

Main Objective		Equip graduates with a sound knowledge in unified communications, emphasis on the all possibilities of the integrated solution IPBRICK.GT.	
Hours	24	Documentation	Training Manual

Number	Hours *	Title	Context	Requirements		Summary	Objectives
				Permanent	Specific		
1	8	UcoIP	GT	trainer: - 1 box with writing material; - 1 projector; - 1 PC / server *; - 1 CD IPBRICK; - 1 notebook **; - *** 1 crossover cable 1m; - One switch (N +2) x 10/100 [num.formandos C =]; - 3 network cables 3 ~ 5m; - 1 Internet access - ethernet.	Trainer and trainee: - 1 Headset with microphone; - 1 SIP phone.	VoIP and Telephony Concepts; Signaling protocols and SIP/IAX servers; Ports used in various signaling protocols audio / video Proper Security Configuration of DNS and Firewall/router for VoIP; IPBrick.GT: VoIP and conventional telephony integration; UCoIP concept and configuration Aggregated services: IM, fax, Web, E-Mail, VoIP, Webphone UCoIP Portal: Required settings including DNS records Inclusion of webphone on the company's website IP Phones: When to register phones on Machines Management or Telephony Phones Management and Music on Hold Operations on phones using the server's features Auto Provisioning of Phones, LDAP users: PINs, address phone	1. Mastering concepts of VoIP and telephony UCoIP 2. DNS Configuration Security: Firewall / Router ; 3. Integration of VoIP with the PSTN; 4. Creating records for phones and users 5. Provisioning operations.
2	8	UcoIP	GT	By trainee: - 1 PC / server *; - 1 CD IPBRICK; - 1 notebook **; - 1 crossover network cable 1m ***; - 2 network cables 2m. For every two trainees: - 1 switch 8x 10/100; - 1 network cable 3 ~ 5m;	Trainer and trainee: - 1 Headset with microphone; - 1 SIP phone.	Access types: Analog, ISDN BRI and ISDN PRI; Telephony cards for integration with PBX and PSTN; The various types of physical links Local routes Telephony configuration IPBrick: General Settings SIP / IAX and BRI / PRI Telephony cards; interfaces: SIP / IAX peers SIP and ISDN GSM GateWay Settings FAX: Fax2Mail and Mail2Fax Mail2SMS Route management Entry and exit routes SIP / IAX / SSL SIP servers to register dialplan IP PBX functions - Input and output calls Monitoring calls	1. Knowledge about the various types of access, physical connections, interfaces and boards 2. Mastering FAX services; 3. Dialplan Concept; 4. Call Supervision .
3	8	UcoIP	GT		Trainer and trainee: - 1 Headset with microphone; - 1 SIP phone.	Software UCoIP iPortalDoc 4: Billing and Call Recording Call Center software Troubleshooting VoIP Technical troubleshooting for VoIP service Troubleshooting VoIP Asterisk console Troubleshooting VoIP traffic analysis	1. Billing, Call Center Software and Call Recording; 2. Ability to analyze and solve problems in a VoIP Environment