





# Avaya University Training

- Avaya Communication Manager Training -



[www.avaya-learning.com](http://www.avaya-learning.com)

2008

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[www.avaya-learning.com](http://www.avaya-learning.com)  
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# Curriculum Maps

The following curriculum paths are listed according to Job Function. The paths below are recommended to prepare each audience for their corresponding solution. Prices are subject to change without notice.

<b>IP Telephony Administration and Implementation</b>			<b>Last Updated: 10/9/2007 8:43:04 AM</b>	
<b>Step 1: VoIP in Practice</b>				
<b>Step 2: Install and Initialize Media Servers</b>				
<b>Step 3: Administration - Complete Path A or Path B</b>				
<b>Path A: Instructor-led Course</b>				
Media Type	Course Code	Course Title/Folder Name/Web Link	Length	Price
Instructor Led	AVA00836H00	Avaya Communication Manager Basic Administration	40.00 hours	\$3390
<b>German Translations</b>				
<b>Path B: Web-based Courses</b>				
<b>Assessment: Take regardless of Path</b>				
Media Type	Course Code	Course Title/Folder Name/Web Link	Length	Price
Assessment	AVA00836AEN	Avaya Communication Manager Basic Administration (Assessment)	0.50 hours	\$0
<b>Step 4 Basic IP Telephony Workshop</b>				
<b>Step 5: Advanced IP Telephony Workshop</b>				
<b>Total Map Cost: \$3390</b>		<b>Total Map Hours: 40.5 hours</b>		

| AVAYA STATE OF TEXAS DIR AGREEMENT # DIR-SDD-272

# Course Descriptions

In an effort to provide you the most up-to-date information, the content contained in this proposal is generated directly from the Avaya University Learning Management System (LMS). Therefore, you may see references to links in this section which do not function properly since you are viewing this document independent of the LMS.

## **AVA00836H00 Avaya Communication Manager Basic Administration**

**Synopsis** This course is designed to teach learners how to perform basic administration activities using Communication Manager. Some of the tasks included are creating a dial plan, setting up class of service and class of restrictions, administering phones, maintaining the system, and running reports. The class will include lecture and hands-on activities explaining the various features and functions. **Audience** This course is designed for Avaya customers, employees, and BusinessPartners with Avaya Communication Manager administration responsibilities. **Learning Objectives** Upon completion of this course you should be able to:

- Identify Communication Manager components and configurations
- Identify the major types of media servers, media gateways, circuit packs and media modules
- Explain the duplication and reliability options
- Use the Avaya Site Administration and Web Interface tools to administer the following:
  - o Logins and permissions
  - o Dial plan and Feature Access Codes
  - o Analog, digital, and IP stations
  - o Basic features
  - o Class of Service
  - o Class of Restriction
  - o Speed dialing
  - o Call coverage
  - o Pickup and hunt groups
  - o Attendant consoles
  - o Trunk groups
  - o Routing
- Describe basic troubleshooting techniques
- Discuss security for Avaya Communication Manager
- Identify reports available in Avaya Communication Manager Student Materials

There are no student materials required for this course. **Prerequisite Knowledge** There are no prerequisites for this course. However, learners should be familiar with simplex and/or complex IP Telephony solutions.

### **This course is offered at the following Training Locations:**

- Berkeley, CA USA
- BUDAPEST HUN
- Buenos Aires ARG
- Cairo EGY
- Colombes FRA
- Darmstadt DEU
- Dubai ARE
- Guildford, Surrey GBR
- Highlands Ranch, CO USA
- Issy Les Moulineaux FRA
- Lincroft, NJ USA
- Lisboa PRT
- MADRID ESP
- MARKHAM, ON CAN
- Martinez, CA USA
- Mexico City MEX
- Miami, FL USA
- MIAMI, FL USA
- Milpitas, CA USA
- Moscow RUS
- NORTH RYDE AUS
- Santa Fe of Bogota COL
- SAO PAULO BRA
- SHANGHAI CHN
- SINGAPORE SGP
- TOKYO JPN

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Prerequisites:

NONE

Your address is critical for proper calculation of course price. Please click [here](#) to view/update your address information.

Avaya Cancellation Policy: [Click here](#) to view

Avaya Waitlist Policy: [Click here](#) to view

Notes:

- You are currently on the waiting list for this Learning Activity.

Additional Sessions

Code	Dates	Location	Language	Seats Left / Max	Cost in Local Currency   USD Details	Actions	Confirm*
AVA00836H00-1150	Jun 1 - 5, 2009	SINGAPORE, SGP, AVAYA UNIVERSITY - SINGAPORE	English	3/8	5,126.02 SGD USD 3,390.00	<a href="#">Continue &gt;&gt;</a>	
AVA00836H00-1132	Jun 1 - 5, 2009	Miami, FL USA, AVAYA UNIVERSITY - MIAMI Highlands Ranch, CO, USA, AVAYA UNIVERSITY - HIGHLANDS RANCH 5TH FLOOR	English	0/8	USD 3,390.00	<a href="#">I am interested</a>	
AVA00836H00-1170	Jun 1 - 5, 2009	AVAYA UNIVERSITY -	English	0/8	USD 3,390.00	<a href="#">I am interested</a>	
AVA00836H00-R1154	Jun 8 - 12, 2009	TOKYO, JPN, AVAYA UNIVERSITY - TOKYO	English	N/A	N/A	<a href="#">Enrollment &amp; Pricing Information</a>	
AVA00836H00-1147	Jun 8 - 12, 2009	Guildford, Surrey, GBR, AVAYA UNIVERSITY - GUILDFORD	English	5/8	GBP 1,888.94 USD 3,390.00	<a href="#">Continue &gt;&gt;</a>	
AVA00836H00-R1168	Jun 8 - 12, 2009	Mexico City, MEX, AVAYA UNIVERSITY - MEXICO CITY	Spanish	N/A	N/A	<a href="#">Enrollment &amp; Pricing Information</a>	
AVA00836H00-R1188	Jun 15 - 19, 2009	SHANGHAI, CHN, AVAYA UNIVERSITY - SHANGHAI	English	N/A	N/A	<a href="#">Enrollment &amp; Pricing Information</a>	
AVA00836H00-R1155	Jun 15 - 19, 2009	Moscow, RUS, AVAYA UNIVERSITY - MOSCOW	Russian	N/A	N/A	<a href="#">Enrollment &amp; Pricing Information</a>	
AVA00836H00-1144	Jun 22 - 26, 2009	Darmstadt, DEU, Avaya University - Darmstadt 2	English	7/8	EUR 2,712.00 USD 3,390.00	<a href="#">Continue &gt;&gt;</a>	
AVA00836H00-R1192	Jun 22 - 26, 2009	Oslo, NOR, Relacom AS - Norway	English	N/A	N/A	<a href="#">Enrollment &amp; Pricing Information</a>	
AVA00836H00-1185	Jun 28 - Jul 2, 2009	Dubai, ARE, Flora Creek Hotel Apartments - Dubai	English	7/8	12,448.01 AED USD 3,390.00	<a href="#">Continue &gt;&gt;</a>	
AVA00836H00-1136	Jul 6 - 10, 2009	NORTH RYDE, AUS, AVAYA - AUSTRALIA Guildford, Surrey, GBR, AVAYA UNIVERSITY - GUILDFORD	English	7/8	AUD 5,557.36 USD 3,390.00	<a href="#">Continue &gt;&gt;</a>	
AVA00836H00-1141	Jul 6 - 10, 2009	MARKHAM, ON, CAN, AVAYA CANADA CORP (TAU)	English	Conflicts with: AVA00836H00-1193			
AVA00836H00-1132	Jul 6 - 10, 2009	Miami, FL USA, AVAYA UNIVERSITY - MIAMI	English	5/8	USD 3,390.00	<a href="#">Continue &gt;&gt;</a>	
AVA00836H00-R1158	Jul 13 - 17, 2009	SAO PAULO, BRA, AVAYA UNIVERSITY - SAO PAULO	Portuguese	Conflicts with: AVA00836H00-1143			
AVA00836H00-1143	Jul 13 - 17, 2009	Miami, FL USA, AVAYA UNIVERSITY - MIAMI	English	0/8	USD 3,390.00	<a href="#">Wait Listed</a>	
AVA00836H00-	Jul 20 -	Buenos Aires, ARG, AVAYA	English	N/A	N/A	<a href="#">Enrollment &amp; Pricing</a>	