

2010 SOMS and Voice Mail Training Schedule

To help you plan your schedule, we have established training dates for SOMS and voice mail. We have learned that confirmed dates work best for you as you can select a date and time that suits your needs and schedule your training accordingly.

Voice Mail

Voice mail training will continue to be held monthly on Wednesdays in Spirit's training room at our headquarters on Hampton Street. The time, however, has been changed to 4 p.m. Voice mail training only lasts about 30-40 minutes.

Dates for Voice Mail Training:

January 13
February 10
March 10
April 7
May 5
June 9
July 7
August 11
September 8
October 6
November 17

SOMS

SOMS training will be provided on Wednesdays with two classes at Spirit. One at **9:30 a.m. for Voice over IP**, and one at **1:30 p.m. for PBX**. We will provide the training in our classroom at our headquarters on Hampton Street for up to 10 people. Training will be provided simultaneously using our web conferencing solution. Training can last up to three hours and will focus on new coordinators first and refresher courses.

Classroom training will require that you send an e-mail to training@spiritlecom.com at least one week before the training session and include your staff's name, e-mail address and telephone number.

Dates for SOMS Training:

January 20
February 3
March 3
April 28
May 26
June 30
July 28
August 18
September 1
October 13
November 10

Use the following instructions to participate in the online training:

Web Conference Portion:

1. Point your web browser to: www.spirit-ondemand.com
2. When prompted, select "Join A Conference" at the top of the screen.
3. Conference Phone No.: **8007531965**
4. Access Code: **8024618**
5. Enter your: Name, E-mail Address, Phone No. and Company and click "Submit."

Audio Conference Portion:

1. Dial **18007531965**
2. When prompted, enter the seven-digit access code: **8024618**.
3. When asked, state your name and press the # sign. You then will be placed into conference.

If you have questions about the training, please e-mail training@spirittelecom.com.