

# DNA Extension Manager (EMG)

## Description

This course explores the MDI I0/MX-ONE structure, programming principles, user facilities, implementation and management of extensions and moves and changes.

## Prerequisites

An interest in Telecommunications Management and computer literacy is highly recommended.

## Training Technique

- Verbal instruction
- Explanations while delegates operate individual computer terminals
- Discussion and questions and answers

## Who Should Attend

This course has been designed for Telecommunications Managers, Supervisors and Office Service Managers seeking to acquire a general knowledge of the telephone system.

## What will you learn

Having successfully completed this course students will have an understanding of and be able to describe and perform the following tasks:

- MDI I0 System structure
- Extension types
- Initiating extensions
- Programming additional user facilities
- Groups
- Office moves and changes
- Generic extensions
- Common Service Profiles
- Batching
- Administrative tools
- Backups
- License Handling

## Duration

3 days



## EMG Content

### MDI 10 Structure

- LIM
- Equipment positions
- Line Jack units
- Overview of Patching
- DNA integration

### Number Analysis and Common Categories

- Number series
- Call discrimination data
- Traffic Parameter
- Service Parameter
- Call Diversion Parameter

### Extension Types

- Card types and Board ID numbers
- Analogue
- Digital
- IP
- DECT
- Generic

### Initiating Extensions

- Line Jack socket
- Equipment numbers
- Analogue
- Digital

### User Facilities

- Individual abbreviated dialling
- Common abbreviated dialling
- Call diversion
- Personal numbering
- Account codes
- Authorisation codes
- Hotlines
- Integrated voice mail
- Single Number Indication
- Parallel Ringing

### Programming Digital Extensions

- Function keys.
- Additional directory numbers (ADN)
- Multiple Directory Numbers.

### Groups

- Pick-up groups
- Hunt groups
- Do not disturb

### View Extension

- View extension facilities

### Office moves

- Exchange 2 extensions

### Ending Extensions

- Analogue
- Digital
- ISDN
- Dual Access
- Generic
- IP
- Hot-Desking
- DECT

### Generic Extensions

- Common Service Profiles
- Hot-desking/Free-seating
- DECT
- IP extensions
- Initiate Generic Extension

### Administrative Tools

- MDI 10 Synchronisation

### Batching

- Create Batch file
- Recording
- Scheduling
- Transmitting

### License Handling

- Time based Licensing