Epygi Technical Training

Purpose

The Epygi Technical Training course is for Resellers who are active, or planning to become active, in the VoIP/Telecommunications market.

Pre-Requisite

All technicians should have a basic understanding of IP Based networks, and telecommunications.

Equipment Required

Please bring a notebook with an AU/NZ mains power adapter. All other equipment will be provided.

Day 1. Core Skills Course Outline

- Introduction
- How VoIP works
- Epygi Overview
- Planning a VoIP Build
- QX Installation
- IP Phone setup
- Extension Management
- Supplementary Services
- ITSP Management
- Call Routing
- Codec Management
- Logs and Diagnostics
- Maintenance

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Day 2. Advanced PBX Configuration & Management Course Outline

- Advanced Extension Management
- Advanced Call Routing
- Router Security
- IVR Setup
- Advanced Diagnostics
- Call recording
- Automatic Call Distribution
- Advanced/Hidden pages
- Epygi Software tools