

## Course Description

This is a Hands-On course, suitable for those who need to perform the initial set-up and manage the Mitel 3300 on a day-to-day basis, as well as basic responsibilities for Maintenance and Troubleshooting. On completion of this course you will also understand how to support and perform basic functions using a web browser interface on your LAN.

## Students Will Learn

- **Hardware Overview**
- **Basic Programming and Operation of**
  - - Analogue and IP phones
  - - Operator Console
  - - Analogue trunks, PRI and BRI trunks (including Station Message Detail Recording - Call Logging)
  - - Change the date and time displayed on devices connected
- **Add new extensions (including IP devices)**
- **Automatic Route Selection (outgoing call routing/barring)**
- **Hunt Groups, Ring Groups and Pickup Groups**
- **Basic Voicemail (voicemail boxes, basic auto attendant)**
- **Installation configuration wizard**
- **Call handling - Intercept and Call Rerouting**
- **Troubleshooting**
- **Backing up and Restoring the customer database**
- **Software upgrades**
- **Maintenance Routine**

## Target Audience

Anyone involved or responsible with the initial set-up and support for the Mitel 3300.

## Prerequisites

Students must have a good working knowledge of Local Area Networking and, IP, VoIP, DHCP, FTP, TELNET would also be very helpful.

## **Delivery Method**

Instructor-Led with numerous Hands-On labs and exercises.

## **Equipment Requirements**

**(This apply's to our hands-on courses only)**

BTS always provides equipment to have a very successful Hands-On course. BTS also encourages all attendees to bring their own equipment to the course. This will provide attendees the opportunity to incorporate their own gear into the labs and gain valuable training using their specific equipment.

## **Course Length**

3 Days