

AVAYA AURA® COMMUNICATION MANAGER ADMINISTRATION

Course Code: 0651

Learn to administer and configure the system and user features of Avaya Aura Communication Manager Release 6.3.

In this course, you will learn to perform Communication Manager (CM) administration tasks. You will cover basic features and functions, creating a dial plan, setting up class of service (COS) and class of restrictions (COR), administering endpoints, performing system maintenance, and generating system reports. This course addresses CM release R5.2x through R6.3.

What You'll Learn

- Avaya configuration and solutions with Avaya Aura
- Hardware components
- System duplication and backup options
- Types of telephones
- Important boards and media modules
- Use Avaya Site Administration to manage:
 - ☒ Dial plan and feature access codes
 - ☒ Analog and digital stations
 - ☒ IP stations
 - ☒ Call park, bridged call appearance, and other basic features
 - ☒ COS and COR
 - ☒ Abbreviated dialing
 - ☒ Call forwarding
 - ☒ Call coverage

Who Needs to Attend

Avaya employees, partners, and customers responsible for software configuration of the Avaya Communication Manager

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CLASSROOM LIVE

\$3,895 CAD

5 Day

Classroom Live Outline

1. Communication Manager System

- Communication Manager (CM)
- Hardware
- Duplication and survivability
- Interfaces for administration
 - ☒ System Management Interface (SMI)
- License settings in the lab

2. Administration of CM

- System Access Terminal (SAT) command structure
- Determine CM software release
- Capacity limits of license

3. Managing Endpoints

- Endpoints
- Adding digital and analog endpoints
- Adding IP endpoints (H.323 and SIP)

4. Basic Features

- Feature Access Code (FAC) list
- Terminal Translation Initialization (TTI)
- Class of Service (COS)
- Console permissions
- Class of Restriction (COR)

5. Enhanced Features

- Call park
- Station Lock

6. Group Features

- Call Pickup

7. Maintenance/Security

- Alarms and errors
- Reset Levels
- Maintenance commands
- Security

8. System Status and Reports

- Real-time monitoring
- Reports

9. System and Session Manager Configuration for SIP Clients

Classroom Live Labs

Lab 1: Avaya Site Administration - ASA

Lab 2: PuTTY

Lab 3: Authentication, Authorizations, and Accounting (AAA) Services

Lab 4: Dial Plan

Lab 5: IP Telephones

Lab 6: Personal Station Access (PSA)

Lab 7: Copy, Alias, and Delete

Lab 8: Hold/Transfer Calls

Lab 9: Conference

Lab 10: Automatic Callback

Lab 11: Call Forwarding

Lab 12: Priority Calling

Lab 13: Calling Permissions

Lab 14: Service Observing

Lab 15: Bridged Call Appearance

Lab 16: Team Button

Lab 17: Meet me Conference

Lab 18: Hunt Group

Lab 19: Call Coverage

Lab 20: Abbreviated Dialing

Lab 21: ISDN, H.323, and SIP Trunk Configuration

Lab 22: ARS, AAR, and UDP Call Routing

Lab 23: Back Up (CM translations)

Lab 24: System Manager and Session Manager Configuration

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VIRTUAL CLASSROOM LIVE

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PRIVATE GROUP TRAINING

5 Day

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