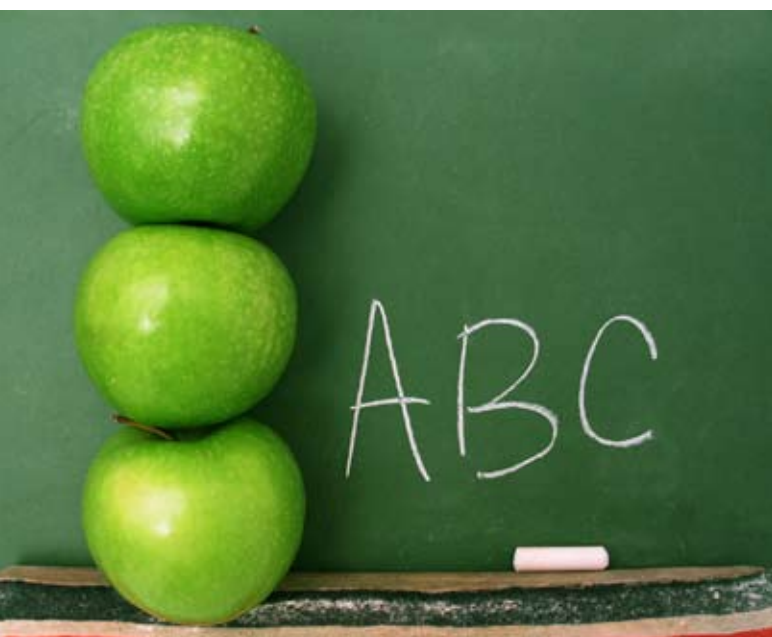


TalkSwitch training

This course is the key to ensuring trouble free TalkSwitch installations and is the recommended training for the technical staff of ICON Channel Partners.

This is an ideal way to maintain the technical product knowledge of staff and,

- Counts towards Certified Reseller accreditation
- Attendees receive a certificate of competence and are registered with ICON



Installation skills

The course provides an in-depth understanding of TalkSwitch and equips attendees with the skills required to install, configure, and troubleshoot the TalkSwitch.

Certified Reseller accreditation

With an ICON trained and registered TalkSwitch engineer on board a company is one step away from being able to become an accredited Certified Reseller.

A Certified Reseller benefits from discounted pricing on all future purchases.



Reviews

This is a highly regarded course. Feedback from previous attendees includes;

“Excellent and informative, good course, good length, top marks no more could be added”

“The course covered all the main points. The instructor was well prepared with good handouts and course material.”

“A good course, highly rated.”

Interactive learning

ICON believes that the best way to learn about a product is to get hands on experience. Courses are made as practical as possible so that learning is acquired by doing.

Attendees from Certified Reseller accredited companies are asked to bring with them their in-house TalkSwitch and a laptop.

If this is not feasible, either because the TalkSwitch system is the company's phone system or because the company is not an accredited Certified Reseller, then ICON would appreciate advance notice of this.



Part 1 : System essentials

- Physical configuration
- Installation
- System configuration
- Extension configuration
- Voicemail
- Automatic route selection

Part 2 : VoIP essentials

- IP configuration
- Multi-branch VoIP
- VoIP service providers
- IP extensions

Part 3 : Add ons

- Attendant console
- Reporter

Part 4 : Supporting TalkSwitch

- Problem diagnosis
- Fault finding
- Status and error codes
- Support tools



Contact us

For more information visit www.icon-plc.co.uk,

contact ICON on 01727 730000, or

email info@icon-plc.co.uk