Unify Academy
Каталог курсів

Прем'єр партнер Unify Communications (Atos) в Україні та Грузії

Авторизований навчальний центр Unify Academy

ТОВ «Інфотел Ком'юнікейшнз»

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Unify Academy

Unify Academy — наш глобальний центр навчання та підвищення кваліфікації. Ми ділимося своїми знаннями та досвідом, щоб допомогти вам добитися найкращих результатів при використанні наших рішень. Незалежно від того хто ви - фахівець з продажу, консультант, інженер, архітектор рішень або кінцевий користувач - ми пропонуємо повний набір рішень для навчання, змістовні курси, навчання на основі вебтехнологій та інноваційні інтерактивні заняття.

Портфоліо проведених, нашим центром навчання, семінарів (курсів) включає різні курси по всьому переліку обладнання Unify: OpenScape Business, OpenScape 4000, Open Scape Enterprise Express, Open Scape Voice і спеціальні курси навчання - OpenScape Fault Management (FM), OpenScape Deployment Service (DLS), OpenScape Xpert. Дані виїзні семінари неодноразово були проведені російською та англійською мовами для наших партнерів і кінцевих замовників в Росії, Латвії, Казахстані, Туркменістані, Грузії, Вірменії, Туреччині, Німеччині та Франції. Локальне навчання в центрі навчання Unify в Києві проводилося для наших колег з України, Польщі, Туреччини, Казахстану, Туркменістану, Таджикистану та ін. країн.

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ЗМІСТ

План курсів на 2021 рік за системам зв'язку сімейств OpenScape Business, OpenScape 4000, Open Scape Enterprise Express, Open Scape Voice і спеціальні курси навчання - OpenScape Fault Management (FM), OpenScape Deployment Service (DLS), OpenScape Xpert

Unify Academy for Professional Training в Украине и в мире

Сертифікація фахівців: Pearson VUE Exam - Unify Certified Implementation & upport

Expert

План курсів* на 2022 рік

по системам зв'язку сімейств OpenScape Business, OpenScape 4000, Open Scape Enterprise Express and Open Scape Voice

* Дати курсів можуть змінюватися, в разі комплектації груп в інші проміжки часу. Також, можлива організація виїзних семінарів для проведення всього переліку курсів по обладнанню Unify.

Course code	Course name	Dates of the course	Number of days	Price, Euro
OS4BAS1SCS	Atos Unify OpenScape 4000 - Basic course for Service	17.01-28.01.2022	10	3060
OS4ADV1SCS	Atos Unify OpenScape 4000 - Advanced Course for Service	07.02-18.02.2022	10	3060
OS4NETWSCS	Atos Unify OpenScape 4000 - Basic Networking for Service	28.02-04.03.2022	5	1530
OXPADVSSCS	Atos Unify OpenScape Xpert Advanced course for Service	21.03-25.03.2022	5	1530
SOLADV1SCS	Atos Unify OpenScape Solution Advanced 1 (Voice)	04.04-08.04.2022	5	1530
OSVADV1SCS	Atos Unify OpenScape Voice Advanced 1 for Service	18.04-22.04.2022	5	1530
OSBADV1SCS	Atos Unify OpenScape Branch for Service	16.05-20.05.2022	5	1530
SBCADV1SCS	Atos Unify OpenScape Session Border Controller (SBC) for Service	23.05-27.05.2022	5	1530
OXPBASISCS	Atos Unify OpenScape Xpert Basic course for Service	06.06-10.06.2022	5	1530
OBUCCADSCS	Atos Unify OpenScape Business Contact Center	20.06-22.06.2022	3	1000
OBUBASISCS	Atos Unify OpenScape Business Basic Course	04.07-08.07.2022	5	1530

OBUUCSUSCS	Atos Unify OpenScape Business Unified Communication Suite	**18.07-20.07.2022**	3	1000
OBUANETSCS	Atos Unify OpenScape Business Voice- and UC-Networking Advanced	**01.08-03.08.2022**	3	1000
OBUFTUCSCS	Fast Track for Atos Unify OpenScape Business Experts	**15.08-19.08.2022**	5	1530
OFMBASISCS	Atos Unify OpenScape Fault Management Basic	**29.08-02.09.2022**	5	1530

OS4GENRSCS	Atos Unify OpenScape 4000 Generation and First installation for Service	12.09-15.09.2022	4	1400
OS435EXSCS	Atos Unify OpenScape 4000 HG35XX Expert Training for Service	26.09-30.09.2022	5	1530
OS4CMIESCS	OpenScape 4000 - Cordless Solutions for Service	17.10-21.10.2022	5	1530
OSVINSTSCS	Atos Unify OpenScape Voice Installation and Initial Operation for Service	31.10-04.11.2022	5	1530
OSVMAINSCS	Atos Unify OpenScape Voice Maintenance for Service	07.11-11.11.2022	5	1530
OEEINSTSCS	Atos Unify OpenScape Enterprise Express Installation and Provisioning	21.11-25.11.2022	5	1530
OEEUCM1SCS	Atos Unify OpenScape Enterprise Express UC and UM part	28.11-02.12.2022	5	1530
SOLDLS1SCS	Atos Unify OpenScape Solution Deployment Service (DLS) for Service	05.12-09.12.2022	5	1530

SOLADM1SCS	Atos Unify OpenScape Solution Administrator 1 (Voice)	12.12-16.12.2022	5	1530

* The training is conducted under the conditions of supply and the formation of study groups

Close cooperation with the Academy of professional training in Munich allows us to constantly update the content of courses and training materials on the process of introduction of the latest equipment

Unify Academy for Professional Training в Україні та світі

Навчальний центр компанії ТОВ «Інфотел Ком'юнікейшнз» - Академія Професійного Тренінгу (АПТ), спеціалізується на проведенні навчання в галузі телекомунікацій для компаній, що професійно працюють в цій сфері на ринку України, країн СНД і далекого закордоння. Серед наших клієнтів компанії, що становлять основу телекомунікаційної інфраструктури країни, оператори зв'язку, оператори мобільного зв'язку, міжнародні корпорації, державні та приватні підприємства.

Ми пишаємося тим, що робимо свій внесок у навчання фахівців, в просуванні новітніх інформаційних і телекомунікаційних технологій на Український ринок, країни ближнього та далекого закордоння, в розвиток всіх галузей економіки. Ми встановлюємо високі стандарти на якість проведеного навчання та незмінно дотримуємося їх.

Ми намагаємося передати всім учасникам навчання той інтерес до нових знань та особливе ставлення до осягнення нового, яке вже понад сто років є одним з факторів успіху компанії UNIFY (Atos).

В області відомчих систем ми пропонуємо навчання сучасним рішенням і системам корпоративного зв'язку, як в навчальному центрі в м.Києві, так і на виїзних семінарах. Як раніше було сказано - портфоліо проведених, нашим центром навчання, семінарів (курсів) включає різні курси по всьому переліку обладнання Unify: OpenScape Business, OpenScape 4000, Open Scape Enterprise Express and Open Scape Voice і спеціальні курси навчання - OpenScape Fault Management (FM), OpenScape Deployment Service (DLS), OpenScape Xpert. Дані виїзні семінари неодноразово були проведені російською та англійською мовами для наших партнерів і кінцевих замовників в Росії, Латвії, Казахстані, Туркменістані, Грузії, Вірменії, Туреччині, Німеччині та Франції. Локальне навчання в центрі навчання Unify у Києві проводилося для наших колег з України, Польщі, Туреччини, Казахстану і інших країн.

Навчальний центр (АПТ) на базі компанії ТОВ «Інфотел Ком'юнікейшнз» у м.Києві по відомчих систем зв'язку заснований у 2005 році. У грудні 2009 року навчальний центр (АПТ) сертифікований Академією Професійного Тренінгу компанії UNIFY у м.Мюнхен, як локальний навчальний центр в області відомчих мереж і систем зв'язку в Україні та є її офіційним партнером (LLC "InfoTel- Communications" - Certified Training Partner for Open Communications UNIFY Academy).

АПТ в м.Києві є частиною глобальної мережі UNIFY Academy, в яку входять понад 20 країн і є єдиним в Україні сертифікованим навчальним центром компанії UNIFY в області відомчих систем зв'язку, що володіє правом видачі фірмових сертифікатів

Навчальний центр (АПТ) проводить різноманітну підготовку технічних фахівців, менеджерів відділів проектування й продажів, керівників відділів інформаційно-телекомунікаційних технологій в області відомчих систем зв'язку на

базі комутаційного обладнання систем OpenScape / HiPath, бере участь в організації виставок, семінарів, Unify Academy for Professional Training в Україні та світі презентацій, надає інформаційні та консультаційні послуги. Понад 400 фахівців компаній-партнерів і кінцевих замовників були учасниками курсів і отримали сертифікати на право виконання робіт на обладнанні систем OpenScape / HiPath.

Програми навчання містять стандартні та спеціальні курси, що охоплюють найважливіші аспекти нових технологій передачі інформації проектування, монтажу, програмування та експлуатації систем.

Адаптовані до вимог замовників з України, країн СНД і далекого зарубіжжя довгострокові й спеціальні програми підвищення рівня підготовки фахівців дозволяють випускникам курсів самостійно вирішувати широке коло завдань у галузі створення й комплексного розвитку систем інформаційного забезпечення. Реалізовувати оптимальні процедури технічного обслуговування та експлуатації малих, середніх і великих корпоративних мереж зв'язку.

АПТ у м.Київ пропонує програму підготовки до сертифікації в незалежній міжнародній системі віртуальних університетів www.vue.com за програмою Open Communications Channel Certification.

АПТ розпорядженні найсучаснішою комутаційною технікою, яку пропонує компанія Unify на Українському ринку і ринках країн СНД, а також обладнанням, яке знаходиться тривалий час в експлуатації у замовників.

Навчальний клас обладнаний комп'ютерними мережами та сучасними мультимедійними засобами навчання. До послуг учасників кімната відпочинку і їдальня.

Тісна взаємодія з Академією Професійного Тренінгу в м Мюнхен дозволяє постійно оновлювати зміст курсів і навчальні матеріали в міру впровадження новітнього обладнання.

Заняття проводять сертифіковані професійні викладачі та провідні спеціалісти компанії з великим досвідом практичної та методичної роботи.

Каждому участнику курсов выдается учебная документация, персонифицированная водяными знаками с указанием личных данных (Имя, фамилия).

Після закінчення курсів учасникам видається сертифікат встановленого міжнародного зразка, що має свій ідентифікаційний номер, що входить в єдину нумераційну систему всесвітніх навчальних центрів UNIFY Academy.

Компанія UNIFY (раніше Siemens Enterprise Communication) пропонує сертифікаційну програму, що визначає рівень компетенції фахівців в області телекомунікаційних продуктів і технологій.

Сертифікація дозволяє визначити реальний рівень кваліфікації, що визнається всіма регіональними підрозділами компанії Unify (Atos) по всьому світу. На підставі сертифікації здійснюється авторизація партнерських компаній, відкривається доступ до технічної та спеціалізованої інформації, підвищується мотивація технічного персоналу і його ринкова вартість. Все це в кінцевому підсумку дозволяє істотно поліпшити якість обслуговування клієнтів.

Сертифікація здійснюється шляхом здачі електронних On-Line тестів в мережі Інтернет. Тестування проводить незалежна компанія Pearson VUE, через мережу своїх авторизованих центрів. Координати найбільш зручного центру Ви можете вибрати самостійно, із запропонованого списку першими у своєму регіоні. Всю необхідну інформацію можна знайти в Інтернеті на сайті www.vue.com. Іспит є платним, терміни проведення узгоджуються з обраним центром Pearson VUE.

Процедура іспиту передбачає попереднє контрольне тестування - Admission test, який також здається в On-Line сесії на Інтернет-сайті https://academy.unify.com/enweb/cms/get_content.php?id=1745. У разі успішної здачі контрольного тесту претендент отримує авторизацію (Candidate ID), для подальшого звернення до Pearson VUE. Тест вважається пройденим якщо отримано не менше 80-ти відсотків позитивних відповідей по всіх розділах і не менше 60-ти відсотків в кожному з розділів. Ваша авторизація дійсна протягом 3-х місяців, після чого потрібна повторна здача контрольного тесту. Контрольне тестування (Admission test) є безкоштовним, його можна здавати будь-яку кількість разів

Київський центр навчання по засновницьким системам пропонує програму підготовки для проходження сертифікаційних тестів (Дивись відповідний розділ каталогу). Програма включає курси по телекомунікаційним і інформаційним технологіям і роботі з обладнанням відомчих систем. За бажанням кандидати можуть готуватися самостійно. Детальна інформація з усіх аспектів процесу сертифікації, включаючи рекомендації з підготовки, можна знайти в Інтернет, скориставшись посиланням https://academy.unify.com/enweb/cms/get_content.php?id=1745.

Звертайтеся до нас:

ТОВ «Інфотел Ком'юнікейшнз»

Прем'єр партнер Unify Communications в Україні та Грузії

Авторизований навчальний центр Unify Academy

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Ми раді надати допомогу з питань організації навчання Ваших фахівців, а також з будь-яких інших питань

1. *Atos Unify OpenScape Business Contact Center (OBUCCADSCS)*

Brief Description

The Atos Unify 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 Atos Unify OpenScape Business. After completing the course the participants can configure customer requirements for Atos Unify OpenScape Business Contact Center to implement configurations and that take them into operation and explain the functionsto 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:
    - Atos Unify Open Scape Business Contact Center
    - myAgent / agent workplace
    - Contact Center Wallboard
    - myReports / reporting tool
    - Fax and E-Mail to Contact Center Queu
- Exemplary description of the standard reports from myAgent and myReports
- Practical exercises on the implementation of customer requirements in Atos Unify OpenScape Business Contact Center Configurations

Objectives

The participant is able to:

- startup and configure the features of the Atos Unify 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 Atos Unify OpenScape Business technicans:

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

2. Atos Unify OpenScape Business Basic Course (OBUBASISCS)

Brief Description

The basic training Atos Unify OpenScape Business is a course for service personnel with good knowledge of ISDN, LAN/WAN, Unify License management and Atos Unify OpenStage telephones. The course content includes the installation, start up and upgrading of the system. Another focus is the integration of Atos Unify 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 Atos Unify 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 a Atos Unify 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 Atos Unify OpenScape Business UC Smart clients and myPortal to go.
- Perform a system software update.
- And perform a backup and restore of the Atos Unify OpenScape Business System.

Prerequisites

- Basics and usage of Unify License management
- Windows knowledge
- LAN/WAN knowledge (TCP/IP)
- Basics of Atos Unify OpenStage HFA and TDM

3. Atos Unify OpenScape Business Unified Communication Suite (OBUUCSUSCS)

Brief Description

The Atos Unify OpenScape Business Unifed 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 the Atos Unify 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 a Atos Unify 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 Atos Unify OpenScape Business UC System.
- configure the UC Suite features and all UC clients and can operate the applications

Prerequisites

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

4. Atos Unify OpenScape Business Voice- and UC-Networking Advanced

(OBUANETSCS)

Brief Description

The Atos Unify 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 Atos Unify OpenScape Business systems, to set up Atos Unify OpenScape Business networks and to configure Atos Unify OpenScape Business for networking with other systems (e.g. Atos Unify OpenScape 4000 and Atos Unify OpenScape Voice).

Description

- Atos Unify 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 Atos Unify OpenScape Business
- Configure Atos Unify OpenScape Business for networking with other systems (e.g. Atos Unify OpenScape 4000 and Atos Unify OpenScape Voice)

Prerequisites

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

5. Fast Track for Atos Unify OpenScape Business Experts (OBUFTUCSCS)

Brief Description

The Atos Unify OpenScape Business UC Suite (Fast Tack Atos Unify OpenScape Business UC and Networking) 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 Atos Unify OpenScape business and UC applications. After completing the course, the participant can assume a Atos Unify OpenScape UC Suite Business system in the network in operation as well as configure the features.

Description

- System overview of Atos Unify 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 a Atos Unify 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 Atos Unify OpenScape Business
- configure Atos Unify OpenScape Business for networking with other systems (e.g. Atos Unify OpenScape 4000 and Atos Unify OpenScape Voice).
- configure the UC Suite features and all UC clients and can operate the applications.

Prerequisites

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

6. Atos Unify OpenScape 4000 - Basic course for Service (OS4BAS1SCS)

Brief Description

Atos Unify 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 Atos Unify OpenScape 4000 Assistant and an introduction of the Atos Unify OpenSCape 4000 Expert Access. After completing this course, the participant is among others able to administrate the Web - based menu of the Atos Unify OpenScape 4000 Assistant and the Atos Unify OpenScape 4000 Expert Access (AMOs) and he is able to adminstrate customer specific features.

Description

- Hardware

  - New controll boards

  - 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 Atos Unify OpenScape 4000 Assistant
  - User concept
  - Configuration of stations (incl. IP phones)
  - Administration of features
  - Practical exercises

- Introduction Atos Unify OpenScape 4000 Expert Access (administration with AMOs)

  - Administration of features
  - Configuration of phones (incl. IP phones)
  - Practical exercises

- Backup via Atos Unify OpenScape 4000 Assistant

  - Introduction of the Backup/Restore concept
  - Practical exercises

- Introduction Diagnosis Tools of the Atos Unify OpenScape 4000 Assistant

  - Description of the tools
  - Practical exercises

Objectives

The participant is able to

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

Prerequisites

- Windows 7 / 8 / 10
- Basic principles of

    - ISDN (ISDN (EL7211E))
    - Telephony (Digital Telephony (EL7201E))

7. Atos Unify OpenScape 4000 - Advanced Course for Service (OS4ADV1SCS)

Brief Description

Atos Unify OpenScape 4000 - Advanced Course for Service is a course for service personnel. The objectives are among others softwaretools for Atos Unify OpenScape 4000, procedures of maintenance and fault diagnostics and commission of a preconfigured system. After completing this course, the participant is among others able to administrate the preconfigured Atos Unify OpenScape 4000 System with administration and maintenance orders (AMOs), he can apply and administrate Atos Unify 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, ECMAQSIG (CORNET NQ))
  - Numbering Plans ISDN and Private
  - Practical Exercises

- Local Least Cost Routing (LCR)

  - Structure of Node Numbers
  - Control Mechanism of Routing
  - Setup of S0 - S2M and IP Central Office Trunks
  - Practical Exercises

- Interfaces

  - LAN connectivity (RMX and WEB)

- 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 Atos Unify OpenScape 4000 System with administration and maintenance orders (AMOs).
- Knows advanced subscriber and trunk features.
- Gains insights of the central settings of the Atos Unify OpenScape 4000 system.
- Can apply and administrate advanced Atos Unify 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 7 / 8 / 10
- Course: Atos Unify OpenScape 4000 - Basic course (OS4BAS1SCS)

8. Atos Unify OpenScape 4000 - Basic Networking for Service (OS4NETWSCS)

Brief Description

Atos Unify 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 Atos Unify OpenScape 4000 network. After completing this course, the participant is among others able to analyze faults in Atos Unify OpenScape 4000 networks, he can configure the central Office access for Atos Unify 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 and IP (TIE and CO)
  - Protocols E-DSS1, ECMA-QSIG(CORNET NQ)
  - Structures of node numbers
  - Display modification
  - Routing control mechanisms
  - Route optimization

- Practical exercises:

  - Setup of a complete Atos Unify OpenScape 4000 network
  - Configuration of different network scenarios
  - Troubleshooting in Atos Unify OpenScape 4000 networks

Objectives

The participant

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

Prerequisites

- Atos Unify OpenScape 4000 - Basic course (OS4BAS1SCS)
- Atos Unify OpenScape 4000 - Advanced Course (OS4ADV1SCS)

9. Atos Unify OpenScape 4000 Generation and First installation for Service

(OS4GENRSCS)

Brief Description

The course should convey the knowledge about the development of different kinds of data storage in the Atos Unify OpenScape 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

- Installation processes
- Functional description
- Generating of a Atos Unify OpenScape 4000 V8.0 or higher

  - EcoServer as Simplex / Duplex (new HW)

- Upgrade with PCDACON
- Practical Exercises

Objectives

The participants are able

- to create basic data storage
- to backup from system data
- to generate Atos Unify OpenScape 4000 systems with available data
- to upgrade Atos Unify OpenScape 4000 systems

Prerequisites

- Founded knowledge of the Atos Unify OpenScape 4000 from V7.0 or later
- Knowledge about LINUX
- Practical experience with the system

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

Brief Description

Atos Unify OpenScape 4000 - Cordless Solutions is a course for service personnel. The objectives are among other basics of DECT, implementation of the Cordless E with Atos Unify 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 Atos Unify 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 (Atos Unify 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 Atos Unify OpenScape Cordless EV7.0
- is able to configure Cordless EV7.0 on an Atos Unify OpenScape 4000 with CaTool with roaming and handover functionality
- knows the relevant settings for CMI in Atos Unify OpenScape 4000 Assistant / Manager
- Perform simple system troubleshooting in the event of a malfunction

Prerequisites

Basic knowledge of

- Windows
- Atos Unify OpenScape 4000
- IPDA and/or SoftGate
- Networking / IP-Trunking

- LAN

11. Atos Unify OpenScape Solution Advanced 1 (Voice) (SOLADV1SCS)

Brief Description

This course is an advanced Atos Unify OpenScape Voice course for System technicians, which are responsible to configure a system customer specific/individual still following the Unify Standard. It contains the general configuration as well as the basics of the Routing, Display Number Modification, general features, and Mobility with OSMO Client. The basics of adding an Atos Unify OpenScape Branch to the system will be covered as well.

Description

- Voice Provisioning

    - Create Office Code / Home DN
    - Add New Office Code / Home DN
    - Modify / Extend existing Office Code / Home DN

- Create Business Group

    - Default Office Codes, Numbering Plan and DLS
    - Business Group Feature Overview (short description)
    - Access Control

- Routing (Basic)

    - Numbering Plan Types (Private, Common and Global)
    - Create Numbering Plans
    - Numbering Plan Elements (PAC, DC, Destination)

- Routing via PNP, CNP and GNP to Subscribers
- Routing via PNP, CNP and GNP to Endpoints

    - Create Endpoint Profile
    - Manage EP Services
    - Create Endpoint for Gateways

- Incoming Routing
- Fallback from CNP / GNP to PNP
- Routing Troubleshooting (Simulate Dial)
- Display Services / Number Modification

    - Overview

- Name / Number Sources
- Display Identity Delivery / Suppression
- DNM Elements
- Modify Display Number for Internal to Internal Calls
- Modify Display Number for Internal to External (PSTN) Calls
- Modify Display Number for External (PSTN) to Internal Calls
- Modify Display Number for SIP-Q to SIPQ- Calls

- Local Toll Table (US only)
- Troubleshooting

    - SIP Message Trace
    - Phone unable to register

- OpenScape Mobile (OSMO)

    - Overview
    - Create NP, Office Code and Home DN for OSMO
    - Assign required Features to Main Phone
    - Create OSMO Subscriber
    - Configure OSMO Phone

- Branch Basics (add branch and work within Assistant)

    - Overview
    - Create NP for BO
    - Create EPP / EP for Proxy
    - Create Branch Office
    - Assign Subscribers / Endpoints / MS to BO
    - Setup Phones to use Proxy

- Features

    - Overview
    - Call Forwarding Scenarios
    - Call Completion Service
    - Call Transfer

Objectives

The participants

- is able to configure the complete OSMO (SIP) options and set up the Clients settings on the mobile device
- is able to add an additional Branch office into an already existing customer environment
- is able to configure the general features of Call forwarding, call completion and call tranfer
- is able to configure/enhance/modify the required display number modification

- is able to configure/modify/enhance business groups, numbering plans, office codes etc.
- is able to explain and configure/modify the basic routing concept within the Atos Unify OpenScape Voice

Prerequisites

- Course Atos Unify OpenScape Solution Administrator 1 (SOLADM1SCS)
- Course Atos Unify OpenScape Solution Administrator 2 (SOLADM2SCS)

12. Atos Unify OpenScape Voice Advanced 1 for Service (OSVADV1SCS)

Brief Description

This course is an advanced Atos Unify OpenScape Voice course for System Spezialists, 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 Atos Unify OpenScape Voice

Objectives

The participant

- knows the Atos Unify 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 Atos Unify OpenScape Solution Advanced 1 for Service (SOLADV1SCS)
- Course Atos Unify OpenScape Solution DLS for Service (SOLDLS1SCS)

13. Atos Unify OpenScape Branch for Service (OSBADV1SCS)

Brief Description

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

Description

- General Overview

    - Hardware of Atos Unify OpenScape Branch (all types)
    - Branch/ Branch 50i/500i/50i ATA
    - Deployment scenarios of Atos Unify OpenScape Branch

- First Startup

    - Cabling
    - Installation of Atos Unify OpenScape Branch
    - Upgrade of Atos Unify OpenScape Branch

- Initial configuration of the Atos Unify OpenScape Branch

    - Connection to Atos Unify OpenScape Voice
    - Routing to PSTN
    - Build-In MediaServer
    - Survivability
    - AutoAttendant
    - MLHG
    - Routing

- Redundancy
- DNS-SRV
- Branch in a Branch
- Standard operations to maintain the Atos Unify OpenScape Branch
- Local GUI / Tracing

Objectives

The participant

- knows the Atos Unify OpenScape Branch and Atos Unify OpenScape Branch 50i / 500i and its deployment scenarios
- is able to configure and administrate the Atos Unify OpenScape Branch and Atos Unify 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

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

14. Atos Unify OpenScape Session Border Controller (SBC) for Service (SBCADV1SCS)

Brief Description

This course is intended for Atos Unify OpenScape Service Engineers and contains practical scenarios of the Atos Unify 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 Atos Unify 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

- Atos Unify 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
  - Atos Unify OpenScape Branch and subscriber/Gateway behind SBC
  - Atos Unify 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 Atos Unify OpenScape SBC
- Knows how to install the Atos Unify OpenScape SBC and is able to integrate it into a customer environment
- Knows how to startup subscribers behind an Atos Unify OpenScape SBC or in addition behind a NAT Router
- Knows how to configure Gateways behind an Atos Unify OpenScape SBC

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

Prerequisites

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

15. Atos Unify OpenScape Voice Installation and Initial Operation for Service

(OSVINSTSCS)

Brief Description

This installation course illustrates in a simple way, the installation of the Atos Unify OpenScape Voice and Atos Unify 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 Atos Unify OpenScape Voice with NCPE- Tool
- Configuration of the VMWare Server software
- Installation of the Atos Unify OpenScape Voice software on a hardware server (theory only)
- Installation of the Atos Unify OpenScape Voice software on a VMWare server
- Installation of software updates for Atos Unify 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 environemnt
- knows the networking within LAN/WAN environment
- is able to configure the installed VMWare software for an Atos Unify OpenScape Voice installation
- is able to install the hard-and software of Atos Unify OpenScape Voice
- is able to integrate Atos Unify OpenScape Voice into a costumer 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

16. Atos Unify 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 Atos Unify OpenScape Voice Server.

Description

- Tools

    - Putty (SSH shell), WinSCP (Filetransfer tool), etc.

- Linux

    - Linux accounts
    - Linux specific commands of the Atos Unify 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 Atos Unify OpenScape Voice Server
- knows the Atos Unify OpenScape Voice internal structures
- Knows the different logging features of the Atos Unify 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
- Atos Unify OpenScape Voice Solution course (OSVADV1SCS, OSBADV1SCS, or SOLADV1SCS)

17. Atos Unify 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

18. Atos Unify 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

19. Atos Unify OpenScape Solution Administrator 1 (Voice) (SOLADM1SCS)

Brief Description

This course is intended for Service engineers as well as customer administrators. It contains the general tasks that are required for a customer administrators daily work with the Atos Unify OpenScape Voice and DLS System. Service engineers are able to execute general tasks on the system as well as enhance the OpenScape Voice with additional subscribers, profiles, features, etc. on a daily base.

Description

- CMP

    - General CMP Navigation
    - User Login Procedure
    - User Interface explanation (Navigation/Component Tabs/Elements) in general and specifically for Voice components
    - CMP User Management (not UM)
    - Audit Log/Alarm Management
    - General explanation of Business Group/Office code/Numbering Plan/Feature Profile

- Licenses

    - Overview about Licenses/Violations etc.

- Subscriber Details

    - Clone existing subscriber and add individual data
    - Bulk edit

- Create new subscriber with (no quick add)

    - Subscriber DN
    - Display ID
    - Numbering Plan
    - Digest Authentication (e.g. Realm)
    - Rate Area/COS
    - Feature Profile
    - DLS and DLS Profile
    - Time zone
    - Verify subscriber registration status
    - Feature Profile
    - Feature Profile Global/BG specific
    - Change existing Feature Profile
    - Create New Feature Profile
    - Assign new or changed feature Profile

- Activate changed features or Profile
- Short explanation of all available features by function (no individual feature configuration)

- Individual Features per Subscriber
- Hunt group

  - General explanation of different hunt group types
  - Indentify existing hunt groups
  - Change existing hunt group (members, type)
  - Add new hunt group (with different types/options)
  - Required configuration of OpenStage for hunt groups (Device configuration via DLS, verify settings via WBM access via Voice/DLS)

- Pickup group

  - Identify existing pickup groups
  - Assign new pickup group
  - Change existing pickup group (members)
  - Required configuration of OpenStage for pickup group (Device configuration via DLS, verify settings via WBM access via Voice/DLS)

- Keyset

  - Overview (Line Types)Configure Subscriber for Keyset Operating
  - Add Subscriber Phantom Line
  - Configure Line Keys on Phone
  - Configure DSS Key

- Maintenance

  - Backup (Database only) all (Voice/Application Server)
  - Restore (Database only) all (Voice/Application Server)
  - Level 1 (e.g. provisioning log file via CMP)
  - Identify main phone failure reasons (phone error codes)

- DLS

  - General DLS Navigation
  - Login procedure
  - Handling of GUI
  - Registration of Workpoints (manually, Web-Based management, DHCP)
  - Parameter deployment
  - Job configuration and Job management
  - Verify existing Job (states)
  - Reschedule existing Job
  - Templates, profiles and Auto configuration (Plug&Play)

- OpenScape mobile client (OSMO)

  - Functional overview

- Configuration steps
- Client deployement

Objectives

The participant

- knows the CMP (Common Management Portal) in general and is able to navigate thru it.
- is able to add/modify subscribers with general features and feature profiles.
- is able to add/modify hunt groups and pick up groups as well as key sets and other features
- knows the different features of an Atos Unify OpenScape Voice subscriber and the system.
- is able to execute some maintenance options that are required for daily work.
- is able to work with the DLS (Deployment Service) in general
- is able to execute/verify general tasks on the DLS system that are required for daily work.

Prerequisites

WBT course - overview of the solution (SOLOVERSDS)

20. 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 Atos Unify OpenScape Xpert application specialists.

Description

- Introduction
- System overview hard- and software V7
- All features of Atos Unify OpenScape Xpert V7
- Licensing
- Basic information of system components (AD/DNS/DHCP)
- Extended Windows administration
- Upgrade, install and configure Atos Unify OpenScape Xpert V7
- Setup MLC (Debian Linux)
- Install the turrets
- Handle the System Manager and the turrets
- Configure Atos Unify 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 V7 and the turrets.
    - All features of Atos Unify 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

21. Atos Unify OpenScape Xpert Basic course for Service (OXPBASISCS)

Brief Description

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

Description

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

Objectives

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

Prerequisites

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

22. Atos Unify OpenScape Fault Management Basic (OFMBASISCS)

Brief Description

Atos Unify 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 Atos Unify OpenScape 4000
  - Monitoring Atos Unify OpenScape Voice
  - Monitoring Atos Unify OpenScape Business

Objectives

The participant is able to

- Install Atos Unify 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 Atos Unify OpenScape 4000/Voice/Business.

Prerequisites

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

23. 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 / Atos Unify Open Scape Voice CMP via API interface
- Introduction to the connection DLS / Atos Unify OpenScape 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

- Atos Unify OpenStage Administration (EL1359 / EL1352)

  - Atos Unify OpenScape Desktop Client, WL2
  - LAN / WAN-Basics
  - Windows 2003 or 2008 Server