



ABP P³ Preferred Partner Program & Training

ABP has developed the P³ "Preferred Partner Program" and Certification Training to identify and promote professionalism with committed VARs. P³ will create visibility and differentiation by giving you the credentials and market recognition as trained professionals specialized on Open Standards multi-vendor VoIP solutions.

Over the years we have learned the best practices to succeed in selling and deploying VoIP systems. We have first hand knowledge of why some VARs do very well and why others fail. Take advantage of our experience and we will teach you so you too can succeed.

ABP is looking for VARs willing to step up and be counted. Many end users contact us directly requesting help and sales referrals for our products. ABP must insure we refer the end user to a VAR who knows what they are doing. You can be at the top of the list.

The ABP VAR P³ consists of the following:

1. P³ SMB IPBX Starter Kit - A common standardized platform with special pricing.

The P³ Starter Kit includes everything you will need to get started selling and installing an IPBX solution for a Small Business. Use the Starter Kit to do demonstrations for your customers, or to use for your own company's phone system. Why wouldn't you use what you are selling?

- Add optional equipment for mobility: WIFI APs, WIFI Phones
- Redundant Internet Access Router (Astrocom)
- PoE Switches
- Video IP Phones, SIP IP surveillance Cameras
- IP Conference Server, E911 solution

2. ABP VAR P³ IPBX Training

VAR is expected to attend a 3-day ABP training and get P³ Certification. The class will consist of 3 modules. Classes will be conducted monthly. See Calendar.

- First day: ABP VAR P³ program introduction and VoIP fundamentals training.
- Second and third day (IPBX P³ Installation + certification)
- Continued training with follow-on training with a voucher for 2 day follow-up training at ABP or IP-PBX Vendor to be taken within 6 months.

3. ABP VAR P³ Technical Support

ABP Certified P³ engineers will have phone support on the selected IPBX and units purchased from ABP. All IP-PBX platform specific support calls are not charged against overall ABP VAR Support subscription hours. The VAR will be automatically enrolled in ABP Technical Support program for ABP's full VAR product line at VAR Level. The first three months are free with Gold VAR subscription available thereafter. (This can be canceled at any time.) P³ Support will also provide special access to ABP's technical documentation, Sales Presentations, Webinars and ABP's P³ support forum. The VAR is expected to renew this support annually to retain P³ level.





ABP P³ Training Overview

ABP P³ IPBX Training is an intensive 3-day training designed to jumpstart data and telecom resellers. At the end of this VAR "Boot Camp" resellers should know everything they need to install and support one of the IPBX appliances chosen for the starter packages. We believe most VARs should start first with one of the appliance-based solutions before moving to a server-based solution. This allows the VAR to have a quicker learning curve, and will also offer earlier sales and quicker ROI. Appliances also tend to have less "distractions" with hardware issues which is important when learning the basics of professional VoIP systems. In addition to the IP PBXs we will be training you in IP phones and networking issues to ensure that you will be able to guarantee business class, Professional VoIP service.

ABP P³ VAR will have one of the following three systems and preferably purchase the system a couple of weeks ahead of the training to become familiar with the system and get more value out of the 3 days training with ABP.

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|---------------------------------------|------------------------|
| 1. Epygi P ³ VAR Package | SKU # Starter Kit P3-1 |
| 2. Allworx P ³ VAR Package | SKU # Starter Kit P3-2 |
| 3. PBXnSIP P ³ VAR Package | SKU # Starter Kit P3-3 |
- (Ask your sales representative for details on Asterisk based starter package for advanced VARs)*

The class will be comprised of presentations, classroom lecture, hands on lab exercises with certification testing at the conclusion of the class.

Materials:

1. Reseller will be required to bring their own P³ Starter Kit IPBX only from VAR Package (Epygi, Allworx or PBXnSIP)
2. Attendee will bring their own Laptop
3. ABP will provide phones, switches and other equipment in the classroom.
4. ABP will provide P³ VAR Manual
5. ABP will provide CDs (Class presentations, Software Utilities, Ethereal, Softphones etc.)

The training will focus on four main objectives:

- 1: Introduction to ABP P³ VAR program.
2. Learn the language and understand the fundamentals of SIP.
3. Learn how to install and support an IPBX (Hands on Lab)
4. Learn how to do a Professional IPBX Installation (Best Practices)

At the end of the 3-day class, the student will be able to install and support the IPBX phone system of their choice. Everything the VAR will need to know for a successful implementation will be covered. The student will walk away with a fully functional IPBX Demo, IP phones, Manuals, Sales Brochures, CD packed full of software utilities, IP soft phones, Class presentations and the confidence to install their first IPBX.

At ABP our training experts have over 2 decades of experience doing PBX installations. We know how to do it and do it right and will teach you what you need to know to be successful.





ABP P³ IPBX Training Syllabus

ABP IPBX P³ VAR Training (Boot Camp) Agenda

Day 1 VoIP Fundamentals

- 9:00 Class Introduction and ABP P³ Criteria
- 10:00 SIP Overview
- 11:00 IP Phones and Atlas
- 12:00 Lunch
- 13:00 Gateways (FXO, FXS, Digital)
- 14:00 Network design and Managing Bandwidth
- 15:00 IPBX overview (Appliances, IPBX Software, Hosted solutions)
- 16:00 IPBX Introduction ** Epygi, Allworx or PBXnSIP
- 17:00 Lab (Setup IP phones and external gateways and diagnose problems)
(Day 1 lab is 60 minutes hands-on. Pizza and drinks included.)

Day 2 IPBX Installation (Epygi or Allworx)

- 9:00 IP-PBX Deployment planning and Initial Setup Steps
- 10:00 Setup User account and IP phones (Critical steps on both IP phone and IP-PBX)
- 11:00 Setup Inbound and Outbound PSTN Trunks and routing basics
- 12:00 Lunch
- 13:00 Setup Broadband Sip Trunks
- 14:00 Remote Users (Solving NAT Transversal Problems)
- 15:00 Setup Auto-Attendant and IVR Basic call control
- 16:00 Lab (Setup of IPBX, accounts, phones, trunk, AA and basic routing)
(Day 2 lab is 90 minutes. Sandwiches and drinks included)

Day 3 IPBX Advanced Call Routing

- 9:00 Auto-Attendant and XML IVR Trees
- 10:00 Advanced User Call Control
- 11:00 Networking multiple IPBX systems
- 12:00 Lunch
- 13:00 Site Survey (What to look for)
- 14:00 Understanding the customers business & Setting expectations
- 15:00 Lab & Final Certification Project - (Estimate 90-120 Min.)
Building prototype IVR and routing for a case scenario)
- 18:00 Graduation Dinner hosted by ABP





ABP P³ Partner Training Calendar 2006

Course Name	Location	Duration	Sep	Oct	Nov	Dec
P³ Partner VoIP Foundation and IP PBX “Boot Camp” - Allworx <i>3-day class designed to give a new VAR everything needed to install and support one of the IPBX appliance and IP phones offered by ABP as an ABP P3 VAR package.</i> <i>*Please see syllabus for more course details.</i>	Dallas, TX	3 days	12	10	7	5
P³ Partner VoIP Foundation and IP PBX “Boot Camp” - Epygi <i>3-day class designed to give a new VAR everything needed to install and support one of the IPBX appliance and IP phones offered by ABP as an ABP P3 VAR package.</i> <i>*Please see syllabus for more course details.</i>	Dallas, TX	3 days	26	24	28	19
P³ Partner VoIP Foundation and IP PBX “Boot Camp” – PBNnSIP & Asterisk-ABE/Open Source PBX <i>Available upon demand **Dates TBD</i> <i>(Pending quorum minimum groups of 4)</i>	Dallas, TX	3 days	TBD	TBD	TBD	TBD

All classes are from 9:00 AM – 5:00 PM unless noted otherwise. The classes will be held either at a nearby airport hotel or directly at ABP. You will need a laptop and your IPBX.

For any questions or help with training please call ABP at 972-831-1600 x101 or email siptrain@abptech.com

****NOTE:** Schedule is subject to change.

