

# COURSE DESCRIPTION

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**Course Name:** Train the Trainer for Aastra Digital/IP Handsets

## Course description:

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 carry out internal telephone training throughout the organisation. These personnel become the in-house experts who fully understand the functions and features of the MD110 digital/IP handsets and have the ability and patience required to impart their specialist knowledge to new users.

The Train the Trainer course is specifically designed to enable any designated members of staff to fulfil this role with confidence and ease.

## 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, diverts and intercoms links)

## Who should attend:

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:** Onsite

## 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).