

Hands-On

Nortel PBX Meridian 1 OAMPT 11c, 61c, 81c and CallPilot

Operations, Administration, Maintenance, Provisioning and Troubleshooting



Course Description

The primary Hands-On focus will be on extensive hardware breakdown and overview of each systems Core Processor-IODU-C / System Controller layout and interface to trunking and stations. Peripheral overview includes dumb terminal connectivity and remote access programming and set up.

Will also cover the initial system setup including creation of routes and Route List Index entries implementing North American Numbering Plan and on basic administration including digital and analog trunk and phone adds, moves, changes, troubleshooting, and maintenance.

Also covering basic administration including mailbox creation, Application Builder, maintenance, and back-up as well integration to each perspective system and implementing back up for system recovery for each PBX type post defective hardware replacement scenario.

Students Will Learn

- **PBX Meridian 1 Overview**
- **Architectures for Option 11/61/81 including peripheral connectivity & remote**
- **Customer Data Block - Configuration - ESN - Nars/Bars**
- **Administration, Provisioning and Maintenance**
- **Call Pilot**
- **Software rebuild Opt11-81 - Hardware Exchange**
- **And much more...**

Target Audience

Anyone responsible or working on or around the Nortel PBX Meridian Option 11/61/81.

Prerequisites

A basic knowledge of basic Telephony is required. Basic PBX or phone system fundamentals is highly recommended.

Course Outline

Module 1 - Architecture Option 11/61/81 including peripheral connectivity & remote

The primary hands-on focus will be on extensive hardware breakdown and overview of each systems Core Processor-IODU-C / System Controller layout and interface to trunking and stations. Peripheral overview includes dumb terminal connectivity and remote access programming and set up.

- Option 61-81 Core-CE-IPE interface description
- Option 61-81 Controller loop-shelf-card-unit description
- Option 11 System/Controller and shelf overview
- Digital and analog trunk interface
- Digital and analog trunk basic troubleshooting
- Digital and analog station interface
- Power and grounding overview
- Hardware Maintenance
- TTY descriptions and terminations
- Dumb terminal interface programming and termination
- USB modem format and termination
- MSDL description and terminations

Module 2 - Customer Data Block - Configuration - ESN - Nars/Bars -15/16/17/49/86/87/90

The primary hands-on focus will be on initial system setup including creation of routes and Route List Index entries implementing North American Numbering Plan.

- NTP review
- Configuration overview
- D-channel configuration
- Customer Data Block overview
- ESN data block overview
- NCOS/FRL programming
- Route List Index definitions
- Route programming
- North American Number Plan overview
- CDP programming
- Outgoing call type
- System specific NCOS review
- TARG/TGAR implementation for restriction
- Digit Conversion / IDC table creation

Module 3 - Administration/Maintenance - 2/10/11/13/14/20/23/32/34/36/37/43/48/60/80/96

The primary hands-on focus will be on basic administration including digital and analog trunk and phone adds, moves, changes, troubleshooting, and maintenance.

- Time and Date programming
- Test Digit-Tone Receivers
- Analog and digital station programming
- Analog and digital trunk programming
- Printing system data
- Moving/copying stations
- Change IPE line and station cards
- ACD if needed
- ACD NCFW
- Analog and digital trunk status and testing
- Conference/TDS testing
- TTY testing
- Maintenance Set
- MSDL status and testing
- D-channel testing
- Clocking
- Tracing active calls
- Performing Backup

Module 4 - Call Pilot - 117

The primary hands-on focus will be on basic administration including mailbox creation, Application Builder, maintenance, and back-up as well integration to each perspective system.

- Installation review
- ELAN status
- Basic Mailbox user training
- Pilot CDN
- PBX interface identification
- Call Pilot Administrator overview
- Login / Password Administration
- Class of Service
- Templates
- Restriction/Permissions
- Building Mailboxes
- Channel Monitoring/Status
- Application Builder
- Call Pilot Backup

Module 5 - Software rebuild Opt11-81 - Hardware Exchange 135/137/143

The primary hands-on focus will be on implementing back up for system recovery for each PBX type post defective hardware replacement scenario.

- Review system backups
- Review splitting cores in mission critical situation
- Review initializing cores
- Patch upgrade/install

- Review processor and drive replacement

Delivery Method

Instructor-led with numerous labs and exercises throughout the course.

Equipment Requirements

(This apply's to our hands-on courses only)

Client must provide access and have the login credentials to PBX switch equipment for non-intrusive training.

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