

Allworx Partner Training Program

- 1** Phone system
- 2** Network server
- 3** Message center

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Introduction

Welcome to the Allworx Certification Training Program. This training program consists of two parts. Part I is online training while Part II is 2 ½ days of classroom instruction in an intensive, hands-on learning environment. Completion of both parts is required to become certified to install and support Allworx systems.

The online portion of the training can be completed at the technician's convenience, although it must be completed in advance of the scheduled classroom session. It also helps to minimize the time spent away from the job. Taking the online training maximizes the effectiveness of the classroom training because all attendees entering the classroom portion of the training will have basic proficiency in the fundamentals of programming the Allworx server. The online training concludes with a comprehensive test that covers the online topics. After passing the test, you will be qualified to attend the classroom training. **The online training must be completed and the online test passed no less than 1 week before the start of classroom training.**

Once both the online training and the classroom training are successfully completed, the Allworx Certified Professional will receive a certificate validating their expertise in servicing and installing the Allworx solutions.

Purchase of a demo kit for usage with the online training is highly recommended to more fully benefit from a hands-on experience.

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Registration

Prior to taking the online course, please register for the classroom training session you wish to attend. Classroom training is limited in class size, and fills up quickly. Registration for online training does not automatically enroll you in a classroom training session.

Both online and classroom registrations can be found at: <http://www.allworx.com> under Support & Training.

Allworx Online Training Enrollment

Online training enrollment can be accessed 2 ways - through the Allworx public website or through the Allworx Information Portal.

- Allworx website
 - Go to www.allworx.com
 - Select the support dropdown to Technical Training
- Allworx Information Portal
 - Go to www.allworx.com
 - Log into the portal with your username and password
 - Select Support / Technical Training from the Navigation menu to the left of the page
- Click on the [Allworx Online Training](#) link. The PAETEC University window will open.
- Scroll to the bottom of the login screen to the "New Students" section.

- Enter your email address that was provided to Allworx when you registered as an Allworx Partner.
Note: Use only lowercase letters.
- From the “Job Title” field select: Allworx Partner.
- Click the Enroll button.

New Students

Select your job title and enter your email address to begin the enrollment process.

Email Address

Job Title
PAETEC Agent
PAETEC Agent
PAETEC Referral Endorser
CAB Member
PAETEC (non-viewable)
Allworx Partner
Agent (non-viewable)

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If you entered your email address correctly and in all lowercase letters, your request for a username and password will be sent to Allworx Training. Once you are validated as an Allworx Partner, you will receive an email with your username and default password.

From: PAETEC Communications University
Sent: Monday, September 15, 2008 5:49 PM
To: Mehta, Karan
Subject: PAETEC University Enrollment Confirmation - Allworx Reseller

Your PAETEC University enrollment request has been processed. Please return to the login page, and login using the following information:

Login Name: **kmehtaNY**
Password: **54909P91|**

Thank you for enrolling!

PAETEC University

Note: If you do not get an email within 1 business day, send an email to AUEnroll@allworx.com requesting enrollment.

Log back into the PAETEC University site and enter your login name and password. When you log in, your profile page appears.

Please complete the following profile form.

First Name	<input type="text" value="karan"/>
Last Name	<input type="text" value="mehta"/>
Login Name	kmehtalY
Password	<input type="text" value="54909P91"/>
Email Address	<input type="text" value="kmehta@allworx.com"/>
Company Name	<input type="text" value="PAETEC"/>
Company Address	<input type="text" value="300 main street"/>
Company City	<input type="text" value="east rochester"/>
Company State (abbreviated)	<input type="text" value="NY"/>
Company Zip	<input type="text" value="14445"/>
Company Country	<input type="text" value="usa"/>
Phone #	<input type="text" value="7147276"/>

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We recommend that you change your password by typing a new password into the password field in place of the current password. You must select *Submit Profile* to proceed to the course listing every time you login.

You will see the course listing. All of the courses are required.

The courses you are enrolled in are listed below. Click on a course to access tests for that course.



Allworx Basic Networking

Learn basic networking concepts needed to set up and configure the Allworx server.



Allworx Product Overview

Provides an overview of Allworx products. Includes selling tips.



Installation

Teaches the fundamental skills needed to install an Allworx server.



Test

Assesment for the online portion (Part I) of the Allworx Certification Training Program

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Once you select a course, choose one of the sections to begin the presentation. Below is the list of sections for the Installation course. For your convenience, the estimated time to complete each section is shown. This allows you to allocate the amount of time needed to complete each section.

Please click on the resource you would like to work on from the listing below:

Resource Name	Attempts
Section 1 Connecting to Allworx Servers (09:50)	0 of 3
Section 2 Setting Server Time (02:41)	0 of 3
Section 3 Configuring Server's Network (13:29)	0 of 3
Section 4 Configuring DHCP (05:03)	0 of 3
Section 5 Updating Server Software (06:08)	0 of 3
Section 6 Setting Extension Length (05:52)	0 of 3
Section 7 Adding Server Feature Keys (04:19)	0 of 3
Section 8 Adding Outside Lines (04:59)	0 of 3
Section 9 Creating Users (05:52)	0 of 3
Section 10 Configuring Handsets (09:31)	0 of 3
Section 11 VPN Setup (07:27)	0 of 3
Section 12 Entering Safe Mode (03:10)	0 of 3
Section 13 Creating & Restoring Backups (07:47)	0 of 3
Printable PDF (Sections 1 - 5)	0 of 3
Printable PDF (Sections 6 - 10)	0 of 3
Printable PDF (Sections 11 - 13)	0 of 3

When you have completed all the sections within all courses, you can proceed to the test. DO NOT ATTEMPT TO TAKE THE TEST WITHOUT VIEWING THE CONTENT FOR ALL COURSES. The test questions are specific to the online training material. You must achieve a score of 80 or higher to be eligible for the classroom training.

Once you submit the answers for the test, you will be able to view your score and know whether you have passed or not. If you have passed, you will receive a confirmation email for the classroom training. If you do not pass, you will be allowed 1 more attempt. If you do not pass on the 2nd attempt, you will be denied access to the classroom portion of the training. You will be contacted by an Allworx employee to determine the next course of action.

Results: Allworx Online Training Comprehensive Test



Navigation Buttons

- 1** One of the benefits of online training is that you will be able to view the content at your own pace. To help you do so, use the navigation buttons at the bottom of the screen. By clicking on these buttons you can fast-forward, back up, and pause the online training at anytime. Clicking the closed caption (CC) button displays the text of the audio. This is useful for those who prefer to read while listening.
- 2**
- 3**



You may also stop a training section while viewing it and return to it, later. When you come back to the training section, you can return to the point at which you stopped using the fast-forward button to step through the pages of the presentation that you have already seen.

Allworx Classroom Training

Successfully completing the online portion of the Allworx Certification Training Program entitles you to attend the 2 ½ day classroom portion of the Allworx Certification Training Program. You will receive an email with additional information specific to the classroom training.