Hands-On
# Norstar Modular ICS
Upgrades, Programming, Features & Apps
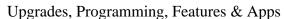
## Course Description

This Technician level course is designed for personnel responsible for completing programming records, installing, programming, upgrades and/or troubleshooting Norstar MICS systems.

For employees with a good level product knowledge, this course may be used as a refresher to learn about features added in the most recent software versions.

The most commonly used parameters of configuration, programming, general administration and maintenance will be covered.

We also provide an assessment test at the end of the course.

## Students Will Learn

- **Recognize Norstar Phone System Components**
- **Determine The Norstar Phone System Software Version**
- **Complete Programming Record Forms For Configuration And General Administration Programming**
- **Plan For And Install The Norstar MICS System Hardware**
- **Maintain The Norstar MICS System**
- **Configure T1/PRI And Analog Trunks**
- **Program Terminals And Sets Parameters**
- **Describe And Demonstrate The Most Commonly Used Software Features Included In**
- **The Telephone Feature Card**
- **Program Hunt Groups, System-Wide Parameters, System Speed Dials, Telco**
- **Features And Passwords (COS, Call Log And Programming)**
- **Program And Activate Ringing, Restriction And Routing Services Manually And**
- **Automatically Using Service Schedules**
- **How to Use The Norstar Remote Utilities (NRU) Remote Set, Browser And Backup/Restore Tools Via PC**
- **Use Maintenance Settings For Troubleshooting**
- **Troubleshoot Common Programming Mistakes On The Norstar Phone System**
- **And More...**

## Target Audience

This course is designed for personnel responsible for completing programming records, installing, programming and/or

troubleshooting Norstar CICS & MICS.

## Prerequisites

None.

## Delivery Method

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

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

Norstar MICS

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

4 Days