



SwyxWare SW001

Objectives

The objective of this course is to teach students how to install, configure, operate and maintain the SwyxWare Release 5 IP-PBX System. At the end of the course students will be able to demonstrate a level of competency required to install and configure a SwyxWare installation to match a customers requirements. The course also teaches students how to maintain, update and trouble shoot the system. The students will have the ability to instruct users of SwyxWare how to make the most of the products features.

Intended Audience

The course is aimed at end users who want to administer their own SwyxWare IPPBX, Technical sales people who want deeper product knowledge, and technicians who install and support SwyxWare remotely or at customers sites.

Prerequisites

The students must have knowledge of the fundamentals of telephony and data communications, this should include a good working knowledge of the following:

Microsoft Windows Navigation – i.e. installing software, adding a Client to a domain

IP Addressing – how to configure the IP stack on work stations through DHCP and static assignment

PBX knowledge – Pick up and Hunt Groups, BLF and Trunks

Email – Understanding of SMTP and IMAP Services

Duration

The Duration of this training is 2 days

Location

MTV Telecom PLC
Sky Business Park
Eversley Way
Thorpe, Egham
Surrey
TW20 8RF

Certification/award

On successfully completing this course you will be recognised as an accredited SwyxWare Engineer.



Course Outline

Day one	Day Two
0930 – 1000 Introductions Who are Swyx Agenda run through	0930 – 1000 Review of day 1
1000 – 1100 SwyxWare the concept Components and services Swyx Device options Using SwyxWare	1000- 1030 Introduction to SIP What is SIP
1100 – 1115 Coffee Break	1030 – 1100 SwyxLink SwyxWare to SwyxWare Linking Routing calls via SwyxLinks Adding SIP Services to SwyxWare
1115 – 1130 Review	1100 – 1115 Coffee Break
1130 – 1230 Planning a SwyxWare installation Preparing our environment (DHCP, DNS and Active directory configuration)	1115 – 1130 Review
1230 – 1330 Lunch	1130 – 1200 Advanced user option User Profiles Client Side recording Buttons, Skins and Line keys Keyboard shortcut configuration Remote Enquiry Settings Relationships
1330 – 1430 Pre-Installation of SwyxWare (MSDE or SQL) Installation of SwyxWare and Swyx Admin Using the configuration Wizard	1200 – 1300 Extended Call Routing What is ECR ECR Examples Practical
1430 – 1445 Licensing Swyx Licensing Model Temporary Licences Activating Licences	1300 – 1400 Lunch
1445 – 1500 Break	1400 – 1500 SwyxFax Installation and operation Incoming routing Email or SwyxFax Client
1500 – 1600 Basic configuration Adding Users for Swyx Devices User voicemail Adding PSTN Lines locally Adding a remote SwyxGate CDR Output options Groups Notifications and Status signalling Phone Controller IP Phone Firmware Update	1500 – 1530 Break
1600 – 1630 Installing SwyxIt Sound and Recording Wizards Active directory installation Running in CTI Mode	1530 – 1600 Tracing Configuration of Swyx Traces Locating Output Files ISDN Tracing
1630 – 1700 Day one review Q and A Session Practical	1600 – 1615 Swyx.com Knowledge Base Partner Net Requesting Support Downloads and Updates
	1615 - 1630 Day Two review Q and A Session
	1630 – 1730 Accreditation Exam