

MiVoice MX-ONE R. 7.7 Installation & Maintenance - Core Part 1 / Remote Leader Led

The MiVoice MX-ONE Core I&M course covers fundamental tasks involved in installing, configuring, maintaining, and troubleshooting a MiVoice MX-ONE system. Focus will be on SIP devices and SIP trunking.

This course qualifies new technicians with MiVoice MX-ONE I&M Certification, which is a prerequisite for MiVoice MX-ONE Core Part 2 I&M.

Target Group

Engineers, Technicians, Installers, Maintainers

Requirements

In order to enroll in this course, students must have:

- | MiVoice MX-ONE Primer Self-Study

Recommended but not required:

- | Voice and Data Technology Primer Self-Study
- | Networking 4 VoIP (or current CCNA or CTP certification)
- | SIP School – SSCA (or have passed SIP Challenge Exam)

To get the maximum benefit from this course, the student should spend some On-Job-Training time both prior to and after this course.

IMPORTANT NOTICE: Before registering for this course, it is imperative that students have a working knowledge of IP based LANs including routers, switches, DHCP, FTP and Telnet. It is equally important that students be very comfortable with PCs including network configuration and IP utilities. Please note that instructors will not spend extra time with students who do not have the necessary knowledge. Instructors may, at their discretion, dismiss students who do not meet prerequisite requirements. Should this happen, course fees will prevail and the student will not receive certification for the course.

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
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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

Introduction

- | System Overview
- | Main Components
- | Recovery DVD
- | Virtual Machine Appliance
- | Software Architecture
- | Data Structure
- | MiVoice MXONE Management Suite
- | Cassandra System Database

System Installation and Basic Maintenance

- | Service Node Installation Workflow
- | Virtual Server Installation
- | Installation of Other Servers
- | Media Gateways

Licensing

- | Licensing Description Overview and handling

Provisioning Manager

- | Overview
- | User and Extension Data
- | User Security Profiles
- | Authentication
- | Provisioning Manager Installation
- | Security – System Management
- | Command Line Interface and Root Access

Extensions

- | DHCP
 - | IP Phone Provisioning
 - | Extension creation during User creation
 - | Add an Extension to Provisioning Manager
 - | Associate Extensions with Users
 - | Logging in the Phone to the MX-ONE
 - | Softkey/Programmable Key
 - | Web User Interface
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- | Using a Code on the Phone

Features

- | Shared Call Appearance (SCA)
- | Multiple Terminal Service (Forking) and Parallel Ringing
- | Personal Number Lists
- | Diversion (Call Forwarding)
- | Groups
- | Call Pickup
- | Extra Directory Number (EDN)

System Backups

- | Types of Backups
- | Restore
- | System Recovery
- | Data Backup and Data Restore
- | Safety backup
- | Scheduling Automatic Backups

Call Routing

- | Network Privat and Public
- | Trunk Hardware
- | RTP Resource Usage
- | Basic signaling
- | CAS and CCS
- | Basic Routing
- | Route Configuration
- | SIP Trunk Function Description
- | Creating a basic SIP trunk
- | Extended Services for Outgoing Traffic

Alarm and Fault Handling

- | Internal Telephony Server tools
- | Status
- | Reports
- | Diagnostic
- | Log Files
- | SIP Phones

Emergency Calling

- | Emergency Number
 - | MX-ONE Configuration
 - | Location Information
 - | Scenarios
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Events

Hybrid Course: ILL & RLL

12.08.2024 - 16.08.2024 2.695,00 EUR (Net) / 3.207,05 EUR (incl. 19% V.A.T.)

Language: German

Location / Time Zone: Nuremberg / CEST

incl. VAT

Hybrid Course: ILL & RLL

18.11.2024 - 22.11.2024 2.695,00 EUR (Net) / 3.207,05 EUR (incl. 19% V.A.T.)

Language: German

Location / Time Zone: Nuremberg / CET

incl. VAT

Remote Leader Led/RLL

02.12.2024 - 06.12.2024 2.695,00 EUR (Net) / 3.207,05 EUR (incl. 19% V.A.T.)

Language: English

Time Zone: CEST

incl. VAT

Duration

5 Days

Certificate

Mitel Certification
