

AudioCodes Academy

Course Catalog

Version 23.1



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Notice

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 accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document can be downloaded from <https://www.audiocodes.com/library/technical-documents>.

This document is subject to change without notice.

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Contact Information

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

- AudioCodes Technical Training Public website - <https://www.audiocodes.com/services-support/audiocodes-academy>
- AudioCodes Technical Training group email - training@audiocodes.com

Introduction

AudioCodes' Academy is responsible for technical training targeted at service personnel who provide support for AudioCodes products.

This technical training covers 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

In this document, you will find all AudioCodes off-the-shelf courses.

In addition to generic technical training courses, AudioCodes offers customized training courses on request. For more information, contact AudioCodes Training and Knowledge Services at training@audiocodes.com.

AudioCodes Training Centers

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

- AudioCodes Headquarters
- EMEA
- APAC
- North America and South America
- Remote Online

These Training Centers are equipped with everything necessary for conducting professional training courses.

Note: AudioCodes can also provide training courses on customer premises on request, provided that the site meets training course requirements (see the following section On-site Training Requirements).

Pre-scheduled training sessions are available at specific AudioCodes offices worldwide: <https://www.audiocodes.com/services-support/audiocodes-academy/technical-training-list>. 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 a screen in the front of the class. Each attendee should be able to see the screen easily.
- The training room should be large enough to host all the participants.
- The training room should have high-speed Internet access for PCs/laptops used by the attendees.
- Hands-on will be delivered using a remote laboratory environment to which users will access using the well-known software TeamViewer.
- Attendees should bring their own laptop to access the remote online lab environment with the following requirements:
 - Access to the Internet
 - Web Browsers (e.g., Chrome, Edge, Firefox)
 - Acrobat Reader
 - TeamViewer client application

Online Training Requirements

- Attendees should use their own laptop/PC to access the remote online session and lab environment
- The laptop/PC should have the following:
 - Access to the Internet
 - Microphone and web camera
 - Web Browsers (e.g., Chrome, Edge, Firefox)
 - Acrobat Reader
 - TeamViewer client application

AudioCodes Career Certifications Levels

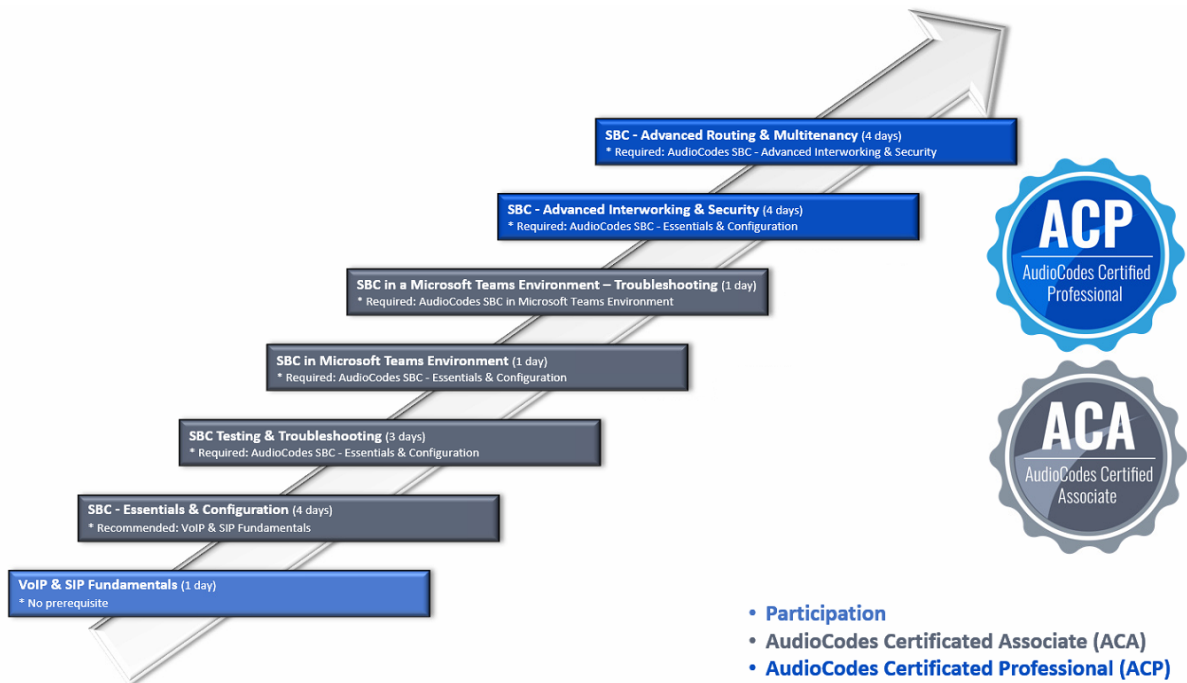
Certification	Description
<p>ACA AudioCodes Certified Associate</p> 	<p>Basic level certification required for the installation and maintenance of AudioCodes' CPE, Access Media Gateways and SBCs in different customer scenarios.</p>
<p>ACP AudioCodes Certified Professional</p> 	<p>Advanced level certification required for the installation, maintenance and advanced troubleshooting of all AudioCodes networking products in advanced customer scenarios.</p>



Notes:

- Certificates are valid for two years.
- Re-certification training and exam is offered based on the list of available courses.

Recommended Training Path



AudioCodes Training Courses

Participation Courses

VoIP & SIP Fundamentals

Course Code	
Public/Per Seat: TR-VoIP-S Dedicated Course: TR-VoIP-C	
Course Name	
VoIP & SIP Fundamentals	
Course Details	
Description	Online tutorial learning module covering basic topics related to Legacy network, voice over IP communication and SIP protocol.
Products	None
Student Profile	Telecommunication Technical staff intending to attend an AudioCodes ACA certification course (recommendation).
Duration	5 hours
Delivery Method	Online Instructor Led
Certification	Record of Participation
General Objectives	<p>On completion of the course, students will be able to:</p> <ul style="list-style-type: none"> • Explain the basics on telephone networks. • Describe how digital signaling differs from analog signaling. • Explain the basic concept of voice over IP communications. • Describe the purpose of the Gateway in a VoIP network. • Explain the basic SIP Call Flow. • Identify the SIP Network Entities. • Follow a SIP trace signaling in a call set-up and tear-down.
Prerequisites	Record of Participation
Course Outline	<ul style="list-style-type: none"> • Introduction to Legacy Telephony • Introduction to IP Telephony • Introduction to SIP

AudioCodes SBC - Fundamentals

Course Code	
Public/Per Seat: TR-SBC-ONL-FNML-S Dedicated Course: TR-SBC-ONL-FNML-C	
Course Name	
AudioCodes SBC - Fundamentals	
Course Details	
Course	AudioCodes training for Session Border Controller (SBC) Basics course is designed to provide basic knowledge of the SBC operation concept and configuration.
Products	AudioCodes SBC Series
Student Profile	Engineers who would like to gain knowledge on AudioCodes SBC
Duration	2 days
Delivery Method	Online Instructor Led
Certification	Record of participation
General Objectives	<p>On completion of the course, students will be able to:</p> <ul style="list-style-type: none"> • Identify the main functions of the SBC. • Understand how the SBC handles SIP messages. • Configure the parameters required by the SBC. • Configure the SBC for SIP Trunking. • AudioCodes SBC Syslog. • Configure SBC Manipulation rules.
Prerequisites	<p>Students are expected to have an applicable professional background in:</p> <ul style="list-style-type: none"> • VoIP and SIP network architecture • Understanding of SIP control protocol signaling stacks
Course Outline and Lab Activities	<ul style="list-style-type: none"> • AudioCodes Management Interface Introduction <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 1 - Management Interface Usage</i> • SBC Basic Terminology & Configuration • Debugging Tools - Syslog <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 2 - SBC Routing</i> • SBC Media Handling <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 3 - SBC Transcoding</i> • SBC Number & Message Manipulation <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 4 - Header Manipulation</i>

AudioCodes One Voice Operation Center (OVOC)

Course Code	
Public/Per Seat: TR-OVOC-S Dedicated Course: TR-OVOC-C	
Course Name	
AudioCodes One Voice Operation Center (OVOC)	
Course Details	
Description	Online technical learning module covering OVOC FCAPS (Fault, Configuration, Accounting, Performance, Security) capabilities and voice quality measurements and statistics including IP Phones management
Products	OVOC
Student Profile	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment
Duration	4 days
Delivery Method	Online Instructor Led
Certification	Record of Participation
General Objectives	<p>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.</p> <p>On completion of the course, students will be able to:</p> <ul style="list-style-type: none"> • Understand AudioCodes OVOC solution for operation, administration, maintenance, and provisioning (OAM&P) of AudioCodes Products. • Navigate the OVOC GUI. • Perform AudioCodes device configuration and maintenance actions by using OVOC. • Understand how OVOC collects statistics based on specific calls and users. • Understand how OVOC manages QoE based on information obtained from AudioCodes devices, SfB devices and endpoints. • How to obtain network, trend and top users reports. • How to pull the PM Metrics.
Prerequisites	Working knowledge of IP networking

Course Code	
Public/Per Seat: TR-OVOC-S Dedicated Course: TR-OVOC-C	
Course Name	
AudioCodes One Voice Operation Center (OVOC)	
Course Details	
Course Outline and Lab Activities	<ul style="list-style-type: none"> • OVOC Overview • OVOC Documentation • OVOC - Getting Started <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 1 - OVOC Server Manager</i> • Topology View • Security Management • Topology Configuration Management • Entities Management <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 2 - Basic Management</i> ▪ <i>Hands-on Lab 3 - Provisioning</i> ▪ <i>Hands-on Lab 4 - Backup</i> • License Management <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 5 - License Management</i> • Alarms Management • Performance Monitoring <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 6 - Alarm Monitoring</i> ▪ <i>Hands-on Lab 7 - Performance Monitoring</i> • Voice Quality Measurement • OVOC for Voice Quality Measurement • Network Quality View • Statistics • Quality Statistics on Calls • Information on User Experience • Producing Reports • Other Generic Topics <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 8 - General Monitoring</i> ▪ <i>Hands-on Lab 9 - Reports</i>

AudioCodes Routing Manager (ARM)

Course Code	
Public/Per Seat: TR-ARM-ONL-BSC-S Dedicated Course: TR-ARM-ONL-BSC-C	
Course Name	
AudioCodes Routing Manager (ARM)	
Course Details	
Course Description:	<p>This course covers the configuration, maintenance and administration of the AudioCodes Routing Manager.</p> <p>The course will cover a general introduction, its usage and the main features included in ARM. Through the explanation and online demos, students will gain experience in configuring and monitoring the operation of ARM.</p>
Products	ARM
Student Profile	Systems Engineers, Network Architects, Consultants, and Integrators who are responsible for the planning, design, implementation, maintenance and troubleshooting of call routing and policy management in a heterogeneous voice network.
Duration	4 days
Delivery Method	Online Instructor Led
Certification	Record of Participation
General Objectives	<p>Students are expected to be active participants in the learning process. Emphasis is placed on demonstration of all the tools and features included in the product to help students become self-sufficient in the use and support of the AudioCodes Routing Manager.</p> <p>On completion of the course, students will be able to do the following:</p> <ul style="list-style-type: none"> • Manage and configure the ARM (AudioCodes Routing Manager). • Identify the AudioCodes products that are supported in ARM. • Identify the functions of ARM. • Describe how ARM handles routes. • Describe how ARM handles number manipulation. • Describe how ARM administers users. • Understand the QBR (Quality Based Routing) concept. • List the ARM security features. • How to migrate AudioCodes devices (SBCs and gateways) to ARM.
Prerequisites	<p>Students are expected to have an applicable professional background and actual experience with:</p> <ul style="list-style-type: none"> • IP networking • AudioCodes Gateways and/or SBCs • Knowledge of analog and digital telephony systems • Knowledge of VoIP and SIP network architectures

Course Code	
Public/Per Seat: TR-ARM-ONL-BSC-S Dedicated Course: TR-ARM-ONL-BSC-C	
Course Name	
AudioCodes Routing Manager (ARM)	
Course Details	
Course Outline and Lab Activities	<ul style="list-style-type: none"> • Introduction to ARM • ARM Architecture • ARM Management Interface • Basic Network Definition • Network Planner • ARM Basic Routing <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 1 - Offline Planning</i> • Users Administration • Call flows • ARM Advanced Routing • Migration of AudioCodes devices (SBCs and gateways) to ARM <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 2 - Routing</i> • Statistics and Reports • Calls Information • ARM Alarms • ARM Administration • Network Services <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 3 - Basic Management</i>

AudioCodes SBC in a Microsoft Teams Environment - Troubleshooting

Course Code	
Public/Per Seat: TR-SBC-TRBS-Teams-S Dedicated Course: TR-SBC-TRBS-Teams-C	
Course Name	
AudioCodes SBC in a Microsoft Teams Environment - Troubleshooting	
Course Details	
Course	This course covers topics and techniques for troubleshooting AudioCodes SBCs in a Microsoft Teams Environment using Syslog. This is a lab-oriented class designed to help you gain troubleshooting experience before attending more advanced courses. You will debug an Enterprise SBC (E-SBC) environment using the Demo lab system and simulated case logs.
Products	AudioCodes SBC Series
Student Profile	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment holding an expired/valid ACA certificate.
Duration	1 day
Delivery Method	Classroom Instructor Led or Online Instructor Led
Certification	Record of Participation
General Objectives	<p>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 SBC products.</p> <p>On completion of the course, students will be able to:</p> <ul style="list-style-type: none"> • Get familiar with Basic Debugging tools. • Perform Basic SBC in a Microsoft Teams Environment faults troubleshooting.
Prerequisites	ACA Certification from AudioCodes Essentials & Configuration course
Course Outline and Lab Activities	<ul style="list-style-type: none"> • AudioCodes SBC Application and debug brief review <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 1 - Teams Direct Routing to SIP Trunk Connection</i> ▪ <i>Hands-on Lab 2 - Troubleshooting SBC in a Microsoft Teams Environment</i>

AudioCodes SBC in Microsoft Teams Environment

Course Code	
Public/Per Seat: TR-Teams-S Dedicated Course: TR-Teams-C	
Course Name	
AudioCodes SBC in Microsoft Teams Environment	
Course Details	
Course	Completed SBC hands-on technical instruction covering installation, configuration of AudioCodes equipment in Microsoft Teams Direct Routing Environment.
Products	AudioCodes SBC Series, AudioCodes Gateway Series.
Student Profile	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment in Microsoft Teams Direct Routing Environment.
Duration	1 day
Delivery Method	Classroom instructor led or online instructor led.
Certification	Record of Participation.
General Objectives	<p>On completion of the course, students will be able to:</p> <ul style="list-style-type: none"> • Become familiar with Teams Direct Routing related voice configuration aspects. • Integrate the Mediant SBC in the Microsoft Teams environment that require integrated voice components.
Prerequisites	ACA Certification from AudioCodes Essentials & Configuration course.
Course Outline	<ul style="list-style-type: none"> • Teams System Overview • SBC in Teams Direct Routing Environment <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 1 - Teams Direct Routing to SIP Trunk Connection</i>

AudioCodes Mediant CE Installation & Stack Creation

Course Code	
Public/Per Seat: TR-MCE-S Dedicated Course: TR-MCE-C	
Course Name	
AudioCodes Mediant CE Installation & Stack Creation	
Course Details	
Course	AudioCodes training for Session Border Controller (SBC) course is designed to provide engineers with experience on how to install the SBC CE.
Products	AudioCodes SBC Cloud Edition
Student Profile	Engineers with experience in configuring, maintaining, and troubleshooting AudioCodes devices as an SBC.
Duration	1 day
Delivery Method	Online Instructor Led
Certification	Record of Participation
General Objectives	<p>On completion of the course, students will be able to:</p> <ul style="list-style-type: none"> • Understand the Mediant CE Concept. • Install and configure the Mediant CE. • Become familiar with the Stack Manager and the SBC web Interfaces.
Prerequisites	<ul style="list-style-type: none"> • ACA Certification from AudioCodes Essentials & Configuration course
Course Outline	<ul style="list-style-type: none"> • Mediant CE Introduction • Mediant CE Basic Concepts • Mediant CE Installation on Microsoft Azure • Mediant CE Post Installation Configuration • Stack Manager WEB Interface • Mediant CE Web Interface • Live Demo

Teams Direct Routing Survivable Branch Appliance (SBA)

Course Code	
Public/Per Seat: TR-Teams-SBA-S Dedicated Course: TR-Teams-SBA-C	
Course Name	
Teams Direct Routing Survivable Branch Appliance (SBA)	
Course Details	
Course	Online technical learning for SBA for Teams Direct Routing
Products	AudioCodes SBC, Survivable Branch Appliance (SBA)
Student Profile	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment
Duration	1 day
Delivery Method	Online Instructor Led
Certification	Record of Participation
General Objectives	On completion of the course, students will be able to: <ul style="list-style-type: none"> • Understand the Direct Routing SBA concept. • Become familiar with SBA Hardware Platforms. • Set up the SBA by using the SBA wizard. • Get familiar with SBA GUI. • Configure the SBC for having the SBA added.
Prerequisites	ACA Certification
Course Outline	<ul style="list-style-type: none"> • Direct Routing Survivable Branch Appliance • Live Demo

AudioCodes SBC - Monitoring

Course Code	
Public/Per Seat: TR-SBC-Monitor-S Dedicated Course: TR-SBC-Monitor-C	
Course Name	
AudioCodes SBC - Monitoring	
Course Details	
Course	Online technical learning for AudioCodes SBC monitoring and Performance tools
Products	AudioCodes SBC
Student Profile	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment
Duration	1 day
Delivery Method	Online Instructor Led
Certification	Record of Participation
General Objectives	<p>On completion of the course, students will be able to:</p> <ul style="list-style-type: none"> • Understand what the QoE and Bandwidth Profiles are. • Know to define the QoE and Bandwidth Profiles and trigger alarms and action based on them. • Get familiar with the Performance Monitoring. • Know to define Performance Monitoring rules.
Prerequisites	ACA Certification from AudioCodes Essentials & Configuration course
Course Outline	<ul style="list-style-type: none"> • QoE related Profiles <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 1 - Bandwidth Profiles</i> • Performance Monitoring <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 2 - Performance Monitoring</i>

AudioCodes SBC - Interworking Features

Course Code	
Public/Per Seat: TR-SBC-INT-S Dedicated Course: TR-SBC-INT-C	
Course Name	
AudioCodes SBC - Interworking Features	
Course Details	
Course	Online technical learning for AudioCodes SBC Interworking
Products	AudioCodes SBC
Student Profile	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment
Duration	1 day
Delivery Method	Online Instructor Led
Certification	Record of Participation
General Objectives	On completion of the course, students will be able to: <ul style="list-style-type: none"> • Get familiar with the SBC Interworking features. • Know how to overcome interworking and interoperability issues.
Prerequisites	ACA Certification from AudioCodes Essentials & Configuration course
Course Outline	<ul style="list-style-type: none"> • Interworking scenarios handling: <ul style="list-style-type: none"> ○ Call put on hold/transferred/re-directed ○ Update message ○ PRACK message ○ Remote Delayed Offer ○ RFC 2833 Manipulation ○ SIP Domain Manipulation ○ Diversion & History-Info Headers ○ P-Asserted Identity Header ○ Replaces header ○ Session Expires Mode ○ Early Media ○ Other Interworking Parameters • Hands-on Labs <ul style="list-style-type: none"> ▪ <i>Lab 1 - General Interworking issues</i> ▪ <i>Lab 2 - Re-Invite message handling</i> ▪ <i>Lab 3 - Call transfer handling</i> ▪ <i>Lab 4 - VIA and User Agent headers handling</i> ▪ <i>Lab 5 - Multiple 18x Messages Handling</i>

AudioCodes SBC - Message Manipulation


Course Code	
Public/Per Seat: TR-SBC-MMS-S Dedicated Course: TR-SBC-MMS-C	
Course Name	
AudioCodes SBC - Message Manipulation	
Course Details	
Course	Online technical learning for AudioCodes SBC Message Manipulation
Products	AudioCodes SBC
Student Profile	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment
Duration	1 day
Delivery Method	Online Instructor Led
Certification	Record of Participation
General Objectives	On completion of the course, students will be able to: <ul style="list-style-type: none"> • Understand what Pre and post message manipulation are. • Know how to use regular expressions in message manipulation. • Get familiar with message manipulation advanced features.
Prerequisites	ACA Certification from AudioCodes Essentials & Configuration course
Course Outline	<ul style="list-style-type: none"> • CMR Process • Message Manipulation Configuration • Advanced Manipulation Features • Regular Expressions in Message Manipulation <ul style="list-style-type: none"> ▪ <i>Hands-on Labs: Advanced message manipulation</i>

AudioCodes SBC - Security

Course Code	
Public/Per Seat: TR-SBC-Security-S Dedicated Course: TR-SBC-Security-C	
Course Name	
AudioCodes SBC - Security	
Course Details	
Course	Online technical learning for AudioCodes SBC Security and Performance tools
Products	AudioCodes SBC
Student Profile	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment
Duration	1 day
Delivery Method	Online Instructor Led
Certification	Record of Participation
General Objectives	<p>On completion of the course, students will be able to:</p> <ul style="list-style-type: none"> • Understand what the CAC Profile is. • Understand and configure the IDS security mechanism. • Get familiar with message policy tables. • Know to define device access by using the LDAP server.
Prerequisites	ACA Certification from AudioCodes Essentials & Configuration course
Course Outline	<ul style="list-style-type: none"> • SBC Firewall • Topology Hiding • Secure Media and Secure SIP • Authentication • Classification • Call admission control • Intrusion Detection System • Message Policies <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 1 - Advanced Security</i> • Device Access Security <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 2 - Device Access using LDAP</i>


AudioCodes Certified Associate (ACA) Courses

AudioCodes SBC - Essentials & Configuration

Course Code	
Public/Per Seat: TR-SBC-BSC-S Dedicated Course: TR-SBC-BSC-C	
Course Name	
AudioCodes SBC - Essentials & Configuration	
Course Details	
Course	AudioCodes training for Session Border Controller (SBC) course is designed to provide engineers with experience in configuring, maintaining, and troubleshooting AudioCodes devices configured as an SBC.
Products	AudioCodes SBC Series, AudioCodes Gateway Series
Student Profile	Engineers with experience in configuring, maintaining, and troubleshooting AudioCodes devices as an SBC.
Duration	4 days
Delivery Method	Classroom Instructor Led or Online Instructor Led
Certification	The course includes an ACA certification exam. 
General Objectives	<p>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 SBC products.</p> <p>On completion of the course, students will be able to:</p> <ul style="list-style-type: none"> • Identify the AudioCodes products supporting the SBC functionality. • Identify the functions of the SBC. • Understand how the SBC handles SIP messages. • Understand the reasons for Number and Message Manipulation. • Understand the Survivability concept. • Get familiar with the SBC Security features. • Configure the parameters required by the SBC. • Configure SBC Manipulation rules. • Configure the SBC for SIP Trunking.


Course Code	
Public/Per Seat: TR-SBC-BSC-S Dedicated Course: TR-SBC-BSC-C	
Course Name	
AudioCodes SBC - Essentials & Configuration	
Course Details	
Prerequisites	<p>Students are expected to have an applicable professional background with a minimum of one year of practical experience with:</p> <ul style="list-style-type: none"> • PSTN protocols and knowledge of analog and digital telephony systems • VoIP and SIP network architecture • Understanding of SIP control protocol signaling stacks • IP networking
Course Outline and Lab Activities	<ul style="list-style-type: none"> • AudioCodes Introduction • AudioCodes Management Interface Introduction • AudioCodes Documentation • Gateways and SBC Product Line <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 1 - Management Interface Usage</i> • SBC Application Description • SBC Basic Terminology • SBC Configuration • SBC Wizard (optional) • Debugging Tools - Syslog <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 2 - SBC Routing</i> • SBC Media Handling <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 3 - SBC Transcoding</i> • SBC Number & Message Manipulation <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 4 - Header Manipulation</i> • Digital Gateways Basic Configuration • SBC Survivability • SBC High Availability <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 5 - SBC Survivability</i>

AudioCodes SBC in a Microsoft Teams Environment - Essentials & Configuration

Course Code	
Public/Per Seat: TR-Teams-BSC-S Dedicated Course: TR-Teams-BSC-C	
Course Name	
AudioCodes SBC in Microsoft Teams Environment - Essentials & Configuration	
Course Details	
Course	Hands-on technical instruction covering installation, configuration, maintenance, troubleshooting and administration of AudioCodes equipment in Microsoft Teams.
Products	AudioCodes SBC Series, AudioCodes Gateway Series
Student Profile	Systems Engineers, Network Architects, Consultants, and Integrators who are responsible for the planning, design, implementation, and management of Microsoft Teams.
Duration	4 days
Delivery Method	Classroom Instructor Led or Online Instructor Led
Certification	The course includes an ACA certification exam. 
General Objectives	<p>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 Microsoft Teams environment.</p> <p>On completion of the course, students will be able to:</p> <ul style="list-style-type: none"> • Configure AudioCodes equipment using various management tools. • Understand the operating, maintenance, and monitoring tools of AudioCodes equipment. • Troubleshoot and debug AudioCodes equipment. • Integrate the Mediant SBC in the Microsoft Teams environment that require integrated voice components. • Become familiar with Teams Direct Routing related voice configuration aspects. • Become familiar with SBC application functionalities. • Understand the Survivability concept.
Prerequisites	<p>Students are expected to have an applicable professional background with a minimum of one year of practical experience with the following:</p> <ul style="list-style-type: none"> • 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

Course Code	
Public/Per Seat: TR-Teams-BSC-S Dedicated Course: TR-Teams-BSC-C	
Course Name	
AudioCodes SBC in Microsoft Teams Environment - Essentials & Configuration	
Course Details	
Course Outline and Lab Activities	<ul style="list-style-type: none"> • AudioCodes Introduction • AudioCodes Management Interface Introduction • AudioCodes Documentation • GWs & SBC Product Line <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 1 - Management Interface Usage</i> • SBC Application Description • SBC Basic Terminology • SBC Configuration • Debugging Tools - Syslog • SBC Wizard (optional) <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 2 - SBC Routing</i> • Teams System Overview • SBC Configuration for Teams <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 3 - Teams to SIP Trunk Connection</i> • SBC Number & Message Manipulation Introduction <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 4 - SBC Message Manipulation</i> • Digital GWs Basic Configuration • SBC Survivability • SBC High Availability <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 5 - SBC Survivability</i>


AudioCodes SBC - Testing & Troubleshooting

Course Code	
Public/Per Seat: TR-SBC-TRBS-ACA-S Dedicated Course: TR-SBC-TRBS-ACA-C	
Course Name	
AudioCodes SBC Testing & Troubleshooting	
Course Details	
Course	<p>This course covers topics and techniques for troubleshooting AudioCodes SBC using Syslog and other tools.</p> <p>This is a lab-oriented class designed to help you gain troubleshooting experience before attending more advanced courses. You will debug an Enterprise SBC (E-SBC) environment using the Demo lab system and simulated case logs.</p>
Products	AudioCodes SBC Series
Student Profile	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment holding an expired/valid ACA certificate.
Duration	3 days
Delivery Method	Classroom Instructor Led or Online Instructor Led
Certification	<p>ACA certification renewal</p> 
General Objectives	<p>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 SBC products.</p> <p>On completion of the course, students will be able to:</p> <ul style="list-style-type: none"> • Get familiar with Basic analysis of the Debugging tools inputs. • Use AudioCodes testing tool. • Perform Basic SBC Faults troubleshooting.
Prerequisites	ACA Certification from AudioCodes Essentials & Configuration course

Course Code	
Public/Per Seat: TR-SBC-TRBS-ACA-S Dedicated Course: TR-SBC-TRBS-ACA-C	
Course Name	
AudioCodes SBC Testing & Troubleshooting	
Course Details	
Course Outline and Lab Activities	<ul style="list-style-type: none"> • AudioCodes SBC Application Brief Review <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 1 - SBC Interworking</i> • Debugging Tools Part 1 <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 2 - Troubleshooting Generic related issues</i> • Classification process <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 3 - Troubleshooting Classification related issues</i> • Routing Process <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 4 - Troubleshooting Routing related issues</i> • Media Handling <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 5 - Troubleshooting Media related issues</i> • Testing Tools: Test Calls <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 6 - Test Calls Usage with Media Handling</i> • Message Manipulation <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 7 - Troubleshooting Manipulation related issues</i> • Debugging Tools Part 2 <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 8 - Debug Recording usage and Core Dump</i>


AudioCodes Certified Professional (ACP) Courses

AudioCodes SBC - Advanced Interworking & Security

Course Code	
Public/Per Seat: TR-SBC-ADI-S Dedicated Course: TR-SBC-ADI-C	
Course Name	
AudioCodes SBC - Advanced Interworking & Security	
Course Details	
Course	Hands-on technical instruction covering advanced Manipulation, Media Handling and Security configuration as well as a high-level administration of AudioCodes Session Border Controllers (SBCs) for interoperability in a secured environment.
Products	AudioCodes SBC Series
Student Profile	Systems Engineers, Network Architects, Consultants, and Integrators responsible for the planning, design, implementation, and management of Session Border Controllers in their networks.
Duration	4 days
Delivery Method	Classroom Instructor Led or Online Instructor Led
Certification	The course includes an ACP certification exam. 
General 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 SBCs. On completion of the course, students will be able to: <ul style="list-style-type: none"> • Achieve an in-depth understanding of AudioCodes SBC application for SIP normalization, media handling, message manipulation and security. • Understand how Regular Expressions (regex) can be used in manipulations and message condition rules. • Understand the SBC security risks and know how to prevent them by configure SBC Security features.
Prerequisites	ACA Certification from AudioCodes Essentials & Configuration course Recommended: 6 months of AudioCodes field experience with AudioCodes SBC products


Course Code	
Public/Per Seat: TR-SBC-ADI-S Dedicated Course: TR-SBC-ADI-C	
Course Name	
AudioCodes SBC - Advanced Interworking & Security	
Course Details	
Course Outline and Lab Activities	<ul style="list-style-type: none"> • SBC Application Description <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 1 - Layout and Initial Preparation</i> • Advanced SBC Interworking Features <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 2 - Advanced Interworking</i> • Advanced SBC Media Handling <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 3 - Advanced Media Handling</i> • Advanced SBC Message Manipulation <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 4 - Advanced Message Manipulation</i> • Advanced SBC Security <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 5 - Advanced Security</i> • Device Access Security <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 6 - Device Access using LDAP</i>

AudioCodes SBC - Advanced Routing & Multitenancy

Course Code	
Public/Per Seat: TR-SBC-ADR-S Dedicated Course: TR-SBC-ADR-C	
Course Name	
AudioCodes SBC - Advanced Routing & Multitenancy	
Course Details	
Course	Hands-on technical instruction covering advanced Routing and Multitenancy configuration as well as a high-level administration of AudioCodes Session Border Controllers (SBCs) for different routing needs.
Products	AudioCodes SBC Series
Student Profile	Systems Engineers, Network Architects, Consultants, and Integrators responsible for the planning, design, implementation, and management of Session Border Controllers in their networks.
Duration	4 days
Delivery Method	Classroom Instructor Led or Online Instructor Led
Certification	The course includes an ACP certification exam. 
General Objectives	<p>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 SBCs.</p> <p>On completion of the course, students will be able to:</p> <ul style="list-style-type: none"> • Achieve an in-depth understanding of AudioCodes SBC applications for routing based on different methods. • Understand how Call Setup Rules can be used in manipulations and routing rules. • Understand the concept of tagging and how this is related to routing and Call Setup Rules. • Understand the concept of Multitenancy and the different ways included in the SBC application.
Prerequisites	Complete AudioCodes SBC: Advanced Interworking & Security course.

Course Code	
Public/Per Seat: TR-SBC-ADR-S Dedicated Course: TR-SBC-ADR-C	
Course Name	
AudioCodes SBC - Advanced Routing & Multitenancy	
Course Details	
Course Outline and Lab Activities	<ul style="list-style-type: none"> • SBC Application Description Review • Redundancy and Load Balancing <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 1 - Redundancy and Load Balancing</i> • Call Setup Rules <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 2 - Routing based on Call Setup Rules</i> • LDAP Routing <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 3 - LDAP Routing Using Call Setup Rules</i> • Dial Plan Concepts <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 4 - Dial Plan Routing</i> • Tagging Enhancements <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 5 - Tag Based Routing</i> • CSR, Tagging and Querying External Data Bases <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 6 - Call setup Rules and Tag-based Routing</i> • Routing Back to Sender <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 7 - Implementing a Redirect Service</i> • Multitenancy <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 8 - Customer Separation</i> • Least Cost Routing (optional) <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 9 - Least Cost Routing</i>


AudioCodes SBC in Microsoft Teams Environment - Advanced

Course Code	
Public/Per Seat: TR-Teams-ADV-S Dedicated Course: TR-Teams-ADV-C	
Course Name	
AudioCodes SBC in Microsoft Teams Environment - Advanced	
Course Details	
Course	Hands-on technical instruction covering advanced Routing and Multitenancy configuration as well as a high-level administration of AudioCodes Session Border Controllers (SBCs) for different routing needs.
Products	AudioCodes SBC Series
Student Profile	Systems Engineers, Network Architects, Consultants, and Integrators responsible for the planning, design, implementation, and management of Session Border Controllers in their networks.
Duration	4 days
Delivery Method	Classroom Instructor Led or Online Instructor Led
Certification	The course includes an ACP certification exam. 
General 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 SBCs. On completion of the course, students will be able to: <ul style="list-style-type: none"> • Achieve an in-depth understanding of AudioCodes SBC application for SIP normalization, media handling, message manipulation in a Microsoft Teams Environment. • Understand how Regular Expressions (regex) can be used in manipulations and message condition rules.
Prerequisites	ACA Certification from AudioCodes Essentials & Configuration course Recommended: 6 months of AudioCodes field experience with AudioCodes SBC products

Course Code	
Public/Per Seat: TR-Teams-ADV-S Dedicated Course: TR-Teams-ADV-C	
Course Name	
AudioCodes SBC in Microsoft Teams Environment - Advanced	
Course Details	
Course Outline and Lab Activities	<ul style="list-style-type: none"> • SBC Application Description • Teams Environment: Basic Review • Advanced SBC Interworking Features <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 1 - SBC Interworking</i> • Advanced SBC Media Handling <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 2 - SBC Transcoding</i> • Advanced SBC Message Manipulation <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 3 - Message Manipulation</i> • Tagging and Dial Plan Concept • Call Setup Rules and Tagging <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 4 - Call Setup Rules-Tagging</i> • Direct Routing Hosting Model • Local Media Optimization <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 5 - LMO</i>


Re-certification Options

ACA Re-certification


Course Code	
Public/Per Seat: TR-RFACA-S Dedicated Course: TR-RFACA-C	
Course Name	
ACA Re-certification	
Course Details	
Course	Online technical learning for the Session Border Controller (SBC) designed to provide engineers with experience in configuring, maintaining, and troubleshooting AudioCodes devices configured as an SBC.
Products	AudioCodes SBC Series, AudioCodes Gateway Series
Student Profile	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment holding an expired ACA certificate.
Duration	1 day
Delivery Method	Online Instructor Led
Certification	ACA certification renewal 
General Objectives	<p>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 SBC products.</p> <p>On completion of the course, students will be able to:</p> <ul style="list-style-type: none"> • Identify the AudioCodes products that support the Session Border Controller's features. • Identify the functions of the SBC. • Describe how the SBC handles SIP messages. • Understand the reasons for message manipulation. • Configure SBC message manipulation rules. • Configure the parameters required by the SBC. • Configure the SBC for SIP trunking.
Prerequisites	An expired ACA certificate

Course Code	
Public/Per Seat: TR-RFACA-S Dedicated Course: TR-RFACA-C	
Course Name	
ACA Re-certification	
Course Details	
Course Outline and Lab Activities	<ul style="list-style-type: none"> • AudioCodes Introduction • AudioCodes Management Interface Introduction <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 1 - Management Interface Usage</i> • SBC Basic Terminology • SBC Configuration <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 2 - SBC Routing</i>


ACA Re-certification Exam

Course Code	
Public/Per Seat: TR-REACA-S	
Course Name	
ACA Re-certification Exam	
Course Details	
Products	AudioCodes SBC Series, AudioCodes Gateway Series
Student Profile	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment holding an expired ACA certificate.
Duration	75 minutes
Delivery Method	Online Instructor Led
Certification	ACA certification renewal 
Prerequisites	An expired ACA certificate

ACP Re-certification


Course Code	
Public/Per Seat: TR-RACP-S Dedicated Course: TR-RACP-C	
Course Name	
ACP Re-certification	
Course Details	
Course	Online technical learning for the Session Border Controller (SBC) designed to provide engineers with experience in configuring, maintaining, and troubleshooting AudioCodes devices configured as an SBC.
Products	AudioCodes SBC Series
Student Profile	Systems Engineers, Network Architects, Consultants, and Integrators responsible for the planning, design, implementation and management of Session Border Controllers in their networks.
Duration	2 days
Delivery Method	Online Instructor Led
Certification	ACP certification renewal 
General Objectives	<p>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 SBCs.</p> <p>On completion of the course, students will be able to:</p> <ul style="list-style-type: none"> • Achieve an in-depth understanding of AudioCodes SBC application for SIP normalization, media handling, message manipulation and security. • Understand how Regular Expressions (regex) can be used in manipulations and message condition rules. • Understand the SBC security risks and know how to prevent them by configure SBC Security features.
Prerequisites	An expired ACP certificate
Course Outline and Lab Activities	<ul style="list-style-type: none"> • SBC Application Description • Advanced SBC Interworking Features <ul style="list-style-type: none"> ▪ <i>Hands-on Lab 1 - SBC Interworking</i> • Advanced SBC Media Handling • Advanced SBC Message Manipulation

ACP Re-certification Exam


Course Code	
Public/Per Seat: TR-REACP-S	
Course Name	
ACP Re-certification Exam	
Course Details	
Products	AudioCodes SBC Series, AudioCodes Gateway Series
Student Profile	Systems Engineers, Network Architects, Consultants, and Integrators responsible for the planning, design, implementation and management of Session Border Controllers in their networks.
Duration	5 hours
Delivery Method	Online Instructor Led
Certification	ACP certification renewal 
Prerequisites	An expired ACP certificate

Courses Bundles Options


Course Bundle 1

Course Code	
Public/Per Seat: TR-Bundle1-S	
Course Details	
Course	This is a bundle consisting of two training courses for Session Border Controller (SBC). The courses are designed to provide engineers with experience in configuring, maintaining, and troubleshooting AudioCodes devices configured as an SBC.
Products	AudioCodes SBC Series, AudioCodes Gateway Series
Student Profile	Engineers with experience in configuring, maintaining, and troubleshooting AudioCodes devices as an SBC.
Duration	8 days
Delivery Method	Classroom Instructor Led or Online Instructor Led
Certification	<p>The course includes an ACP (AudioCodes Certificate Professional) certification exam.</p> 
Courses	<p>AudioCodes SBC - Essentials & Configuration AudioCodes SBC - Advanced Interworking & Security</p>
Prerequisites	<p>Students are expected to have an applicable professional background with a minimum of one year of practical experience with:</p> <ul style="list-style-type: none"> • PSTN protocols and knowledge of analog and digital telephony systems • VoIP and SIP network architecture • Understanding of SIP control protocol signaling stacks • IP networking

Course Bundle 2

Course Code	
Public/Per Seat: TR-Bundle2-S	
Course Details	
Course	This is a bundle consisting of two advanced training courses for Session Border Controller (SBC). The courses are designed to provide engineers with experience in configuring, maintaining, and troubleshooting AudioCodes devices configured as an SBC.
Products	AudioCodes SBC Series
Student Profile	Engineers with experience in configuring, maintaining, and troubleshooting AudioCodes devices as an SBC.
Duration	8 days
Delivery Method	Classroom Instructor Led or Online Instructor Led
Certification	<p>The course includes an ACP (AudioCodes Certificate Professional) certification exam.</p> 
Course	<p>AudioCodes SBC - Advanced Interworking & Security</p> <p>AudioCodes SBC - Advanced Routing & Multitenancy</p>
Prerequisites	<ul style="list-style-type: none"> • ACA Certification • 6 months of AudioCodes field experience with AudioCodes SBC products

Course Bundle 3

Course Code	
Public/Per Seat: TR-Bundle3-S	
Course Details	
Course	This is a bundle consisting of two training courses for Session Border Controller (SBC). The courses are designed to provide engineers with experience in configuring, maintaining, and troubleshooting AudioCodes devices configured as an SBC.
Products	AudioCodes SBC Series, AudioCodes Gateway Series
Student Profile	Engineers with experience in configuring, maintaining, and troubleshooting AudioCodes devices as an SBC.
Duration	7 days
Delivery Method	Classroom Instructor Led or Online Instructor Led
Certification	<p>The course includes an ACA (AudioCodes Certificate Associated) certification exam.</p> 
General Objectives	<p>AudioCodes SBC - Essentials & Configuration AudioCodes SBC - Testing & Troubleshooting</p>
Prerequisites	<p>Students are expected to have an applicable professional background with a minimum of one year of practical experience with:</p> <ul style="list-style-type: none"> • PSTN protocols and knowledge of analog and digital telephony systems • VoIP and SIP network architecture • Understanding of SIP control protocol signaling stacks • IP networking

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