



RealIT[®] Management Inc.

TelAlert Fundamentals for System Administrators

Course Number	E1012F
Course Length	2 days
Registration	Email: train@realit.ca
	Phone: 613.591.9604 ext. 238
	Fax: 613.591.7588

Course Description:

This course offers practical hands-on knowledge to administrators of TelAlert Urgent Messaging System. The course contents focus on the most commonly required tasks when implementing TelAlert.

Students will learn the architecture of TelAlert solution, its basic operations and associated configuration, and day-to-day administration tasks. The course is structured with 60% lecture and 40% labs.

Course Outline:

Day 1: Introduction & Installation

- Introduction to TelAlert
 - What TelAlert Does
 - TelAlert Architecture
 - Background Processes
- Installing TelAlert
 - Server Software
 - Remote Consoles
- Sending Alerts with TelAlert
 - Email
 - Paging
 - Voice
- Tracing and Logging
- Working with Destination and Groups
- Working with Schedules
- Working with Escalation

Day 2: Configuration & Administration

- Review of day 1 topics
- TelAlert Desktop
 - Log in account
 - Roles
- Configuring TelAlert
 - Devices and Ports
 - Configurations
 - Destinations
 - Groups
 - Users
 - Schedules
- Administering TelAlert
 - Starting/Stopping
 - Backup and Restore
 - Configuration Maintenance
 - Adding Permanent Licenses
 - Wrap-up