What is it?
The Badger Training Roadmap is a document outlining the recommended training for companies selling the Avaya product line. It details how to get on the fast track to Avaya sales for your company.

If you would like to jump start your Avaya sales we encourage you to take a look at the training roadmap in this resource kit or contact us at 715.672.4200 or info@badgercommunications.com.
BADGER COMMUNICATIONS TRAINING ROADMAP
September 30, 2010

Recommended Training Roadmap: Avaya IP Office

1. Attend Badger Training
2. Purchase the IP500 Demo Kit for each main location.
3. After attending training, each tech should complete the Training Exercises they received in the training booklet, utilizing the Demo Kit.
4. Register for on-line training at www.avaya-learning.com. Click on Register Now at the top center of the page. Self registration is open to all Badger BusinessPartners. You will need to use your Dealer Link ID. Please contact sue@badgercommunications.com for this number.
5. Once you have your Log-on ID and Password return to www.avaya-learning.com. Log in, click on the Avaya Learning Navigator near the top left, then under Training List in the left column click on IP Office.

Technical
Refresh Badger Training with Avaya Learning Centre On-Line Courses. These are found under IP Office for Implement and Maintain:
- IP Office Hardware and Data Components
- IP Office Customer Call Reporter – Implement Basic

QoS: If combining both data and telephony into one converged network you must have QoS turned on. All network devices (routers, switches, firewalls, modems, etc.) must support QoS features and setup. To fully realize QoS on the telephony side, completely separate your voice network from your data network either logically (VLAN’s) or physically (completely different network). A Network Assessment is highly recommended. Ask Badger for info. 715.672.4200
Salespeople

Please start with the IPO Sales Course and, where needed, add CCR.

**curriculum map**

---

**Important Map Notes**

---

Delta Course

It is highly suggested that you complete the current Delta course to maintain your product knowledge.

---

**Great Resources**

1. [http://marketingtools.avaya.com/knowledgebase](http://marketingtools.avaya.com/knowledgebase) detailed factory information. This site is constantly updated by Avaya. We highly recommend it. Please give us a call if you would like an introduction on how to navigate the site. You will need an SSO login and password to access certain areas of the knowledgebase. Choose IP Office Technical Manuals or IP PARTNER® Version Manuals to access installation and configuration manuals.

   a. Near the top of the web page you will see three (sometimes four) drop down boxes.

   b. The third drop down box has the following selections: General, Product Description; (heading) **Documents by Application:** ContactStore, Customer Call Reporter, CTI, Manager, one-X Portal for IP Office, PARTNER Version, Phone Manager, SoftConsole, Softphone, Voicemail; (heading) **Documents by type:** Applications, Installation, Mailbox Guides, Manuals (PDFs), Phone User Guides, Tutorials, Voicemail, Tools

   c. If you choose “Tools” (as an example) a fourth drop down box appears.

   d. **“Installation” has quick links to:** Core System, Voicemail and Applications.
e. “Tools” has a most excellent option called “Caveats”
   “Caveats” will quickly show you if there are any “KNOWN ISSUES” with the
   Release you are working with. For example if you were to enter 6.0 in the
   “Found In” box and then hit your “Enter” key, you would see the Know
   Issues and resolution information.

2. IP Office R6.0 Pre Installation Data-Collection-Check List. This is your initial

3. IP Office R6 Matrix. Excellent Excel File that compliments the IP OFFICE
   KNOWLEDGE BASE web site. This can be downloaded from the Badger
   Communications web page here. Simply right-click on “R6 Compatibility Matrix”
   and save to your computer.

4. IP OFFICE R6 Quotation Spread Sheet. Quotation services are available free of
   charge from Badger. Just give us a call at 715.672.4200 and tell us what
   your system needs to “look” like.

5. www.BadgerCommunications.com please click on IP OFFICE 500 for great
   resources including “Job Aids” and brochures.

6. http://support.avaya.com for great documentation including FAQs on all Avaya
   products.

7. Badger Communications Pre-Sales Support: 715-672-4200

8. Avaya Pre-Sales Support technictr@avaya.com (type IP Office in the subject
   field. You must be registered.)

   (password required).

10. Sign up with Sue Melstrom sue@badgercommunications.com for inclusion in
     our technical e-mail updates: IP OFFICE and IP PARTNER Version.

You can also access this End User Training from www.avaya-learning.com Home Page

Click on IP Office. Scroll down to course# AVA00619WEN. This is the IP Office Telephone
Training for End-Users (no login or password required). This is a 2-hour course.

This course is designed to provide end-users with an overview of the features and functionality of the different
telephone handsets available with IP Office. More specifically, this course provides information on the IP Office 5400
Digital Series and the 5600 IP Series of telephones.

- Upon completion of this course, you should be able to:
- Articulate the benefits of telephone features.
- Given a set of circumstances, select the appropriate telephone features to provide a solution.
- Activate and program telephone set features.
- Program features on the telephone using the Options and Label keys.
- Create personal distribution lists and call logs using phones.
- Access additional telephone support resources.

**Curriculum Map**

<table>
<thead>
<tr>
<th>IP Office Customer Trainer Toolkits</th>
<th>Last Updated: 7/30/2010 11:47:00 AM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expand/Collapse All</td>
<td>My Transcript</td>
</tr>
<tr>
<td><strong>IP Office Customer Trainer Toolkits</strong></td>
<td></td>
</tr>
<tr>
<td>![ ] [ ] AVA00812PEN</td>
<td>IP Office Telephones End User Training</td>
</tr>
<tr>
<td>![ ] [ ] AVA00812PEN</td>
<td>IP Office Phone Manager and Soft Console User Training</td>
</tr>
<tr>
<td>![ ] [ ] AVA00812PEN</td>
<td>IP Office 852,2, Phone Manager and Soft Console User Training</td>
</tr>
</tbody>
</table>

The Customer Trainer Toolkit includes the following materials:

- IP Office 5400 Series Training
- Administration Guide
- Participant Guide
- PowerPoint Deck
- IP Office 5600 Series Training
- Administration Guide
- Participant Guide
- PowerPoint Deck
- IP Office T3 Telephones Training
Upon completion of this course, you should be able to:
- Articulate the benefits of telephone features.
- Given a set of circumstances, select the appropriate telephone features to provide a solution.
- Activate and program telephone set features.
- Program features on the telephone using the Options and Label keys.
- Create personal distribution lists and call logs using phones.
- Access additional telephone support resources.

**IP Office Phone Manager and Soft Console User Training – 2 hour course**  
This course is designed to provide end-users training on the Phone Manager and SoftConsole applications. More specifically, this course is designed to assist users in setting up the user interface, accessing user features and screens, and understanding the differences between Phone Manager and SoftConsole.

Upon completion of this course you should be able to:
- Describe the differences between using Avaya IP Office Phone Manager and using a physical telephone.
- Explain the differences between Avaya IP Office Phone Manager Pro and Avaya IP Office Phone Manager PC Softphone.
- Recognize and access the key features and screens of Avaya IP Office Phone Manager.
- Configure Avaya IP Office Phone Manager user interface in accordance with business needs and personal preferences.
- Explain how to handle calls using Avaya IP Office Phone Manager.
- Use Avaya IP Office Phone Manager to access other system resources
- Access Avaya IP Office Phone Manager and Avaya IP Office SoftConsole reference documentation.
- Describe the differences in application layout and functionality between Avaya IP Office SoftConsole and Avaya IP Office Phone Manager.
- Monitor and manage incoming and outgoing call traffic using Avaya IP Office SoftConsole.
- Set appropriate alarm thresholds in the Avaya IP Office SoftConsole application.