

Call Pilot Rls. 5.0 Installation & Maintenance

0329



Delivery Type: Classroom

Duration: 5 days

Overview

This training course is designed to lead the student through a typical CallPilot Release 4.0 system installation, teaching each step in the installation and configuration process. CallPilot Release 3.0 software is installed on the CallPilot server and the CallPilot Release 2.5 Unified Messaging client is installed for desktop messaging and My CallPilot functions. Classroom conditions are designed to replicate the customer's server site, switch room, and network facilities. Emphasis is placed on the tasks that an installation technician can expect to face in the field. Basic system maintenance tasks covered include performing routine diagnostics and fault isolation, backing up system data, and upgrading keycode controlled features.

Pre-Requisites

You must have knowledge of or experience with the switch that is connected to the CallPilot server.

This includes the ability to perform the following tasks:

- ✓ Demonstrate a basic understanding of how the switch routes and processes calls
- ✓ Establish the switch cabling connections
- ✓ Configure the switch

Target Audience

This training course is designed for distributors and installation technicians whose job function includes installation, configuration, and basic system maintenance responsibilities on the Nortel CallPilot unified messaging system.

Objectives

- ✓ Install the CallPilot Release 4.0 system in accordance with customer requirements and applicable Nortel documentation
- ✓ Configure the CallPilot Release 4.0 system for messaging operations in accordance with customer requirements and applicable Nortel documentation
- ✓ Perform routine diagnostics, fault isolation and maintenance tasks in accordance with applicable Nortel documentation.