Avaya Learning Virtual Campus
Overview Guide

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How to Use this Guide

This guide provides an overview of the Avaya Learning Virtual Campus including additional insight on how Knowledge Access and Knowledge Collection Access offers are structured. It walks you thru the navigation of the Virtual Campus and includes links to additional User Guides and Tutorials available for download from the Avaya Learning Center. It compliments Knowledge Access offer specific Companion Guides.

Introductory Sessions

Avaya Learning Virtual Campus Introductory Sessions run weekly at regularly scheduled times for 1 hour and focus on how to navigate and best utilize the Avaya Learning Virtual Campus environment. They are open to everyone and complement the information covered in this guide.

**Weekly Introductory Session Schedule (except local holidays)**

Mondays
Europe: 10:00am – 11:00am CET
AI: 9:00am – 10:00am BRT
Americas: 12:00pm – 1:00pm EST

**Introductory Session Access**

Access to Avaya Learning Virtual Campus Introductory Sessions is thru the following link located on the [Avaya Learning Center](#) homepage.

Students enrolled in Knowledge Access offers unfamiliar with the Avaya Learning Virtual Campus environment are encouraged to attend one of these sessions prior to starting the curriculum. Topics covered in the Introductory Session include:

- The social learning aspects of the Avaya Learning Virtual Campus
- How to navigate and communicate within the two environments
- Best approach for consuming Self-Directed content
- Best approach for completing Lab Exercises if available
- Location of resources and documents

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• How to engage instructors
  o Shared Instructor Office (3D environment)
  o Social Forums (2D Environment)

**Please Note:** Introductory Sessions are delivered in the Avaya Learning Virtual Campus 3D environment, powered by AvayaLive™ Engage. The first time you access the Avaya Learning Virtual Campus 3D environment, you will be prompted to download a micro installer; this will take approximately 3-5 minutes, so please allow for the extra time before the session begins.

The Avaya Learning Virtual Campus 3D environment provides 2-way audio communication, for which you will require a stereo headset with microphone. For easy of navigation, we also recommend you use a mouse. Once inside the Avaya Learning Virtual Campus 3D environment you can create and customize your Avatar by pressing the F2 key. You can also upload a picture to personalize your badge.

### Avaya Learning Virtual Campus Overview

The Avaya Learning Virtual Campus is a socially immersive learning environment where students gain knowledge, practice skills and collaborate with peers, instructors and subject matter experts. The collaborative learning approach of the Virtual Campus empowers learners everywhere 24x7 access to complete, interactive training solutions unlocking the full value of Avaya technology. Students are empowered to engage with Instructors, peers and Subject Matter Experts as part of their overall learning experience.

Access to Avaya Learning’s Virtual Campus is obtained by enrolling in Knowledge Access or Knowledge Collection Access offers available on the Avaya Learning Center, [www.avaya-learning.com](http://www.avaya-learning.com). Both are an industry first where students access Self-directed learning materials independently and prior to engaging in instructor facilitated lab exercises. Several offers include access to Online Tests for the associated Avaya Implementation Professional Specialist (AIPS) and Avaya Support Professional Specialist (ASPS) credentials.

Avaya Learning Knowledge Access offers are typically tied to a specific credential. Knowledge Collection Access offers are comprehensive training bundles covering a broader solution set or functional discipline and/or multiple credentials. These larger collections consist of several Knowledge Access offers grouped together and are offered at a substantial cost savings over purchasing Knowledge Access offers separately.

Upon enrolling in an offer, students have 12 months unlimited access to all learning materials associated with that offer and real-time access to Avaya Learning Instructors. Content updates and new additions – even those resulting in new credentials – added during their enrollment term are also included at no extra charge. Offer components include:

- Self-directed Theoretical Content
- Practice Lab Workshop Sessions
- Access to Avaya Learning Instructors and Subject Matter Experts
- Online Tests for AIPS and ASPS credentials (*where applicable*)

Students can experience the Self-directed content whenever and from wherever they choose on multiple devices. When new or refreshed training materials become available, automatic
notifications are sent to the student.

Students have the ability to control their learning experience to degrees not previously possible, progressing at their own pace including repeating Self-directed sections and Practice Lab Workshops, and consulting with Instructors as many times as necessary to ensure their understanding.

For additional information on available Knowledge Access and Knowledge Collection Access offers and enrollment guidelines please review the reference material listed below. Enrollment guidelines are also located within the offer descriptions published on the Avaya Learning Center.

- Available Knowledge Access and Knowledge Collection Access Offers
- How to Enroll Guide

**Knowledge Access and Knowledge Collection Access Offering Contents**

Knowledge Access and Knowledge Collection Access offer descriptions published on the Avaya Learning Center outline the Key Learning Objectives of the offer and the Offering Contents included in the offer.

All Knowledge Access and Knowledge Collection Access offers include Self-directed Content. Offers that include Practice Lab Workshops include a Quiz to check your learning. Offers aligned to ASPS or AIPS credentials include the associated Online Test(s).

Self-directed Theoretical Content is organized by topics and provides students with theoretical instructional content including overviews and demonstrations. Self-directed content is accessible 24/7 and available in both the 2D and 3D environments. The 2D environment is optimized for tablets and smart phones. This enables students to gain the knowledge they need at their own pace and prepares them for any associated Practice Lab Workshops included with the offer.

To get the most out of the theoretical content, Avaya Learning recommends students note any questions arising while reviewing the materials to signal an Instructor via available social forums in the 2D environment or bring them to the Shared Instructor Office in the 3D environment.

A Quiz helps students determine how ready they are to begin the practical lab exercises. Avaya Learning recommends students take the quiz upon completion of the Self-directed content before moving to the Practice Lab Workshop exercises.

The Practice Lab Workshop provides students with the skills they need to apply the information learned in the Self-directed content. The key element of the Practice Lab Workshop is learning by doing. These practical labs are performed in the Avaya Learning Virtual Campus 3D environment using remote labs with real time support from an Avaya instructor. Students are assigned a lab partner and complete exercises following step-by-step guides and supporting materials. These sessions provide students the opportunity to test themselves against a variety of situations and scenarios. The Avaya Learning instructor provides additional support, as
needed, to each team to maximize their learning experience. Practice Lab Workshops range from 1 to 3 days depending on the subject material and depth of understanding required. Practice Lab Workshops are scheduled at various times around the world based upon student demand.

**Online Tests** associated with Avaya Professional Credentials are delivered via the Avaya Learning Center. When included as part of a Knowledge Access or Knowledge Collection Access offer the allowed testing time is included in the total duration noted on the offer description.

*Note: Avaya Certification Exams delivered by authorized Pearson Vue testing centers and the allowed testing time are NOT included in Knowledge Access offers.*

Offer specific **Companion Guides** are available for download from Knowledge Access offer descriptions published on the [Avaya Learning Center](https://www.avayalearning.com). Each guide provides a detailed view of the learning objectives and topics covered in the Knowledge Access. A floor map is provided along with the recommended order of completion.

For a summarized list of downloadable Companion Guides please see below.

- [Knowledge Access Companion Guides](https://www.avayalearning.com)

**Avaya Learning Virtual Campus Environment**

The Avaya Learning Virtual Campus consists of both a 3D and 2D environment. Optimized for tablets and smart phones, the Avaya Learning Virtual Campus 2D environment parallels the 3D environment offering students mobile access to Self-directed content and additional features such as social forums and blogs. While Self-directed content is available in both environments, Practice Lab Workshops are available in the 3D environment only. Students select the appropriate environment via links on their “My Learning – Current Courses” within the [Avaya Learning Center](https://www.avayalearning.com).

**Avaya Learning Virtual Campus - 3D Environment (powered by AvayaLive™ Engage)**

In order to use the Avaya Learning Virtual Campus 3D Environment, the AvayaLive™ Engage client must be installed on your local PC. You can verify through this link, [http://demo.avayalive.com](http://demo.avayalive.com), whether your IT security will allow downloading and installing the client and there are no bandwidth issues.

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Avaya Learning Virtual Campus – 2D Environment

The Avaya Learning Virtual Campus 2D Environment is optimized for accessing Self-directed materials from tablets and smartphones. This environment also features Social Forums and Blogs.

System Requirements

The System Requirements for both environments are located below and on the Avaya Learning Center Support page under System Requirements.

- Avaya Learning System Requirements

Accessing Self-directed Content

Once enrolled in a Knowledge Access or Knowledge Collection Access offer, Offering Contents are added to your Current Courses located under My Learning on the Avaya Learning Center.

Note: To access your Current Courses you must login to the Avaya Learning Center with your Avaya SSO ID and password.

To access Self-directed content, select the theory component of the Knowledge Access you are enrolled from the list of Current Courses.

Reminder: The 2D environment is optimized for tablets and smart phones.
Selecting the Avaya Learning Virtual Campus 2D environment will take you to the main page for the Knowledge Access. For instructions on navigation, see The Avaya Learning Virtual Campus 2D Environment.

Selecting the Avaya Learning Virtual Campus 3D environment will take you directly to the floor with the Self-directed content for the Knowledge Access. For instructions on navigation, see The Avaya Learning Virtual Campus 3D Environment.
The Avaya Learning Virtual Campus - 3D Environment

This section is designed to provide information on the areas in the 3D environment associated with Self-directed content. Additional information on the other features of the 3D environment is presented in the section The Avaya Learning Virtual Campus 3D - Additional Resources.

**Basic Navigation**

<table>
<thead>
<tr>
<th>To steer and look around</th>
<th>Click in the environment and move the mouse in the desired direction.</th>
</tr>
</thead>
<tbody>
<tr>
<td>To move in the environment</td>
<td>Use the W key to move in the direction that your cursor is pointing. Use the S key to move backwards. Use the D key to move right. Use the A key to move left. Use the Spacebar to jump. You can also use the arrow keys as secondary controls. To move faster, hold down the Shift key with any of these keys.</td>
</tr>
<tr>
<td>To interact with objects</td>
<td>Click when the cursor is over the object. Objects include telephones, chairs, projection screens, and file drop boxes.</td>
</tr>
<tr>
<td>To view in full screen</td>
<td>Press ALT and ENTER.</td>
</tr>
<tr>
<td>To personalize your avatar</td>
<td>Press the ESC key. On the top toolbar, click Avatar to personalize your avatar or press F2.</td>
</tr>
<tr>
<td>To zoom in and zoom out</td>
<td>Use the + and - keys, or the scroll wheel on your mouse.</td>
</tr>
<tr>
<td>To release your cursor from the environment</td>
<td>Press the Esc key.</td>
</tr>
<tr>
<td>To show the online help</td>
<td>Press F1.</td>
</tr>
<tr>
<td>To configure or to troubleshoot audio</td>
<td>Press F3.</td>
</tr>
<tr>
<td>To send a text to nearby users</td>
<td>Press T.</td>
</tr>
<tr>
<td>To mute in AvayaLive™ Engage</td>
<td>Press M. Press M again to unmute.</td>
</tr>
<tr>
<td>To make a gesture</td>
<td>Press 1 to wave. Press 2 to raise hand. Press 3 to clap. Press 4 to point. Press 5 to refuse. Press 6 to shrug. Press 7 to use talking gestures. Press 8 to use speech gestures. Press 9 to short wave. Press 0 to show enthusiasm.</td>
</tr>
</tbody>
</table>
Knowledge Access Theory Floors

This section is designed to give you the information you need to access Self-directed content on the floor. The next section Additional Knowledge Access Theory Floor Content will discuss additional features on the theory floor.

You can access a Knowledge Access theory floor from the Avaya Learning Center > My Learning > Current Courses, or by teleporting from the building lobby.

There are several models of theory floors depending on the particular needs for the offer. Each floor has learning rooms, at least one POD, and access to the Shared Instructor Office. Some floors also contain a meeting room and a classroom area.

Companion Guide

Before starting the Self-directed content, download the Companion Guide from the kiosk near the map. The Knowledge Access specific Companion Guide contains information directly related to the contents of the theory floor.

Map

When you first land on the floor you will find a map on the wall displaying each of the rooms of the floor. View the Floor Map to locate the room you wish to enter. For a first-time visitor, Avaya Learning recommends beginning with Room 01.
You can use the teleport function to reach a room quickly. Here is how to do it:

1. Move closer to the floor map.
2. Hover your mouse over the name of the room you wish to visit until you see the word **TELEPORT**.
3. Click in the box containing the room name.

**Theory Rooms**

When you enter a learning room we recommend that you move clockwise from learning object to learning object.

**Learning Objects**

To start a learning object, walk up to the monitor and click within the monitor’s borders. The learning object will open in a separate window, or tab if your browser settings allow pop-ups.

- In each room, move clockwise, with the first (left) screen and followed by the next screens from the left to the right.
- If you are re-visiting the room, it is up to you which screen you want to see again to enhance your knowledge.
- While working on the different objects you will also find additional links to other sources and documents which will help you learn more about this specific content.
- There will be Knowledge Checkpoints within the learning objects to test your new knowledge.
- If you have any questions about the content in the different rooms, feel free to work together with other students who are also in the floor and / or collect your questions per room and take them to the Shared Instructor Office.

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After completing all rooms / all screens you are well prepared to go further with scheduling the Practices Lab Workshop if one is included in the offer.

**Dropbox**

The dropbox next to the door of each room contains the eBooks for the learning objects in that room and may contain other documentation relevant to the topic. Click on the download area and a new window will launch allowing you to download the documents in the dropbox. The 00_Readme file contains information on how to read the eBooks.

**Silence Areas**

Please note the “Silence” area in all theory floors within the 3D environment. This feature provides students a quiet zone to review materials.
Teleport to Lobby

To return to the lobby, hover the mouse over the teleporter panel by the room entrance until TELEPORT appears. Next, click the button below the floor map image.

Additional Knowledge Access Theory Floor Content

Customizing Your Avatar

You can customize your avatar at any time by selecting Avatar on the floating menu when you hit Escape, or by pressing F2. You can select your avatar’s gender, height, weight, appearance, and clothes. Selecting the Profile tab allows you to upload a picture that appears by your name. It also appears by your network status bar in the lower left corner of your screen.

Teleporters

Along one of the walls you will find teleporters that can take you to associated offers. You will only be able to access floors that are a part of Knowledge Access offers for which you are registered. There is also a teleporter to the ground floor on the far right. The ground floor teleporter takes you to the building lobby where you can walk out into the Virtual Campus grounds. To activate, walk into or click the teleporter.

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PODs

The theory floors feature one or two PODs depending on the layout. These are useful for informal student gatherings and conversations. In addition to a sitting area, POD1 may display posters that explain how to obtain and use the e-book files. POD2 contains a link to a high-level overview of the benefits and features of the Avaya Learning Virtual Campus. The content of the PODs may vary upon the content of the floor.

Shared Instructor Office

Please note to the left of the floor map on the theory floor is a poster with the directions to the Shared Instructor Office. Please follow the dashed line to the office where you will be greeted by a concierge who will direct you to the instructor hours poster and the correct location to meet the instructor.

The concierge in this room will inform you to “Please use the teleporter to meet an Instructor. Please consider the instructor available hours on the public pad to the left of the Shared Instructor Office teleporter.”
You will be teleported to the instructor’s office where you can talk to an available instructor.

The outside huddle area can be used by instructors and students for a private area to discuss or answer questions. There is a screen in each area for presentations, demos, etc.…

There is also a teleporter area that will enable you to return to the floor you were on. The spawn point in the center, if entered, will bring you to the outside area of the campus.

Classroom

The classroom area is used for the Practice Lab Workshops. The rooms on the side of the classroom may contain demonstrations related to the labs. The poster to the left of the dropbox in the classroom area contains a link to the quiz.
Session Information Board

For your convenience, floors that support Knowledge Access offers which contain Practice Lab Workshops have a web information board near the map with the schedule for upcoming sessions.
The Avaya Learning Virtual Campus - 3D Environment

Additional Resources

Campus Orientation Area

The Campus Orientation Area provides basic navigation instructions and the campus map which allows you to teleport to buildings on the campus. You can enter the Campus Orientation area from the building lobby of the Knowledge Access offer you are enrolled or by bookmarking the above link, https://wa10652.avayalive.com/10652/html/index.html.

Clicking on one of colored building labels will teleport you to the building of your choice.
Library

The Library has a dedicated wing for each Avaya product portfolio with access to selected resources from Avaya’s Knowledge Base. Librarians are available on each wing to guide you. Knowledge Areas include:

- Avaya on Social Media
- Product Documentation
- Product Forums

Auditorium

The auditorium allows larger meetings where non-proprietary information is exchanged.
**Collaboration Spaces**

The collaboration spaces allow groups of users to gather on the grounds and use meeting tools to share information. A privacy screen can be raised so those outside the space cannot hear what is being discussed. While this does provide some level of privacy, it should not be used to hold confidential discussions or share proprietary information.

**eKiosk**

The eKiosk provides a location to download Companion Guides, Avaya Learning Newsletters and Avaya Learning Center User Guides.
**Knowledge Area Buildings**

**Lobby**

When you enter the lobby of a building there is a poster directing you teleporters for Knowledge Access offers located in that building. There is also a teleporter that will take you to the roof of the building for a nice view of the campus.

**Offer Descriptions and Teleporters**

As you walk thru the lobby of a building you will see offer descriptions and teleporters for Knowledge Access offers available in that building. You will only be able to access floors that are part of Knowledge Access offers for which you are registered. To activate, walk into or click the teleporter.

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The Avaya Learning Virtual Campus - 2D Environment

Optimized for tablets and smart phones, the Avaya Learning Virtual Campus 2D environment floor structure parallels the 3D environment offering students mobile access to Self-directed content and features such as social forums and blogs.

Available Features

- Streaming Self-Directed Content
- Downloadable Companion Guides
- Self-Directed Content as downloadable eBooks
- Collaboration through Meet the Instructor and Signals (Forums)

Note: The Shared Instructor Office and Practice Lab Workshops are available in the 3D environment only.

Basic Navigation

The Avaya Learning Virtual Campus 2D environment is organized like the 3D environment. There is a campus level page you can access to move between buildings. Each building has links for each of the floors in the building. Each of the floors has links for each of the rooms. Each room has access to the learning objects and downloadable eBooks.

Across the top of the page you will have a navigation bar like this:

Dashboard

The Dashboard tab takes you to the campus level view.
This page provides an introduction to the 2D environment, a way to navigate between buildings, and provides links to the Avaya Learning Blog and Activities forum.

Selecting a building will take you to the building level page. This page lists the blogs associated with the building, the available offers in that building, and allows you to download the Companion Guides for those offers.

Selecting a Knowledge Access offer in the bottom table will take you to the floor for that offer.

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The Knowledge Access page is divided into multiple sections.

- The building level blog
- The Avaya Learning blog
- The floor map with links to each of the rooms containing Self-directed content
- Activities forum where you can ask questions about either the learning materials or the Avaya Learning Virtual Campus.
- Meet Your Instructors
- A Brief Survey
- Quick Links
- Group Members
- Group Administrators
Drilling down into a room, you will see the objectives for each of the learning objects and can launch the learning objects from the page or download them as eBooks. The first link on the eBooks page is 00_Readme which explains how to read eBooks on Apple, Android, and PC devices.
Collaboration in the 2D Environment

In addition, regular collaboration between the communities using forums (Signals) and blogs is possible.
Quiz

The quiz tool requires a separate log in credential. Obtaining the quiz log in credential is a multi-part process:

1. On the theory floor within the 3D environment, enter the classroom area and click on the Quiz system poster on the left side of the curved wall.
2. Click **Create new account**
3. Provide the requested information
4. Click **Create account**
5. You will receive a confirmation email. Follow the instructions in the email to complete the account creation process
6. Login to the quiz system.
7. Select the quiz for your Knowledge Access.
8. After answering the questions, submit the quiz by clicking **Submit all and finish**.
9. You will be given a grade from the system. Use this feedback to access the areas you need additional time with, as well as to ask your instructor specific questions that may help in your understanding of the content learned.

As mentioned previously, bring your questions to the Shared Instructor office in the Avaya Learning Virtual Campus 3D environment for discussion or signal the instructor in the 2D environment.
Practice Lab Workshops

The key element in the Practice Lab Workshop is the skill acquisition and learning by participating. The instructor enables the students to access their labs (2 students in one lab group) and introduces the exercises. The students have access to a step-by-step guide and additional materials during the exercise. Also the instructor supports each team by questions and/or issues.

To access the lab floor, you must first select a session available from your Current Courses on the Avaya Learning Center. Once you have registered for the applicable lab session, you will then be able to enter the lab floor at the designated time. Unlike the Theory floor, which is Self-directed, the lab floor is leader led and scheduled. To access the Lab Floor enter the Lab teleporter in the hallway as shown on the map or access the link in your Current Courses on the Avaya Learning Center.

The Practice Lab Workshop is located in a restricted lab area:

Teleporter to restricted lab area.

You will appear in the restricted Lab Classroom Area:

Your instructor will meet you in the lab area when your lab is scheduled.

The Student Lab Guide contains information on navigating the lab environment.

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Opinion Survey

After you have completed all materials on a floor and where available participated in the Practice Lab Workshop, please take a few minutes to answer some questions on your Avaya Learning Virtual Campus experience. The answers are confidential. Your input will help us to improve the environment. Locate the link to the Opinion Survey in the Theory or Lab classroom area.

For those students who prefer the 2D environment, the URL for the Opinion Survey is also available in the Knowledge Access offer specific Companion Guide.
Avaya Learning Professional Credentials

Avaya Knowledge Access offers prepare you for at least one Avaya Learning Professional Credential. Prior to taking an Avaya Online Test or Certification Exam you should review the credential test objectives published on the Avaya Learning Center, the allowed testing time and the required passing score.

- If an Online Test is part of a Knowledge Access offer it will be listed in the Offer Description. Once enrolled in the offer it will appear on your My Learning>Current Courses.
- To purchase and register for Avaya Certification Exams delivered by Pearson Vue please visit http://www.vue.com/avaya.
- More information on the Avaya Professional Credential Program is available at: https://www.avaya-learning.com/t/CredentialProgram/program_information_links
Avaya Learning Support

The Avaya Learning Virtual Campus and the Avaya Learning Center are supported by a global network of professionals offering 24x5 Support via phone and online request.

Contacting Avaya Learning Support by phone
Avaya Learning provides local contact numbers for all our support regions. The toll free US number is +1 866-Avaya-54 (+1 866-282-9254).

For a list of the regional numbers, please see: Regional Local Number Listing

Online Request Entry

Online Support is provided through the Avaya IT Self Service system (ITSS). To submit an online request to the Avaya Learning Support team visit the ITSS helpdesk. For assistance in submitting your request please see the reference materials below:

- How to create an Avaya Learning Support Ticket-Partner-ITSS Creation Guide
- How to create an Avaya Learning Support Ticket-Associate-ITSS Creation Guide