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Содержание Курсов

1. OpenScape Enterprise Express Installation and Provisioning (OEEINSTSCS)

Description

- Collect data at customer side with WEB-CDC
- WEB-CDC handling
- File export
- Installation and Provisioning
- Test and roll-out planning

Objectives

The engineer will be trained how to collect Customer data by using the Standard WEB-CDC Tool. Based on this customer data, all relevant components will be installed and the provisioning will be done by using the output from WEB-CDC

Prerequisites

- Good knowledge in LAN/WAN infrastructure.
- Deep knowledge in VM-ware, ESXI and/or v-center

2. OpenScape Enterprise Express UC and UM part (OEEUCM1SCS)

Brief Description

This course is designed for service personnel, from both internal and partners, who are required to carry out basic moves, adds and changes to the OpenScape Enterprise Express Unified Communications and User Manager parts at V9R0. The course will also cover basic maintenance functions. The course is delivered as a classroom training event.

Description

- UC Overview
- UC Clients, Webclient and Features
- UC Profiles, Accounts and Contacts
- UC Use Cases
- CMP User Manager Administration.

Objectives

- By the end of the course delegates will be able to carry out basic Moves, Adds and Changes (MACs) to the Unified Communications (UC) and User Manager (UM) packages of the OpenScape Enterprise Express.

Prerequisites

- Before attending this course, the delegates must have:
- Successfully completed - OpenScape Enterprise Express V9 Installation and Provisioning training (OEEINSTSCS) or Field Trial/Market Introduction training of OpenScape Enterprise Express V9
- A good working knowledge of the following technologies:
- Windows Server
- Linux
- IP Networking
- VMware

3. OpenScape Enterprise Express Voice, Branch and Concierge part (OEEOSV1SCS)

Brief Description

This course is designed for service personnel, from both internal and partners, who are required to carry out basic moves, adds and changes to the Voice , Branch and Concierge parts of the OpenScape Enterprise Express solution at V9R0. The course will also cover basic maintenance functions. The course is delivered as a classroom training event.

Description

- CMP Introduction and Database Elements
- Configuration of Subscribers and Subscriber Features
- Configuration of Routing to Endpoints/Gateways
- OpenScape Branch configuration and maintenance
- Basic Maintenance Functions
- OpenScape Concierge Administration.

Objectives

- By the end of the course delegates will be able to maintain and carry out basic Moves, Adds and Changes (MACs) to the Voice part of the OpenScape Enterprise Express

Prerequisites

- Before attending this course, the delegates must have:
- Successfully completed - OpenScape Enterprise Express V9 Installation and Provisioning training (OEEINSTSCS) or Field Trial/Market Introduction training of OpenScape Enterprise Express V9
- A good working knowledge of the following technologies:
- Windows Server
- Linux
- IP Networking
- VMware

4. OpenScape Voice Maintenance for Service (OSVMAINSCS)

Brief Description

This classroom based training provides the students the knowledge about the different maintenance, troubleshooting, backup/recovery and patching procedures that are required for operating the OpenScape Voice Server.

Description

- Tools
- Putty (SSH shell), WinSCP (Filetransfer tool), etc.
- Linux
- Linux accounts
- Linux specific commands of the OpenScape Voice Server
- OpenScape Voice
- Filesystem structures
- Symphonia logging
- Fault management
- Licensing
- GUI trace tool (Trace Manager)
- Backup and recovery
- NCPE Update feature
- Troubleshooting
- Software Update
- Patchset installation
- MOP installation
- Application DVD updates
- Survival Authority functionality

Objectives

At the completion of this course the student will be able to:

- use the standard tools for administration of the OpenScape Voice Server
- knows the OpenScape Voice internal structures
- Knows the different logging features of the OpenScape Voice Server and the CMP
- take a backup and execute a recovery
- install software updates and knows the ways of upgrades
- take different traces on network and application level

Prerequisites

- Linux administration
- OpenScape Voice Solution course (OSVADV1SCS, OSBADV1SCS, or SOLADV1SCS)

5. OpenScape Voice Installation and Initial Operation (OSVINSTSCS)

Brief Description

This installation course illustrates in a simple way, the installation of the OpenScape Voice and OpenScape UC Small Deployment - hardware based and virtualized. In addition, patch and upgrade mechanisms are explained. Last, simple methodologies for Troubleshooting can be performed as well.

Description

- Theoretical and practical training:
- Overview of Server hardware
- Initial installation of the system
- Hardware service procedures (theory only)
- Creation of config files for the installation of OpenScape Voice with NCPE- Tool
- Configuration of the VMWare Server software
- Installation of the OpenScape Voice software on a hardware server (theory only)
- Installation of the OpenScape Voice software on a VMWare server
- Installation of software updates for OpenScape Voice
- Creation of config files for the installation of the Application DVD
- Installation of the Application DVD
- Installation of software updates for the Application DVD

Objectives

The participant

- knows the networking within a PBX environment
- knows the networking within LAN/WAN environment
- is able to configure the installed VMWare software for an OpenScape Voice installation
- is able to install the hard-and software of OpenScape Voice
- is able to integrate OpenScape Voice into a customer network
- is able to install the Application DVD
- is able to install the relevant Softwareupdates of the system

Prerequisites

- Basic principles:
- VoIP

- SIP
- LAN / WAN
- QoS
- LINUX (SLES 11) - strongly recommended
- e.g. SUSLINFUND and SUSLINADMI
- VMWare
- vSphere Client
- VMWare Server

6. OpenScope Voice Advanced 1 for Service (OSVADV1SCS)

Brief Description

This course is an advanced OpenScope Voice course for System Specialists, which are responsible to configure a system customer specific/individual still following the Standard. It contains the Security functions and Certificate procedures, the Call Admission Control and further specific System/Subscriber functions and the mass data provisioning.

Description

- Routing (Advanced)
- Rate Area
- Class of Service
- Time Destinations
- Code Index
- Code Processing
- Restrict PSTN Calls (Toll & Call Restriction)
- Class of Service Switchover
- Emergency Call Routing (E911)
- Routing via local Gateways
- Routing via SIP Carrier to different Destinations
- Callback Service for non DID Subscribers
- Bandwidth Management (Call Admission Control)
- BW Usage for Voice, Fax and Video Calls
- Activating BW Management / Define Locations
- Apply Restriction of BW and/or Number of Calls
- Apply Codec Restrictions
- Exclude Subscribers from Codec Restriction
- Alarms on specific BW usage
- BW Monitoring
- Security
- Digest Authentication
- Overview
- Configure DA for Subscribers
- Configure DA for Endpoints
- Trusted EP's
- Force DA system wide
- Signaling / Payload Encryption
- TLS and SRTP Overview
- Certificates Overview
- Create Certificate Requests / Self Signed Certificates
- Configure TLS in OSV and Phones
- Enable Payload Encryption
- Troubleshooting
- Mass Provisioning

- Mass Provisioning Interface Overview
- File Format
- Commands
- Export existing Configuration
- Writing an Mass Provisioning Script to
- Create Office Code / Home DN
- Create Business Group
- Create Numbering Plan
- Create Subscribers
- Import Data into the OpenScape Voice

Objectives

The participant

- knows the OpenScape Voice in an advanced level
- is able to configure an advanced routing with additional options and restrictions
- is able to configure the Call Admission Control functionality
- is able to set up an Emergency Routing (E.911)
- is able to export, modify or duplicate mandatory subscriber data and import it
- is able to set up advanced system and subscriber features
- is able to activate TLS/SRTP

Prerequisites

- Course OpenScape Solution Advanced 1 for Service (SOLADV1SCS)
- Course OpenScape Solution DLS for Service (SOLDLSSCS)

7. OpenScape Branch for Service (OSBADV1SCS)

Brief Description

A course for OpenScape Voice Service, Partner and Self Maintainer to install and configure the OpenScape Branch and OpenScape Branch 50i / 500i.

Description

- General Overview
- Hardware of OpenScape Branch (all types)
- Branch/ Branch 50i/500i/50i ATA
- Deployment scenarios of OpenScape Branch
- First Startup
- Cabling
- Installation of OpenScape Branch
- Upgrade of OpenScape Branch
- Initial configuration of the OpenScape Branch
- Connection to OpenScape Voice
- Routing to PSTN
- Build-In MediaServer
- Survivability
- AutoAttendant
- MLHG
- Routing
- Redundancy
- DNS-SRV
- Branch in a Branch
- Standard operations to maintain the OpenScape Branch
- Local GUI / Tracing

Objectives

The participant

- knows the OpenScape Branch and OpenScape Branch 50i / 500i and its deployment scenarios
- is able to configure and administrate the OpenScape Branch and OpenScape Branch 50i / 500i
- knows the difference between normal mode and survivability mode
- knows the features of normal and survivability mode and is able to explain them

Prerequisites

- OpenScape Solution course SOLADV1SCS or OSVADV1SCS
- LAN / WAN-Basics
- TCP/IP-Protocol (EL7107)
- VoIP-Basics (EL7100)
- SIP-Protocol (EL7120)
- ISDN (EL7211)

8. OpenScape Session Border Controller (SBC) for Service (SBCADV1SCS)

Brief Description

This course is intended for OpenScape Service Engineers and contains practical scenarios of the OpenScape SBC. It covers the installation and integration in a customer environment as well as the required configuration steps to for subscribers/gateways behind the OpenScape SBC. The configuration of a SIP Carrier connection will be explained based on a simulated Scenario. Released features of our Circuit connector will be also part of this course.

Description

- OpenScape SBC Overview
- Supported hardware
- Connections
- Scenarios
- Features
- Security Aspects
- Redundancy
- Installation and Upgrade
- Cabling
- ESXi Preparation (Virtualization)
- Software installation
- Initial configuration
- Configuration of the following scenarios:
- Remote subscriber and/or Gateway behind SBC
- OpenScape Branch and subscriber/Gateway behind SBC
- OpenScape Branch (SBC mode) behind SBC
- SIP Carrier connection
- Redundancy
- Circuit
- Feature of connector for circuit
- Configuration of UTC and ATC
- Maintenance tasks (Alarm Management, Backup, etc.)
- Troubleshooting

Objectives

The participant

- Knows the functions and the possible scenarios of the OpenScape SBC
- Knows how to install the OpenScape SBC and is able to integrate it into a customer environment
- Knows how to startup subscribers behind an OpenScape SBC or in addition behind a NAT Router
- Knows how to configure Gateways behind an OpenScape SBC

- Knows how to configure a Branch (OpenScape Branch) behind an OpenScape SBC
- Knows how to implement a SIP Carrier connection via the OpenScape SBC
- Knows the possibilities to troubleshoot the system
- Is able to monitor the state of the OpenScape SBC
- Knows details about the relationship for the connectivity with the Circuit connector

Prerequisites

- LAN / WAN-Basics
- Knowledge in OpenScape Voice and/or OpenScape 4000
- TCP/IP-Protocol (EL7107)
- VoIP-Basics (EL7100)
- SIP-Protocol (EL7120)
- OpenStage Administration (EL1359 / EL1352)
- Course OpenScape Branch for Service (OSBADV1SCS)
- Course OpenScape Voice Advanced 1 for Service (OSVADV1SCS)

9. OpenScape 4000 - Basic course (OS4BAS1SCS)

Brief Description

OpenScape 4000 - Basic course for Service is a course for service technicians, internal service personnel and administrators. The objectives are among others to know functional units, connection diagrams, the OpenScape 4000 Assistant and an introduction of the HiPath 4000 Expert Access. After completing this course, the participant is among others able to administrate the Web - based menu of the OpenScape 4000 Assistant and the OpenScape 4000 Expert Access (AMOs) and he is able to adminstrate customer specific features.

Description

- Hardware
- New controll boards
- Optional: Controll boards "old" architecture
- Peripheral Boards
- TDM Devices
- IP Devices and IP Attendant Consoles
- DLS (Deployment Server)
- Introduction of the basic features
- Practical exercises
- Overview of the Feature
- Subscriber
- Attendant Console
- Net wide features
- WEB - GUI
- Introduction of the OpenScape 4000 Assistant
- User concept
- Configuration of stations (incl. IP phones)
- Administration of features
- Practical exercises
- Introduction OpenScape 4000 Expert Access (administration with AMOs)
- Administration of features
- Configuration of phones (incl. IP phones)
- Practical exercises
- Backup via Assistant 4000
- Introduction of the Backup/Restore concept
- Practical exercises
- Introduction Diagnosis Tools of the Assistant 4000
- Description of the tools
- Practical exercises

Objectives

The participant is able to

- Name the hardware components of the OpenScape 4000 system
- List the main voice features
- Put into operation phones (analog, TDM and IP)
- Administrate the preconfigured OpenScape 4000 system with the Web - based menu Assistant 4000
- Administrate the preconfigured OpenScape 4000 system with the OpenScape 4000 Expert Access (AMOs)
- Install customer specific features
- Use and adapt existing standards and derive new standards
- Save customer data

Prerequisites

- Windows
- Basic principles of
- ISDN (ISDN (EL7211E))
- Telephony (Digital Telephony (EL7201E))

10. OpenScape 4000 - Advanced Course (OS4ADV1SCS)

Brief Description

OpenScape 4000 - Advanced Course for Service is a course for service personnel. The objectives are among others software tools for OpenScape 4000, procedures of maintenance and fault diagnostics and commissioning of a preconfigured system. After completing this course, the participant is among others able to administrate the preconfigured OpenScape 4000 System with administration and maintenance orders (AMOs), he can apply and administrate OpenScape 4000 features and he is able to eliminate faults and do maintenance.

Description

- Hardware
- Refreshment
- AMOs (Administration Maintenance Order)
- Installation of Hardware
- Installation of Devices
- Administration of Features
- Practical Exercises
- Features
- Local Key System
- Advanced Features depending of HiPath Version
- Practical Exercises
- Attendant Consoles
- Installation of IP Attendant Consoles
- Night Options
- Features
- Practical Exercises
- Trunks
- Introduction
- Protocol Variants (EDSS1, ECMA)
- Numbering Plans
- Practical Exercises
- Local Least Cost Routing (LCR)
- Structure of Node Numbers
- Control Mechanism of Routing
- Setup of S0 and S2M Central Office Trunks
- Practical Exercises
- Interfaces
- LAN connectivity (RMX and UW7)
- Hotfixes
- Overview Software Supply
- SW Supply of Hotfixes
- WEB Tools
- Maintenance Tools (WEB)
- Practical Exercises

- Backup/Restore
- Backup/Restore via WEB and AMOs
- Practical Exercises

Objectives

The participant

- Is able to administrate the preconfigured OpenScape 4000 System with administration and maintenance orders (AMOs).
- Knows advanced subscriber and trunk features.
- Gains insights of the central settings of the OpenScape 4000 system.
- Can apply and administrate advanced OpenScape 4000 features.
- Is able to setup attendant consoles.
- Is able to operate the tools for diagnosis and alarm management.
- Is able to commission subscribers, devices and trunks.
- Eliminates faults and does maintenance.
- Knows the SW supply concept and is able to work with hotfixes.
- Knows the enhanced Backup and Restore concept.

Prerequisites

- Basic knowledge of Windows
- Course: OpenScape 4000 - Basic course (OS4BAS1SCS or HIP4BASICS)

11. OpenScape 4000 - Basic course (OS4BAS1SCS)

Brief Description

OpenScape 4000 - Basic course for Service is a course for service technicians, internal service personnel and administrators. The objectives are among others to know functional units, connection diagrams, the OpenScape 4000 Assistant and an introduction of the HiPath 4000 Expert Access. After completing this course, the participant is among others able to administrate the Web - based menu of the OpenScape 4000 Assistant and the OpenScape 4000 Expert Access (AMOs) and he is able to adminstrate customer specific features.

Description

- Hardware
- New controll boards
- Optional: Controll boards "old" architecture
- Peripheral Boards
- TDM Devices
- IP Devices and IP Attendant Consoles
- DLS (Deployment Server)
- Introduction of the basic features
- Practical exercises
- Overview of the Feature
- Subscriber
- Attendant Console
- Net wide features
- WEB - GUI
- Introduction of the OpenScape 4000 Assistant
- User concept
- Configuration of stations (incl. IP phones)
- Administration of features
- Practical exercises
- Introduction OpenScape 4000 Expert Access (administration with AMOs)
- Administration of features
- Configuration of phones (incl. IP phones)
- Practical exercises
- Backup via Assistant 4000
- Introduction of the Backup/Restore concept
- Practical exercises
- Introduction Diagnosis Tools of the Assistant 4000
- Description of the tools
- Practical exercises

Objectives

The participant is able to

- Name the hardware components of the OpenScape 4000 system
- List the main voice features
- Put into operation phones (analog, TDM and IP)
- Administrate the preconfigured OpenScape 4000 system with the Web - based menu Assistant 4000
- Administrate the preconfigured OpenScape 4000 system with the OpenScape 4000 Expert Access (AMOs)
- Install customer specific features
- Use and adapt existing standards and derive new standards
- Save customer data

Prerequisites

- Windows
- Basic principles of
- ISDN (ISDN (EL7211E))
- Telephony (Digital Telephony (EL7201E))

12. OpenScape 4000 - Basic Networking (OS4NETWSCS)

Brief Description

OpenScape 4000 - Basic Networking for Service is a course for service staff. The objectives are among others Network synchronization, concepts of numbering, Digital trunks S0, S2 and setup of a complete OpenScape 4000 network. After completing this course, the participant is among others able to analyze faults in OpenScape 4000 networks, to analyze faults in HiPath 4000 networks and he can configure the central Office access for OpenScape 4000 systems.

Description

- Theoretical Training:
- Network structures, principles of networking
- Network synchronization, concepts of numbering
- Numbering plans ISDN and UNKNOWN
- Digital trunks S0, S2
- Protocols E-DSS1, ECMA-QSIG (CORNET NQ)
- Structures of node numbers
- Display modification
- Routing control mechanisms
- Route optimization
- Practical exercises:
- Setup of a complete OpenScape 4000 network
- Configuration of different network scenarios
- Troubleshooting in OpenScape 4000 networks

Objectives

The participant

- Knows the basics about OpenScape 4000 networking.
- Is able to set up an OpenScape 4000 network.
- Is able to analyze faults in OpenScape 4000 networks.
- Knows the basics of Least Cost Routing (LCR).
- Can configure the central Office access for HiPath 4000 systems.
- Is a qualified contact person for network problems.

Prerequisites

- OpenScape 4000 - Basic course (HIP4BASICS/OS4BAS1SCS)

- OpenScape 4000 - Advanced Course (HIP4ADVS/OS4ADV1SCS)

13. OpenScape 4000 - Call data recording (OS4CDRESCS)

Brief Description

HiPath 4000 - Call data recording is a course for service staff. The objectives are among others configuration of in-/external I/O devices, message formats of CDR and usage of COL-Tool in the HiPath 4000 assistant. After completing this course, the participant is able to use all capability characteristics, to use administrative procedures for capability characteristics and to use special maintenance procedures.

Description

- Overview about calld detail recording
- Configuration of internal I/O devices
- Configuration external I/O devices (printer, PC)
- Example of AMO configurations
- Message formats of CDR
- Usage of COL-Tool in the HiPath 4000 assistant
- Practical exercises

Objectives

The Participant is to:

- Use all capability characteristics.
- Use administrative procedures for capability characteristics.
- Use special maintenance procedures.

Prerequisites

- Advanced knowledge of the HiPath 4000 system and training according to HiPath 4000 educational path
- The course can be attended earliest after the participation of the course OpenScape 4000 - Advanced Course for Service (OS4ADV1SCS).

14. OpenScape 4000 - Cordless Solutions for Service (OS4CMIESCS)

Brief Description

OpenScape 4000 - Cordless Solutions is a course for service personnel. The objectives are among other basics of DECT, implementation of the Cordless E with OpenScape 4000 and administration via CATool and the Configuration Management. After completing this course, the participant is among others able to administer the system in the OpenScape 4000, to configure the system from the PC (CAT/Hipath Assistant) and to perform system troubleshooting in the event of a malfunction.

Description

- Basics of DECT standard
- Hardware, portables
- Virtual Boards
- Functional sequences (roaming, handover)
- Connection of the base stations
- Subscriber Administration with the Cordless administrations tool (CAT)
- Subscriber Administration with the Configurations Management (OpenScape 4000 Assistant or Manager)
- Exercises

Objectives

The participant

- knows the relevant basics of the radio illumination and standards
- knows the hardware components of the OpenScape Cordless EV7.0
- is able to configure Cordless EV7.0 on OpenScape 4000 with CaTool with roaming and handover functionality
- knows the relevant settings for CMI in OpenScape 4000 Assistant / Manager
- Perform simple system troubleshooting in the event of a malfunction

Prerequisites

- Basic knowledge of
- Windows
- OpenScape 4000
- IPDA and/or SoftGate
- Networking / IP-Trunking
- LAN

15. OpenScape 4000 - Realization of complex networks (OS4ENETSCS)

Brief Description

HiPath 4000 - Realization of complex networks is a course for service personnel. The objectives are among others network concepts, call data recording and troubleshooting. After completing this course, the participant is able to provide technical advice, to supply information and proposals for the implementation of complex networks and to configure and troubleshoot complex networks.

Description

- Network concepts:
- Modern network concepts
- Protocols
- Clock supply
- Numbering schemes
- Network documentation
- Group work
- ATM Point to Point connections with STMA (optional)
- Call data recording:
- Transit nodes
- Break Out
- With/without information from line
- Mixed costing
- Practical exercises
- Expanded networking
- Time-controlled LCR
- Break in /Break out
- Group work
- Troubleshooting
- Notes
- ISDN trace
- Overview of traffic measurement tools
- Practical exercises

Objectives

The participant is able to:

- Provide technical advice
- Supply information and proposals for the implementation of complex networks
- Configure and troubleshoot complex networks

Prerequisites

- Courses:
- NETWHICOM
- Hicom 300 E - Basiskurs Netzverbund (BASNETW300)
- Hipath 4000 - Basic Networking for Service (HIP4NETWS)
- HiPath 4000 - Networkwide Features Service (HIP4NETLMS)
- Knowledge of Hicom 300 E respectively HiPath 4000
- Practical experience of networking and call charge registration with Hicom 300 E respectively HiPath 4000 and LCR
- Note that these preconditions are absolutely essential!

16. OpenScape 4000 Basic Administration (OS4MAD1SCS)

Brief Description

OpenScape 4000 Administrator basic acknowledge (OpenScape 4000 Assistant) is a course for administrators (level 1). The objectives are among others to get information about the hardware of the OpenScape 4000 (only subscriber boards and devices), Assistant/Manager 4000 general and Configurations Management. After completing this course, the participant is able to administrate the preconfigured OpenScape 4000 System. He is able to configure stations and local groups. Furthermore, he can start a backup.

Description

- Hardware (basics)
- Features
- Assistant 4000 general
- Configurations Management
- Upload
- Templates
- Add subscriber (optiPoint, IP)
- Device combination (Addon units, Adapter)
- WABE
- COS, COS changover
- Key layout (TAPRO)
- Time order
- Local group configuration (AUN, SA, CHESE, Communication group)
- Data backup

Objectives

The participant is able to administrate a preconfigured system. He is able to configure stations and local groups.

Prerequisites

PC basic knowledge

17._OpenScape 4000 Generation and First installation (OS4GENRSCS)

Brief Description

The course should convey the knowledge about the development of different kinds of data storage in the HiPath 4000 to the technician. Furthermore, he should be able to upgrade the software of existing installations and then to import the data accurately into the system. The course does not provide the knowledge about the development of customer data for the initial operation.

Description

- The participants are able
- to create basic data storage
- to backup from system data
- to generate HiPath systems with available data
- to upgrade HiPath 4000 systems

Objectives

The participants are able

- to create basic data storage
- to backup from system data
- to generate HiPath systems with available data
- to upgrade HiPath 4000 systems

Prerequisites

- Founded knowledge of the HiPath 4000 from V2.0
- Practical experience with the system

18._ OpenScape 4000 HG35XX Expert Training (OS435EXSCS)

Brief Description

This is an advanced training course for HG3500/3575. The participant learns advanced IP-trunking scenarios like SIP-trunking with OpenScape Voice and the connectivity to an Internet Service Provider. Furthermore the features DMC and different time zones are trained. Another issue of the course are the most important redundancy methods for OpenScape 4000 (HG3500 Standby Board), Gatekeeper redundancy, Signaling and Payload Survivability and Access Point Emergency. The encryption of OpenScape 4000 subscribers and trunks is trained (feature Signaling and Payload Encryption). At least, the participant gets an explanation how to handle the WBM, learns the Backup&Restore of HG3500/HG3575 and the usage of the software management.

Description

- OpenScape 4000 IP trunking with OpenScape Voice as SIP Proxy
- OpenScape 4000 connectivity to an Internet Service Provider
- Direct Media Connections
- Different time zones for HFA and IPDA
- Redundancy methods of OpenScape 4000:
- HG3500 Standby Board
- Gatekeeper redundancy for HFA in SoftGate
- Signaling and Payload Survivability
- Access Point Emergency
- Signaling and Payload Encryption
- Administration and Maintenance with HG3500/3575 WBM
- Software management
- Backup & Restore HG3500/3575.

Objectives

The participant is able to:

- Configure and maintain an IP trunking network between OpenScape 4000 systems with OpenScape Voice as SIP-Proxy
- Configure and maintain an Internet Service Provider to an OpenScape 4000
- Configure Direct Media Connections and End-to-end Payload connections
- Configure different time zones for HFA and IPDA
- Configure and maintain HG3500 Standby Board as redundancy method
- Configure and maintain gatekeeper redundancy for HFA in a SoftGate
- Configure and maintain Signaling and Payload Survivability
- Configure and maintain Access Point Emergency
- Signaling and Payload Encryption configuration and maintain
- Use the WBM of HG3500/3575 and to perform trouble shooting

- Use the software management für HG3500/3575
- Perform Backup&Restore for HG3500/3575.

Prerequisites

Knowledge of the courses:

- OS4ADV1SCS
- OS4NETWSCS

19._ VM-ware handling for OpenScape 4000 (OS4VMBASCS)

Brief Description

The course OpenScape 4000 in VMware environment is a course for service technicians. In the training an OpenScape 4000 V7R1 will be installed with a vSphere and a Web client in a VMware environment.

Description

- Installation of an OpenScape 4000 V7.1 in VMware environment
- Overview VMware features possible with an OpenScape 4000 V7.1
- Configuration executed with vSphere and Web client
- Exercises

Objectives

The technician

- installes an OpenScape 4000 V7R1 in VMware environment

Prerequisites

A good understanding of

- OpenScape 4000
- Basic knoweledge
- VMware V5.x

20._ OpenScape Business Basic Course (OBUBASISCS)

Brief Description

The basic training OpenScape Business is a course for service personnel with good knowledge of ISDN, LAN/WAN, Unify License management and OpenStage telephones. The course content includes the installation, start up and upgrading of the system. Another focus is the integration of OpenScape Business Smart Voicemail and UC Smart. After completing this course, the participant can install and start up a system, as well as can configure and perform the software update.

Description

- System overview of OpenScape Business
- Feature overview
- System features
- Station features
- UC features
- License concept
- Installation and system start up
- Software update concept
- System and UC components
- Backup and Restore
- System and UC components
- UC overview
- Smart Voicemail
- User voicemail
- UC Smart applications
- myPortal Smart
- myPortal to go
- Practical exercises

Objectives

The participant is be able to

- Install, start up und update OpenScape Business standalone system and as well as perform diagnostics in case of trouble.
- Implement the minimum basic configuration of the system.
- Implement IP and digital workpoints for telephony.
- Implement the OpenScape Business UC Smart clients and myPortal to go.
- Perform a system software update.
- And perform a backup and restore of the OpenScape Business System.

Prerequisites

- Required are good knowledge of ISDN (EL7211E)
- Basics of SIP (EL7120E)
- Basics and usage of Unify License management
- Windows knowledge
- LAN/WAN knowledge (TCP/IP)
- Basics of OpenStage HFA and TDM

21._ Fast Track for OpenScape business experts (OBUFTUCSCS)

Brief Description

The OpenScape Business Unified Communication for Service is a course for service personnel. The course content includes the installation and configuration of the UC system and the UC applications in integrated networks. Another focus is the network integration of OpenScape business and UC applications. After completing the course, the participant can assume a OpenScape UC Suite Business system in the network in operation as well as configure the features.

Description

- System overview of OpenScape Business UC system variants
- Overview UC features
- System features
- Station features
- UC clients
- UC license concept
- UC system and applications
- UC Voicemail
- Auto Attendant
- Overview of networking feature
- System feature
- Subscriber feature
- UC feature
- Networking and LCR
- Open and closed Numbering
- IP-Networking
- Cornet and Q-Sig Networking
- Routing of C.O. connections in private networks
- Practical exercises

Objectives

The system professional can

- install, start up und update OpenScape Business UC system and as well as perform diagnostics in case of trouble
- activating UC station- and UC system-licenses,
- Set up TDM- and IP-networking of OpenScape Business
- configure OpenScape Business for networking with other systems (e.g. OpenScape 4000 and OpenScape Voice).
- configure the UC Suite features and all UC clients and can operate the applications.

Prerequisites

- Required are good knowledge of OpenScape Business (OBUBASISCS)
- Required are good knowledge of OpenScape Business UC Smart
- Basics and usage of License management
- ISDN knowledge
- Windows
- LAN/WAN knowledge (TCP/IP)
- Basics OpenStage HFA and TDM

22._ OpenScape Business Contact Center (OBUCCADSCS)

Brief Description

The OpenScape Business Contact Center Course is a course for service personnel. The course contents include the explanation of the operating principles and features of the Contact Center in OpenScape Business. After completing the course, the participants can configure customer requirements for OpenScape Business Contact Center to implement configurations and that take them into operation and explain the functions to the customer.

Description

- Overview of the features of the contact center and its clients
- Declaration of the operating principles of the Contact Centers
- Configuration and usage of:
 - Open Scape Business Contact Center
 - myAgent / agent workplace
 - Contact Center Wallboard
 - myReports / reporting tool
 - Fax and E-Mail to Contact Center Queue
- Exemplary description of the standard reports from myAgent and myReports
- Practical exercises on the implementation of customer requirements in OpenScape Office Contact Center Configurations

Objectives

The participant is able to

- startup and configure the features of the OpenScape Business Contact Center
- configure extended Application features for the Contact Center
- do extended configuration for the Contact Center
- generate standard reports with my Agent or myReport Client
- use the myAgent application

Prerequisites

Mandatory to get admission to this course for OpenScape Business technicians:

- OpenScape Business Basic Course (OBUBASISCS)
- OpenScape Business Unified Communication suite (OBUUCSUSCS)

23._ OpenScape Business S in Data Center Basic Training (OBUBIZSSCS)

Brief Description

The basic training OpenScape Business S is a course for service personnel and Administrator for data center, with good knowledge of virtual machines (VMware), LAN/WAN, Unify License management and OpenStage telephones. The course content includes the installation, start up and upgrading of the system. Another focus is the integration of OpenScape Business Smart Voicemail and UC Smart. After completing this course, the participant can install and start up a system, as well as can configure and perform the software update.

Description

- System overview of OpenScape Business
- Feature overview
- System features
- Station features
- UC features
- License concept
- Installation and system start up
- Software update concept
- System and UC components
- Backup and Restore
- System and UC components
- UC overview
- Smart Voicemail
- User voicemail
- UC Smart applications
- myPortal Smart
- myPortal to go
- Practical exercises

Objectives

The participant is be able to

- install, start up und update OpenScape Business S standalone system and as well as perform diagnostics in case of trouble,
- implement the minimum basic configuration of the system,
- implement workpoints for telephony,
- implement the OpenScape Business UC Smart clients and myPortal to go,
- perform a system software update,
- and perform a backup and restore of the OpenScape Business System.

Prerequisites

- Required are good knowledge of virtual machines (VMware)
- Basics of SIP (EL7120E)
- Basics and usage of Unify License management
- Windows knowledge
- LAN/WAN knowledge (TCP/IP)
- Basics of OpenStage HFA

24._ OpenScape Business Unified Communication Suite (OBUUCSUSCS)

Brief Description

The OpenScape Business Unified Communication for Service is a course for service personnel. The course content includes the installation, start up and upgrading of the UC system and the UC applications. After completing this course, the participant can install and start up a system, as well as can configure and perform the software update.

Description

- System overview of OpenScape Business UC system variants
- Overview UC features
- System features
- Station features
- UC clients
- UC license concept
- Installation and system start up
- Software update concept
- System and UC components
- Backup and Restore
- system and UC components
- UC applications
- UC Basic features
- UC Advanced features
- Migration concept OpenScape Office HX into OpenScape Business
- Serviceability
- Practical exercises

Objectives

The system professional can

- install, start up und update OpenScape Business UC system and as well as perform diagnostics in case of trouble
- activating UC station- and UC system-licenses
- perform a backup and restore of the OpenScape Business UC System.
- configure the UC Suite features and all UC clients and can operate the applications

Prerequisites

- Required are good knowledge of OpenScape Business (OBUBASISCS)
- Required are good knowledge of OpenScape Business UC Smart
- Basics and usage of License management
- Windows knowledge
- LAN/WAN knowledge (TCP/IP)
- Basics OpenStage HFA and TDM

25._ OpenScape Business Voice- and UC-Networking Advanced (OBUANETSCS)

Brief Description

The OpenScape Business Networking Advanced for Service, is a course for service personnel. The objectives are voice networking via TDM and IP, also virtual networking, class of service and call barring in networks with routing of C.O. connections in private networks. After completing this course, the participant is able to set up CorNetNQ-, Q-Sig- and IP-networking of OpenScape Business systems, to set up OpenScape Business networks and to configure OpenScape Business for networking with other systems (e.g. HiPath 4000 and OpenScape Voice).

Description

- OpenScape Business networking variants
- Overview of networking feature
- System feature
- Subscriber feature
- UC feature
- License concept
- Overview and configuration hints for Networking
- Networking and LCR
- Open and closed Numbering
- Virtual network
- Protocol settings CorNet and Q-Sig
- clock refrence
- Class of service and call barring in networks
- IP-Networking
- Cornet and Q-Sig Networking
- Set up IP Networking
- Routing of C.O. connections in private networks
- Centralized operator position
- Practical exercises

Objectives

The system professional can

- Set up TDM- and IP-networking of OpenScape Business
- Configure OpenScape Business for networking with other systems (e.g. OpenScape 4000 and OpenScape Voice)

Prerequisites

- Required are good knowledge of OpenScape Business (OBUBASISCS)
- Required are good knowledge of OpenScape Business UC Suite (OBUUCSUSCS)
- Basics and usage of HiPath License management
- ISDN knowledge
- Windows
- LAN/WAN knowledge (TCP/IP)
- Basics OpenStage HFA and TDM

26. Atos Unify OpenScape Fault Management Basic (OFMBASISCS)

Brief Description

OpenScape Fault Management Essentials is a course for the Technicians, Service Personal and Administrators. The objectives, among other includes the general use cases and technologies as well as Installation, first configuration and the monitoring.

Description

- Startup
 - MATERNA Training Essentials
 - Wifi Access
- Product Overview
- Installation
 - Prerequisites for the usage of Fault Management
 - Installation of FM on Windows platforms
 - Installation of FM on Linux platforms
 - Licensing
- First steps
 - Initial configuration
 - General use cases
 - Usage of CLIENT for the administration
 - Usage of WEB for the operating
 - User administration
- Monitoring
 - Monitoring OpenScape 4000
 - Monitoring OpenScape Voice
 - Monitoring OpenScape Business

Objectives

- The participant is able to
 - Install OpenScape FM Software on supported platforms Windows and SLES.
 - Initial configuration and know about general use cases
 - use the CLIENT and the WEB for administration and operation
 - Monitoring of the OpenScape Voice, OpenScape Business and OpenScape 4000.

Prerequisites

Basic knowledge about OpenScape 4000, OpenScape Voice or OpenScape Business. Basic knowledge about configuration of the operating systems Windows Desktop/Server and SLES.

27. Atos Unify OpenScape Solution Deployment Service (DLS) for Service (SOLDLS1SCS)

Brief Description

DLS is the central component with which devices, QoS parameters and the software distribution of IP devices are administered. Integrating DLS in a network makes it possible to take stock of and manage the IP device infrastructure. After participating in the course the service engineer will be able to carry out a DLS initial installation. The course covers the operation and general functions of the DLS by means of service examples and practical exercises. Any expansions with additional end-user devices (initial installation), as well as the relocation of telephones, will also be covered.

Description

- Overview of the DLS (functions, components, interfaces and operation of the DLS in general)
- Installation and product licensing
- Account Management (roles and rights, policy features)
- DLS handling in general (GUI handling, parameter deployment, IP device interaction, job coordination)
- Software deployment
- Working with templates and device profiles
- DHCP settings for DLS address and VLAN ID
- Auto configuration / Plug&Play (incl. Element Manager synchronisation and mass data import by CSV file)
- IP Clients and DLS
- Introduction to the connection DLS / Open Scape Voice CMP via API interface
- Introduction to the connection DLS / HiPath 4000 Manager via API Interface
- Maintenance (Backup/Restore)

-

Objectives

The service engineer learns the DLS initial installation, the operation and handling by means of service examples.

Prerequisites

- OpenStage Administration (EL1359 / EL1352)
 - OpenScape Desktop Client, WL2
 - LAN / WAN-Basics
 - Windows 2003 or 2008 Server

28. Atos Unify OpenScape Xpert Basic course for Service (XPBASISCS)

Brief Description

The XPBASISCS course is the educational start for Xpert Application Specialists.

Description

- Introduction
- System overview hard- and software V7
- Basic information of system components (OpenScape 4000/OpenScape Voice/Server/MLC)
- Features of OpenScape Xpert V7
- Install the turrets
- Handle the System Manager and the turrets
- Configure OpenScape Xpert V7 systems
- Repetition/exercise/error diagnostics

-

Objectives

- The participant is familiar with:
- The system design of V7
- Basic information of system components (OpenScape 4000/OpenScape Voice/Server/MLC)
- The OpenStage Xpert turrets
- Features V7
- The system documentation
- The participant can:
- install and operate a system manager server
- install OpenStage Xpert
- configure OpenScape Xpert V7 systems
- handle the turrets
- backup and restore

Prerequisites

- OpenScape 4000/OpenScape Voice basic knowledge
- Linux knowledge
- LAN knowledge
- Windows 10 and Windows 2012/2016 Server knowledge

29. Atos Unify OpenScape Xpert Advanced course for Service (OXPADVSSCS)

Brief Description

The advanced training OXPADVSSCS for service technicians is the continuance of the training courses for OpenScape Xpert application specialists.

Description

- Introduction
- System overview hard- and software V7
- All features of OpenScape Xpert V7
- Licensing
- Basic information of system components (AD/DNS/DHCP)
- Extended Windows administration
- Upgrade, install and configure OpenScape Xpert V7
- Setup MLC (Debian Linux)
- Install the turrets
- Handle the System Manager and the turrets
- Configure OpenScape Xpert V7 systems and turrets
- Voice recording
- DB Clustering
- Tools
- Contact Interface
- Repetition/exercise/error diagnostics

Objectives

- The participant is familiar with:
 - The system layout V6 and the turrets.
 - All features of OpenScape Xpert V7.
 - The system documentation.
 - (Basic course OXPBASISCS is mandatory!)
- The participant can:
 - Install the System Manager Server (AD/DNS/DHCP) .
 - Install and configure OpenScape Xpert V7 components.
 - Configure licensing.
 - Configure voice recording.
 - Install OpenScape Xpert DB Cluster.
 - Install and handle tools.
 - Install a contact interface.
 - Operate OpenStage turrets.

Prerequisites

- Basic course OXPBASISCS
- LAN knowledge
- Linux knowledge
- Windows 10 and Server 2012/2016 AD/DNS knowledge