Hands-On

Avaya/Nortel / Norstar

308 / 616 / ICS / MICS

Course Description

This Hands-On 3-day course will equip, educate and enable your technicians how to self maintain and administer programming changes to the Avaya/Nortel Norstar Telephone systems and components through an intensive, hands-on instruction throughout this training.

This course will cover complete Norstar product components. You will see how all the components come together to make one integrated system solution. You will learn how to design and configure parts together to meet various capacity and feature needs you may face in the future.
NORSTAR Systems hardware and software components
-Main Cabinets
-Expansion Cabinets
-Additional hardware components, RAD, SMDR, ATA
-Mounting brackets and Installation Planning

Students Will Learn

- **The Design and Configuration of the Nortel Norstar Telephone System Models**
- **The Design and Configuration Programming of the Voice Mail & Auto Attendant Compatible Systems**
- **How to Configure through Programming New Telephone Sets for your System**
- **How the Wiring Field and Color Code Structure is used to Support the Norstar System Components**
- **How to Terminate and Trouble Shoot Wiring**
- **And More...**

Target Audience

Contractors, union craftsman, electricians, technicians, installers, splicers, PBX
managers/administrators, end-users, engineers, facilities managers, architects and developers, systems engineers, telecom managers and anyone involved in installing, configuring, repairing, maintaining telephone systems and components.

Prerequisites

A basic understanding of Telecommunications, this information can be obtained in our courses listed below
-TeleCom I
-Hands-On Basic Telephony & Telecom Electronics

Course Outline

Module 1: The Wiring Field

- System numbering plans
- ,How the information in software is wired on the termination blocks
- Color codes and how it all connects to the telephone wires that lead to the desks on the floor.

  This is fundamental and critical for completing many MAC services as not all changes can be done in software only. We will do a Telecom/Data Room walk-through and demystify and simplify the wiring field that traditionally is a scary sight.

Module 2: System Configuration, Installation & Programming

- Norstar System Configuration Planning
- Completion of Station Review Forms for Programming the System
- Norstar System Components & System Programming
- Perform Startup programming
- Installation of Station and Trunk Modules
- Perform system programming
- Telephone Sets Overview
- Telephone Set buttons
- Review and Setting the System features
- Programming Options available for Telephone Set Buttons
- Button mapping
- Button defaults
- Using the COPY Command
- Wiring Out the Station Connections
- Perform trunk and line programming
- Perform T1 / PRI programming
- Perform Analog Trunk (Loop Start) Programming
- Wiring Out the Trunk Services
- Program Services (routing and destination codes)
- Programming Restrictions
- Installation of ATAs (Analog Terminal Adapters
- Installation of SMDR units
- Installation of Remote Access Devices (RADs)
- Maintain and Diagnose the Norstar system

Module 3: Voice Mail Systems Overview

- Norstar Startalk Voice Mail
- Features and Capacities

- Call Pilot Voice Mail
- Call Pilot Features, Capacities and Options
- Hardware used for Call Pilot messaging

Modular 4: Installation & Programming the CallPilot Voice Mail

- Install and initialize a Call Pilot system
- Use the Call Pilot modem to access Call Pilot
- Obtain and enable software keycodes
- Use Call Pilot Manager and F983 to set up and administer Call Pilot
- Set system properties and operations settings
- Set up, initialize, and maintain Call Pilot mailboxes
- Perform Personal Mailbox programming
- Administer Subscriber Mailboxes
- Set and change dialing translation parameters
- Set up and administer the Automated Attendant
- Set up and administer a Custom Call Routing (CCR) Tree
- Desktop Messaging Overview
- Call Pilot Messaging Networking Overview
- Centralized Voicemail Overview

Delivery Method

Instructor led with numerous Hands-On labs and exercises.

Equipment Requirements

(This apply's to our hands-on courses only)

BTS always provides equipment to have a very successful Hands-On course. BTS also encourages all attendees to bring their own equipment to the course. This will provide attendees the opportunity to incorporate their own gear into the labs and gain valuable training using their specific equipment.

Course Length

3 Days