

# TOP LOC 0002 MiVoice Business Configuration & Maintenance Core 1

TOP LOC 0002 MiVoice Business Configuration & Maintenance Core 1 is designed for engineers who are starting to work with the MiVoice Business Solution.

The course covers basic knowledge for fundamental tasks involved in operating, configuring, and maintaining MiVoice Business Call Server.

Focus will be on SIP devices and SIP Trunking

## Target Group

Engineers, Technicians, Installers, Maintainers and Administrators

## Requirements

- | Basic knowledge about operating Systems and server components
- | Basic knowledge about SIP and SIP Trunking
- | Basic knowledge about Linux

### Recommended Course from TOP:

- | SIP in Everyday Work Life
- | Advanced SIP in Everyday Work Life

## Your Benefits

Upon completion of the course, students will receive a thorough understanding of features of MiVoice Business.

You will be able to operate, configure and maintain the MiVoice Business Call Server.

## 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 PC headset for conference audio
- | Either, one PC/Laptop with two screens attached or two PC/Laptops (one screen will be used for the video conference interaction and the second will be used to access equipment and complete practical exercises)
- | Four MiNet phones (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.

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.

## Key Features

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- | System Overview
- | Initial Setup and Licensing
- | Assigning Access Privileges
- | User and Service Configuration
- | Controlling Features with classes of services
- | Attendant Consoles
- | Maintenance and Troubleshooting
- | Group Programming
- | SIP Trunks
- | Automatic Route Selection (ARS) including Emergency Routing
- | Hot desking
- | Call Handling
- | Embedded Voice Mail
- | Upgrading or Reloading Software

## Events

Dates on request

## Duration

5 Days

## Certificate

TOP Certification

## Contact Person



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