

Overview:

The two-day instructor led course focuses on the Zultys MX250 IP PBX and IP telephones. Upon completion of this training course, delegates will be able to assemble, connect, configure various features and perform adds, moves and changes to these devices.

Target Audience:

This training event is primarily of benefit to engineering staff of Zultys resellers wishing to learn how to demonstrate and install basic Zultys systems. It provides detailed knowledge in how to provision and configure the Zultys IP PBX including some basic troubleshooting skills that are required. The course will also be of benefit to individuals who are responsible for day-to-day administration.

Objectives:

- To be self sufficient in planning, building, configuring and maintaining a Zultys PBX network.

Course Content:

Hardware Installation and System Preparation

- Understanding and Installing PSTN Cards

System and Trunk Configuration

- Understanding PBX Tie-Lines (Legacy PBX's)

Working with ITSP's

- Understanding ALG & SIP Trunks

Dial Plan

- Configuring Dial Plans
- Resilient Call Routing
- Call Restriction

Operator & Call Groups

- Setting up Operators
- Setting up Hunt groups and Basic ACD

Phone Services

- Creating Auto Attendant Scripts
- Scheduling Auto Attendants
- Creating Group Pickup & Paging Groups

Users

- Creating User Profiles
- Adding Users

Phones

- Creating Phones Profiles
- Adding phones
- Assigning phones to users

TAPI

- TAPI integration with outlook

EMAIL

- Voicemail & Fax notification via email

FAX

- Receiving Fax's
- Sending Fax from the desktop

Maintenance

- Backup & Restore Configuration
- Software Upgrades
- Language Packs

Troubleshooting

- Understanding Syslog
- Enable Internal Logs

Course Prerequisites:

No formal prerequisites exist for the ZCSE Part 1 course. However delegates should have a working knowledge of computer software, and Microsoft Windows operating system navigation, and the ability to understand concepts of voice and computer operation.

Testing and Certification:

Recommended as preparation for exam(s)

- None at Present

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|-------------|---|------------------------------|
| ZCSE | <p>For more information, or to book your course, please contact us on 01256 347460 Email: info@siracom.com Siracom Ltd, Unit T, The Loddon Business Centre Roentgen Road, Basingstoke, Hampshire, RG24 8NG http://www.siracom.com</p> | £400 Per Delegate |
|-------------|---|------------------------------|

Terms & Conditions

1. Cancellation and Transfer

The Purchaser agrees to pay the following charges to Siracom Ltd in the Event that for whatever reason a Delegate fails to attend, withdraws or transfers from a course without providing at least twenty (20) working days' written notice prior to the schedule start of the course. In this respect, a cancellation fee refers to a specific course date and therefore a transfer to a later course counts as a cancellation.

Written Notice of Cancellation or Transfer

11-20 working days: 50% of course fee

0-10 working days: 100% of course fee

2. Payment Terms

Unless otherwise stipulated by Siracom Ltd, fees for all scheduled courses are payable by the Purchaser twenty (20) working days prior to course commencement, or at time of order where this is less than twenty (20) working days before course commencement. If we do not receive payment we reserve the right to cancel the course booking.

Hotels in Area



Total distance: **2.52** miles (**4.06** km)

Holiday Inn Basingstoke

Grove Road
Basingstoke
Hampshire
RG21 3EE

Tel +44-870-400-9670



Total distance: **1.35** miles (**2.17** km)

Hampshire Centrecourt

Centre Drive
Chineham
Basingstoke
Hampshire
RG24 8FY

Tel: +44-1256-319-700

Email:



Total distance: **3.09** miles (**4.97** km)

Apollo Hotel

Aldermaston Roundabout Basingstoke
Hampshire
RG24 9NU

Tel: +44-1256-796-700

Email: reservations@apollohotels.com



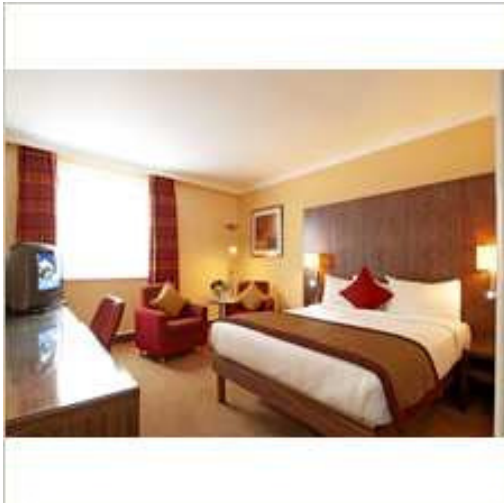
Total distance: **5.12** miles (**8.24** km)

Hanover International Hotel

Hook
Basingstoke
Hampshire
RG27 9JS

Tel: +44-1256-764161

Email: basinstokecountry@paramount-hotels.co.uk



Total distance: **2.24** miles (**3.60** km)

Hilton Basingstoke

Old Common Road
Black Dam
Basingstoke
Hampshire
RG21 3PR

Tel: +44-1256-460460



Total distance: **3.26** miles (**5.25** km)

Audleys Wood Hotel

Alton Road
Basingstoke
RG25 2JT

Tel: +44-1256-817-555

Email: info@audleyswood.com