

# Definitive Asterisk for engineers

A 3 day **Hands on** training course



## Description

This 3 day hands on Asterisk training course covers all the ground for you to get an Asterisk PBX installed and configured. After installation the course progresses from a simple first configuration onto VoIP and PSTN integration along with the provision of PBX features such as ACD and IVR. Practical sessions follow each major section to reinforce the theory.



## Key outcomes

By the end of the course delegates will be able to:

- ✓ Install and configure Asterisk.
- ✓ Connect Asterisk to the Internet and PSTN.
- ✓ Integrate VoIP and the PSTN.
- ✓ Configure Asterisk for PBX features such as voicemail, ACD and IVR.



## Training Approach

This structured course uses Instructor Led Training to provide the best possible learning experience. Small class sizes ensure students benefit from our engaging and interactive style of teaching with delegates encouraged to ask questions throughout the course. Quizzes follow each major section allowing checking of learning. Hands on sessions are used throughout to allow delegates to consolidate their new skills.



## Details

### Who will benefit?

Technical staff working with or evaluating Asterisk.

### Prerequisites

Hands on experience of UNIX systems would be beneficial, as would knowledge of VoIP.

**Duration:** 3 days

**Customer rating**



### Generic Training



Generic training compliments product specific courses covering the complete picture of all relevant devices including the protocols "on the wire".

*"Friendly environment with expert teaching that teaches the why before the how."*  
G.C. Fasthosts

### Small Class Sizes



We limit our maximum class size to 8 delegates; often we have less than this. This ensures optimal interactivity between delegates and instructor.

*"Excellent course. The small class size was a great benefit..."*  
M.B. IBM

### Hands On Training



The majority of our courses use hands on sessions to reinforce the theory.

*"Not many courses have practice added to it. Normally just the theoretical stuff is covered."*  
J.W. Vodafone

### Our Courseware



We write our own courses; courseware does not just consist of slides and our slides are diagrams not bullet point text.

*"Comprehensive materials that made the course easy to follow and will be used as a reference point."*  
V.B. Rockwell Collins

### Customise Your Course



Please contact us if you would like a course to be customised to meet your specific requirements. Have the course your way.

*"I was very impressed by the combination of practical and theory. Very informative. Friendly approachable environment, lots of hands on."*  
S.R. Qinetiq

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## Course Content

### What is Asterisk?

PBXs, what Asterisk does, Asterisk features, Asterisk VoIP support, Asterisk and the Internet, Asterisk and the PSTN, hosted VoIP systems.

### Asterisk installation

Linux installation, Asterisk package compilation and installation. Timing sources. Hands on: Installing Asterisk

### Managing Asterisk

Starting/stopping Asterisk, command arguments, Asterisk commands, log files, logger.conf, remote management. Hands on: Controlling Asterisk.

### First Asterisk configuration

The role of SIP, IP phones, DHCP, IP addressing, sip.conf, extensions.conf. Hands on: Simple SIP configuration

### Asterisk architecture

Server hardware, interfaces, channels, Zaptel, Digium, Asterisk filesystem, connections. The configuration files, syntax, asterisk.conf. Hands on: Adding hardware for Asterisk, exploring the configuration files.

### DAHDI configuration

Digium hardware, DAHDI architecture, DAHDI installation, DAHDI configuration, system.conf, FXS, FXO, E1, chan\_dahdi.conf, dahdi\_cfg, DAHDI tools. Hands on: Connecting Asterisk to the PSTN.

### Dial plans

extensions.conf detail, contexts, priorities. Hands on: Configuring dial plans.

### SIP configuration

sip.conf in detail, defining SIP channels, incoming SIP channels, outgoing SIP channels, SIP variables, Asterisk as a SIP client and SIP server. Hands on: SIP configuration.

### IAX configuration

What is IAX, IAX server, IAX client, IAX channels, iax.conf, IAX syntax in extensions.conf, IAX trunking. Hands on: Linking Asterisk systems.

### Implementing PBX functions

Voicemail, voicemail trees, voicemail passwords, Music on hold, meetme conferencing, call parking. ACD, IVR, fax. Hands on: Configuring PBX features.

## What our customers say

*"Absolutely brilliant, very knowledgeable and helpful trainer would recommend to teach anyone. Kept me interested 100% of the time which is very impressive as this does not happen often, if at all!"*

O. B. Network Rail

*"The best technical course I've been on!"*

L. W. Fujitsu Telecoms Europe

*"Very well thought out and structured course. Would recommend 100%. Lots of equipment, good quality."*

A.R. Unipart

*"Course content is interesting. Relevant to current systems and presented well."*

S.S-T. Arqiva

