

Product Code 031 ApplianX Product Training

Course overview

Upon completion, the training programme will ensure you are able to support the ApplianX DPNSS-to-Q.SIG gateway. The course objectives are as follows:

- Understand the ApplianX product strategy
- Confirm a basic understanding of both DPNSS and Q.SIG protocols
- Be able to install and configure the ApplianX DPNSS-to-Q.SIG Gateway including DPNSS supplementary services
- Be able to troubleshoot and diagnose first and second level technical problems
- Be able to provide information to enable Aculab to diagnose third level support issues
- Be able to configure and allow software updates to the ApplianX Gateway
- Understand the process to escalate problems to Aculab and make best use of the reseller pages on the ApplianX website.

Agenda

- Introductions, aims and overview for training course
- ApplianX product strategy and overview

- DPNSS Overview
 - Basic overview of DPNSS protocol
 - Hand-out – DPNSS overview protocol trace

- Configuring the ApplianX Gateway for the first time
 - Practical – installing the gateway
 - Supply and discuss installation manual

Break

- Supplementary service features and practical
 - Divert
 - Path replacement / route optimisation

- Configuration Files
 - Saving configurations
 - Restoring configurations

- Monitoring the gateways health
 - SNMP
 - Overview page
 - Protocol trace
 - ApplianX Tools

- Diagnosing problems and troubleshooting
 - Connecting to the administration page
 - Layer 1 and layer 2 telecom warnings
 - Obtaining trace to supply to Aculab

- Software update process

- Training and support

- Wrap up and close

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