

“My Subscriptions” on OLCS

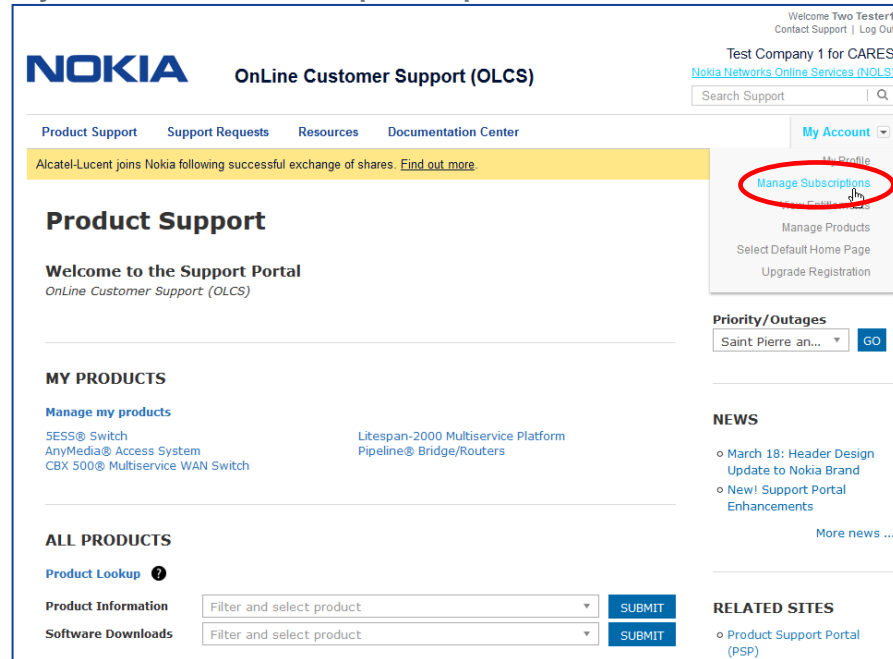
Conveniently manage all of your subscription options on the OnLine Customer Support website

May 2016

1. “My Subscriptions” on OLCS

“My Subscriptions” on OLCS

- Many subscription choices are available to Nokia customers on OLCS
- You may conveniently self-manage your own subscription preferences online.
- The “Manage Subscriptions” page consolidates all available subscription options online.
- You can access this page from your “My Account” link on any OLCS page.



The screenshot displays the Nokia OnLine Customer Support (OLCS) interface. At the top, the Nokia logo and 'OnLine Customer Support (OLCS)' are visible. The user is logged in as 'Two Tester1' and is viewing the 'Test Company 1 for CARES' page. A search bar is present in the top right. The main navigation menu includes 'Product Support', 'Support Requests', 'Resources', and 'Documentation Center'. A 'My Account' dropdown menu is open, with 'Manage Subscriptions' highlighted by a red circle. Other options in the dropdown include 'My Profile', 'My Favorites', 'Manage Products', 'Select Default Home Page', and 'Upgrade Registration'. Below the navigation, a news banner mentions 'Alcatel-Lucent joins Nokia following successful exchange of shares'. The 'Product Support' section includes a 'Welcome to the Support Portal' message. The 'MY PRODUCTS' section lists 'Manage my products' with links for '5ESS® Switch', 'AnyMedia® Access System', 'CBX 500® Multiservice WAN Switch', 'Litespan-2000 Multiservice Platform', and 'Pipeline® Bridge/Routers'. The 'ALL PRODUCTS' section features a 'Product Lookup' tool with two filters and 'SUBMIT' buttons. The 'NEWS' section lists recent updates, and the 'RELATED SITES' section includes a link to the 'Product Support Portal (PSP)'.

“My Subscriptions” page

- This is an example of a “My Subscriptions” page that has been customized for a user’s preferences:

My Subscriptions

Your Active Subscriptions:

Alerts	Review/Edit
Alerts (Documentation)	Review/Edit
CARES AR Notifications	Review/Edit
CARES PR Notifications	Review/Edit
Site News	Review/Edit

You Are Not Subscribed To:

Wireless Utilities and Tools	Subscribe
Wireless Asserts Dictionary Database	Subscribe
Wireless FDD & FFRD	Subscribe
5ESS BWM/SU	Subscribe

On existing subscriptions you can review your choices, edit or update, and unsubscribe via these links.

You can also subscribe to choices that you are not currently using.

Available subscriptions

- Email subscriptions are available for:
 - Alerts
 - Alert Types: Maintenance, Security, Informational, Life Cycle, Documentation, and PCN Alerts
 - CARES Notifications
 - AR Notifications and PR Notifications
 - OLCS support portal news
 - Site News
 - Wireless AMPS/PCS:
 - Utilities and Tools
 - Asserts Dictionary Database
 - FDD and FFRD
 - 5ESS BWM / SU
- Some subscriptions may be limited to customers who purchase a particular service.
- Depending on your subscription choices, you are in control of:
 - The volume of post-sale communication you wish to receive from Nokia
 - Selecting the type of communication
 - Selecting the specific products, in many cases

2. Details of Available Subscriptions

OLCS support portal subscription

Support Portal Site News

Site News

Periodic email news about portal features/functionality, planned outages and other information.

SUBSCRIBE

<https://services.support.alcatel-lucent.com/services/subscriptions/>

CARES notifications subscription options

Email Notifications

Longer messages that include some details about their transactions.

Email address wngtest1@hotmail.com
For your protection, changes to your primary email address are individually reviewed. To update your email address, please submit an [OnLine Assistance form](#) and select "Change Email" from the list of topics.

AR notifications *Customize your AR email notifications with the following options:*

Detailed attachment Include

Each address must end with "hotmail.com". Use a comma (",") to separate multiple addresses.

Notify when

State Change
(Created, Resolved, Pending, Closed)

Text Fields Updated
(Current Summary, Short Description, Detailed Description, Resolution)

Investigation Text Updated

Additional recipients

[Copy to all](#)

PR notifications *Customize your PR email notifications with the following options:*

Notify when	Advanced Exchange	Return for Repair	Additional recipients
Order Confirmed <i>(May contain RMA details)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/> Copy to all
Order Pending	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
Order Progress <i>(May contain RMA details)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
Order Canceled	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
Return Part Reminders *	<input checked="" type="checkbox"/>		<input type="text"/>

* You cannot unsubscribe from these kind of notifications.

FSR notifications *Customize your Field Intervention email notifications with the following options:*

Notify when

ETA Updated

Field Agent Details Updated

Order Completed

Additional recipients

[Copy to all](#)

[SAVE](#)

Alerts subscription options:

Maintenance, preventive, informational and life cycle

Classification

Type:	<input type="checkbox"/> Maintenance	Urgency:	<input type="checkbox"/> Urgent
	<input type="checkbox"/> Security		<input type="checkbox"/> High
	<input checked="" type="checkbox"/> LifeCycle		<input type="checkbox"/> Medium
	<input type="checkbox"/> Informational		<input type="checkbox"/> Low
	<input type="checkbox"/> Product Change		

Life Cycle:	<input type="checkbox"/> Controlled Introduction (CI)	<input type="checkbox"/> Discontinued Availability (DA)
	<input type="checkbox"/> General Availability (GA)	<input type="checkbox"/> Discontinued Repair (DR)
	<input type="checkbox"/> Limited Availability (LA)	<input type="checkbox"/> Discontinued Support (DS)

Region:	<input type="checkbox"/> ALL	<input type="checkbox"/> Europe (including Russia)
	<input type="checkbox"/> Asia Pacific (excluding China)	<input type="checkbox"/> Middle East, Africa
	<input type="checkbox"/> Caribbean & Latin America & Mexico	<input type="checkbox"/> North America (US & Canada)
	<input type="checkbox"/> China	

- Step 1: Select the “Type” and “Urgency” levels of the Alerts that you wish to receive.

- *Note: Most customers choose all options.*

- If you selected “Life Cycle”, you will be asked what Life Cycle states you wish to be notified of.

- Step 2: Please enter your Region. This helps us when targeting distribution.

<https://alerts.alcatel-lucent.com/alerts/subscribe.cgi>

Alerts subscription options (cont.)

Additional Recipients:

You may add Additional Recipients in your company, to be copied on your subscription choices. Each additional email address must end with the same corporate email domain as yours. Use a comma (",") to separate multiple addresses.

Some Alerts contain supplemental data in the form of attached files. Please indicate whether you would like to receive Attachments.

Attachments: Do not send me Attachments (only send the link).
 Send me Attachments via email. (Maximum size 2 MB).

Products: ALL (subscribe to all entitled products)

Access ALL

1000 ASAM (Advanced Services Access Manager)
 1321 NX Office Craft Terminal
 1322 NX Office Craft Terminal
 1322 VD Mediation Device for Wireline BA networks

You may Cancel, or modify, your subscription at any time.

- Step 3: You may add “Additional Recipients” that you wish to be copied on your subscription. You may use a team alias here, but the email corporate domain must match your own.

- Step 4: Select whether you wish to receive any attachments in the email, or if you prefer to view them online.

- Step 5: Select the products that you wish to be notified about. You may select “ALL” of your entitled products, or all within a technology category, or you may select individual product(s).

- Step 6: Click “Subscribe to Alerts”. Your subscription takes effect immediately.

Alerts subscription options (Documentation)

Documentation Alerts Subscription

Contact

Name: Margaret Dady
Phone: null +1 630 224 2090
Email: Marge.Dady@alcatel-lucent.com

Classification

When you subscribe to Documentation Alerts, you'll receive email notices when new/updated documents are posted for the product(s) you select filed under the *Manuals and Guides*, *Release Information*, and *Technical Notes* headings.

Document alerts will be bundled and delivered on a daily or weekly basis. The alerts will contain links to the actual documents. Select how frequently you wish to be notified.

Frequency: daily weekly

Some documents are occasionally published in alternate languages. Select from the languages below to be notified when an alternate is available.

Language: Chinese French Japanese Russian
 Chinese cn Italian Portugese Spanish

Products: ALL (subscribe to all entitled products)

<https://alerts.alcatel-lucent.com/alerts/subscribe.cgi?AlertClass=doc>

Utilities and Tools subscription options

Tools and Utilities Subscription Notice

Check a box to subscribe/unsubscribe and hit the submit button. You will automatically be notified by email when a Tool and/or Utility is released or updated. Email notification will be sent daily if your selection has been updated.

[Main Subscription Profile Page](#)

Note: No Subscriptions Currently selected, Click on the Heading for a Full Description

<input type="checkbox"/> amatps	<input type="checkbox"/> bootromupdate
<input type="checkbox"/> calculations	<input type="checkbox"/> ccchwfault
<input type="checkbox"/> ccuswrecovery	<input type="checkbox"/> cdn
<input type="checkbox"/> configurenbif	<input type="checkbox"/> crt
<input type="checkbox"/> divimb	<input type="checkbox"/> ffstool
<input type="checkbox"/> gdr	<input type="checkbox"/> imcalc
<input type="checkbox"/> lmaplus	<input type="checkbox"/> lmt
<input type="checkbox"/> ln2pcr	<input type="checkbox"/> mac_bpsn
<input type="checkbox"/> pabr	<input type="checkbox"/> powcom
<input type="checkbox"/> psu_bus	<input type="checkbox"/> psu_load
<input type="checkbox"/> radio_calc	<input type="checkbox"/> ratp
<input type="checkbox"/> rtdiag	<input type="checkbox"/> scdp
<input type="checkbox"/> tempmeas	<input type="checkbox"/> trafactrec
<input type="checkbox"/> txrange	<input type="checkbox"/> txrxdelay
<input type="checkbox"/> ucr	

https://wireless.support.alcatel-lucent.com/amps/ut_tools/subscribe.cgi

Asserts Dictionary subscription options

Asserts Dictionary Database Subscription Notice

Check a box to subscribe/unsubscribe and hit the submit button. You will automatically receive email notification when the Asserts Data Dictionary contains the asserts data for a new software release.

Main Subscription Profile Page

Note: No Subscriptions Currently selected, Click on the Heading for a Full Description

Asserts

Back

Clear

Submit

Note: You will receive email when you hit the submit button

https://wireless.support.alcatel-lucent.com/amps/ut_tools/asserts/subscribe.cgi

5ESS BWM/SU subscription options

5ESS BWM/SU Mail Subscription Notice

Check a box to subscribe/unsubscribe and hit the submit button. You will automatically be notified by email when a BWM, CFT or VCDX is released or updated. Email notification will be sent daily at 8am CST if your product has been updated.

Main Subscription Profile Page

Note: No Subscriptions Currently selected, Click on the Heading for a Full Description

*** CFTV(VCDX CRAFT) and CFTS(BWM CRAFT) ***

<input type="checkbox"/> 5E15.1-BWM	<input type="checkbox"/> 5E15.1-VCDX
<input type="checkbox"/> 5E16.1-BWM	<input type="checkbox"/> 5E16.1-CFTS
<input type="checkbox"/> 5E16.1-CFTV	<input type="checkbox"/> 5E16.1-VCDX
<input type="checkbox"/> 5E16.2-BWM	<input type="checkbox"/> 5E16.2-CFTV
<input type="checkbox"/> 5E16.2-VCDX	<input type="checkbox"/> 5E17.1-BWM
<input type="checkbox"/> 5E17.1-CFTS	<input type="checkbox"/> 5E17.1-CFTV
<input type="checkbox"/> 5E17.1-VCDX	<input type="checkbox"/> 5E18.1-BWM
<input type="checkbox"/> 5E18.1-CFTS	<input type="checkbox"/> 5E18.1-CFTV
<input type="checkbox"/> 5E18.1-VCDX	<input type="checkbox"/> 5E19.1-BWM
<input type="checkbox"/> 5E19.1-CFTS	<input type="checkbox"/> 5E19.1-CFTV
<input type="checkbox"/> 5E19.1-VCDX	<input type="checkbox"/> 5E20.1-BWM
<input type="checkbox"/> 5E20.1-CFTS	<input type="checkbox"/> 5E20.1-CFTV
<input type="checkbox"/> 5E20.1-VCDX	<input type="checkbox"/> 5E21.1-BWM
<input type="checkbox"/> 5E21.1-CFTV	<input type="checkbox"/> 5E21.1-VCDX
<input type="checkbox"/> 5E22.1-BWM	<input type="checkbox"/> 5E22.1-CFTV
<input type="checkbox"/> 5E22.1-VCDX	<input type="checkbox"/> 5E23.1-BWM
<input type="checkbox"/> 5E23.1-CFTV	<input type="checkbox"/> 5E23.1-VCDX

<https://wireless.support.alcatel-lucent.com/amps/5edcs/subscribe.cgi>

Wireless AMPS/PCS FDD & FFRDs subscription options

FDDs & FFRDs Subscription Notice

Check a box to subscribe/unsubscribe and hit the submit button. You will automatically receive email notification when the FDDs & FFRDs have new content or are updated.

Main Subscription Profile Page

Note: No Subscriptions Currently selected, Click on the Heading for a Full Description

Feature Documents

Back

Clear

Submit

Note: You will receive email when you hit the submit button

https://wireless.support.alcatel-lucent.com/amps/info_exchange/FDD/subscribe.cgi

NOKIA