

Avaya 9620 IP Telephone End User CD

9620 IP Telephone End User Training

- Auto Run CD with video demonstration of how to use the telephone
- Includes printed user guide for quick reference

Topics Covered During Training:

Telephone

- Overview of the telephone
- Making Calls
- Answering Calls
- Call Handling
- Basic Conference Calling
- Programmed Buttons
- Set Features

Customer Benefits

With this CD, Cross is offering customers a blended approach to training delivering many benefits:

- A cost effective training tool.
- The ability for employees to train at their convenience.
- On-site storage of the training CD makes quick access for reference and refresher training possible.
- A printed User Guide that follows the Training CD for better retention.
- Copies of the CD can be made for internal use at no additional charge.
- Builds on end user's telephone system knowledge.

