



Administering Cisco Call Manager

ACCM

2 day

Overview :

This two-day instructor led course focuses on using Cisco CallManager and other IP telephony components that are connected in LANs and WANs. Upon completion of this training course, delegates will be able to select, connect, and configure the various Cisco IP telephony devices, and perform adds, moves, and changes to these devices and users.

Target Audience :

This training event is primarily of benefit to Individuals who are responsible for day-to-day administration of Cisco CallManager, notably adds, moves, changes and some basic troubleshooting skills that are required for Cisco CallManager use. The course will also be of benefit to individuals who are responsible for the administration of a Cisco IP telephony solution.

At the end of the course, delegates will be able to:

- Select, connect, and configure the various Cisco IP telephony devices
- Configure Cisco CallManager to add users, phones, and Cisco IP Communicator to the Cisco Call Manager database by using manual configuration, auto registration , or BAT
- Configure Cisco CallManager to enable features and services to include conferencing, MOH, speed dials, Call Park, Call Pickup, Cisco Call Back, Barge, Privacy, and Cisco IP Phone Services

Course Content :

Reviewing Telephony and IP Phones

- Comparing Legacy and IP Telephony Technology
- Cisco Architecture for Voice, Video and Integrated Data
- Networking Terms and Concepts

Introducing Cisco IP Phones

- Cisco IP Phone Overview
- IP Phone Startup Process
- Cisco CallManager Functions

Connecting End-User Devices

- Connecting an IP Phone
- Buttons and Hardware
- Getting Help on a IP Phone
- Device Information
- Modifying DHCP Settings
- Configuring IP Settings

- Configuring VLAN Settings
- Configuring TFTP Options
- Configuring Ports
- Call Statistics Screen
- Vital Statistics
- End-User Training Aids

Navigating Cisco CallManager

- Navigation
- Multilevel Administration Access
- Cisco CallManager Administration Menus
- Manual IP Phone and Directory Number Configuration
- Configuring IP Phone Auto registration
- Adding Users and Customizing User Options
- User Logon and Device Selection
- Call Forward
- Speed Dials
- Cisco IP Phone Services Subscription
- Personal Address Book and Fast Dials
- Message Waiting Lamp
- PolicyPersonalizing Device and Web Page Locale

Configuring User Features

- Core IP Phone Features
- Enhanced IP Phone Features
- Working with Softkey Templates
- Call Park, Call Pickup, and Cisco Call Back
- Barge and Privacy
- Cisco IP Phone Services
- Cisco CallManager Extension Mobility
- Client Matter Codes and Forced Authorization Codes
- Call Display Restrictions
- Malicious Call Identification
- Multilevel Precedence and Pre-emption

Using BAT, Remote Monitoring, and Troubleshooting

- Introducing the Bulk Administration Tool
- Monitoring the Cisco IP Phone Remotely
- Troubleshooting the Cisco IP Phone

Course Prerequisites :

No formal prerequisites exist for the ACCM course. However delegates should have a working knowledge of computer software, and Microsoft Windows operating system navigation, and the ability to understand concepts of voice and computer system operation

Testing and Certification :

None at present

Follow on Courses :**Further Information :**

ACCM/	For more information, or to book your course, please call Global Knowledge Denmark Address: Kirkebjerg Alle 88, 2605 Brøndby Telephone: +45 44 88 18 00 Email: training@globalknowledge.dk Web: www.globalknowledge.dk	
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