6
Identifying Cisco MX Hardware Components	6

CLTECH: Cisco SX\IX Series and other peripherals

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Identify Cisco TelePresence IX-5000 Hardware Components	4

Cisco Touch10 and Webex Room Navigator	7
Cisco TelePresence Precision Cameras	5
Cisco TelePresence Microphones	4
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CLTECH: IP addresses and protocols

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155 min.

The Anatomy of an IP address	22
DHCP, DNS, NTP and CDP	14
Using CLI Commands	11

CLTECH: File transfers, backups and restores

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Using a Terminal Emulator to connect via Console or SSH	15
File transfer protocols	11
File transfers using the USB port	10
Backup and Restore via the web interface	11

CLTECH: CLI Commands and managing our endpoints

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Use a Touch 10 to gather information	5
Manage the Lists of Trusted Certificate Authorities	7
Manage the software on our endpoints	10
Upgrade from TC to CE software	5

CLTECH: Endpoint Settings and Collecting System Logs

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Release and Option Keys	7

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140 min.

How to Factory Reset Video Endpoints and Codecs	12
How to Factory Reset an IP Phone	5
How to Set the Device Passphrase	4
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Collect System Diagnostics and Logs	12

CLTECH: Troubleshoot Endpoint registration

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When an Endpoint Does Not Register to CUCM	14
Checking the IP Configuration of an Endpoint	7
Is the MAC Address Being Blocked?	8
Determine Device Status Using its LED Lights	9
Hardware Replacement Procedures	10

CLTECH: Content Sharing and Speaker/Presenter Tracking

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Share content using cables	8
Cisco Proximity	9
Speaker Tracking	5
Snap to Whiteboard	3
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Execute the Test Plan	5
Final thoughts	3