

Hands-On

Avaya Communication Manager

Basic System Administration



Course Description

This course provides training on how to perform basic administration functions using Avaya Communication Manager (Definity).

The course includes lecture sessions explaining the various features and functions, plus hands-on activities to develop skills in using the administration tools available with Communication Manager.

Students Will Learn

- **ASA Avaya Site Administration**
- **Introduction**
- **Abbreviated dial list**
- **Logging in internally vs. remotely**
- **Introduction to trunking**
- **The help function Feature access codes**
- **Command line programming COR (Class of Restriction) and COS (Class of Service)**
- **Programming via the Gedi interface**
- **Hunt groups**
- **System capacity Introduction to using**
- **Avaya documentation**
- **Review of the dialplan Changing the system time**
- **Common features Backing up translations**
- **Coverage paths Logging off**
- **Introduction to troubleshooting**

Target Audience

Personnel with system administration responsibilities. Both new system administrators and those administrators that need a refresher will benefit from this training.

Course Outline

To be determined with customer/client.

Delivery Method

Instructor-Led with numerous Hands-On Lab Activities

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