# Unify Academy

**Unify OpenScape Enterprise V10R2 - Update training for Service and Consulting**

**Course code** OSEV102UDX

**Target Group** Service Technician, Customer Administrator, Self Maintainer, Consultants

| Course language | Delivery type | Duration |
|---|---|---|
| English | WBT | 60 min. |

## Course description

This Web Based Training is for service oriented technicians. Objective is to introduce new V10R2 topics, as offered by the product house. This includes the components OSV, CMP (just Unify OpenScape Enterprise system topics) Composer, DLS, as well as OSB and SBC. ´UC´ components will be covered in a separate training.<br>The participant should be able to fulfill customer expectations related to the V10R2 release.<br>This training consists of 3 modules.<br>Module 1 "OSE102AUDX" (duration 60 minutes),<br>module 2 "OSE102BUDX" (duration 22 minutes) and<br>module 3 "OSE102CUDX" (duration 12 minutes). Total duration of the course is 94 minutes.<br>When booking module 1 "OSE102AUDX" you will automatically receive module 2 and 3.

## Learning Target

The participant

- Knows the Unify OpenScape Enterprise V10R2 (Eco) system enhancements.
- Is enabled to upgrade Apps and present/implement features to the customer.

## Prerequisites

Adequate knowledge about the Unify OpenScape Voice V10, Unify OpenScape Branch V10, Unify OpenScape SBC V10 and Unify OpenScape Composer V1/2 - for example gained through:

- Unify OpenScape Solution Administrator (SOLADM1SCS)
- Unify OpenScape Solution Advanced (SOLADV1SCS)
- Unify OpenScape Branch for Service (OSBADV1SCS)
- Unify OpenScape Session Border Controller (SBCADV1SCS)
- and/or Market Introduction Training V10

## Contents

Introduction of the Unify OpenScape V10R2 (Eco) system enhancements:

Unify OpenScape Voice

- Upgrade/Rebranding
- Telephony/SIP enhancement(s) - e.g. MS-Teams Media-Bypass ´ON´ vs. ´OFF´



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- Security enhancement - TLS v1.2

CMP

- Usability - Present new features during logon

Unify OpenScape Composer V2.2

- Composer Upgrade/Rebranding
- Automatic Software download for devices
- Centralized certificate deployment for several Apps

Unify OpenScape Deployment Service (DLS)

- Upgrade/Rebranding
- Support new SW and subsequently masks for SIPV1R8/9 and HFA V1R5/6 CP phones
- Support new features of F4O and OSDCPE (aka. Personal Edition)

Unify OpenScape SBC (OSS)

- Upgrade/Rebranding
- Features - e.g. MS-Teams Media-Bypass ´ON´, vSphere V7.0 support

Unify OpenScape Branch (OSB)

- Upgrade/Rebranding
- Supporting new OSB550 HW & Provisioning

## Curricula

This course is part of following curricula

- Implementation & Support Specialist Unify OpenScape Enterprise
- Implementation & Support Expert Unify OpenScape Enterprise
- Implementation & Support Specialist Unify OpenScape Enterprise
- Implementation & Support Expert Unify OpenScape Enterprise

## Comments

Web Based Training:

- This training consists of 3 modules.<br>Module 1 "OSE102AUDX" (duration 60 minutes),<br>module 2 "OSE102BUDX" (duration 22 minutes) and<br>module 3 "OSE102CUDX" (duration 12 minutes). Total duration of the course is 94 minutes.<br>When booking module 1 "OSE102AUDX" you will automatically receive module 2 and 3.
- For participation and booking a myTraining-Account is required

System requirements:

- PC with sound card and stereo headset / speaker is required
- Screen resolution at least 1280*1024
- Windows 7 or higher
- Browser: Chrome, Firefox, Internet Explorer 9 or higher, Safari
- Javascript has to be activated

## Further information:

Please contact us for further information or bookings:

| | |
|---|---|
| Email | academy.exc@mitel.com |
| Website | http://www.unify.com/academy |



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