

MD110 DNA EXTENSION MANAGER SYSTEM ADMINISTRATION



MD110 DNA Extension Manager System Administration course is designed for System Managers, System Administrators, Office Managers, IT Personnel to enable them to manage their telecommunications system efficiently and carry out programming changes, moves, adds & deletes on a day to day basis. The course familiarises delegates with the system structure, user features and enhancements. It provides plenty of opportunity for hands on practice and is run as a workshop type of classroom environment.

This course can be carried out on Customers own sites, where the Instructor will help the Administrator configure some of the interface features to their requirements.

Course Content

- ❖ Introduction & System structure
- ❖ Number Analysis and Call Discrimination
- ❖ Common Cats/Common Service Profiles
- ❖ Initiating extensions
- ❖ Analogue & Digital Handsets/Keys
- ❖ Additional user facilities
- ❖ Personal Number Profiles, Boss-Secretary
- ❖ Managing OneBox Voice & Fax mail boxes through DNA
- ❖ ECA (Ericsson Communications Assistant)
- ❖ Hunt Group/Call Pick Up Groups
- ❖ Moves and Changes
- ❖ Generic Extensions & Free Seating
- ❖ IP Extensions, Network registration process, setting up the web server, configuration files/firmware updates, feature keys, storing Phonebooks and settings using FTP, using the IP phone Web browser
- ❖ IP Clients – Using ECC (Ericsson Communications Client), Net Meeting
- ❖ Remote Fixed or Mobile Extensions, R1 & R2 Numbers, use of Hot Lines to the R1 Number, using the Remote Extensions, features available, Number translation, changing terminals
- ❖ Dect (Cordless Handsets) phones
- ❖ DNA Administration, DNA Properties, Global Search, System Inventory, Printing from DNA, using Batch & Transmit files, Viewing Log Files, using the Transaction Register to update information between DMG & EMG.
- ❖ Data Backups
- ❖ License Handling, viewing License Usage
- ❖ Using MD110 Support Utility, Synchronisation, setting up DNA/OneBox Integration
- ❖ Creating/Deleting DNA User Accounts, using Windows authentication

Training Technique

This training consists of explanations, demonstrations and practical exercises to ensure each delegate is confident and proficient in using all the functions that their new system has to offer.

Course Prerequisites

Delegates should be familiar with the Windows Applications system.

- ❖ A good skill in computer literacy
- ❖ An active role in Telecoms

Who Should Attend?

This course has been designed for, Telecoms Managers, Support Engineers, IT Personnel, Telephone Supervisors and other personnel expected to carry out all changes to the system configuration.

Course Duration

3 Day

Max Delegates

4

Room Setup

Whiteboard / Flipchart

1 PC for each Delegate with Clients installed

Analogue/Digital/IP Handset for each Delegate

Access to DNA Server

PC Projector if 4 Delegates