(A212) Communication Application Server (A2) – Standalone Overview

Course Description:
This course provides a technical overview of the Communication Application Server – Standalone configuration.

Intended Audience:
Managers, administrators and anyone needing a technical overview of the Communication Application Server - Standalone

Key Topics:
- Introduction to the Communication Application Server – Standalone configuration
- System Manager
- Provisioning Manager
- Communication Application Server – Standalone call processing service components
- Media Application Server
- Border Control Point
- Accessing the Communication Application Server applications

Objectives:
Upon completion of this course, you will be able to:

- Identify the types of subscriber services and key concepts provided by the Communication Application Server – Standalone configuration.
- Describe the System Manager and the GUI used for the system configuration, fault, and performance management of the Communication Application Server – Standalone configuration.
- Describe how the Provisioning Manager is responsible for the creation and customization of customer-unique data in the Communication Application Server – Standalone configuration.
- Describe the purpose of each of the Communication Application Server – Standalone call processing components.
- Describe the Media Application Server and the GUI used for the configuration, fault, and performance management of the MAS in the Communication Application Server – Standalone configuration.
- Describe the Border Control Point and the insertion rules in the Communication Application Server – Standalone configuration.
- Describe each process used for accessing the Communication Application Server applications and why each access process would be used.

Prerequisite Skills: None

Prerequisite Courses: None

Course Length and Delivery Method
1 Day – Leader Led
(A211) Communication Application Server (A2) – Standalone Overview

Course Description:
This course provides a technical overview of the Communication Application Server – Standalone configuration.

Intended Audience:
Managers, administrators and anyone needing a technical overview of the Communication Application Server - Standalone

Key Topics:

- Introduction to the Communication Application Server – Standalone configuration
- System Manager
- Provisioning Manager
- Communication Application Server – Standalone call processing service components
- Media Application Server
- Border Control Point
- Accessing the Communication Application Server applications

Objectives:
Upon completion of this course, you will be able to:

- Identify the types of subscriber services and key concepts provided by the Communication Application Server – Standalone configuration.
- Describe the System Manager and the GUI used for the system configuration, fault, and performance management of the Communication Application Server – Standalone configuration.
- Describe how the Provisioning Manager is responsible for the creation and customization of customer-unique data in the Communication Application Server – Standalone configuration.
- Describe the purpose of each of the Communication Application Server – Standalone call processing components.
- Describe the Media Application Server and the GUI used for the configuration, fault, and performance management of the MAS in the Communication Application Server – Standalone configuration.
- Describe the Border Control Point and the insertion rules in the Communication Application Server – Standalone configuration.
- Describe each process used for accessing the Communication Application Server applications and why each access process would be used.

Prerequisite Skills: None

Prerequisite Courses: None

Course Length and Delivery Method: 1 Day – Self Paced

Global Training
(A221) Communication Application Server (A2) - Standalone
Administration, Maintenance, Provisioning and Fault Management

Course Description:
This course teaches students how to use the Provisioning Client user interface to perform basic
provisioning tasks for Communication Application Server – Standalone.

Intended Audience:
Managers, administrators and anyone responsible for provisioning users, services and features in the
Communication Application Server - Standalone

Key Topics:
- Element Manager Access
- Network Element Administration
- Managing Domains
- Managing Telephony Routes
- Managing Users
- Provisioning a PRI Gateway
- Enhanced 911 (E911)
- Routine Maintenance
- Fault Management

Objectives:

Upon completion of this course, you will be able to:

- Understand the element managers by performing navigational tasks
- Administer the element managers by building user accounts
- Understand the relationship between domains and subdomains
- Describe how telephony routes are used to perform translations
- Use the provisioning client to manage subscribers
- Manage gateway service nodes and trunks
- Describe and provision Emergency 911 (E911) services
- Perform network maintenance activities
- Maintain the network elements using the fault management systems

Prerequisite Skills:
None

Prerequisite Courses:
A211 or A212 Communication Application Server (A2) – Standalone Overview

Course Length and Delivery Method

4 day – Leader Led
(A230) Communication Application Server- Standalone Accounting

Course Description:
This course teaches students how to manage and interpret the Internet Protocol Detail Record (IPDR) for Communication Application Server - Standalone.

Intended Audience:
Managers, administrators, and anyone responsible for the management of accounting information in the Communication Application Server - Standalone.

Key Topics:
- Introduction to the Accounting Manager
- Accounting Manager
- Internet Protocol Detail Record (IPDR) interpretation

Objectives:
Upon completion of this course, you will be able to:
- Describe accounting terms and concepts in the Communication Application Server-Standalone configuration.
- Describe how to configure the Accounting Manager and access the Accounting Manager files.
- Interpret the Internet Protocol Detail Record (IPDR) accounting files and records generated in various call flow scenarios.

Prerequisite Skills: None

Prerequisite Courses:
A211 or A212 - Communication Application Server (A2) – Standalone Overview

Course Length and Delivery Method:
1 Day – Self-Paced
(A231) Communication Application Server- Standalone Accounting

Course Description:
This course teaches students how to manage and interpret the Internet Protocol Detail Record (IPDR) for Communication Application Server - Standalone.

Intended Audience:
Managers, administrators, and anyone responsible for the management of accounting information in the Communication Application Server - Standalone.

Key Topics:

- Introduction to the Accounting Manager
- Accounting Manager
- Internet Protocol Detail Record (IPDR) interpretation

Objectives:

Upon completion of this course, you will be able to:

- Describe accounting terms and concepts in the Communication Application Server-Standalone configuration.
- Describe how to configure the Accounting Manager and access the Accounting Manager files.
- Interpret the Internet Protocol Detail Record (IPDR) accounting files and records generated in various call flow scenarios.

Prerequisite Skills: None

Prerequisite Courses:
A211 or A212 - Communication Application Server (A2) – Standalone Overview

Course Length and Delivery Method:

1 Day – Leader Led
(A210) C20– Communication Application Server (A2) Overview

Course Description:
This course provides a technical overview of the C20 – Communication Application Server configuration.

Intended Audience:
Managers, administrators and anyone needing a technical overview of the C20 – Communication Application Server.

Key Topics:
- Introduction to the C20 – Communication Application Server configuration
- System Manager
- Provisioning Manager
- C20– Communication Application Server call processing service components
- Media Application Server
- Border Control Point
- User provisioning
- Accessing the Communication Application Server applications

Objectives:
Upon completion of this course, you will be able to:

- Identify the types of subscriber services and key concepts provided by the C20 – Communication Application Server configuration.
- Describe the System Manager and the GUI used for the system configuration, fault and performance management of the C20 – Communication Application Server configuration.
- Describe how the Provisioning Manager is responsible for the creation and customization of customer-unique data in the C20 – Communication Application Server configuration.
- Describe the purpose of each of the C20 – Communication Application Server call processing components.
- Describe the MAS and the GUI used for the configuration, fault and performance management of the MAS in the C20 – Communication Application Server configuration.
- Describe the Border Control Point and the insertion rules in the C20 – Communication Application Server configuration.
- Describe the process of provisioning a C20 – Communication Application Server user.
- Describe each process used for accessing the Communication Application Server applications and why each access process would be used.

Prerequisite Skills: None

Prerequisite Courses: None

Course Length and Delivery Method: 1 Day – Self Paced
Course Description:
This course provides a technical overview of the C20 – Communication Application Server configuration.

Intended Audience:
Managers, administrators and anyone needing a technical overview of the C20 – Communication Application Server.

Key Topics:
- Introduction to the C20 – Communication Application Server configuration
- System Manager
- Provisioning Manager
- C20– Communication Application Server call processing service components
- Media Application Server
- Border Control Point
- User provisioning
- Accessing the Communication Application Server applications

Objectives:
Upon completion of this course, you will be able to:

- Identify the types of subscriber services and key concepts provided by the C20 – Communication Application Server configuration.
- Describe the System Manager and the GUI used for the system configuration, fault and performance management of the C20 – Communication Application Server configuration.
- Describe how the Provisioning Manager is responsible for the creation and customization of customer-unique data in the C20 – Communication Application Server configuration.
- Describe the purpose of each of the C20 – Communication Application Server call processing components.
- Describe the MAS and the GUI used for the configuration, fault and performance management of the MAS in the C20 – Communication Application Server configuration.
- Describe the Border Control Point and the insertion rules in the C20 – Communication Application Server configuration.
- Describe the process of provisioning a C20 – Communication Application Server user.
- Describe each process used for accessing the Communication Application Server applications and why each access process would be used.

Prerequisite Skills:
None

Prerequisite Courses:
None

Course Length and Delivery Method: 1 Day – Leader Led
Course Description:
This course teaches students how to operate, provision service, administer and manage faults for C20 – Communication Application Server.

Intended Audience:
Anyone that is responsible for operating, administrating, provisioning and clearing faults on the C20 – Communication Application Server.

Key Topics:
- Infrastructure Configuration
- Element Manager Access
- Network Element Administration
- Managing Domains
- Manage Subscribers
- Personal Communicator Client
- Managing MAS Services
- Routine Maintenance
- Fault Management

Objectives:
Upon completion of this course, you will be able to:
- Correlate key data across network components
- Navigate the Provisioning Client, the SMCG, and the MAS GUI
- Create and manage User Accounts
- Manage Domains, Locations, and Services
- Navigate OSSGate and use the Batch Provisioning tool
- Navigate the Personal Agent and the Personal Communications Client
- Provision the MAS to support extended services
- Perform maintenance on server components
- Manage faults on the server platforms

Prerequisite Skills:
None

Prerequisite Courses:
A210 or A213 – C20– Communication Application Server (A2) Overview

Course Length and Delivery Method: 4 Days – Leader Led
(SPBX15) C20 - SIP-PBX Trunk Provisioning

Course Description:
This course introduces you to the SIP-enabled VoIP VPN and the terminology and interfaces. This course will lead you through the procedures to provision a SIP-enabled VoIP VPN. Also, this course will familiarize you with the maintenance fundamentals of the SIP-enable VoIP VPN.

Intended Audience:
Anyone who is expected to commission, provision, or maintain Session Initiation Protocol-enabled Voice over Internet Protocol Virtual Private Network (SIP-Enabled VoIP VPN) on the C20

Key Topics:
- SIP-enabled VoIP VPN Configuration Overview
- SIP-enabled VoIP VPN Configuration Gateway Controller, Communication Server
- SIP-enabled VoIP VPN Configuration SSL System Manager, Media Portal Insertion
- SIP-enabled VoIP VPN Configuration Domains, Number Qualifiers and Service Packages, OSSGate XML Interface
- SIP-enabled VoIP VPN Maintenance Fundamentals
- Survival SIP Proxy (SSP)

Objectives:
Upon completion of this course, you will be able to:

- Describe, at a high level, the Session Initiation Protocol-enabled Voice over Internet Protocol Virtual Private Network (SIP-Enabled VoIP VPN) solution for C20.
- Identify tools and procedures required to implement SIP-enabled VoIP VPN.
- Perform Gateway Controller configuration to the SIP-enabled VoIP VPN.
- Perform provisioning required to set up the PRI interface between the core and the SIP-Enabled VoIP VPN.
- Perform provisioning required at the System Management Console to set up the interface for the SIP-Enabled VoIP VPN.
- Provision Media Portal insertion for the SIP-Enabled VoIP VPN.
- Perform provisioning required at the Provisioning Client for the SIP-Enabled VoIP VPN.
- List the capabilities of the OSSGate XML interface for SIP-Enabled VoIP VPN.
- Use the new and changed maintenance tools available for SIP-Enabled VoIP VPN.
- Describe, at a high level, the Survival SIP Proxy (SSP)

Prerequisite Skills: Basic PC skills, Network Surveillance and Fault Management, Switching operation and switching procedures

Prerequisite Courses:
C2011- C20 Solution Fundamentals
A211 or A213 – C20- Communication Application Server (A2) Overview

Course Length and Delivery Method: 2 Day – Leader Led

Global Training
(SPBX16) A2 Standalone SIP PBX Trunking Configuration, Operations and Administration

Course Description:
The purpose of this course is to provide you with the skills and knowledge to configure and operate the A2 Standalone SIP PBX Trunking Feature.

Intended Audience:
This course is designed for individuals who are responsible for configuring and maintaining the SIP PBX Trunking Feature of the A2 Standalone.

Key Topics:
- SIP PBX Trunking
- Software requirements
- Management interfaces
- Configuration – System Manager, Provisioning Manager, PBX Extensions and EN ranges.
- Call Feature Configuration based on Screening services
- Performance and Fault Management
- SBC requirements.

Objectives:
Upon completion of this course, you will be able to:
- Describe the purpose of the SIP PBX Trunking Feature
- Identify the software requirements for SIP PBX Trunking Feature
- Identify the different management interfaces.
- Configure System Management Console Parameters.
- Configure Provisioning Manager interface
- Configure PBX Extension Users
- Configure PBX DN Ranges
- Identify requirements to configure the Call Forward Variants and Call Type Based Screening services
- Examine and use performance and fault management tools available for the SIP PBX Trunking Feature.
- Identify SBC requirements with A2 SIP PBX Trunking Feature

Prerequisite Skills: Basic PC skills, Network Surveillance and Fault Management, Switching operation and switching procedures

Prerequisite Courses:
C2010 or A212 – C20– Communication Application Server (A2) Overview

Course Length and Delivery Method: 2 Day – Leader Led
(IMM20) Intelligent Messaging Manager Provisioning and Administration

Course Description:
The purpose of this course is to teach students how to provision and administer the Intelligent Messaging Manager Application.

Intended Audience:
Anyone who is expected to provision and administer the IMM application.

Key Topics:
- Features Overview
- Platform Architecture
- Data Structures
- Application Provisioning
- Bulk Provisioning
- Customization
- Call Detail Records
- Maintenance and Troubleshooting

Objectives:
Upon completion of this course, you will be able to:
- Understand the IMM Application
- Understand the IMM Application Hardware and Architecture
- Identify the components of the IMM Data Structure
- Provision the IMM
- Understand the process of Bulk Provisioning
- Customize the IMM Application
- Understand Call Detail Records
- Maintain and Troubleshoot the IMM Applications

Prerequisite Skills:
- Basic understanding of server management

Prerequisite Courses:
None

Course Length and Delivery Method
2 Day – Leader Led

Global Training
(MEP15) Mobile Endpoint Provisioning (MEP) and Operations

Course Description:
The purpose of this course is to teach students how to provision and administer the MEP.

Intended Audience:
Anyone who is expected to operate and provision services with the MEP application.

Key Topics:
- Overview
- Provisioning flows
- Troubleshooting
- Operations

Objectives:
Upon completion of this course, you will learn:

- The role of the MEP in carrier and enterprise networks.
- The high-level architecture of the MEP.
- The hardware and software environment that supports the MEP.
- The mobile and desktop client provisioning request flows
- How to use MEP CLI, API, and Web admin interface
- How to perform Backup, Restore
- How to interpret Event Detail Records
- How to interpret Logs, status monitoring, tracing.
- Troubleshooting.

Prerequisite Skills:
- Basic PC skills
- Basic Server Operations

Prerequisite Courses:
None

Course Length and Delivery Method
2 Day – Leader Led
(WAM15) Web Application Manager (WAM) Operations & Configuration

Course Description:
The purpose of this course is to provide you with the skills and knowledge to understand the operations, configuration, and maintenance of the Web Application Manager (WAM).

Intended Audience:
This course is designed for individuals who are responsible for installing and maintaining WAM in a Voice over IP network.

Objectives:
Upon completion of this course, you will learn:

- Describe the purpose of the Web Application Manager (WAM).
- Identify the hardware and Software requirements for WAM.
- Understand IP Network integration for the WAM
- Identify the different WAM management interfaces.
- Configure WAM Service Parameters.
- Identify and configure WAM External Provider interfaces.
- Identify and configure WAM client adapter interfaces.
- Configure WAM Subscriber Accounts.
- Examine and use fault management tools available for the WAM.

Prerequisite Skills:

- Basic PC skills
- Basic Server Operations
- Basic understanding of IP Networks
- Basic understanding of Voice over IP (VoIP)

Prerequisite Courses:
None

Course Length and Delivery Method
2 Day – Self-Paced
(WMM10) Wireless Mobility Manager (WMM) Basic Overview

Course Description:
This course provides an introduction to the Wireless Mobility Manager Solution. It will identify the architecture, network scenarios and it will describe the hardware and software that enables the WMM functionality.

Intended Audience:
Anyone wanting an introduction to the Wireless Mobility Manager (WMM).

Key Topics:

- Convey the concept of Wireless Mobility by defining network scenarios and identifying the protocols and interfaces WMM supports to enable these functions
- Provide details on the services that can be enabled with WMM by displaying the call flows of the different services and highlighting the interaction of the different interfaces and protocols in that process
- Understand the hardware and software needed for the WMM solution

Objectives:
Upon completion of this course, you will be able to:

- Describe the purpose of the Wireless Mobility Manager solution
- Identify WMM network operational scenarios
- Explain the architecture of the WMM solution
- Identify the hardware and software requirements for WMM
- Identify the WMM management interfaces
- Identify the WMM network interfaces
- Describe the High Availability features of the WMM solution

Prerequisite Skills:
None

Prerequisite Courses:
None

Course Length and Delivery Method
2 – 3 Hours – Self-Pace