



## 2012 SOMS and Voice Mail Training Dates

To help you plan your schedule, we have established training dates for SOMS and Voice Mail in 2012.

We know that confirmed dates work best for you as they allow you to select a date and time that suits your needs and schedule your training accordingly. In addition, we have scheduled SOMS and Voice Mail training on the same day so that you will only have to remember one date for all of your training needs.

All training is to be held on the second Wednesday of the month, beginning in January.

### **SOMS**

SOMS training will be provided on Wednesdays with two classes at Spirit. One at **9:00 a.m. for Voice over IP**, and one at **1:00 p.m. for PBX**. We will provide the training in our class room 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.
- If we do not have anyone sign up for classroom training, the class room portion of the training will not be held.

Classroom training will require that you send an e-mail to [training@spiritlecom.com](mailto: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 11  
February 8  
March 14  
April 11  
May 9  
June 13  
July 11  
August 8  
September 12  
October 10  
November 14  
December 12

Use the following instructions to participate in the online training:

**Web Conference Portion:**

1. Point your web browser to: [www.spirit-ondemand.com](http://www.spirit-ondemand.com)
2. When prompted, select "Join A Conference" at the top of the screen.
3. Conference Phone No.: **800-753-1965**
4. Access Code: **7264720**
5. Enter your: Name, E-mail Address, Phone No. and Company and click "Submit."

**Audio Conference Portion**

1. Dial **1-800-753-1965**
2. When prompted, enter the seven-digit access code: **7264720**.
3. When asked, state your name and press the # sign. You then will be placed into conference.

Guides and tutorials for using Voice Mail and SOMS are available at [www.myphonehelp.com](http://www.myphonehelp.com). The site also has a map to our headquarters at 1500 Hampton St.

If you have questions about the training, please e-mail [training@spirittelecom.com](mailto:training@spirittelecom.com)

## Voice Mail

Voice mail training will continue to be held monthly on Wednesdays in Spirit's training room at our headquarters on Hampton Street at 4 p.m. Voice Mail training lasts 30-40 minutes.

**Dates for Voice Mail Training:**

January 11  
February 8  
March 14  
April 11  
May 9  
June 13  
July 11  
August 8  
September 12  
October 10  
November 14  
December 12