



REFERENCE

PS00TE921US

DELIVERY LANGUAGE

English (course material in English)

DURATION

i-learning

3 hours

METHODS

Virtual self-paced training on the computer. 3 hours before c-learning /v-learning

c-learning

3 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

Pre-Sales Engineers

Project managers

Sales & Marketing representatives

OBJECTIVES

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

- Describe the Alcatel-Lucent OmniPCX Office Services (Voice, Data, Internet)
- Describe the Alcatel-Lucent Extended Communication Server
- Describe the Alcatel-Lucent OmniStack 6200, OmniSwitch 6250 & 6400
- Introduce the Alcatel-Lucent PIMphony application
- Achieve skills to analyze and design OmniPCX Office offers

The « + » of this training:

- Via a case study on Actis, the participant will design a global solution (Mobility, Guest, Internet ...)

PREREQUISITES

- To have knowledge of PCX's
- To have knowledge of Internet protocols, LAN technologies, security
- To have attended the Office Communication Solution Sales training courses (FREE I-Learning on the ABPWS)

REQUIRED TECHNICAL CONFIGURATION

For i-learning and v-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 3 hours

Describe the Alcatel-Lucent OmniPCX Office and Alcatel-Lucent Extended Communication Server positioning

Describe the Alcatel-Lucent OmniPCX Office and Alcatel-Lucent Extended Communication Server key points

Describe the Alcatel-Lucent OmniPCX Office architecture:

- Architecture overview
- Boards description
- Media Gateway description
- Multi sites solutions

Describe the sets and plug-wares of the Alcatel-Lucent OmniPCX Office:

- Alcatel 8 and 9 series terminals
- Alcatel-Lucent 300/400 DECT handsets
- Alcatel-Lucent 310/610 WLAN handsets
- PIMphony

Describe the administration tools for the Alcatel-Lucent OmniPCX Office:

- Describe the OMC - product management
- Describe the WBM - Web based management
- Describe the Omni Vista 4760

Know the Alcatel-Lucent OmniPCX Office VoWLAN solution

Know the Alcatel-Lucent OmniPCX Office SIP services

Describe the Alcatel-Lucent Extended Communication Server architecture

- Platforms
- Packages

Describe the Alcatel-Lucent Extended Communication Server Graphical User Interface

Describe the Alcatel-Lucent OmniStack 6200 OmniSwitch 6250 & 6400 (positioning, key points, architecture, main features)

Describe the ordering & licensing



Phase 2: c-learning 3 days

Alcatel-Lucent OmniPCX Office

Remind of the Alcatel-Lucent OmniPCX Office architecture

Describe the management tools and capabilities

Describe the OmniPCX Office telephony features:

- Greetings and Music On Hold
- Dialing plans and the associated services:
 - Internal dialing plan
 - Public dialing plan
 - Private dialing plan
 - Services in communication
- Groups:
 - Hunting group
 - Pick-up group
 - Broadcast group
 - Manager / Secretary group
- Subscriber's features:
 - Keys
 - Sets profiles
 - Dynamic routing
 - Personal speed dialing
 - Features rights
- Multiset
- Personal assistant
- Incoming calls services:
 - OP groups and time ranges
 - Call distribution
 - Pre-announcement
 - OP group forwarding
- Outgoing call services:
 - Trunk groups
 - Traffic sharing
 - Barring
 - Collective directory
 - Trunk allocation
- 6-party conference
- ARS service

Describe the mobility solution

- DECT
- Twinset
- Cellular Extension ACE/ICC
- WIFI



Phase 2: c-learning 3 days (suite)

Describe the voicemail application

Describe the Internal accounting (IP and V24)

Describe the SIP in the OmniPCX Office:

- Direct RTP
- SIP gateway

Describe the multiple automated attendant

- Called/calling number distribution
- Multi Levels
- Multi Languages

Describe the Alcatel-Lucent OmniPCX Office hotel/healthcare solution

Extended Communication Server

Describe the Extended Communication Server ICT services:

- Surf Control
- Secured Network Architecture
- VPN Configurations
- Mail Server
- Web Service Management
- DNS Service Management

Describe the Extended Communication Server collaboration & mobility services:

- Mobile Desktop & Virtual Mobile Desktop applications
- Alcatel-Lucent connector for Outlook
- Information access and sharing :
 - e-mails (webmail and/or client interface),
 - Calendar (personal or shared),
 - contacts (personal, group, enterprise)
- Archiving and documents sharing

Describe the Extended communication Server convergence with the OmniPCX Office:

- Click to call (direct, contacts)
- Nomadic services
- Supervision, call log, voice mail, forwarding

Describe the Integrated XML Web Services

Describe the ECS Home Workers SIP Softphone

Describe the FAX Server Solution

Describe the ECS Push Mobile Solution



Phase 2: c-learning 3 days (suite)

Infrastructure

Describe the Alcatel-Lucent OmniStack 6200, OmniSwitch 6250 & 6400

Describe and use the quotation tools (Actis)

Perform case studies