

Training Modules Aarenet Basic Certification Course

The Aarenet VoIP System Basic Training

Training Objectives	<p>This training enables the trainee:</p> <ul style="list-style-type: none"> ▶ To understand the use cases and outstanding opportunities with the Aarenet VoIP System ▶ To understand the buildup of an Aarenet VoIP System ▶ To configure an account and doing phone calls with the Aarenet telephone apps "an IP-Phone" and "an Web-Phone" ▶ To know background information about call routing, rating, support, monitoring and maintenance
Trainee Skills	<p>The following skills are expected from the trainee:</p> <ul style="list-style-type: none"> ▶ Telephony in general
Trainee Devices	<p>The following equipment the trainee must bring for training:</p> <ul style="list-style-type: none"> ▶ Laptop with installed applications: <ul style="list-style-type: none"> ▶ WebRTC enabled Web Browser, e.g.: Google Chrome ▶ Email client, e.g.: Outlook (including email address) ▶ Mobile Phone: <ul style="list-style-type: none"> ▶ iOS or Android

Operator Basic Training

Training Objectives	<p>This training enables the trainee:</p> <ul style="list-style-type: none"> ▶ To configure the "Account" for different use cases ▶ To understand the most important account & SIP address parameters ▶ To configure SIP phones via the AdminCenter ▶ To check the registration of SIP equipment ▶ To initialize a vPBX
Trainee Skills	<p>The following skills are expected from the trainee:</p> <ul style="list-style-type: none"> ▶ Telephony in general
Trainee Devices	<p>The following equipment the trainee must bring for training:</p> <ul style="list-style-type: none"> ▶ Laptop with installed applications: <ul style="list-style-type: none"> ▶ WebRTC enabled Web Browser, e.g.: Google Chrome ▶ Network analyzing app, e.g.: Wireshark ▶ ASCII editor, e.g.: Notepad++ ▶ Email client, e.g.: Outlook (including email address) ▶ Mobile Phone: <ul style="list-style-type: none"> ▶ iOS or Android

User Telephony & Supplementary Service Training

Training Objectives	<p>This training enables the trainee:</p> <ul style="list-style-type: none"> ▶ To use the standard telephony services ▶ To use the user supplementary services e.g. VoiceMail Box VM, Call Forward CF, Blacklist, etc. ▶ To configure and activate the user supplementary services via the AdminCenter or via the phone keypad
Trainee Skills	<p>The following skills are expected from the trainee:</p> <ul style="list-style-type: none"> ▶ Telephony in general
Trainee Devices	<p>The following equipment the trainee must bring for training:</p> <ul style="list-style-type: none"> ▶ Laptop with installed applications: <ul style="list-style-type: none"> ▶ WebRTC enabled Web Browser, e.g.: Google Chrome ▶ Email client, e.g.: Outlook (including email address) ▶ Mobile Phone: <ul style="list-style-type: none"> ▶ iOS or Android

vPBX Training

Training Objectives	<p>This training enables the trainee:</p> <ul style="list-style-type: none"> ▶ To configure and use vPBX specific features ▶ To create internal extensions ▶ To add 3rd party equipment, e.g. DECT devices ▶ To configure incoming call routing by Direct Dialing In DDI, call distributions and user interactions via "Interactive Voice Response IVR"
Trainee Skills	<p>The following skills are expected from the trainee:</p> <ul style="list-style-type: none"> ▶ Telephony in general ▶ Experienced in legacy PBX installation and configuration
Trainee Devices	<p>The following equipment the trainee must bring for training:</p> <ul style="list-style-type: none"> ▶ Laptop with installed applications: <ul style="list-style-type: none"> ▶ WebRTC enabled Web Browser, e.g.: Google Chrome ▶ Email client, e.g.: Outlook (including email address) ▶ Mobile Phone: <ul style="list-style-type: none"> ▶ iOS or Android

Supporter Basic Training

Training Objectives	This training enables the trainee: <ul style="list-style-type: none">▶ To question a user about all necessary data of a problem using a questionnaire form and to forward it to the right instance for solution.▶ To qualify a support case:<ul style="list-style-type: none">▶ Type of problem▶ Urgency▶ To solve simple support cases by analyzing a registration status, a "Support Log" and checking the Account & Address configuration
Trainee Skills	The following skills are expected from the trainee: <ul style="list-style-type: none">▶ Telephony in general▶ Passed Operator basic and vPBX training
Trainee Devices	The following equipment the trainee must bring for training: <ul style="list-style-type: none">▶ Laptop with installed applications:<ul style="list-style-type: none">▶ PC with spare Ethernet port▶ WebRTC enabled Web Browser, e.g.: Google Chrome▶ Network analyzing app, e.g.: Wireshark▶ ASCII editor, e.g.: Notepad++▶ Email client, e.g.: Outlook (including email address)▶ Mobile Phone:<ul style="list-style-type: none">▶ iOS or Android