

Introduction to Nokia Customer Documentation

Version 1

October 2020

INTRODUCTION

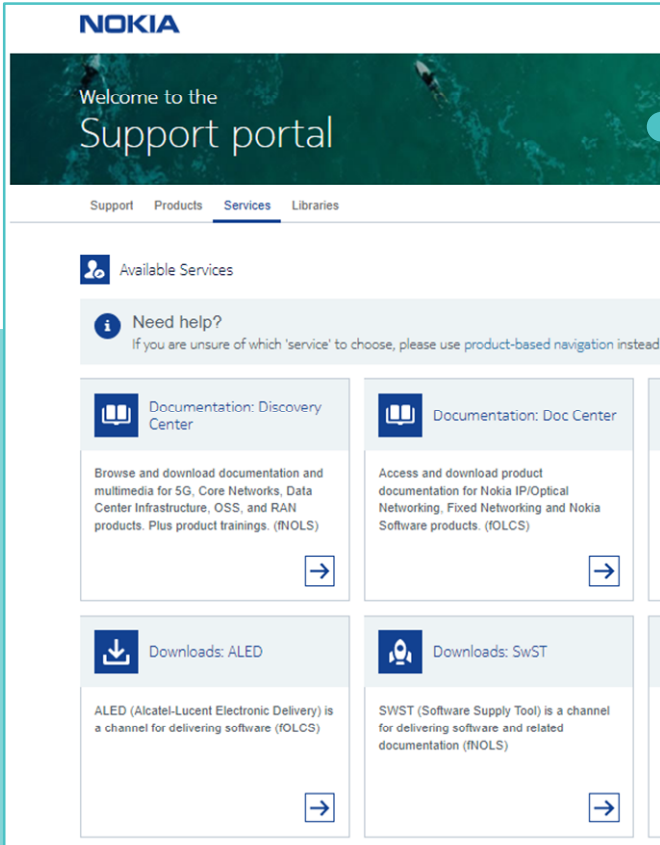
This presentation gives guidance for accessing and using Nokia customer documentation. The following topics are covered:

- Documentation portals
- Documentation media and tools
- Documentation types
- Operating documentation key deliveries



CUSTOMER SUPPORT PORTAL - CENTRAL CUSTOMER ACCESS

CUSTOMER DOCUMENTATION PORTALS



SUPPORT PORTAL

Customer Support portal provides central customer access to the various portals providing documentation and SW deliveries.

This [YouTube video](#) explains how to navigate the Support portal.

You can find helpful instructions for using the Support portal under the **Support portal tutorials** tab.



CUSTOMER SUPPORT PORTAL - SERVICES VIEW

CUSTOMER DOCUMENTATION PORTALS **NOKIA**

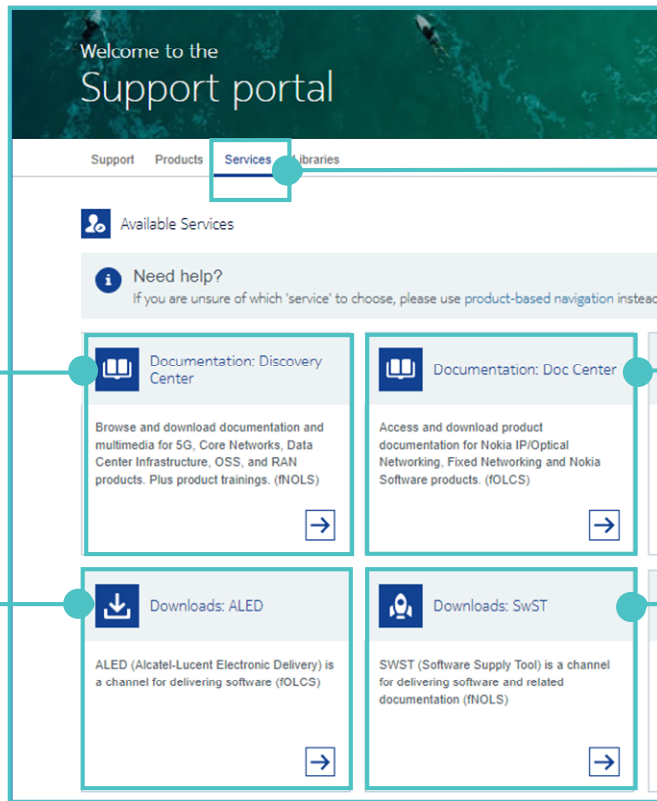
Discovery Center

Discovery Center – contains documentation for Mobile Networks products, some Nokia Software products and a few IP Routing, Optical Networks, and Fixed Networks products

Discovery Center tutorials

ALED

Alcatel-Lucent Electronic Delivery (ALED) some documentation is distributed via ALED with the SW packages



Services tab shows the various portals providing access to documentation and SW deliveries

Doc Center

Documentation Center – contains documentation for IP Routing, Optical Networks, Fixed Networks, Nuage, some Nokia Software products, and former MN products

SWST

Software Supply Tool (SWST) some documentation is distributed via SWST with the SW packages

<https://customer.nokia.com/support/s/services>

CUSTOMER SUPPORT PORTAL – PRODUCT VIEW

CUSTOMER DOCUMENTATION PORTALS

The screenshot shows the Nokia Customer Support Portal interface. Callout 1 points to the 'Products' tab in the top navigation bar. Callout 2 points to the 'AirScale RNC' product page. The product page includes a search bar, a list of products, and a sidebar with resources.

1 Support **Products** Services Collaboration Libraries

PRODUCTS
My Entitled Products

3614 items • Sorted by Name

AirScale RNC

AirScale RNC

| FAVORITE | PRODUCT NAME |
|--------------------------|---|
| <input type="checkbox"/> | 02-SADM Module |
| <input type="checkbox"/> | 1000 ASAM (Advanced Services Access Manager) |
| <input type="checkbox"/> | 1000 LGW (Line Gateway) |
| <input type="checkbox"/> | 1000 MM E10 (Multiservice Multimedia) |
| <input type="checkbox"/> | 1000 Multiservice Multimedia (MM) E10 CSN / CNE |

PRODUCTS > AirScale RNC

AirScale RNC

☐ Add to favorites

AS RNC combines the functions of existing Nokia RNC solutions with cloud-based capabilities that overcome the drawbacks of conventional hardware-based products. AS RNC is part of the Cloud RAN solution.

Resources

- Technical Documentation
- Documentation: Discovery Center
- Product Downloads
- Downloads: SwST
- License Keys: ClcS
- Troubleshooting Information
- Case Handling: Help Desk

Products tab provides access to all the resources for individual products, including documentation and SW deliveries located in different portals

<https://customer.nokia.com/support/s/services>

DOCUMENTATION MEDIA AND TOOLS



ONLINE

Online browsing via **Discovery Center**, **Doc Center**, **Webdocs** or **Software Supply Tool**.

- HTML can be browsed in the portal or downloaded as Webdoc collections . Other formats (PDF, XLS, PPT) can be browsed or downloaded.
- May include also Rich Media

Infocenters/HTML Libraries are available to customers online from the Doc Center

OFFLINE

Offline browsing tools for viewing downloads.

- **Information Browser (IB)** is used for offline browsing of the HTML or PDF documentation libraries which are downloaded from Discovery Center or Doc Center and imported in IB. The IB installation kit and associated documentation are available in Discovery Center.
- **Webdoc collections** are is used for offline browsing of the HTML or PDF documentation libraries which are downloaded from the Doc Center without requiring any additional SW.
- **eReader** – can be downloaded from the Doc Center
- **ePub** – for iPad viewing; **MOBI** – for Kindle viewing.

SOFTWARE EMBEDDED

Online helps are delivered with software, or SW user assistance is available directly on the UIs in the immediate operating context.

- Available for selected products.

OVERVIEW OF CUSTOMER FACING DOCUMENTATION TYPES

| DOCUMENTATION TYPE | DESCRIPTION | LOCATION |
|--------------------------------|---|--|
| Technical sales documentation | Marketing related documentation about products and features | Marketing repositories/Discovery Center/Doc Center |
| Release phase documentation | Information on a new product release or delivery | SWST/Discovery Center/Doc Center |
| Operating documentation | Descriptions and instructions needed for operating a product or a system. | Discovery Center/Doc Center |
| | Reference information data: alarms, parameters, counters, measurements, KPIs | |
| Maintenance documentation | Notifications about SW and HW faults, corrections and temporary workarounds. | Discovery Center/Doc Center |
| Project documentation | Customer, delivery and/or site- specific documents created by customer teams. | Customer project repositories |

OPERATING DOCUMENTATION KEY DELIVERY POINTS

DOCUMENTATION DELIVERIES AND RELEVANT PROCESS MILESTONES

| DOCUMENTATION READINESS | DELIVERED OPERATING DOCUMENTATION | RELEVANT PROCESS MILESTONES |
|---------------------------------|---|-----------------------------|
| Ready for Trials | Operating documentation is provided to a product trial delivery and is available for selected customers. New and updated documents have been reviewed, but not necessarily approved. | CT |
| Ready for Pilots | Operating documentation is provided to a product pilot delivery and is available for pilot customers. New and updated documents have been reviewed, tested, approved. | CP |
| Ready for Commercial Deliveries | Completed Operating documentation is provided to an official program completion milestone. New and updated documents have been reviewed, tested, approved. | C5 |
| CP_FPx | Feature Package Operating documentation is provided to a product pilot delivery (CP_FPx) and is available for pilot customers. New and updated documents have been reviewed, tested, approved. | CP_FPx |
| C5_FPx | Operating documentation is provided to an official product FP customer delivery. New and updated documents have been reviewed, tested, approved. | C5_FPx |
| Maintenance delivery | Operating documentation updated. New and updated documents have been reviewed, approved and tested. | |

NOKIA

Awareness of ... Customer Support portal (steps)

CUSTOMER SUPPORT PORTAL – CENTRAL CUSTOMER ACCESS

The screenshot displays the Nokia website's navigation bar with links for 'For consumers', 'For business', 'Innovation', and 'About us'. A dropdown menu for 'For business' is open, showing 'Solutions for service providers', 'Solutions for industry and public sector', and 'Phones for businesses'. A red circle with the number '1' is placed next to the 'Solutions for service providers' link. The main header features the Nokia logo and the tagline 'We create the technology to connect the world'. Below the header, there are four sections: 'Solutions' (Hardware and software to evolve your network), 'Services' (Maximize the potential of your network), 'Training' (Speed. Innovation. Agility. Winning starts with the right training), and 'Support' (Get help and training for network products and solutions). A red circle with the number '2' is placed next to the 'Support' section. A red box highlights the 'Support' section and its description.

For consumers ▾ For business ▾ Innovation ▾ About us ▾

NOKIA

We create the technology to connect the world

Solutions

Hardware and software to evolve your network

Services

Maximize the potential of your network

Training

Speed. Innovation. Agility. Winning starts with the right training

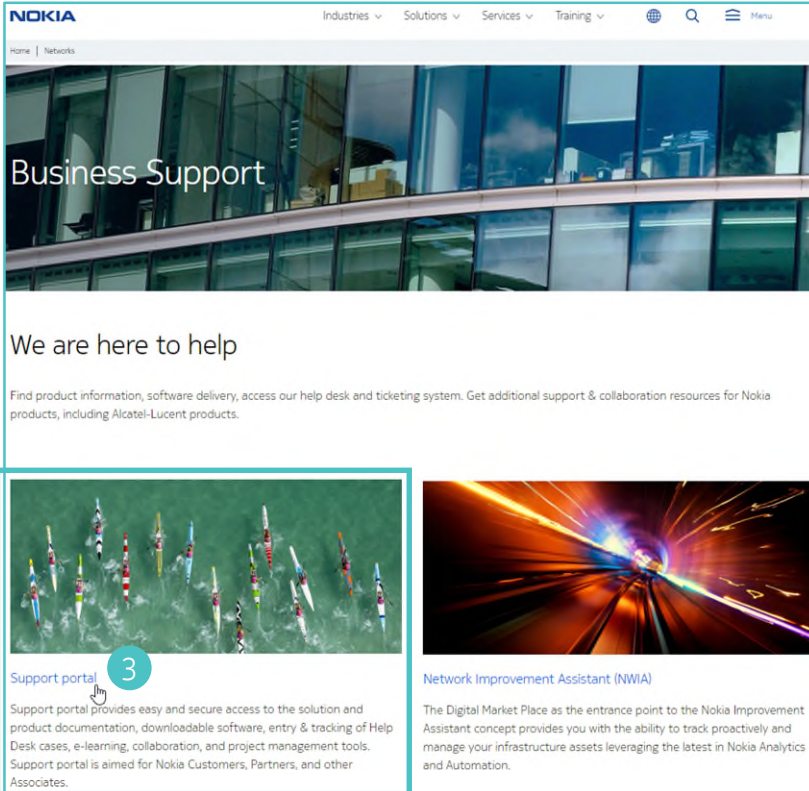
Support

Get help and training for network products and solutions

<https://www.nokia.com/>

<https://www.nokia.com/networks/>

CUSTOMER SUPPORT PORTAL – CENTRAL CUSTOMER ACCESS



The screenshot shows the Nokia Business Support portal. At the top is the Nokia logo and a navigation bar with links for Industries, Solutions, Services, and Training, along with search and menu icons. Below the navigation bar is a large banner image of a modern building with the text "Business Support". Underneath the banner is the heading "We are here to help" followed by a paragraph: "Find product information, software delivery, access our help desk and ticketing system. Get additional support & collaboration resources for Nokia products, including Alcatel-Lucent products." Below this are two featured sections. The first section, titled "Support portal" with a circled number 3, features an image of sailboats and describes the portal as a central access point for product documentation, software, help desk cases, e-learning, and project management tools. The second section, titled "Network Improvement Assistant (NWIA)", features an image of a tunnel with light trails and describes it as a digital marketplace for tracking and managing infrastructure assets.

Business Support

We are here to help

Find product information, software delivery, access our help desk and ticketing system. Get additional support & collaboration resources for Nokia products, including Alcatel-Lucent products.

Support portal 3

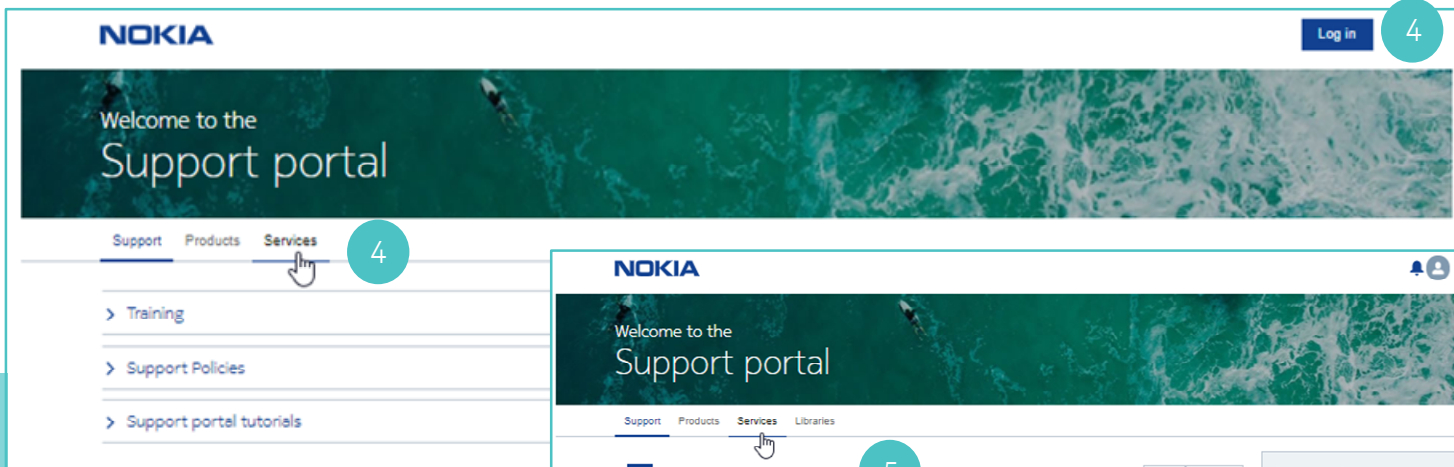
Support portal provides easy and secure access to the solution and product documentation, downloadable software, entry & tracking of Help Desk cases, e-learning, collaboration, and project management tools. Support portal is aimed for Nokia Customers, Partners, and other Associates.

Network Improvement Assistant (NWIA)

The Digital Market Place as the entrance point to the Nokia Improvement Assistant concept provides you with the ability to track proactively and manage your infrastructure assets leveraging the latest in Nokia Analytics and Automation.

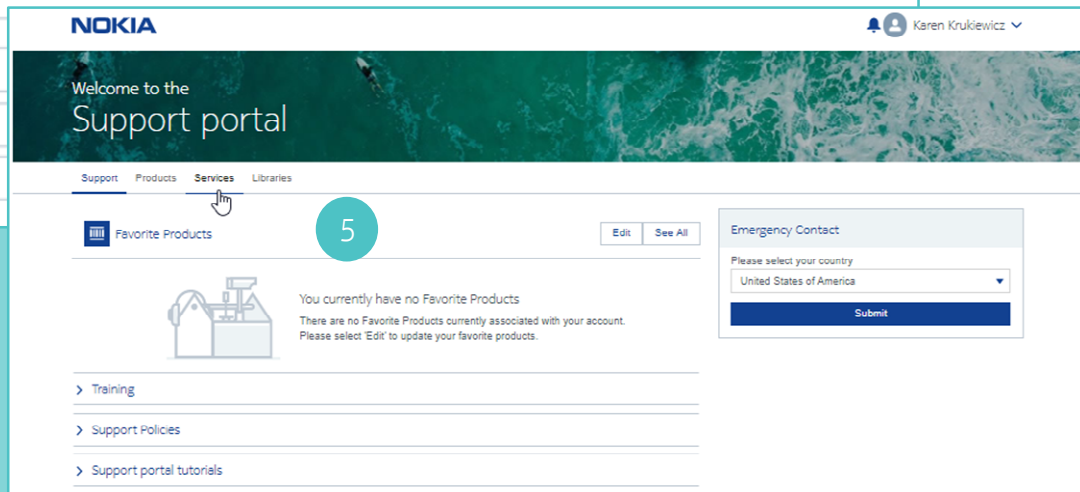
<https://www.nokia.com/networks/business-support/>

CUSTOMER SUPPORT PORTAL – CENTRAL CUSTOMER ACCESS



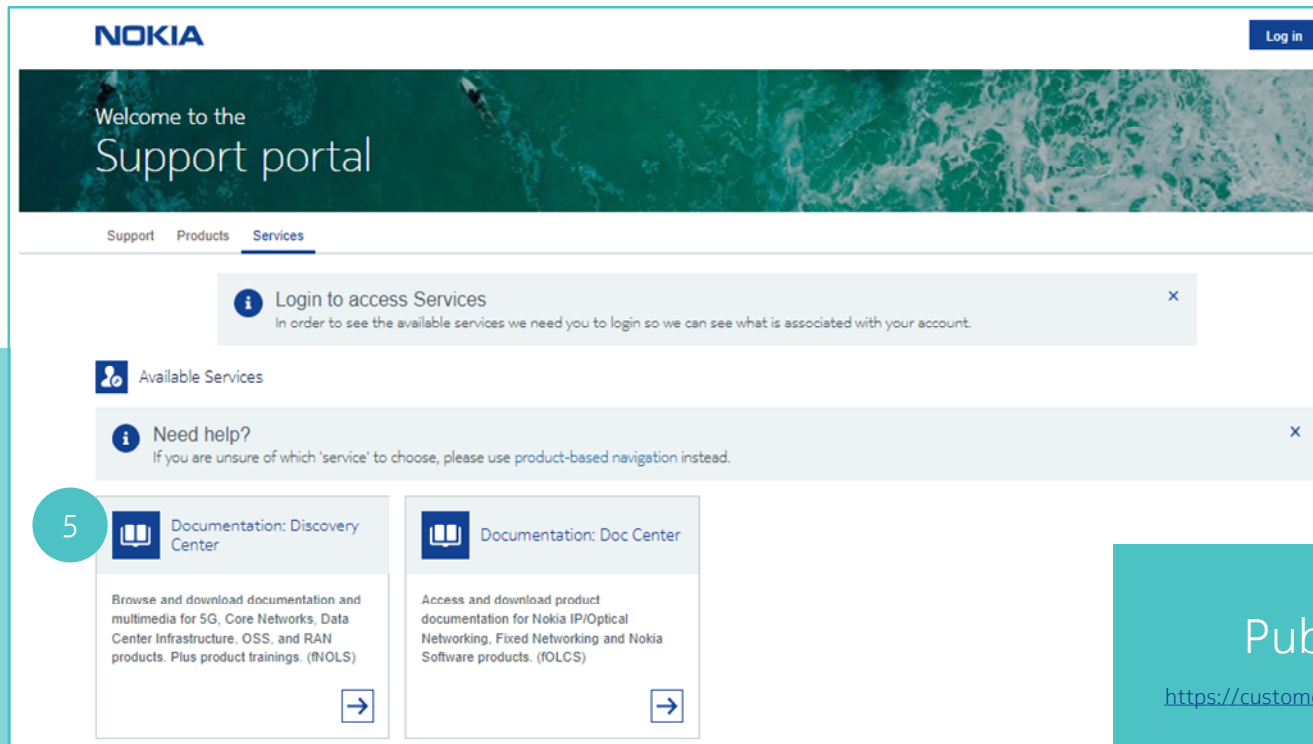
Logged in...

<https://customer.nokia.com/support/s/services>



CUSTOMER SUPPORT PORTAL – CENTRAL CUSTOMER ACCESS

CUSTOMER DOCUMENTATION PORTALS



Public access

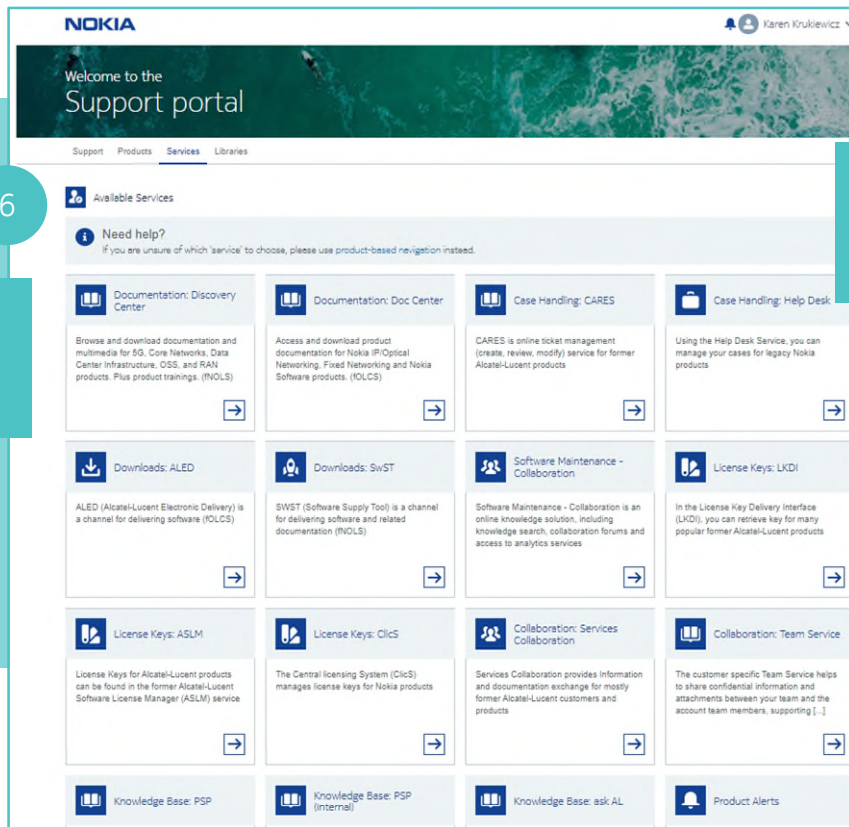
<https://customer.nokia.com/support/s/services>

CUSTOMER SUPPORT PORTAL – CENTRAL CUSTOMER ACCESS

CUSTOMER DOCUMENTATION PORTALS

6

Logged in...



Authenticated access

<https://customer.nokia.com/support/s/services>