# Avaya IP Office Administration

COURSE CONTENT

- Understand the IP Office 500 v2 and the IP Office Server Editions features and functions

- Know the licensing required for IP Office

- Describe the different components and hardware for both IP Office 500 v2 and Server Edition

- Navigate Web Management and Manger for system configuration

- Create and modify Users

- Understand Users working with Voicemail

- Understand, Button Programming for Users

- Understanding Hot Desking and agent working

- Create User Rights and Templates for ease of allocating features

- Create and configure Hunt Groups

- Understand how to use Hunt Group Overflows

- Utilize Time Profiles for Day and Night service working

- Understand how to configure automatic and manually night service.

- Create and use Short codes

- Set up the System Directory

- Understand Line configuration

- Identify how to rout DDI/DID numbers to different destinations

- Understand how to Back up your systems configuration

- Create a VOIP extension and user

- Compare Voicemail Pro and Embedded Voicemail

- Overview of One-x portal