

## ***M5 Multimedia Applications Server Courses***

All of the M5 courses provide the following skills required for the student to perform administrative, provisioning and maintenance tasks:

- Identify system features and applications
- Define the role of the software components
- Describe the M5 settings defined during installation
- Define the purpose of the hardware interfaces
- Discuss the components and behaviors of redundancy
- Identify the call flow through system software components
- Find the options and settings in the provisioning GUI
- Define the elements used for provisioning
- Log into the EMS
- Manage the server configuration
- Identify fault, performance and security management
- Use commands to manage users, check status, alarms and performance statistics
- Find and check log files
- Perform housekeeping

### **M520 - Messaging**

The M520 Messaging course is a 3-day, instructor-led course. In addition to the skills listed above this course provides the skills required for the student to perform provisioning tasks on the M5 unified messaging applications

- Define profiles
- Configure profiles for service providers and enterprises and assign services
- Configure a service profile
- Set up a residential voice mail account
- Configure subscriber greeting and settings
- Configure an enterprise account and assign services
- Access TUI and use subscriber VMS interface
- Modify subscriber voice mail settings and options
- Record regular and special greetings (broadcast, family, notification types)
- Configure one number service
- Configure auto attendant
- Configure Personal Call manager
- Discuss uses of CLI interface
- Define call gapping settings

Modules: Learning Methods/Activities

- Introduction
  - Participant introduction and M5 messaging application identification
- Features & Applications
  - Identify system features
  - Identify system applications
  - Diagram your application



- Hardware & Software
  - Identification activity for hardware interfaces
  - Discovery activity of a M5 installation configuration
  - Exploratory activity of the M5 provisioning interface to find settings and options
  - Identify the installation components in a network diagram
- Provisioning
  - Identify a sample call flow through software components
  - Provision profiles for service providers and enterprises and assign services
  - Provision a service profile
  - Provision residential voice mail account
  - Configure subscriber greeting and settings
  - Provision an enterprise account and assign services
  - Use TUI and subscriber VMS interface

#### Audience

- M5 system administrators and provisioning technicians

#### Prerequisites

- Basic UNIX skills
- Basic telephony knowledge

## M521 - Pre-Paid

The M521 Pre-Paid course is a 3-day, instructor-led course. In addition to the skills listed above this course provides the skills required for the student to perform administrative, provisioning and maintenance tasks on the M5 prepaid application.

- Define profiles
- Configure profiles for service providers and enterprises and assign services
- Configure a service profile
- Set up calling cards



- Build pins
- Define rating plans
- import rating plans
- Discuss uses of CLI interface
- Set up SMTP and SNMP interfaces

#### Modules: Learning Methods/Activities

- Introduction
  - Participant introduction and M5 pre-paid application identification
- Features & Applications
  - Identify system features
  - Identify system applications
  - Diagram your application
- Hardware & Software
  - Identification activity for hardware interfaces
  - Discovery activity of a M5 installation configuration
  - Exploratory activity of the M5 provisioning interface to find settings and options
  - Identify the installation components in a network diagram
- Provisioning
  - Identify a sample call flow through software components
  - Provision profiles for service providers and enterprises and assign services
  - Provision a service profile.
  - Provision calling cards
  - Build pins
  - Manage offers, cards and PINs
  - Manage users
- Rating Provisioning
  - Define the elements of a rate plan
  - Download a rate plan
  - Configure a rate plan
  - Upload a rate plan

#### Audience

- M5 system administrators and provisioning technicians

#### Prerequisites

- Basic UNIX skills
- Basic Windows skills
- Basic telephony knowledge

## M522 - Advanced Toll Free (ATF)

The M522 ATF course is a 3-day, instructor-led course. It includes provisioning account codes, if applicable. In addition to the skills listed above this course provides the skills required for the student to perform provisioning tasks on the M5 advanced toll free applications

- Create a unit of work
- Define routing trees
- Configure routing trees for service providers and enterprises



- Upload a custom announcements
- Set up origin based routing
- Configure allow and restrict lists
- Configure holiday and time patterns
- Define account codes
- Configure terminating numbers
- Apply new announcements to route plans and call system
- Configure individual, group and universal account codes.
- Use the CLI interface
- Define call gapping
- Define SS7 configuration and settings

Modules: Learning Methods/Activities

- Introduction
  - Participant introduction and M5 ATF application identification
- Features & Applications
  - Identify system features
  - Identify system applications
  - Diagram your application
- Hardware & Software
  - Identification activity for hardware interfaces
  - Discovery activity of a M5 installation configuration
  - Exploratory activity of the M5 provisioning interface to find settings and options
  - Identify the installation components in a network diagram
- Provisioning
  - Identify a sample call flow through software components
  - Provision an enterprise accounts
  - Provision routing trees
  - Provision routing components
  - Upload announcements
  - Provision terminations
  - Complete calls to the system to test the configuration

Audience

- M5 system administrators and provisioning technicians

Prerequisites

- Basic UNIX skills
- Basic telephony knowledge

## **M523 - Voice over Virtual Private Network (VoVPN)**

The M523 VoVPN course is a 3-day, instructor-led course. It includes provisioning account codes, if applicable. In addition to the skills listed above this course provides the skills required for the student to perform provisioning tasks on the M5 advanced toll free applications

- Define call types, private numbering plan (PNP)
- Configure remote/calling card access
- Create closed user groups with abbreviated dialing
- Define authorized profiles



- Provision a Network Provider, Service Provide, a Service Subscriber and a Service User
- Define outgoing/incoming restrict and allowed lists
- Define time-based routing
- Provision call forwarding/follow me
- Define announcements with prompt & collect
- Configure end user settings
- Define bulk provisioning steps
- Create statistics and reports
- Define service CDR content
- Discuss uses of CLI interface
- Define call gapping

Modules: Learning Methods/Activities

- Introduction
  - Participant introduction and M5 VoVPN application identification
- Features & Applications
  - Identify system features
  - Identify system applications
  - Diagram your application
- Hardware & Software
  - Identification activity for hardware interfaces
  - Discovery activity of a M5 installation configuration
  - Exploratory activity of the M5 provisioning interface to find settings and options
  - Identify the installation components in a network diagram
- Provisioning
  - Identify a sample call flow through software components
  - Provision call types, private numbering plan (PNP) and authorization profiles
  - Provision routing settings
  - Provision announcements with prompt & collect
  - Build statistics and reports
  - Provision service users and use TUI with subscriber interface

Audience

- M5 system administrators and provisioning technicians

Prerequisites

- Basic UNIX skills
- Basic telephony knowledge

## **M524 – Advanced Local Number Portability (LNP)**

The M524 LNP course is a 3-day, instructor-led course. It includes provisioning account codes, if applicable. In addition to the skills listed above this course provides the skills required for the student to perform provisioning tasks on the M5 advanced local number portability applications

- Define call types, private numbering plan (PNP)
- Configure remote/calling card access
- Create closed user groups with abbreviated dialing
- Define authorized profiles
- Provision a Network Provider, Service Provide, a Service Subscriber and a Service User
- Define outgoing/incoming restrict and allowed lists



- Define time-based routing
- Provision call forwarding/follow me
- Define announcements with prompt & collect
- Configure end user settings
- Define bulk provisioning steps
- Create statistics and reports
- Define service CDR content
- Discuss uses of CLI interface
- Define call gapping

Modules: Learning Methods/Activities

- Introduction
  - Participant introduction and M5 LNP application identification
- Features & Applications
  - Identify system features
  - Identify system applications
  - Diagram your application
- Hardware & Software
  - Identification activity for hardware interfaces
  - Discovery activity of a M5 installation configuration
  - Exploratory activity of the M5 provisioning interface to find settings and options
  - Identify the installation components in a network diagram
- Provisioning
  - Identify a sample call flow through software components
  - Provision call types, private numbering plan (PNP) and authorization profiles
  - Provision routing settings
  - Provision announcements with prompt & collect
  - Build statistics and reports
  - Provision service users and use TUI with subscriber interface

Audience

- M5 system administrators and provisioning technicians

Prerequisites

- Basic UNIX skills
- Basic telephony knowledge

## **M530 – Operations, Administration and Maintenance (OAM) (NSP)**

This M530 OAM class is a 3-day, instructor-led course designed to give the student a good understanding of the NSP / EMS platform. By providing the basics needed to maintain an NSP system. Upon completion of the three day course, the student will be able to understand SNMP alarms, perform basic housekeeping routines, perform backups & restores of the database and will also be able to understand logs needed for basic troubleshooting. The course will cover the following information:

- Identify the current Hardware / Software Architecture
- Understand the procedures to manually start and stop the M5 process
- Understand the Database Management
- Understand Logs / Error Reports
- Monitoring the System via the EMS Console & Command Line Interface (CLI)
- Understand SNMP and Alarms



- Perform and Understand Backup / Restore Procedures
- Perform and Understand Housekeeping Scripts and Database tables
- Understand basic Call Flows

**Prerequisites**

- Good understanding of UNIX, Windows Operating System
- Basic understanding on provisioning the NSP application

**M531 – Operations, Administration and Maintenance (OAM) (SAS)**

This M530 OAM class is a 3-day, instructor-led course designed to give the student a good understanding of the SAS / EMS platform. By providing the basics needed to maintain an SAS system. Upon completion of the three day course, the student will be able to understand SNMP alarms, perform basic housekeeping routines, perform backups & restores of the database and will also be able to understand logs needed for basic troubleshooting. The course will cover the following information:

- Identify the current Hardware / Software Architecture
- Understand the procedures to manually start and stop the M5 process
- Understand the Database Management
- Understand Logs / Error Reports
- Monitoring the System via the EMS Console & Command Line Interface (CLI)
- Understand SNMP and Alarms
- Perform and Understand Backup / Restore Procedures
- Perform and Understand Housekeeping Scripts and Database tables
- Understand basic Call Flows

**Prerequisites**

- Good understanding of UNIX, Windows Operating System

***Basic understanding on provisioning the NSP application***

***Standard Pricing***

The following prices are the standard prices for the courses included in this catalog. Special courses can be provided for an additional course development fee. Please contact [training@genband.com](mailto:training@genband.com) for more information.

Course No.	Course Title	Days	Standard Price
M520	Messaging	3	\$1800/student
M521	Pre-Paid	3	\$1800/student
M522	Advanced Toll-Free	3	\$1800/student
M523	Voice over VPN	3	\$1800/student
M524	Advanced LNP	3	\$1800/student
M530	OAM on NSP	3	\$1800/student
M531	OAM on SAS	3	\$1800/student

All of the above standard prices are based on presenting the course at one of the GENBAND training facilities. An on-site instructor fee would be added should the customer want on-site



training. The on-site instructor fee for North America sites is \$7500, and \$11,500 for International sites.

