

**CONTEX Summit[®] /
Summit Olympus[™]
Advanced Maintenance
Training Agenda**

COLLABORATIVE BRIDGING BY

compunetix

CONTEX SUMMIT[®]/SUMMIT OLYMPUS[™] ADVANCED MAINTENANCE TRAINING

The CONTEX Summit/Summit Olympus Advanced Maintenance training course is designed to occupy two days. This course offers trainees an in-depth look at the Summit/Olympus system. The course includes lecture sessions during which the voice and control systems are described. It also includes intensive lab sessions where trainees apply their knowledge while practicing diagnostics methods.

GENERAL TRAINING INFORMATION

SUGGESTED TRAINING ENVIRONMENT

This course can be offered either at the customer site or at the Compunetix training facility in Monroeville, PA. It is preferred that this course be conducted in Monroeville because during the course, a system without conferencing traffic is required. If Compunetix conducts this course at site, the system would be out of service for the length of the class.

TRAINING PREREQUISITE

Generally, people attending the advanced maintenance class should possess the following skills:

- Should be computer literate
- Should be familiar with Windows
- Should possess a telecommunications background
- Should have a working knowledge of telecommunications systems
- Should have a 2 year technical degree in electronics or equivalent experience

COURSE START AND END TIME

Typically the training course starts at 9:00am and finishes at 4:00pm.

Minimum and Maximum Number of Trainees

The minimum number of trainees per course is two (2) and the maximum is seven (7).

TYPICAL COURSE AGENDA

Day 1

INTRODUCTION AND OVERVIEW OF THE SUMMIT/OLYMPUS SYSTEM

During the introduction trainees are introduced to Compunetix and the installed system. Additionally, the agenda for the two (2) days is discussed.

LESSON 1: ORIENTATION

Trainees are given the basic terminology for the course. They also learn how to identify the components of the system including the blades within the system bay.

LESSON 2: THEORY OF OPERATION

The control signal distribution, clock signal distribution, voice signal routing, and T1/E1 basics (Summit systems)/VoIP basics (Summit/Olympus) are discussed.

LESSON 3: BLADES

Trainees are introduced to the Summit/Olympus blades and the location of each. Additionally, the common blade features are covered including:

- Front panel
- Boot code, Kernel, and application
- Self-test
- Directory structure

Trainees are then introduced to the function of each of the following blades:

- Control Processor I/O (CPIO) (Bridge Controller/Rack Controller) front and rear
- Line Interface (LIF) front and rear
- Voice Summation (VS) front
- Audio Enunciator (AE) front and rear

LESSON 4: CONFIGURING NETWORKING

Trainees are shown how to setup the network configuration files on the Summit/Olympus blades.

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LESSON 5: SYSTEM CONNECTIONS

Trainees are shown how everything is connected together including the connections for the Maintenance Client (MC) and the Global Operator (GO). Additionally, the use of the internal passcode database or an external passcode database is discussed along with the Access Server and the Real Time Bridge Interface (RTBI). During this lesson the passcode server will also be discussed.

LESSON 6: BACKUP AND RESTORE

During this lesson trainees are taught what the critical internal databases in the Summit/Olympus are, how the databases are backed up, and how the databases can be restored in the event they become corrupted or destroyed, or for disaster recovery purposes.

LESSON 7: THE MAINTENANCE CLIENT

Trainees are shown how to access functions of the Maintenance Client (MC). Trainees are shown how to gain access to a conference, to call out a participant, to access one line within the conference, how to create summation sets, and to disconnect a participant. Topics include:

- Setting up Dial Groups
- Configuring spans
- Configuring ports
- Setting the clock source

LESSON 8: SUMMIT/OLYMPUS MAINTENANCE

During this lesson trainees are shown:

- General maintenance procedures such as removing and installing blades
- Upgrading blade software
- Startup/Shutdown procedures
- Removing, inspecting, and installing the fan tray
- Removing and installing power supplies
- Cleaning the air intake filter
- Log file cleanup

DAY 2

REVIEW OF DAY 1

If any trainee needs additional help with a specific topic it is reviewed for everyone's benefit. Once there are no questions from the second day topics, the course proceeds.

LESSON 9: TROUBLESHOOTING

Trainees are shown some general procedures for troubleshooting audio problems experienced by the end user including what to do when:

- A caller is disconnected
- A caller cannot hear messages
- A caller cannot hear other parties
- A caller hears echo or static
- A caller heard the wrong message after entering their DTMF

Additionally trainees are taught procedures for troubleshooting blade issues including:

- No power to the front card
- No power to the rear card
- Unable to ping/telnet a blade
- Maintenance Client(MC)/GO unable to connect

LESSON 10: LOGS

Trainees are shown methods for maintaining the system and diagnosing a problem. They are also instructed on the procedure for obtaining assistance from Compunetix personnel. Additionally they are provided what log files to send for debugging the GO and/or the MC.

LESSON 11: ALARMS

Trainees review blade alarms and SNMP traps are discussed.

LESSON 12: MANAGING RECORDINGS AND MESSAGES

Trainees are taught how to load and manage system and custom messaging from the Maintenance Client (MC).

LESSON 13: CIVR MODES

Trainees review the different Chairperson Interactive Voice Response (CIVR) modes supported by the Summit/Olympus and are provided a listing of the different DTMF commands available from within each CIVR menu.

LESSON 14: BASIC GO FUNCTIONS

Trainees review the basics of the Global Operator (GO). Topics covered include:

- GO Overview including main screen layout and use of short cut windows
- Setting up Unattended conferences including settings configurable on a per conference basis
- Setting up DNIS numbers
- Dialing out to conference participants
- Using Dial Groups
- Answering incoming calls.

LESSON 15: SOFTWARE CONFIGURATIONS

Trainees are shown the different configuration variables and given a description of each. These are the software configurations that are set on a system-wide basis.

LESSON 16: REPORTING

Trainees are shown the how to generate the billing reports.

LAB EXERCISES

During each day of class trainees are given lab exercises to apply information learned to practical applications on the system. Review questions are also distributed.