

# Unify Academy

Mitel OpenScape 4000 V11 R0 - Update training for Service

Course code OS4V110UDS

Target Group Service technicians

Course language	Delivery type	Duration
English	WBT	20 min.

## Course description

This update course of Mitel OpenScape 4000 V11R0 for Service is a course designed for Service technicians. The course content includes changes to the hardware of a Mitel OpenScape 4000. In addition, new features for the system and Applications will be listed and explained. The changes within Mitel OpenScape 4000 Assistant/Manager will be introduced. Another part of the training contains an overview of the devices as well as the Mitel OpenScape EndPoint Manager (OSEM)

## Learning Target

The technician

- knows the new Hardware used by the Mitel OpenScape 4000 V11R0
- get an explanation of the new features and functions introduced with Mitel OpenScape V11R0
- get an overview of the changes within Mitel OpenScape 4000 Assistant and Manager V11R0
- get informations of the changes regarding Applications with the Mitel OpenScape V11R0
- get an overview of the changes with new devices of the Mitel OpenScape Desk Phone CP family
- get Information about Mitel OpenScape Endpoint Manager (OSEM)

## Prerequisites

Good knowledge of the

- Mitel OpenScape 4000 10
- SoftGate/Mitel OpenScape Branch
- Mitel OpenScape Manager and Assistant

## Contents

New / changed Hardware of the Mitel OpenScape 4000 V11R0

New System features introduce with Mitel OpenScape 4000 V11R0

New features within Mitel OpenScape 4000 Assistant and Manager V11R0

Changes of administration with the Mitel OpenScape 4000 V11R0

New / changed Mitel OpenScape Desk Phone CP family

Various additional informations regarding the new Mitel OpenScape 4000 V11R0

Information about Mitel OpenScape Endpoint Manager (OSEM)

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## Curricula

This course is part of following curricula

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

Web Based Training:

- 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
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## Further information:

Please contact us for further information or bookings:

Email                academy.exc@mitel.com

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