



ABP IPBX Training is an Intensive 2 day training program “Boot Camp” designed to give a new VAR everything needed to install and support the Switchvox IP PBX and IP phones offered by ABP.

The class will cover everything needed to install and deploy the Switchvox IPBX. The class will be comprised of presentations, class room lecture, hands on lab exercises, and certification testing.

Materials:

1. Students will be required to bring there own Laptop.
2. CDs (Class presentations, Software Utilities, Ethereal, Softphones etc.
3. Switchvox IP PBX

The training will focus on four main objectives:

1. Learn how to install and deploy the Switchvox IP PBX. (IVRs, ACD, Auto-Attendants)
2. Learn how to configure and setup a variety of IP Phones with Switchvox (Snom and Aastra, etc).
3. Learn how to set up Dial Plans, SIP trunks, FXO,
4. Learn how to do a Professional IP PBX Installation. (Best Practices)

At the end of the 2 day class the student will be able to install and support the Switchvox IP PBX. The student will walk away with a fully functional IPBX Demo, IP phones, Manuals, Sales Brochures, CD packed full of software utilities, IP soft phones, Class presentations and the confidence to install his/her first IP PBX.

At ABP our training experts have over 2 decades of experience doing PBX installations. We know how to do it and do it right and will teach you what you need to know to be successful.



ABP Switchvox IP PBX Training (Boot Camp) Agenda

DAY 1

Time	Agenda
9:00 AM	Switchvox IP PBX Introduction SOHO – SMB
10:00 AM	Initial Setup Steps
11:00 AM	Set up a User account and IP phones (snom and Aastra)
12:00 PM	Lunch
1:00 PM	Set up User Portal
2:00 PM	Set up Auto-Attendant
3:00 PM	Set up ACD, Call Groups, Call Routing
4:00 PM	Lab

DAY 2

Time	Agenda
9:00 AM	Set up SIP Trunks
10:00 AM	Lab
11:00 AM	Call Diagnostics, Log files, CDR, Troubleshooting Call Flow
12:00 PM	Lunch
1:00 PM	Set up Inbound and Outbound Call Routing
2:00 PM	IVR Advanced Call Control
3:00 PM	“
4:00 PM	Lab

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