Account Administration

How to access the Wireless AMPS/PCS Site from

http://www.alcatel-lucent.com/support

User instructions for how to navigate to the Wireless AMPS/PCS Web Site on OLCS.

Updated October 2009
Step One - Access Alcatel-Lucent Support site

Go to http://www.alcatel-lucent.com/support

You will be taken to a landing page with links to Alcatel-Lucent Support and Training. Click on “Alcatel-Lucent Support” to be directed to the former Lucent OnLine Customer Support site.

Support and Training

Click on Alcatel-Lucent Support OLCS

Network Customers Support (OLCS)

Customers who have purchased Maintenance agreements should register for access to technical documentation, software downloads, CARES ticketing, ask AL solutions, Services Collaboration, Alerts, and more.

Sign in to OLCS

Enterprise Support & Training

Comprehensive resources to help you get the most out of your communications solutions and products. Assistance is provided worldwide,
Step Two - Login to OLCS

- This snapshot is of the OnLine Customer Support Web Site before you log in.
- Limited content is available without an account, so all customers are encouraged to register.

Click on Login to OLCS & enter your credentials

OnLine Customer Support (OLCS)

Registered users should Sign In/Register (MyAccess) in for full access to available content. If you have a service agreement or active warranty coverage with Alcatel-Lucent, and are not yet registered, please Register.
Step Three – Access My Products

Click on My Products
Step Four - Choose any Wireless product

Please Note: ‘My Products’ will display the products within your active Service Agreement with Alcatel-Lucent.

On the ‘My Products’ page, the Wireless AMPS/PCS Technical Support site can be accessed from any Wireless Product, like the Flexent® Executive Cellular Processor (ECP) Complex.

Click on any Wireless product

My Products

Your active Service Agreements and/or Warranties cover multiple products. Select Manage My Products to view all products.

- What's new
- FIFI Client
- Fire Alarm Systems
- Flash Networks VAS (Value Added Services)
- Flexent® CDMA 1xEV-DO
- Flexent® CDMA 3G-1X
- Flexent® CDMA Base Station/Avoplex@SII CDMA Base Station
- Flexent® Distributed Base Station (DBS)
- Flexent® Executive Cellular Processor (ECP) Complex
- Flexent® GGSN (Gateway GPRS Support Node) for UMTS
- Flexent® GNP-AP (GNP-based Application Processor)
- Flexent® GSM Macrocell
- Flexent® Microcell
- Flexent® Modular Cell 4.0
- Flexent® Modular Cell 4.0B
- Flexent® OneBTS® Node B
- Flexent® OTAF (Over-The-Air-Function)
- Flexent® Packet Core Network CGF (Charging Gateway Facility)
- Flexent® Packet Data Serving Node (PDSN)
- Flexent® Packet Tandem/Gateway (FPT/G)
- Flexent® RNC (Radio Network Controller)
- Flexent® S-DHLR (Super - Distributed Home Location Register)
- Flexent® S-DHLR (Super - Distributed Home Location Register)
- Flexent® SGSN (Serving GPRS Support Node) for UMTS
Step Five - Select Wireless AMPS/PCS Site

Flexent® Executive Cellular Processor (ECP) Complex

The FLEXENT®/AUTOPLYX® Executive Cellular Processor (ECP) Complex is a highly reliable network of components that provides telephone and data services through the use of radio waves instead of conventional telephone lines. The system has a modular design equipped with great flexibility to accommodate entry-level wireless service providers, and/or can be expanded into a large sophisticated wireless network system with a low cost per subscriber. More...

Documentation and downloads

- Downloads: Electronic Delivery
- Manuals and Guides
- Master Library of Solution Documentation
- Wireless AMPS/PCS Site
- Product Training

Software downloads, maintenance releases, and patches.
User guides, OA&M manuals, and other technical documents.
Master library of technical documentation for the Flexent CDMA solution.
Browse the course catalog and enroll in training courses for this product.

Other support resources

- CARES (FRs, PRs, and FSRs)
- Ask AL Knowledgebase
- Alerts
- Alerts (PDF)
- Data Download

Open, view, and status your Assistance Requests and software warranty defect reports.
Solutions created based on actual customer reported issues.
Notifications and bulletins.
Notifications and bulletins on Product Change Notices.
Exchange files with our technical support engineers to assist in problem troubleshooting.
Wireless AMPS/PCS

Documentation and downloads

- **Customer Status (RDAF)**: Request Definition and Assessment Form (RDAF) can be viewed from this area.
- **Information Exchange**: A restricted area where specific customer information is made available.
- **Alerts**: Important product notifications that can view viewed or subscribed for.
- **Manuals & Guides**: Visit our Master Library of Solution Documentation for CDMA.
- **Release Information**: Documents on software releases, features, and upgrades.
- **User Groups**: Our sponsored user forums.
- **Wireless Training**: Wireless specific tutorials and training.

Tools

- **Documentation Help**: Tips if you are having trouble viewing Adobe PDF documents on this site.
- **Knowledge Database**: Solutions created based on actual customer reported issues.
- **Subscription Services**: Email notifications of general news, receive tool updates, site maintenance, etc.
- **Wireless Utilities & Tools**: Library of utilities and tools which will assist you in maintaining and optimizing your Wireless Network.