Hands-On
Avaya Communication Manager
Advanced System Administration

BTS
Real-World Experience
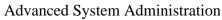
Course Description

This course builds on Avaya Communication Manager basic system administration and will allow system administrators to become proficient in the administration of more advanced features and functionality of their communication system.

Students Will Learn

- **Dial Plan**
- **Phone Features - Advanced ARS**
- **Night Service**
- **911**
- **System Security**
- **Meet Me Conference**
- **Announcements**
- **VDNs & Vectors**
- **(System Reporting)**
- **Softphone**
- **Soft Console**
- **Web Maintenance Interface**
- **Advanced Troubleshooting**
- **(VoIP)**
- **Updating firmware**

Target Audience

System administrators of Communication Manager who need to develop more advanced skills in the administration of their communication system.

Prerequisites

Participants need to have a thorough understanding of basic system administration of Communication Manager

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Course Outline

To be determined by 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

4 Days