

Course Outline

Sipelia™ Operator Training	
Code	SC-SIPO-001
Level	Beginner
Duration	1 day (E-Learning)
Target audience	Technicians, Administrators, and IT Professionals
Prerequisites	None
Objectives	<p><u>Upon successful completion of this course the participant will be able to:</u></p> <ul style="list-style-type: none">• What is Sipelia™?• User interface tour in Security Desk• Communication management• Public Announcements• Basic automation• Mobile• SIP devices• Reports• Security Desk Settings
Certification	None.

Topic	Description
Module 1: <i>What is Sipelia™?</i>	<ul style="list-style-type: none"> • Intro and basic overview of the latest version Sipelia™ • What needs to be installed • What needs to be configured
Module 2: <i>User interface in Security Desk</i>	<ul style="list-style-type: none"> • Address book <ul style="list-style-type: none"> ○ Notifications ○ Address book features <ul style="list-style-type: none"> ▪ Contacts <ul style="list-style-type: none"> • users • user groups • ring groups • intercoms • paging zones ▪ Recents ▪ Favorites ▪ Keypad ○ Custom fields
Module 3: <i>Call Management</i>	<ul style="list-style-type: none"> • Making calls • Ring groups • Monitoring Tile • Maps <ul style="list-style-type: none"> ○ Custom icon displays • Workstations • Call forwarding • Pre-configurable call priorities • Making external calls over the trunk
Module 4: <i>Public Announcements</i>	<ul style="list-style-type: none"> • What needs to be configured • Live • Pre-recorded • TTS • Automation • Languages
Module 5: <i>Basic automation</i>	<ul style="list-style-type: none"> • Custom actions <ul style="list-style-type: none"> ○ text-to-speech or pre-recorded announcements using event-to-actions ○ event-to-action that loads a caller-attached camera in a Security Desk tile
Module 6: <i>Using Sipelia Mobile</i>	<ul style="list-style-type: none"> • Genetec Mobile app tour • Genetec Web App tour

Topic	Description
Module 7: <i>SIP devices</i>	<ul style="list-style-type: none"> • Types of calling devices • Supported devices
Module 8: <i>Reports</i>	<ul style="list-style-type: none"> • Call report • Dashboards
Module 9: <i>Security Desk Settings</i>	<ul style="list-style-type: none"> • Sipelia setting configuration for the Sip client