



Business Communication Systems

Technical Certification
Policies & Procedures



01/2010
v.7.0

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Technical Certification Policy

Samsung offers both instructor led classroom training and online training. Not all product certifications are available in both training formats. This document details the procedure for obtaining product training that leads to technical certification.

Online User ID Request

All online courses are posted on Samsung's Learning Management System (LMS) website. You will need to request a User ID and Password in order to take any online courses.

The LMS User ID and Password can be obtained in 2 ways:

1. If you have access to the Global Samsung Business Network (GSBN) website, click on the "Online Training User ID Request" button on the Home Page, then fill out the form and click on the submit button.
2. If you do not have access to the GSBN website, request a "Samsung Training Online User ID Request Form" from your Samsung Representative or Samsung Distributor.

After receiving your request, Samsung will email the applicant a confirmation email that contains their User ID and password for our LMS and instructions that show students how to launch courses.

Online Courses

There is no time limit for completing courses. Also, if students exit a course before completing it, they will be returned to where they left off when they access the course again.

Courses remain available for review after completion at any time.

In an effort to make the learning experience more interactive and enjoyable, online courses will be enhanced and revised from time to time.

Instructor Led Courses

All instructor led classes are conducted in our new training facility. The technical training curriculum provides hands-on experience and labs giving the students the ability and confidence to complete the next cutover and satisfy the customer.

Students will be provided with workstations equipped with all hardware required to adequately demonstrate, install, troubleshoot and program an OfficeServ system.

How to Purchase Certification Courses

Go to <https://samsung.plimus.com>. You will be redirected to another website. Samsung has contracted Plimus to process secure online orders and collect payments.

Read the instructions on the landing page before purchasing a course. It is very important that you meet all the prerequisite requirements before you purchase a course. If you are not sure you meet all the prerequisites, review the course descriptions or certification path published in this document.

Select the type of course you would like to purchase, Online or Instructor Led. If you have selected an Instructor Led course, select the date you would like to attend the class. After you have selected the course, you will see the Order Page. Fill out all Prerequisite Information.

If you are purchasing the course for someone other than yourself but are using your Plimus account, please enter the student's information (Samsung account number, company name, student name, phone number and e-mail) in the field provided.

If you have ordered a course before, enter your Plimus username and password to log in. The information associated with your login will be displayed. Verify that the Customer Information is correct and revise if necessary, then continue with placing your order.

If this is your *first time* ordering, please create an account with Plimus via the New Account form.

After your order has been processed you will receive three e-mails: 1. From Samsung Training Department (BCS.Training@samsung.com) acknowledging your order, 2. From Plimus Sales with the Receipt for your Payment and the order reference number, and 3. From Samsung Training Department confirming your course registration. If you purchased an online course, the third e-mail will inform you that the course is available on the LMS for you to launch. Please allow 24 business hours for the course to appear on your queue. If you purchased an instructor led course, the e-mail will inform you of your confirmation number, the course name, date, and PC requirements. Please make sure you complete all course prerequisites before coming to class.

Cancellation


Instructor Led seats are available on a first come first serve basis. If the student cannot attend the class, he/she must notify the Samsung Training Department within 14 calendar days before the start date to receive 100% of the course fee refund. If the student notifies us less than 14 calendar days before the start date and the class is full, Samsung will only refund 50% of the course fee. If the student notifies us within 48 hours of the start date and the class is full, no refund will be issued. Please allow 5~7 business days after the cancellation has been made for the credit to be applied.

Test Re-Take

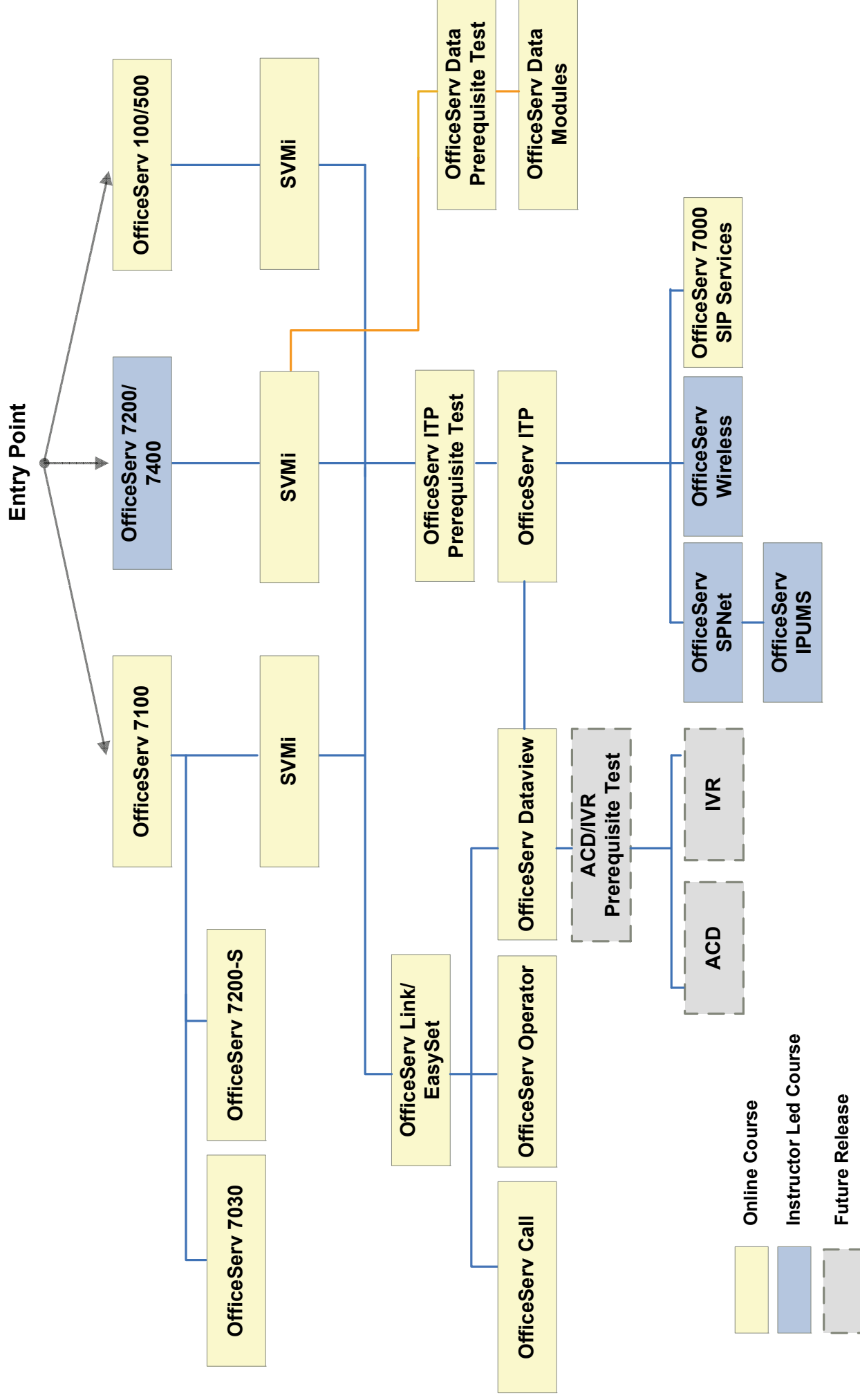
In the event the student has failed a test, the student should contact Samsung Training at BCS.Training@samsung.com, call 800-876-4782 and press option 3 (Technical Training Department), or call 972-792-2094 to arrange a re-take.

Certification

Upon successful completion of a specific product course, you will be notified by e-mail and registered in the Samsung Certification Training database. When calling the Samsung support line, technicians will be given technical support on only the product(s) for which they are certified.

A diploma of completion can now be printed from Samsung's Online Training site (LMS). Click on the *Certification* tab on the Home Page under your name, click on the *Curriculum Name* in the Activity Name column, and then click on the *Diploma* icon  to the left of the Curriculum Name. Click on the *Print* button; make sure you set the page orientation to *Landscape*.

Path to System Certifications





Course Prerequisite Table

Course	Prerequisite Course (s)
OfficeServ 7200/7400, 7100 OfficeServ 100/500	None
OfficeServ 7030, 7200-S	OfficeServ 7100
SVMi E-Series	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100
OfficeServ ITP	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 and ITP Online Prerequisite Test
OfficeServ SPNet	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 and OfficeServ ITP
OfficeServ 7000 SIP Services	OfficeServ 7200/7400 or OfficeServ 7100 and OfficeServ ITP
OfficeServ 7000 Series Data	OfficeServ 7200/7400 System and Data Online Prerequisite Test
OfficeServ Link / EasySet	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100
OfficeServ DataView OfficeServ Operator OfficeServ Call	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 and OfficeServ Link / EasySet
OfficeServ Wireless	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 and OfficeServ ITP
OfficeServ IP-UMS	OfficeServ 7200/7400 and SVMi E-Series and OfficeServ ITP and OfficeServ SPNet. A strong working experience with SVMi applications as well as working knowledge of Exchange E-mail Server and Outlook E-mail Client is required.
OfficeServ ACD	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 and OfficeServ Link / EasySet and OfficeServ DataView and ACD/IVR Online Prerequisite Test
OfficeServ IVR	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 and OfficeServ Link / EasySet and OfficeServ DataView and ACD/IVR Online Prerequisite Test



Certification and Hardware Correlation

System	Required Course Name	Course Number	Hardware Items	Hardware Exceptions
iDCS 16	OfficeServ 100/500 System		All cabinets, cards and software	SVMi-2E
OfficeServ 100	OfficeServ 100/500 System	1010-01-OL	All cabinets, cards and software	SVMi-4E, SVMi-8E, and MGI-16
OfficeServ 500	OfficeServ 100/500 System	1010-01-OL	All cabinets, cards and software	SVMi 8E, 16E and MGI Cards
OfficeServ 7030	OfficeServ 7030 System	1040-01-OL	All cabinets, cards and software	MGI Card, Wireless LAN, and Data Modules
OfficeServ 7100	OfficeServ 7100 System	1030-03-OL	All cabinets, cards and software	MGI Card, Wireless LAN, and Data Modules
OfficeServ 7200-S	OfficeServ 7200-S System	1050-01-OL	All cabinets, cards and software	MGI Card, Wireless LAN, and Data Modules
OfficeServ 7200	OfficeServ 7200/7400 System	1020-01-IL	All cabinets, cards and software	SVMi 20E and MGI Cards, Wireless LAN, and Data Modules
OfficeServ 7400	OfficeServ 7200/7400 System	1020-01-IL	All cabinets, cards and software	SVMi 20E, all MGI cards, Wireless LAN, and Data Modules
SVMi	SVMi System	2010-01-OL	All SVMi cards; SVMi-2E, 4E, 8E, 16E and 20E	
OfficeServ Wireless	OfficeServ Wireless	3020-01-IL	SMT-R2000 Access Point and SMT-W5100E Wireless Handset	
ITP Keysets	OfficeServ ITP	3030-01-OL	ITP Keysets 5112L, 5121D & 5107S and all MGI cards on all systems	
OfficeServ Data Modules	OfficeServ 7000 Series Data Modules	3040-01-OL	WIM, LIM, GWIMT, GSIMT, GPLIMT, OS7150 Cabinet & OS7150 PS Module	

System	Required Course Name	Course Number	Hardware Items	Hardware Exceptions
SPNet Networking	OfficeServ SPNet	3035-01-IL	Not related to hardware. Required to receive technical support.	
OfficeServ 7000 SIP Services	OfficeServ 7000 SIP Services	3050-01-OL	Not related to hardware. Required to receive technical support.	



Technical Certification Course Fees

Item	Course Name	Course Number	Days	Tuition Fee*	Processing Fee*	Total Cost*
		Course-Rev-Type				
SYSTEMS						
1	OfficeServ 100/500 System	1010-01-OL		290.00	10.00	300.00
2	OfficeServ 7200/7400 System	1020-01-IL	5	290.00	10.00	300.00
3	OfficeServ 7030 System	1040-01-OL		65.00	10.00	75.00
4	OfficeServ 7100 System	1030-04-OL		115.00	10.00	125.00
5	OfficeServ 7200-S System	1050-01-OL		65.00	10.00	75.00
6	SVMi E-Series Systems	2010-03-OL		165.00	10.00	175.00
CTI APPLICATIONS						
7	OfficeServ Link & EasySet	3010-01-OL		15.00	10.00	25.00
8	OfficeServ Call	3011-01-OL		15.00	10.00	25.00
9	OfficeServ Operator	3012-01-OL		15.00	10.00	25.00
10	OfficeServ DataView	3013-01-OL		15.00	10.00	25.00
11	OfficeServ CTI Bundle Link/EasySet + Call + Operator + DataView	3014-01-OL		40.00	10.00	50.00
ADVANCED COURSES						
12	OfficeServ Wireless	3020-01-IL	3	290.00	10.00	300.00
13	OfficeServ ITP	3030-01-OL		90.00	10.00	100.00
14	OfficeServ SPNet	3035-01-IL	4	290.00	10.00	300.00
15	OfficeServ 7000 Series Data Modules	3040-01-OL		290.00	10.00	300.00
16	OfficeServ 7000 SIP Services	3050-01-OL		90.00	10.00	100.00
17	OfficeServ IP-UMS	2020-01-IL	5	290.00	10.00	300.00

OL = Online Course

IL = Instructor Led Course

***** = Fees listed in \$US



Course Descriptions

SYSTEMS	
Course Name	OfficeServ 100/500 System
Course Number	1010-01-OL (ONLINE)
Description	Designed for technicians that will install, configure and program iDCS 16, OfficeServ 100 or OfficeServ 500 Systems.
Course Content	iDCS16, OfficeServ 100 and OfficeServ 500 hardware overviews, hardware installation and configuration, user/administrator programming, and basic system programming including T1, PRI, COS, LCR, and CID/ANI.
Certification	OfficeServ 100/500 – technical support for the iDCS16, OfficeServ 100 and OfficeServ 500 Systems. <i>Excludes Data, System Networking, IP support, CTI Applications and Wireless LAN.</i>
Class Length	At learners pace.
Prerequisite	Basic Telephony experience.
Cost per Person	\$290

Course Name	OfficeServ 7200/7400 System
Course Number	1020-01-IL (INSTRUCTOR LED)
Description	Designed for technicians that will install, configure and program OfficeServ 7200 or OfficeServ 7400 Systems.
Course Content	OfficeServ 7200 and OfficeServ 7400 hardware overviews, hardware installation and configuration, user/administrator programming, and basic system programming including T1, PRI, COS, LCR, and CID/ANI.
Certification	OfficeServ 7200/7400 – technical support for the OfficeServ 7200 or OfficeServ 7400 Systems. <i>Excludes 7100, Data, System Networking, IP support, CTI Applications and Wireless LAN.</i>
Class Length	5 days
Prerequisite	Basic Telephony experience.
Cost per Person	\$290

SYSTEMS	
Course Name	OfficeServ 7030 System
Course Number	1040-01-OL (ONLINE)
Description	Teaches default configuration and basic voicemail setup. This course is designed for simple installations with digital keysets and analog lines.
Course Content	Hardware and Software differences between the OfficeServ 7100 and the OfficeServ 7030. Familiarization of VoIP Facilities such as: Media Proxy Server and the new OAS Hardware.
Certification	OfficeServ 7030 – technical support for the OfficeServ 7030 System. <i>Excludes Data, System Networking, IP support, CTI Applications and Wireless LAN.</i>
Class Length	At learners pace.
Prerequisite	OfficeServ 7100 System
Cost per Person	\$75

Course Name	OfficeServ 7100 System
Course Number	1030-04-OL (ONLINE)
Description	Designed for technicians that will install, configure and program OfficeServ 7100 system.
Course Content	OfficeServ 7100 hardware overview, hardware installation, and configuration, user/administrator programming, and basic system programming including LCR and basic Voice Mail/Automated Attendant functionality. For more complete Voice Mail/Automated Attendant training, technicians must enroll and complete the full SVMi E-Series online certification course.
Certification	OfficeServ 7100 – technical support for the OfficeServ 7100 System. <i>Excludes Data, System Networking, IP support, CTI Applications and Wireless LAN.</i>
Class Length	At learners pace.
Prerequisite	Basic Telephony experience.
Cost per Person	\$115

SYSTEMS	
Course Name	OfficeServ 7200-S System
Course Number	1050-01-OL (ONLINE)
Description	Designed for technicians that will install, configure and program OfficeServ 7200-S.
Course Content	Hardware and Software differences between the OfficeServ 7100 and the OfficeServ 7200-S. Familiarization of VoIP Facilities such as: Media Proxy Server and the new OAS Hardware.
Certification	OfficeServ 7200-S – technical support for the OfficeServ 7200-S System. <i>Excludes Data, System Networking, IP support, CTI Applications and Wireless LAN.</i>
Class Length	At learners pace.
Prerequisite	OfficeServ 7100 System
Cost per Person	\$75

Course Name	SVMi E-Series Systems
Course Number	2010-03-OL (ONLINE)
Description	Designed for technicians that will install, configure and program SVMi Systems.
Course Content	Hardware description, installation and programming, system setup, user and administrator functions and features, programming for extensions, mailboxes, Auto Attendant, menus, directories, scheduling, and backup/restore.
Certification	SVMi – technical support for the SVMi-2E, SVMi-4E, SVMi-8E, SVMi-16E, and SVMi-20E Systems.
Class Length	At learners pace.
Prerequisite	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 System certification.
Cost per Person	\$165

CTI APPLICATIONS	
Course Name	OfficeServ Link and Easy Set
Course Number	3010-01-OL (ONLINE)
Description	Designed for technicians that will install, configure and program OfficeServ Link and OfficeServ EasySet CTI applications on OfficeServ Systems.
Course Content	Installation, configuration and use of the OfficeServ Link software and OfficeServ EasySet including configuring features and button assignments on OfficeServ digital or IP keysets.
Certifications	OfficeServ Link/EasySet – technical support on the OfficeServ Link and OfficeServ EasySet CTI applications.
Class Length	At learners pace.
Prerequisite	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 System certification.
Cost per Person	\$15

Course Name	OfficeServ Call
Course Number	3011-01-OL (ONLINE)
Description	Designed for technicians that will install, configure and program OfficeServ Call CTI applications on OfficeServ Systems.
Course Content	Installation, configuration and use OfficeServ Call including contact management, scheduling, call logging and access to some digital telephone facility programming.
Certifications	OfficeServ Call – technical support on the OfficeServ Call CTI application.
Class Length	At learners pace.
Prerequisite	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 System certification and OfficeServ Link/EasySet certification.
Cost per Person	\$15

CTI APPLICATIONS	
Course Name	OfficeServ Operator
Course Number	3012-01-OL (ONLINE)
Description	Designed for technicians that will install, configure and program OfficeServ Operator CTI applications on OfficeServ Systems.
Course Content	Installation, configuration and use of OfficeServ Operator's Windows based operator console.
Certifications	OfficeServ Operator – technical support on the OfficeServ Operator CTI application.
Class Length	At learners pace.
Prerequisite	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 System certification and OfficeServ Link/EasySet certification.
Cost per Person	\$15

Course Name	OfficeServ DataView
Course Number	3013-01-OL (ONLINE)
Description	Designed for technicians that will install, configure and program OfficeServ DataView CTI applications on OfficeServ systems.
Course Content	Installation, configuration and use of the OfficeServ DataView software. Provides information on current system usage as well as cumulative statistics on usage through web-based user interfaces.
Certifications	OfficeServ DataView – technical support on the OfficeServ DataView CTI application.
Class Length	At learners pace.
Prerequisite	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 System certification and OfficeServ Link/EasySet certification.
Cost per Person	\$15

ADVANCED COURSES	
Course Name	OfficeServ Wireless
Course Number	3020-01-IL (INSTRUCTOR LED)
Description	Designed for technicians that will install, configure and program OfficeServ Wireless applications on any of the OfficeServ systems.
Course Content	Planning, deployment, and management of OfficeServ VoWLAN products. Introduction to logical troubleshooting methodology and optimization of OfficeServ Wireless networks.
Certification	OfficeServ Wireless - technical support access for SMT-W5100E Phone and SMT-R2000 Wireless Access Point deployments.
Class Length	3 days
Prerequisite	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 System certification and OfficeServ ITP certification.
Cost per Person	\$290

Course Name	OfficeServ ITP
Course Number	3030-01-OL (ONLINE)
Description	Designed for technicians involved in configuration and programming of OfficeServ systems utilizing IP phones and MGI cards.
Course Content	Hardware overview and configuration, installation requirements and programming OfficeServ systems for VoIP and Samsung IP phones for Local and/or Remote applications. The online course also has information pertaining to Samsung's older WIP-5000M phones that are no longer available and will be removed at a later date.
Certification	ITP – technical support for MGI cards and ITP keysets. <i>This course does NOT provide OfficeServ Wireless LAN certification.</i>
Class Length	At learners pace.
Prerequisite	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 System certification and successful completion of the OfficeServ ITP Online Prerequisite Test.
Cost per Person	\$90

ADVANCED COURSES	
Course Name	OfficeServ SPNet
Course Number	3035-01-IL (INSTRUCTOR LED)
Description	Designed for technicians that will install, configure and program OfficeServ systems networked via PRI or IP using Samsung's Proprietary Networking Protocol SPNet.
Course Content	Installation, configuration and programming of PRI or IP interfaces that are networked using SPNet.
Certification	SPNet – technical support access for multi-node systems networked using SPNet on PRI or IP.
Class Length	4 days
Prerequisite	OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100 System certification and OfficeServ ITP certification.
Cost per Person	\$290

Course Name	OfficeServ 7000 Series Data Modules
Course Number	3040-01-OL (ONLINE)
Description	Designed for technicians that will install, configure, and program OfficeServ 7000 Series Data Modules which currently includes the WIM, LIM, GWIMT, GSIMT, GPLIMT and the OfficeServ 7150 PoE supply.
Course Content	Data modules overview, installation and configuration and programming of the WIM, LIM, GWIMT, GPLIMT, GSIMT data modules and OS-7150 and several common data applications.
Certification	OfficeServ Data - technical support for the WIM, LIM, GWIMT, GSIMT and GPLIMT modules in the OfficeServ 7200 and 7400 Systems.
Class Length	At learners pace.
Prerequisite	OfficeServ 7200/7400 System certification and successful completion of the OfficeServ 7000 Series Data Online Prerequisite Test.
Cost per Person	\$290

ADVANCED COURSES	
Course Name	OfficeServ 7000 SIP Services
Course Number	3050-01-OL (ONLINE)
Description	Designed for technicians involved in configuration and programming of OfficeServ 7000 systems utilizing SIP trunking and SIP phones.
Course Content	SIP service overview and configuration, installation requirements and programming of OfficeServ systems. Troubleshooting section covers both basic and in-depth level.
Certification	OfficeServ 7000 SIP Services – technical support for OfficeServ 7000 SIP trunking and SIP stations.
Class Length	At learners pace.
Prerequisite	OfficeServ 7200/7400 or OfficeServ 7100 System certification and OfficeServ ITP certification.
Cost per Person	\$90

Course Name	OfficeServ IP-UMS
Course Number	2020-01-IL (INSTRUCTOR LED)
Description	Designed for technicians who will install, configure/program, and create applications on the OfficeServ IP-UMS.
Course Content	OfficeServ IP-UMS software installation, hardware requirements and integration to OfficeServ switch family. OfficeServ IP-UMS block structure and application (call routing) development will be included.
Certification	OfficeServ IP-UMS – technical Support for OfficeServ IP-UMS application.
Class Length	5 days
Prerequisite	OfficeServ 7200/7400 certification, SVMi E-Series certification, OfficeServ ITP certification, and OfficeServ SPNet certification. Note: A strong working experience with SVMi applications as well as working knowledge of Exchange email server and Outlook email client is required.
Cost per Person	\$290

ADVANCED COURSES	
Course Name	OfficeServ ACD (FUTURE RELEASE)
Course Number	3045-01-IL (INSTRUCTOR LED)
Description	Designed for technicians who will install, configure, and maintain OfficeServ ACD call centers.
Course Content	Microsoft SQL review, Microsoft IIS review, Web and Server management basics, Call Center planning, ACD overview, Switch preparation, ACD installation, ACD programming, ACD maintenance, ACD troubleshooting.
Certification	OfficeServ ACD – technical support for OfficeServ ACD application.
Class Length	3 days
Prerequisite	OfficeServ DataView certification and successful completion of the ACD/IVR Online Prerequisite Test.
Cost per Person	\$290

Course Name	OfficeServ IVR (FUTURE RELEASE)
Course Number	3046-01-IL (INSTRUCTOR LED)
Description	Designed for technicians who will install, configure, and maintain OfficeServ IVR attendant applications.
Course Content	Microsoft IIS review, Web and Server management basics, IVR planning, IVR/TTS overview, Switch preparation, IVR/TTS installation, IVR/TTS programming, IVR/TTS maintenance, IVR/TTS troubleshooting.
Certification	OfficeServ IVR – technical Support for OfficeServ IVR application.
Class Length	2 days
Prerequisite	OfficeServ DataView certification and successful completion of the ACD/IVR Online Prerequisite Test.
Cost per Person	\$290



Samsung Training Online User ID Request Form

Account Number with Samsung
or with Samsung Distributor

Date

Company Name

Student Information

The student requesting this ID is a:

Dealer

Distributor

Reseller

First Name

Last Name

Student's Company Name

Student's Company Address

City, State, Zip Code

E-Mail Address

Phone

Fax

Password Reset

My password needs to be reset.