



SwyxWare SW002

Objectives

The objective of this course is to teach already established MCSE Engineers 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:

MCSE 2000 or 2003 or Equivalent

Duration

The duration of this training is 1 day

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

<p>Day one</p> <p>0900 – 0930 Introductions Who are Swyx Agenda run through</p> <p>0930 – 1000 SwyxWare the concept Components and services Swyx Device options Using SwyxWare</p> <p>1000 – 1015 Review</p> <p>1015 - 1100 Planning a SwyxWare Installation Pre-Installation of SwyxWare (MSDE or SQL) Installation of SwyxWare and Swyx Admin Using the configuration Wizard</p> <p>1100 – 1115 Coffee Break</p> <p>1115 – 1125 Licensing Swyx Licensing Model Temporary Licences Activating Licences</p> <p>1125 - 1200 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</p> <p>1200 – 1245 Advanced user option User Profiles Client Side recording Buttons, Skins and Line keys Keyboard shortcut configuration Remote Enquiry Settings Relationships</p>	<p>1245 – 1345 Lunch</p> <p>1345 - 1400 Installing SwyxIt Sound and Recording Wizards Running in CTI Mode</p> <p>1400 - 1430 SwyxLink SwyxWare to SwyxWare Linking Routing calls via SwyxLinks Adding SIP Services to</p> <p>1430 - 1500 Extended Call Routing What is ECR ECR Examples Practical</p> <p>1500 – 1530 Break</p> <p>1530 - 1545 SwyxFax Installation and operation Incoming routing Email or SwyxFax Client</p> <p>1545 - 1600 Tracing Configuration of Swyx Traces Locating Output Files ISDN Tracing</p> <p>1600 – 1615 Swyx.com Knowledge Base Partner Net Requesting Support Downloads and Updates</p> <p>1615 – 1630 Review Q and A</p> <p>1630 – 1730 Accreditation Exam</p>
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