

Cisco 300-810 Exam Prep 2026

Cisco 300-810 2026 exam prep. Configure Unity Connection, UCM, and collaboration apps with real-world scenarios.

[IT Certifications](#) Instructor: Brian Mitchell • 5 sections • 46 lessons • 16.00h total

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About this course

This course is for network engineers and administrators preparing for the Cisco 300-810 exam in 2026. We will break down the key exam objectives into manageable, real scenarios so you understand how to apply these skills in your daily work. You will get hands-on with core collaboration technologies and learn to troubleshoot common issues.

You will learn how to configure and manage Cisco collaboration applications, including Unity Connection and UCM, through step-by-step guides and downloadable configuration templates. The course includes practical case studies from actual deployment environments and problem-solving sessions, delivered in a conversational format.

Course curriculum

Section 1: Foundations and Exam Overview

- **Understanding the 300-810 Exam Structure for 2026 (12m)**
Get a clear breakdown of the exam domains and scoring, so you know exactly where to focus your study efforts.
- **Setting Up Your Lab Environment (25m)**
Step-by-step guide to building a virtual lab using Cisco tools, complete with a downloadable setup checklist.
- **Key Collaboration Concepts You Must Know (18m)**
We'll review the foundational concepts of Cisco collaboration, explaining how they work in real networks.
- **Introduction to Cisco Unified Communications Manager (14m)**
Learn the basics of UCM architecture and its role in your collaboration environment.
- **Overview of Cisco Unity Connection (16m)**
Understand the core functions of Unity Connection and how it integrates with other systems.
- **Exploring Cisco Jabber and Client Applications (11m)**
See how end-user clients like Jabber fit into the overall collaboration picture.
- **Exam Study Plan and Resource Guide (8m)**
Create a personalized study schedule and get recommendations for official Cisco resources.

Section 2: Core Configuration and Management

- **Configuring UCM Service Parameters (22m)**
Hands-on walkthrough for setting up essential UCM services with a downloadable configuration template.
- **Managing Users and Devices in UCM (28m)**
Step-by-step guide to adding and configuring users, phones, and endpoints for a real team.
- **Setting Up Dial Plans and Call Routing (32m)**
Learn to design and implement dial plans that work for your organization's needs.
- **Configuring Unity Connection Mailboxes and Greetings (19m)**
Practical steps to set up voicemail boxes, auto-attendants, and custom greetings.
- **Integrating UCM with Unity Connection (24m)**
Real case study analysis showing how to connect these systems for seamless operation.
- **Jabber Client Deployment and Configuration (17m)**
Learn to deploy and troubleshoot Jabber clients across different devices.
- **Managing Certificates and Security in Collaboration (21m)**
Problem-solving session on securing your collaboration environment with certificates.
- **Backup and Restore Procedures for UCM (15m)**
Downloadable template for creating a backup schedule and step-by-step restore process.
- **Monitoring System Health and Performance (20m)**
Use built-in tools to monitor your collaboration system and identify potential issues.

Section 3: Deep Dive into Advanced Features

- **Configuring Call Admission Control and Locations (26m)**
Learn to manage bandwidth and call quality across your network with real-world examples.
- **Implementing Mobility Features in UCM (23m)**
Step-by-step guide to setting up device mobility and extension mobility for users.
- **Advanced Unity Connection Integration with IM and Presence (18m)**
Deep dive into integrating voicemail with instant messaging and presence services.
- **Troubleshooting Common UCM Issues (30m)**
Problem-solving session with real case studies on diagnosing and fixing UCM problems.
- **Configuring QoS for Collaboration Traffic (25m)**
Practical guide to implementing Quality of Service to ensure clear calls and meetings.
- **Using Cisco Unified Reporting (14m)**
Learn to generate and interpret reports for system usage and performance analysis.
- **Customizing Unity Connection Call Handlers (20m)**
Downloadable templates for creating advanced call handlers and scripts.
- **Exam-Focused Lab: Configuring a Full Branch Office (35m)**
End-to-end lab exercise to configure a branch office collaboration setup from scratch.

Section 4: Advanced Application and Troubleshooting

- **Integrating Third-Party Applications with UCM (22m)**
Step-by-step guide to connecting APIs and third-party tools to your collaboration system.
- **Advanced Call Routing with Route Patterns and Partitions (28m)**
Learn complex routing strategies with a downloadable design template.
- **Troubleshooting Jabber and Client Connectivity (19m)**
Real case study analysis on fixing common Jabber deployment and login issues.
- **Configuring Cisco Meeting Server Integration (27m)**
Hands-on setup for integrating Cisco Meeting Server with UCM for video collaboration.
- **Managing Certificates and Security Policies (24m)**
Problem-solving session on renewing certificates and enforcing security policies.
- **Voice Gateway Configuration and Troubleshooting (31m)**
Step-by-step guide to setting up voice gateways and diagnosing connectivity issues.
- **Using CLI for UCM and Unity Connection (16m)**
Learn essential CLI commands for advanced management and troubleshooting.
- **High Availability and Failover Setup (29m)**
Downloadable checklist for configuring high availability in your collaboration environment.
- **Exam Simulation: Troubleshooting Complex Scenarios (33m)**
Practice with simulated exam questions and real-world troubleshooting exercises.
- **Optimizing System Performance and Scalability (21m)**
Learn tips and techniques to ensure your system can handle growth and high demand.

Section 5: Implementation and Next Steps

- **Creating a Deployment Project Plan (20m)**
Downloadable template for planning and executing a collaboration deployment project.
- **Best Practices for System Maintenance (18m)**
Step-by-step guide to ongoing maintenance tasks and health checks.
- **Documentation and Knowledge Transfer (15m)**
Learn how to document your configuration and train your team effectively.
- **Preparing for the Exam Day (12m)**
Practical tips on exam strategy, time management, and what to expect.
- **Post-Exam: Continuing Your Collaboration Journey (14m)**
Real-world advice on applying your skills and pursuing further Cisco certifications.
- **Real Case Study: Enterprise Deployment Review (25m)**
Analyze a complete enterprise deployment case study from start to finish.
- **Troubleshooting Lab: Multi-System Failure (34m)**
Problem-solving session with a complex scenario involving multiple collaboration systems.
- **Configuring Advanced Security Features (23m)**
Step-by-step guide to implementing encryption, access controls, and security policies.
- **Automating Tasks with Scripts and Tools (26m)**
Learn to use automation tools to save time on repetitive configuration tasks.
- **Final Review and Key Takeaways (17m)**
A comprehensive review of all major topics with a downloadable summary sheet.
- **Building Your Professional Network (11m)**
Tips on engaging with the Cisco community and finding mentors for your career growth.
- **Course Wrap-Up and Next Steps (9m)**
Actionable steps to take after completing the course to solidify your learning.

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