

Basic Administration Orientation

This is a 4-hour instructor-led web orientation for Avaya Communication Manager Basic Administration. This orientation will introduce system administrators to the common tasks required for administrative upkeep of their system. The orientation covers the following:

Avaya Site Administration

- Terminal Emulation/GEDI
- Remote Access
- Local Access

My Local Hardware Configuration

- Circuit Packs/Media Modules
- Telephone Types

Basic Moves, Adds & Changes

- Adding/Moving Phones
- Adding/Changing Stations in Hunt Groups

Trunk Groups and Basic Routing

- Class of Service
- Class of Restriction
- Trunk Groups
- World Class Routing

Voice Mail Administration

- Reset Passwords
- Add/Modify/Delete Mailboxes
- Basic Auto Attendant Modifications
- Re-recording Auto Attendant prompts

If you would like to learn more about Cross University, please contact us at:

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