

Hands-On

# Avaya/Nortel CS1000 Features & Apps

Features, Telephony Manager, CallPilot & Application Builder



## Course Description

This Hands-On course is designed for telecom individuals (technicians, administrators, end users, managers) who wish to gain knowledge about the CS 1000 features, Telephony Manager (TM) Station Administration and CallPilot Administration.

This course will discuss programming of specific features in the PBX as well as through TM. Also, a discussion of programming CallPilot users to include proper implementation of mailbox classes, templates and restriction and permission lists. Other areas to include backups, security and application builder.

## Students Will Learn

- CS1000 Features
- Telephony Manager (TM)
- Station Administration
- CallPilot Administration
- Application Builder
- Back-Ups
- Security

## Target Audience

CallPilot Administrators that need to know User and System screens as well as Application Builder.

## Prerequisites

A basic understanding of Telecommunications and some basic understanding of call forwarding, transfer, hunting, etc. would be helpful.

## Course Outline

### Module I: CS-1000 Features

- Differences in Sets (M3900 vs. i2000 series)
- Directory Numbers and Terminal Numbers
- Types of DN's (SCR/SCN/MCR/MCN/ACD/CDN)
- Types of TN's (Digital/Virtual/Phantom)
- PBX Program Loads (LD)
- Feature Access (SPRE/FFC)
- Select Features
- Features: Call Transfer, Conference, Call Forward All Calls, Message Waiting, Auto-Dial, Last Number Redial, Call Forward No Answer, Hunting, Last Hunt Key, Call Pickup, Call Park, Speed Call, System Speed Call, Dial Intercom, Ring Again, MARP, Access Restrictions (CLS/NCOS/TGAR)
- Description
- Implementation
- Programming in PBX and TM
- Interpreting Printouts

### Module 2: Telephony Manager (TM)

- Station Administration Screen Layout and Navigation
- General Information
- Features
- Keys
- Administration Fields

- Troubleshooting
- SYNC Status description
- Printout interpretation of M3902, M3904 and i2004
- Search tools – Basic and Advanced
- Programming in Telephony Manager
- Adding New Users
- Modifying Existing Users
- Deleting Users
- Validate and Transmit
- Sync Task and Sync Log
- Report Generator
- Templates

### Module 3: CallPilot Administration Topics

- Call Flow difference (ACD vs. CDN)
- Login – CallPilot Manager
- Mailbox creation to include
- Password reset
- Templates
- COS
- RPL
- PDL vs. SDL
- Security Screen
- Messaging Screen
- Channel Status – DS0/Multimedia
- Backups – Full System and Selective

### Module 4: CallPilot Application Builder Topics

- Login process and navigation
- Creation of simple application to discuss:
  - screen layout
  - palettes
  - blocks

- connectivity
- call flow
- Place 'completed' application into service (SDN)
- Print out application information -
- call flow
- block details
- voice items
- Update voice items remotely using VIM

## 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

4 Days