

Atos Unify Academy

Atos Unify OpenScape 4000 - Basic course for Service

Course code OS4BAS1SCS

Target Group Service technicians
Internal service personnel
Administrators

Course language	Delivery type	Duration
English	Classroom	10 days

Course description

Atos Unify OpenScape 4000 - Basic course for Service is a course for service technicians, internal service personnel and administrators. The objectives are among others to know functional units, connection diagrams, the Atos Unify OpenScape 4000 Assistant and an introduction of the Atos Unify OpenScape 4000 Expert Access. After completing this course, the participant is among others able to administrate the Web - based menu of the Atos Unify OpenScape 4000 Assistant and the Atos Unify OpenScape 4000 Expert Access (AMOs) and he is able to adminstrate customer specific features.

Learning Target

The participant is able to

- Name the hardware components of the Atos Unify OpenScape 4000 system
 - List the main voice features
 - Put into operation phones (analog, TDM and IP)
 - Administrate the preconfigured Atos Unify OpenScape 4000 system with the Web - based menu Atos Unify OpenScape Assistant 4000
 - Administrate the preconfigured Atos Unify OpenScape 4000 system with the Atos Unify OpenScape 4000 Expert Access (AMOs)
 - Install customer specific features
 - Use and adapt existing standards and derive new standards
 - Save customer data
-

Prerequisites

Windows 7 / 8 / 10

Basic principles of

- ISDN (ISDN (EL7211E))
 - Telephony (Digital Telephony (EL7201E))
-

Contents

Hardware

- New controll boards
- Peripheral Boards

TDM Devices

IP Devices and IP Attendant Consoles

DLS (Deployment Server)

- Introduction of the basic features
- Practical exercises

Overview of the Feature

- Subscriber
- Attendant Console
- Net wide features

WEB - GUI

- Introduction of the Atos Unify OpenScape 4000 Assistant
- User concept
- Configuration of stations (incl. IP phones)
- Administration of features
- Practical exercises

Introduction Atos Unify OpenScape 4000 Expert Access (administration with AMOs)

- Administration of features
- Configuration of phones (incl. IP phones)
- Practical exercises

Backup via Atos Unify OpenScape 4000 Assistant

- Introduction of the Backup/Restore concept
- Practical exercises

Introduction Diagnosis Tools of the Atos Unify OpenScape 4000 Assistant

- Description of the tools
- Practical exercises

Curricula

This course is part of following curricula

- [Curriculum for Atos Unify OpenScape 4000 for Service](#)
- [Curriculum for OpenScape Alarm Response Professional](#)
- [_OpenScape 4000 Service Curriculum - North America](#)
- [_OpenScape 4000 Administration - North America](#)
- [Implementation & Support Specialist Atos Unify OpenScape 4000](#)

Tests and Certificates

This course prepares following certification:

- [Implementation & Support Specialist Atos Unify OpenScape 4000](#)

Further information:

Please contact us for further information or bookings:

Email academy.exc@atos.net

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