



REFERENCE

ENTPTE900US

DELIVERY LANGUAGE

English (course material in English)

DURATION

METHODS

i-learning

8 hours

Virtual self-paced training on the computer. 8 hours before c-learning

c-learning

10 days

Traditional classroom or practical sessions with tutorials (TAP LAB)

v-learning

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS 12

**PUBLIC**

System Installers

Technicians and Engineers in charge of the configuration of an Alcatel-Lucent OmniPCX Enterprise in stand alone

**OBJECTIVES**

At the end of the course, the participant will be able to:

- Install and ensure the cabling of the system
- Check the correct start-up of the system (Boards, Users & Trunk groups)
- Activate the main phone services on terminals
- Configure the system in stand alone:
  - Hardware
  - Users
  - Trunk groups
  - Major Phone services
- Ensure the basic maintenance of the system
- Configure and activate a remote connection to the system via RMA solution

The « + » of this training: Using a real customer site file, the participant will learn the exact installation (cabling, system start and stop, etc.) and will configure a new system from the beginning.

A IP Touch simulator describing the main set features will be given during the training to the students.

**PREREQUISITES**

- To have attended **Basic Telephony** (Ref.: FG00TE082US) and **Technology overview series : IP Overview, LAN, WAN, WLAN** (Ref.: TKG30001W, TBU30052W, 3EY0SA065, 3EY0SA064) training courses is strongly advised or to have equivalent knowledge
- To have knowledge of basic Computing skills (PC start and stop, IP address modification, Current use of PC)

**REQUIRED TECHNICAL CONFIGURATION***For i-learning*

Access to the Business Partner Web Site. Internet Explorer version 5.5 or better, Macromedia Flash 7 and Acrobat Reader version 6 or better. Virtual Microsoft Java Machine (MSJVM).



PROGRAM DESCRIPTION

Phase 1: i-learning      8 hours

Describe Alcatel-Lucent OmniPCX Enterprise global offer

Describe Alcatel-Lucent OmniPCX Enterprise architecture

Describe the hardware architecture:

- Cabinets
- System couplers (boards)
- Terminals

Describe the system cabling

Perform the system cabling using simulation tools

Describe how to access to the system

Describe the available logins

Describe how to start and how to stop the system

Describe MGR integrated configuration tool

Describe Alcatel-Lucent Expert integrated configuration tool (Alcatel-Lucent 4760i)

Describe the range of terminals that can be connected to an Alcatel-Lucent OmniPCX Enterprise:

- Alcatel-Lucent 8 & 9 series
- Mobiles 300/400

Describe the Add-On modules that can be added to the terminals

Describe the available plugwares

Describe IP addressing plan principles

Describe how to implement an Alcatel-Lucent OmniPCX Enterprise in a customer LAN

Describe how to modify the IP addressing plan via netadmin

Describe how to create an empty database

Describe how to save and restore a database

Describe the principles of the software licenses

Describe the Bulk and Move service for licensing

Describe how to save and restore the system licenses

Describe the principles of the classes of services:

- Connection class of service
- Phone facilities class of service
- Transfer class of service
- Public network class of service
- Private calls class of service

Describe hunt groups principles

Describe call pick-up groups principles

Describe multiline sets and associated services

Describe Multi Line Appearance principles



Describe attendant sets and attendant groups principles

Describe entities principles

Describe the principles of the internal calls distribution (attendant call)

Describe the principles of DECT mobility

Describe IBS DECT equipment:

- Base stations
- Terminals

Describe the internal accounting mechanisms

Describe the available remote maintenance solutions:

- e-RMA
- Crystal RMA
- RMA on common hardware

Describe the principle and how to configure :

- Display and Call by name with UTF8 characters
- Alcatel-Lucent x8 & x9 series sets customization and localization
- Automatic callback on busy trunk group facility
- Calling Line Identification service on analogue trunk groups
- Caller name display if managed in the personal directory
- Call overflow when IP extension is unreachable
- Alarm retrievals (Alarm sets, External alarms, CPU alarms and RMA alarms)

Describe the Premium Customer Support (PCS) process and the associated services

Describe the ROHS rules on Alcatel-Lucent OmniPCX Enterprise

Describe the process to contact our Professional Services and how to create a Service Request

Describe how to start and generate traces

Describe the Crashdump & Kernel Debugger

Describe the OLCA tool



Phase 2: c-learning      10 days

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Describe the tools and the training materials provided during the training course

Describe the customer site file

Start and stop the system

Access to the system using the available logins

Check the correct startup of the system couplers

Use MGR and Alcatel-Lucent Expert configuration tools

Create an empty database

Configure the IP addressing plan of the system

Install, save and restore the licenses

Describe and modify the internal dialing plan:

- Prefixes
- Suffixes
- Directory numbers

Configure and maintain the users

- IP Phones (in static/dynamic mode)
- Digital phones
- Plugwares and interface modules
- Add-On modules

Configure and maintain the IP parameters of the Voice over IP boards

Describe and configure the internal DHCP server

Describe and configure the ring tones customization tool

Describe and configure the MOXA V24/IP Box

Configure the classes of services:

- Connection class of service
- Phone facilities class of service
- Transfer class of service
- Public network class of service

Configure the groups:

- Hunt groups
- Call pick-up groups

Configure multiline sets and associated services (sets supervision, etc.)

Configure and maintain a MLA group

Describe and configure Executive / Assistant groups

Describe and configure trunk groups:

- ISDN T0 / T2 trunk groups
- T1 trunk group (North American market)
- Analogue trunk groups

Describe and manage the system synchronization

Describe and modify the default DID translator

Describe and configure the external callback translator

Describe and configure the outgoing external calls barring



Describe, configure and maintain a simple Automatic Route Selection configuration (direct carrier, no time dependence)

Describe, configure and maintain the calls distribution:

- Attendant groups
- Attendant sets
- Entity
- Calls distribution tables

Describe, configure and maintain an IBS DECT solution:

- IBS base station configuration
- DECT users creation and registration

Display and describe the fields of the system messages

Describe, configure and maintain the direct speed dialing and the speed dialing by range

Describe, configure and maintain an Alcatel-Lucent OmniMessage 4645 voicemail system:

- Voicemail creation
- Mailboxes allocation
- Voicemail classes of services configuration

Describe and configure the internal accounting parameters

Save and restore the system database

Describe, configure and maintain a RMA solution

Describe, configure and maintain the voice guides

Describe, configure and maintain the music on hold