

TOP LOC 3001 Mitel InAttend R. 2.6 Basics Installation & Configuration

Mitel InAttend is the new Mitel Switchboard Solution, designed to replace the previous DNA-based Operator Workstation (OWS). The objective of the course is to enable Mitel Partners to install and configure the basic functions and features of Mitel InAttend.

Target Group

Service technicians, system technicians, support technicians

Requirements

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

- | MiVoice MX - ONE Core Part 1 Certification
- | MiCollab on MiVoice MX-ONE knowledge (Certification recommended)
- | MS AD, Exchange

Methods

ILL/RLL

Equipment Requirements and Setup Requirements for the RLL Training:

- | One telephone capable of hands-free or headset operation with mute capability. Please use this as an alternative for Audio Conferencing.
- | Two PCs or one PC with dual screens or one PC incl. screen and one Laptop. One will be for the web session and the other is for ESM and documentation access.
- | Four Mitel SIP Phones (68/69xxi series) or equivalent together with a means of powering the terminals.
- | One Internet connection with a minimum bandwidth of 4 Mbps with a DHCP server that outputs local IP address information, including a local gateway and a DNS server.
- | 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

The following topics are covered during this training:

Day 1

- | Overview of system architecture, components and functionality
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Day 2

- | Installation and configuration of Mitel Connectivity Server: TCA, TCS, NeTS, Queue Manager, Media Server
- | Configuring queues, call flow, voice prompts, camp on behavior
- | Configuring MiVoice MX-One for Mitel InAttend: SIP connection to ACS

Day 3

- | CSTA 3 (X-Link) interface for line state information
- | Installation and configuration of BluStar Server for Mitel InAttend: creating InAttend user accounts, configuration profiles, search function, connecting to Mitel CMG directory
- | Microsoft Active Directory
- | CSTA 3 link to MX-One
- | Installation, configuration and using of Mitel InAttend Client

Day 4

- | Configuration of Presence Server with connection to Microsoft Exchange Server / Lync
- | Integration with MiCollab Clients
- | Quality Manager

Day 5

- | Exam

Events

Remote Leader Led/RLL

21.02.2022 - 25.02.2022 2.695,00 EUR (Net) / 3.207,05 EUR (incl. 19% V.A.T.)

Language: English

Remote Leader Led/RLL

20.06.2022 - 24.06.2022 2.695,00 EUR (Net) / 3.207,05 EUR (incl. 19% V.A.T.)

Language: English

Duration

5 Days

Certificate

Mitel Certification

Contact Person



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