Course Outline

Module 1. Communication Manager System

- Communication Manager (CM)
- Hardware
- Duplication and survivability
- Interfaces for administration
  - System Management Interface (SMI)
- License settings in the lab

Module 2. Administration of CM

- System Access Terminal (SAT) command structure
- Determine CM software release
- Capacity limits of license

Module 3. Managing Endpoints

- Endpoints
- Adding digital and analog endpoints
- Adding IP endpoints (H.323 and SIP)

Module 4. Basic Features

- Feature Access Code (FAC) list
- Terminal Translation Initialization (TTI)
- Class of Service (COS)
- Console permissions
- Class of Restriction (COR)

Module 5. Enhanced Features

- Call park
- Station Lock

Module 6. Group Features

- Call Pickup

Module 7. Maintenance/Security

- Alarms and errors
- Reset Levels

- Maintenance commands
- Security

Module 8. System Status and Reports

- Real-time monitoring
- Reports

Module 9. System and Session Manager Configuration for SIP Clients