

COURSE DESCRIPTION



Course Name: DNA Extension Manager V5.5 MX-ONE Telephony Server System Management

Course description:

This course familiarises delegates with the programming principles of the Aastra MX-ONE Telephony Server telecommunication system, enabling them to manage and facilitate changes and additions within their organisation. The course explores the system structure, user facilities and implementation and management of extension moves and changes.

It provides plenty of opportunity for hands on practice and is run as a workshop type of classroom environment.

Training Technique:

- ▶ Verbal instruction
- ▶ Whiteboard diagrams and explanations
- ▶ Practical demonstration
- ▶ Explanations while delegates operate individual computer terminals
- ▶ Discussion and questions and answers

Course Content:

After attending the course you will be able to use, configure and manage the following features and understand their application and benefits.

- ▶ MX-ONE Telephony Server system structure
- ▶ Number analysis and call discrimination tables
- ▶ Common Cats/common service profiles/ADC parameters
- ▶ Extension types
- ▶ Dialog 4000 analogue & digital handsets/ITypes/soft keys
- ▶ Initiating extensions
- ▶ Programming additional user facilities
- ▶ Creating, managing and using personal number profiles and individual repeated diversion
- ▶ Using the Boss-Secretary feature for profiles
- ▶ Managing MX-ONE messaging voice & fax mail boxes through DNA
- ▶ Hunt group/call pick up group configuration
- ▶ Office moves and changes
- ▶ Managing generic extensions, their uses & additional features required:
 - ▶ Creating basic generic extensions and using personal number profile for generics
 - ▶ Generic extensions with free seating licence, including creating authority codes, logging on/off, features available, freeseating environments
 - ▶ IP Extensions – 4000 series handsets, including network registration process, setting up the web server, understanding configuration files/firmware updates, advanced IP MML commands programming feature keys using config files and DNA extension manager, storing phonebooks and settings using FTP, using the IP phone web browser, ECA & ECC
 - ▶ IP Clients – Using ECC (Ericsson Communications Client), Net Meeting

- ▶ Managing remote fixed or mobile extensions, including setting up & using the R1 & R2 numbers, use of hot lines to the R1 Number, using the remote extensions, features available, number translation, changing terminal position
- ▶ DECT (Cordless Handsets) 590 412 and 422 phones
- ▶ DNA Administration, explanation of DNA properties, global search, system inventory, printing from DNA, using batch/transmission files, viewing log files, using the transaction register to maintain/process/delete and update information between DNA DMG & DNA EMG.
- ▶ Data backups
- ▶ Managing license handling, viewing license usage
- ▶ Using MD110 support utility, synchronisation, setting up DNA/MX-One messaging integration
- ▶ Creating/deleting DNA user accounts, using Windows authentication

Who should attend:

DNA Extension Manager V5.5 MX-ONE Telephony Server System Management has been designed for Telecommunication Managers, IT Personnel, Supervisors and Office Service Managers seeking to acquire a general knowledge of the MX-ONE Telephony Server telecommunication system. This course prepares students for managing extensions and user facilities within their own working environment.

Pre-requisites:

- ▶ A good skill of computer literacy
- ▶ An active role in telecommunications management
- ▶ An interest in telecommunications management

Cost: On application

Duration: 3 Days

Location: Horsham

The course runs between 10am – 4.30pm

Booking information:

To request a booking form and course availability telephone the Customer Training Department on 01403 244955 or email clienttraining.uk@damovo.com.