

Course Description

This Hands-On 3-day course is designed for installation technicians and customer service personnel responsible for installing and configuring BCM50 systems. Our course will equip, educate and enable technicians how to self maintain and administer programming changes to the Avaya/Nortel BCM 50 system and components through an intensive, hands-on instruction throughout this course.

This course covers a complete product component introduction. You will see how all the components come together to make one integrated system solution. You will learn how to design and configure parts together to meet various capacity and feature needs you may face in the future. BCM50 hardware and software components

- BCM50 Main Units
- BCM50 Expansion Unit
- BCM50 additional hardware components
- BCM50 power supply
- Cooling fan
- USB port, LAN port, Music jack, LEDs
- Media Bay Modules Overview
- Mounting brackets

Students Will Learn

- The Design and Configuration of the BCM 50 Nortel Telephone System
- The Design and Configuration Programming of the BCM 50 Voice Mail & Auto Attendant System
- How to Configure through Programming New Telephone Sets for your System

- How the Wiring Field and Color Code Structure is used to Support the BCM 50 System Components
- How to Terminate and Trouble Shoot Wiring
- And More...

Prerequisites

Basic computer and telecommunication skills are required with the understanding of basic T-1 theory and concepts and to be able define and describe various trunk types (analog/digital). Students must have experience with Modular ICS and basic CallPilot. This information can be found in our course(s)

- Hands-On Basic Telephony & Telecom Electronics
- Hands-On T1&T3
- Hands-On Nortel/Norstar (308,616,ICS,MICS)

Course Outline

Modular 1: The Wiring Field

This course will cover the system numbering plans, how the information in software is wired on the termination blocks, the color codes and how it all connects to the telephone wires that lead to the desks on the floor. This is fundamental and critical for completing many MAC services as not all changes can be done in software only. We will do a Telecom/Data Room walk-through and demystify and simplify the wiring field that traditionally is a scary sight.

Module 2: Installation and Configuration Overview

- BCM50 Main Unit
- BCM50 Expansion Unit

- Connecting the power supply
- Connecting the auxiliary equipment
- Connecting to the LAN and WAN
- Telephones and peripherals
- DHCP server
- OAM port DHCP function
- Web GUI
- Element Manager
- Startup profile
- Router selection (none, ADSL, Ethernet)

Module 3: Administration Programming Overviews Basic Parameters, Using the Start Up Profile Overview

- Keycode files
- USB
- Memory sticks
- Basic IP setup
- Telephony configurations
- Voice mail
- DHCP setup
- Users
- SNMP
- Country profiles
- Time zone

Module 4: Business Element Manager

- Connecting to the BCM50
- Element Manager window
- Task navigation panel
- Element Manager screens
- Install Element Manager
- Network Element tree

- BCM50 element
- BCM Monitor
- Application logs
- Capture the programming record
- Online and hover help
- Alarm status indicator

Module 5: Hardware & Software Inventory Overview

- Add, delete, and modify table information
- Programming records
- Initial parameters
- CallPilot Manager button
- Router Configuration Tool button
- Key codes

Module 6: BCM50 Security Policies, Accounts and Privileges Overview

- Security Policies and User Access
- Configuring system security policies
- User account and group management fundamentals
- Accounts and Privileges

Module 7: VoIP Gateway Configuration Overview

- SIP trunks
- H.323 trunks
- PoolBloc
- Gateway Type field
- CSE
- GW Protocol field

Module 8: Telephony Hardware and Features Overview

- Terminals and sets (Digital and IP Sets)
- Telephone buttons
- System set features
- Features available for Button Programming
- Button mapping
- Button defaults

Module 9: External Line Types Overview

- Target lines
- Voice over IP (VoIP) lines
- Analog (POTS) Trunk lines

Module 10: Provisioning Digital Trunks Overview

- T1 and/or PRI lines
- De-provisioning a line/loop
- Provisioning the expansion unit
- Protocol types

Module 11: Administrative Programming Using Business Element Manager

- Line access
- Line assignment
- Answer DN's
- Direct dial
- Telco features
- Button Assignments

Module 12: Programming CallPilot Features and Options

- CallPilot Manager
- System Properties
- Building a Call flow from Auto Attendant Menu Script
- Configuring and changing Operator settings
- Custom Call Routing CCR
- Recording Greetings
- Out-dialing
- Alternate extensions
- Class of service
- Auto login
- Message Waiting Notification
- Information Mail Boxes
- Guest Mail Boxes
- CallPilot Reports

Module 13: Voice Mail Activities for the Mail Box Users

- Initialization
- Prompt/Response Audible Action Guide
- Voice Message Access from Remote
- Remote notification Set-Up
- Greetings

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

3 Days