AVAYA Supporting IP Office™ Platform Workshop (Release 11)

Course code: 78200V

Course standard price: EUR 1800.00 (including training materials, lunch and refreshments) per student

Course duration: 3 days (starting 9:30am to 5.30 pm)

Delivery media: instructor led - classroom training

Course synopsis:
The purpose of this course is to provide implementation associates with the skills they need to install, administer and manage the implementation of an IP Office customer solution. In addition, the course provides the learner with the opportunity to practice customizing and maintaining the IP Office System and to practice using the IP Office advanced applications.

Audience:
This course is designed for Avaya Partners, Resellers and Avaya Associates with Design and Implementation responsibilities.

To earn the ACSS-3000 - IP Office™ Platform credentials, the candidate must pass 78200X - Avaya IP Office™ Platform Configuration and Maintenance Exam. Professional Specialist credentials ACIS will use Pearson VUE Test Centers (http://www.pearsonvue.com/avaya/) to schedule their exam.
Learning Objectives:

Avaya IP Office Trouble Shooting

• Security Administration
• System Alarms
• System Status Application
• Monitoring
• DTE and Reset

Embedded Card Management

• Embedded Card Management

WebManager

VoIP, LAN and Networking

• VoIP Fundamentals (from analog to TDM to H.323 and SIP, Signalling and Codecs)
• LAN and Gatekeeper
• IP Phones (plus TLS und SRTP, see http.....46xxsettings.txt certificate root....)
• SIP Fundamentals (Requests, Responses, SIP Flows, SBC)
• SIP Phones (X-Lite) on IPO
• SIP Trunk to novaalert (alarming-server)
• SIP Trunk to Sipgate or peoplefone
• Fallback from SIP Trunk to ISDN Trunk using ARS
• Avaya IPO SCN, SmallCommunityNetwork with central Breakout over ISDN or SIP
Voicemail Pro Advanced Functions

- First Steps and Installation
- Database and IVR:
  - Students create a database and a flow to validate customer number against PIN

Voicemail Pro in a Small Community Network

- Meshed Networking with IPO
- Centralized Voicemail Pro
- Backup Voicemail Pro
- Distributed Voicemail Pro

one-X-Portal

- oneX-Portal Install
- Avaya Call Assistant (Click to Dial, Voice Announcement of callername and Outlook Plugin)
- Avaya Communicator
- oneX-Mobile Preferred over WLAN

Course materials:

Course material will be provided paperless in form of a USB stick.

Please bring your own notebook.
**Prerequisites:**

Existing ACIS - Avaya IP Office™ Platform (77200X) credential.

(also AIPS-4000 IP Office™ Platform credentials is still accepted until end date of validity)

Language of training is german, but original student materials are in English language.

More details of trainings and workshops you will find on ScanSource University Website or contact trainings.europe@scansource.eu