

MAX Call-Taking Technical Training Course Description

The MAX Call-Taking Technical Training course is designed for technicians. Utilizing a variety of theory, demonstration, and hands-on techniques, participants in this course learn to operate, install and program consoles and install and configure system hardware. The course is four days.

Multiple hands-on exercises reinforce system console operation, installation, configuration and programming.

The content assumes a basic technical aptitude and familiarity with telephony line, trunk types and interfaces (punch down blocks, etc.) as well as IP and network architecture.

Training Environment

Factory classes are taught at our facility in Redmond, WA, in a dedicated training environment on actual systems and consoles. Classes are kept small to allow each attendee hands-on access for a complete learning experience. Lunches are provided on each full day of training.

Prerequisites

- Telephony Basics webinar. Link will be provided on approved registration.
This webinar may be waived if the trainee has prior experience with the installation and maintenance of PBX or other phone systems.
- 911 Basics webinar. Link will be provided on approved registration.
This webinar may be waived if the trainee has prior experience with the installation and maintenance of 911 telephone systems.

Materials

On the first day of class, you'll receive

- The MAX Call-Taking Technical Training materials
- Relevant product manuals used in class
- Portable media with Zetron tools and resources for Max Call-Taking systems

Class Topics

System Overview

- System Architecture
- Operational flow overview
- Console Position and accessories

Hardware (CPE)

- Power / Grounding

- Servers
- Switches
- Gateways
- Alarm Stack Light
- MOXA IP / Serial Devices

Hardware (Workstation)

- PC / Monitor
- Media Dock
- Jackbox
- VoIP Phone

System Operation

- Console Software Installation
- Views
- System Call Activity
- Right Edge Controls
- Active Call Screen
- Monitor / Barge
- Hold / Park
- Transfers
- Abandoned Call Handling
- Active Call Features
- IRR
- TDD
- Volume Control / Mute

System Configuration

- System Flow
- Tools (PuTTY, WINSCP)
- System Status
- System Config File
- Gateways
- Trunk Setup
- Source Group Setup
- Dial Plan Setup
- Queue Setup
- ALI Agent Setup
- User Setup
- Transfer / Speeddial Setup
- Console
- PBX Setup
- PBX Settings

Admin Phones

- Configuration

Hands-on Labs:

- System Operation
- Call flow Configuration
- Console Software Install / Config
- Admin Phone Setup
- Voicemail Setup
- Troubleshooting
- System Build

- Operation
- Solutions

Maintenance

- Preventive Maintenance
- Spares Management
- Remote Access
- System Backups
- Documentation

Troubleshooting

- Troubleshooting Techniques
- Alarms
- Server
- Console
- ALI / ANI

System Build Exercise

- Install and configure the classroom equipment to meet a set of simulated PSAP requirements

Advanced Topics

- After completion of the MAX Call-Taking Technical Course, trainees are eligible to sign up for supplemental webinars covering advanced MAX Call-Taking topics. Your trainer will cover the available webinar descriptions during class, including scheduled dates and how to register.

Terms and Conditions

Zetron makes every effort to deliver all scheduled classes, but we also reserve the right to reschedule or cancel classes at any time and to change instructors without notice. Zetron is not responsible for students' travel or accommodation arrangements. Nearby hotel information, driving directions, and additional information are available at www.zetron.com.