

# COURSE DESCRIPTION

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**Course Name:** Aastra Digital Handset End User

**Course description:**

This course provides practical exercises and demonstrations to ensure that each user is confident and proficient in using the digital handsets as an office extension. It will also demonstrate the extensive range of facilities that the user can access from the handset.

**Training Technique:**

- ▶ Verbal instruction
- ▶ Practical demonstration
- ▶ Practical exercises
- ▶ Discussion and questions and answers

**Course Content:**

After attending the course you will be able to use, configure and manage the following features and understand their application and benefits.

- ▶ Basic call management (receiving and making calls, and transferring calls)
- ▶ User facilities (conference calling, automatic call back, holding calls, diverting calls, using follow me, personal profiles, group pick up, name search, free on other line, call waiting and abbreviated dialling)
- ▶ Handset options (volume control, ring tone changes, call alternatives, redial facilities and programming function keys)
- ▶ Manager/secretary options (multiple directory numbers, divers and intercoms links)

**Who should attend:**

Staff who will be responsible for carrying out internal handset training throughout their organisation.

**Pre-requisites:**

- ▶ None

**Cost:**

On application

**Duration: 1 Day**

**Location: Customer Site**

1 day's training will be divided into 3 – 4 sessions.

**Booking information:**

To request a booking form and course availability telephone the Customer Training department on 01403 244446 or email [clienttraining.uk@damovo.com](mailto:clienttraining.uk@damovo.com).