

Hands-On

Avaya Communications Manager 6.2 S-A-M-T

Set-up, Administration, Maintenance and Troubleshooting



Course Description

This Hands-On course is geared for System Administrators and Technicians with little or no previous Avaya Telecom experience, with responsibility for programming, maintaining and troubleshooting Avaya CM 6.2.

This course will cover in-depth set-up, programming, administration, maintenance and troubleshooting. Students will also gain skills and the knowledge needed to administer voice terminals and system features on AVAYA Communications Manager S8800/S8700 /S8500/S8300 LSPs and Gateways.

Hands on Administration Exercises are done using Avaya Site Administration (ASA) and System Manager (SMGR) software.

Students Will Learn

- -Describing system components (hardware and software)
- -Interpreting system forms including Call Center BCMS Basic forms and Reports, Coverage Paths, Coverage Groups, Abbreviated Dial, Pick-up groups, Hunt Groups, Paging Groups ,Intercom groups, Stations, Route Patterns and ARS.
- -Administering voice terminals and adjuncts (phones) Moving, adding, deleting, changing phones
- -Understanding voice terminal features (there are over 100)
- -Administering trunk features and class of restriction COR
- -Administering ARS analysis (call routing)
- -Administering and installing T-1s especially ISDN-pri.
- -Using system management features and setting system wide parameters
- -Retrieving and interpreting traffic data analysis reports
- -Applying attendant console features
- -Trouble Shooting user and equipment problems
- -Understanding VOIP phones and features
- -Using Troubleshooting commands
- -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
- -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**
- **And more...**

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

5 Days