



**CAFÉ Administration**

**MI10VA**

**Course Syllabus**

## Revision History

Revision	Date	Author	Description of Change
Version 1.0	10/01/2014	J. White	Initial Release
Version 1.1	02/04/2015	J. White	Updated Movius Logo and Computer Requirements

## Document Source Control

Development Plan for the CAFÉ project

Document Type: MS Word Document

## Movius CAFÉ Administration MI10VA Course Description

### Summary

With CAFÉ, service providers can offer new services like voice-to-text, myId (multi-identity communications), Visual voicemail and M2M messaging.

This 3 day course will enable you to know the broad CAFÉ product overview, specific features, and how to customize the product. The basic course is priced for up to 6 students with a charge for each additional student.

The summarized module contents are described below.

The students will specifically learn about:

- The basic functions and features of the CAFÉ platform
- The hardware and architecture of CAFÉ platform
- The basic configuration and maintenance procedures
- The network and administrative interfaces
- Basic troubleshooting procedures

Students will be provided guides and lab exercises to practice many of the tasks.

### Course options

Movius offers the course remotely or on-site.

#### Remote prerequisites:

Training for up to 6 students will be provided remotely. Remote access software is used to view on-line presentations in addition to remote access/control of CAFÉ server.

#### On site prerequisites:

Training for up to 6 students will be provided at the customer site.

Requirements:

- Access to a CAFE lab server or test Organization for hands-on participation.
- Overhead projector for course presentation

#### Documentation:

This course leverages the following CAFÉ technical documentation:

- Product Overview

- Application Quick Reference Guide
- Administration Guide

## Computer Requirements

### Windows System Requirements

- Windows Vista, Windows 7 or Windows 8
- Internet Explorer 8.x, Chrome 40x, Firefox 32x or later.
- 56 kbps or faster Internet connection (\*A high speed broadband connection is recommended)
- P350+ MHz, 128+ MB memory
- 800x600 16-bit color display or better

### Apple System Requirements

- Mac OS/X 10.4.4
- Safari 5x or later
- Local Area Network or Broadband connection
- G4 700 MHz PowerPC, 384 MB memory
- Display color depth: Thousands of colors

## Day 1

### Module 1: CAFÉ Hardware and Architecture

- CAFÉ hardware and architecture overview
- CAFÉ overview
- System overview – Hardware and Software architecture
- Component details – Nano (single server) and HA (High Availability system)
- Geographic replication – Active/Standby (Nano) and Active/Active (HA) replication
- CAFÉ hardware and architecture summary

The lessons within this module provide a broad overview of the CAFÉ product and information regarding the software and hardware architecture and related requirements. Also covered is Geographic Replication as it relates to User data and Message Replication. They also cover a key CAFÉ feature—flexibility and the opportunity for customization.

#### **Audience**

This module is intended for Movius employees (installers, technical support) and Movius customers (technical support, administrators [system and organization]).

## Module 2: CAFÉ Basic Applications and Features

- Learning Plan for Module
- Basic Applications and Features Overview
  - Applications overview – information and configuration of CAFÉ applications including Voicemail, Notifications, Missed Call and MessageMe
  - Feature overview – information and configuration of CAFÉ Voicemail features for both Caller and Subscriber.
- Multi-number mailbox
- Group lists
- SMS PIN assignment
- VM to MMS
- V2T – Voice to Text
- MCN – Missed Call Notification
- CAFÉ TUI – Telephone User Interface
- Basic Applications and Features Summary
- Customer customized specific applications and features

The lessons within this module introduce CAFÉ applications and features. As the platform develops, these will be subsequent to change. Clients may also add their own or third-party applications to the CAFÉ platform, a key benefit to the CAFÉ solution.

### **Audience**

This module is intended for Movius employees (installers, technical support, sales and marketing) and Movius customers (technical support, administrators [system and organization], sales and marketing).

### **Prerequisites**

Participants should complete the CAFÉ Hardware and Architecture module prior to taking this module.

## Day 2

### Module 3: CAFÉ Administration GUI

- CAFÉ administration GUI
- CAFÉ Dashboard
- CAFÉ Console
- System Status – Alarms and System performance indicators.
- SPM (Single Point Management) -
- Reports – CDR and statistical call processing reports
- GUI administration summary

The CAFÉ Dashboard enables you to manage your platform, applications, features, and subscribers in one easy place. The lessons within this module describe the primary functions you will use to do this.

From the Console pages, students will locate and manage:

- Organizations
- Applications

- Settings

From the Organization pages, students will locate and manage:

- COS – Classes of Service
- Features
- Users

From the System Status quadrant, students will learn about:

- Events
- Alarms
- Outages
- Reports
  - Resource Graphs
  - KSC Performance, Nodes, Domains
  - Database Reports
  - Statistics Reports
- Node information

From the SPM (Single Point Management), students will learn about:

- Node management
- Software Revision management
- Backup for maintenance

From the CDR Reports quadrant, students will learn about:

- CAFÉ CDR Reports
- Scheduling CDR Reports

### **Audience**

This course is intended for Movius employees (installers, technical support) and Movius customers (technical support, administrators [system and organization]).

### **Prerequisites**

Participants should complete the CAFÉ Hardware and Architecture module and Basic Applications and Features module prior to taking this module.

## Day 3

### Module 4: CAFÉ Troubleshooting and Maintenance Procedures

- Application Troubleshooting
- Café Replication Troubleshooting
- Database Triggers
- Peer-to-Peer
- Scheduler
- repl\_util
  - Replication Map

- Replication Statistics
- Debug
- Linux Troubleshooting
- Application Settings
- Utility commands
- Configuration and maintenance procedures summary
- Additional customer application specific troubleshooting procedures

The lessons within this module cover CAFÉ troubleshooting procedures, log files and call tracing along with basic utility commands and Linux troubleshooting.

**Audience**

This course is intended for Movius employees (installers, technical support) and Movius customers (technical support, administrators [system and organization]).

**Prerequisites**

Participants should complete the CAFÉ Administration GUI module prior to taking this module.