

# Matrix

PROFESSIONAL VOIP  
TRAINING



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## Training Scope

This hands-on training will give you a practical understanding of IP PBX systems. It teaches you the fundamentals IP PBX implementation techniques. You will learn the skills necessary to design install and maintain a robust IP-based PBX / PABX and VoIP network for premises or campus networks over LAN, WAN and VPN (Wires & wireless) that would Support standard phone services over traditional PSTN Network.

The class incorporates a comprehensive manual and slide presentation to ensure thorough understanding of each module, the intensive hands-on session is tailored to give you the confidence you desire to handle IP PBX/PABX communication project comfortably.

This training is designed in content to afford participants the opportunity of acquiring comprehensive practical experience and rare facts for effective standard IP PBX/PABX & VOIP communication project delivery.

## Agenda

Day 1 Session	Contents
Introduction to Voip SIP Protocols Voip Phone System Benefits Factors VOIP FAQs	Introduction to Voip <ul style="list-style-type: none"> <li>• Voip Definition</li> <li>• Traditional Voice Network</li> <li>• PSTN</li> <li>• ISDN – Types of channel BRI &amp; PRI (E1 &amp; T1)</li> </ul>
	SIP Protocols <ul style="list-style-type: none"> <li>• understanding SIP Basics</li> <li>• SIP call Session</li> </ul>
	Voip Phone System <ul style="list-style-type: none"> <li>• IP – PBX?</li> <li>• Packet Switch Technology</li> </ul>
	Benefits \ Features of IP Telephony (Voip)
	Factors affecting voice quality <ul style="list-style-type: none"> <li>• Selecting best codec</li> <li>• Codec Comparison</li> </ul>
	VOIP FAQs

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Day 2 Session	
<p>Eternity Introduction &amp; Overview</p>	<p>Eternity Introduction &amp; Overview</p> <ul style="list-style-type: none"> <li>• Eternity Configuration</li> <li>• Hardware Architecture</li> <li>• Eternity ME card interfaces</li> <li>• Eternity GE card interfaces</li> <li>• Eternity PE card interfaces</li> <li>• Eternity ME/GE/PE switch capacity</li> <li>• Built in interfaces in Eternity ME/GE/PE</li> <li>• Maximum User Support</li> <li>• DKP/SLT Port Specification</li> <li>• DIP/DOP/AIP/AOP auxiliary ports</li> <li>• LED indications</li> <li>• IC Call management</li> <li>• OG call management</li> <li>• TFT</li> <li>• SBFT</li> <li>• LICENSE Management</li> </ul>
Day 3 Session	
<p>Lab 1</p> <p>Class work</p>	<p>Trunk lines &amp; Accessibility</p> <p>Planning &amp; Designing of a Voip Networks</p> <p>Installation Do's&amp; Don'ts</p> <p>Application</p>

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Day 3 Session	
	<p>LAB 1</p> <p>Programming &amp; Accessing web Jeeves, Front Desk, SA, SE mode</p> <p>Programming using extension (DKP &amp; SLT)</p> <p>System Upgrade</p> <p>Extension set up &amp; configuration</p> <p><b>Class Work</b> – Design of call routing for BIZMAX ASSET with two offices located within Lagos with 5km apart using 70 extension at each location.</p>
Day 4 Session	
<p>Lab 2</p> <p>Class work</p>	<p>Features</p> <ul style="list-style-type: none"> <li>• Call conferencing</li> <li>• Call Forwarding</li> <li>• Call Transfer</li> <li>• Call parking</li> <li>• Incoming Call management</li> <li>• Outgoing Call management</li> <li>• Hospitality application</li> </ul> <p><b>Class Work</b> -Design of call routing for LINKAD INVESTMENT Kano office, Abuja office, to Lagos Head office.</p> <p>Maintenance</p> <ul style="list-style-type: none"> <li>• System upgrade</li> <li>• System Backup</li> <li>• SMDR</li> <li>• Documentation</li> </ul>

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