



78202V-Supporting IP Office™ Platform

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

The **78202V Supporting IP Office Platform** course is a comprehensive 3-day training session designed for technicians to gain hands-on experience with the Avaya IP Office communication systems. This course covers various aspects of IP Office support, including system configurations, security administration, backup and restore processes, and troubleshooting techniques. Participants will engage in practical exercises to solidify their understanding and skills.

This training is recommended for individuals preparing for the [78202T - Avaya IP Office Platform Support Online Test](#) to gain the Avaya IP Office Platform Technical Associate Support (ASTA-3000).

Key Learning Objectives :

- Understand the core products and features of the Avaya IP Office Platform.
- Gain proficiency in security administration and management.
- Learn backup and restore procedures for IP Office systems.
- Develop skills in troubleshooting and resolving common issues within the IP Office environment.
- Master using essential tools like System Status Application (SSA) and System Monitor for diagnostics.

Course Syllabus :

- Day 1:
 - Midmarket Presentation Core Products
 - Security Administration and Exercise: Security Administration
 - Backup and Restore and Exercise: Backup/Restore
 - IP Office Systems Upgrade
 - Call Flows and Exercise: Call Flow
 - System Status SSA and Exercise: System Status Application
- Day 2:
 - Alarms and Errors and Exercise: Alarms and Errors
 - System Monitor and Exercise: System Monitor
 - Log Files and Exercise: Extracting Voicemail Log Files
 - Wireshark and Ping and Exercise: Wireshark
- Day 3:
 - Practical Troubleshooting: Users
 - Practical Troubleshooting: SIP Trunks
 - Practical Troubleshooting: Calls Disconnect After Connection
 - Practical Troubleshooting: Media Manager not Recording Calls
 - Practical Troubleshooting: VMPro Call Back
 - Practical Troubleshooting: Conference Issue
 - Practical Troubleshooting: Conference Pin
 - Practical Troubleshooting: Web Client unable to Log In

Recommended Knowledge :

- Intermediate knowledge of Voice over IP (VOIP) technology.
- Intermediate knowledge of Session Internet Protocol (SIP)
- [ASTA-7720 - Avaya IP Office™ Platform](#) Technical Associate Implement

Associated Smart Tracks :

ASTA-3000 - Avaya IP Office™ Platform Technical Associate Support

Duration & Audience :

This training is only available to Associates , Customers , Partners

Virtual Course - 24 Hrs

System Requirements :

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