

Академія Unify

Розклад курсів

Прем'єр партнер Unify Communications (Mitel) в Україні та Грузії.

Авторизований навчальний центр Unify (Mitel) Academy

ТОВ "Інфотел Груп"

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Академія Unify (Mitel)

Академія Unify (Mitel) – це наш глобальний центр навчання та підвищення кваліфікації. Ми ділимося своїми знаннями та досвідом, щоб допомогти Вам досягти найкращих результатів при використанні наших рішень. Незалежно від того, хто Ви - фахівець з продажу, консультант, інженер, архітектор рішень або кінцевий користувач - ми пропонуємо повний набір рішень для навчання, змістовні курси, навчання на основі веб-технологій та інноваційні інтерактивні заняття.

Портфоліо проведених нашим центром семінарів (курсів) включає різні курси по всьому переліку обладнання Unify (Mitel): OpenScape Business, OpenScape 4000, Open Scape Enterprise Express, Open Scape Voice та спеціалізовані курси – OpenScape Fault Management (FM), OpenScape Deployment Service (DLS), OpenScape Xpert та OpenScape 4000 Manager. Дані виїзні семінари неодноразово були проведені російською та англійською мовами для наших партнерів та кінцевих замовників у Латвії, Казахстані, Туркменістані, Грузії, Вірменії, Туреччині, Німеччині, Франції та інших країнах. Локальне навчання в нашому центрі проводилося для колег з України, Швейцарії, Польщі, Туреччини, Казахстану, Туркменістану, Таджикистану, Чехії, Південної Африки, Угорщини, Греції та інших країн.

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Зміст

План курсів на 2026 рік за системами зв'язку сімейств OpenScape Business, OpenScape 4000, Open Scape Enterprise Express, Open Scape Voice та спеціальні курси навчання – OpenScape Fault Management (FM), OpenScape Deployment Service (DLS), OpenScape Xpert та OpenScape 4000 Manager.

План курсів* на 2026 рік

по системам зв'язку сімейств OpenScape Business, OpenScape 4000, Open Scape Enterprise Express та Open Scape Voice

* Дати курсів можуть змінюватися у разі комплектації груп в інші проміжки часу. Також можлива організація виїзних семінарів для проведення всього переліку курсів з обладнання Unify.

Course code	Course name	Dates of the course	Number of days
OS4BAS1SCS	Mitel OpenScape 4000 - Basic course for Service	12.01-23.01.2026	10
OS4ADV1SCS	Mitel OpenScape 4000 - Advanced Course for Service	02.02-13.02.2026	10
OS4NETWSCS	Mitel OpenScape 4000 - Basic Networking for Service	23.02-27.02.2026	5
OS4MASESCS	Mitel OpenScape 4000 Manager Installation and Basic Configuration for Service	09.03-13.03.2026	5
OXPADVSSCS	Mitel OpenScape Xpert Advanced course for Service	23.03-27.03.2026	5
SOLADV1SCS	Mitel OpenScape Solution Advanced 1 (Voice)	06.04-10.04.2026	5
OSVADV1SCS	Mitel OpenScape Voice Advanced 1 for Service	20.04-24.04.2026	5

OSBADV1SCS	Mitel OpenScape Branch for Service	11.05-15.05.2026	5
SBCADV1SCS	Mitel OpenScape Session Border Controller (SBC) for Service	25.05-29.05.2026	5
XPBASISCS	Mitel OpenScape Xpert Basic course for Service	08.06-12.06.2026	5
OBUCCADSCS	Mitel OpenScape Business Contact Center	22.06-24.06.2026	3
OBUBASISCS	Mitel OpenScape Business Basic Course	06.07-10.07.2026	5
OBUUCSUSCS	Mitel OpenScape Business Unified Communication Suite	20.07-22.07.2026	3
OBUANETSCS	Mitel OpenScape Business Voice- and UC-Networking Advanced	03.08-05.08.2026	3
		17.08-21.08.2026	5

OBUFTUCSCS	Fast Track for Mitel OpenScape Business Experts		
OFMBASISCS	Mitel OpenScape Fault Management Basic	31.08-04.09.2026	5
OS4GENRSCS	Mitel OpenScape 4000 Generation and First installation for Service	14.09-17.09.2026	4
OS435EXSCS	Mitel OpenScape 4000 HG35XX Expert Training for Service	21.09-25.09.2026	5
OS4CMIESCS	OpenScape 4000 - Cordless Solutions for Service	05.10-09.10.2026	5
OSVINSTSCS	Mitel OpenScape Voice Installation and Initial Operation for Service	19.10-23.10.2026	5
		02.11-05.11.2026	4

OSVMAINSCS	Mitel OpenScape Voice Maintenance for Service		
OEEINSTSCS	Mitel OpenScape Enterprise Express Installation and Provisioning	16.11-20.11.2026	5
OS4MAD2SCS	Mitel OpenScape 4000 Manager- Administrators	30.11-04.12.2026	5
SOLDLS1SCS	Mitel OpenScape Solution Deployment Service (DLS) for Service	07.12-11.12.2026	5
SOLADM1SCS	Mitel OpenScape Solution Administrator 1 (Voice)	14.12-18.12.2026	5

** Навчання проводиться за умови комплектації навчальних груп.*

Тісна співпраця з Академією професійного навчання у Мюнхені дозволяє нам постійно оновлювати зміст курсів та навчальних матеріалів щодо процесу впровадження найновішого обладнання.

Unify Academy for Professional Training в Україні та світі



Навчальний центр компанії ТОВ "Інфотел Ком'юнікейшнз" – це Академія Професійного Тренінгу (АПТ), яка спеціалізується на проведенні навчання в галузі телекомунікацій для компаній, що професійно працюють у цій сфері на ринку України, країн близького та далекого зарубіжжя. Серед наших клієнтів компанії, що є основою телекомунікаційної інфраструктури країни, оператори зв'язку, оператори мобільного зв'язку, міжнародні корпорації, державні та приватні підприємства.

Ми пишаємося тим, що робим свій внесок у навчання фахівців, у просування новітніх інформаційних та телекомунікаційних технологій на Український ринок, країни ближнього та далекого зарубіжжя, у розвиток усіх галузей економіки. Ми встановлюємо високі стандарти на якість навчання і незмінно дотримуємося їх.

Ми намагаємося передати всім учасникам навчання той інтерес до нових знань, то особливе ставлення до розуміння нового, яке вже понад сто років є одним із факторів успіху компанії UNIFY (Mitel).

В галузі установчих систем ми пропонуємо провести навчання стосовно сучасних рішень та систем корпоративного зв'язку як у навчальному центрі у м. Києві, так і на виїзних семінарах. Як раніше було сказано - портфоліо проведених, нашим центром навчання, семінарів (курсів) включає різні курси по всьому переліку обладнання Unify (Mitel): OpenScape Business, OpenScape 4000, OpenScape Enterprise Express та Open Scape Voice та спеціальні курси навчання - OpenScape Fault Management (FM), OpenScape Deployment Service (DLS), OpenScape Xpert та OpenScape 4000 Manager. Дані виїзні семінари неодноразово були проведені російською та англійською мовами для наших партнерів та кінцевих замовників у Латвії, Казахстані, Туркменістані, Грузії, Вірменії, Туреччині, Німеччині та Франції. Локальне навчання в центрі навчання Unify проводилося для наших колег з України, Польщі, Туреччини, Казахстану, Туркменістану, Таджикистану, Греції, Угорщини, Південної Африки, Чехії та інших країн.

Навчальний центр (АПТ) на базі компанії ТОВ "Інфотел Ком'юнікейшнз" у м. Києві засновано у 2005 році. У грудні 2009 року навчальний центр (АПТ) сертифікований Академією Професійного Тренінгу компанії UNIFY (Mitel) у м. Мюнхен, як локальний навчальний центр у галузі установчих мереж та систем зв'язку в Україні та є її офіційним партнером (LLC "InfoTel- Communications" - Certified Training Partner для Open Communications Mitel Academy).

АПТ у м. Києві є частиною глобальної мережі Mitel Academy, до якої входять понад 20 країн та є єдиним в Україні сертифікованим навчальним центром компанії Mitel у галузі установчих систем зв'язку, що має право видачі фірмових сертифікатів.

Навчальний центр (АПТ) проводить різноманітну підготовку технічних фахівців, менеджерів відділів проектування та продажу, керівників відділів інформаційно-телекомунікаційних технологій у галузі установчих систем зв'язку на базі комутаційного обладнання систем OpenScape/HiPath, бере участь в організації виставок, семінарів, презентацій, надає інформаційні та послуги. Понад 400 фахівців компаній-партнерів та кінцевих замовників були учасниками курсів та отримали сертифікати на право виконання робіт на обладнанні систем OpenScape/HiPath.

Програми навчання містять стандартні та спеціальні курси, що охоплюють найважливіші аспекти нових технологій передачі інформації проектування, монтажу, програмування та експлуатації систем.

Адаптовані до вимог замовників з України, країн близького та далекого зарубіжжя довгострокові та спеціальні програми підвищення рівня підготовки фахівців дозволяють випускникам курсів самостійно вирішувати широке коло завдань у галузі створення та комплексного розвитку систем інформаційного забезпечення. Реалізувати оптимальні процедури технічного обслуговування та експлуатації малих, середніх та великих корпоративних мереж зв'язку.

АПТ має в своєму розпорядженні найсучаснішу комутаційну техніку, яку пропонує компанія Unify на Українському ринку та ринку країн близького та далекого зарубіжжя, а також обладнання, яке знаходиться тривалий час в експлуатації у замовників.

Навчальний клас обладнаний комп'ютерними мережами та сучасними мультимедійними засобами навчання. До послуг учасників кімната відпочинку та їдальня.



Тісна взаємодія з Академією Професійного Тренінгу в м. Мюнхен дозволяє постійно оновлювати зміст курсів і навчальні матеріали у міру впровадження новітнього обладнання.

Заняття проводять сертифіковані професійні викладачі та провідні фахівці компанії з великим досвідом практичної та методичної роботи.

Кожному учаснику курсів видається навчальна документація, персоніфікована водяними знаками із зазначенням особистих даних (ім'я, прізвище).

Після закінчення курсів учасникам видається сертифікат встановленого міжнародного зразка, який має свій ідентифікаційний номер, що входить до єдиної нумераційної системи всесвітніх навчальних центрів Mitel Academy.

Компанія Mitel пропонує сертифікаційну програму, яка визначає рівень компетенції фахівців у галузі телекомунікаційних продуктів та технологій.

Сертифікація дозволяє визначити реальний рівень кваліфікації, який визнають усі регіональні підрозділи компанії Mitel по всьому світу. На підставі сертифікації здійснюється авторизація партнерських компаній, відкривається доступ до технічної та спеціалізованої інформації, підвищується мотивація технічного персоналу та його ринкова вартість. Все це зрештою дозволяє суттєво покращити якість обслуговування клієнтів.

Київський центр навчання пропонує програму підготовки для проходження сертифікаційних тестів (Дивися відповідний розділ каталогу). Програма включає курси з телекомунікаційних та інформаційних технологій та роботи з обладнанням установчих систем. За бажанням кандидати можуть готуватися самостійно. Детальну інформацію щодо всіх аспектів процесу сертифікації, включаючи рекомендації з підготовки, можна знайти в Інтернеті, скориставшись посиланням

https://academy.unify.com/enweb/cms/get_content.php?id=1745.

Звертайтеся до нас:

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Ми раді допомогти з питань організації навчання Ваших фахівців, а також з будь-яких інших питань.

Зміст курсів

1. *Mitel Unify OpenScape Business Contact Center (OBUCCADSCS)*

Brief Description

The Mitel Unify OpenScape Business Contact Center Course is a course for service personnel. The course contents include the explanation of the operating principles and features of the Contact Center in Mitel Unify OpenScape Business. After completing the course the participants can configure customer requirements for Mitel Unify OpenScape Business Contact Center to implement configurations and that take them into operation and explain the functions to the customer.

Description

- Overview of the features of the contact center and its clients
- Declaration of the operating principles of the Contact Centers
- Configuration and usage of:
 - Mitel Unify Open Scape Business Contact Center
 - myAgent / agent workplace
 - Contact Center Wallboard
 - myReports / reporting tool
 - Fax and E-Mail to Contact Center Queue
- Exemplary description of the standard reports from myAgent and myReports
- Practical exercises on the implementation of customer requirements in Mitel Unify OpenScape Business Contact Center Configurations

Objectives

The participant is able to:

- startup and configure the features of the Mitel Unify OpenScape Business Contact Center
- configure extended Application features for the Contact Center
- do extended configuration for the Contact Center
- generate standard reports with my Agent or myReport Client
- use the myAgent application

Prerequisites

Mandatory to get admission to this course for Mitel Unify OpenScape Business technicians:

- Mitel Unify OpenScape Business Basic Course (OBUBASISCS)
- Mitel Unify OpenScape Business Unified Communication suite (OBUUCSUSCS)

2. Mitel Unify OpenScape Business Basic Course (OBUBASISCS)

Brief Description

The basic training Mitel Unify OpenScape Business is a course for service personnel with good knowledge of ISDN, LAN/WAN, Unify License management and Mitel Unify OpenStage telephones. The course content includes the installation, start up and upgrading of the system. Another focus is the integration of Mitel Unify OpenScape Business Smart Voicemail and UC Smart. After completing this course, the participant can install and start up a system, as well as can configure and perform the software update.

Description

- System overview of Mitel Unify OpenScape Business
- Feature overview

- System features
- Station features
- UC features

- License concept
- Installation and system start up
- Software update concept
 - System and UC components

- Backup and Restore
 - System and UC components

- UC overview
- Smart Voicemail
 - User voicemail

- UC Smart applications
 - myPortal Smart
 - myPortal to go

- Practical exercises

Objectives

The participant is be able to

- Install, start up und update a Mitel Unify OpenScape Business standalone system and as well as perform diagnostics in case of trouble.
- Implement the minimum basic configuration of the system.
- Implement IP and digital workpoints for telephony.
- Implement the Mitel Unify OpenScape Business UC Smart clients and myPortal to go.
- Perform a system software update.
- And perform a backup and restore of the Mitel Unify OpenScape Business System.

Prerequisites

- Basics and usage of Unify License management
- Windows knowledge
- LAN/WAN knowledge (TCP/IP)
- Basics of Mitel Unify OpenStage HFA and TDM

3. Mitel Unify OpenScape Business Unified Communication Suite (OBUUCSUSCS)

Brief Description

The Mitel Unify OpenScape Business Unified Communication for Service is a course for service personnel. The course content includes the installation, start up and upgrading of the UC system and the UC applications. After completing this course, the participant can install and start up a system, as well as can configure and perform the software update.

Description

- System overview of the Mitel Unify OpenScape Business UC system variants
- Overview UC features
 - System features
 - Station features
 - UC clients
- UC license concept
- Installation and system start up
- Software update concept

- System and UC components
- Backup and Restore
 - system and UC components
- UC applications
 - UC Basic features
 - UC Advanced features
- Migration concept OpenScape Office HX into OpenScape Business
- Serviceability
- Practical exercises

Objectives

- The system professional can
- install, start up und update a Mitel Unify OpenScape Business UC system and as well as perform diagnostics in case of trouble
- activating UC station- and UC system-licenses
- perform a backup and restore of the Mitel Unify OpenScape Business UC System.
- configure the UC Suite features and all UC clients and can operate the applications

Prerequisites

- Required are good knowledge of Mitel Unify OpenScape Business (OBUBASISCS)
- Required are good knowledge of Mitel Unify OpenScape Business UC Smart
- Basics and usage of License management
- Windows knowledge
- LAN/WAN knowledge (TCP/IP)
- Basics Mitel Unify OpenStage HFA and TDM

4. Mitel Unify OpenScape Business Voice- and UC-Networking Advanced (OBUANETSCS)

Brief Description

The Mitel Unify OpenScape Business Networking Advanced for Service, is a course for service personnel. The objectives are voice networking via TDM and IP, also virtual networking, class of service and call barring in networks with routing of C.O. connections in private networks. After completing this course, the participant is able to set up CorNetNQ-, Q-Sig- and IP-networking of Mitel Unify OpenScape Business systems, to set up Mitel Unify OpenScape Business networks and to configure Mitel Unify OpenScape Business for networking with other systems (e.g. Mitel Unify OpenScape 4000 and Mitel Unify OpenScape Voice).

Description

- Mitel Unify OpenScape Business networking variants
- Overview of networking feature
 - System feature
 - Subscriber feature
 - UC feature
- License concept
- Overview and configuration hints for Networking
- Networking and LCR
- Open and closed Numbering
- Virtual network
- Protocol settings CorNet and Q-Sig
- clock reference
- Class of service and call barring in networks
- IP-Networking
- CorNet and Q-Sig Networking
- Set up IP Networking
- Routing of C.O. connections in private networks
- Centralized operator position
- Practical exercises

Objectives

The system professional can

- Set up TDM- and IP-networking of Mitel Unify OpenScape Business
- Configure Mitel Unify OpenScape Business for networking with other systems (e.g. Mitel Unify OpenScape 4000 and Mitel Unify OpenScape Voice)

Prerequisites

- Required are good knowledge of Mitel Unify OpenScape Business (OBUBASISCS)
- Required are good knowledge of Mitel Unify OpenScape Business UC Suite (OBUUCSUSCS)
- Basics and usage of License management
- ISDN knowledge
- Windows
- LAN/WAN knowledge (TCP/IP)
- Basics Mitel Unify OpenStage HFA and TDM

5. Fast Track for Mitel Unify OpenScape Business Experts (OBUFTUCSCS)

Brief Description

The Mitel Unify OpenScape Business UC Suite (Fast Tack Mitel Unify OpenScape Business UC and Networking) is a course for service personnel. The course content includes the installation and configuration of the UC system and the UC applications in integrated networks. Another focus is the network integration of Mitel Unify OpenScape business and UC applications. After completing the course, the participant can assume a Mitel Unify OpenScape UC Suite Business system in the network in operation as well as configure the features.

Description

- System overview of Mitel Unify OpenScape Business UC system variants
- Overview UC features
 - System features
 - Station features
 - UC clients
- UC license concept
 - UC system and applications
- UC Voicemail
- Auto Attendant
- Overview of networking feature
 - System feature
 - Subscriber feature
 - UC feature

- Networking and LCR
- Open and closed Numbering
- IP-Networking
- Cornet and Q-Sig Networking
- Routing of C.O. connections in private networks
- Practical exercises

Objectives

The system professional can

- install, start up und update a Mitel Unify OpenScape Business UC system and as well as perform diagnostics in case of trouble
- activating UC station- and UC system-licenses,
- Set up TDM- and IP-networking of Mitel Unify OpenScape Business
- configure Mitel Unify OpenScape Business for networking with other systems (e.g. Mitel Unify OpenScape 4000 and Mitel Unify OpenScape Voice).
- configure the UC Suite features and all UC clients and can operate the applications.

Prerequisites

- Required are good knowledge of Mitel Unify OpenScape Business (OBUBASISCS)
- Required are good knowledge of Mitel Unify OpenScape Business UC Smart
- Basics and usage of License management
- ISDN knowledge
- Windows
- LAN/WAN knowledge (TCP/IP)
- Basics Mitel Unify OpenStage HFA and TDM

6. Mitel Unify OpenScape 4000 - Basic course for Service (OS4BAS1SCS)

Brief Description

Mitel Unify OpenScape 4000 - Basic course for Service is a course for service technicians, internal service personnel and administrators. The objectives are among others to know functional units, connection diagrams, the Mitel Unify OpenScape 4000 Assistant and an introduction of the Mitel Unify OpenScape 4000 Expert Access. After completing this course, the participant is among others able to administrate the Web - based menu of the Mitel Unify OpenScape 4000 Assistant and the Mitel Unify OpenScape 4000 Expert Access (AMOs) and he is able to adminstrate customer specific features.

Description

- Hardware
 - New controll boards
 - Peripheral Boards
- TDM Devices
- IP Devices and IP Attendant Consoles
- DLS (Deployment Server)
 - Introduction of the basic features
 - Practical exercises
- Overview of the Feature
 - Subscriber
 - Attendant Console
 - Net wide features
- WEB - GUI
 - Introduction of the Mitel Unify OpenScape 4000 Assistant
 - User concept
 - Configuration of stations (incl. IP phones)
 - Administration of features
 - Practical exercises
- Introduction Mitel Unify OpenScape 4000 Expert Access (administration with AMOs)
 - Administration of features
 - Configuration of phones (incl. IP phones)
 - Practical exercises
- Backup via Mitel Unify OpenScape 4000 Assistant
 - Introduction of the Backup/Restore concept
 - Practical exercises
- Introduction Diagnosis Tools of the Mitel Unify OpenScape 4000 Assistant
 - Description of the tools
 - Practical exercises

Objectives

The participant is able to

- Name the hardware components of the Mitel Unify OpenScape 4000 system
- List the main voice features
- Put into operation phones (analog, TDM and IP)
- Administrate the preconfigured Mitel Unify OpenScape 4000 system with the Web - based menu Mitel Unify OpenScape Assistant 4000
- Administrate the preconfigured Mitel Unify OpenScape 4000 system with the Mitel Unify OpenScape 4000 Expert Access (AMOs)
- Install customer specific features
- Use and adapt existing standards and derive new standards
- Save customer data

Prerequisites

- Windows 7 / 8 / 10
- Basic principles of
 - ISDN (ISDN (EL7211E))
 - Telephony (Digital Telephony (EL7201E))

7. Mitel Unify OpenScape 4000 - Advanced Course for Service (OS4ADV1SCS)

Brief Description

Mitel Unify OpenScape 4000 - Advanced Course for Service is a course for service personnel. The objectives are among others softwaretools for Mitel Unify OpenScape 4000, procedures of maintenance and fault diagnostics and commission of a preconfigured system. After completing this course, the participant is among others able to administrate the preconfigured Mitel Unify OpenScape 4000 System with administration and maintenance orders (AMOs), he can apply and administrate Mitel Unify OpenScape 4000 features and he is able to eliminate faults and do maintenance.

Description

- Hardware
 - Refreshment

- AMOs (Administration Maintenance Order)
 - Installation of Hardware
 - Installation of Devices
 - Administration of Features
 - Practical Exercises
- Features
 - Local Key System
 - Advanced Features depending of HiPath Version
 - Practical Exercises
- Attendant Consoles
 - Installation of IP Attendant Consoles
 - Night Options
 - Features
 - Practical Exercises
- Trunks
 - Introduction
 - Protocol Variants (EDSS1, ECMAQSIG (CORNET NQ))
 - Numbering Plans ISDN and Private
 - Practical Exercises
- Local Least Cost Routing (LCR)
 - Structure of Node Numbers
 - Control Mechanism of Routing
 - Setup of S0 - S2M and IP Central Office Trunks
 - Practical Exercises
- Interfaces
 - LAN connectivity (RMX and WEB)
- Hotfixes
 - Overview Software Supply
 - SW Supply of Hotfixes
- WEB Tools
 - Maintenance Tools (WEB)
 - Practical Exercises
- Backup/Restore

- Backup/Restore via WEB and AMOs
- Practical Exercises

Objectives

The participant

- Is able to administrate the preconfigured Mitel Unify OpenScape 4000 System with administration and maintenance orders (AMOs).
- Knows advanced subscriber and trunk features.
- Gains insights of the central settings of the Mitel Unify OpenScape 4000 system.
- Can apply and administrate advanced Mitel Unify OpenScape 4000 features.
- Is able to setup attendant consoles.
- Is able to operate the tools for diagnosis and alarm management.
- Is able to commission subscribers, devices and trunks.
- Eliminates faults and does maintenance.
- Knows the SW supply concept and is able to work with hotfixes.
- Knows the enhanced Backup and Restore concept.

Prerequisites

- Basic knowledge of Windows 7 / 8 / 10
- Course: Mitel Unify OpenScape 4000 - Basic course (OS4BAS1SCS)

8. Mitel Unify OpenScape 4000 - Basic Networking for Service (OS4NETWSCS)

Brief Description

Mitel Unify OpenScape 4000 - Basic Networking for Service is a course for service staff. The objectives are among others Network synchronization, concepts of numbering, Digital trunks S0, S2 and setup of a complete Mitel Unify OpenScape 4000 network. After completing this course, the participant is among others able to analyze faults in Mitel Unify OpenScape 4000 networks, he can configure the central Office access for Mitel Unify OpenScape 4000 systems.

Description

- Theoretical Training:
 - Network structures, principles of networking
 - Network synchronization, concepts of numbering
 - Numbering plans ISDN and UNKNOWN
 - Digital trunks S0, S2 and IP (TIE and CO)
 - Protocols E-DSS1, ECMA-QSIG(CORNET NQ)
 - Structures of node numbers
 - Display modification
 - Routing control mechanisms
 - Route optimization
- Practical exercises:
 - Setup of a complete Mitel Unify OpenScape 4000 network
 - Configuration of different network scenarios
 - Troubleshooting in Mitel Unify OpenScape 4000 networks

Objectives

The participant

- Knows the basics about Mitel Unify OpenScape 4000 networking.
- Is able to set up an Mitel Unify OpenScape 4000 network.
- Is able to analyze faults in Mitel Unify OpenScape 4000 networks.
- Knows the basics of Least Cost Routing (LCR).
- Can configure the central Office access for Mitel Unify OpenScape 4000 systems.
- Is a qualified contact person for network problems.

Prerequisites

- Mitel Unify OpenScape 4000 - Basic course (OS4BAS1SCS)
- Mitel Unify OpenScape 4000 - Advanced Course (OS4ADV1SCS)

9. Mitel Unify OpenScape 4000 Generation and First installation for Service

(OS4GENRSCS)

Brief Description

The course should convey the knowledge about the development of different kinds of data storage in the Mitel Unify OpenScape 4000 to the technician. Furthermore, he should be able to upgrade the software of existing installations and then to import the data accurately into the system. The course does not provide the knowledge about the development of customer data for the initial operation.

Description

- Installation processes
- Functional description
- Generating of a Mitel Unify OpenScape 4000 V8.0 or higher
 - EcoServer as Simplex / Duplex (new HW)
- Upgrade with PCDAICON
- Practical Exercises

Objectives

The participants are able

- to create basic data storage
- to backup from system data
- to generate Mitel Unify OpenScape 4000 systems with available data
- to upgrade Mitel Unify OpenScape 4000 systems

Prerequisites

- Founded knowledge of the Mitel Unify OpenScape 4000 from V7.0 or later
- Knowledge about LINUX
- Practical experience with the system

10. OpenScape 4000 - Cordless Solutions for Service (OS4CMIESCS)

Brief Description

Mitel Unify OpenScape 4000 - Cordless Solutions is a course for service personnel. The objectives are among other basics of DECT, implementation of the Cordless E with Mitel Unify OpenScape 4000 and administration via CATool and the Configuration Management. After completing this course, the participant is among others able to administer the system in the Mitel Unify OpenScape 4000, to configure the system from the PC (CAT/Hipath Assistant) and to perform system troubleshooting in the event of a malfunction.

Description

- Basics of DECT standard
- Hardware, portables
- Virtual Boards
- Functional sequences (roaming, handover)
- Connection of the base stations
- Subscriber Administration with the Cordless administrations tool (CAT)
- Subscriber Administration with the Configurations Management (Mitel Unify OpenScape 4000 Assistant or Manager)
- Exercises

Objectives

The participant

- knows the relevant basics of the radio illumination and standards
- knows the hardware components of the Mitel Unify OpenScape Cordless EV7.0
- is able to configure Cordless EV7.0 on an Mitel Unify OpenScape 4000 with CaTool with roaming and handover functionality
- knows the relevant settings for CMI in Mitel Unify OpenScape 4000 Assistant / Manager
- Perform simple system troubleshooting in the event of a malfunction

Prerequisites

Basic knowledge of

- Windows
- Mitel Unify OpenScape 4000
- IPDA and/or SoftGate
- Networking / IP-Trunking

- LAN

11. Mitel Unify OpenScape Solution Advanced 1 (Voice) (SOLADV1SCS)

Brief Description

This course is an advanced Mitel Unify OpenScape Voice course for System technicians, which are responsible to configure a system customer specific/individual still following the Unify Standard. It contains the general configuration as well as the basics of the Routing, Display Number Modification, general features, and Mobility with OSMO Client. The basics of adding an Mitel Unify OpenScape Branch to the system will be covered as well.

Description

- Voice Provisioning
 - Create Office Code / Home DN
 - Add New Office Code / Home DN
 - Modify / Extend existing Office Code / Home DN
- Create Business Group
 - Default Office Codes, Numbering Plan and DLS
 - Business Group Feature Overview (short description)
 - Access Control
- Routing (Basic)
 - Numbering Plan Types (Private, Common and Global)
 - Create Numbering Plans
 - Numbering Plan Elements (PAC, DC, Destination)
- Routing via PNP, CNP and GNP to Subscribers
- Routing via PNP, CNP and GNP to Endpoints
 - Create Endpoint Profile
 - Manage EP Services
 - Create Endpoint for Gateways
- Incoming Routing
- Fallback from CNP / GNP to PNP
- Routing Troubleshooting (Simulate Dial)
- Display Services / Number Modification
 - Overview

- Name / Number Sources
- Display Identity Delivery / Suppression
- DNM Elements
- Modify Display Number for Internal to Internal Calls
- Modify Display Number for Internal to External (PSTN) Calls
- Modify Display Number for External (PSTN) to Internal Calls
- Modify Display Number for SIP-Q to SIPQ- Calls
- Local Toll Table (US only)
- Troubleshooting
 - SIP Message Trace
 - Phone unable to register
- OpenScape Mobile (OSMO)
 - Overview
 - Create NP, Office Code and Home DN for OSMO
 - Assign required Features to Main Phone
 - Create OSMO Subscriber
 - Configure OSMO Phone
- Branch Basics (add branch and work within Assistant)
 - Overview
 - Create NP for BO
 - Create EPP / EP for Proxy
 - Create Branch Office
 - Assign Subscribers / Endpoints / MS to BO
 - Setup Phones to use Proxy
- Features
 - Overview
 - Call Forwarding Scenarios
 - Call Completion Service
 - Call Transfer

Objectives

The participants

- is able to configure the complete OSMO (SIP) options and set up the Clients settings on the mobile device
- is able to add an additional Branch office into an already existing customer environment
- is able to configure the general features of Call forwarding, call completion and call transfer
- is able to configure/enhance/modify the required display number modification

- is able to configure/modify/enhance business groups, numbering plans, office codes etc.
- is able to explain and configure/modify the basic routing concept within the Mitel Unify OpenScape Voice

Prerequisites

- Course Mitel Unify OpenScape Solution Administrator 1 (SOLADM1SCS)
- Course Mitel Unify OpenScape Solution Administrator 2 (SOLADM2SCS)

12. Mitel Unify OpenScape Voice Advanced 1 for Service (OSVADV1SCS)

Brief Description

This course is an advanced Mitel Unify OpenScape Voice course for System Specialists, which are responsible to configure a system customer specific/individual still following the Standard. It contains the Security functions and Certificate procedures, the Call Admission Control and further specific System/Subscriber functions and the mass data provisioning.

Description

- Routing (Advanced)
 - Rate Area
 - Class of Service
 - Time Destinations
 - Code Index
 - Code Processing
 - Restrict PSTN Calls (Toll & Call Restriction)
 - Class of Service Switchover
- Emergency Call Routing (E911)
 - Routing via local Gateways
 - Routing via SIP Carrier to different Destinations
 - Callback Service for non DID Subscribers
- Bandwidth Management (Call Admission Control)
 - BW Usage for Voice, Fax and Video Calls

- Activating BW Management / Define Locations
- Apply Restriction of BW and/or Number of Calls
- Apply Codec Restrictions
- Exclude Subscribers from Codec Restriction
- Alarms on specific BW usage
- BW Monitoring
- Security
 - Digest Authentication
 - Overview
 - Configure DA for Subscribers
 - Configure DA for Endpoints
 - Trusted EP's
 - Force DA system wide
 - Signaling / Payload Encryption
 - TLS and SRTP Overview
 - Certificates Overview
 - Create Certificate Requests / Self Signed Certificates
 - Configure TLS in OSV and Phones
 - Enable Payload Encryption
 - Troubleshooting
- Mass Provisioning
 - Mass Provisioning Interface Overview
 - File Format
 - Commands
 - Export existing Configuration
- Writing an Mass Provisioning Script to
 - Create Office Code / Home DN
 - Create Business Group
 - Create Numbering Plan
 - Create Subscribers
- Import Data into the Mitel Unify OpenScape Voice

Objectives

The participant

- knows the Mitel Unify OpenScape Voice in an advanced level
- is able to configure an advanced routing with additional options and restrictions
- is able to configure the Call Admission Control functionality
- is able to set up an Emergency Routing (E.911)

- is able to export, modify or duplicate mandatory subscriber data and import it
- is able to set up advanced system and subscriber features
- is able to activate TLS/SRTP

Prerequisites

- Course Mitel Unify OpenScape Solution Advanced 1 for Service (SOLADV1SCS)
- Course Mitel Unify OpenScape Solution DLS for Service (SOLDLS1SCS)

13. Mitel Unify OpenScape Branch for Service (OSBADV1SCS)

Brief Description

A course for Mitel Unify OpenScape Voice Service, Partner and Self Maintainer to install and configure the Mitel Unify OpenScape Branch and Mitel Unify OpenScape Branch 50i / 500i.

Description

- General Overview
 - Hardware of Mitel Unify OpenScape Branch (all types)
 - Branch/ Branch 50i/500i/50i ATA
 - Deployment scenarios of Mitel Unify OpenScape Branch
- First Startup
 - Cabling
 - Installation of Mitel Unify OpenScape Branch
 - Upgrade of Mitel Unify OpenScape Branch
- Initial configuration of the Mitel Unify OpenScape Branch
 - Connection to Mitel Unify OpenScape Voice
 - Routing to PSTN
 - Build-In MediaServer
 - Survivability
 - AutoAttendant
 - MLHG
 - Routing

- Redundancy
- DNS-SRV
- Branch in a Branch
- Standard operations to maintain the Mitel Unify OpenScape Branch
- Local GUI / Tracing

Objectives

The participant

- knows the Mitel Unify OpenScape Branch and Mitel Unify OpenScape Branch 50i / 500i and its deployment scenarios
- is able to configure and administrate the Mitel Unify OpenScape Branch and Mitel Unify OpenScape Branch 50i / 500i
- knows the difference between normal mode and survivability mode
- knows the features of normal and survivability mode and is able to explain them

Prerequisites

- Mitel Unify OpenScape Solution course SOLADV1SCS or OSVADV1SCS
- LAN / WAN-Basics
- TCP/IP-Protocol (EL7107)
- VoIP-Basics (EL7100)
- SIP-Protocol (EL7120)
- ISDN (EL7211)

14.Mitel Unify OpenScape Session Border Controller (SBC) for Service (SBCADV1SCS)

Brief Description

This course is intended for Mitel Unify OpenScape Service Engineers and contains practical scenarios of the Mitel Unify OpenScape SBC. It covers the installation and integration in a customer environment as well as the required configuration steps to for subscribers/gateways behind the Mitel Unify OpenScape SBC. The configuration of a SIP Carrier connection will be explained based on a simulated Scenario. Released features of our Circuit connector will be also part of this course.

Description

- Mitel Unify OpenScape SBC Overview
 - Supported hardware
 - Connections
 - Scenarios
 - Features
 - Security Aspects
 - Redundancy
- Installation and Upgrade
 - Cabling
 - ESXi Preparation (Virtualization)
 - Software installation
- Initial configuration
- Configuration of the following scenarios:
 - Remote subscriber and/or Gateway behind SBC
 - Mitel Unify OpenScape Branch and subscriber/Gateway behind SBC
 - Mitel Unify OpenScape Branch (SBC mode) behind SBC
 - SIP Carrier connection
- Redundancy
- Circuit
 - Feature of connector for circuit
 - Configuration of UTC and ATC
- Maintenance tasks (Alarm Management, Backup, etc.)
- Troubleshooting

Objectives

The participant

- Knows the functions and the possible scenarios of the Mitel Unify OpenScape SBC
- Knows how to install the Mitel Unify OpenScape SBC and is able to integrate it into a customer environment
- Knows how to startup subscribers behind an Mitel Unify OpenScape SBC or in addition behind a NAT Router
- Knows how to configure Gateways behind an Mitel Unify OpenScape SBC

- Knows how to configure a Branch (Mitel Unify OpenScape Branch) behind an Mitel Unify OpenScape SBC
- Knows how to implement a SIP Carrier connection via the Mitel Unify OpenScape SBC
- Knows the possibilities to troubleshoot the system
- Is able to monitor the state of the Mitel Unify OpenScape SBC
- Knows details about the relationship for the connectivity with the Circuit connector

Prerequisites

- LAN / WAN-Basics
- Knowledge in Mitel Unify OpenScape Voice and/or Mitel Unify OpenScape 4000
- TCP/IP-Protocol (EL7107)
- VoIP-Basics (EL7100)
- SIP-Protocol (EL7120)
- Mitel Unify OpenStage Administration (EL1359 / EL1352)
- Course Mitel Unify OpenScape Branch for Service (OSBADV1SCS)
- Course Mitel Unify OpenScape Voice Advanced 1 for Service (OSVADV1SCS)

15. Mitel Unify OpenScape Voice Installation and Initial Operation for Service (OSVINSTSCS)

Brief Description

This installation course illustrates in a simple way, the installation of the Mitel Unify OpenScape Voice and Mitel Unify OpenScape UC Small Deployment - hardware based and virtualized. In addition, patch and upgrade mechanisms are explained. Last, simple methodologies for Troubleshooting can be performed as well.

Description

Theoretical and practical training:

- Overview of Server hardware
- Initial installation of the system
- Hardware service procedures (theory only)
- Creation of config files for the installation of Mitel Unify OpenScape Voice with NCPE- Tool
- Configuration of the VMWare Server software
- Installation of the Mitel Unify OpenScape Voice software on a hardware server (theory only)
- Installation of the Mitel Unify OpenScape Voice software on a VMWare server
- Installation of software updates for Mitel Unify OpenScape Voice
- Creation of config files for the installation of the Application DVD
- Installation of the Application DVD

- Installation of software updates for the Application DVD

Objectives

The participant

- knows the networking within a PBX environment
- knows the networking within LAN/WAN environment
- is able to configure the installed VMWare software for an Mitel Unify OpenScape Voice installation
- is able to install the hardware and software of Mitel Unify OpenScape Voice
- is able to integrate Mitel Unify OpenScape Voice into a customer network
- is able to install the Application DVD
- is able to install the relevant software updates of the system

Prerequisites

- Basic principles:
 - VoIP
 - SIP
 - LAN / WAN
 - QoS
- LINUX (SLES 11) - strongly recommended
 - e.g. SUSLINFUND and SUSLINADMI
- VMWare
 - vSphere Client
 - VMWare Server

16. Mitel Unify OpenScape Voice Maintenance for Service (OSVMAINSCS)

Brief Description

This classroom based training provides the students the knowledge about the different maintenance, troubleshooting, backup/recovery and patching procedures that are required for operating the Mitel Unify OpenScape Voice Server.

Description

- Tools
 - Putty (SSH shell), WinSCP (Filetransfer tool), etc.
- Linux
 - Linux accounts
 - Linux specific commands of the Mitel Unify OpenScape Voice Server
- OpenScape Voice
 - Filesystem structures
 - Symphonia logging
 - Fault management
 - Licensing
 - GUI trace tool (Trace Manager)
 - Backup and recovery
 - NCPE Update feature
 - Troubleshooting
- Software Update
 - Patchset installation
 - MOP installation
 - Application DVD updates
- Survival Authority functionality

Objectives

At the completion of this course the student will be able to:

- use the standard tools for administration of the Mitel Unify OpenScape Voice Server
- knows the Mitel Unify OpenScape Voice internal structures
- Knows the different logging features of the Mitel Unify OpenScape Voice Server and the CMP
- take a backup and execute a recovery
- install software updates and knows the ways of upgrades
- take different traces on network and application level

Prerequisites

- Linux administration
- Mitel Unify OpenScape Voice Solution course (OSVADV1SCS, OSBADV1SCS, or SOLADV1SCS)

17. Mitel Unify OpenScape Enterprise Express Installation and Provisioning (OEEINSTSCS)

Description

- Collect data at customer side with WEB-CDC
- WEB-CDC handling
- File export
- Installation and Provisioning
- Test and roll-out planning

Objectives

The engineer will be trained how to collect Customer data by using the Standard WEB-CDC Tool. Based on this customer data, all relevant components will be installed and the provisioning will be done by using the output from WEB-CDC.

Prerequisites

- Good knowledge in LAN/WAN infrastructure.
- Deep knowledge in VM-ware, ESXI and/or v-center

18.Mitel Unify OpenScape Enterprise Express UC and UM part (OEEUCM1SCS)

Brief Description

This course is designed for service personnel, from both internal and partners, who are required to carry out basic moves,adds and changes to the OpenScape Enterprise Express Unified Communications and User Manager parts at V9R0. The course will also cover basic maintenance functions. The course is delivered as a classroom training event.

Description

- UC Overview
- UC Clients, Webclient and Features
- UC Profiles,Accounts and Contacts
- UC Use Cases
- CMP User Manager Administration.

Objectives

By the end of the course delegates will be able to

- Carry out basic Moves,Adds and Changes (MACs) to the Unified Communications (UC) and User Manager (UM) packages of the OpenScape Enterprise Express.

Prerequisites

Before attending this course the delegates must have:

- Successfully completed - OpenScape Enterprise Express V9 Installation and Provisioning training (OEEINSTSCS) or Field Trial/Market Introduction training of OpenScape Enterprise Express V9
- A good working knowledge of the following technologies:
- Windows Server
- Linux
- IP Networking
- VMware

19.Mitel Unify OpenScape Solution Administrator 1 (Voice) (SOLADM1SCS)

Brief Description

This course is intended for Service engineers as well as customer administrators. It contains the general tasks that are required for a customer administrators daily work with the Mitel Unify OpenScape Voice and DLS System. Service engineers are able to execute general tasks on the system as well as enhance the OpenScape Voice with additional subscribers, profiles, features, etc. on a daily base.

Description

- CMP
 - General CMP Navigation
 - User Login Procedure
 - User Interface explanation (Navigation/Component Tabs/Elements) in general and specifically for Voice components
 - CMP User Management (not UM)
 - Audit Log/Alarm Management
 - General explanation of Business Group/Office code/Numbering Plan/Feature Profile
- Licenses
 - Overview about Licenses/Violations etc.
- Subscriber Details
 - Clone existing subscriber and add individual data
 - Bulk edit
- Create new subscriber with (no quick add)
 - Subscriber DN
 - Display ID
 - Numbering Plan
 - Digest Authentication (e.g. Realm)
 - Rate Area/COS
 - Feature Profile
 - DLS and DLS Profile
 - Time zone
 - Verify subscriber registration status
 - Feature Profile
 - Feature Profile Global/BG specific
 - Change existing Feature Profile
 - Create New Feature Profile
 - Assign new or changed feature Profile

- Activate changed features or Profile
- Short explanation of all available features by function (no individual feature configuration)
- Individual Features per Subscriber
- Hunt group
 - General explanation of different hunt group types
 - Identify existing hunt groups
 - Change existing hunt group (members, type)
 - Add new hunt group (with different types/options)
 - Required configuration of OpenStage for hunt groups (Device configuration via DLS, verify settings via WBM access via Voice/DLS)
- Pickup group
 - Identify existing pickup groups
 - Assign new pickup group
 - Change existing pickup group (members)
 - Required configuration of OpenStage for pickup group (Device configuration via DLS, verify settings via WBM access via Voice/DLS)
- Keyset
 - Overview (Line Types)Configure Subscriber for Keyset Operating
 - Add Subscriber Phantom Line
 - Configure Line Keys on Phone
 - Configure DSS Key
- Maintenance
 - Backup (Database only) all (Voice/Application Server)
 - Restore (Database only) all (Voice/Application Server)
 - Level 1 (e.g. provisioning log file via CMP)
 - Identify main phone failure reasons (phone error codes)
- DLS
 - General DLS Navigation
 - Login procedure
 - Handling of GUI
 - Registration of Workpoints (manually, Web-Based management, DHCP)
 - Parameter deployment
 - Job configuration and Job management
 - Verify existing Job (states)
 - Reschedule existing Job
 - Templates, profiles and Auto configuration (Plug&Play)
- OpenScape mobile client (OSMO)
 - Functional overview

- Configuration steps
- Client deployment

Objectives

The participant

- knows the CMP (Common Management Portal) in general and is able to navigate thru it.
- is able to add/modify subscribers with general features and feature profiles.
- is able to add/modify hunt groups and pick up groups as well as key sets and other features
- knows the different features of an Mitel Unify OpenScape Voice subscriber and the system.
- is able to execute some maintenance options that are required for daily work.
- is able to work with the DLS (Deployment Service) in general
- is able to execute/verify general tasks on the DLS system that are required for daily work.

Prerequisites

WBT course - overview of the solution (SOLOVERSDS)

20.Mitel Unify OpenScape Xpert Advanced course for Service (OXPADVSSCS)

Brief Description

The advanced training OXPADVSSCS for service technicians is the continuance of the training courses for Mitel Unify OpenScape Xpert application specialists.

Description

- Introduction
- System overview hard- and software V7
- All features of Mitel Unify OpenScape Xpert V7
- Licensing
- Basic information of system components (AD/DNS/DHCP)
- Extended Windows administration
- Upgrade, install and configure Mitel Unify OpenScape Xpert V7
- Setup MLC (Debian Linux)
- Install the turrets
- Handle the System Manager and the turrets
- Configure Mitel Unify OpenScape Xpert V7 systems and turrets

- Voice recording
- DB Clustering
- Tools
- Contact Interface
- Repetition/exercise/error diagnostics

Objectives

- The participant is familiar with:
 - The system layout V7 and the turrets.
 - All features of Mitel Unify OpenScape Xpert V7.
 - The system documentation.
 - (Basic course OXPBASISCS is mandatory!)
- The participant can:
 - Install the System Manager Server (AD/DNS/DHCP) .
 - Install and configure OpenScape Xpert V7 components.
 - Configure licensing.
 - Configure voice recording.
 - Install OpenScape Xpert DB Cluster.
 - Install and handle tools.
 - Install a contact interface.
 - Operate OpenStage turrets.

Prerequisites

- Basic course OXPBASISCS
- LAN knowledge
- Linux knowledge
- Windows 10 and Server 2012/2016 AD/DNS knowledge

21.Mitel Unify OpenScape Xpert Basic course for Service (OXPBASISCS)

Brief Description

The OXPBASISCS course is the educational start for Xpert Application Specialists.

Description

- Introduction
- System overview hard- and software V7
- Basic information of system components (Mitel Unify OpenScape 4000/Mitel Unify OpenScape Voice/Server/MLC)
- Features of Mitel Unify OpenScape Xpert V7
- Install the turrets
- Handle the System Manager and the turrets
- Configure Mitel Unify OpenScape Xpert V7 systems
- Repetition/exercise/error diagnostics

Objectives

- The participant is familiar with:
- The system design of V7
- Basic information of system components (Mitel Unify OpenScape 4000/Mitel Unify OpenScape Voice/Server/MLC)
- The Mitel Unify OpenStage Xpert turrets
- Features V7
- The system documentation
- The participant can:
- install and operate a system manager server
- install Mitel Unify OpenStage Xpert
- configure Mitel Unify OpenScape Xpert V7 systems
- handle the turrets
- backup and restore

Prerequisites

- Mitel Unify OpenScape 4000/Mitel Unify OpenScape Voice basic knowledge
- Linux knowledge
- LAN knowledge
- Windows 10 and Windows 2012/2016 Server knowledge

22.Mitel Unify OpenScape Fault Management Basic (OFMBASISCS)

Brief Description

Mitel Unify OpenScape Fault Management Essentials is a course for the Technicians, Service Personal and Administrators. The objectives, among other includes the general use cases and technologies as well as Installation, first configuration and the monitoring.

Description

- Startup
 - MATERNA Training Essentials
 - Wifi Access
- Product Overview
- Installation
 - Prerequisites for the usage of Fault Management
 - Installation of FM on Windows platforms
 - Installation of FM on Linux platforms
 - Licensing
- First steps
 - Initial configuration
 - General use cases
 - Usage of CLIENT for the administration
 - Usage of WEB for the operating
 - User administration
- Monitoring
 - Monitoring Mitel Unify OpenScape 4000
 - Monitoring Mitel Unify OpenScape Voice
 - Monitoring Mitel Unify OpenScape Business

Objectives

The participant is able to

- Install Mitel Unify OpenScape FM Software on supported platforms Windows and SLES.
- Initial configuration and know about general use cases
- use the CLIENT and the WEB for administration and operation

- Monitoring of the Mitel Unify OpenScape 4000/Voice/Business.

Prerequisites

Basic knowledge about Mitel Unify OpenScape 4000/Voice/Business. Basic knowledge about configuration of the operating systems Windows Desktop/Server and SLES.

23.Mitel Unify OpenScape Solution Deployment Service (DLS) for Service

(SOLDLS1SCS)

Brief Description

DLS is the central component with which devices, QoS parameters and the software distribution of IP devices are administered. Integrating DLS in a network makes it possible to take stock of and manage the IP device infrastructure. After participating in the course the service engineer will be able to carry out a DLS initial installation. The course covers the operation and general functions of the DLS by means of service examples and practical exercises. Any expansions with additional end-user devices (initial installation), as well as the relocation of telephones, will also be covered.

Description

- Overview of the DLS (functions, components, interfaces and operation of the DLS in general)
- Installation and product licensing
- Account Management (roles and rights, policy features)
- DLS handling in general (GUI handling, parameter deployment, IP device interaction, job coordination)
- Software deployment
- Working with templates and device profiles
- DHCP settings for DLS address and VLAN ID
- Auto configuration / Plug&Play (incl. Element Manager synchronisation and mass data import by CSV file)
- IP Clients and DLS
- Introduction to the connection DLS / Mitel Unify Open Scape Voice CMP via API interface
- Introduction to the connection DLS / Mitel Unify OpenScape 4000 Manager via API Interface
- Maintenance (Backup/Restore)

Objectives

The service engineer learns the DLS initial installation, the operation and handling by means of service examples.

Prerequisites

- Mitel Unify OpenStage Administration (EL1359 / EL1352)
 - Mitel Unify OpenScape Desktop Client, WL2
 - LAN / WAN-Basics
 - Windows 2003 or 2008 Server

24.Mitel Unify OpenScape 4000 Manager Installation and Basic Configuration for Service (OS4MASESCS)

Brief Description

Mitel Unify OpenScape 4000 Manager Service is a course for service technicians. The objectives are among others connections to Mitel Unify OpenScape 4000 switches. After an overview of the manager services, special applications such as the XIE interface and the SNMP agent proxy are also carried out. After completing this course, the participant is among others able to install and upgrade the Mitel Unify OpenScape 4000 Manager software on the released platforms, to connect client PCs via LAN to the server, install and configure necessary Windows software on the PC and to execute data backup and restore data of the system.

Description

The participant is able to:

- Install the Mitel Unify OpenScape 4000 Manager software on the released hardware platforms and VMware
- Connect Mitel Unify OpenScape 4000 systems to the Manager server
- Connect client PCs via LAN to the server, install and configure necessary Windows software on the PC
- Install the individual services and adapt them according to customer requirements
- Understand the functionality and dependencies between the individual services

- Execute data backup and restore data of the system

Prerequisites

- Mitel Unify OpenScape 4000 system and Assistant (courses: Mitel Unify OpenScape 4000 - Basic course for Service OS4BAS1SCS or Mitel Unify OpenScape 4000 - Basic Administrator OS4MAD1SCS)
- Basic Linux and UNIX knowledge

25.Mitel Unify OpenScape 4000 Manager - Administrators (OS4MAD2SCS)

Description

- User administration (SecM)
- Add users, assign access rights
- System and network management (SysM)
- Direct Dialogue
- Configuration Management (CM)
- Add domains and switches
- Moving extensions within the network
- Synchronization of parameters of different switches within the network
- Network-wide features (Hunt-Group, Pickup-Group and Teamfunction)
- Personal data
- Protocols
- Scheduled batches
- Administration of tenants
- Editor for customized fields
- User settings
- Call detail recording and collection (COL)
- Checking of data transfer
- Fault Management (FM)
- Evaluate alarms and errors, take measures
- Performance Management (PM)
- Requesting reports
- Analyze reports

- Software Mangement
- Data backup
- Utilities
- LAA
- Export Table Client
- XIE
- Practical exercieses

Objectives

The participant is able to perform the daily administration tasks with Mitel Unify OpenScape 4000 Manager.

Prerequisites

Course Mitel Unify OpenScape 4000 Manager - Basic Administration (OS4MAD1SCS)

It is absolutely necessary to have knowledge of Mitel Unify OpenScape 4000 single switch administration with Configuration Management of Mitel unify OpenScape 4000 Asssistant. This knowledge can be aquired by attending the course OS4MAD1SCS or OS4BAS1SCS. Adding and Configuration of extension as well as all other features of a single switch will not be covered in this course! In the CM part this course will concentrate only on the networkwide features!