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## Administering Cisco Call Manager

**Duration: 3 Days**    **Course Code: ACCM**

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### Overview:

This course focuses on using Cisco CallManager/Communications Manager 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.

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### 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.

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### Objectives:

- At the end of this 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 CallManager 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
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### 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 the ability to understand concepts of voice and computer system operation and a basic understanding of IP.

### Testing and Certification:

There are no exams associated to this course at this moment in time.

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## Content:

### Introducing Cisco IP Phones

- 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 Port
- Call Statistics Screen
- Vital Statistics
- End-User Training Aids

### Configuring Cisco Unified Call Manager to Support Class of Service

- Use of Partitions and Calling Search Spaces
- Use of Translation Patterns

### 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 Policy
- Personalizing Device and Web Page Locale

### Configuring User Features

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- 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

### Using BAT

- Introducing the Bulk Administration Tool

### Remote Monitoring, and Troubleshooting

- Monitoring the Cisco IP Phone Remotely
- Troubleshooting the Cisco IP Phone

### Labs

- Configuring Cisco Unified CallManager to Support Cisco IP Phones
- Configuring SIP Endpoints
- Using Cisco Unified Call Manager BAT
- Configuring Hunt groups and Call Coverage
- Implementing Calling Privileges and Restrictions
- Configuring User Features

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## Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

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