



Installation Course

Course Profile

3 days

Who Should Attend

This course has been designed for engineers who will be installing and supporting the **maximiser**.

Prerequisites

Delegates should have a basic understanding of Local Area Networks, TCP/IP and PBX functionality. Delegates must also be confident working in a Microsoft Windows or Apple Mac environment.

Objectives

The aim of the course is to provide engineers with the skills required to install the **maximiser**, set up the system to the customer's requirements and provide post-installation support.

Course Outline

- Product Overview
- Setting up a System
- Using Manager
- Licences
- Installing a PCS 570 and PCS 560
- Installing the PCS 60 application and configuring Operators Console Mode
- System Administration
- Creating an Administrator
- Configuring PBX functionality
- User configuration
- Conferencing
- Working with Groups and Departments
- Using Dial Plans
- Using LCR Plans
- Working with Trunks
- Creating a DDI Call Plan
- Implementing Time Plans
- Creating a Contacts Database
- Using Companies
- Music on Hold
- Using the Internal Web Server
- Linking Multiple Systems
- Working with Voicemail
- Creating an Auto Attendant
- Introduction to Data Routing
- Maintenance & Troubleshooting
- Backing up the system
- Upgrading the software
- Importing and Exporting the configuration
- Accreditation test

This accreditation course is held at SpliceCom's training centre in Chorleywood. To book a place please call 01923 287700.