

Technical Trainings

innovaphone Practice Workshops

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innovaphone Practice Workshop Startup

The innovaphone practical workshops offer an excellent supplement to the manufacturer training courses and pick up exactly where they end. They provide real practical relevance and thus enable quick access to new subject areas.

In the startup workshop, the focus is on the practical implementation of everyday projects in which an innovaphone PBX is used in combination with an app platform and reverse proxy. The workshop explains step by step the preparations and necessary customer agreements, as well as the setup and commissioning of the system.

Course duration: 1 day

Course type: Hybrid (either face-to-face or online)

Course content:

In the practice startup workshop, the most important steps from the preparation to the commissioning of an innovaphone PBX with app platform and reverse proxy are explained in a simple and understandable way. In addition, practical recommendations and ready-made handouts for direct project use are provided.

- Preparation and customer data request
 - Clear query of the required setup parameters
 - Ready network overviews and descriptions of the firewall ports
 - Concrete specifications for the customer admin
 - Simple templates for the most important customer data
 - Notes on using certificates
- Step-by-step setup
 - Setup and integrate into the customer environment
 - Handling of missing DNS records during setup
 - Basic parameters for PBX, apps and reverse proxy
 - Recommendations for individual customer settings
 - Basic setup of voicemail and fax server
 - Users import and commissioning of clients
- Miscellaneous
 - Notes on SIP connections
 - Notes on backups and update jobs
 - Troubleshooting hints

Requirements:

Completed innovaphone iT Connect manufacturing training or comparable knowledge is recommended.

For online participation, two innovaphone telephones and two gateways are required for the PBX and the reverse proxy, one must be equipped with an SSD.

innovaphone Practice Workshop Enhanced

The innovaphone practical workshops offer an excellent supplement to the manufacturer training courses and pick up exactly where they end. They provide real practical relevance and thus enable quick access to new subject areas.

The Practice Enhanced Workshop is for anyone who wants to get more out of the innovaphone solution. In this workshop, redundancy concepts and slave PBX systems are planned, presented and set up together. In addition, the participants receive valuable practical tips and are familiarized with advanced settings for apps and applications.

Course duration: 1 day

Course type: Hybrid (either face-to-face or online)

Course content:

In the Practice Enhanced Workshop, participants learn to present the requirements of a distributed infrastructure in a clear and understandable way in order to coordinate them effectively with customers. Ready-made templates for firewall ports as well as configuration guides for setting up slave and standby PBX systems in combination with a reverse proxy are provided. Valuable tips and setting parameters for frequent customer requirements are also provided.

- Planning and setting up distributed systems
 - Extended network overviews and representation of firewall ports
 - Exercises and templates for setting up slave and standby PBXs
 - Configuration of the reverse proxy for slave and standby PBXs
 - Simple node concepts for overlapping numbering plans
 - Virtualization hints
- Individual adjustments for more customer satisfaction
 - Phone logos and customized user menus
 - Additional parameters in the Users app
 - Use of mobility and remote call control
 - Set up myApps on the terminal server
- Miscellaneous
 - Extended import of user data with XML from Excel
 - 3rd party devices behind reverse proxy without TURN
 - Notes on using the second Ethernet port (e.g., for SIP)
 - Recommendations and instructions for a backup concept

Requirements:

A completed manufacturing training course innovaphone iT Advanced or comparable knowledge is recommended. Participation in the startup workshop is not a mandatory requirement, but practical experience should be available.

For online participation, two innovaphone telephones and three gateways are required for the PBXs and the reverse proxy, one must be equipped with an SSD.

innovaphone Practice Workshop Bootcamps

The innovaphone practical workshops offer an excellent supplement to the manufacturer training courses and pick up exactly where they end. They provide real practical relevance and thus enable quick access to new subject areas.

The practice bootcamps offer individual workshops on various innovaphone topics that are tailored to your requirements. From routing and phone number manipulation to DECT systems to individual cloud concepts, you have a wide range of training topics at your disposal. Select the subject areas in which you see a need for training and we will plan dates and exact content together with you.

Course duration: On request

Course type: On request

Course content:

The bootcamp workshops give you detailed specialist knowledge and comprehensive best practice approaches for the selected subject areas. The workshops deal with each topic in a targeted and practice-oriented manner. The following topics are available:

- Routing and number manipulation: number maps and GW routing in detail
- innovaphone IP-DECT with master/standby/mirroring and handset programming
- e164 number concepts for distributed systems
- Multi PBX and multi node concepts with a dedicated License PBX
- Cloud concepts: planning and setting up your own cloud
- Advanced network planning: network separation, DMZ and offline provisioning
- Multi app platforms for dedicated app access
- Reliable RTP provision: STUN and TURN in the cluster for cloud and internal networks
- Miscellaneous
 - System monitoring (SNMP)
 - SIP provider redundancy
 - Web services for on premise customers (TURN and backup)
 - Recording & Switchboard App
 - TAPI/SOAP
 - External LDAP

Contact

Do you have any questions about the content, interest in my service or any other concerns?

I look forward to your message!

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