

Hands-On

# Advanced Avaya/Nortel BCM 50, 200, 400, 450 & VoIP



Certification Prep Course

## Course Description

This Advanced Hands-On course is designed for technicians responsible for the installation, programming and troubleshooting of BCM 50, 200, 400 & 450 systems.

Students will have live Hands-On Labs to perform various exercises giving them the practical experience and troubleshooting methods with the BCM and VoIP systems.

NOTEven if the attendee has VoIP training and/or experience, this course will cover the needed VoIP information that is vital to the preparation for the exam(s), in fact a large percentage fail the exam based on the VoIP portion alone, which this course covers completely.

Attendees, will actually work with a live system gaining the experience needed for everyday responsibilities as well as topics covered for those preparing and in pursuit of obtaining their BCM Certification.

Anyone pursuing their BCM Certification and or require an advanced skill-set should have already attended the 5-day Beginner BCM 50, 200, 400 & 450 Avaya/Nortel Certification Prep Course or can alternatively attend the 10-day BCM 50, 200, 400, 450 & VoIP Comprehensive Avaya/Nortel Certification Prep Course.

The assessment test offered at the end of this course does not grant certification, but will help each student evaluate his/her likelihood of passing a certification exam.

## Students Will Learn

- Understand The Process Of Converting Voice Into Data
- Understand The 7-Layer OSI Model And Numerous Protocols Used When Making Voip Calls
- Calculate The Estimated Bandwidth Necessary On A Customer's Network To Allow A Given Number Of Simultaneous Voip Calls
- Understand The Importance Of Quality Of Service (Qos) And The Different Methods Used To Achieve It
- Identify The Hardware And Software Necessary To Implement Voip In A Network
- Isolate Network Bottlenecks And Potential Trouble Spots Prior To Deploying Voip
- Troubleshoot Voip, T1/PRI And Analog Trunks
- Troubleshoot Failed Calls Between Multiple BCM Sites In A Network
- Troubleshoot IP, Softphone, Digital And Analog Sets
- Utilize Various Administrative Tools Such As BCM Monitor, Qos Monitor, PVQM, Ping, Traceroute, Etc.
- Install Patches And Perform Software Upgrades
- Backup/Restore BCM Programming
- And More...

## Target Audience

Customer service representatives, BST's, Field and support technicians, anyone responsible for the installation configuration operation and support of BCM 50, 200, 400 & 450 systems. Also for those preparing and in pursuit of obtaining their BCM Certification.

## Prerequisites

5-day Beginner BCM 50, 200, 400 & 450 Nortel Certification Prep Course or can alternatively attend the 10-day BCM 50, 200, 400, 450 & VoIP Comprehensive Nortel Certification Prep Course.

## Course Outline

See students will learn listed above that will be covered in this course.

## Notes

In order to obtain certification on BCM, students must successfully pass (2) Nortel certification exams. Both of these exams must be taken at a Prometric Testing Center. The certification exams are not offered at the end of this course. Students with no prior BCM field experience and no prior exposure to VoIP concepts will find it difficult to pass the certification exams.

## 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