Learn the smart way

BT in conjunction with training partner ITEL, are in the unique position to be able to offer a suite of web-based courses to help you maximize your investment in your new BT Versatility phone system. Over 6000 customers have already benefited from this training partnership.

These courses are designed to demonstrate all the key features available, whilst leading you through the typical processes that you would follow with everyday use. Courses ensure that you are adept in all aspects of your new BT Versatility.

The installation of any new system can involve a long period of familiarisation, so BT Versatility Web Based Training courses are intended to give you the best possible introduction to your phone system.

By leading you through structured processes, these courses ensure that you can enjoy the full benefits of your BT Versatility, right from the outset.

Webcast Training
You can enjoy all the benefits of BT training, via your own PC, without the usual restraints of time, travel and accommodation.

Training Passports
A flexible and cost-effective option, which allows you to combine your choice of courses. Passports are valid for 12 months and can be used by anyone in the business.

Key features include:
- Structured courses which are relevant to business needs
- Full interactive training, ensuring that all users benefit from BT’s Versatility expertise
- Web based Training that meets your needs - any time, any place, anywhere
- All courses last 1 hour

Course Topics

- Quick Start Training
  Highlighting and demonstrating the full benefits of the system to ensure that the customer gets the best from the BT Versatility

- Telephony Admin Training
  Providing Administrators with all the skills needed to manage the core telephony capabilities of the BT Versatility phone system

- Voice Mail Admin Training
  Providing customers that have invested in Voice Mail with everything needed to configure and manage mailbox features

- Broadband Voice Admin Training
  Providing Broadband Voice customers with the knowledge to manage and optimise their VoIP and Data infrastructure

- Call Handling Training
  Ensuring that users work efficiently and are aware of the features available to them on their Featurephones

“Are you enjoying the full benefits of your investment”
BT Versatility Web Based Training

## BT Versatility Webcast Training Courses

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Duration</th>
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</thead>
<tbody>
<tr>
<td>BT Versatility Quick Start Training</td>
<td>An introduction to basic programming of the BT Versatility system and setup of personal mailboxes. Basic call control features such as holding and transferring calls are demonstrated. This course covers the most frequently asked questions about the BT Versatility system</td>
<td>1 Hour</td>
</tr>
<tr>
<td>BT Versatility Telephony Admin Training</td>
<td>Designed for BT Versatility Administrators. Demonstrates the basic functions required to administer the system. Administrators will be shown how to perform basic programming functions. Simple use of the BT Versatility Featurephones will also be covered</td>
<td>1 Hour</td>
</tr>
<tr>
<td>BT Versatility Voice Mail Admin Training</td>
<td>Demonstrates how to configure and administer the Voicemail and Auto-Attendant features of the BT Versatility. In addition to the configuration and administration processes, user functions such as recording greetings and accessing messages will be described</td>
<td>1 Hour</td>
</tr>
<tr>
<td>BT Versatility Broadband Voice Admin Training</td>
<td>Designed for network administrators. Describes the functionality and capability of the Broadband module. Setup and configuration of ADSL, VoIP Gateways - which provide voice channels over broadband - LAN features, and wireless access will be demonstrated.</td>
<td>1 Hour</td>
</tr>
<tr>
<td>BT Versatility Call Handling Training</td>
<td>Designed for BT Versatility users. Demonstrates how to perform basic and advanced call handling on the BT Versatility Featurephones. Users will be shown such features as how to hold, transfer and divert/deflect calls, as well as being introduced to paging and conference calls</td>
<td>1 Hour</td>
</tr>
</tbody>
</table>

## BT Versatility Training Passports

Training Passports provide a saving of 33% on the cost of purchasing each of the component courses separately. The combination of webcast courses is at the discretion of the customer and can be chosen to meet specific business needs. Training Passports are valid for 12 months and are available for use by any individual within the organisation.