

MAX Call-Taking Technical Training Course Description

The MAX Call-Taking Technical Training course is designed for technicians; however, it does include a functional overview module to orient trainees to system functionality while focusing on technical topics. Utilizing a variety of theory, demonstration, and hands-on techniques, participants in this course learn to use available features, install and program consoles and install and program system hardware. The course is five days.

Multiple hands-on exercises reinforce system console operation, installation, configuration and programming. An end-of-class technical test measures knowledge gained on possible system configurations.

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

Products Covered

This class covers the following Zetron systems and products:

- MAX Call-Taking Operations
- MAX Call-Taking Servers
- MAX Call-Taking Switches
- MAX Call-Taking Power Distribution
- Telephone Gateways: CAMA/FXO/FXS
- MAX Configuration Tools
- SIP Phones: Aastra 6757i

Training Environment

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

Materials

On the first day of class, you'll receive

- The MAX Call-Taking Technical Training materials
- Relevant product manuals used in class

Class Topics

The Basics

- 9-1-1 Overview
- TELCO Overview
- Network Basics

System Overview

- System Architecture
- Operational flow overview
- Power distribution

Project Management

- Site Survey
- Project Planning
- Pre-Deployment Staging
- Cutover/Contingency Planning
- Test and Acceptance Planning
- End-User Training
- Deployment

Functional Overview

- MAX Call-Taking console operations

Hardware (CPE)

- Power / Grounding
- Servers
- Switches
- Gateways
- Modbus
- MOXA Servers
- CDR Printer

Hardware (Workstation)

- PC / Monitor
- Media Dock
- Jackbox
- VoIP Phone
- Remote Access Software

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

Hands-on Labs:

- System Operation
- MAX System Update Procedure
- Call flow Configuration
- Console Software Install / Config
- Admin Phone Setup
- Voicemail Setup
- Remote Access
- Troubleshooting
- System Build

Console (PC)

- Software Installation
- Integrator IRR
- Remote Desktop Procedures
- VNC
- Ringtones
- Voice-mail

Admin Phones

- Configuration
- 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

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.