



UNIFYING COMMUNICATIONS

# Technical Training Program

## Technical Training Options for End-Users

**Administrators** - AVST offers Administrator training for those needing to learn configuration and maintenance of their CallXpress systems. Administrators are certified upon completion of the Administrator Training and accompanying certification test provided by AVST. Administrator Training is offered via the web with an accompanying certification examination. AVST does not provide support to Administrators. In addition, we offer a few non-certification courses.

**PBX Technicians** – For those technicians responsible for the basics of the product—the installation, maintenance, and design—we offer the Core Technical Training via the web. The CallXpress Core examination is available via the web.

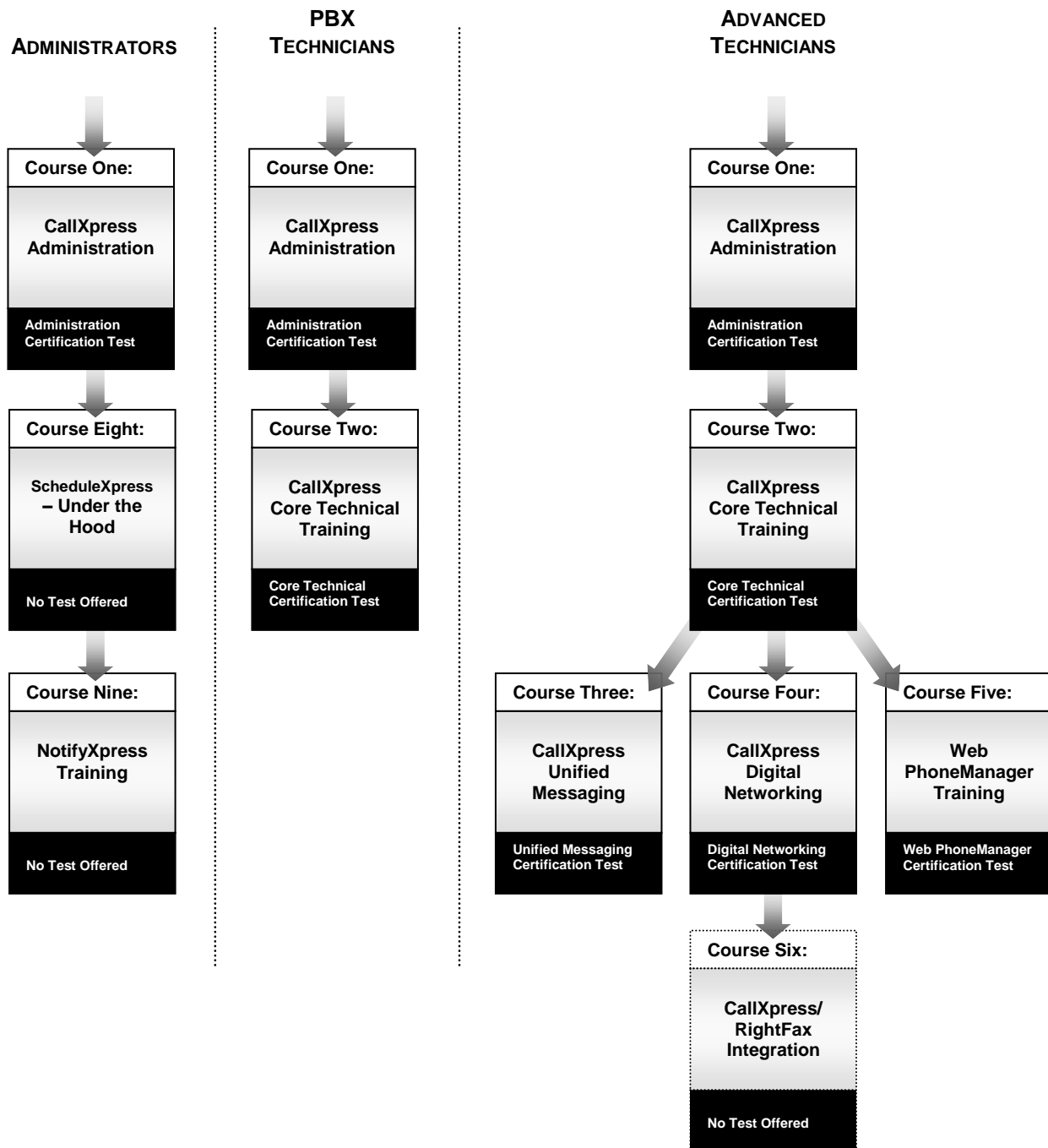
**Advanced Technicians** – For advanced technicians working with Unified Messaging, Digital Networking, or Web PhoneManager we offer courses via the web. We also offer a few non-certification courses.

\*\*Please note that AVST does not provide support to end-users.\*\*

CERTIFICATION	PRE-REQUISITES	DELIVERY METHOD
<b>Administrators:</b> An Introductory Course	None	Self-paced Web Training
<b>PBX Technicians:</b> A Core Technical Course	Administrator Certification	Self-paced Web Training
<b>Advanced Technicians:</b> A Series of Three Courses: Unified Messaging, Digital Networking, and Web PhoneManager	Administrator Certification & Core Technical Certification	Self-paced Web Training for Each of the Three Courses

# Learning Tracks

Starting with basic administration and working through the core technical skill all the way to the most advanced technical training, we offer three certified learning tracks for CallXpress Training:



# Syllabi

Below are the syllabi for each of the eight courses we offer.

<b>COURSE ONE: CALLXPRESS ADMINISTRATION TRAINING</b>	
<b>Title</b>	<b>COURSE ONE: CALLXPRESS ADMINISTRATION TRAINING</b>
<b>Duration</b>	One Day
<b>Delivery</b>	Self-paced Web Training
<b>Pre-Requisites</b>	None
<b>Description</b>	<p>Using combination of tutorials videos and the Administrator's guide, which is supplied to the student as a printable PDF file, the student completes the following tasks:</p> <ul style="list-style-type: none"> <li>• Subscriber and Class of Service mailbox administration</li> <li>• Distribution list administration</li> <li>• Management of administrator accounts</li> <li>• Voice messaging application design</li> <li>• Call processing application design</li> <li>• Extension-Specific Processing (ESP)</li> <li>• Shared extension administration; Reports</li> <li>• Interactive and other mailbox types</li> <li>• Fundamental system configuration</li> <li>• System Support</li> <li>• Diagnosis of Common Problems</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• CallXpress System Administrators; Project Managers; Team Leaders; Sales Engineers; Non-Technical Help Desk Personnel; Customer Service Representatives; any others wishing to learn CallXpress administrative skills.</li> <li>• PBX Technicians and Advanced Technicians seeking to fulfill a pre-requisite.</li> </ul>
<b>Certification</b>	Score of 75% or better on the CallXpress Administration Test
<b>Course Two: CallXpress Core Technical Training</b>	
<b>Title</b>	<b>Course Two: CallXpress Core Technical Training</b>
<b>Duration</b>	Three Days
<b>Delivery</b>	Self-paced Web Training
<b>Pre-Requisites</b>	CallXpress Administration Certification
<b>Description</b>	<p>Using a combination of lecture, demonstration, presentation, and hands-on labs, students learn the technical fundamentals of CallXpress, including:</p> <ul style="list-style-type: none"> <li>• Preparing the CallXpress Telephony Server platform</li> <li>• Installing and configuring the CallXpress software</li> <li>• Initial setup and testing</li> <li>• Administration Applet</li> <li>• System Configuration Applet</li> <li>• Database maintenance and troubleshooting</li> <li>• Upgrades, migrations, and field modifications</li> <li>• Running and interpreting output of CallXpress diagnostic tools</li> <li>• General troubleshooting and problem isolation</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• CallXpress Advanced System Administrators; PBX Technicians; Core Technical Help Desk Personnel; any others wishing to learn CallXpress administrative skills.</li> <li>• Advanced Technicians seeking to fulfill a pre-requisite.</li> <li>• This class is designed specifically for technicians who install and maintain CallXpress systems in the field.</li> </ul>
<b>Certification</b>	Score of 75% or better on the CallXpress Core Technical Test

## Syllabi (continued)

<b>COURSE THREE: CALLXPRESS UNIFIED MESSAGING</b>	
<b>Title</b>	<b>COURSE THREE: CALLXPRESS UNIFIED MESSAGING</b>
<b>Duration</b>	Two Days
<b>Delivery</b>	Self-paced Web Training
<b>Pre-Requisites</b>	CallXpress Core Technical Certification
<b>Description</b>	Using a combination of lecture, demonstration, presentation, and hands-on labs, students learn how to install, setup, configure, and maintain CallXpress Unified Messaging, including: <ul style="list-style-type: none"> <li>• Unified messaging with Microsoft Exchange</li> <li>• Unified messaging with Lotus Domino/Notes</li> <li>• Unified messaging with IMAP</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• CallXpress Advanced Technicians; Advanced Technical Help Desk Personnel; any others wishing to learn Unified Messaging.</li> <li>• This class is designed specifically for advanced technicians with adequate Windows (Domain, Exchange, Outlook) and Lotus Notes experience. This course is not suitable for administrators, system owners, and/or end-user personnel.</li> </ul>
<b>Certification</b>	Score of 75% or better on the CallXpress Unified Messaging Test
<b>COURSE FOUR: CALLXPRESS DIGITAL NETWORKING</b>	
<b>Title</b>	<b>COURSE FOUR: CALLXPRESS DIGITAL NETWORKING</b>
<b>Duration</b>	One Day
<b>Delivery</b>	Self-paced Web Training
<b>Pre-Requisites</b>	CallXpress Core Technical Certification
<b>Description</b>	Using a combination of lecture, demonstration, presentation, and hands-on labs, students learn how to install, setup, configure, and maintain CallXpress Digital Networking, including: <ul style="list-style-type: none"> <li>• NetConnect digital networking including VPIM</li> <li>• Mailbox and extension propagation</li> <li>• Digital networking troubleshooting</li> <li>• Global administration and enterprise management</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• CallXpress Advanced Technicians; Advanced Technical Help Desk Personnel; any others wishing to learn Digital Networking.</li> <li>• This class is designed specifically for advanced technicians with strong CallXpress experience. This course is not typically suitable for administrators.</li> </ul>
<b>Certification</b>	Score of 75% or better on the CallXpress Digital Networking Test
<b>Course Five: Web PhoneManager</b>	
<b>Title</b>	<b>Course Five: Web PhoneManager</b>
<b>Duration</b>	One Hour
<b>Delivery</b>	Self-paced Web Training
<b>Pre-Requisites</b>	CallXpress Core Technical Certification
<b>Description</b>	This course assumes you have working CallXpress and Windows server technology. <ul style="list-style-type: none"> <li>• Overview of the concepts</li> <li>• Step-by-step instruction on installation</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• CallXpress Advanced Technicians; Advanced Technical Help Desk Personnel; any others wishing to learn about the product.</li> <li>• This class is designed specifically for advanced technicians with adequate Windows, CallXpress and experience. This course is not typically suitable for administrators.</li> </ul>
<b>Certification</b>	We do not offer a certification test for this course; it is strictly for information purposes only.
<b>COURSE SIX: CALLXPRESS/RIGHTFAX INTEGRATION</b>	
<b>Title</b>	<b>COURSE SIX: CALLXPRESS/RIGHTFAX INTEGRATION</b>
<b>Duration</b>	One Half Day
<b>Delivery</b>	Self-paced Web Training
<b>Pre-Requisites</b>	CallXpress Core Technical Certification
<b>Description</b>	This course assumes you have working CallXpress and RightFax servers and that you only need to understand the integration between the two, including: <ul style="list-style-type: none"> <li>• Overview of the concepts</li> <li>• Step-by-step instruction on the integration</li> </ul>

<b>Audience</b>	<ul style="list-style-type: none"> <li>• CallXpress Advanced Technicians; Advanced Technical Help Desk Personnel; any others wishing to learn about the integration.</li> <li>• This class is designed specifically for advanced technicians with adequate Windows, CallXpress and RightFax experience. This course is not typically suitable for administrators.</li> </ul>
<b>Certification</b>	We do not offer a certification test for this course; it is strictly for information purposes only.
<b>Title</b>	<b>Course Seven: ScheduleXpress – Under the Hood</b>
<b>Duration</b>	One Hour
<b>Delivery</b>	Self-paced Web Training
<b>Pre-Requisites</b>	CallXpress Administrator Training
<b>Description</b>	<p>This course assumes you have working CallXpress and Windows desktop technology.</p> <ul style="list-style-type: none"> <li>• Overview of the concepts</li> <li>• Step-by-step instruction on implementation</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• This course is particularly well-suited for system designer and administrators.</li> </ul>
<b>Certification</b>	We do not offer a certification test for this course; it is strictly for information purposes only.
<b>Title</b>	<b>Course Eight: NotifyXpress Training</b>
<b>Duration</b>	One and a Half Hours
<b>Delivery</b>	Self-paced Web Training
<b>Pre-Requisites</b>	CallXpress Administrator Training
<b>Description</b>	<p>This course assumes you have a working knowledge of CallXpress and Windows desktop technology.</p> <ul style="list-style-type: none"> <li>• Overview of the concepts</li> <li>• Step-by-step instruction on implementation</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• This course is particularly well-suited for administrators.</li> </ul>
<b>Certification</b>	We do not offer a certification test for this course; it is strictly for information purposes only.

Questions can be directed to AVST via email to [Training@avst.com](mailto:Training@avst.com).

**FOR MORE INFORMATION**

For nearly 30 years, AVST has been shaping the evolution of communications, with more than 10 million users worldwide that have relied on CallXpress. As the world of communications advances, you can be assured that the award winning products from AVST have your future covered. To learn more, visit [www.avst.com](http://www.avst.com).

