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## Avaya Aura Communication Manager Basic Administration

**Duration: 5 Days    Course Code: AVA00836H**

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### Overview:

In this entry-level course, you will gain the knowledge and skills required for configuring the Avaya Communication Manager software. You will learn to administer system features, stations, trunks (lines), and user features on a functioning Avaya Communication Manager in this course that addresses releases R5.2.x and R6.0.

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### Target Audience:

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

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### Objectives:

- After you complete this course you will be able to:
  - Administer system features, stations, trunks (lines), and user features on a functioning Avaya Communication Manager
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### Prerequisites:

Attendees should meet the following prerequisites:

- Familiarity with simplex and/or complex IP Telephony solutions

### Testing and Certification

Recommended preparation for exam(s):

- ACS® - Implement: IP Telephony (ACSI-901)
  - Avaya Aura™ Fundamental Technology Assessment
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### Follow-on-Courses:

The following courses are recommended for further study:

- Avaya Media Servers and Media Gateways Implementation Workshop (AVA00838H00)
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## Content:

We discuss the following topics:

- Avaya configuration and solutions with Avaya Aura
- Hardware components
- System duplication and backup options
- Different types of telephones
- Most 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
- Class of Service (COS) and Class of Restriction (COR)
- Abbreviated Dialing
- Call Forwarding
- Call Coverage
- Call Pickup and Hunt Groups
- Trunk Groups
- Routing
- Basic troubleshooting
- Reports produced by the Communication Manager
- Interpret data from reports

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No further information available

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## Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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