



78201V-Supporting IP Office™ Platform Release 11

If you are interested in taking this training, please contact one of our training partners for scheduling information: [Training Pros](#)

This 2-day Virtual Instructor-Led course is designed for individuals responsible for supporting the Avaya IP Office™ Platform solution.

Delivered in a virtual classroom setting with remote access to a lab environment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises.

This course is recommended for students preparing to take the 78201X — Avaya IP Office™ Platform Support Exam

Key Learning Objectives :

- Review the hardware and software components of an IP Office Platform solution
- Introduce security administration processes to secure the IP Office Platform
- Introduce the upgrade procedures for the IP Office Platform
- Identify the processes to backup and restore the solution
- Introduce the tools available to troubleshoot the IP Office Platform
- Identify and prepare log files for troubleshooting analyses
- Practice what you learnt and use the knowledgebase articles to solve issues

Course Syllabus :

- Module 01 - Midmarket Core Products
- Module 02 - Security Administration
- Module 03 - Security Administration (Exercise)
- Module 04 - Backup and Restore
- Module 05 - Backup and Restore (Exercise)
- Module 06 - IP Office Upgrade
- Module 07 - Call Flows
- Module 08 - Call Flows (Exercise)
- Module 09 - System Status Application
- Module 10 - System Status Application (Exercise)
- Module 11 - Alarms and Errors
- Module 12 - Alarms and Errors (Exercise)
- Module 13 - System Monitor
- Module 14 - System Monitor (Exercise)
- Module 15 - Log Files
- Module 16 - Log Files (Exercise)
- Module 17 - Wireshark and Ping
- Module 18 - Wireshark (Exercise)
- Module 19 - Practical Troubleshooting Introduction
- Module 20 - Practical Troubleshooting: Users (Exercise)
- Module 21 - Practical Troubleshooting: SIP Trunk (Exercise)
- Module 22 - Practical Troubleshooting: Calls Disconnect Upon Answering (Exercise)
- Module 23 - Practical Troubleshooting: Media Manager not Recording Calls (Exercise)
- Module 24 - Voicemail Pro Call Back (Exercise)

- Module 25 - Practical Troubleshooting: Conference Issue (Exercise)
- Module 26 - Practical Troubleshooting: Conference Pin (Exercise)
- Module 27 - Practical Troubleshooting: Web Client unable to log in (Exercise)
- Appendix 01 - IP Office Common Issues

Recommended Knowledge :

- Intermediate knowledge of Voice over IP (VOIP) technology.
- Intermediate knowledge of Session Internet Protocol (SIP)
- ACIS-7720 - Avaya IP Office™ Platform

Associated Smart Tracks :

ACSS-3000 - Avaya IP Office™ Platform Support

Duration & Audience :

This training is only available to Associates , Customers , Partners

Virtual Course - 16 Hrs

System Requirements :

To ensure that you are able to successfully complete this course, please validate that your PC meets the [system requirements](#)