

COURSE DESCRIPTION



Course Name: Aastra IP Telephony Handset End User

Course description:

The Aastra family of IP-phones includes a new generation of intelligent communication devices with the following enhancements:

Entirely display based. Straight forward user customisation based on changing needs.

When a new telephone system is installed, most businesses need to have key personnel trained to a high level of competency in order to enable them to handle calls with confidence. This course also provides the delegates with the knowledge to train other users in their organisation.

Training Technique:

Instructor led

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
- ▶ User facilities
- ▶ Handset options
- ▶ Manager/secretary options

Who should attend:

All staff who will be using an Aastra IP handset and any staff who will be responsible for carrying out internal handset training throughout their organisation.

Pre-requisites:

- ▶ The ability to impart knowledge to new users
- ▶ An interest in telecommunications

Cost:

On application

Duration: 1 day

Location: Customer site

Booking information:

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