

CISCO IP TELEPHONY HANDSET

COURSE DESCRIPTION

This course delivers comprehensive training on the configuration and deployment of Cisco IP handsets and associated applications, including 7905, 7912, 7910, 7940, 7960 and 7970 handsets and associated applications. The course is designed for anyone who needs to use a Cisco IP handset or soft phone.

COURSE CONTENT

Upon successful completion, delegates will understand:

IP phone set use

- Using the handset, headset and speakerphone volume
- Making telephone calls
- Making calls from the missed, received and placed calls directory
- Muting a call
- Placing a call on hold
- Transferring a call
- Call pick-up
- Group pick-up
- Call waiting
- Forwarding all incoming calls
- Accessing online help

Web page use

- Logging on
- Welcome screen to configure phone options
- Select a device to configure
- Changing options. e.g. programme speed dials and call forwarding

Delegates will each receive a features and operation guide for reference

COURSE SPECIFICATIONS AND REQUIREMENTS

Duration:	1 day (4 sessions) 09.30 – 10.45 11.00 – 12.15 13.30 – 14.45 15.00 – 16.15	Training environment set up: <ul style="list-style-type: none"> ● Meeting/training room ● All delegates will require access to live phones and a computer with Internet Explorer ● Flip chart
Location:	At client's site	
Group size:	Up to 12 people per session	

The SAS Group is a major UK systems integrator specialising in IP infrastructures and communications. We provide consultancy and implementation services to design, build and manage converged IP networks for companies of all sizes, enabling them to benefit from the cost and operational efficiencies associated with unified communications. For more information on any of our services, contact your local SAS representative or visit our website at www.sas.co.uk



The SAS Group of Companies Limited

SAS House, Blackhouse Road, Colgate, Horsham, West Sussex RH13 6HS
Tel: +44 (0) 1293 851951 Fax: +44 (0) 1293 852200 email: ipt@sas.co.uk

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