

## ACM Basic Administration Workshop

---

### Basic Administration

**After completing this course students will be able to:**

- Identify Hardware and Solution Configurations
- Identify Redundancy Options
- Identify Telephone Types
- Identify Circuit Packs and Media Modules
- Use Avaya Site Administration to Administer Basic Feature Functionality Such as Moves, Adds, Changes and Management of the Communication System

### Trunk Groups and ARS Routing

**Upon completion of this course, the student will be able to utilize Avaya Site Administration Software to administer the following:**

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

### Feature Administration

**Upon completion of this course, the student will be able to administer the following:**

- Basic Vectoring
- EC500 (Extension to Cellular)
- IP Softphone
- Meet Me Conferencing
- VAL Manager (Voice Announcement with LAN)

---

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

**Toll-Free:** 866.983.3500 x3700

**E-mail:** [CrossUniversity@crosstelecom.com](mailto:CrossUniversity@crosstelecom.com)

All rights reserved. Cross and the Cross Telecom logo are registered trademarks of Cross Telecom Corporation.

*Knowledge you can hang your hat on.*

