

# Cisco 500-325 Exam Prep: 2026 Edition

Cisco 500-325 2026 exam prep. Core concepts, checklists, and practice scenarios.

[IT Certifications](#) Instructor: Jason Miller • 5 sections • 45 lessons • 14.00h total

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## About this course

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Preparing for the Cisco 500-325 exam can feel overwhelming with changing technologies and exam formats. This course gives you a clear, practical roadmap to understand key topics, avoid common pitfalls, and focus your study time on what matters for the 2026 edition.

You will get walkthroughs of core concepts, downloadable study checklists, and realistic practice scenarios. We include real case study analysis and problem-solving sessions.

## Course curriculum

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### Foundations and Exam Strategy

- **How the 500-325 Exam is Structured (12m)**  
Learn the exam format, question types, and scoring to plan your study approach effectively.
- **Setting Up Your Study Environment (8m)**  
A step-by-step guide to organizing your materials, calendars, and lab resources.
- **Key Collaboration Concepts to Master (18m)**  
We'll show you the core technologies covered, so you know where to focus first.
- **Using Official Cisco Documentation Efficiently (15m)**  
Learn how to quickly find answers in Cisco docs during your study and on the job.
- **Building Your 30-Day Study Plan (10m)**  
A downloadable template to map out your daily and weekly goals.
- **Common Exam Pitfalls and How to Avoid Them (14m)**  
Real talk on the mistakes that trip up candidates and how to sidestep them.
- **Understanding Exam Dumps: Ethics and Use (9m)**  
A frank discussion on using practice materials responsibly to reinforce learning.

### Core Collaboration Technologies

- **Cisco Unified Communications Manager Basics (22m)**  
Deep dive into CUCM architecture and common configuration tasks.
- **Configuring SIP Trunks and Gateways (25m)**  
Step-by-step guide to setting up reliable voice connectivity.
- **Cisco Unity Connection Voicemail Setup (19m)**  
Learn how to integrate and configure voicemail services effectively.
- **IM and Presence Service Fundamentals (16m)**  
Understand chat, presence, and how it ties into your collaboration suite.
- **QoS for Voice and Video: Practical Configs (28m)**  
A real case study analysis on prioritizing traffic to ensure call quality.
- **Cisco Jabber Deployment Overview (17m)**  
Walk through the key steps for getting Jabber running for end users.
- **Troubleshooting Call Setup Issues (32m)**  
Problem-solving session using debugs and logs to isolate common faults.
- **Basic Security for Collaboration Systems (21m)**  
We'll show you how to apply security best practices to your devices.
- **Understanding Mobility and Extension Mobility (13m)**  
Learn how users can move between phones seamlessly and what to configure.

### Deep Dive: Advanced Topics

- **Expressway Edge and Core Concepts (26m)**  
Understand the role of Expressway in remote access and B2B calls.

- **Configuring Mobile and Remote Access (MRA) (24m)**  
Step-by-step guide to getting Jabber working outside the corporate network.
- **Cisco Meeting Server Basics (20m)**  
A practical look at setting up on-premises meetings and conferences.
- **Integrating Directory Services (LDAP) (15m)**  
Learn how to sync users and simplify login for your team.
- **CUCM Call Routing Logic Deep Dive (30m)**  
Real case study analysis on building complex dial plans without headaches.
- **Troubleshooting Certificate Issues (18m)**  
Problem-solving session focused on trust chains and common cert errors.
- **Advanced Monitoring with RTMT (22m)**  
How to use Real-Time Monitoring Tool to spot performance issues early.
- **Backup and Restore Procedures (14m)**  
A straightforward checklist for protecting your collaboration deployment.

## **Advanced Application & Scenarios**

- **Designing a Multi-Site Dial Plan (29m)**  
Step-by-step guide to applying calling search spaces and route patterns.
- **Configuring URI Dialing (17m)**  
Learn how to set up and troubleshoot SIP URI calling for users.
- **Troubleshooting One-Way Audio (23m)**  
A problem-solving session using NAT, ACL, and QoS analysis.
- **Integrating with Cisco Webex Hybrid Services (27m)**  
Real case study analysis on connecting on-premises to the cloud.
- **Configuring Hunt Groups and Call Pickup (15m)**  
We'll show you how to manage incoming calls for teams effectively.
- **CER (Emergency Responder) Setup (21m)**  
A practical walkthrough for meeting emergency location requirements.
- **Troubleshooting IM and Presence Federation (16m)**  
Learn to diagnose issues when chatting with external partners.
- **Optimizing Video Bandwidth Usage (19m)**  
Step-by-step guide to adjusting codecs for better video performance.
- **Handling Call Admission Control (20m)**  
A real-world look at preventing network overload on WAN links.
- **Scripting Basics for Unity Connection (12m)**  
Downloadable template for creating custom auto-attendant menus.

## **Implementation & Next Steps**

- **Full Deployment Walkthrough: Small Business (35m)**  
Real case study analysis from start to finish for a typical office.
- **Mid-Size Enterprise Case Study (38m)**  
Problem-solving session covering redundancy and high availability.

- **Prepping Your Lab for Practice (11m)**  
A checklist of VMs and resources to build a safe test environment.
- **Mock Exam Part 1: Core Concepts (25m)**  
Test your knowledge with scenario-based questions and explanations.
- **Mock Exam Part 2: Troubleshooting (28m)**  
A focused set of fault isolation questions to sharpen your skills.
- **Reviewing Your Mock Exam Results (13m)**  
We'll show you how to analyze weak spots and adjust your plan.
- **Final Week: Cram vs. Review Strategy (10m)**  
A step-by-step guide to the last 7 days before your exam.
- **What to Expect on Exam Day (8m)**  
Tips for the testing center, check-in process, and managing time.
- **Post-Certification: Career Paths (14m)**  
Learn how to leverage your new cert for roles like Collaboration Engineer.
- **Keeping Your Skills Sharp in 2026 (9m)**  
Resources and habits to stay current with new Cisco releases.
- **Course Wrap-Up and Q&A (7m)**  
A final message from the instructor and where to ask remaining questions.

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