AudioCodes Academy

Course Catalog

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Notice

This document provides a description of AudioCodes Technical Training Courses for AudioCodes' products.

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee the accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document and other documents can be viewed by registered customers at http://www.audiocodes.com/support.

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Contact Information

AudioCodes Training and Knowledge Services can be contacted at the following:

- AudioCodes Technical Training Public Web site - http://www.audiocodes.com/technical-training
- AudioCodes Technical Training group e-mail - training@audiocodes.com

Introduction

AudioCodes' **Training and Knowledge Services** is responsible for technical training, targeted at service personnel who provide support for AudioCodes products.

This technical training includes the following areas:

- Installation and configuration of AudioCodes equipment
- Operation and maintenance of AudioCodes equipment
- Basic interoperability and support services
- In-depth analysis of operational and diagnostics capabilities
- Troubleshooting and support of AudioCodes equipment

Technical Training Courses Offered

AudioCodes offers the following generic technical training courses:

- Basic SIP CPE
- Mediant 3000 SIP Gateway with EMS
- Mediant 3000 SIP Gateway with Web Interface
- Element Management System (EMS)
- Solutions in Microsoft® Lync™ Server 2013 Environment - Essentials & Configuration
- Introduction to Solutions in Microsoft Lync Server 2013 Environment - Online Interactive Instructor-Led Training
- Enterprise Session Border Controllers (E-SBC) - Essentials & Configuration
- Alcatel-Lucent OpenTouch™ Enterprise Session Border Controller (E-SBC)

In addition to generic technical training courses, AudioCodes offers customized training courses upon request. For more information, contact AudioCodes Training and Knowledge Services.

Future Technical Training Courses

The following Technical Training Courses are in the process of being designed:

- AudioCodes Advanced SIP CPE
- AudioCodes Advanced Troubleshooting
- AudioCodes Solutions in Microsoft Lync Server 2013 Environment - Advanced
- AudioCodes Enterprise Session Border Controllers (E-SBC) - Advanced
- AudioCodes Session Experience Manager - SEM

AudioCodes Training Centers

AudioCodes offers a full range of international training courses at its Training Centers in six different locations worldwide:

- **EMEA:** AudioCodes Headquarters, Airport City, Israel
- **North America:** AudioCodes Research Triangle Park (Raleigh), North Carolina, USA
- **South America:** AudioCodes Argentina Office, Buenos Aires, Argentina
- **APAC:** AudioCodes Singapore Office, Singapore
- **EMEA:** AudioCodes Hannover, Germany

These Training Centers are equipped with all AudioCodes products necessary for conducting professional training courses. In addition, all types of courses are available at these Training Centers. Note that AudioCodes can provide training courses at customer premises upon request, provided that these sites meet training course requirements.

Pre-scheduled training sessions are available at specific AudioCodes offices worldwide. However, on-demand sessions can be arranged, depending on the number of trainees and location, as well as available equipment.

On-site Training Requirements

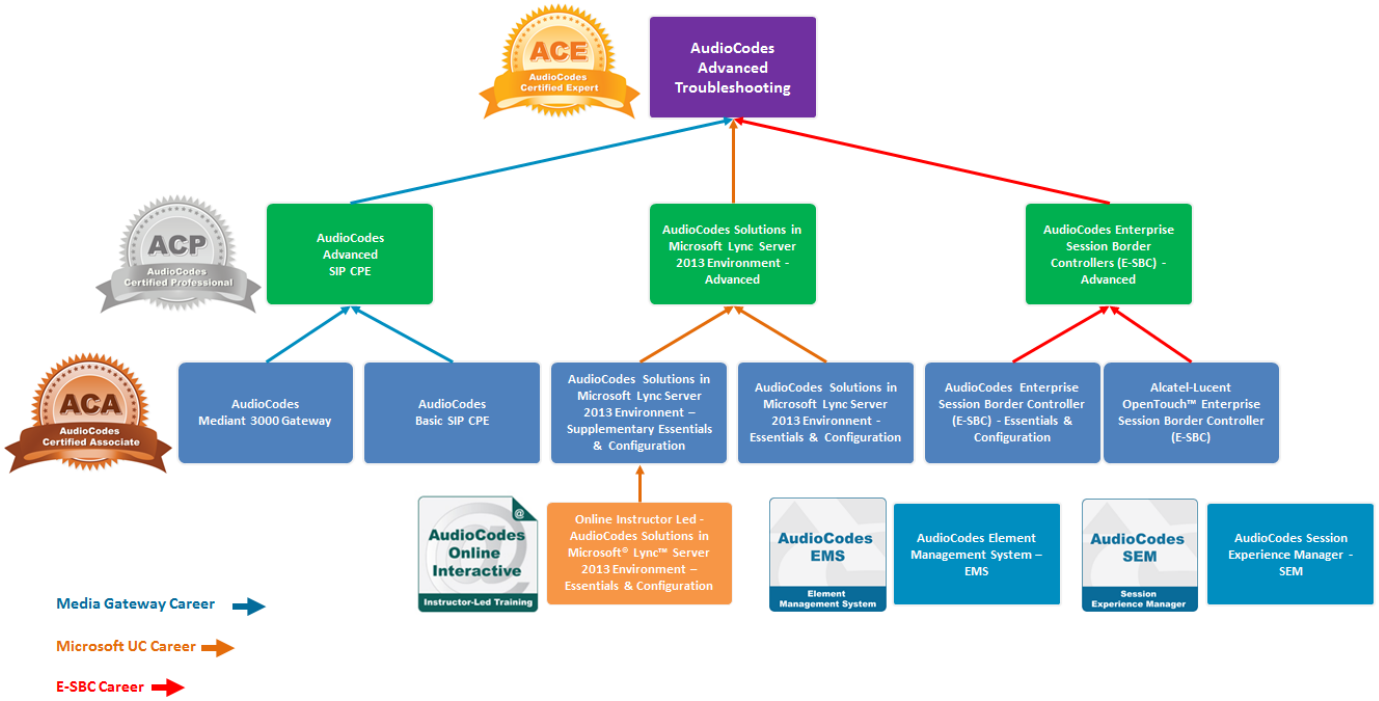
The following requirements are necessary for AudioCodes on-site training:

- The training room should be in a classroom-style layout with a PC projection facility and screen at the front of the class. Each attendee should be able to see the screen easily.
- There should be access for having the training kit equipment (mounted on wheels) rolled into the classroom.
- The training room should be large enough to host 11 people.
- The training room should have four PC's/laptops with the following installed:
  - ✓ Windows XP SP3 (32 Bits). (For Lync courses, Windows 7 is required).
  - ✓ Firefox
  - ✓ Acrobat
  - ✓ COM/USB Serial Port

AudioCodes Career Certifications Levels

Certification	Description	Pre-requisites
ACA AudioCodes Certified Associate	Basic level certification required for the installation and maintenance of AudioCodes CPE & Access Media Gateways in different customer scenarios	Successfully completed one of the following courses: • AudioCodes Basic SIP CPE • AudioCodes Mediant 3000 SIP • AudioCodes Solutions in Microsoft Lync Server 2013 Environment - Essentials & Configuration • AudioCodes Enterprise Session Border Controllers (E-SBC) - Essentials & Configuration
ACP AudioCodes Certified Professional	Advanced level certification required for the installation, maintenance and advanced troubleshooting of all AudioCodes networking products in advanced customer scenarios	• ACA Certification • 6 months of field experience as ACA • Successfully completed one of the following courses: ✓ AudioCodes Advanced SIP CPE ✓ AudioCodes Solutions in Microsoft Lync Server 2013 Environment – Advanced ✓ AudioCodes Enterprise Session Border Controllers (E-SBC) - Advanced
ACE AudioCodes Certified Expert	Expert level certification required for the installation, maintenance and advanced troubleshooting of all AudioCodes networking products in advanced customer scenarios	• ACP Certification • 12 months of field experience as ACP • Successfully completed AudioCodes Advanced Troubleshooting

AudioCodes Career Certifications Curriculum



AudioCodes Training Courses

Basic SIP CPE

Basic SIP CPE	
Course:	Hands-on, technical instruction covering installation, configuration, maintenance, troubleshooting and administration of AudioCodes CPE gateways (MediaPack-11x, Mediant 600, Mediant 800, Mediant 1000 and Mediant 2000).
Products:	MediaPack-11x, Mediant 600, Mediant 800, Mediant 1000 and Mediant 2000
Student Profile:	Tier 1, 2 and 3 support, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff which support AudioCodes gateways.
Duration:	4 days
Certification:	This course includes an **ACA** (AudioCodes Certificate Associate) certification exam.
General Course Objectives:	Students are expected to be active participants in the learning process. Emphasis is placed on diagnostic tools and troubleshooting strategies to help students become self-sufficient in the use and support of AudioCodes products. Upon completion of this course, students will be able to: • Install and configure AudioCodes CPE equipment using various management methods • Operate and maintain AudioCodes CPE equipment • Identify and isolate relevant configuration parameters for a variety of services including proxy, fax, modems and DTMF • Provision digital trunks • Describe AudioCodes gateway functionality with regard to call processing and routing for Tel-to-IP and IP-to-Tel call scenarios • Collect diagnostic and troubleshooting logs
Prerequisites:	Working knowledge of IP Networking

Basic SIP CPE

Course Outline

- Telephony, VoIP, and SIP Fundamentals
- MediaPack-11x Overview
- Introduction to the Web Interface
- Introduction to Diagnostic Tools: Syslog
- Gateway Initialization and Installation
- Coder Selection and Dialing options
- Hunt Groups and Trunk Groups
- FXO Operation
- Call Hold and Transfer for Analog Gateways
- Analog Call Termination
- IP and Telephony Profiles
- SIP Routing
- SIP Proxy and Registration
- Mediant 800 Overview
- Mediant 600/1000 Overview
- Mediant 2000 Overview
- Mediant 2000 Hardware Installation
- Software Upgrade Keys
- Using the Command Line Interface
- Digital Gateway Configuration
- Stand Alone Survivability (SAS)
- Number Manipulation Tables
- Dual Tone Multi-Frequency (DTMF)
- Fax Configuration
- Diagnostic Tools: Debug Recording
- Diagnostic Tools: Network Monitoring

Lab Activities:

- AudioCodes Gateway Installation
- Basic Debugging and FXS Line to Line Calls
- FXO Setup, Configuration, and Use
- Alternative Routing
- Working with SIP Proxy
- Digital Gateway Configuration and Use
- Stand Alone Survivability
- Local to Remote Call Routing and Manipulation
- Debug Recording

Mediant 3000 SIP Gateway with EMS

Mediant 3000 SIP Gateway with EMS	
Course:	Hands-on, technical instruction covering installation, configuration, maintenance, troubleshooting and administration of the AudioCodes Mediant 3000 gateways for both the TP-6310 and TP-8410 configurations.
Products:	Mediant 3000
Student Profile:	Tier 1, 2 and 3 support, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff who support the Mediant 3000.
Duration:	3 days
Certification:	This course includes an **ACA** (AudioCodes Certificate Associate) certification exam.
General Course Objectives:	Students are expected to be active participants in the learning process. Emphasis is placed on diagnostic tools and troubleshooting strategies to help students become self-sufficient in the use and support of AudioCodes products. Upon completion of this course, students will be able to: • Install and configure AudioCodes Mediant 3000 using EMS • Operate and maintain AudioCodes Mediant 3000 using EMS • Describe and demonstrate AudioCodes Mediant 3000 functionality with regard to call processing and routing for Tel-to-IP and IP-to-Tel call scenarios • Collect diagnostic and troubleshooting logs using EMS • Analyze diagnostic logs and traces to solve real world problems
Prerequisites:	Working knowledge of IP Networking

Mediant 3000 SIP Gateway with EMS

Course Outline:

- Telephony, VoIP, and SIP Fundamentals
- Mediant 3000 Hardware Overview
- Mediant 3000 Hardware Installation
- Mediant 3000 Initial HA & Networking Configuration
- Introduction to the Element Management System (EMS)
- Mediant 3000 Software Overview and Installation
- Mediant 3000 Software Upgrades
- Introduction to the Command Shell
- Basic Diagnostic Tools: Syslog
- EMS Alarms and Provisioning
- NFAS Configurations
- TP-6310/8410 PSTN Configuration
- SIP Trunk Group Settings
- SIP Routing
- Mediant 3000 VLAN Settings
- SIP Proxy and Registration
- DTMF Configuration
- Manipulation Tables
- Coders and Dialing
- Faxes and Modems
- Stand Alone Survivability
- Diagnostic Tools - Debug Recording
- Diagnostic Tools - Network Monitoring
- Mediant 3000 High Availability (HA)

Lab Activities:

- Mediant 3000 Gateway Installation
- Mediant 3000 Software Upgrade
- PSTN Link Provisioning
- Debug Trunk-to-Trunk Calls
- Debug Recording

Mediant 3000 SIP Gateway with Web Interface

Mediant 3000 SIP Gateway with Web Interface

Course:	Hands-on, technical instruction covering installation, configuration, maintenance, troubleshooting and administration of the AudioCodes Mediant 3000 gateways for both the TP-6310 and TP-8410 configurations.
Products:	Mediant 3000
Student Profile:	Tier 1, 2 and 3 support, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff who support the Mediant 3000
Duration:	3 days
Certification:	This course includes an **ACA** (AudioCodes Certificate Associate) certification exam.
General Course Objectives:	Students are expected to be active participants in the learning process. Emphasis is placed on diagnostic tools and troubleshooting strategies to help students become self-sufficient in the use and support of AudioCodes products. Upon completion of this course, students will be able to: • Install and configure AudioCodes Mediant 3000 • Operate and maintain AudioCodes Mediant 3000 • Describe and demonstrate AudioCodes Mediant 3000 functionality with regard to call processing and routing for Tel-to-IP and IP-to-Tel call scenarios • Collect diagnostic and troubleshooting logs • Analyze diagnostic logs and traces to solve real world problems
Prerequisites:	Working knowledge of IP networking
Course Outline:	• Telephony, VoIP, and SIP Fundamentals • Mediant 3000 Hardware Overview • Mediant 3000 Hardware Installation • Mediant 3000 Initial HA & Networking Configuration • Introduction to the Web Interface • Mediant 3000 Software Overview and Installation • Mediant 3000 Software Upgrades • Introduction to the Command Shell • Basic Diagnostic Tools: Syslog • NFAS Configurations • TP-6310/8410 PSTN Configuration • SIP Trunk Group Settings • SIP Routing • Mediant 3000 VLAN Settings • SIP Proxy and Registration • DTMF Configuration • Manipulation Tables • Coders and Dialing • Faxes and Modems • Stand Alone Survivability

Mediant 3000 SIP Gateway with Web Interface

- Diagnostic Tools - Debug Recording
- Diagnostic Tools - Network Monitoring

Lab Activities:

- Mediant 3000 Gateway Installation
- Mediant 3000 Software Upgrade
- PSTN Link Provisioning
- Debug Trunk-to-Trunk Calls
- Debug Recording

Element Management System (EMS)

Element Management System (EMS)

Course:	Hands-on technical learning module, covering EMS FCAPS (Fault, Configuration, Accounting, Performance, Security) capabilities.
Products:	EMS
Student Profile:	Tier 1, 2 and 3 support, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff who support AudioCodes equipment
Duration:	1 day
Certification:	Record of Participation
General Course Objectives:	Students are expected to be active participants in the learning process. Emphasis is placed on diagnostic tools and troubleshooting strategies to help students become self-sufficient in the use and support of AudioCodes products. Upon completion of this course, students will be able to: • Perform gateway configuration and maintenance actions via EMS • Define new EMS users • Works with alarms • Generate customized real time and history performance monitoring graphs.
Prerequisites:	Working knowledge of IP Networking

Course Outline:

- Fault
  - ✓ Alarm Handling
  - ✓ Alarm Correlation
  - ✓ Alarm Forwarding
  - ✓ Filtering and Filter Management
  - ✓ Log Management
  - ✓ Threshold-based Reporting
- Configuration
  - ✓ Auto Discovery
  - ✓ Network Provisioning
  - ✓ Auto-backup and Recovery
  - ✓ Service Activation
  - ✓ Management Software Upgrade to Devices
  - ✓ Inventory Management
- Accounting
  - ✓ Service Usage
  - ✓ Service Level Agreements
  - ✓ Billing
- Performance
  - ✓ Performance Monitoring
  - ✓ Report Generation
  - ✓ Data Collection and Correlation

Element Management System (EMS)

- Security
  - ✓ Prevention
  - ✓ Authentication
  - ✓ System Access Control

Solutions in Microsoft® Lync™ Server 2013 Environment - Essentials & Configuration

Solutions in Microsoft Lync Server 2013 Environment Essentials & Configuration

Course:	Hands-on, technical instruction covering installation, configuration, maintenance, troubleshooting and administration of AudioCodes equipment in a Lync 2013 environment.
Products:	Microsoft Unified Communications Networks, MediaPack-11x, Mediant 800, Mediant 1000, Mediant 2000, Mediant 3000 and Mediant 4000
Student Profile:	Systems Engineers, Network Architects, Consultants, and Integrators who are responsible for the planning, design, implementation and management of Microsoft Unified Communications networks.
Duration:	4 days
Certification:	This course includes an **ACA** (AudioCodes Certificate Associate) certification exam.
General Course Objectives:	Students are expected to be active participants in the learning process. Emphasis is placed on diagnostic tools and troubleshooting strategies to help students become self-sufficient in their use and support of AudioCodes products in a Lync environment. Upon completion of this course, students will be able to: • Install and configure AudioCodes Enhanced Gateway using various management tools • Demonstrate an understanding of the operating, maintenance and monitoring tools used on AudioCodes Enhanced Gateway • Troubleshoot and debug AudioCodes Enhanced Gateway • Integrate the Mediant Gateways in Unified Communication environments that require integrated voice components • Deploy and configure the Survivable Branch Appliance (SBA) • Configure an integrated dial plan between the Enhanced Gateway and Lync 2013/SBA components to support PSTN, TDM PBX and Local VoIP connectivity for Microsoft Enterprise different voice scenarios • Become familiar with Lync 2013 related voice configuration aspects • Understand AudioCodes solutions for various customer voice scenarios
Prerequisites:	Students are expected to have an applicable professional background with a minimum of one year practical experience with: • PSTN protocols and knowledge of analog and digital telephony systems • VoIP and SIP network architecture • Understanding of SIP control protocol signaling stack • Knowledge of IP networking

Solutions in Microsoft Lync Server 2013 Environment Essentials & Configuration

Course Outline:

- AudioCodes Solutions - Brief Overview
- AudioCodes Gateways Introduction
  - ✓ Analog VoIP Gateway
  - ✓ The Mediant family
  - ✓ Maintenance and Management Tools
  - ✓ Configuration Basics
  - ✓ Debugging Tools
- Lync System Overview
  - ✓ Lync 2013 Topology
  - ✓ Voice Features
  - ✓ Analog Devices in Lync Environment
  - ✓ SBA Behavior in Normal and Failover Modes
- SBA Hardware Platforms
  - ✓ Open System Network - OSN
  - ✓ Single Board Computer - SBC
  - ✓ Emergency Management Services - EMS
- SBA Deployment and Configuration
- SBA Upgrade and Recovery
  - ✓ RecoveryUtil.ini File Parameters
  - ✓ Installation Process Monitoring
- Enhanced Gateway Configuration
- AudioCodes E-SBC Overview
  - ✓ E-SBC Application Layers
  - ✓ E-SBC Application Features
  - ✓ E-SBC Hardware Platforms
- AudioCodes E-SBC Essentials Description
  - ✓ Signaling Routing Domain - SRD
  - ✓ SIP Interface
  - ✓ Media Realm
  - ✓ SIP Dialog Initiation Process description
  - ✓ IP-to-IP Routing
  - ✓ SIP Message Manipulations
  - ✓ E-SBC Media handling
- SIP Trunking Basic Configuration
- E-SBC Security Brief Overview
- Advanced Integration Topologies
  - ✓ Integrating Lync and Exchange Servers
  - ✓ Fax Scenario Examples
  - ✓ Active Directory Querying
  - ✓ 911 Service in MSFT Environment
  - ✓ Call Forking Feature
  - ✓ SIP Phone Support (SPS) Overview
  - ✓ MobilityPLUS Solution Overview
  - ✓ Microsoft System Center Operations Manager - SCOM
  - ✓ AudioCodes SmartTAP Application
  - ✓ AudioCodes Lync Compatible IP Phone

Solutions in Microsoft Lync Server 2013 Environment Essentials & Configuration

Lab Activities:

- MP-11x and Mediant 1000 Configuration Setup
- SBA Installation and Configuration
- Enhanced Gateway Configuration
- SIP Trunking Configuration

Introduction to Solutions in Microsoft Lync Server 2013 Environment (Online Interactive Instructor-Led Training)

Introduction to Solutions in Microsoft Lync Server 2013 Environment (Online Interactive Instructor-Led Training)

Course:	AudioCodes Online Courses are offered to customers and partners who want to train their people on AudioCodes solutions for Microsoft Lync while saving on travel cost. It is a remote e-learning environment that includes interactive live theory lectures with an AudioCodes trainer, as well as hands-on Instructor guided lab practice using direct connection to AudioCodes training lab equipment. **Note:** This course is NOT intended as a replacement for the **Solutions in Microsoft Lync Server 2013 Environment** course. This online course requires additional completion of training to achieve ACA level.
Products:	Mediant 1000B, SBA
Student Profile:	This online training course is intended for System Engineers, Network Architects, Consultants and Integrators who are responsible for the planning, design, implementation and management of Microsoft Unified Communications networks
Duration:	5 half days
Certification:	Record of Participation
General Course Objectives:	Upon completion of this course, students will be able to: • Install and configure AudioCodes equipment • Understand the operating, maintenance and monitoring tools of AudioCodes equipment • Perform basic Troubleshooting on AudioCodes equipment • Configure the Survivable Branch Appliance (SBA) Application • Configure Mediant Enhanced Gateways
Prerequisites:	Working knowledge of IP Networking. AudioCodes offers a self-learning module in a Web-based training (WBT) form to be taken before this online course, covering the following subjects: • Introduction to Telephony • VoIP and Introduction to Telephony • SIP Fundamentals • Self-test: Check your Learning

Introduction to Solutions in Microsoft Lync Server 2013 Environment (Online Interactive Instructor-Led Training)

Course Outline:

- Learning Unit 1 - SIP & VoIP Fundamentals. Self-learning unit.

- Learning Unit 2 - AudioCodes Media Gateways Introduction
  - ✓ Analog VoIP Gateway
  - ✓ The Mediant Family
  - ✓ Maintenance and Management tools
  - ✓ Configuration Basics
  - ✓ Debugging Tools

- Learning Unit 3 - Lync System Overview & SBA Configuration
  - ✓ Lync 2013 Topology
  - ✓ Voice Features
  - ✓ Analog Devices in Lync Environment
  - ✓ SBA Behavior in Normal and Failover Modes
  - ✓ SBA Hardware Platforms

- Learning Unit 4 - Enhanced Gateway Configuration

- Learning Unit 5 - Advanced Integration Topologies
  - ✓ Integrating Lync and Exchange Servers
  - ✓ Fax Scenario Examples
  - ✓ Active Directory Querying
  - ✓ 911 Service in MSFT Environment
  - ✓ Call Forking Feature
  - ✓ SIP Phone Support Overview
  - ✓ Mobility*PLUS* Solution Overview
  - ✓ Microsoft System Center Operations Manager (SCOM)
  - ✓ AudioCodes SmartTAP Application
  - ✓ AudioCodes Lync Compatible IP Phone

Lab Activities:

- FXS and PSTN PRI Interface Configuration
- SBA Configuration
- Enhanced Gateway Configuration

Enterprise Session Border Controllers - Essentials & Configuration

Enterprise Session Border Controllers (E-SBC) Essentials & Configuration

Course:	AudioCodes training for Enterprise Session Border Controller (E-SBC) course designed to provide engineers with experience in configuring, maintaining, and troubleshooting AudioCodes devices configured as an SBC.
Products:	Mediant 800/1000/3000/4000
Student Profile:	Engineers with experience in configuring, maintaining, and troubleshooting AudioCodes devices as an SBC
Duration:	4 days
Certification:	This course includes an **ACA** (AudioCodes Certificate Associated) certification exam.
General Course Objectives:	Students are expected to be active participants in the learning process. Emphasis is placed on diagnostic tools and troubleshooting strategies to help students become self-sufficient in the use and support of AudioCodes E-SBC products. Upon completion of this course, students will be able to: • Install and configure AudioCodes E-SBC using various management tools • Demonstrate an understanding of the operating, maintenance and monitoring tools of AudioCodes E-SBC • Troubleshoot and debug AudioCodes E-SBC • Understand which application to use for VoIP SBC routing • Understanding where to place the E-SBC in the Enterprise network • Integrate the AudioCodes E-SBC gateways in variance of VoIP networks • Understand how AudioCodes E-SBC handles media • Demonstrate an understanding of the AudioCodes E-SBC Header Manipulation mechanism • Demonstrate an understanding of the E-SBC Survivability operation • Understanding the E-SBC security risks
Prerequisites:	Students are expected to have an applicable professional background with a minimum of one year practical experience with: • PSTN protocols and knowledge of analog and digital telephony systems • VoIP and SIP network architecture • Understanding of SIP control protocol signaling stacks • IP networking

Enterprise Session Border Controllers (E-SBC) Essentials & Configuration

Course Outline:

- AudioCodes Gateways Introduction
- E-SBC Overview:
  - ✓ Identify the AudioCodes products that support the E-SBC features
  - ✓ List the maximum number of supported E-SBC sessions for each AudioCodes product line
- IP to IP Routing:
  - ✓ Describe the main features of IP to IP call routing application
  - ✓ Explain the steps needed to configure IP to IP routing
- E-SBC Application Description:
  - ✓ Describe the main features of E-SBC application
  - ✓ E-SBC SIP message handles and call routing
- E-SBC Configuration:
  - ✓ Explain the steps needed to configure E-SBC routing
- E-SBC Media Handling:
  - ✓ List the various ways that the E-SBC can handle media
  - ✓ Describe how to configure coder transcoding in E-SBC
- Message Manipulation:
  - ✓ Describe the reasons for Message Manipulation
  - ✓ Demonstrate how to configure E-SBC Message Manipulation rules
- Survivability:
  - ✓ Describe the survivability concept
  - ✓ Demonstrate how to configure the E-SBC for survivability support
- Security:
  - ✓ Describe E-SBC security capabilities

Lab Activities: (Based on Mediant 1000B)

- FXS and PRI Interfaces Configuration
- IP-to-IP Routing Application:
  - ✓ Restore E-SBC gateway configuration to defaults
  - ✓ Upgrade the E-SBC software
  - ✓ Configure E-SBC gateway for VoIP routing using the IP to IP application
- E-SBC Routing:
  - ✓ Configure E-SBC gateway for basic VoIP routing using the SBC application
  - ✓ Configure IP-PBX to ITSP routing using E-SBC gateway
- E-SBC Transcoding:
  - ✓ Configure E-SBC gateway for VoIP transcoding
  - ✓ Configure specific coder for each VoIP sessions
- Header Manipulation:
  - ✓ Configure basic E-SBC Header Manipulation rules

Alcatel-Lucent OpenTouch™ Session Border Controller

Alcatel-Lucent OpenTouch Enterprise Session Border Controller

Course:	AudioCodes training for Alcatel-Lucent OpenTouch Session Border Controller (SBC) course designed to provide engineers with experience in configuring, maintaining, and troubleshooting the device configured as an SBC.
Products:	Alcatel-Lucent OpenTouch Session Border Controller
Student Profile:	Engineers with experience in configuring, maintaining, and troubleshooting Alcatel-Lucent OpenTouch Session Border Controller
Duration:	3 days
Certification:	This course includes an ACA (AudioCodes Certificate Associate) certification exam.
General Course Objectives:	Students are expected to be active participants in the learning process. Emphasis is placed on diagnostic tools and troubleshooting strategies to help students become self-sufficient in the use and support of Alcatel-Lucent OpenTouch Session Border Controller product. Upon completion of this course, students will be able to: • Install and configure AudioCodes E-SBC using various management tools • Demonstrate and understanding of the operating, maintenance and monitoring tools Alcatel-Lucent OpenTouch SBC • Troubleshoot and debug Alcatel-Lucent OpenTouch SBC • Understand which application use for VoIP SBC routing • Understanding where to place the SBC in the Enterprise network • Integrate the Alcatel-Lucent OpenTouch SBC in variance of VoIP networks • Understand how Alcatel-Lucent OpenTouch SBC handling the media • Demonstrate an understanding of Alcatel-Lucent OpenTouch SBC Header Manipulation mechanism • Demonstrate and understanding of the SBC Survivability operation • Understanding the SBC security risks
Prerequisites:	Students are expected to have an applicable professional background with a minimum of one year practical experience with: • PSTN protocols and knowledge of analog and digital telephony systems • VoIP and SIP network architecture • Understanding of SIP control protocol signaling stacks • IP networking

Alcatel-Lucent OpenTouch Enterprise Session Border Controller

Course Outline:

- SBC Overview:
- Alcatel-Lucent OpenTouch SBC Application Description:
  - ✓ Describe the main features of SBC application
  - ✓ SBC SIP message handles and call routing
- SBC Installation and Configuration:
  - ✓ Explain the steps needed to install and configure SBC routing
- SBC Media Handling:
  - ✓ List the various ways that the SBC can handle media
- Message Manipulation:
  - ✓ Describe the reasons for Message Manipulation
  - ✓ Demonstrate how to configure SBC Message Manipulation rules
- Survivability:
  - ✓ Describe the survivability concept
  - ✓ Demonstrate how to configure the SBC for survivability support
- Security:
  - ✓ Describe SBC security capabilities

Lab Activities:

- Alcatel-Lucent OpenTouch SBC Installation
- SBC Routing:
  - ✓ Configure SBC for basic VoIP routing using the SBC application
  - ✓ Configure IP-PBX to ITSP routing using SBC
- Header Manipulation:
  - ✓ Configure several SBC Header Manipulation rules

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