

Unify Academy Training News

Zoom OpenScape Integration

[Curriculum for Zoom OpenScape Integration \(CUR_ZOOM_E\)](#)

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Mitel CloudLink Onboarding for OpenScape (CLOVO4KSDS)

Target Group: Technicians
Installers & Maintainers

Brief Description: CloudLink is a platform that provides a rich suite of application-enabling services such as telephony services. Along with Mitel developed CloudLink applications such as MiContact Center Business, third-party applications can interface with CloudLink to run off a Mitel infrastructure (e.g. Zoom, PSI) This self-paced course covers the installation and integration of CloudLink for OpenScape solutions including required CloudLink configuration settings (e.g. CloudLink, Daemon), and applicable OpenScape settings. This training prepares the OpenScape solution (OpenScape Voice, 4000, SBC) for CloudLink Applications (Mitel or 3rd Party). This training is seen as a requirement following Installation and Maintenance training on an OpenScape PBX. CloudLink Onboarding is directed towards a partner IF the partner plans to take advantage of CloudLink Applications being offered by Mitel or other 3rd Parties (e.g. Zoom). Please note that in many cases there may be additional training for CloudLink Applications. This training is mandatory for those technicians' requiring assistance from Mitel Support on any CloudLink Daemon or Onboarding issues. **IMPORTANT NOTICE:** For this Self Study course, Mitel provides only a Self-Study Guide that will be received as a download link in the corresponding mail after registering. Please also register, after this Self Study course, for the corresponding final test [CLOVO4KTST](#) and start it.



Prerequisites:	<p>To enroll in this course, students must first have completed one of the following:</p> <ul style="list-style-type: none">• OpenScape 4K Basic (OS4BAS1SCS)• OpenScape Voice (SOLADM1SCS and OSVADV1SCS) <p>To enroll in this course, students must also have completed the following:</p> <ul style="list-style-type: none">• OpenScape SBC (SBCADV1SCS) <p>Please, note, any OpenScape issues as part of being in a OpenScape solution will require training certification prior to calling Mitel Product Support for OpenScape issues.</p>
Aims:	<p>The participant</p> <ul style="list-style-type: none">• knows the CloudLink functions• knows the CloudLinks Admin Interface• knows the CloudLink Configuration
Content:	<p>Mitel CloudLink Solution Overview</p> <ul style="list-style-type: none">• Mitel CloudLink Solution for OpenScape• Summary of Steps• Onboarding Basics <p>Mitel Administration for Partners</p> <ul style="list-style-type: none">• Introduction to Mitel Administration (External/Internal Partners)• Creating a Customer Account on CloudLink• Integrations• System Inventory <p>CloudLink Daemon</p> <ul style="list-style-type: none">• Overview• Checking for CloudLink Account• CloudLink Daemon in OpenScape products (OpenScape 4000, Voice and SBC)• CloudLink Connections• Logging into Mitel Administration (External/Internal Partners)• To switch Regionals• CloudLink Enablement <p>Troubleshooting</p> <ul style="list-style-type: none">• Troubleshooting CloudLink• Port information• CloudLink Status• Partner Support Roles and Responsibilities
Duration:	180 minutes
Delivery/Costs:	Web Based Training (WBT) / Free of charge
Course in Web:	Mitel CloudLink Onboarding for OpenScape (CLOVO4KSDS)

Zoom Hybrid Solution Training for OpenScape Voice & OpenScape 4000 (ZHSVO4KSDS)

Target Group:	Technicians Installers & Maintainers
Brief Description:	<p>This Zoom Integration Training course outlines essential procedures for setting up Zoom connectivity with Mitel OpenScape Voice, OpenScape 4000, and Mitel Session Border Controller. While the training is self-directed, participants should set aside approximately two hours for completion. A dedicated online Certification Assessment enables technicians to obtain their Zoom Hybrid Solution certification. Participants will develop essential expertise to implement and set up core capabilities and components. The program delivers technical guidance supported by detailed configuration instructions, enabling students to apply their acquired knowledge during training and verify proper functionality of their deployment.</p>
Prerequisites:	<p>Registration will be not accepted until the student has successfully completed the following course:</p> <ul style="list-style-type: none">• OpenScape CloudLink Onboarding Course (CLOVO4KSDS + CLOVO4KTST) <p>Students must have a working knowledge of IP based LANs including routers, switches, DHCP, FTP and Telnet. It is equally important that students be comfortable with Windows PCs including network configuration and IP utilities.</p> <p>Given that this exam is delivered remotely, students must have the following equipment:</p> <ul style="list-style-type: none">• Laptop/PC with suitable browser to access your course remotely.• High Speed Internet Connection.
Aims:	<p>The participant</p> <ul style="list-style-type: none">knows the Zoom Integration Optionsis able to execute Miscellaneous Actionsknows the OpenScape Voice System Configurationknows the OpenScape 4000 System Configurationgets an OpenScape SBC Overviewgets a Zoom SBC Overview
Content:	<ul style="list-style-type: none">IntroductionZoom Integration Options OverviewMiscellaneous ActionsOpenScape Voice System ConfigurationOpenScape 4000 System ConfigurationOpenScape SBC OverviewZoom SBC Overview
Duration:	120 minutes



Delivery/Costs: Web Based Training (WBT) / Free of charge

Course in Web: [Zoom Hybrid Solution Training for OpenScape Voice & OpenScape 4000 \(ZHSVO4KSDS\)](#)

Enrolment: Please enrol via your personal My-Training Account on the Homepage of the Unify Academy. This enrolment is free of charge:

Internet: <http://www.unify.com/academy>

Note: The course (for internal employees) will be displayed, after logging in to your My-Training Account.

With best regards

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