

Hands-On

Avaya IP Office 500 Initial Set-Up and Maintenance



Course Description

This Hands-On course will cover basic equipment components and initial set-up and maintenance. We will cover system setup from Out Of The Box to rack mounting the system at the customer premise. We will cover installing phones and performing firmware upgrades on the phones. The second part of this course will focus on maintenance and troubleshooting post installation.

Students Will Learn

- **Equipment setup**
- **Equipment testing and operational verification**
- **Basic programming**
- **Change user settings**
- **Reset voicemail boxes**
- **Verify call routes**
- **Change call flows**
- **Troubleshooting quick tips**
- **Routine maintenance**
- **And More...**

Target Audience

Anyone installing and working with Avaya IP Office 500 systems

Prerequisites

Basic knowledge of telecommunications and Phone system experience would be helpful.

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