

# Unify Academy

Mitel OpenScape 4000 - Advanced Course for Service

---

**Course code** OS4ADV1SCS

---

**Target Group** Service personnel

---

Course language	Delivery type	Duration
English	Classroom	10 days

## Course description

Mitel OpenScape 4000 - Advanced Course for Service is a course for service personnel. The objectives are among others softwaretools for Mitel OpenScape 4000, procedures of maintenance and fault diagnostics and commission of a preconfigured system. After completing this course, the participant is among others able to administrate the preconfigured Mitel OpenScape 4000 System with administration and maintenance orders (AMOs), he can apply and administrate Mitel OpenScape 4000 features and he is able to eliminate faults and do maintenance.

---

## Learning Target

The participant

- Is able to administrate the preconfigured Mitel OpenScape 4000 System with administration and maintenance orders (AMOs).
  - Knows advanced subscriber and trunk features.
  - Gains insights of the central settings of the Mitel OpenScape 4000 system.
  - Can apply and administrate advanced Mitel OpenScape 4000 features.
  - Is able to setup attendant consoles.
  - Is able to operate the tools for diagnosis and alarm management.
  - Is able to commission subscribers, devices and trunks.
  - Eliminates faults and does maintenance.
  - Knows the SW supply concept and is able to work with hotfixes.
  - Knows the enhanced Backup and Restore concept.
- 

## Prerequisites

Basic knowledge of Windows 7 / 8 / 10

Course: Mitel OpenScape 4000 - Basic course (OS4BAS1SCS)

experienced usage of the 4000 Expert Access (ComWin)

AMO know how about the features of the Basic course

---

## Contents

### Hardware

- Refreshment

### AMOs (Administration Maintenance Order)

- Installation of Hardware
- Installation of Devices
- Administration of Features
- Practical Exercises

### Features

- Local Key System
- Advanced Features depending of Mitel OpenSape Version
- Practical Exercises

### Attendant Consoles

- Installation of IP Attendant Consoles
- Night Options
- Features
- Practical Exercises

### Trunks

- Introduction
- Protocol Variants (EDSS1, ECMAQSIG (CORNET NQ))
- Numbering Plans ISDN and Private
- Practical Exercises

### Local Least Cost Routing (LCR)

- Structure of Node Numbers
- Control Mechanism of Routing
- Setup of S0 - S2M and IP Central Office Trunks
- Practical Exercises

### Interfaces

- LAN connectivity (RMX and WEB)

### Hotfixes

- Overview Software Supply
- SW Supply of Hotfixes

### WEB Tools

- Maintenance Tools (WEB)
- Practical Exercises

### Backup/Restore

- Backup/Restore via WEB and AMOs
- Practical Exercises

---

## Curricula

This course is part of following curricula

- [Curriculum for Mitel OpenScape 4000 for Service](#)
- [OpenScape 4000 Service Curriculum - North America](#)
- [OpenScape 4000 Administration - North America](#)
- [Implementation & Support Expert Mitel OpenScape 4000](#)

## Tests and Certificates

This course prepares following certification:

- [Implementation & Support Expert Mitel OpenScape 4000](#)
- 

### Further information:

Please contact us for further information or bookings:

Email            [academy.exc@mitel.com](mailto:academy.exc@mitel.com)

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