

# Unify (Mitel ) Academy

## Course Catalog

*Prime Partner of Unify (Mitel ) Company in Ukraine and Georgia  
Authorized Training Center Unify (Mitel ) Academy  
LLC "Infotel Communications"  
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# Unify (Mitel ) Academy

Unify (Mitel ) Academy is our global training and development Center. We share our knowledge and experience to help you achieve the best results when using our solutions. Regardless of who you are - the sales specialist, consultant, engineer, solution architect or the end user - we offer the complete set of learning solutions, substantial courses, web-based learning and innovative interactive classes.

Our training program portfolio includes the full range of workshops across the entire Unify (Mitel ) product line: OpenScape Business (OSBiz), OpenScape 4000 (OS 4000) and OpenScape Voice (OSV), OpenScape Enterprise Express (OSEE), OpenScape Branch, OpenScape Session Border Controller (SBC), OpenScape Solution Deployment Service (DLS), Fault Manager (FM), OpenScape Xpert, OpenScape 4000 Manager, OpenScape 4000 – Cordless Solutions for Service and so on.

These field seminars held many times for our partners and end customers from Sweden, Poland, Netherlands, Germany, Hungary, Greece, France, Latvia, Mongolia, Turkey, Switzerland, Czech Republic, Estonia, South Africa and other countries. Local training at the Unify (Mitel ) training center in Kiev was conducted for our colleagues from Ukraine, Switzerland, Poland, Turkey, Greece, South Africa, Hungary, Kazakhstan, Turkmenistan, Tajikistan and Czech Republic.

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## Content

**Trainings Plan for 2026 of communication systems of the OpenScape Business, OpenScape 4000, Open Scape Enterprise Express, Open Scape Voice families and special training courses - OpenScape Fault Management (FM), OpenScape Deployment Service (DLS), OpenScape Xpert and OpenScape 4000 Manager.**

### Course Plan \* for 2026

Communication systems of OpenScape Business, OpenScape 4000, Open Scape Enterprise Express, Open Scape Voice and special training courses - OpenScape Fault Management (FM), OpenScape Deployment Service (DLS), OpenScape Xpert and OpenScape 4000 Manager.

\* Dates of courses may vary, in the case of completing groups in other time ranges. In addition, it is possible to conduct of outbound courses of the whole complex of all Unify equipment.

| 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              |

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

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

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

*\* The training is conducted under the conditions of supply and the formation of study groups*

*Close cooperation with the Academy of professional training in Munich allows us to constantly update the content of courses and training materials on the process of introduction of the latest equipment*



The training center of the company Infotel Communications LLC is the Academy of Professional Training (APT), specializes in conducting of training in the field of telecommunications for companies, that professionally work in this area in the market of Ukraine, CIS countries and abroad. Among of our clients there are the companies that form the basis of the country's telecommunications infrastructure, telecom operators, mobile operators, international corporations, state and private enterprises.

We are proud to contribute to the training of specialists, to the promotion of the latest information and telecommunication technologies on the Ukrainian market, of near countries and far abroad and also in the development of all sectors of the economy. We set high standards for the quality of the training and consistently follow them.

We try to convey the interest in new knowledge for all participants in our trainings, a special attitude to comprehending the new, which for more than a hundred years has been one of the success factors of UNIFY (Mitel ).

In the area of institutional systems, we offer training in modern solutions and corporate communication systems - both at the training center in Kiev and at retreats. As it was said earlier - the portfolio of seminars (courses) conducted by our center includes various courses on the whole list of Unify equipment: OpenScape Business, OpenScape 4000, Open Scape Enterprise Express, Open Scape Voice and special training courses - OpenScape Fault Management (FM), OpenScape Deployment Service (DLS), OpenScape Xpert and OpenScape 4000 Manager.

These field seminars a lot of times held in English for our partners and end customers in Latvia, Kazakhstan, Turkmenistan, Georgia, Armenia, Turkey, Germany and France and other countries. Local training at the Unify training center in Kiev were conducted for our colleagues from Ukraine, Poland, Turkey, Kazakhstan, Turkmenistan, Tajikistan, Czech Republic, South Africa, Hungary, Greece, and also for other countries.

The training center (APT) on the basis of the company "Infotel Communications" in Kiev that was founded in 2005. In December 2009, the training center (APT) was certified by the UNIFY Academy of Professional Training in Munich, as a local training center in the field of institutional networks and communication systems in Ukraine and is its official partner (LLC "InfoTel-Communications" - Certified Training Partner for Open Communications UNIFY (Mitel ) Academy).

The APT in Kiev is part of the UNIFY (Mitel ) Academy global network, which includes more than 20 countries and is the only one in Ukraine certified UNIFY (Mitel ) training center in the field of institutional communication systems that has the right to issue Unify (Mitel ) academy certificates.

The Training Center (APT) is conducts a variety of training courses for technical specialists, managers of design and sales departments, heads of information and telecommunication technologies departments in the field of institutional communication systems, based on the switching equipment of the OpenScape / HiPath systems, participates in the



organization of exhibitions, seminars, presentations, provides information and consulting services. More than 400 specialists from partner companies and end customers participated in our courses and received certificates for the right to perform work on the equipment of OpenScape / HiPath systems.

The training programs are contain the standard and the special courses, that covering in the most important aspects of new information transfer technologies: design, installation, programming and operation of systems.

Long-term and special programs for raising the level of specialists' training are adapted to the requirements of customers from Ukraine, CIS countries and abroad, that are allow graduates students to independently solve a wide range of tasks in the field of creation and integrated development of information support systems. Also, it is allow to implement optimal maintenance and operation procedures for small, medium and large corporate communication networks.

APT has the most modern switching equipment offered by Unify on the Ukrainian market and the markets of the CIS countries, as well as equipment that has been in operation for a long time with customers.

The classroom is equipped with computer networks and modern multimedia teaching aids. The participants are offered a recreation room and a dining room.



Close cooperation with the Academy of Professional Training in Munich allows us to constantly update the content of courses and training materials as the latest equipment is introduced.

Our trainings are conducted by certified professional teachers and leading specialists of the company with extensive experience in practical and methodical work.

Each course participant is provided with educational documentation, personalized with watermarks, with personal data (First Name, Last Name), as well as specially developed copyrighted teaching materials and the required software.

At the end of the course, participants are issued the certificate of an established international standard, which has its own identification number, which is a part of the unified numbering system of the UNIFY (Mitel ) Academy world educational centers.

UNIFY (Mitel ) Company is offers the certification program that determines the level of competence of specialists in the field of telecommunication products and technologies.

The certification allows to determine the real level of qualification recognized by all regional divisions of Unify (Mitel ) around the world. On the basis of certification, authorization of partner companies is carried out, access to technical and

specialized information is opened, the motivation of technical staff and its market value is increase. All this ultimately allows to significantly improve the quality of customers service.

The Kiev Center of the Institutional Systems Training is offers the training programs for passing certification tests (See the relevant section of the catalog). The programs includes the training courses in telecommunications and information technology and work with the equipment of institutional systems. Detailed information on all aspects of the certification process, including training guidelines, can be found on the Internet using the link

[https://academy.unify.com/enweb/cms/get\\_content.php?id=1745](https://academy.unify.com/enweb/cms/get_content.php?id=1745)

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We are happy to assist you in organizing the training of your specialists, as well as on any other issues.

## Course Content

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

#### **Brief Description**

The Mitel 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 OpenScape Business. After completing the course the participants can configure customer requirements for Mitel 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 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 OpenScape Business Contact Center Configurations

#### **Objectives**

The participant is able to:

- startup and configure the features of the Mitel 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 OpenScape Business technicians:

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

## **2. Mitel OpenScape Business Basic Course (OBUBASISCS)**

### **Brief Description**

The basic training Mitel OpenScape Business is a course for service personnel with good knowledge of ISDN, LAN/WAN, Mitel License management and Mitel OpenStage telephones. The course content includes the installation, start up and upgrading of the system. Another focus is the integration of Mitel 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 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 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 OpenScape Business UC Smart clients and myPortal to go.
- Perform a system software update.
- And perform a backup and restore of the Mitel OpenScape Business System.

## Prerequisites

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

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

#### Brief Description

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

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

### Brief Description

The Mitel 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 OpenScape Business systems, to set up Mitel OpenScape Business networks and to configure Mitel OpenScape Business for networking with other systems (e.g. Mitel OpenScape 4000 and Mitel OpenScape Voice).

## Description

- Mitel 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 OpenScape Business
- Configure Mitel OpenScape Business for networking with other systems (e.g. Mitel OpenScape 4000 and Mitel OpenScape Voice)

## Prerequisites

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

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

### Brief Description

The Mitel OpenScape Business UC Suite (Fast Tack Mitel 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 OpenScape business and UC applications. After completing the course, the participant can assume a Mitel OpenScape UC Suite Business system in the network in operation as well as configure the features.

### Description

- System overview of Mitel 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 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 OpenScape Business
- configure Mitel OpenScape Business for networking with other systems (e.g. Mitel OpenScape 4000 and Mitel OpenScape Voice).
- configure the UC Suite features and all UC clients and can operate the applications.

## Prerequisites

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

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

### Brief Description

Mitel 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 OpenScape 4000 Assistant and an introduction of the Mitel OpenScape 4000 Expert Access. After completing this course, the participant is among others able to administrate the Web - based menu of the Mitel OpenScape 4000 Assistant and the Mitel 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 OpenScape 4000 Assistant
  - User concept
  - Configuration of stations (incl. IP phones)
  - Administration of features
  - Practical exercises
- Introduction Mitel OpenScape 4000 Expert Access (administration with AMOs)
  - Administration of features
  - Configuration of phones (incl. IP phones)
  - Practical exercises
- Backup via Mitel OpenScape 4000 Assistant
  - Introduction of the Backup/Restore concept
  - Practical exercises
- Introduction Diagnosis Tools of the Mitel OpenScape 4000 Assistant
  - Description of the tools
  - Practical exercises

## Objectives

The participant is able to

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

## Prerequisites

- Windows 10 / 11
- Basic principles of
  - ISDN (ISDN (EL7211E))
  - Telephony (Digital Telephony (EL7201E))

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

### Brief Description

Mitel OpenScape 4000 - Advanced Course for Service is a course for service personnel. The objectives are among others softwaretools for Mitel 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 OpenScape 4000 System with administration and maintenance orders (AMOs), he can apply and administrate Mitel 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 OpenScape 4000 System with administration and maintenance orders (AMOs).
- Knows advanced subscriber and trunk features.
- Gains insights of the central settings of the Mitel OpenScape 4000 system.
- Can apply and administrate advanced Mitel 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 10 / 11
- Course: Mitel OpenScape 4000 - Basic course (OS4BAS1SCS)

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

### Brief Description

Mitel 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 OpenScape 4000 network. After completing this course, the participant is among others able to analyze faults in Mitel OpenScape 4000 networks, he can configure the central Office access for Mitel 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 OpenScape 4000 network
  - Configuration of different network scenarios
  - Troubleshooting in Mitel OpenScape 4000 networks

## Objectives

The participant

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

## Prerequisites

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

## **9. Mitel 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 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 OpenScape 4000 V8.0 or higher
  - EcoServer as Simplex / Duplex (new HW)
- Upgrade with PCDACON
- Practical Exercises

### **Objectives**

The participants are able

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

### **Prerequisites**

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

### **Prerequisites**

Basic knowledge of

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



- LAN

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

### Brief Description

This course is an advanced Mitel 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 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 OpenScape Voice

## **Prerequisites**

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

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

### **Brief Description**

This course is an advanced Mitel OpenScape Voice course for System Spezialists, 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 OpenScape Voice

## Objectives

The participant

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

## **13. Mitel OpenScape Branch for Service (OSBADV1SCS)**

### **Brief Description**

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

### **Description**

- General Overview
  - Hardware of Mitel OpenScape Branch (all types)
  - Branch/ Branch 50i/500i/50i ATA
  - Deployment scenarios of Mitel OpenScape Branch
- First Startup
  - Cabling
  - Installation of Mitel OpenScape Branch
  - Upgrade of Mitel OpenScape Branch
- Initial configuration of the Mitel OpenScape Branch
  - Connection to Mitel 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 OpenScape Branch
- Local GUI / Tracing

## Objectives

The participant

- knows the Mitel OpenScape Branch and Mitel OpenScape Branch 50i / 500i and its deployment scenarios
- is able to configure and administrate the Mitel OpenScape Branch and Mitel 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 OpenScape Solution course SOLADV1SCS or OSVADV1SCS
- LAN / WAN-Basics
- TCP/IP-Protocol (EL7107)
- VoIP-Basics (EL7100)
- SIP-Protocol (EL7120)
- ISDN (EL7211)

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

### Brief Description

This course is intended for Mitel OpenScape Service Engineers and contains practical scenarios of the Mitel 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 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 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 OpenScape Branch and subscriber/Gateway behind SBC
  - Mitel 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 OpenScape SBC
- Knows how to install the Mitel OpenScape SBC and is able to integrate it into a customer environment
- Knows how to startup subscribers behind an Mitel OpenScape SBC or in addition behind a NAT Router
- Knows how to configure Gateways behind an Mitel OpenScape SBC
- Knows how to configure a Branch (Mitel OpenScape Branch) behind an Mitel OpenScape SBC
- Knows how to implement a SIP Carrier connection via the Mitel OpenScape SBC
- Knows the possibilities to troubleshoot the system
- Is able to monitor the state of the Mitel OpenScape SBC
- Knows details about the relationship for the connectivity with the Circuit connector

## **Prerequisites**

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

## **15. Mitel OpenScape Voice Installation and Initial Operation for Service**

### **(OSVINSTSCS)**

### **Brief Description**

This installation course illustrates in a simple way, the installation of the Mitel OpenScape Voice and Mitel 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 OpenScape Voice with NCPE- Tool
- Configuration of the VMWare Server software
- Installation of the Mitel OpenScape Voice software on a hardware server (theory only)
- Installation of the Mitel OpenScape Voice software on a VMWare server
- Installation of software updates for Mitel 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 OpenScape Voice installation
- is able to install the hard-and software of Mitel OpenScape Voice
- is able to integrate Mitel OpenScape Voice into a customer network
- is able to install the Application DVD
- is able to install the relevant Softwareupdates 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 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 OpenScape Voice Server.

### **Description**

- Tools
  - Putty (SSH shell), WinSCP (Filetransfer tool), etc.
- Linux

- Linux accounts
- Linux specific commands of the Mitel 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 OpenScape Voice Server
- knows the Mitel OpenScape Voice internal structures
- Knows the different logging features of the Mitel 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 OpenScape Voice Solution course (OSVADV1SCS, OSBADV1SCS, or SOLADV1SCS )

## **17. Mitel 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 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 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 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 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 OpenScape Xpert Advanced course for Service (XPADVSSCS)**

### **Brief Description**

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

### **Description**

- Introduction
- System overview hard- and software V7
- All features of Mitel OpenScape Xpert V7
- Licensing
- Basic information of system components (AD/DNS/DHCP)
- Extended Windows administration
- Upgrade, install and configure Mitel OpenScape Xpert V7
- Setup MLC (Debian Linux)
- Install the turrets
- Handle the System Manager and the turrets
- Configure Mitel 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 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 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 OpenScape 4000/Mitel OpenScape Voice/Server/MLC)
- Features of Mitel OpenScape Xpert V7
- Install the turrets
- Handle the System Manager and the turrets



- Configure Mitel 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 OpenScape 4000/Mitel OpenScape Voice/Server/MLC)
- The Mitel OpenStage Xpert turrets
- Features V7
- The system documentation
- The participant can:
- install and operate a system manager server
- install Mitel OpenStage Xpert
- configure Mitel OpenScape Xpert V7 systems
- handle the turrets
- backup and restore

## Prerequisites

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

## 22. Mitel OpenScape Fault Management Basic (OFMBASISCS)

### Brief Description

Mitel 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 OpenScape 4000
  - Monitoring Mitel OpenScape Voice
  - Monitoring Mitel OpenScape Business

## Objectives

The participant is able to

- Install Mitel 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 OpenScape 4000/Voice/Business.

## Prerequisites

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

## **23. Mitel 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 Open Scape Voice CMP via API interface
- Introduction to the connection DLS / Mitel 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 OpenStage Administration (EL1359 / EL1352)
  - Mitel OpenScape Desktop Client, WL2
  - LAN / WAN-Basics
  - Windows 2003 or 2008 Server

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

### **Brief Description**

Mitel OpenScape 4000 Manager Service is a course for service technicians. The objectives are among others connections to Mitel 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 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 OpenScape 4000 Manager software on the released hardware platforms and VMware
- Connect Mitel 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 OpenScape 4000 system and Assistant (courses: Mitel OpenScape 4000 - Basic course for Service OS4BAS1SCS or Mitel OpenScape 4000 - Basic Administration OS4MAD1SCS)
- Basic Linux and UNIX knowledge

## **25. Mitel 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 Management
- Data backup
- Utilities
- LAA
- Export Table Client
- XIE
- Practical exercises

### **Objectives**

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

## **Prerequisites**

Course Mitel OpenScape 4000 Manager - Basic Administration (OS4MAD1SCS)

It is absolutely necessary to have knowledge of Mitel OpenScape 4000 single switch administration with Configuration Management of Mitel OpenScape 4000 Assistant. This knowledge can be acquired 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!