

Unify Academy

Mitel OpenScape UC Application basic course

Course code OSABASISCS

Target Group Service

Course language	Delivery type	Duration
English	Classroom	5 days

Course description

This course is intended to enable Service Personal, Partners and Self Maintainer, to install and configure the product Mitel OpenScape UC Application in a customer environment. The usage of the system and of each client will be shown in theoretical and practical sessions.

Learning Target

The participant:

- knows the general concept of Mitel OpenScape Unified Communications,
 - is able to install and configure the system as a "Small Deployment",
 - is able to configure and explain the general and useful functions of Mitel OpenScape Unified Communications,
 - is able to install and configure the OpenFire Server for instant messaging,
 - is able to configure the general portals and functions of the Mitel OpenScape UC MediaServer,
 - is able to install and configure the Mitel OpenScape Xpressions Voice only system.
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Prerequisites

General:

- Basics about Linux SLES 12
- LAN/WAN knowledge
- TCP/IP and QoS-knowledge

For Unify OpenScape Voice:

- Course Mitel OpenScape Solution Advanced 1 (Voice) (SOLADV1SCS)

For Mitel OpenScape 4000:

- WBT Mitel OpenScape 4000 - How to connect Mitel OpenScape UC for Service (OS4PRUCSDS)
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Contents

General Overview of the Mitel OpenScape Unified Communications

Installation of SLES 12 for Mitel OpenScape Unified Communications in a Multi-Partition environment

Installation of Mitel OpenScape Unified Communications as a Small Deployment

- Update and Data backup possibilities
- Basic configuration of Mitel OpenScape Unified Communications

Installation and integration of the Openfire Server with a MySQL Database inclusive the features "Chat History" and "Presence Federation"

- Import of customer specific certificates in the Openfire Server
- Configuration of the Openfire "Server-to-Server" connection
- Configure Mitel OpenScape UC subscribers inclusive functional test at the Mitel OpenScape UC WebClient
- Usage of 3rd Party Chat Clients with the Openfire Server

Configuration and features of the Mitel OpenScape UC MediaServers

- Connection to a SIP Service Provider via TCP and TLS
- Configuration of the Voice-, Speech- and Conference-Portals
- UC Conferences (Open/Moderated/MeetNow!/2-3 Conference/Scheduled)
- Import of customer specific announcements or the usage of Internet Radio stations for MusicOnHold

LDAP integration

- Connection to one or more LDAP Server to search for address entries and for the caller identification
- Modification of the search filters
- Configure the usage of different LDAP Servers based on internal UC user groups.
- Set up of the Mitel OpenScape UC global address book search for multiple customers within one system

Installation and usage of the Unify OpenScape UC DI - Tools

Mitel OpenScape Xpressions (Voice only) installation/configuration and licensing

- Connection to a SMTP Server
- Import of customer specific certificates in Mitel OpenScape Xpressions

Mitel OpenScape Xpressions integration in Unify OpenScape UC

- Configuration of the XPR - UC TTM connectivity with unsecured and secured mode
- XPR - UC Userdata synchronisation via data export/import

Diagnoses and Troubleshooting

Practical Exercises

Curricula

This course is part of following curricula

- [Curriculum for Mitel OpenScape 4000 for Service](#)
- [Curriculum for the Mitel OpenScape Enterprise](#)
- [Curriculum for Mitel OpenScape UC](#)

Comments

Hint

Further information:

Please contact us for further information or bookings:

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