



## Avaya Aura® Communication Manager Administration (5U00041)

### **Learn to administer and configure the system and user features of Avaya Aura Communication Manager.**

In this course, you will learn to perform Communication Manager (CM) administration tasks. You will cover basic features and functions, creating a dial plan, setting up class of service (COS) and class of restrictions (COR), administering endpoints, performing system maintenance, and generating system reports. This course addresses CM release R5.2x through R6.x.

### **What You'll Learn**

- Avaya configuration and solutions with Avaya Aura
- Hardware components
- System duplication and backup options
- Types of telephones
- 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
  - COS and COR
  - Abbreviated dialing
  - Call forwarding
  - Call coverage

### **Who Needs to Attend**

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

### **Prerequisites**

There are no prerequisites for this course.

### **Follow-On Courses**

There are no follow-ons for this course.

### **Certification Programs and Certificate Tracks**

This course is part of the following programs or tracks:

- [Avaya Certified Support Specialist \(ACSS\) - Avaya Aura® Communication Manager and CM Messaging - Embedded](#)
- [Avaya Certified Support Specialist \(ACSS\) - Avaya Aura® Call Center Elite](#)

## Course Outline

### 1. Communication Manager System

- Communication Manager (CM)
- Hardware
- Duplication and survivability
- Interfaces for administration
  - System Management Interface (SMI)
- License settings in the lab

### 2. Administration of CM

- System Access Terminal (SAT) command structure
- Determine CM software release
- Capacity limits of license

### 3. Managing Endpoints

- Endpoints
- Adding digital and analog endpoints

### 4. Basic Features

- Feature Access Code (FAC) list
- Terminal Translation Initialization (TTI)
- Class of Service (COS)
- Console permissions
- Class of Restriction (COR)

### 5. Enhanced Features

- Call park
- Station Lock

### 6. Group Features

- Call Pickup

### 7. Maintenance/Security

- Alarms and errors
- Reset Levels
- Maintenance commands
- Security

### 8. System Status and Reports

- Real-time monitoring
- Reports

## Labs

**Lab 1: Avaya Site Administration - ASA**

**Lab 2: PuTTY**

**Lab 3: Authentication, Authorizations, and Accounting (AAA) Services**

**Lab 4: Dial Plan**

**Lab 5: IP Telephones**

**Lab 6: Personal Station Access (PSA)**

**Lab 7: Copy, Alias, and Delete**

**Lab 8: Hold/Transfer Calls**

**Lab 9: Conference**

**Lab 10: Automatic Callback**

**Lab 11: Call Forwarding**

**Lab 12: Priority Calling**

**Lab 13: Calling Permissions**

**Lab 14: Service Observing**

**Lab 15: Bridged Call Appearance**

**Lab 16: Team Button**

**Lab 17: Hunt Group**

**Lab 18: Call Coverage**

**Lab 19: Abbreviated Dialing**

**Lab 20: Back Up (CM translations)**

## Further Information:

For More information, or to book your course, please call us on +254 713 027 191

[training@clclearningafrica.com](mailto:training@clclearningafrica.com)

[www.clclearningafrica.com](http://www.clclearningafrica.com)

Computer Learning Centre 2nd Floor Museum Hill Centre, Muthithi Road, Westlands, Nairobi, Kenya

