

## MiVoice MX-ONE R. 8.1 - Mitel Certification EXAM

The exam is designed for engineers and service partners as well as customer engineers who need a certified technical and detailed understanding of the MiVoice MX-ONE R. 8.1.

If you would like to refresh your MiVoice MX-ONE R. 8.1 knowledge for the exam, you are able to book a training day one day prior to the exam.

After passing the exam, the **MiVoice MX-ONE Rel 8.1 Technical Certification Completed**, the competency **MiVoice MX-ONE Rel 8.1 Technical** and access to support are granted.

If you fail the exam, the instructor will inform you with general details of the areas where you fell-short.

Students can book a retake exam anytime subject to receipt of payments. Note the retake exam will be a different customer scenario & students may have unlimited attempts.

### Target Group

Engineers, Training and Service Partners, Customer Engineers, Technicians

### Requirements

Work experience on the MiVoice MX-ONE is obligatory.

### Methods

**Instructor Leader Led/ILL:** Physical classroom environment

**Remote Leader Led/RLL:** Virtual classroom environment

**Hybrid:** ILL or RLL. You can attend the course on-site or remotely.

Equipment and Setup Requirements for Remote Leader Led Training:

- | One telephone capable of hands-free or headset operation with mute capability. This will be used for Audio Conferencing.
- | Two PCs or one PC with dual screens. One will be for the web session and the other is for ESM and documentation access.
- | Four Mitel SIP Phones (68xxi/69xx series).
- | One Layer 2, PoE Switch to support the IP Phones High Speed Internet connection. 2 Mbps download and 400 Kbps upload minimum recommended speeds. A Mitel/Aastra power supply for the SIP phone is also acceptable.
- | Web Camera is required for the monitored exam on the last day of the course

Equipment for class needs to be set up in a quiet environment for the best learning experience. Students must also have access rights to install software on the PC(s) for purposes of the lab environment. Notification and information regarding Teleworker IP addressing and URLs will be communicated to the student by the instructor prior to class start date. A test procedure will be included in this information to ensure all communication requirements will be met.

### Key Features

This practical exam will have a time limit of 7.5 hours.

It is acceptable for students to access and utilize other resources during the exam including:

- | Mitel official websites
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- | Technical websites
- | Search engines
- | Technical documentation

On commencement of the exam students will be given a scenario for a MiVoice MX-ONE installation. System set up information will be provided along with a list of tasks that are required to be completed. Varying points will be awarded for every task, depending on its complexity, and students must achieve a minimum of 80% to pass the exam.

This will require the students to be proficient in the following areas:

- | Licensing and Installation & Maintenance
- | Manager Provisioning
- | MiVoice MX-ONE Extensions and Extension Features
- | Features
- | System Backups
- | Call Routing
- | Alarm and Fault Handling
- | Redundancy
- | Emergency Calling
- | MiVoice MX-ONE DHCP
- | Fault locating
- | Tracing
- | Call Information Logging
- | SNMP
- | Security

## Events

## Duration

1 Day

## Certificate

Mitel Certification

## Contact Person



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