

PROFESSIONAL, EXPERT TRAINING



At Wavecom Solutions, we believe in going that extra mile to make sure our customers are being served in the most efficient, effective way possible. Meeting your needs involves understanding your unique business requirements, and we tailor our solutions to each customer's situation.

But, no matter how advanced the solution, it cannot be effectively leveraged by your business if you don't understand it.

To that end, Wavecom Solutions routinely opens our doors to teach our customers not only how to use our solutions, but how they can effectively leverage those solutions today, tomorrow, and years down the road. By understanding the solutions we design for you, your business will be able to find new ways to leverage those solutions, and grow your profits.

FAST • FOCUSED • FLEXIBLE



For more than a decade, Wavecom Solutions' all-island fiber-optic network has provided local homes and businesses with telecommunications connectivity throughout the islands of Hawaii, and the world beyond.

Standing nearly 100 people strong statewide, Wavecom Solutions and our full range of services offer the simplicity, power, and economy of integration to move Hawaii's homes and businesses into the future, no matter what new challenges it may bring.

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WAVECOM SOLUTIONSSM CUSTOMER TRAINING CURRICULUM

LEARN HOW TO USE

YOUR COMMUNICATIONS SERVICE

AND MAKE THE MOST OF YOUR

HOSTED PBX INVESTMENT



FAST • FOCUSED • FLEXIBLE

Learning how to use your communications service shouldn't be a trial and error affair. Wavecom Solutions believes in helping our customers make the most of their Hosted IP PBX investment by offering fast-paced training in an environment that mirrors real-life experiences.

Customer training is conducted in Wavecom Solutions' downtown Honolulu corporate offices. Classes are led by our professional instructor and include a review of Hosted IP PBX equipment and services. Hands-on tutorials are also offered.



We want
your Staff
to Attend

Each Hosted IP PBX customer receives a \$400 training credit. We recommend that two staff members attend C104, "Managing your One Business Hosted IP PBX," to gain a firm foundation regarding the management of your system. An additional \$400 credit is available for C105, "Auto Attendant," for businesses that have purchased Auto Attendant service.

The full curriculum of classes is available on an ongoing basis for learning refreshment or for new staff members.

C101: SNOM PHONES & COMMUNICATION CENTER

Who: For system technical administrators and everyday users.

Topics covered: SNOM Function Buttons, Phone Installation and Configuration, Communications Center Phone Settings, Making & Receiving Calls, and Remote Access to Call Forwarding.

Course Length: 2 hours

Course Tuition: \$100

C102: MESSAGE CENTER: VOICEMAIL, EMAIL,
AND INBOUND FAX

Who: For system technical administrators and everyday users.

Topics covered: Voicemail sign-in, PIN change, Greetings, Main Menu, Forwarding Messages, Group Lists, Fast Login, Message Center, Email Management, and Helpful Hints.

Course Length: 2 hours

Course Tuition: \$100

C103: BUSINESS GROUP ADMINISTRATOR

Who: For the system technical administrator.

Topics covered: Lines, Multiple Appearance Directory Number Groups; Pickup Groups, Forgotten Passwords, Intercom Codes, Short Codes, and Account Codes.

Course Length: 2 hours

Course Tuition: \$100

C104: MANAGING YOUR ONEBUSINESS HOSTED IP PBX

Who: For the system technical administrator.

Topics covered: Everything covered in C101, C102, and C103.

Course Length: 4 hours.

Course Tuition: \$200

Note: This is a fast-paced overview of One-Business Hosted IP PBX and is best appreciated by students with previous telecommunications knowledge/experience.

C105: AUTO ATTENDANT

Who: For the system technical administrator.

Topics covered: Announcements, Menus, Business Hours & Holidays, Hands-On Configuration & Recording, Reports.

Course Length: 4 hours

Course Tuition: \$200



✓ ENROLL NOW

CLASS REGISTRATION

Training enrollment is recommended three to five weeks in advance of your system installation. A Wavecom Solutions representative will call you to answer any training questions you may have and to schedule your staff for the appropriate training classes.

QUESTIONS? CALL +1 - 808 - 791 - 1000