

Hands-On

# Avaya Communications Manager 6.2

End User Support and Troubleshooting Voice Terminals System Administration



## Course Description

This Hands-On course will provide attendees the practical skills and the knowledge needed to maintain and troubleshoot voice terminals and Advanced system features on AVAYA Communications Manager 6.2.

Hands on Administration Exercises are done using Avaya Site Administration (ASA) and System Manager (SMGR) software. This course will give attendees the practical day-to-day skill-sets needed for the Avaya CM 6.2.

## Students Will Learn

- Describe new system features and capabilities of the CM 6.2 software
- Understanding VOIP phones and features
- Troubleshooting IP phones for jitter, connectivity, voice breakup etc.
- Software Backups
- Understanding and clearing alarms
- Sending alarms to e-mail
- Status, Clear, Disable, Enable, Reset and Trace Commands
- IP phones installation and troubleshooting
- Firmware Downloads for IP phones
- Logging in and changing security codes on IP phones
- Reset and Reboot IP phones
- End User Training documentation
- Understanding C-Lan (Control Lan) cards and IP phone registration
- View IP Settings and Current Firmware
- Understanding System Parameter Settings that affect IP phones
- Retrieving and interpreting traffic data analysis reports
- Determine trunk requirements
- Learning How to clean and maintain software
- Trouble Shooting user and equipment problems
- Review system security and management reports

## Target Audience

System Administrators and Technicians with previous Avaya Telecom experience - knowledgeable on making Basic moves, adds, changes and familiarity with the Avaya Administration Software.

## **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