

Hands-On

# Beg. & Adv. Combo Avaya/Nortel BCM 50, 200, 400



Certification Prep Course

## Course Description

This Hands-On Combo Beginner and Advanced BCM 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.

NOTE Even 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 this combo course will cover both the 5-day Beginner BCM 50, 200, 400 & 450 Avaya/Nortel Certification Prep Course and the Advanced BCM 50, 200, 400, 450 & VoIP 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
- Identify BCM 50, 200, 400 & 450 Hardware Along With All Keycode Enabled Options
- Navigate Element Manager Software For Programming
- Create New Usernames And Passwords As Well As New Security Policies For Accessing BCM Programming
- Program Voip, T1/PRI And Analog Trunks
- Design And Implement A Multi-Site BCM Network That Allows For CDP Or UDP Dialing Plans As Well As Tandeming Calling Between Locations For Toll-Bypass
- Program Fallback From Voip Trunks To Digital Or Analog Trunks For The Seamless Routing Of Calls During Times Of IP Network Congestion
- Program IP, Softphone, Digital And Analog Sets
- Program Ringing, Restriction And Routing Services
- Program General And Advanced Global Settings
- Troubleshoot Problems Using Various Administrative Tools Such As BCM Monitor, Qos Monitor, PVQM, Ping, Traceroute, Etc.
- Install Patches And Perform Software Upgrades
- Backup/Restore BCM Programming
- Program Basic Callpilot Voice Mail Parameters Mailboxes, Automated Attendant, Custom Call Routing Trees

## 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

Field experience installing, programming and troubleshooting BCM systems is strongly suggested in addition to attending this training in order for a technician to successfully pass the (2) Nortel certification exams required to achieve the Nortel Certified Support Specialist designation for BCM.

## 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

10 Days