



## Cisco 7940 (2 Line appearance phone)

### Quick User Guide

#### Basic Phone Features Customizing Your Phone

Applies to phones running SIP firmware 8.2.

For detailed information please consult the *Star2Star Phone and Features Guide*, available for view/download via the *Star2Star Web Portal* at:

[www.portal.star2star.com/](http://www.portal.star2star.com/)



#### PLACING A CALL

##### Using the Handset:

Pick up the handset and dial the desired number. If the number is less than 10 digits please press the **Dial** soft key to complete the call.

##### Using the hands-free Speakerphone:



1. With the handset on-hook, either

press the **New Call** soft key, , or  (a line button). Dial the desired number.



2. If the number is less than 10 digits please press the **Dial** soft key to complete the call.

##### Using the optional Headset:

1. With the headset connected,

press , the **New Call** soft key, or  (a line button). Dial the desired number.

2. If the number is less than 10 digits please press the **Dial** soft key to complete the call.

During a call, you can alternate between handset, headset, or hands-free modes by pressing the  or  keys, or picking up the handset.

#### ANSWERING A CALL

##### Using the Handset:

Pick up the handset.

##### Using the Speakerphone:

Press , **Answer** soft key or  (the line button for the incoming call).

##### Using the optional Headset:


Press  if unit to answer the call using a headset.

Or if  is already lit, press the **Answer** soft key or  (the line button for the incoming call).

#### ENDING A CALL

1. Press the **EndCall** soft key or replace the handset.

2. Press  if you are using the **Speakerphone**.

3. Press  if you are using a headset. Press the **EndCall** soft key if you wish to keep headset mode activated (keep the button lit after hanging up).

#### MICROPHONE MUTE

1. During a call press . The indicator

will glow red . The other party cannot hear you.

3. Press  again to resume audio. 4. This feature will work when using handset, headset or speakerphone.

#### CALL HOLD AND RESUME

1. During a call press the **Hold** soft key to place the call on hold.

2. The call information will flash on screen and **Hold** will be indicated on the display.

3. The caller on hold will hear Music or Message on hold if enabled on your system.

4. Press the **Resume** soft key to re-establish the call.

5. If two calls are placed on hold, use

the **Navigation** button  to select the desired call, and then press the **Resume** soft key to return to this call.

#### LOCAL CONFERENCE CALLS

To create a three-way local conference call:

1. You can create a conference with two other parties using the phones local conferencing feature.
2. With an incoming call on your phone or a call you have made, press the **Confere** soft key to create a new call.
3. The active call is placed on hold and the caller will hear Music or Message

on hold if enabled on your system.

4. Dial the phone number of the second

party or press  to access your Directories. From one of these lists press the **Dial** soft key.

5. When the second party answers, press the **Join** soft key again to join all parties in the Conference.

Placing the call on hold on the conference originator's phone will place the other parties in the conference on hold.

Ending the call on the conference originator's phone will allow the other parties to continue the conference.


Use the Star2Star Conference room feature for larger conferences.

#### CALL TRANSFER

**Blind Transfer** (Transfer the call to another party without any announcement):

1. During a call, press the **more** soft key.
2. Press the **BlindXfr** soft key.
3. The caller on hold will hear Music or Message on hold if enabled on your system.
4. Dial the number you want to transfer the call to then press the **Dial** soft key to complete the transfer.

5. Alternatively you may press  to access a list of **Missed Calls**, **Received Calls**, **Placed Calls**, or the **Company Directory**.

6. Use the **Navigation** button  to scroll to the required list. Press the **Select** soft key.
7. Use the **Navigation** button again to scroll to the required entry. Press the **Dial** soft key to call the number displayed and complete the transfer.

# Cisco Ip 7940 User Guide

**Dennis Hartmann**



## **Cisco Ip 7940 User Guide:**

*Implementing Cisco IP Telephony and Video, Part 2 (CIPTV2) Foundation Learning Guide (CCNP Collaboration Exam 300-075 CIPTV2)* William Alexander Hannah,Akhil Behl,2016-03-05 Now fully updated for Cisco s new CIPTV2 300 075 exam Implementing Cisco IP Telephony and Video Part 2 CIPTV2 Foundation Learning Guide is your Cisco authorized learning tool for CCNP Collaboration preparation Part of the Cisco Press Foundation Learning Series it teaches advanced skills for implementing a Cisco Unified Collaboration solution in a multisite environment The authors show how to implement Uniform Resource Identifier URI dialing globalized call routing Intercluster Lookup Service and Global Dial Plan Replication Cisco Service Advertisement Framework and Call Control Discovery tail end hop off Cisco Unified Survivable Remote Site Telephony Enhanced Location Call Admission Control CAC and Automated Alternate Routing AAR and important mobility features They introduce each key challenge associated with Cisco Unified Communications UC multisite deployments and present solutions focused coverage of Cisco Video Communication Server VCS Control the Cisco Expressway Series and their interactions with Cisco Unified Communications Manager Each chapter opens with a topic list that clearly identifies its focus ends with a quick study summary of key concepts and presents review questions to assess and reinforce your understanding The authors present best practices based on Cisco Solutions Reference Network Designs and Cisco Validated Designs and illustrate operation and troubleshooting via configuration examples and sample verification outputs This guide is ideal for all certification candidates who want to master all the topics covered on the CIPTV2 300 075 exam Shows how to craft a multisite dial plan that scales allocates bandwidth appropriately and supports QoS Identifies common problems and proven solutions in multisite UC deployments Introduces best practice media architectures including remote conferencing and centralized transcoding Thoroughly reviews PSTN and intersite connectivity options Shows how to provide remote site telephony and branch redundancy Covers bandwidth reservation at UC application level with CAC Explains how to plan and deploy Cisco Device Mobility Extension Mobility and Unified Mobility Walks through deployment of Cisco Video Communication Server and Expressway series including user and endpoint provisioning Covers Cisco UCM and Cisco VCS interconnections Shows how to use Cisco UC Mobile and Remote Access Covers fallback methods for overcoming IP WAN failure Demonstrates NAT traversal for video and IM devices via VCS Expressway Introduces dynamic dial plan learning via GDPR SAD or CCD

*Implementing Cisco Unified Communications Manager* Josh Finke,Dennis Hartmann,2012 Rev ed of Implementing Cisco Unified Communications Manager authorized self study guide Dennis Hartmann Chris Olsen c2008 c2009

**Implementing Cisco Unified Communications Manager, Part 1 (CIPT1) (Authorized Self-Study Guide)** Dennis Hartmann,2008-06-23 Foundation learning for CIPT1 exam 642 446 Dennis Hartmann CCIE No 15651 Implementing Cisco Unified Communications Manager Part 1 CIPT1 is a Cisco authorized self paced learning tool for CCVP foundation learning This book provides the knowledge necessary to install configure and deploy a Cisco Unified Communications

solution based on Cisco Unified Communications Manager the call routing and signaling component of the Cisco Unified Communications solution By reading this book you will gain an understanding of deploying a Cisco Unified Communications Manager to support single site centralized distributed and hybrid call processing models This book focuses on Cisco Unified Communications Manager Release 6 x You will learn how to install and configure Cisco Unified Communications Manager power over Ethernet switches and gateways using MGCP You will also learn how to build a scalable dial plan for on net and off net calls The dial plan chapters of the book cover call routing call coverage digit manipulation class of service and call coverage components This book will teach you how to implement media resources LDAP directory integration and various endpoints including Skinny Client Control Protocol SCCP and Session Initiation Protocol SIP Cisco Unified Video Advantage endpoint configuration is covered in addition to Cisco Unity voice mail integration and basic voice mail box creation Various user features are discussed including Presence Whether you are preparing for CCVP certification or simply want to gain a better understanding of Cisco Unified Communications Manager fundamentals you will benefit from the foundation information presented in this book

*Implementing Cisco Unified Communications Manager Part 1 CIPT1* is part of a recommended learning path from Cisco that includes simulation and hands on training from authorized Cisco Learning Partners and self study products from Cisco Press To find out more about instructor led training e learning and hands on instruction offered by authorized Cisco Learning Partners worldwide please visit [www.cisco.com/go/authorizedtraining](http://www.cisco.com/go/authorizedtraining)

Dennis J Hartmann CCIE No 15651 is a lead Unified Communications instructor at Global Knowledge Dennis has been working with CallManager since CallManager 2.0 Dennis has various technical certifications CCIE No 15651 CCVP CCSI CCNP CCIP and MCSE Dennis has worked with various Fortune 500 companies including AT T Sprint Merrill Lynch KPMG and Cabletron Systems

Understand Cisco Unified Communications Manager architecture and components Evaluate Cisco Unified Communications Manager deployment models Install upgrade and administer Cisco Unified Communications Manager Apply network configuration NTP and DHCP configuration options Configure and manage user accounts Deploy various Cisco Unified IP Phones Configure Catalyst switches for power over Ethernet and voice VLAN requirements Harden IP Phones to mitigate security risks Configure Media Gateway Control Protocol MGCP gateways Configure dial plans call routing and digit manipulation Deploy various media resources and user features Integrate Cisco Unity Voicemail with Cisco Unified Communications Manager Configure video enabled IP Phones This volume is in the Certification Self Study Series offered by Cisco Press Books in this series provide officially developed self study solutions to help networking professionals understand technology implementations and prepare for the Cisco Career Certifications examinations Category Cisco Unified Communications Manager 6 Covers CIPT1 exam 642 446 65 00 USA 72 00 CAN

*Implementing Cisco Unified Communications Manager, Part 2 (CIPT2) (Authorized Self-Study Guide)* Chris Olsen, 2008-10-09 Authorized Self Study Guide

*Implementing Cisco Unified Communications Manager Part 2 CIPT2* Foundation learning for CIPT2 exam 642 456 Chris

Olsen Implementing Cisco Unified Communications Manager Part 2 CIPT2 is a Cisco authorized self paced learning tool for CCVP foundation learning This book provides you with the knowledge needed to install and configure a Cisco Unified Communications Manager solution in a multisite environment By reading this book you will gain a thorough understanding of how to apply a dial plan for a multisite environment configure survivability for remote sites during WAN failure implement solutions to reduce bandwidth requirements in the IP WAN enable Call Admission Control CAC and automated alternate routing AAR and implement device mobility extension mobility Cisco Unified Mobility and voice security This book focuses on Cisco Unified CallManager Release 6 0 the call routing and signaling component for the Cisco Unified Communications solution It also includes H 323 and Media Gateway Control Protocol MGCP gateway implementation the use of a Cisco Unified Border Element and configuration of Survivable Remote Site Telephony SRST different mobility features and voice security Whether you are preparing for CCVP certification or simply want to gain a better understanding of deploying Cisco Unified Communications Manager in a multisite environment you will benefit from the foundation information presented in this book Implementing Cisco Unified Communications Manager Part 2 CIPT2 is part of a recommended learning path from Cisco that includes simulation and hands on training from authorized Cisco Learning Partners and self study products from Cisco Press To find out more about instructor led training e learning and hands on instruction offered by authorized Cisco Learning Partners worldwide please visit [www.cisco.com/go/authorizedtraining](http://www.cisco.com/go/authorizedtraining) Chris Olsen is the president and founder of System Architects Inc a training and consulting firm specializing in Cisco Microsoft and Novell networking IP telephony and information technologies Chris has been teaching and consulting in the networking arena for more than 15 years He currently holds his CCNA CCDA CCNP and CCVP certifications as well as various Microsoft certifications Identify multisite issues and deployment solutions Implement multisite connections Apply dial plans for multisite deployments Examine remote site redundancy options Deploy Cisco Unified Communications Manager Express in SRST mode Implement bandwidth management call admission control CAC and call applications on Cisco IOS gateways Configure device extension mobility and Cisco unified mobility Understand cryptographic fundamentals and PKI Implement security in Cisco Unified Communications Manager This volume is in the Certification Self Study Series offered by Cisco Press Books in this series provide officially developed self study solutions to help networking professionals understand technology implementations and prepare for the Cisco Career Certifications examinations Category Cisco Unified Communications Manager 6 0 Covers CIPT2 Exam 642 456

CCNA Voice 640-461 Official Cert Guide Jeremy Cioara, Michael H. Valentine, 2011-08-18 Trust the best selling Official Cert Guide series from Cisco Press to help you learn prepare and practice for exam success They are built with the objective of providing assessment review and practice to help ensure you are fully prepared for your certification exam CCNA Voice 640 461 Official Cert Guide presents you with an organized test preparation routine through the use of proven series elements and techniques Do I Know This Already quizzes open each chapter and enable you to decide how much time you

need to spend on each section Exam topic lists make referencing easy Chapter ending Exam Preparation Tasks help you drill on key concepts you must know thoroughly Master Cisco CCNA Voice 640 461 exam topics Assess your knowledge with chapter opening quizzes Review key concepts with exam preparation tasks Practice with 200 realistic exam questions on the CD ROM CCNA Voice 640 461 Official Cert Guide focuses specifically on the objectives for the CCNA Voice ICOMM exam Senior voice consultants and trainers Jeremy Cioara and Michael Valentine share preparation hints and test taking tips helping you identify areas of weakness and improve both your conceptual knowledge and hands on skills Material is presented in a concise manner focusing on increasing your understanding and retention of exam topics The companion CD ROM contains a powerful Pearson IT Certification Practice Test engine that enables you to focus on individual topic areas or take a complete timed exam The assessment engine also tracks your performance and provides feedback on a module by module basis laying out a complete assessment of your knowledge to help you focus your study where it is needed most Well regarded for its level of detail assessment features comprehensive design scenarios and challenging review questions and exercises this official study guide helps you master the concepts and techniques that will enable you to succeed on the exam the first time The official study guide helps you master all the topics on the CCNA Voice exam including Voice and data convergence IP phone connections to the LAN infrastructure Cisco Unified Communications Manager Express CUCM Express IP phone configuration and voice productivity features Gateways and trunks Cisco Unity Express Smart Business Communications System UC500 series for voice CCNA Voice 640 461 Official Cert Guide is part of a recommended learning path from Cisco that includes simulation and hands on training from authorized Cisco Learning Partners and self study products from Cisco Press To find out more about instructor led training e learning and hands on instruction offered by authorized Cisco Learning Partners worldwide please visit [www.cisco.com/go/authorizedtraining](http://www.cisco.com/go/authorizedtraining) The print edition of the CCNA Voice 640 461 Official Cert Guide contains two free complete practice exam Pearson IT Certification Practice Test minimum system requirements Windows XP SP3 Windows Vista SP2 or Windows 7 Microsoft NET Framework 4.0 Client Microsoft SQL Server Compact 4.0 Pentium class 1GHz processor or equivalent 512 MB RAM 650 MB disc space plus 50 MB for each downloaded practice exam Also available from Cisco Press for Cisco CCNA Voice study is the CCNA Voice 640 461 Official Cert Guide Premium Edition eBook and Practice Test This digital only certification preparation product combines an eBook with enhanced Pearson IT Certification Practice Test This integrated learning package Allows you to focus on individual topic areas or take complete timed exams Includes direct links from each question to detailed tutorials to help you understand the concepts behind the questions Provides unique sets of exam realistic practice questions Tracks your performance and provides feedback on a module by module basis laying out a complete assessment of your knowledge to help you focus your study where it is needed most [Cisco IP Telephony](#) David Lovell, 2002 Cisco authorized self study book for IP Telephony foundation learning Cisco IP Telephony offers indispensable information on how to Configure and

implement an end to end IP telephony solution using Cisco CallManager and CIPT devices to converge your voice and data networks Create configure and manage Cisco CallManager clusters to support small user environments as well as larger user environments with up to 10 000 users Optimize routing flexibility into your CIPT network design using route plans Ensure telephony class of service with partitions and calling search spaces Effect moves adds and changes on a large number of users and devices quickly and efficiently Perform proper installation upgrade and backup of Cisco CallManager clusters Monitor and perform troubleshooting tasks for a CIPT solution Cisco IP Telephony is a Cisco authorized self paced learning tool This book provides networking professionals with the fundamentals to implement a Cisco AVVID IP Telephony solution that can be run over a data network therefore reducing costs associated with running separate data and telephone networks Cisco IP Telephony focuses on using Cisco CallManager and other IP telephony components connected in LANs and WANs This book provides you with a foundation for working with Cisco IP Telephony products specifically Cisco CallManager If your task is to install configure support and maintain a CIPT network this is the book for you Part I of Cisco IP Telephony introduces IP telephony components in the Cisco AVVID environment Part II covers basic CIPT installation configuration and administration tasks including building CallManager clusters configuring route plans route groups route lists route patterns partitions and calling search spaces configuring and managing shared media resources such as transcoders conference bridges and music on hold configuring and managing Cisco IP Phone features and users configuring IP telephony component hardware and software automating database moves adds and changes using the Bulk Administration Tool BAT and installing upgrading and creating backups for Cisco CallManager components Part III deals with advanced CIPT configuration tasks for call preservation and shared media resources covers distributed and centralized call processing model design in WAN environments explains how to deploy Survivable Remote Site Telephony SRST to provide local call processing redundancy at remote branch sites and provides tips guidelines and rules for deploying a Cisco IP Telephony solution culled from seasoned practitioners in the field Part IV focuses on three of the primary Cisco applications designed for integration in a Cisco CallManager environment Cisco WebAttendant Cisco IP SoftPhone and Cisco Unity tm All this detailed information makes Cisco IP Telephony an ideal resource for the configuration and management of a Cisco IP Telephony solution Cisco IP Telephony is part of a recommended learning path from Cisco Systems that can include simulation and hands on training from authorized Cisco Learning Partners and self study products from Cisco Press To find out more about instructor led training e learning and hands on instruction offered by authorized Cisco Learning Partners worldwide please visit [www.cisco.com/go/authorizedtraining](http://www.cisco.com/go/authorizedtraining) This volume is in the Certification Self Study Series offered by Cisco Press Books in this series provide officially developed training solutions to help networking professionals understand technology implementations and prepare for the Cisco Career Certifications examinations

**Packet Guide to Voice Over IP** Bruce Hartpence, 2013 A system administrator's guide to VoIP technologies Cover CCNA Voice Study Guide Andrew

Froehlich,2010-07-01 The ultimate guide to the new CCNA voice network administrator certification exam The new CCNA Voice exam tests candidates on their ability to implement a Cisco VoIP solution Network administrators of voice systems will appreciate that the CCNA Voice Study Guide focuses completely on the information required by the exam Along with hands on labs and an objective map showing where each objective is covered this guide includes a CD with the Sybex Test Engine flashcards and entire book in PDF format The new CCNA Voice certification will be valuable for administrators of voice network systems using Cisco VoIP solutions From Sybex the leading CCNA publisher this guide offers in depth coverage of every exam objective and the technology developed by Cisco for VoIP systems Covers the components of the Cisco Unified Communications Architecture as well as PSTN and VoIP components and technologies Shows how to configure gateways voice ports and dial peers Demonstrates how to configure a Cisco network to support VoIP and implement voicemail CD ROM includes the Sybex Test Engine flashcards and entire book in PDF format CCNA Voice Study Guide will thoroughly prepare candidates for the new CCNA Voice certification Note CD ROM DVD and other supplementary materials are not included as part of eBook file

**Implementing Cisco IP Telephony and Video, Part 1 (CIPTV1) Foundation Learning Guide (CCNP Collaboration Exam 300-070 CIPTV1)** Akhil Behl,Joshua Samuel Finke,Berni Gardiner,2016-09-29 Now fully updated for Cisco s new CIPTV1 300 070 exam Implementing Cisco IP Telephony and Video Part 1 CIPTV1 Foundation Learning Guide is your Cisco authorized learning tool for CCNP Collaboration preparation Part of the Cisco Press Foundation Learning Series it teaches essential knowledge and skills for building and maintaining a robust and scalable Cisco Collaboration solution The authors focus on deploying the Cisco Unified Communications Manager CUCM CUCM features CUCM based call routing Cisco IOS Voice Gateways Cisco Unified Border Element CUBE and Quality of Service QoS They introduce each key challenge associated with configuring CUCM implementing gateways and CUBE and building dial plans to place on net and off net calls using traditional numbered dial plans and Uniform Resource Identifiers URIs They show how to implement conferencing and other media resources and prepare you to apply QoS features for voice and video Each chapter opens with a topic list that clearly identifies its focus ends with a quick study summary of key concepts and presents review questions to assess and reinforce your understanding The authors present Cisco best practices and illustrate operations and problem solving via realistic examples This guide is ideal for all certification candidates who want to master all the topics covered on the CIPTV1 300 070 exam The official book for Cisco Networking Academy s new CCNP CIPTV1 course includes all new Learning Cisco CIPTV1 e Learning course content Covers CUCM architecture deployment models and tradeoffs Walks through bringing CUCM online deploying endpoints and setting up users Explains how to create a solid IP Phone foundation for advanced services Covers dial plan elements design and implementation Reviews key call routing elements Explains digit manipulation Shows how to control user access Discusses audio video resources and videoconferencing Covers QoS tools and preferential call handling Explains external connections via Cisco IOS Voice



Gateways and CUBE Streamlines review with clear summaries assessment questions and objectives **Implementing Cisco Unified Communications Voice Over IP and QoS (CVOICE) Foundation Learning Guide** Kevin Wallace,2011 Previous ed Authorized self study guide Cisco Voice over IP CVOICE Kevin Wallace c2009 Developing Cisco IP Phone Services Darrick Deel,Mark Nelson,Anne Smith,2002 Create applications that deliver interactive content to Cisco IP Phones Learn information and techniques vital to building and integrating third party services for Cisco IP Phones Understand the development process using XML and HTTP client and server applications to successfully build a service Discover advanced services information about objects advanced runtime generation and other XML development tools Utilize the provided CallManager Simulator to support an IP phone for development purposes Get the most out of your IP phone systems with strategies and solutions direct from the Cisco teamServices on Cisco IP Phones help you enhance productivity gain the competitive advantage and even help generate revenue Services are simply applications that run on the phone rather than on a PC or a web browser By developing services tailored to your particular needs you can achieve unlimited goals Cisco AVVID IP Telephony provides an end to end voice over IP solution for enterprises Part of that solution are Cisco IP Phones a family of IP based phones Cisco IP Phones feature a large display an XML micro browser capable of retrieving content from web servers and the ability to deploy custom services tailored to your organization s or enterprise s needs Developing Cisco IP Phone Servicesuses detailed code samples to explain the tools and processes used to develop custom phone services You ll learn about XML CallManager Cisco IP Phones and the history behind why Cisco chose XML to deploy phone services You ll find detailed information to help you learn how to build a service how to build a directory and how to integrate your service with Cisco CallManager This book complements and expands on the information provided in the Cisco IP Phone Services Software Developer s Kit SDK With the information in this book you can maximize your productivity using the tools provided in the SDK and the custom tools provided on the companion CD ROM Beginner and advanced service developers alike benefit from the information in this book Developing Cisco IP Phone Servicesrepresents the most comprehensive resource available for developing services for Cisco IP Phones Companion CD ROM The CD ROM contains the sample services that are covered in the book development utilities from the Cisco IP Phone Services SDK and new tools written specifically for this book such as XML Validator One of the most useful applications on the CD ROM is the CallManager Simulator CM Sim CM Sim significantly lowers the requirements for service development You only need a Windows based PC with CM Sim and a web server running and one Cisco IP Phone 7940 or 7960 This book is part of the Cisco Press Networking Technologies Series which offers networking professionals valuable information for constructing efficient networks understanding new technologies and building successful careers *CCNA Voice Official Exam Certification Guide (640-460 IIUC)* Jeremy Cioara,Michael J. Cavanaugh,Kris A. Krake,2008-11-07 Master IIUC 640 460 exam topics with the official study guide Assess your knowledge with chapter opening quizzes Review key concepts with Exam Preparation Tasks CCNA Voice Official Exam

Certification Guide is a best of breed Cisco exam study guide that focuses specifically on the objectives for the CCNA Voice IIUC 640 460 exam Senior voice instructors and network engineers Jeremy Cioara Michael Cavanaugh and Kris Krake share preparation hints and test taking tips helping you identify areas of weakness and improve both your conceptual knowledge and hands on skills Material is presented in a concise manner focusing on increasing your understanding and retention of exam topics CCNA Voice Official Exam Certification Guide presents you with an organized test preparation routine through the use of proven series elements and techniques Do I Know This Already quizzes open each chapter and allow you to decide how much time you need to spend on each section Exam topic lists make referencing easy Chapter ending Exam Preparation Tasks sections help drill you on key concepts you must know thoroughly Well regarded for its level of detail assessment features and challenging review questions and exercises this official study guide helps you master the concepts and techniques that will enable you to succeed on the exam the first time CCNA Voice Official Exam Certification Guide is part of a recommended learning path from Cisco that includes simulation and hands on training from authorized Cisco Learning Partners and self study products from Cisco Press To find out more about instructor led training e learning and hands on instruction offered by authorized Cisco Learning Partners worldwide please visit [www.cisco.com/go/authorizedtraining](http://www.cisco.com/go/authorizedtraining) The official study guide helps you master all the topics on the IIUC exam including Connecting IP phones to the LAN infrastructure Cisco Unified CME installation Cisco Unified CME IP phone configuration Cisco Unified CME voice productivity features Gateway and trunk concepts and configuration Cisco Unity Express concepts and configuration Smart Business Communications System Configuring and maintaining the UC500 for voice

**Cisco CallManager Fundamentals**

John Alexander, Anne Smith, Christopher Pearce, 2001 Annotation Strategies for configuring monitoring and troubleshooting new Cisco telephony software First book with specific coverage of Cisco CallManager written by its key developers Includes specific configuration examples configuration guidelines troubleshooting tips and case studies Provides detailed information about such complex issues as Cisco CallManager routing and diagnostics Cisco CallManager Fundamentals provides reference information about Cisco CallManager This book fully details the innerworkings of Cisco CallManager which will empower those responsible for designing and maintaining the system with the availability to make intelligent decisions about what when and how features within Cisco CallManager can be used John Alexander is a software development manager for Cisco Systems John managed the development of the call processing softwares as well as software development tasks Chris Pearce has been a software engineer in telecommunications for the past nine years In 1994 he was one of the first four engineers that designed and implemented what would eventually become the Cisco CallManager Anne Smith is a senior technical writer at Cisco Systems author of over two dozen user guides online help files and Web based documentation for various software and telephony companies Delon Whetten is the technical lead of the Cisco CallManager software group at Cisco Systems He has been involved in the design and development of message switching voice messaging video

teleconferencing and Voice over IP call management systems for the last 24 years      **CCNA Voice Lab Manual** Brent Sieling, 2013-01-11 The CCNA Voice certification expands your CCNA level skill set to prepare for a career in voice networking This lab manual helps to prepare you for the Introducing Cisco Voice and Unified Communications Administration ICOMM v8 0 certification exam 640 461 CCNA Voice Lab Manual gives you extensive hands on practice for developing an in depth understanding of voice networking principles tools skills configurations integration challenges and troubleshooting techniques Using this manual you can practice a wide spectrum of tasks involving Cisco Unified Communications Manager Unity Connection Unified Communications Manager Express and Unified Presence CCNA Voice Lab Manual addresses all exam topics and offers additional guidance for successfully implementing IP voice solutions in small to medium sized businesses CCNA Voice 640 461 Official Exam Certification Guide Second Edition ISBN 13 978 1 58720 417 3 ISBN 10 1 58720 417 7 CCNA Voice Portable Command Guide ISBN 13 978 1 58720 442 5 ISBN 10 1 58720 442 8 Configuring Cisco Unified Communications Manager and Unity Connection A Step by Step Guide Second Edition ISBN 13 978 1 58714 226 0 ISBN 10 1 58714 226 0 CCNA Voice Quick Reference ISBN 13 978 1 58705 767 0 ISBN 10 1 58705 767 0      **Cisco CallManager Best Practices** Salvatore Collora, Anne Smith, Ed Leonhardt, 2013-03-27 Delivers the proven solutions that make a difference in your Cisco IP Telephony deployment Learn dial plan best practices that help you configure features such as intercom group speed dials music on hold extension mobility and more Understand how to manage and monitor your system proactively for maximum uptime Use dial plan components to reduce your exposure to toll fraud Take advantage of call detail records for call tracing and accounting as well as troubleshooting Utilize the many Cisco IP Telephony features to enable branch site deployments Discover the best ways to install upgrade patch and back up CallManager Learn how backing up to remote media provides both configuration recovery and failure survivability IP telephony represents the future of telecommunications a converged data and voice infrastructure boasting greater flexibility and more cost effective scalability than traditional telephony Having access to proven best practices developed in the field by Cisco IP Telephony experts helps you ensure a solid successful deployment Cisco CallManager Best Practices offers best practice solutions for CallManager and related IP telephony components such as IP phones gateways and applications Written in short to the point sections this book lets you explore the tips tricks and lessons learned that will help you plan install configure back up restore upgrade patch and secure Cisco CallManager the core call processing component in a Cisco IP Telephony deployment You ll also discover the best ways to use services and parameters directory integration call detail records management and monitoring applications and more Customers inspired this book by asking the same questions time after time How do I configure intercom What s the best way to use partitions and calling search spaces How do I deploy CallManager regionally on my WAN What do all those services really do How do I know how many calls are active How do I integrate CallManager with Active Directory Years of expert experiences condensed for you in this book enable you to run a top notch system while

enhancing the performance and functionality of your IP telephony deployment

**The Road to IP Telephony** Stephanie Carhee, Cisco Systems, 2004-06-28 A complete IP Telephony migration planning guide Includes Steps to Success Poster It's everyone's must have This is a reference book for the entire project team who works on the deployment of an IP Telephony solution Take advantage of best practices Includes more than 200 best practices lessons learned and tips for getting you through your IP Telephony deployment successfully Minimize risk and learn from the mistakes of others Read the list of the top 10 things that can go wrong during an IP Telephony deployment Ask the right questions Get the project team thinking and collaborating together with Stephanie's Checklist of Questions to Ask the Project Team Use proven planning tools Work from sample checklists templates project plans and workflow documents to guide your planning process Keep the Steps to Success on the minds of your project team Use the enclosed poster which illustrates every major step associated with an IP Telephony deployment There is no better path to the successful implementation of a new technology than to follow in the experienced footsteps of an organization that has already been there The Road to IP Telephony tells you how Cisco Systems successfully moved its own organization to a converged enterprise wide network You will learn the implementation and operational processes what worked what didn't work and how to develop your own successful methodology After presenting this topic to hundreds of Cisco customers including Fortune 500 companies Stephanie Carhee consistently encountered the same question If I decide to move to IP Telephony where do I begin and what can I do to ensure that I do it right the first time Although the needs of every enterprise are different some things are universal planning communication teamwork and understanding your user's requirements are as important as technical expertise The Road to IP Telephony shares with you everything you need to know about managing your deployment It starts with where to begin including what needs to be addressed before you even begin the planning process to building your project team Key best practices are also offered to help you set the project's pace and schedule get your users on board identify a migration strategy develop a services and support strategy and work toward the final PBX decommission Cisco IT wants to share its implementation experience with Cisco customers and partners to aide in the deployment practices of new Cisco technologies While conducting our own company wide cutover we learned a great deal about what to do and what not to do This book shares our experiences Brad Boston Senior Vice President and Chief Information Officer Cisco Systems Inc This volume is in the Network Business Series offered by Cisco Press Books in this series provide IT executives decision makers and networking professionals with pertinent information on today's most important technologies and business strategies

**IP Telephony Using CallManager Express Lab Portfolio** Cheryl A. Schmidt, Ernie Friend, 2006-12-22 IP Telephony Using CallManager Express Lab Portfolio provides a hands on approach to learning the basic principles of voice over IP VoIP to build a voice enabled network for the small to medium sized business As you work through the 51 labs in the book you learn how to deploy a basic phone system using a CallManager Express capable router You install configure and customize Cisco IP Phones to work in an IP Telephony

environment as well as with traditional analog telephony devices Each chapter begins with an explanation of the converging technology used within that chapter s labs and where necessary includes a refresher on routing and switching topics so that you can properly set up the labs The collection of labs features clear objectives equipment needs alternative methods and probing questions Additionally the book includes a command reference as one of the six supplemental appendixes All the material has been written and tested with students in a live classroom environment Labs enable you to deploy a progressively more layered VoIP environment as you complete the labs in each chapter Paper exercises help you work through and reinforce your understanding of fundamental topics such as dial plans IP addressing and dial peers Case Study labs present the material in scenarios that combine the methods learned in the previous chapters so that you apply your knowledge to a specific scenario or task Pulling together various concepts simulates the real world environment where things are rarely assigned one step at a time The Lab Portfolio can be used as a supplement to any textbook used to teach CVoice or CallManager Express It can also be used as a standalone resource for anyone wanting to learn the basics of IP Telephony After completing all the exercises and hands on labs in this book you will know how VoIP works and be well prepared to configure the technology in a small to medium sized business Use this Lab Portfolio with Cisco IP Communications Express CallManager Express with Cisco Unity Express ISBN 1 58705 180 X Voice over IP Fundamentals Second Edition ISBN 1 58705 257 1 This book is part of the Networking Technology Series from Cisco Press the only authorized publisher for Cisco Systems

### **Implementing Cisco Unified Communications Manager, Part 2 (CIPT2) Foundation Learning Guide**

Chris Olsen, 2011-08-01 Implementing Cisco Unified Communications Manager Part 2 CIPT2 Second Edition is a Cisco authorized self paced learning tool for CCNP Voice foundation learning This book provides you with the knowledge needed to install and configure a Cisco Unified Communications Manager solution in a multisite environment By reading this book you will gain a thorough understanding of how to apply a dial plan for a multisite environment configure survivability for remote sites during WAN failure and implement solutions to reduce bandwidth requirements in the IP WAN This book focuses on Cisco Unified Communications Manager CUCM Release 8 x the call routing and signaling component for the Cisco Unified Communications solution The book has been fully updated and includes new coverage of topics such as Service Advertisement Framework SAF and Call Control Discovery CCD Whether you are preparing for CCNP Voice certification or simply want to gain a better understanding of deploying Cisco Unified Communications Manager in a multisite environment you will benefit from the foundation information presented in this book Implementing Cisco Unified Communications Manager Part 2 CIPT2 Second Edition is part of a recommended learning path from Cisco that includes simulation and hands on training from authorized Cisco Learning Partners and self study products from Cisco Press To find out more about instructor led training e learning and hands on instruction offered by authorized Cisco Learning Partners worldwide please visit [www.cisco.com/go/authorizedtraining](http://www.cisco.com/go/authorizedtraining) Chris Olsen CCVP and CCNP along with numerous other Cisco voice

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