

Enrollment Conditions

To successfully complete a course registration in Mitel LMS for certification, please read the **Mitel LMS User Guide** below.

After you have enrolled in the course you will need to send the purchase order number not later than two weeks prior the start date of the course to natalie.frisch@topbusinessgmbh.com

If TOP Business GmbH is not supplier of your company yet please pass our supplier form to your company's responsible persons. You will find the Supplier Form later in this document.

The cost of Certification is as stated on our course website.

Cancellation Policy

Please note that the cancellation policy below applies:

- Cancellation within 5 working days before commencement of the course
100% of course fee will be billed
- Cancellation within 10 working days before commencement of the course
50% of course fee will be billed

ATTENTION: After you provide the purchase order your enrolment will be approved, and your participation will be confirmed immediately. Otherwise your registration will be removed.

If you have any questions please do not hesitate to contact [your TOP Business Team](#).

When we have received your e-mail with the required information and verified that the prerequisites are fulfilled, the selected Learning Path will be available on your account in Mitel LMS.

Supplier Form TOP Business GmbH



Requestors Name	TOP Business GmbH
Telephone number	+49 911 40 905 303
	Natalie Frisch Division Manager TOP Business GmbH

Name	TOP Business GmbH	The registered company name
Street	Beuthenerstr. 45	The invoicing address of the company
Postal Code	90471	
City	Nuremberg	
Country	Germany	
County	Bavaria	If county is applicable

Banking institute	Sparkasse Nürnberg	
Bank account number	IBAN: DE17760501010380003533	
Swift Code	SSKNDE77XXX	

Language	English	For documents like order acknowledgement and invoice. Available languages: English, Spanish, French, German, Swedish
Telephone	+49 911 40905303	
Email address	natalie.frisch@topbusinessgmbh.com	

Terms of Payment	N-30; Net 30 days	According to contract
Currency	EUR	Invoicing currency
Tax area rate	Courses in Germany: 19 %	Courses taking place in other European Countries: Reverse Charge Method
VAT reg number	DE 211 413 034	

Beuthenerstr. 45, 90471 Nuremberg
Phone Number: 0049 911 40905303

Learning Management System (Mitel LMS) Introduction

Mitel Training EN
Frankfurt / Germany

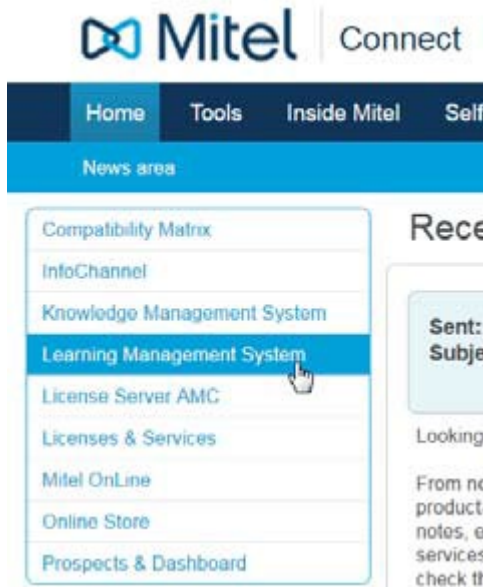
August 2019

 **Mitel**[®]
Powering connections

Content

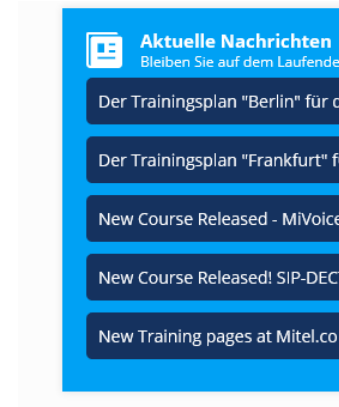
• Set language English	Page 3
• The overview page I	Page 4
• The overview page II	Page 5
• Contents in information	Page 6-9
• Learning maps and course descriptions	Page 10-11
• Course dates	Page 12
• Registration for the course	Page 13
• Calendar (your classroom courses)	Page 14
• My courses	Page 15
• Change / cancel course registration date	Page 16
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• Change the password	

LMS (Registration)



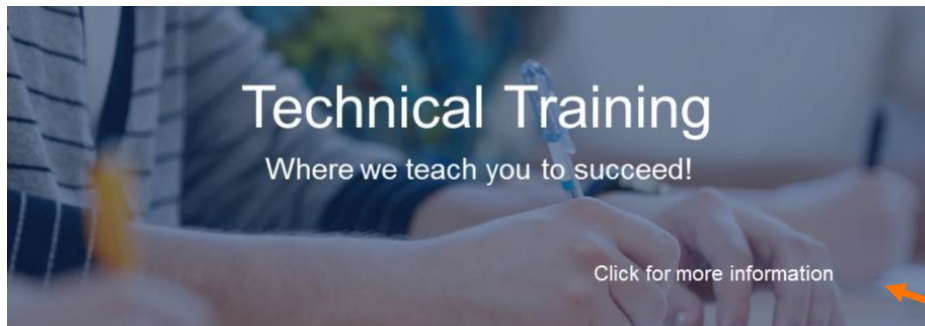
You will receive access to the Learning Management System via Mitel MiAccess from your administrator.

After login you will see the overview page, first of all set your display language



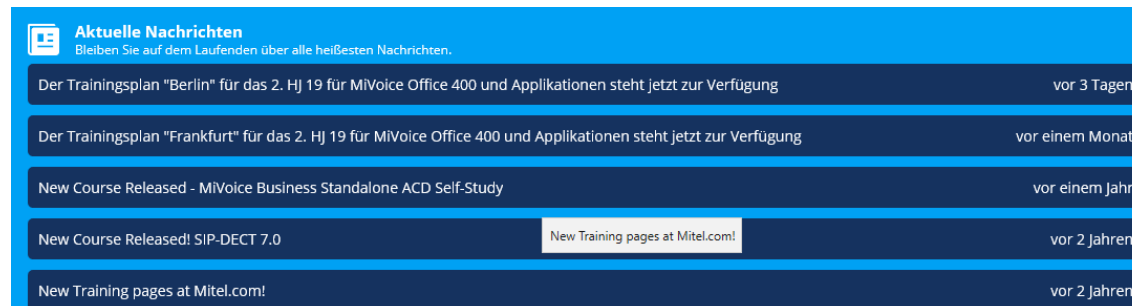
- Here you can set the language to English

The overview page I

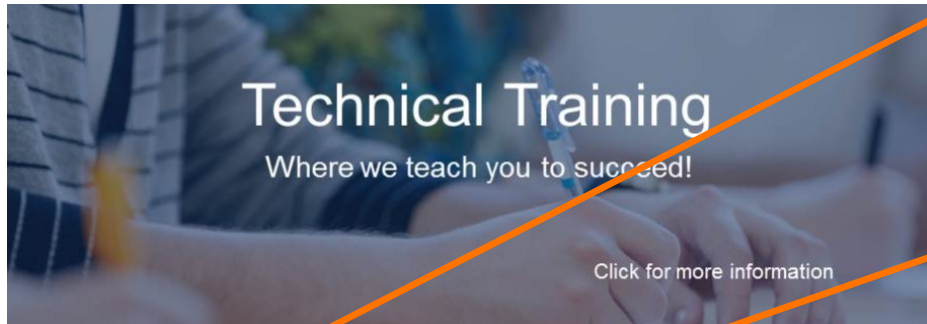


The overview page gives you access to the most important functions.

- Here you open the menu of the overview page
- News to you
- Here you will find important information from us.
- Access to functions
- Under Latest news you will see current information on new courses

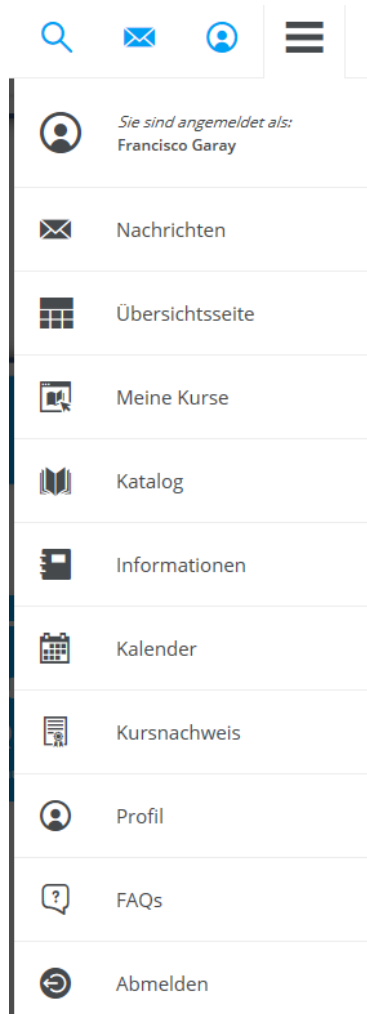


The overview page II



- In My Courses you will find all courses for which you have registered.
- Here you can search a course directly from the catalogue. In the course catalogue you will find all Mitel courses
- FAQ`s to the most frequently asked questions
- In Information you will find the most important information you need (see next page)

Menu - Information

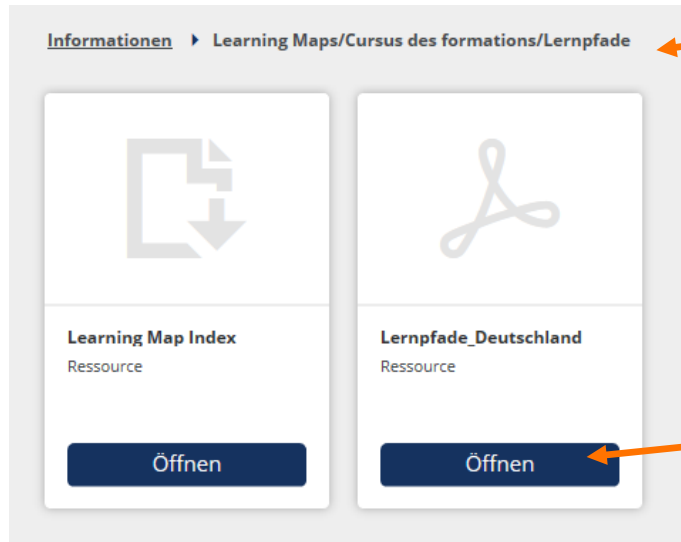


You can also access information via the menu.

Under Information you will find

- The learning paths of the products
- Course descriptions and prices of the courses
- Current course dates
- Hotel recommendations
- User manuals
- And FAQ`s

Learning Maps Germany



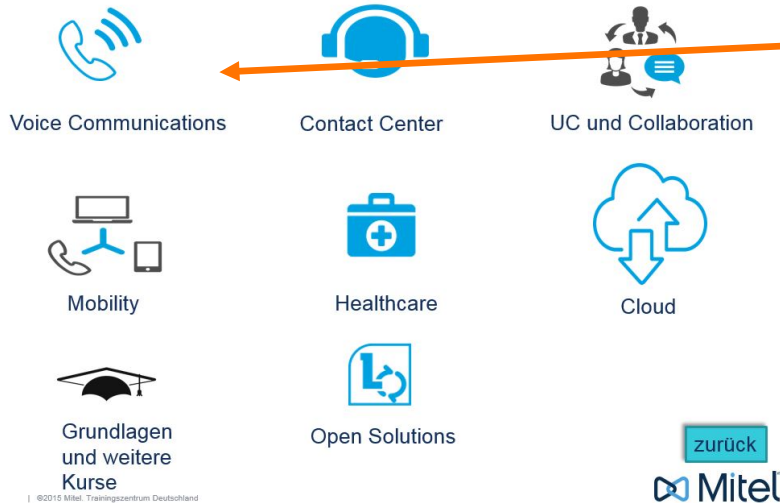
Lernpfade und Kursbeschreibungen



- To see the learning paths (certification paths) and course descriptions of Mitel courses go to Information/Learning Maps and then click on "Show" at Lernpfade_Germany
- After opening the page you can search the catalogue by technology areas or by product name

View learning map

Technologie Areas



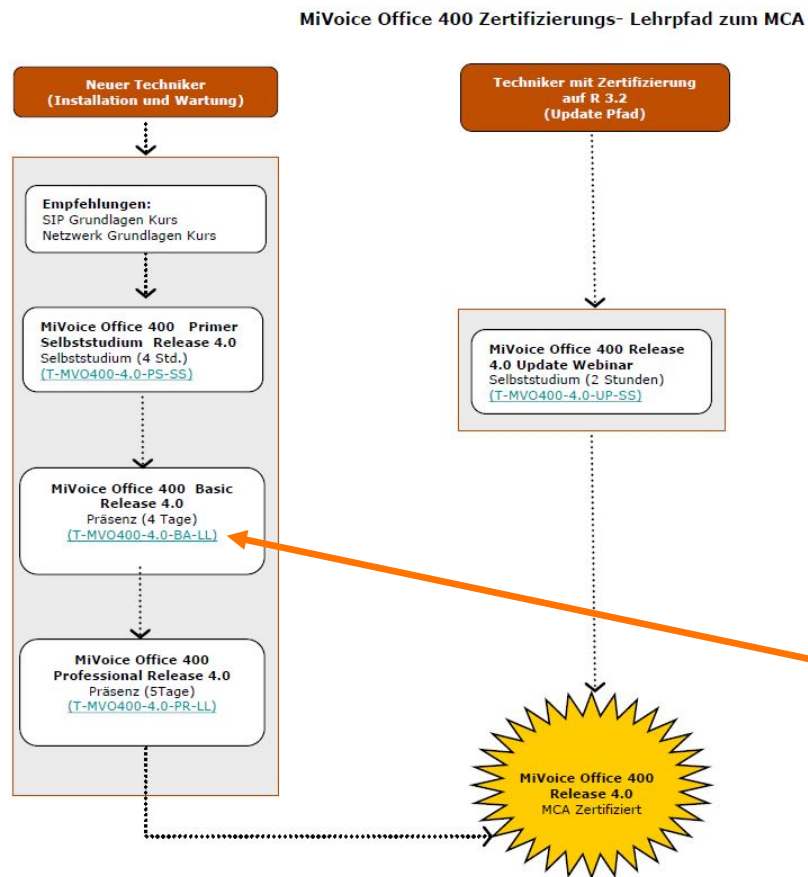
- Example at the MiVoice Office 400 nature trail:
- Select the corresponding area to get an overview

Voice Communications

- [MiVoice MX-ONE](#)
- [MiVoice 5000](#)
- [MiVoice Business](#)
- [MiVoice Office 400](#)
- [Mitel 100 | OpenCom 100](#)

- You can then select the desired call server

Learning maps and course descriptions



After selecting the product group, the corresponding nature trail opens.

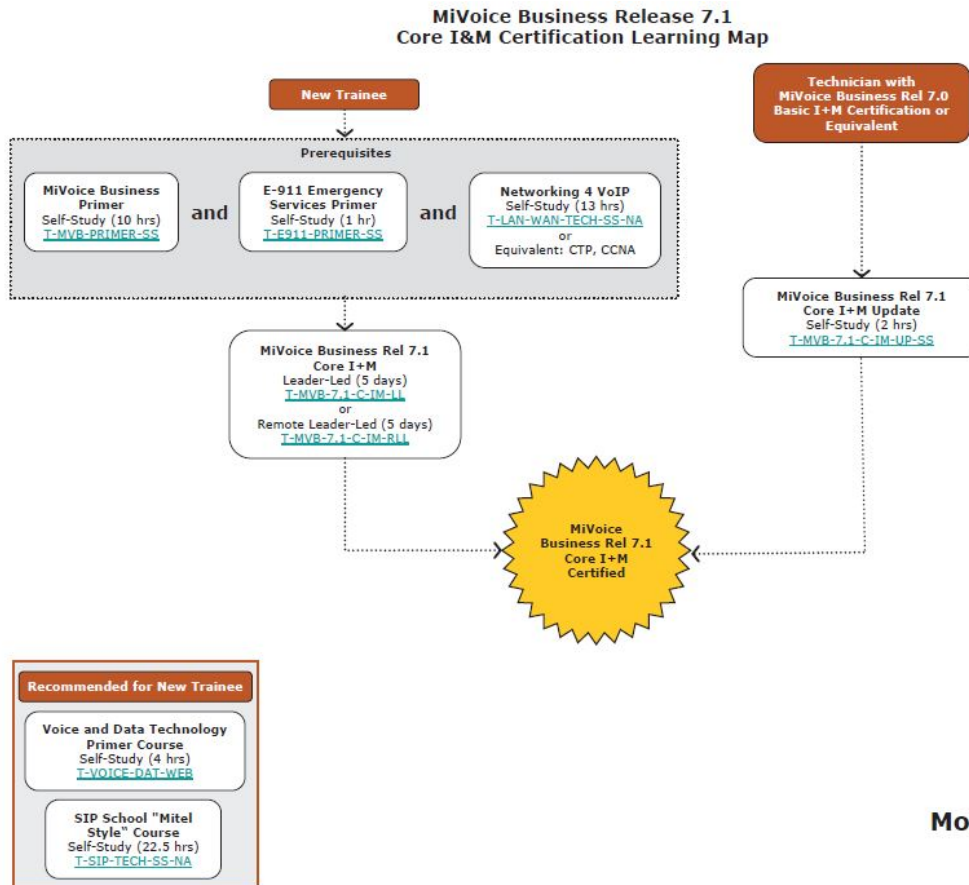
The learning path shows the prerequisites and the order of the courses to be followed as well as the goal to be achieved.

For example, here MCA for the MiVoice Office 400 in Release 4.0

By clicking on a course number the corresponding course description opens.

[Kurse zum MCP >](#)

Learning maps technology areas in the LMS

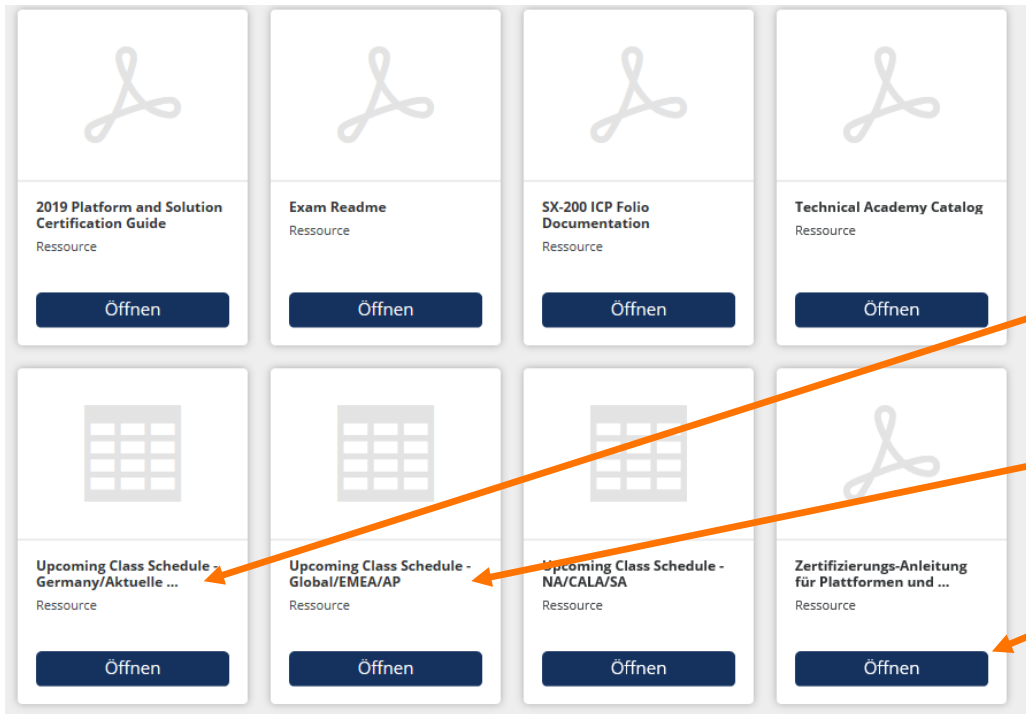


- Overview of a learning path at the example
 - Overview of the courses to be taken.
 - The order
 - Overview whether e-learning, remote or presence courses
 - Path for update with existing older certification
 - Recommendation for newcomers
- Once you have completed all the required courses, you will receive your corresponding product certificate

More

Course dates

- By clicking on Display Current Course Dates Germany you open the currently offered course dates (see next page)



- All dates in Germany
- All dates worldwide
- Information about certifications/partner program

Course dates

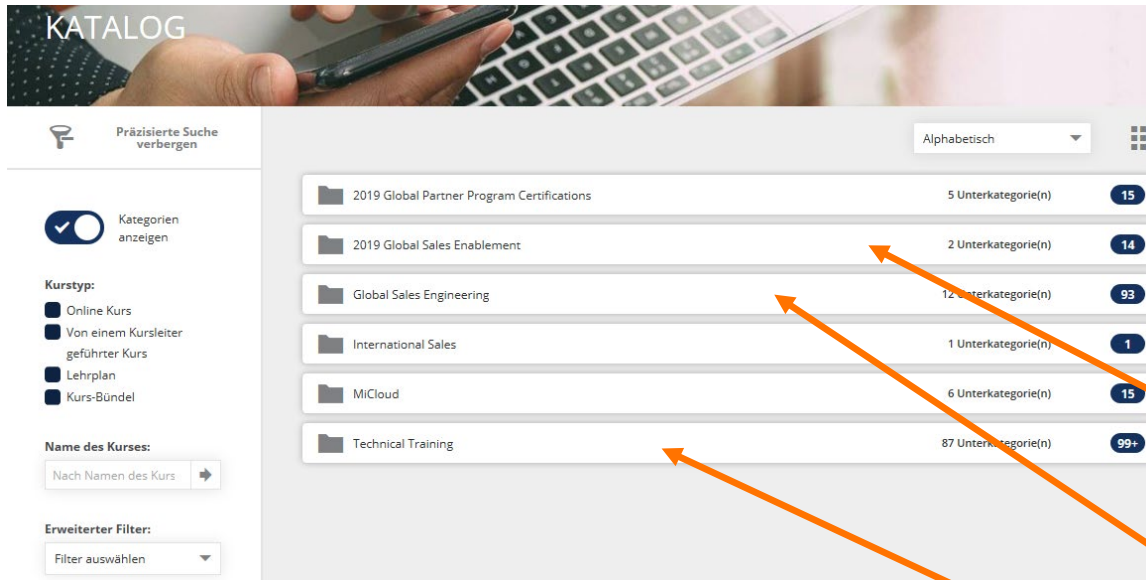
In the opened Excel-list you will find all current offered courses

- With course name, start and end date, course location and the number of booked places
- By copying the course name you can easily find the corresponding course in the catalog



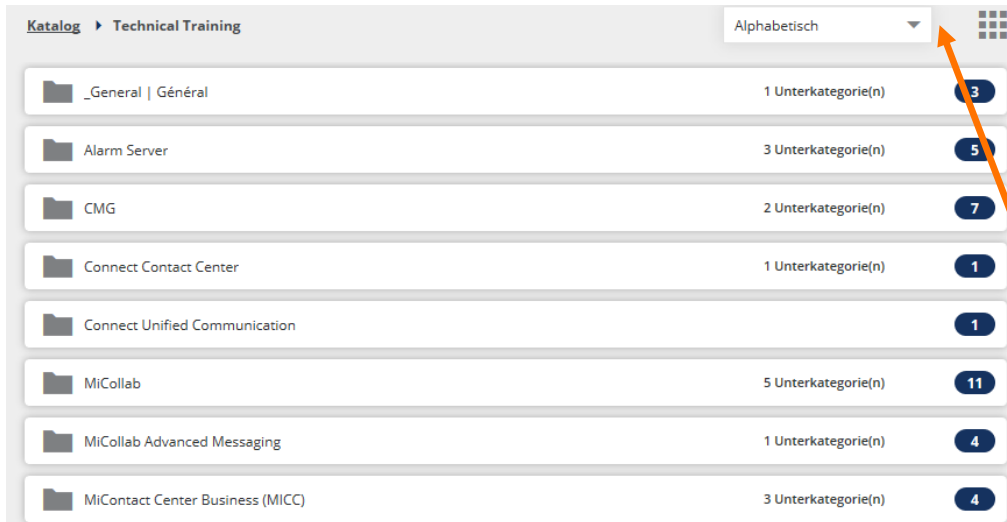
Germany					
Alarm Server-Engineering R 3.0					
Click here to register: https://mitel.Absorbtraining.com/#/courses/course/205023					
LessonTitle	StartDate	EndDate	Location	MaxClassSize	CurrentEnrolled
Alarm Server-Engineering R 3.0	February 23, 2016	February 24, 2016	Mitel Deutschland GmbH, Trainingsraum 2 - Zeughofstraße 1; Germany	8	0
Alarm Server-Engineering R 3.0	April 19, 2016	April 20, 2016	Mitel Deutschland GmbH, Trainingsraum 2 - Zeughofstraße 1; Germany	8	0
Alarm Server-Engineering R 3.0	July 05, 2016	July 06, 2016	Mitel Deutschland GmbH, Trainingsraum 2 - Zeughofstraße 1; Germany	8	0
Mitel 100 OpenCom 100 - Anlagenvernetzung/DECT Rel 12					
Click here to register: https://mitel.Absorbtraining.com/#/courses/course/205042					
LessonTitle	StartDate	EndDate	Location	MaxClassSize	CurrentEnrolled
Mitel 100 OpenCom 100 - Anlagenvernetzung/DECT Rel 12	May 11, 2016	May 11, 2016	Sonepar Deutschland/Region Süd GmbH, Augsburg - Zirbelstrasse 50; Germany	12	0

The catalogue I



- You can use the search function to insert the copied name and the corresponding courses will be displayed.
- The catalogue is divided into different sections.
- In Global Sales Enablement you will find all courses for sales.
- In Sales Engineering the Presales courses
- In Technical Training you will find all technical courses of Mitel

The Catalogue II



- The product category is only visible if the product or training is offered for a product in your region.
- You can also search for a specific course using the search function
- The products are sorted alphabetically by name
- The number indicates the number of available courses in the respective category.

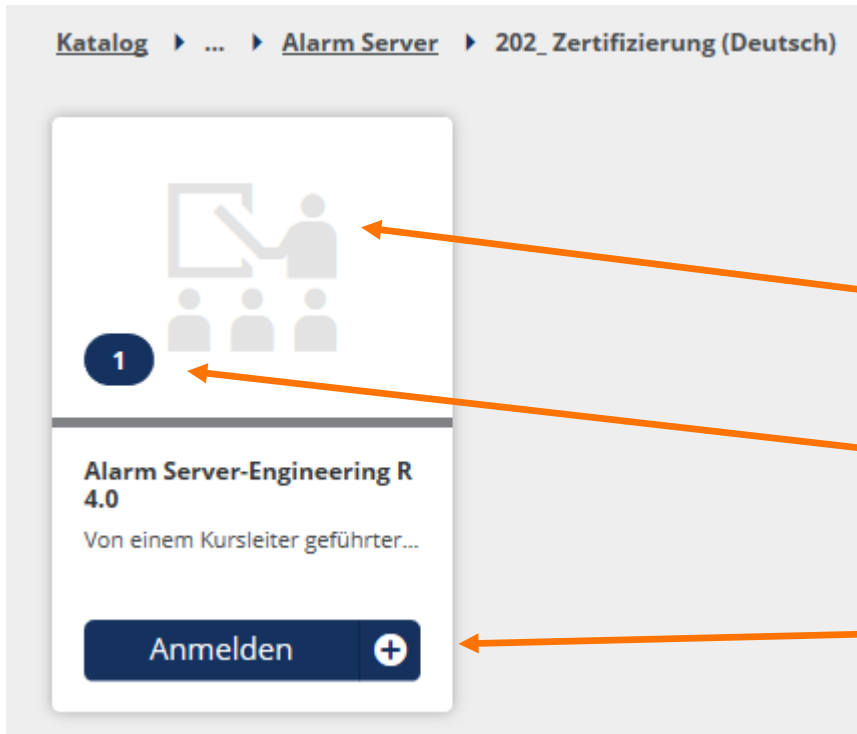
The Catalogue III

- After selecting the product, the respective course categories and the respective language in which these courses are held appear. Basic courses (I&M) can be found under "Certification" and update courses under "Update Certification".



- Update courses are usually free online trainings
- Associated courses are advanced courses of the product

Catalogue IV



- After you have selected a course you can see the number of sessions and the course description before you register.
 - Icon for presence courses. Double click opens the course description
 - Display of the current number of course dates
- Direct login
- Register for a course date (the date will be displayed later, see next page)

Registration for classroom courses

The screenshot shows the registration page for the course "Alarm Server-Engineering R 4.0 (Berlin) (11/19)". At the top, a header bar displays "Applikationen" and "Mitel Alarm Server-Engineering 4.0". Below this, a section titled "Sitzung (en)" contains the course details. A calendar icon shows "NOVEMBER 2019" with the date "12" highlighted. The course title "Alarm Server-Engineering R 4.0 (Berlin) (11/19)" is followed by the time "10:00 - 17:00 (CET)", the instructor "Kursleiter: Georg Dombre", and the location "Veranstaltungsort: Franklinstrasse 28/29, 10587 Berlin, Meetingcenter 4. OG (bei Westcon) - Franklinst...". A prominent blue button labeled "Anmelden" is positioned below the details. Further down, course specifics are listed: "Klassengröße: 8", "Verbleibende Plätze: 7", "Gestartet: 12. November 2019 10:00 CET", and "Endet: 13. November 2019 17:00 CET". The language "Kurssprache: Deutsch" is noted at the bottom of the details section. At the very bottom, a dark blue banner displays the course title "Alarm Server-Engineering R 4.0" and the note "Von einem Kursleiter geführter Kurs". Below this, an orange banner contains the text "Sie müssen den AGB zustimmen, bevor Sie auf den Kurs zugreifen können." and a "Weiter" button. Five orange arrows point to specific elements: the top header bar, the course title and time, the "Anmelden" button, the bottom banner area, and the AGB banner.

Applikationen
Mitel Alarm Server-Engineering 4.0

Sitzung (en)

NOVEMBER 2019
12

Alarm Server-Engineering R 4.0 (Berlin) (11/19)
10:00 - 17:00 (CET)
Kursleiter: [Georg Dombre](#)
Veranstaltungsort: Franklinstrasse 28/29, 10587 Berlin, Meetingcenter 4. OG (bei Westcon) - Franklinst...

Anmelden

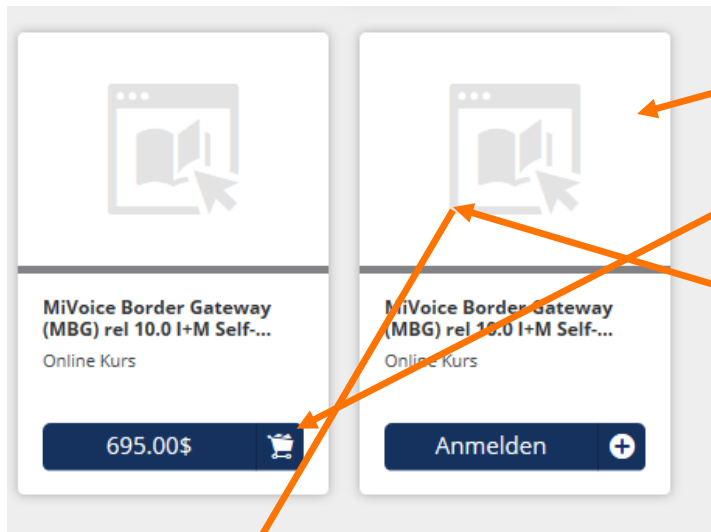
Klassengröße: 8
Verbleibende Plätze: 7
Gestartet: 12. November 2019 10:00 CET
Endet: 13. November 2019 17:00 CET
Kurssprache: Deutsch

Alarm Server-Engineering R 4.0
Von einem Kursleiter geführter Kurs

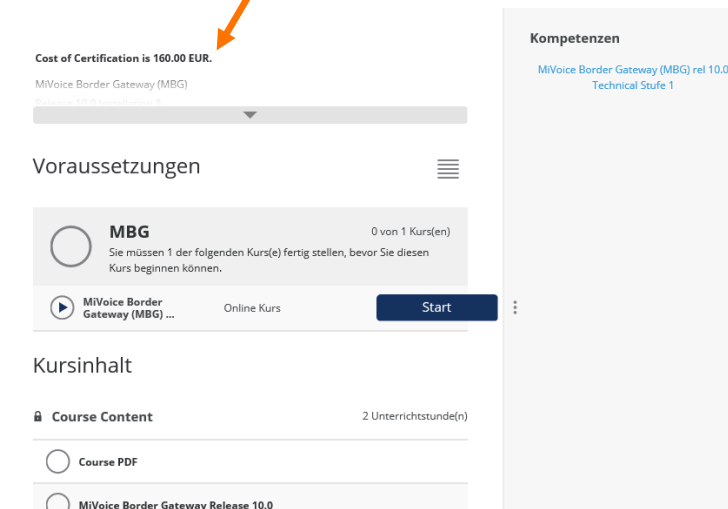
Sie müssen den AGB zustimmen, bevor Sie auf den Kurs zugreifen können. Weiter

- Before you register, you can also view the course description here
- Here you can see the course dates, the trainer and the course location
- You can book this course via Register
- The AGB's are to be agreed to for the booking.
- ! Please note that most of the courses are fee required and you have to ask your supervisor for confirmation!
- After the registration you will receive a corresponding e-mail.

Registration online courses



- **Attention for online courses (ICON)**
- Courses that are marked with a price in the registration bar can only be booked if your company has access to the shop (ask before)
- Courses without price information in the registration window, **may also be subject to a fee**. First click on the ICON to see the course description. Do not click directly on Register here.
- You can book this course via Register
- The AGB's are to be agreed to for the booking.
- ! Please note that most of the courses are fee required and you have to ask your supervisor for confirmation!
- After the registration you will receive a corresponding e-mail.



Requirements

Cost of Certification is 160.00 EUR.

MiVoice Border Gateway (MBG)
Release 10.0 Installation 2

Voraussetzungen

MBG 0 von 1 Kurs(en)
Sie müssen 1 der folgenden Kurs(e) fertig stellen, bevor Sie diesen Kurs beginnen können.

MiVoice Border Gateway (MBG) ... Online Kurs **Start**

Kursinhalt

Course Content 2 Unterrichtsstunde(n)

- Course PDF
- MiVoice Border Gateway Release 10.0

Kompetenzen

MiVoice Border Gateway (MBG) Release 10.0
Technical Stufe 1

- Some courses have other courses as prerequisites (see learning paths or course description)
 - You can only register for a course if the requirements are met
 - After fulfilling the requirements, you can register for the selected course.

Calendar

In the calendar you will find your registrations (dates) for your booked classroom courses.

The screenshot displays the Mitel user interface. On the left is a sidebar menu with icons and labels: 'Sie sind angemeldet als: Francisco Garay', 'Nachrichten', 'Übersichtsseite', 'Meine Kurse', 'Katalog', 'Informationen', 'Kalender', 'Kursnachweis', 'Profil', 'FAQs', and 'Abmelden'. An orange arrow points from the 'Kalender' menu item to the main calendar view. The main view shows a calendar for November 2019. The date '12' is highlighted in a dark blue box. Below the calendar, a course card for 'Alarm Server-Engineering R 4.0' is displayed. The card includes the course title, location 'Alarm Server-Engineering R 4.0 (Berlin) (11/19)', a session time of '10:00 - 17:00 (CET)' on 'NOVEMBER 2019', and the instructor 'Kursleiter: [George Dombre](#)'. An orange arrow points from the 'Anzeigen' button on the course card to the text on the right. The bottom of the course card shows 'Applikationen: Mitel Alarm Server-Engineering 4.0' and a 'Gruppen:' field.

So.	Mo.	Di.	Mi.	Do.	Fr.	Sa.
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

November 2019

Alarm Server-Engineering R 4.0
Alarm Server-Engineering R 4.0 (Berlin) (11/19) Anzeigen

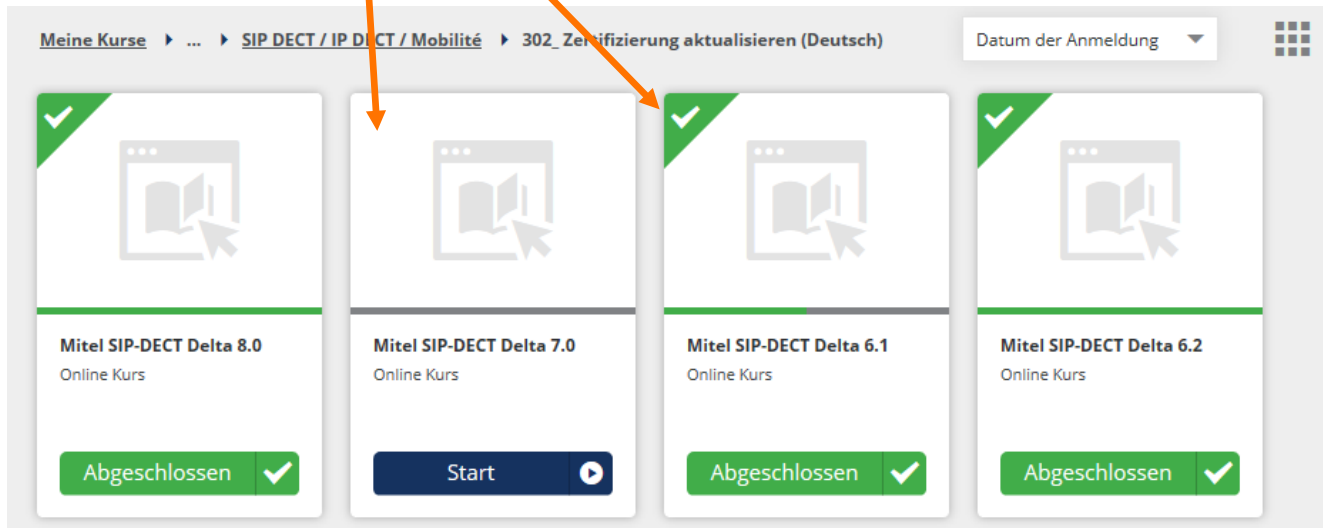
Sitzung:
NOVEMBER 2019 **10:00 - 17:00 (CET)**
Kursleiter: [George Dombre](#)
Veranstaltungsort: Franklinstrasse 28/29, 10587 Berlin, Meetingcenter 4. OG (bei Westcon) Franklinstrasse 28 / 29 Berlin 10587 Germany

Applikationen
Mitel Alarm Server-Engineering 4.0
Gruppen: Personen: 4

• Here you can be forwarded directly to your registration

My courses

- In My Courses you can see :
 - Courses for which you are registered (blue)
 - Courses that you have completed (green tick and completed)
 - You can use the filter to determine whether courses that have already been completed should be displayed



Change or delete appointment

Meine Sitzung

NOVEMBER 2019 Alarm Server-Engineering R 4.0 (Berlin) (11/19)

12 10:00 - 17:00 (CET)

Zum Kalender hinzufügen Sitzung ändern Sitzung stornieren

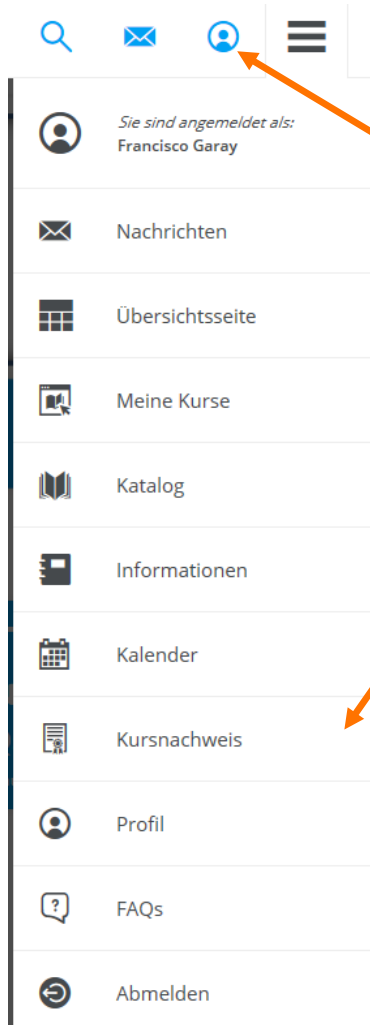
Kursleiter: [Georg Dombre](#)

Klassengröße: 8

Kurssprache: Deutsch

- If you want to cancel the registration for a course or choose a different date, call up the course again.
- With Change session you can select another date, if available.
- With Cancel session, you cancel your previous registration.
- You will always receive a corresponding e-mail.
- Creates an ICS file for your personal calendar

Further menu items



- You will find an overview in the course certificate
 - your certificates
 - your completed courses
 - your skills
- Under Edit Profile you can customize your profile.
- In FAQ you will find answers to the most frequently asked questions

We wish you much success with the
Mitel Learning Management System