Hands-On
CS1000 Features and Telephony Manager

Course Description

The course will be tailored based on Customer Needs and Requirements. This course can include both topics or individual topics.

Students Will Learn

- **CS-1000 Features**
- **Differences in Sets (Digital vs. IP)**
- **Directory Numbers and Terminal Numbers**
- **Features Call Transfer, Conference, Call Forward All Calls, Message Waiting, Auto-Dial, Last Number Redial, Call Forward No Answer, Hunting, Last Hunt Key, Call Pickup, Call Park, Speed Call, System Speed Call, Dial Intercom, Ring Again, MARP, Access Restrictions (CLS/NCOS/TGAR)**
- **Telephony Manager**
- **Station Administration Screen Layout and Navigation**
- **SYNC Status Description**
- **TNB printout interpretation of sets (Digital and IP)**
- **Basic PBX Command Line using TM Virtual Session**
- **Search tools Basic and Advanced**
- **Programming in Telephony Manager**
- **Validate and Transmit**
- **Sync Task and Sync Log**
- **Report Generator**
- **Creating and saving reports**
- **Templates**
- **And Much More...**

Target Audience

PBX Administrators that need to know how to program telephone set features in PBX and/or TM.

Prerequisites

1-877-Info-2-Day | www.BTStraining.com

None.

Course Outline

Module I: CS-1000 Features

Differences in Sets (Digital vs. IP)
Directory Numbers and Terminal Numbers

o   Types of DNs (SCR/SCN/MCR/MCN/ACD/CDN)
o   Types of TNs (Digital/Virtual/Phantom)

PBX Program Loads (LD)
Feature Access (SPRE/FFC)
Select Features

o   Features: Call Transfer, Conference, Call Forward All Calls, Message Waiting, Auto-Dial, Last Number Redial, Call Forward No Answer, Hunting, Last Hunt Key, Call Pickup, Call Park, Speed Call, System Speed Call, Dial Intercom, Ring Again, MARP, Access Restrictions (CLS/NCOS/TGAR)
o   Description
o   Implementation
o   Programming in PBX and TM
o   Interpreting DNB and TNB Printouts

Module II: Telephony Manager

Station Administration Screen Layout and Navigation

o   General Information
o   Features
o   Keys
o   Administration Fields
o   Troubleshooting

SYNC Status description
TNB printout interpretation of sets (Digital and IP)
Basic PBX Command Line using TM Virtual Session

o   Login
o   Help Commands
o   LD 20 printouts (TNB, DNB)
o   LD 32 Status (STAT, IDU, DISU/ENLU)

Search tools Basic and Advanced
Programming in Telephony Manager

o   Adding New Users
o   Modifying Existing Users

o   Deleting Users
o   Creating Templates

Validate and Transmit
Sync Task and Sync Log
Report Generator

o   Creating and saving reports

Templates

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

2 Days