Two New Technical Certification Courses

The Samsung Technical Training Department is pleased to announce two new technical certification courses:

1. **OfficeServ IP** *[Previously called OfficeServ ITP]*
2. **OfficeServ Communicator Basic & Professional with Messenger**

Also included is a revised Certification Path.

1. OfficeServ IP Certification

ARE YOU CURRENTLY CERTIFIED ON OFFICESERV ITP?

✔ If the answer to this question is **NO**, read the information in the **red box**.

✔ If the answer to this question is **YES**, read the information in the **green box**.

✔ If the answer to this question is **I AM IN THE PROCESS OF COMPLETING** the existing course, read the information in the **blue box**.

This information addresses technicians who <u>are not certified on OfficeServ IP</u>.

The **OfficeServ IP** online course (#3030-02-OL) is an updated version of the OfficeServ ITP course (#3030-01-OL). This course was designed for technicians involved in configuration and programming of OfficeServ systems utilizing Samsung VoIP technology such as IP phones (ITP-5000 Series, SMT-i Series), wireless phones (WIP), MGI and MPS channel management and OAS/MGI cards.

This course is comprised of 2 modules and a certification test. Module 1 covers IP Phone Installation and Programming, and Module 2 covers Samsung Multimedia Telephone (SMT) Series.

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OfficeServ™ IP and Communicator [Messenger] Online Courses

The pre-requisite for this course is a system certification (OfficeServ 100/500 or OfficeServ 7200/7400 or OfficeServ 7100) and successful completion of the ITP Online Prerequisite Test.

SPECIAL OFFER

The regular price for this course is $100.00. However from May 10th through July 31st, 2010, this certification can be obtained at **$50.00** (50% off the regular price). To purchase this course refer to the How to Order a Course section of this bulletin. **NOTE:** This offer expires on July 31st, 2010.

By completing this course you are entitled to technical support on the following: ITP-5100 keysets, SMT-i3105 and SMT-i5200 Series keysets, WIP Handset, MGI and MPS channel management and MGI/OAS cards on all systems.

This information addresses technicians who currently hold an OfficeServ ITP certification.

The Technical Training Department has created a supplemental **OfficeServ IP course (3031-02-OL)** to include new information necessary for technicians who are already certified on the OfficeServ ITP course.

This new module includes the following lessons:

THE WIP PHONE
Lesson 16: The WIP Phone
Lesson 17: Registering the WIP Phone

THE OAS CARD
Lesson 21: The OAS Card

SOFTWARE UPGRADES
Lesson 18: Upgrading the WIP Handset Software
Lesson 19: Upgrading ITP Phones
Lesson 20: Upgrading MGI Software

SMT TELEPHONES
Lesson 22: Overview of SMT Telephones
Lesson 23: Registering SMT Telephones
Lesson 24: Upgrading SMT Phone Software

ADD-ON MODULE
Lesson 25: Setting-Up the SMT-i5264 AOM

This course is a continuation of your certification and contains one module (Module 2: Samsung Multimedia Telephone-SMT Series) and a certification test (20 questions on the new material).

By successfully completing the module and passing the test you will be entitled to technical support on the new SMT-i Series phones, OAS card, and MPS service in addition to the existing technical support you receive on MGI cards and ITP-5100 keysets.

This course is free of charge and will be assigned to you by the Training Department on May 10th, 2010 by the end of business day.

To launch this course, log onto the Online Training Center (https://learn.samsungtelecom.com). Find the **OS IP: Module 2** in your **Current Training** on the **Home Page**. If it is not shown, click on **(...More)** to see your **Current Activities** on your **Training Schedule**. Click on the **START** button to launch the course.

NOTE: In case you do not see the OS IP: Module 2 and the OS IP: Test Module, please contact the Training Department at bcs.training@samsung.com.

This information addresses technicians who <u>are in process of taking the existing OfficeServ ITP</u>.

If you have completed **some** of the existing OfficeServ ITP course modules, **but not all**, you will be assigned the new **OfficeServ IP course (3031-02-OL)** at no cost on May 10th, 2010 by the end of business day. You are required to stop taking the "old course" and must complete the new IP course to obtain the latest certification.

The new course is comprised of 2 modules and a certification test. Module 1 covers IP Phone Installation and Programming, and Module 2 covers Samsung Multimedia Telephone (SMT) Series.

To launch the new course, log onto the Online Training Center (Learning Management System-LMS) (https://learn.samsungtelecom.com). Find the **OS IP: Module 1** in your **Current Training** on the **Home Page**. If it is not shown, click on **(...More)** to see your **Current Activities** on your **Training Schedule**. Click on the **START** button to launch the course.

TIP: To make it easier to view the new course modules, click on **Learn**, **Training Schedule** and use the **Search** text field to enter the keyword **IP**. Click on the **GO** button and only the new modules will display.

NOTE: The "old course" modules [OS **ITP**: 1)... through OS **ITP**: 5).... and the test] will be removed from your Current Activities. Please refrain from launching any of the old modules since they will no longer count towards your certification.

By successfully completing the modules and passing the test, you will be entitled to technical support on the MGI card, ITP-5100 Series keysets, SMT-i3105 and SMT-i5200 Series keysets, WIP handset, MGI and MPS channel management and MGI/OAS cards on all systems.

2. OfficeServ Communicator Basic & Professional (Messenger) Certification

Technical Certification on the OfficeServ Communicator Basic and OfficeServ Communicator Professional (with OfficeServ Messenger) applications [Course #: 3015-01-OL] is obtained by acquiring practical experience on both applications and then successfully passing one certification test.

Download the product documentation and software from GSBN (http://www.samsunggsbn.com).

	Location on GSBN
Product Documentation	Click on Communication, Technical Support, Downloads, Technical Manuals. Double click on the file name from the displayed list, and click on the file name in the attachments window. Click on Open or Save to download the document. • OfficeServ_Communicator_User_Manual_05_10.pdf • OfficeServ_Messenger_User_Manual_05_10.pdf

	Location on GSBN
Software	Click on Communication, Technical Support, Downloads, Released Software. Double click on the file name from the displayed list, and click on the file name in the attachments window. Click on Open or Save to download the software. • OfficeServ_Messenger_Server_for_UC_Setup_(V1.7.2.2)_20100429.exe • OfficeServ_Messenger_SIMPLE_Gateway_Setup(V1.7.2.1)_20100409.exe • OfficeServ_Messenger_XCAP_Server_Setup_(V1.7.2.0)_20100405.exe Double click on the file name from the displayed list, click on the word DOWNLOAD in the content window. Click on Open or Save to download the software. • Samsung_OfficeServ_Communicator_V1.1.0.03_20100430.exe

After you have installed OfficeServ Communicator and OfficeServ Messenger, reviewed the documentation, practiced using the applications for a while, you are ready to take the certification test.

NOTE: For the most cost-effective set-up on how to install and run these applications using the 30 Day Trial License please refer to Product Bulletin 218_Communicator_Messenger.

The pre-requisite for this certification is OfficeServ Link/EasySet (refer to the Path to Technical Certification Flow Chart).

By successfully passing the certification test you will be entitled to receive technical support on OfficeServ Communicator Basic (Deskphone Mode, Softphone Mode, and UCPhone Mode) and on OfficeServ Communicator Professional (with Messenger).

SPECIAL OFFER

The regular price for this course is $50.00. However from May 10th through July 31st, 2010, this certification can be obtained at **$25.00** (50% off the regular price).

For more information on how to purchase this certification test follow the steps on the How to Order a Course section of this bulletin.

NOTE: This offer expires on July, 31st, 2010.

How to Order a Course

To purchase a course, go to https://samsung.plimus.com or log onto the GSBN website and click on the "Buy Certification Courses" button from the Home Page; 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 also very important that you meet all prerequisite requirements before you purchase a course.

Select the course you wish to purchase and fill out all Prerequirement Information. If you are purchasing the course for someone other than yourself, please enter the student's Samsung Online Training ID and their information (Samsung account number, company name, student name, phone number and e-mail) in the fields provided.

OfficeServ™ IP and Communicator [Messenger] Online Courses

If you have ordered a course before, enter your Plimus username and password to log in and place your order. If this is your first time ordering, create a new 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 informing 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.

Path to Technical Certification Path Flow Chart

We have updated the certification path diagram (see next page). It now shows the latest certifications, the course pre-requisites and the sequence in which the courses must be taken. Please note that some courses are available online, instructor led or practical experience + test.

Questions?

Priscilla Herford,
Training Coordinator
Our latest addition!

If you have any questions regarding this notice, please contact the BCS Training Department via phone at 972-792-2094 or by e-mail at BCS.Training@Samsung.com.

Path to Technical Certifications Flow Chart

Updated on 5/10/2010

Entry Point

OfficeServ 100/500 → SVMi

OfficeServ 7200/7400 → SVMi

OfficeServ 7100 → SVMi

OfficeServ Data Prerequisite Test → OfficeServ Data Modules

OfficeServ ITP Prerequisite Test → OfficeServ IP

IP Certified Before 5/10/10

IP Certified After 5/10/10

OfficeServ IP Update* *(SMT-i Phones)*

OfficeServ 7000 SIP Services

OfficeServ Wireless

OfficeServ SPNet → OfficeServ IP-UMS

NOTE: The OfficeServ IP Update Course entitles you to receive technical support on SMT-i Series phones and is available at no cost. Contact Training Department for more info.

OfficeServ 7200-S

OfficeServ 7030

OfficeServ Link/EasySet

OfficeServ Call

OfficeServ Operator

OfficeServ DataView

OfficeServ Communicator Basic & Professional (Messenger)

Online Course

Instructor Led Course

Practical Experience + Certification Test