

Hands-On

# Avaya/Nortel M1 Option 11C

Maintenance, Troubleshooting & Database



## Course Description

This Hands-On training course is designed for personnel who maintain hardware and program basic database information in a Meridian 1 Option 11C system that contains a CallPilot server.

The primary Hands-On focus of this customized course will be on adds, moves and changes for telephones and mailbox administration within CallPilot. With a captive Option 11 system we will be able to perform additional troubleshooting and maintenance of the Option 11 including basic PBX hardware troubles (line card issues, etc.), CallPilot troubles as well as T1 maintenance (if TMDIs are installed and programmed) in the system.



Call for additional Details...

## 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