

# Training Programs

## Consortium™ Conference System

### Overview

Forum Communications offers System Administration and “Train-the-Trainer” classes with installation of your Consortium Conference System. Consortium Maintenance Training and Certification provides hands-on diagnostic and testing skills for your IT staff.

Forum’s training classes let you maximize system knowledge, and allow your on-site experts to provide first tier troubleshooting. Courses can be customized to include Maintenance Training and System Administration, and can be targeted for new staff or as a refresher course.

System certification allows your staff to install system enhancements and/or expansions.

### System Administrator Training

- System Introduction
- How to set up a conference
- Setting system defaults
- Setting advanced conference defaults
- Conference details and advanced options
- System security
- Importing/upgrading Participant data base
- Assigning Operator privileges
- Touch Tone commands
- Managing recorded conferences
- Reporting functions
- Customizing voice messages
- Backup procedures
- Training reservation staff and operators
- User training



### BENEFITS

- **Make the most of your Consortium Conference Server**
- **Maximize utilization of features and customer knowledge**
- **Increase hands-on comfort level and user confidence**
- **Simplify support and system functionality**
- **Maintain preventative follow up**
- **Install and implement future development and expansion**

### Maintenance Training

- Identify and locate individual components
- Testing Voice Path
- Client Connections
- Web Interface
- Removing and replacing components
- T1 diagnostics
- FAQs
- Isolating and troubleshooting
- System programming
- Software reloads
- System certification
- Expansions and spares

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