

Administering Cisco Unified Communications Manager 5.0 and later

Vendor Course Code: DD-AP-101

Course Length: 2 days

Overview: This course teaches administrators how to perform the most frequently requested administrative tasks for installed Cisco IP telephones and users. It updates Cisco's ACCM course to CallManager 5.x and Unified Communications Manager 8.0.

Skills Gained: Upon completing this course, the learner will be able to meet these overall objectives:

- 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 using manual configuration, auto registration, or the Bulk Administration Tool.
- Configure Cisco CallManager to enable features and services to include conferencing, music on hold, speed dials, Call Park, Call Pickup, Cisco Call Back, Barge, Privacy, Cisco IP Phone Services.

Key Topics: This course contains the following topics/components:

- Course Introduction.
- Lesson 1 Reviewing Telephony and IP Phones.
- Lesson 2 Introducing Cisco IP Phones.
- Lesson 3 Connecting End-user Devices.
- Lab 3-1 End-user Devices.
- Lesson 4 Navigating CallManager.
- Lab 4-1 Adding Users and Customising User Options.
- Lab 4-2 Call Park, Call Pickup, Cisco Call Back, Barge, and Privacy Features.
- Lesson 5 Configuring User Features.
- Lab 5-1 Configuring Extension Mobility.
- Lab 5-2 Call Display Restrictions and Client Matter Codes.
- Lesson 6 Using BAT, Remote Monitoring and Troubleshooting.

Target Audience: PBX administrators, voice technicians, systems engineers and database administrators who are installing, maintaining and troubleshooting Cisco IP Telephony products.

Prerequisites: No prerequisites are necessary. However, learners are expected to have a working knowledge of computer software, Windows navigation, and the ability to understand concepts of voice and computer system operation.