



EPICAcce Technical Training Outline

Please do not book air travel until you confirm with EasyRun that the class is going to make. Send all training questions to Training@Easyrun.com – or call EasyRun at (203) 445-0006 x 222
Location

Location

Training courses are held at the Connecticut office - located at:

EasyRun Inc.
477 Main Street, Suite 214
Monroe, CT 06468

Duration and times: 5 Days

Monday – Thursday 9:00am – 5:00pm
Friday 9:00am – 2:00pm

Pre-Requisites

- Voice and Telephony basics
- Windows environments and administration
- Networking background (TCP/IP)

Enrollment

Enrollment requests and confirmations should be sent to training@easyrun.com and will be approved by EasyRun no later than 3 weeks before session starts. Payment must be made prior to attending the class.

Course Overview

The EPICAcce course is designed to teach EasyRun users, clients and resellers how to install, configure, maintain and troubleshoot an EPICAcce voice solution. The course is divided into two main sections:

- EPICAcce – telephony configuration using Asterisk and FreePBX (2 days)
- EPICAcce – contact center management (3 days)

Course Objectives

1. EPICAcce Telephony Configuration and Management:
2. Install EPICAcce basic system
3. Configure extensions, outbound routes, ring groups, queues and other telephony functions
4. Configure IP phones (such as SNOM) and EasyRun Soft phones for local and remote use
5. SNOM phone basics
6. Introduction to basic Linux commands for administration of EPICAcce (local or remote) appliances
7. Introduction to the use of programs such as Putty and WinSCP for Windows administration
8. Configure SIP and IAX trunks to connect to the outside world
9. Configure FXO, FXS and PRI interfaces
10. Introduction to debugging EPICAcce through the Asterisk Console

EPICAcce Call Center Configuration and Management:

1. Contact Center Overview
2. Product Architecture and Integration
3. Installation, Setup and Configuration
4. User applications and advanced integration basics
5. Implementation, Maintenance and Support Procedures

**** Students are required to complete a practical hands-on exam (at the end of the course) to demonstrate proficiency on the EPICAcce system.**

Travel and Accommodations

Area Airports:

- Bradley International Airport – Hartford, CT
- LaGuardia Airport – Queens, NY
- John F. Kennedy International Airport – Bronx, NY
- Newark International Airport, Newark, NJ

Hotels near our offices are:

[Hilton Garden Inn, Shelton, CT](#)

(203) 447-1000

[Residence Inn by Marriott, Shelton, CT](#)

(203) 926-2000

Hampton Inn, Milford, CT

(203) 874-4400

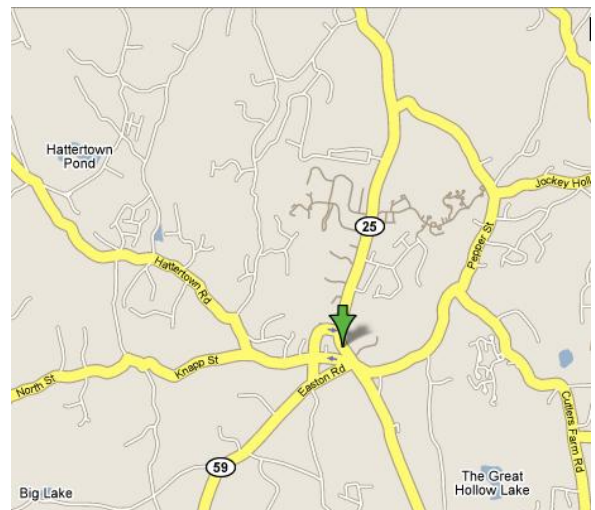
Driving Directions

From I-95 North and/or South:

Take Exit 27A (CT 25/Route 8) continue on Route 25, will turn

into Main Street until you reach Clock Tower Square at 477 Main St.

Training is conducted in Suite 214 on the 2nd floor.



****Please be advised that if you are confirmed in a class and do not cancel 7 days prior to the beginning of a 50% penalty will be charged.**