

# HP OpenCall Start-up Services

## OCMP Onsite ACTIVation Service and Administrator Training: Voice Interactive Media Platform

Data sheet



Ensure quick and accurate deployment of the HP OpenCall media platform and expand your mastery of the platform operation and administration.

### **Service description**

HP telecom experts assist you in performing onsite integration, customization and validation of the HP OpenCall Media Platform hardware and software components that make up your HP OpenCall platform. The service includes the ACTIVation of the HP OpenCall SS7 product as part of your HP OpenCall platform. In addition, you will develop a working understanding of the HP OpenCall Media Platform hardware and software configuration, installation, operation and maintenance.

You can be confident that you will have a connected, running and supportable telecom platform.

## Key features and benefits

The Onsite ACTIVation Service (alignment, configuration, test, service installation and validation) ensures that you are left with a connected, running and supportable telecom platform. You can be confident that:

- All voice and SS7 links are properly connected.
- The HP OpenCall platform works and is integrated into your existing network
- All parameters are customized.
- The HP OpenCall platform is validated and compliant to your specifications.
- Applications on top of the HP OpenCall platform can receive incoming calls and perform outgoing calls (For this to be possible, you should have previously customized your own numbering plan. HP can support you with the Developer Consulting service. Our team of experts will help you build your application so that it can receive incoming calls and perform outgoing calls according to the operator numbering plan.)

Administrator Training provides you with administrative knowledge to configure the HP OpenCall Media Platform and the related ISUP and SS7 components, as well as to start, stop and monitor the HP OpenCall platform.

## Who should purchase

This combination of services is designed for system administrators and software, support and maintenance engineers who need an operational understanding of the HP OpenCall Media Platform. Others who can benefit from this program are:

- Platform operators
- Service providers
- Carriers

---

## Key service deliverables

---

The Onsite ACTIVation Service includes:

- Customization of the appropriate HP OpenCall files to match all signaling and voice cards and their parameters to those of the switch—signaling format, termination type, clock source, bit mode, timeslot, bit inverter, etc.
- Work with switch engineers to resolve all configuration/link alignment problems, such as using Protocol Analyzer, working with patch panel, performing loopback testing cabling.
- Configuration of all parameters to bring up the SS7 stack and voice interfaces.
- Resolution of all related problems due to LAN, UNIX®, networking issues, etc. using tracing and logging.
- Customization of MTP level 3.
- Activation of all links and verification that all links stay active.
- Mapping of voice channels to signaling channels.
- Configuration of routing plans.
- Call test services to validate the platform behavior.

Administrator Training topics include:

- Introduction to HP OpenCall SS7 and to HP OpenCall Media Platform
- Software installation and system configuration (optional)
- Platform configuration
- Logging
- Configuration of MTP Level 1 and 2, LAN and Telecom Signaling Units (TSUs), Telecom Signaling Cards (TSCs), Telecom Media Cards (TMC), Fault Tolerance Mechanism
- Platform startup
- MTP Level 3 configuration and monitoring
- ISUP configuration and monitoring for Media Platform
- Trunk groups and voice channel configuration
- Routing plan
- Service configuration and installation
- Platform monitoring
- Platform upgrade and maintenance

---

## Implementation information

---

### Service prerequisites

The Onsite ACTIVation Service requires a preparatory document that must be completed at least seven days prior to the engagement. In addition, installation of the server hardware must be scheduled prior to the engagement. Please use the appropriate regional contact below to complete the necessary steps to prepare for and schedule the engagement.

Participants in the Administrator Training should have:

- Familiarity with and administrative knowledge of HP-UX
- Knowledge of SS7 and SONET/SDH protocols
- Familiarity with voice network concepts

Special notes: If the document is not received on time or is incomplete, this may result in rescheduling the Onsite ACTIVation Service, or additional charges may be imposed if we can accommodate the scheduled time. The training course is offered in English.

### Expert profile

Onsite installation and training will be led by an HP senior consultant with a background in telecommunications, expertise in intelligent and voice networks, SS7 and SONET/SDH protocols, and experience installing, maintaining and supporting HP OpenCall platforms at customer sites.

### Expert availability

Due to the unique and specialized knowledge required to integrate an HP OpenCall Media Platform onsite, there is a limited number of individuals who are able to perform this service.

Fourteen days notice is required to schedule an onsite HP OpenCall Media Platform installation. Onsite request for TSC or TMC installations without 14 days notice are subject to additional charges based on availability of resources.

### **Training availability**

The training course is offered on an on-demand basis. A six- to eight-week lead time is required.

**Number of participants:** Course participation is limited to a maximum of eight students.

**Location:** This course can be delivered either at a Hewlett-Packard site (with HP-supplied facilities and equipment) or on the customer's premises (in which case the customer is responsible for training room setup, including PC video projector and one HP 9000 server running the HP OpenCall SS7 and Media Platform software with one X terminal access for every two students, supporting a Web browser).

---

### **Ordering information**

---

Contact your local HP sales representative to place an order for the HP OpenCall Onsite ACTIVation Service or the HP OpenCall Administrator Training Service. Ask for part number **HA365A1**.

### **For more information**

For further information on HP OpenCall Services and Support, visit: [www.hp.com/go/opencall](http://www.hp.com/go/opencall), and click 'Services and Support.'

© Copyright 2004 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Intel and Itanium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries. Microsoft, Windows, and Windows NT are U.S. registered trademarks of Microsoft Corporation. [Delete these third party trademarks if not mentioned in document].