# Instructor Led Schedule

## Third Quarter 2011

Updated on 06/30/2011

| Class Number | Course Number | Class | Start Date | End Date | Class Duration | Location | Seats Available |
|---|---|---|---|---|---|---|---|
| TX071111 | 3035-01-IL | OfficeServ SPNet | 07/11/11 | 07/14/11 | 4 days | Richardson, TX | 12 |
| TX071811 | 1020-01-IL | OS 7200/7400 Systems | 07/18/11 | 07/22/11 | 5 days | Richardson, TX | 12 |
| TX072511 | 2020-01-IL | OfficeServ IP-UMS | 07/25/11 | 07/29/11 | 5 days | Richardson, TX | 12 |
| TX080211 | 3020-01-IL | OfficeServ Wireless | 08/02/11 | 08/04/11 | 3 days | Richardson, TX | 12 |
| TX080811 | 3035-01-IL | OfficeServ SPNet | 08/08/11 | 08/11/11 | 4 days | Richardson, TX | 12 |
| TX081511 | 1020-01-IL | OS 7200/7400 Systems | 08/15/11 | 08/19/11 | 5 days | Richardson, TX | 12 |
| TX082211 | 2020-01-IL | OfficeServ IP-UMS | 08/22/11 | 08/26/11 | 5 days | Richardson, TX | 12 |
| TX083011 | 3020-01-IL | OfficeServ Wireless | 08/30/11 | 09/01/11 | 3 days | Richardson, TX | 12 |
| TX091211 | 3035-01-IL | OfficeServ SPNet | 09/12/11 | 09/15/11 | 4 days | Richardson, TX | 12 |
| TX091911 | 1020-01-IL | OS 7200/7400 Systems | 09/19/11 | 09/23/11 | 5 days | Richardson, TX | 12 |
| TX092611 | 2020-01-IL | OfficeServ IP-UMS | 09/26/11 | 09/30/11 | 5 days | Richardson, TX | 12 |
| TX100411 | 3020-01-IL | OfficeServ Wireless | 10/04/11 | 10/06/11 | 3 days | Richardson, TX | 12 |
| TX101011 | 3035-01-IL | OfficeServ SPNet | 10/10/11 | 10/13/11 | 4 days | Richardson, TX | 12 |
| TX101711 | 1020-01-IL | OS 7200/7400 Systems | 10/17/11 | 10/21/11 | 5 days | Richardson, TX | 12 |
| TX102411 | 2020-01-IL | OfficeServ IP-UMS | 10/24/11 | 10/28/11 | 5 days | Richardson, TX | 12 |

## Meet the Instructors!

*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!*

**Cliff Taylor** has more than 20 years in the telecom industry. He spent 7 years at Samsung as a Product Engineer developing the OS 7000 Series platforms including the OS 7030, 7100, the DS and SMT terminals. Prior to Samsung, Cliff was a Technical Instructor and Development Engineer for Key Phone Systems, then became a Product Manager specializing in Enterprise class ACD and Call Center Solutions. Cliff currently works not only as Technical Training Instructor teaching our 7200/7400 classes, but also as a Technical Support Engineer conducting SIP interoperability testing and providing phone support to Samsung Dealer/Distributor technicians in the field.

**David Vieregge** has more than 19 years experience in the telecom industry. He spent 6 years at Samsung as a Technical Support Agent for all Samsung BCS products. Prior to Samsung, he worked for various Samsung interconnects and dealers and also owned his own interconnect with another partner for 7 years. Dave currently works as both a Technical Support Engineer, providing support to technicians on the phone and in the field, and as a Technical Training Instructor, teaching our IP-UMS and SPNet classes.

**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.