



Telephony Manager 3.X/ 4.X

Training Course

Duration: 2 Days

TM 3.x is a comprehensive session with an in-depth focus on those individuals who have little or no familiarity with TM but will be using the TM 3.x full package that explains the Web Station Administration, Maintenance Windows and Web Services, Alarm Notification, ESN and LDAP synchronization. From this training session, attendees will have a basic understanding of Meridian 1 and CS 1000 administration and maintenance through the TM application, will develop a familiarity with TM web services and will understand how to manage the TM 3.x Server. Attendees will also have a basic proficiency with ESN and Traffic Analysis and will understand the basic LDAP functionalities.

Prerequisites: Basic PC and networking technology, basic understanding of telecommunications concepts.

TM Navigator (Windows Based)

Basics of TM Navigator:

- Site and System Reports
- Viewing the maintenance log

Security Configuration:

- Users
- User Groups
- User Authentication

Utilities:

- Scheduler
- Backups and restoring TM
- Corporate Directory
 - Uploading names to the PBX directory and telephones

- Common Network Directory
 - What it is
 - How it works
 - Using CND with LDAP

- Data Buffering and Access
 - Collecting CDR and Traffic
 - Disaster recovery backup through TM

- Licensing Count
- Clients
- Key-Code upgrade/downgrade
- Current licensing limits

Help:

- About Telephony Manager
- Patch Viewer
- Purpose of patches

Adding Sites and Systems:

- Adding a new site
- Adding a new system
- Moving a system

System Window:

- Updating System Data
- Data Dump (EDD)
- System Terminal

List Manager:

- System Speed Call List
- Speed Call List

Traffic Analysis:

- Collecting and Parsing Traffic Data
- Archiving and Merging Traffic Data
- Running Reports
 - Trunk Reports
 - Attendant Reports
 - What if Scenarios

ESN Analysis and Reporting:

- ESN Database Configuration
- ESN Reporting
- ESN Maintenance

Inventory:

- Card File
- Set File
- Location Report

DAY 2:

Station Administration (Fully Web Based)

- Logging in from the TM Server
- Logging in From a Desktop PC

Telephones:

- Basic and Advanced search
- What Synch Status is and what changes it
- Terminal Numbers, Directory Numbers and CPND
- Adding and Changing Analog, Digital and IP Telephones
- General Properties
- Adding and Changing Directory information
- Adding and Changing Telephone Features
- Telephone Key Changes
- Bulk Changes to Multiple Telephones
- Sorting Station Database

Adding and Deleting of Telephone Sets:

- Add one Telephone
- Add Multiple Telephones
- Transmitting New Sets to PBX
- Log Window – Server Only

Templates:

- One time tasks
- Scheduled tasks
 - Synchronize TM and PBX databases

Synch Logs:

- Addition and Changes
- PBX Successful, if not, why not
- Managing the synch logs

Reports:

- Highly customizable list of Telephone Features
- Multiple Filters Available
- Reports in CSV formats

Preferences:

- Validation of TN and DN information

- Installation or Maintenance Mode
- Defining User Field Names

Other Features:

System Navigator:

- Terminal Passthrough
- Web Maintenance Pages

Status and Maintenance of”

- Core CPU
- I/O Ports
- Loops
- PE Cards
- Find Telephones
- Find PE Units

Web Administration:

- Custom Help

Dyna Lync Telecom Inc.
Toronto, New York, Calgary
www.dynalync.com
866-574-7770