

## Course Description

This beginner level course is designed for personnel responsible for completing programming records, installing, programming and/or troubleshooting Norstar CICS & MICS.

For employees with intermediate or advanced level product knowledge, this course may be used as a refresher to learn about features added in the most recent software versions. The most commonly used parameters of configuration, programming, general administration and maintenance will be covered.

The assessment test offered at the end of the course does not grant certification. Avaya/Nortel does not offer certification on Norstar products.

## Students Will Learn

- Recognize Norstar Phone System Components
- Determine The Norstar Phone System Software Version
- Complete Programming Record Forms For Configuration And General Administration Programming
- Plan For And Install The Norstar MICS System Hardware
- Maintain The Norstar MICS System
- Configure T1/PRI And Analog Trunks
- Program A Transparent Dialing Plan Between MICS Systems
- Program Terminals And Sets Parameters
- Describe And Demonstrate The Most Commonly Used Software Features Included In The Telephone Feature Card
- Program Hunt Groups, System-Wide Parameters, System Speed Dials, Telco Features And Passwords (COS, Call Log And Programming)

- Program And Activate Ringing, Restriction And Routing Services Manually And Automatically Using Service Schedules
- Use The Norstar Remote Utilities (NRU) Remote Set, Browser And Backup/Restore Tools Via PC
- Use Maintenance Settings For Troubleshooting
- Describe Voice Messaging Components And System Operation
- Plan For And Install The Callpilot System
- Use NRU (Browser, Remote Set, Backup/Restore) Interface Via PC To Program The C/MICS
- Troubleshoot Common Programming Mistakes On The Norstar Phone System

## Target Audience

This course is designed for personnel responsible for completing programming records, installing, programming and/or troubleshooting Norstar CICS & MICS.

## Prerequisites

None.

## Delivery Method

Instructor led with numerous Hands-On labs and exercises.

## Equipment Requirements

(This apply's to our hands-on courses only)

BTS always provides equipment to have a very successful Hands-On course. BTS also encourages all attendees to bring their own equipment to the course. This will provide attendees the opportunity to incorporate their own gear into the labs and gain valuable training using their specific equipment.

## Course Length

5 Days