

Hands-On

Avaya IP Office 500 IC

Installation & Configuration



Course Description

This Hands-On course provides practical experience installing and configuring IP Office 500. Attendees will learn the skills they need to install and configure the IP Office system, software applications and Voicemail Pro..

Our course also provides Hands-on Labs throughout this course to reinforce topics covered and to give the attendee experience installing and configuring the IP Office Professional system and using the IP Office applications.

Students Will Learn

- **How to Set up the IP Office System and Software Applications including Licensing**
- **How to Configure IP Office for all Telephony Features and Functions**
- **The Set up for Data Facilities including IP Routing, LAN, WAN and VoIP**
- **To Identify the Differences between Integral Voicemail, Voicemail Lite and Voicemail Pro**
- **How to Customize the Voicemail Pro system to meet client needs**

Target Audience

This course is designed for Business Partners with installation and maintenance responsibilities to install and configure the IP Office system, software applications and Voicemail Pro.

Course Outline

Module 1:

- IP Office overview
- Upgrade procedures
- The Installation and Administration Wizard
- Configuring the system
- IP endpoints

- Connecting to an exchange / central office
- Troubleshooting

Module 2:

- Small Office Edition installation & configuration

Module 3:

- Networking

Module 4:

- Voicemail
- Upgrade procedures
- A call flow with conditions
- User settings
- Fax detection

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