



Instructor Led Schedule

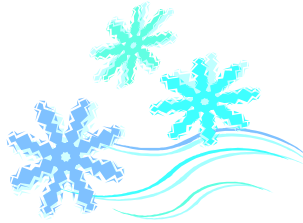
Winter Session 2012

Updated on 01/10/2012

Class Number	Course Number	Class	Start Date	End Date	Class Duration	Location	Seats Available
TX011612	2020-01-IL	OfficeServ IP-UMS	01/16/12	01/20/12	5 days	Richardson, TX	12
TX012412	3020-01-IL	OfficeServ Wireless	01/24/12	01/26/12	3 days	Richardson, TX	12
TX013012	1020-01-IL	OS 7200/7400 Systems	01/30/12	02/03/12	5 days	Richardson, TX	12
TX020612	3035-01-IL	OfficeServ SPNet	02/06/12	02/09/12	4 days	Richardson, TX	12
TX021312	1020-01-IL	OS 7200/7400 Systems	02/13/12	02/17/12	5 days	Richardson, TX	12
TX022112	3020-01-IL	OfficeServ Wireless	02/21/12	02/23/12	3 days	Richardson, TX	12
TX022712	2020-01-IL	OfficeServ IP-UMS	02/27/12	03/02/12	5 days	Richardson, TX	12

Meet our Team Member!

Most likely you have received technical support from these engineers over the phone, or have met them in person either in class or in the field of telecommunications. Now, learn more about some of our excellent Technical Training Instructors!



Jess Swance has more than 17 years in the telecom industry. She has spent 10 ½ years at Samsung as a Technical Support Agent located in Canada for all Samsung BCS products. Prior to Samsung, Jess worked for a Canadian Interconnect for 7 years starting as a service dispatcher and then becoming a phone system installer covering various manufacturers and products. Jess currently works as both a Technical Support Engineer, providing support to technicians on the phone and in the field, as a Technical Instructor. She teaches and travels for our 7200/7400 classes on the road for remote training.

To register for Instructor Led classes follow these steps: Purchase the class by going to <https://samsung.plimus.com>. Samsung has contracted Plimus to process online orders and collect payments. Please make sure you complete all course prerequisites before coming to class. After your order for instructor led courses is processed, within 24 business hours, you will receive an e-mail with your confirmation number, the course name, date, and PC requirements from the Samsung Training Department. If you have any questions regarding this notice, please contact your Regional Sales Manager or BCS Training Department at 972-792-2094.