

# Unify Academy

Mitel OpenScape 4000 - Basic course for Service

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**Course code** OS4BAS1SCS

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**Target Group** Service technicians  
Internal service personnel  
Administrators

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Course language	Delivery type	Duration
English	Classroom	10 days

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## Course description

Mitel 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 Mitel OpenScape 4000 Assistant and an introduction of the Mitel OpenScape 4000 Expert Access. After completing this course, the participant is among others able to administrate the Web based menu of the Mitel OpenScape 4000 Assistant and the Mitel OpenScape 4000 Expert Access (AMOs) and he is able to adminstrate customer specific features.

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## Learning Target

The participant is able to

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

Windows 10 / 11

Basic principles of

- ISDN and or VOIP
  - Telephony Basics
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- Numbering concept (E.164)
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## Contents

### Hardware

- New controll boards
- Peripheral Boards

### TDM Devices

### IP Devices and IP Attendant Consoles

### OS Endpoint Management (OSEM)

- Overview
- General infos

### Overview of the Feature

- Subscriber
- Attendant Console
- Net wide features

### WEB - GUI

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

### Introduction Mitel OpenScape 4000 Expert Access (administration with AMOs)

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

### Backup via Mitel OpenScape 4000 Assistant

- Introduction of the Backup/Restore concept
- Practical exercises

### Introduction Diagnosis Tools of the Mitel OpenScape 4000 Assistant

- Description of the tools
  - Practical exercises
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## Curricula

This course is part of following curricula

- [Curriculum for Mitel OpenScape 4000 for Service](#)
  - [Curriculum for Mitel OpenScape Alarm Response Professional](#)
  - [\\_OpenScape 4000 Service Curriculum - North America](#)
  - [\\_OpenScape 4000 Administration - North America](#)
  - [Implementation & Support Specialist Mitel OpenScape 4000](#)
  - [Curriculum for Zoom OpenScape Integration](#)
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## Tests and Certificates

This course prepares following certification:

- [Implementation & Support Specialist Mitel OpenScape 4000](#)
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### Further information:

Please contact us for further information or bookings:

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