

COURSE DESCRIPTION



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

Course description:

The DNA Extension Manager V5.5 MX-ONE Telephony Switch course familiarises delegates with the programming principles of the Aastra MX-ONE Telephony Switch (MD110) 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.

Training Technique:

- ▶ Verbal instruction
- ▶ 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 switch system structure
- ▶ Extension types
- ▶ Dialog 4000 digital handsets
- ▶ ITypes
- ▶ Soft keys
- ▶ Initiating extensions
- ▶ Programming additional user facilities
- ▶ Group configuration
- ▶ Office moves and changes
- ▶ Generic extension configuration
- ▶ Common service profiles
- ▶ Common Cats
- ▶ Hunt groups/call pick up groups
- ▶ ADC changes
- ▶ Dialog 4425 IP phones
- ▶ Firmware downloads
- ▶ Advanced IP MML commands
- ▶ Web browser
- ▶ ECA & ECC
- ▶ DECT 590 412 and 422 phones
- ▶ SMS for DECT extensions
- ▶ Batching

- ▶ Administration tools
- ▶ Backup
- ▶ License handling

Who should attend:

DNA Extension Manager V5.5 MX-ONE Telephony Switch System Management has been designed for Telecommunication Managers, Supervisors and Office Service Managers seeking to acquire a general knowledge of the MX-ONE Telephony Switch (MD110) 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 follow

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