
Quintum Tenor Basic Administration (4 day)

Overview

This comprehensive, hands-on, instructor-led training program is designed to provide the student with the knowledge and skills required to install and configure the Quintum Tenor VoIP MultiPath™ Switches and Gateways.

Audience

Network Integrators, Support Engineers, Network Administrators, and Installation Technicians. *This course is a prerequisite to the Tenor Advanced Administration course.*

Prerequisites

A working knowledge of Windows® Operating Systems and IP networking with a basic understanding of SIP/H.323 VoIP protocols and Telecommunication Standards.

Course Agenda

Day One

- Class Introduction, Schedule and Objectives
- Tenor VoIP Solutions and Applications
- Tenor Spotlight
 - Tenor Products Overview
- Tenor Architecture
 - Tenor Components
 - Overview of Tenor Routing Groups
- Introduction to Command Line Interface (CLI)
 - Initial IP set-up (Out-of-box Lab)
 - Show commands
 - Set commands
 - Add/Change/Remove commands
- Loading Tenor Configuration Manager (GUI)
 - Navigating Menus
 - Basic and Advanced Configuration Modes
 - DNS implementation discussion
- Upgrading Tenor firmware
- SIP Concepts Review
 - SIP Architecture Overview
 - SIP Server Types
 - SIP User Agents and configuration
 - Tenor SIP Survivable Gateway (SSG)
- SIP Lab using Generic Wizard
 - Using the Generic Wizard for general applications
 - Event Log Overview
 - Debugging SIP Registration

Day Two

- SIP Calling Lab using DN Channel Mapping
- SIP Survivable Gateway Lab
- Using Routing Groups with SIP
 - Default Routing Groups and Dependencies
 - CAS Signaling Caller ID
 - CAS Signaling Loss Plan
 - Adding New LCRGs and New Phone Group Lab
 - DN Channel Mapping vs. Additional LCRGs
 - FAX/MODEM Considerations
- Bypass number directory discussion
 - Bypass Lab
- More Routing Group Configuration
 - Pass Through / PTTID
 - Adding New TCRGs
 - Pass Through call Lab
- Forced Routing Lab
- Analog vs. Digital Tenors
 - Similarities/Differences
 - Configuration of DX and CMS
 - DX SIP install/config Lab

Day Three

- VoIP H.323 Network
 - Introduction to BE/GK/GW
 - H.323 Configuration Lab
- Build VoIP Network
 - Dial Plan
 - Public Dialing
 - Private Dialing
 - PBX Dialing Demo
- Using Routing Groups with H.323
 - Default Routing Groups
 - Caller ID
 - H.323 DN Channel Mapping Lab
- Differences between SIP and H.323 Hop Off Call
 - Hop Off Call Lab
- Static Routes
 - Using Static Routes
 - IP Routing Group Dependencies
 - FAX/MODEM Considerations
 - CODEC Negotiation
 - Connecting H.323 Networks Lab

Day Four

- Call Relay
 - Configuration
 - Routing Calls through Public Internet Application
 - Call Relay Lab
- Interactive Voice Response (IVR) Overview
 - Radius Server Discussion
 - Configure Radius Servers Lab
 - Discussion of IVR Voice Files
 - Load Voice Files Lab
 - IVR Labs
 - 2nd Dial Tone IVR:1
 - Calling Card (Pre-paid / Post pay) IVR:2
- IP Extension Overview
 - IP Extension Auto Ring Down Lab
 - IP Extension Off Premise Exchange Lab
- Overview of Network Servers
 - Remote Management Session Server (RMSS)
 - Call Detail Record (CDR) Server
 - SysLog Server
 - Network Time Server (NTP) Server
 - Simple Network Management Protocol (SNMP) Server
- Tenor Database Maintenance
 - Show -xc command
 - Database file Backup and Restore
 - License File Backup and Restore

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