

Hands-On

# Avaya Specialized Configuration, Troubleshooting & Programming



## Course Description

This Hands-On specialized course, is designed for technicians that have gone through Avaya self-paced and/or on-line learning programs. This course will reinforce knowledge gained by performing day-to-day Hands-On skill sets relating to the Configuration, Troubleshooting and Programming of these Avaya system servers, gateways, stations and multi-platform phones, programming features and much more...

## Students Will Learn

- **Configure & Troubleshoot S8500s and S8700s**
- **Configure & Troubleshoot G650s and G450s**
- **IP Connectivity**
- **Troubleshooting and Review of IPSIs**
- **Crossfires and CLANS**
- **IP trunking**
- **IP Phones**
- **SFTP and https Servers**
- **Phone Setup and Loading**
- **Station Configurations for IP and VPN-IP phones**
- **And More...**

## Target Audience

Anyone looking for a Practical Hands-On understanding and the day-to-day workings of these specific Avaya systems.

## Prerequisites

Anyone attending this course should have gone through the following self-paced and/or on-line Avaya material for

- Administration
- S8500

- S8700
- G450
- G650
- VoIP

## Course Outline

Note: specialized agenda based on customer specifics, per statement of work.

## Delivery Method

Hands-On Instructor-Led

## 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