

# COURSE DESCRIPTION

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**Course Name:** Cisco IP Phone User

## Course description:

This course provides practical exercises and demonstrations to ensure that each user is confident and proficient in using the range of Cisco IP handsets as an office extension. It will also demonstrate the extensive range of facilities that the user can access from the handset. Unity Voicemail will also be included if part of the solution.

## Training Technique:

- ▶ Verbal instruction
- ▶ Practical demonstration
- ▶ Practical exercises
- ▶ Discussion and questions and answers

## Course Content:

After attending the course you will be able to use, configure and manage the following features and understand their application and benefits.

- ▶ Basic call management (will include receiving and making calls and transferring calls)
  - ▶ User facilities (will include redial, conference calling, automatic call back, holding calls, using call forwarding, call pick up, directory search, call waiting and speed dialling)
  - ▶ Handset options (will include volume control, LCD contrast changes and ring tone changes)
  - ▶ Manager/secretary options (will include multiple directory numbers, call forwarding and intercoms links)
- Customise the Touch Screen where applicable.

## Who should attend:

This course is designed for all new users of the Cisco IP Phone series

## Pre-requisites:

- ▶ None

## Cost:

On application

**Duration: 1 Day**

**Location: Onsite**

1 day's training will be divided into 3 – 4 sessions.

## Booking information:

To request a booking form and course availability telephone the Customer Training Department on 01403 244446 or email [clienttraining.uk@damovo.com](mailto:clienttraining.uk@damovo.com).