

# COURSE DESCRIPTION

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**Course Name: MX-ONE Telephony Switch TTY System Management**

## Course description:

The MX-ONE Telephony Switch System Management 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, implementation and management of extension moves and changes using MML commands (Man Machine Language).

## 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 categories
- ▶ Hunt groups/call pick up groups
- ▶ ADC changes
- ▶ Dialog 4425 IP phones
- ▶ Firmware downloads
- ▶ Advanced IP MML commands
- ▶ Web browser
- ▶ DECT 590 412 and 422 phones
- ▶ SMS for DECT extensions
- ▶ Batching

- ▶ Administration tools
- ▶ License handling
- ▶ Introduction to EEGB

#### **Who should attend:**

MX-ONE Telephony Switch TTY 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 request a booking form and course availability telephone the Customer Training department on 01403 244446 or email [clienttraining.uk@damovo.com](mailto:clienttraining.uk@damovo.com).