

Hands-On

Avaya Communication Manager

System Administration - Alarms, Reports, Maintenance and Troubleshooting



Course Description

This course will provide participants the ability to carry out maintenance, diagnostic and troubleshooting activities as it pertains to their Avaya communication system. It will also give them the knowledge to access and interpret maintenance reports.

Students Will Learn

- Alarms - what do they mean and how do you clear them
- Reports
- Maintenance
- Redundancy options
- Troubleshooting - basic
- Troubleshooting - advanced

Target Audience

Avaya Communication Manager System administrators who wish to enhance their system administration knowledge with regards to alarms, reports, maintenance, diagnostics, basic troubleshooting and redundancy.

Prerequisites

Participants must have a good understanding of Avaya Communication Manager basic system administration.

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

3 Days