MD110 IP HANDSET DBC4422/4425 USER TRAINING

The MD110 IP Handset User Training course is designed to enable Users to become familiar with the features their new handset has to offer. The Train the Trainer/Superuser course is designed to enable key personnel to become experts on the system to enable them to train other staff within the organisation and provide an ongoing resource.

It also introduces and builds confidence and competence in using all the functions that the MD110 Telephony system offers enabling Users to get the best out of their new system.

This course can be carried out on Customers own sites.

Course Content

- Login on/off
- Making/Receiving Calls
- Switching between Loud speech, Handset & Headset
- Adjusting Volume of ringing & callers
- Using Mute/Silent
- Making Enquiry Calls
- Transferring Callers
- Holding Calls
- Last Number Redial
- Automatic Callback
- Conference
- Call Pick Up
- Follow Me
- External Follow Me
- Absence Information
- Personal Number Profiles
- Message Waiting
- Free on Line 2
- Dial by Name Keys
- Monitor/Pick up Keys
- Free Seating
- Ringing Tones
- Ringing Options
- Lamp Indicators
- Contacts
- Missed Calls
- Calls List
- Headset Preset
- Settings
- IP Phone Web Browser
- Troubleshooting

Training Technique

This training consists of explanations, demonstrations and practical exercises to ensure each delegate is confident and proficient in using all the functions that their new system has to offer.

Course Prerequisites

An interest in getting the best from your telephone handset and the MD110 Telephony system.

For Train the Trainer the ability to pass on the information learnt to other colleagues and a willingness to provide an ongoing training support service.

Who Should Attend?

This course is designed for personnel wishing to become experts on the system and for Trainers to enable them to pass the information learned on to all new users of the MD110 Telephony system.

Course Duration

1 hr User Sessions or 2½ hr Train the Trainer

Max Delegates

15

Room Setup

Whiteboard / Flipchart
PC with Projector for Web Browser
1 x Handset for each Delegate