

Training Modules Aarenet Intermediate Certification Course

Operator Advanced Training

Training Objectives	<p>This training enables the trainee:</p> <ul style="list-style-type: none"> ▶ To configure complex call forwarding ▶ To understand the principles of the Java Regular Expression Regex ▶ To configure the "SIP-Trunk" with and without "SIP-Trunk Profiles" ▶ To understand the organization units "Tenant" and "Group" ▶ To understand the different "User Accesses" and "Roles" for configuring and managing the Aarenet VoIP Switch ▶ To understand the principles of the RuleSet ▶ To understand the principles of call rating and CDR generation
Trainee Skills	<p>The following skills are expected from the trainee:</p> <ul style="list-style-type: none"> ▶ Telephony in general ▶ Passed exam for "Aarenet Certified Associate (ACA)"
Trainee Devices	<p>The following equipment the trainee must bring for training:</p> <ul style="list-style-type: none"> ▶ Laptop with installed applications: <ul style="list-style-type: none"> ▶ WebRTC enabled Web Browser, e.g.: Google Chrome ▶ Network analyzing app, e.g.: Wireshark ▶ ASCII editor, e.g.: Notepad++ ▶ Email client, e.g.: Outlook (including email address) ▶ Mobile Phone: <ul style="list-style-type: none"> ▶ iOS or Android

Supporter Advanced Training

Training Objectives	<p>This training enables the trainee:</p> <ul style="list-style-type: none"> ▶ To analyze and solve complex support cases ▶ To use the Aarenet VoIP Switch supporting tools ▶ To analyze: <ul style="list-style-type: none"> ▶ SIP traces ▶ Media traces ▶ The big picture of the VoIP system monitoring
Trainee Skills	<p>The following skills are expected from the trainee:</p> <ul style="list-style-type: none"> ▶ Telephony in general ▶ Passed exam for "Aarenet Certified Associate (ACA)"
Trainee Devices	<p>The following equipment the trainee must bring for training:</p> <ul style="list-style-type: none"> ▶ Laptop with installed applications: <ul style="list-style-type: none"> ▶ WebRTC enabled Web Browser, e.g.: Google Chrome ▶ Network analyzing app, e.g.: Wireshark ▶ ASCII editor, e.g.: Notepad++ ▶ Email client, e.g.: Outlook (including email address) ▶ Mobile Phone: <ul style="list-style-type: none"> ▶ iOS or Android

Protocols & Networking Training

Training Objectives	This training enables the trainee: <ul style="list-style-type: none">▶ To understand the SIP & SDP protocol basics▶ To understand IP network special topics
Trainee Skills	The following skills are expected from the trainee: <ul style="list-style-type: none">▶ Telephony in general▶ Passed exam for "Aarenet Certified Associate (ACA)"
Trainee Devices	The following equipment the trainee must bring for training: <ul style="list-style-type: none">▶ Laptop with installed applications:<ul style="list-style-type: none">▶ WebRTC enabled Web Browser, e.g.: Google Chrome▶ Network analyzing app, e.g.: Wireshark▶ ASCII editor, e.g.: Notepad++▶ Email client, e.g.: Outlook (including email address)▶ Mobile Phone:<ul style="list-style-type: none">▶ iOS or Android