



July 29, 2005

Samsung Web-Based Certification & Training

Samsung Telecommunications America is pleased to announce the first phase of web-based certification available from the Samsung Training Group. A new web site has been created for the sole purpose of providing our Authorized Dealers access to on-line certification and training. The site is <http://learn.samsungtelecom.com> and each user will have a unique user-id and password.

Samsung Telecommunications America
learn.samsungtelecom.com

Log On

Please enter your username and password.

Username:

Password:

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Assess **Plan** **Learn** **Collaborate**

Home > Wednesday, July 20, 2005 12:14:44 PM CDT
Deo Chatterpaul

Getting Started

- Change my profile
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[webex](#)
Try WebEx for free

For more information, refer to [Getting Started with TotalLMS](#)

My Favorites

Items you added as favorites, including categories, documents, activities, collaboration centers, and more.

Welcome Deo Chatterpaul

Search: [Help](#)

Welcome to the Samsung Business Communication Systems Online Training Center Web Site. Our web-based training courses increase your product knowledge and efficiency allowing you to become Certified without all the travel and expense. Your time is valuable and your days are busy. You can now choose when you want to sharpen your product skills and take control of your personal development. The Online Training Center is your one-stop resource for learning and certification on Samsung business telephone systems equipment.

Use this site to register for courses, complete certifications, and manage your own training records. Keep track of all the classes you have taken and all the classes you want to take.

Personalize this page by changing your Preferences.

Click on **Learn** in the top menu bar to access your training organizational tools.

Click on to return to the Online Training Center Home Page.

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www.samsung.com/bcs

Samsung Web-Based Certification & Training

How do I request a User-ID?

- Fill out the “Online Training Registration Request” form on the Samsung eCommerce web site (<http://ebiz.samsungusa.com>)
- Once the form has been submitted, an email will be sent with the following information:
 - User ID
 - Default Password
 - Instructions on basic navigation on the site
- All requests will be processed and responses sent the next business day.

Certification Phase One:

iDCS Basic Certification Test

- Designed for the person that has knowledge of the iDCS systems and would like to “test out” from attending the iDCS Basic Plus training course
- Will provide permanent certification
- 75 questions will be asked
- Questions asked will be on the following systems: iDCS 16, iDCS 100 and iDCS 500
- Time limit of 90 minutes per test

SVMi-E Basic Certification Test

- Designed for the person that has knowledge of the SVMi-E systems and would like to “test out” from attending the SVMi-E Basic training course
- Provides permanent certification
- 75 questions will be asked
- Questions will be on the following systems: SVMi-2E / 4E / 8E / 16E
- Time limit of 90 minutes per test

IT Knowledge Test

- By successfully passing this test will allow a person to attend the iDCS SPNet Plus course and receive permanent certification
- By successfully passing this test will allow a person to receive their permanent certification for the iDCS IP Plus course that they attended and did not receive their certification
- 50 questions will be asked
- Questions are based on Network+ type materials

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Training Course Phase Two: [Availability to be announced at a later date]

iDCS Basic Plus Online Course:

Hardware

- iDCS 16
- iDCS 100
- iDCS 500
- SVMi-E

Installation

- Termination at MDF
- MOH/BGM
- Battery Backup
- External Paging

Programming Methods

- Keyset
- OfficeServ Manager (PC based)
- Station/User level programming
- Administrator level programming
- Technician level programming

Programming – System by Application

- New installation programming requirements
- Adding a card to an existing system requirements
- Changing card type in an existing system
- System/Station key (button) types and assignment
- Station group use and programming
- Ring Plans
- SVMi and 3rd Party voicemail setup
- Class of service and Toll Restriction
- T1 setup and programming
- PRI setup and programming
- CID / ANI setup and programming
- LCR setup and programming
- And much more

Labs

- Practical labs to be completed utilizing the iDCS 100 R2 demo kit or equivalent
- Submit completed lab using the OfficeServ Manager

Final Test

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SVMi-E Basic Online Course

Hardware / Installation

- SVMi-2E
- SVMi-4e
- SVMi-8E
- SVMi-16E

Theory of Operation

- Directory structure
- Block definition
- Call flow

Programming – by application

- Connection methods and setup
- Subscriber setup
- Main Menu setup
- Transfer supervision
- Call screening
- Schedule tables
- Subscriber options
- Directory setup and search
- And much more

Labs

- Practical labs to be completed utilizing the SVMi-(2/4/8/16)E
- Answer online questions when the lab is completed

Final test

If you have any questions regarding this or any other Training Bulletin, correspondence tests, or training courses, please contact the Samsung Training Group, your Customer Service Representative at the number provided below, or send an email to BCS.Training@samsung.com.