VoIP Fundamentals & IPBX

Course Number: ATR-VF101
Intended Audience: Data and Telecom Resellers
Course Length: 2.5 days (Total 16 hours. 2.5 days of 6 hours training)
Pre-requisite: Basic IT, basic Telecom and Networking experience

Overview

Quickly get your sales and technical staff up to speed and productive deploying open standards based VoIP systems. VoIP Fundamentals was designed to provide you with the basic skills and knowledge absolutely essential to be successful at selling and installing VoIP solutions.

Our experienced technical training professionals will show you how it's done. From understanding VoIP network design, SIP fundamentals, installation procedures, and troubleshooting skills, ABP will insure your technical team has everything they need to feel confident in front of their customer.

VoIP Fundamentals is a three day, hands on course that prepares resellers to sell, install and administer a VoIP system. It covers both basic understanding of IPBX, IP Phones, basic embedded gateways and VoIP service provider networks and functionality, SIP Proxy and Registrar fundamentals.

After this training, resellers will be able to setup an IPBX, configure IP Phones and IPBX parameters and be able to configure the system to accommodate end users requirements.

Course Materials

CD / Binder full of installation and training documentation, diagnostic utilities, software, class presentations, and product brochures.

Lab Materials

Firewall / Router, Epygi IPBX, IP Phones, Wireless IP Phones, POE and switches. Students should bring a laptop with a basic Web browser to fully participate in the lab exercises.

Course Goal

The objective of this course is to prepare Data, Networking and Telephony Resellers for VoIP installations. At the end of the course, you will be ready to install and configure a small enterprise IPBX based IP Phone system. This is an introductory course meant to be Module 1 and should be followed up by our Gateway foundation for PBX trunking applications and a more complete VoIP training.

Course Summary

- Overview of all features of a SMB IPBX (Training Based on Epygi 4X-4L and Allworx)
- Basic install, setup and configuration of IPBX - Learn how to generate value to customer configuring the complete system to help accommodate companies' business needs
- Overview of IP Phones and configuration examples based on snom320 and 360 with keypad expansion for up to 42 stations / lines
- Connecting to PSTN lines via built in gateway or add-on Analog or Digital gateways
- Overview of VoIP Dial tone / Examples on how to connect to VoIP Carrier
  (Free 60 Minute VoIP Service partner account for every attendee)
- Product Overviews on expansion modules and options
- Configuration of multi office system and LCR
- Routing table and call flow
- Troubleshooting
- Switches, QOS and POE basics
- Best practices and general sales related Q&A with some tips on
  "How to make money selling VoIP Equipment"

Course Labs

- Setup and configuration of IPBX
- Setup and configuration of IP Phones
- IPBX Troubleshooting
- Basic routing and call flow troubleshooting

Location & Time

Location is to be determined. Please call us at 972-831-1600 to check on the location.

First Day: 9:00 am – 5:00 pm
Second Day: 9:00 am – 5:00 pm
Third Day: 9:00 am – 1:00 pm

Times may be subject to change

After successfully completing this class, you will have the essential skills and confidance to tackle your first IPBX installation. Your customer will thank you for a job well done and your company will reap the rewards of providing real value to the customer.   Also, you will receive a Certificate of Completion at the end of this course.