

# CISCO CALL MANAGER SYSTEM ADMINISTRATION

## COURSE DESCRIPTION

This course delivers a technical foundation in Cisco Call Manager v4.x – 5.x. It is designed for network administrators and systems managers, providing essential skills for performing routing maintenance, administration and troubleshooting.

## COURSE CONTENT

Upon successful completion, administrators will be able to:

Access and log into Cisco Call Manager

Understand the system parameters

Administer the route plan parameters

- Dial rules
- Partition and call search space
- Route groups and lists
- Route patterns

Administer service parameters

- Call Manager Attendant Console
- Media resources

Administer feature parameters

- Call park and pickup
- IP phone services
- Meet Me conferencing
- Voicemail information

Manage device parameters

- Adding a new device, finding devices
- Phone and gateway configuration

Set user configurations

- Adding and managing users

Administer application parameters

- Troubleshooting

Access the Call Manager user options menu

- User administration of personal phone parameters

## COURSE SPECIFICATIONS AND REQUIREMENTS

Duration:	1 day 10.00 – 16.00	Training environment set up: <ul style="list-style-type: none"> <li>● Meeting/training room</li> <li>● Access to Call Manager with administrator level authority to the CCM web page via Internet Explorer</li> <li>● Flip chart</li> <li>● Projector</li> <li>● 2-3 phones</li> </ul>
Location:	At client's site	
Group size:	Up to two people per session	
Pre-requisites:	None	

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