

Course Description

Introduction to Calix Support Cloud – Device Management Edition is a self-paced eLearning course designed to focus on supporting subscribers, services, and the home network. The course consists of two sections based on your job function.

Select the section that best supports your job function. Complete either Section 1: Supporting Customers or Section 2: Home Network Management for NetOps to complete the course. You have the option to take both sections if you wish to expand your knowledge.

Section 1: Supporting Customers is intended for customer support teams and field technicians who interact with customers in their job roles. The teams will learn to support customers and their home network using the Device Management Edition of Calix Support Cloud.

Section 2: Home Network Management for NetOps focuses on the Calix home solution and how to manage premises equipment and services using the Device Management Edition of Calix Support Cloud. The section is intended for network operations.

Objectives

- Describe Calix Support Cloud - Device Management Edition.
- Explain the role of Calix Support Cloud in the network.
- Demonstrate the ability to prepare Calix Support Cloud to manage subscribers and premises equipment.
- Describe how to extend the wireless network.
- Describe the tools used in Calix Support Cloud to troubleshoot home network issues.
- Find help and additional resources.

Who should attend?

- Customer Support
- Field Technicians
- Network Operations

Prerequisite Training and Skills

- Wi-Fi Fundamentals
- 800G GigaCenter Overview*
- 844E GigaCenter Overview*
- 804Mesh Overview*
- 844GE Active Ethernet Overview*

*Optional

Training Resources in My Calix

- [Learning Solutions](#)
- [Certifications](#)

Delivery Mode

This interactive online eLearning course consists of content delivered as video clips, simulations, demonstrations, and other self-paced formats. Learners are prompted to interact with the content as they progress through the course. Calix eLearning courses are often accompanied by voice-over audio. To get the most out of your learning experience, Calix recommends accessing your eLearning course through Chrome or Firefox.

Section 1: Supporting Customers

Course Duration: 1 hr.

Lessons	Topics
01 Calix Solution for the Home Network	The Calix Cloud Solution The Role of Calix Support Cloud Accessing Calix Support Cloud
02 Calix Support Cloud Overview	Getting Started Device Management - Home Page Searching for Subscribers Using Smart Check Re-Run Smart Check Additional Tools Modifying Wi-Fi Configurations Controlling Premises Equipment Using Troubleshooting Tools

03	Supporting Customers	<ul style="list-style-type: none"> Setting Up a New Subscriber with Service Add a New Subscriber Assign a Device to a Subscriber Check Service Configurations Verify Service is Working
04	Troubleshooting Home Network Issues	<ul style="list-style-type: none"> Troubleshooting the Overall Subscriber Experience Resolving Common Home Network Issues
05	Extending the Wireless Network	<ul style="list-style-type: none"> What is WAP? Extending Wi-Fi with the 844E GigaCenter Examples of WAP Mode vs. RG Mode Adding an 844E GigaCenter to Extend the Home Network
06	Identifying Upsell Opportunities	<ul style="list-style-type: none"> Excessive Devices in the Home High Bandwidth Consumption Excessive Interference
07	Get Help and Find Additional Resources	<ul style="list-style-type: none"> Calix Support Cloud – Web Help Documentation Library Calix Academy Supporting the Home Wi-Fi

Section 2: Home Network Management for NetOps

Course Duration: 1 hr.

Lessons	Topics	
01	Calix Solution for the Home Network	<ul style="list-style-type: none"> The Role of Calix Support Cloud in the Network Accessing Calix Support Cloud Launching Calix Support Cloud from Command Center

02	Prepare Calix Support Cloud for Operations, Administration, Maintenance, and Provisioning	NetOps Management Overview Adding Subscribers Manually or in Bulk Preparing Calix Support Cloud Locate ACS URL Uploading Software Getting Organized with Device Groups Using Profiles Creating Workflows Adding Subnets Adding File Servers
03	Managing Services	The Network and Premises Equipment How Triple-Play Services are Managed Replacing Service Profiles Defining Any Port, Any Service (APAS) Allocating Addresses: IPv6 and IPv4 Deploying IPv6 and IPv4
04	Wi-Fi Management	Remote Wi-Fi Management Locate TR-069 Parameters Set Parameter Value Push Parameters to Devices Manual vs. Bulk Operations TR-098 Data Model
05	Inventory Management	Device Reports Find Devices Removing Unused Devices
06	Extending Wireless Network	Why WAP? Extending Wi-Fi with 844E GigaCenter Extending Wi-Fi with 804Mesh Examples of WAP Mode

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Get Help and Find
Additional Resources

Calix Support Cloud – Web Help
Documentation Library
Calix Academy
Supporting the Home Wi-Fi