

**Training Program  
QuesCom Gateways & Services**

*January 2007, Version 5.0*



The **QuesCom** training program includes 3 days:

- **Day 1:** Installation of a GSM gateway
- **Day 2:** Mobility Services
- **Day 3:** Administration and maintenance

These courses are held in English or in French by group of 6 participants for the general session and by group of 2 people for the hands-on.

### Training materials

The participant will be provided with the booklet of the training course.

The technical materials required for the hands-on workshops will be provided to the candidates, prepared and ready to use.

To fully benefit from the hands-on workshops, each participant should bring a laptop computer with the following minimum configuration:

- Windows 2000, NT, XP
- Internet Explorer 5.5 or higher
- CD-ROM driver
- Ethernet card 10/100Mbps
- Microsoft Outlook
- Sound Card

### Certification

After completing the session with success, the candidate will be delivered a QuesCom training certificate as well as 5 tickets for technical support access.

### Location

For additional information on the course location, please check our web site on [www.quescom.com/training](http://www.quescom.com/training) or send an email to [training@quescom.com](mailto:training@quescom.com)

### Reference to order

Reference	Quantity to order per person
<b>SERV-FOR-1</b>	3



## Course outline

The main modules of this training course are:

### Day 1: Installation of a GSM gateway

- QuesCom 300 overview
- QuesCom 400 overview
- QuesCom generalities
- Presentation of QuesCom hardware (PRI-BRI-GSM-DSP)
- ISDN cabling
- Preparing the setup
- ISDN/GSM setup
- IP/GSM Setup
- Advanced features :
  - ➔ How to manually assign SIM card on QuesCom 300
  - ➔ How to show/hide the SIM card calling number
- Exercises

### Day 2: Mobility Services

- One Number:
  - ➔ Introduction
  - ➔ Declaring a user and a caller ID
  - ➔ Configuration of VoiceFax and Fax2Mail
  - ➔ VoiceBox installation/configuration
- Mobility CTI Application:
  - ➔ Introduction
  - ➔ Case studies
  - ➔ One number - incoming calls with Mobility
  - ➔ Mobility IVR - outgoing calls with Mobility
  - ➔ Mobility features
  - ➔ Setting Mobility application
- Exercises

### Day 3: Administration and maintenance

- Qportal : Web Administration Interface
- Qportal overview
  - ➔ Configuration of ISDN calls
  - ➔ Configuration of GSM calls
- ISDN Remote administration
- QuesCom Management Console overview
- Technical support: services
- Technical support: get traces
- Technical support: backup/restore configuration
- Technical support: software upgrade
- Hardware maintenance
- Hardware problem diagnostic
- Software problem diagnostic
- Access to Support website
- Exercises

