Training Manual

AudioCodes Training Academy

Course Catalog

Ver. 25.2

audiocodes

Notice

AudioCodes Training Academy updates its training courses periodically. Information contained in this document is believed to be accurate and reliable. However, due to ongoing updates and revisions, AudioCodes cannot guarantee accuracy of content after the Date Published nor can it accept responsibility for errors or omissions.

This document is subject to change without notice.

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Contact Information

For assistance, please contact us through the following channels:

- AudioCodes Technical Training Public Website: https://www.audiocodes.com/services-support/audiocodes-academy
- AudioCodes Technical Training Group Email: training@audiocodes.com.

Stay in the Loop with AudioCodes

Document Revision Record

LTRT	Description
45524	All courses updated.
45525	MTR courses

Table of Contents

1 Introduction 1

Technical Training Courses Offered 1
AudioCodes Training Centers 1
Onsite Training Requirements 1
Training Room Setup 2
Participant Requirements 2
Online Training Requirements 2
AudioCodes Certifications 2
Recommended Training Path 3

2 AudioCodes Training Courses 5

SBC 5
AudioCodes SBC - Essentials & Configuration 5
AudioCodes SBC - Testing & Troubleshooting 7
AudioCodes SBC - Advanced Interworking & Security 9
AudioCodes SBC - Advanced Routing & Multitenancy 11
AudioCodes SBC in Microsoft Teams Environment - Advanced 12
One-Day Courses 14
AudioCodes SBC - Monitoring 14
AudioCodes SBC - Interworking Features 15
AudioCodes SBC - Message Manipulation 17
AudioCodes SBC - Security 18
AudioCodes Mediant CE Installation & Stack Creation 19
Teams Direct Routing Survivable Branch Appliance (SBA) 20
AudioCodes Solutions for a Zoom Phone Environment 21
VoIP & SIP Fundamentals 22
AudioCodes SBC in Microsoft Direct Routing Environment 23
ACA Recertification 24
OVOC 25
AudioCodes One Voice Operations Center (OVOC) 26
ARM 28
AudioCodes Routing Manager (ARM) 28
Voca CIC 30
AudioCodes Voca CIC Professional Level 30
AudioCodes Voca CIC Partner Extension Certification 31
AudioCodes Meeting Rooms 32
AudioCodes Meeting Room (MTR) 33

3 AudioCodes Exams 35

ACP Certification Exams 35
AudioCodes Interworking & Security Certification Exam 35
AudioCodes Advanced Routing & Multitenancy Certification Exam 36
AudioCodes SBC in Microsoft Teams Environment – Advanced Certification Exam 36

Recertification Exams 37
ACA Recertification Exam 37
ACP Recertification Exam 38

1 Introduction

AudioCodes Academy provides specialized technical training for service personnel who support AudioCodes products. The training covers a wide range of areas, including:

- 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 for 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 comprehensive range of international training courses at its Training Centers, located in key regions around the world:

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

These Training Centers are fully equipped to deliver professional training courses.

AudioCodes also provides training courses on customer premises on request, provided that the site meets training course requirements (see Onsite Training Requirements below).

Pre-scheduled training sessions are available at specific AudioCodes offices worldwide. For a list of the available training sessions, click here. On-demand sessions can also be arranged, depending on the number of trainees, location, and available equipment.

Onsite Training Requirements

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

Training Room Setup

- The room should be arranged in a classroom style, with a projector and screen positioned at the front. All attendees must have an unobstructed view of the screen.
- The room should be spacious enough to comfortably accommodate all participants.
- The training room must provide high-speed internet access for attendees' laptops/PCs.

Participant Requirements

- Attendees are required to bring their own laptops for the hands-on labs. The laptops must have the following software installed:
  - A web browser such as Chrome, Edge, or Firefox.
  - Adobe Acrobat Reader for accessing course materials.
  - The TeamViewer client application (an active account is required).
- Hands-on labs will be conducted in a remote lab environment, accessed via TeamViewer.

Online Training Requirements

To participate in online training, please ensure your laptop/PC meets the following requirements:

- Internet access with a stable connection.
- Microphone and speakers for clear communication.
- Active webcam (required for participation).
- A web browser such as Chrome, Edge, or Firefox.
- Adobe Acrobat Reader for accessing course materials.
- The TeamViewer client application (an active account is required).

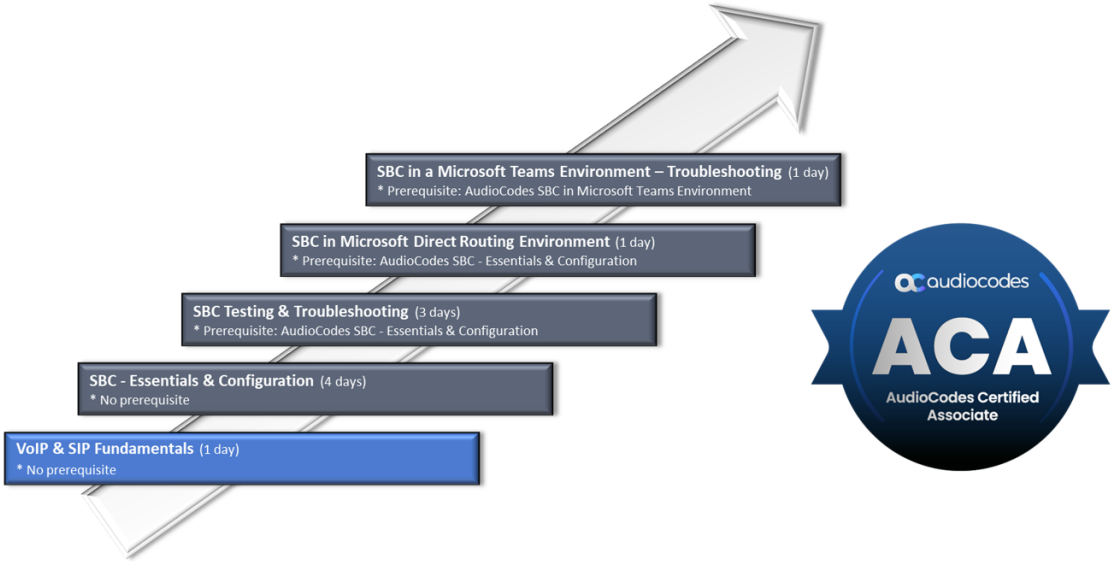
AudioCodes Certifications

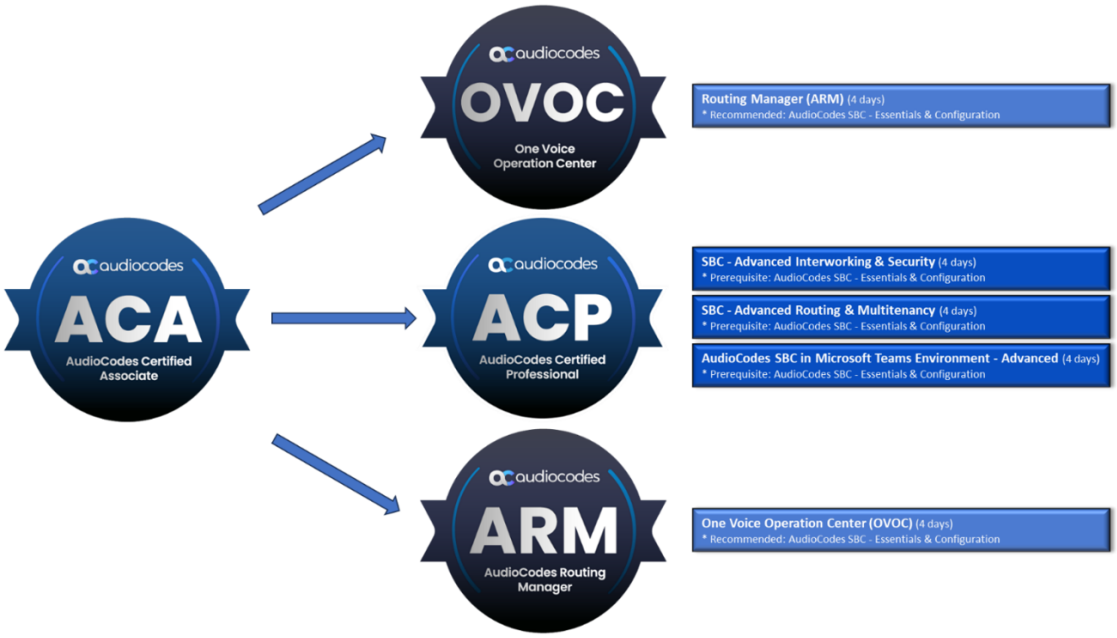
Certification	Certificate Logo	Description
ACA (AudioCodes Certified Associate)		Basic-level certification required for installing and maintaining AudioCodes SBCs in various customer environments.
OVOC (One Voice Operation		Basic-level certification required for installing and maintaining AudioCodes OVOC in various customer environments.

Certification	Certificate Logo	Description
Center)		
ARM (AudioCodes Routing Manager)		Basic-level certification required for installing and maintaining AudioCodes ARM in various customer environments.
ACP (AudioCodes Certified Professional)		Advanced-level certification is required for the installation, maintenance, and advanced troubleshooting of SBCs in complex customer environments.

- Certificates are valid for two years.
- Recertification training and exams are offered based on the list of available courses.

Recommended Training Path




audiocodes
ACA
AudioCodes Certified Associate
audiocodes
OVOC
One Voice Operation Center
audiocodes
ACP
AudioCodes Certified Professional
audiocodes
ARM
AudioCodes Routing Manager
Routing Manager (ARM) (4 days)
* Recommended: AudioCodes SBC - Essentials & Configuration
SBC - Advanced Interworking & Security (4 days)
* Prerequisite: AudioCodes SBC - Essentials & Configuration
SBC - Advanced Routing & Multitenancy (4 days)
* Prerequisite: AudioCodes SBC - Essentials & Configuration
AudioCodes SBC in Microsoft Teams Environment - Advanced (4 days)
* Prerequisite: AudioCodes SBC - Essentials & Configuration
One Voice Operation Center (OVOC) (4 days)
* Recommended: AudioCodes SBC - Essentials & Configuration

2 AudioCodes Training Courses

This section provides detailed information of the training courses for the following AudioCodes products:

- SBC below
- OVOC on page 25
- ARM on page 28
- Voca CIC on page 30
- AudioCodes Meeting Rooms on page 32

SBC

This section describes the training sessions for AudioCodes Session Border Controllers (SBC):

- AudioCodes SBC - Essentials & Configuration below
- AudioCodes SBC - Testing & Troubleshooting on page 7
- AudioCodes SBC - Advanced Interworking & Security on page 9
- AudioCodes SBC - Advanced Routing & Multitenancy on page 11
- AudioCodes SBC in Microsoft Teams Environment - Advanced on page 12
- One-Day Courses on page 14

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 Session Border Controller (SBC) Training This course is designed to provide engineers with the skills needed to configure, maintain, and troubleshoot AudioCodes devices used as SBCs.
Products	■ AudioCodes SBC Series ■ AudioCodes Gateway Series

Course Code	
Target Audience	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	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. On completion of the course, students will be able to: ■ 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.
Recommended Prerequisites	■ VoIP and SIP network architecture ■ Understanding of SIP control protocol signaling stacks ■ IP networking ■ Successfully completed VoIP & SIP Fundamentals course
Course Outline and Lab Activities	■ AudioCodes Introduction ■ AudioCodes Management Interface Introduction

Course Code	
	■ AudioCodes Documentation ■ Gateways and SBC Product Line ✓ Hands-on Lab 1 - Management Interface Usage ■ SBC Application Description ■ SBC Basic Terminology ■ SBC Configuration ■ SBC Wizard (optional) ■ Debugging Tools - Syslog ✓ Hands-on Lab 2 - SBC Routing ■ SBC Media Handling ✓ Hands-on Lab 3 - SBC Transcoding ■ SBC Number & Message Manipulation ✓ Hands-on Lab 4 - Header Manipulation ■ Digital Gateways Basic Configuration ■ SBC Survivability ■ SBC High Availability ✓ Hands-on Lab 5 - SBC Survivability

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	Troubleshooting AudioCodes SBC This course focuses on techniques and methods for troubleshooting AudioCodes Session Border Controllers (SBCs) using Syslog and other diagnostic tools. It is a lab-oriented class designed to provide hands-on experience with troubleshooting before progressing to more advanced

Course Code	
	courses. Participants will debug an Enterprise SBC (E-SBC) environment using the Demo lab system and simulated case logs.
Products	AudioCodes SBC Series
Target Audience	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	The course includes an ACA 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 the use and support of AudioCodes SBC products. On completion of the course, students will be able to: ■ Get familiar with Basic analysis of the Debugging tools inputs. ■ Use AudioCodes testing tool. ■ Perform Basic SBC Faults troubleshooting.
Prerequisites	ACA Certification
Course Outline and Lab Activities	■ AudioCodes SBC Application Brief Review ✓ Hands-on Lab 1 - SBC Interworking ■ Debugging Tools Part 1 ✓ Hands-on Lab 2 - Troubleshooting Generic related issues ■ Classification process ✓ Hands-on Lab 3 - Troubleshooting Classification related issues ■ Routing Process ✓ Hands-on Lab 4 - Troubleshooting Routing related issues

Course Code	
	■ Media Handling ✓ Hands-on Lab 5 - Troubleshooting Media related issues ■ Testing Tools: Test Calls ✓ Hands-on Lab 6 - Test Calls Usage with Media Handling ■ Message Manipulation ✓ Hands-on Lab 7 - Troubleshooting Manipulation related issues ■ Debugging Tools Part 2 ✓ Hands-on Lab 8 - Debug Recording usage and Core Dump

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	Advanced Configuration and Administration of AudioCodes SBCs This course offers hands-on technical instruction in advanced configuration techniques, including Manipulation, Media Handling, and Security settings for AudioCodes Session Border Controllers (SBCs). It also covers high-level administration for ensuring interoperability and security in complex environments.
Products	AudioCodes SBC Series
Target Audience	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	Record of Participation.

Course Code	
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: ■ 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. ■ Recognize SBC security risks and implement measures to mitigate them by configuring SBC security features.
Prerequisites	ACA Certification
Recommended Prerequisites	Six months of hands-on experience deploying and managing AudioCodes SBC solutions in field environments.
Course Outline and Lab Activities	■ SBC Application Description ✓ Hands-on Lab 1 - Layout and Initial Preparation ■ Advanced SBC Interworking Features ✓ Hands-on Lab 2 - Advanced Interworking ■ Advanced SBC Media Handling ✓ Hands-on Lab 3 - Advanced Media Handling ■ Advanced SBC Message Manipulation ✓ Hands-on Lab 4 - Advanced Message Manipulation ■ Tagging and Dial Plan Concept ■ Call Setup Rules and Tagging ✓ Hands-on Lab 5 - Call Setup Rules-Tagging ■ Advanced SBC Security ✓ Hands-on Lab 6 - Advanced Security ■ Device Access Security ✓ Hands-on Lab 7 - Device Access using LDAP

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	Advanced Routing and Multitenancy Configuration for AudioCodes SBCs This course provides hands-on technical instruction on advanced routing and multitenancy configuration for AudioCodes Session Border Controllers (SBCs). It also covers high-level administration to address diverse routing requirements.
Products	AudioCodes SBC Series
Target Audience	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	Record of Participation.
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: ■ 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.

Course Code	
Prerequisites	ACA Certification
Recommended Prerequisites	Six months of hands-on experience deploying and managing AudioCodes SBC solutions in field environments.
Course Outline and Lab Activities	■ SBC Application Description Review ■ Advanced SBC Message Manipulation ✓ Hands-on Lab 1 - Advanced Message Manipulation ■ Redundancy and Load Balancing ✓ Hands-on Lab 2 - Redundancy and Load Balancing ■ Call Setup Rules ✓ Hands-on Lab 3 - Routing based on Call Setup Rules ■ LDAP Routing ✓ Hands-on Lab 4 - LDAP Routing Using Call Setup Rules ■ Dial Plan Concepts ✓ Hands-on Lab 5 - Dial Plan Routing ■ Tagging Enhancements ✓ Hands-on Lab 6 - Tag Based Routing ■ CSR, Tagging and Querying External Data Bases ✓ Hands-on Lab 7 - Call setup Rules and Tag=based Routing ■ Routing Back to Sender ✓ Hands-on Lab 8 - Implementing a Redirect Service ■ Multitenancy ✓ Hands-on Lab 9 - Customer Separation

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 Code	
Course Details	
Course	Advanced Routing and Multitenancy Configuration for AudioCodes SBCs This course offers hands-on technical instruction on advanced routing and multitenancy configurations, along with high-level administration of AudioCodes Session Border Controllers (SBCs) to address various routing requirements.
Products	AudioCodes SBC Series
Target Audience	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	Record of Participation.
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: ■ 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
Recommended Prerequisites	Six months of hands-on experience deploying and managing AudioCodes SBC solutions in field environments.
Course Outline and Lab Activities	■ SBC Application Description ■ Microsoft Teams System Overview ✓ Hands-on Lab 1 - Layout and Initial Preparation ■ Advanced SBC Interworking Features ✓ Hands-on Lab 2 - SBC Interworking

Course Code	
	■ Advanced SBC Media Handling ✓ Hands-on Lab 3 - SBC Transcoding ■ Advanced SBC Message Manipulation ✓ Hands-on Lab 4 - Message Manipulation ■ Tagging and Dial Plan Concept ■ Call Setup Rules and Tagging ✓ Hands-on Lab 5 - Call Setup Rules-Tagging ■ Direct Routing Hosting Model ■ Local Media Optimization ✓ Hands-on Lab 6 - LMO

One-Day Courses

This section describes the on-day training courses for AudioCodes SBC:

- AudioCodes SBC - Monitoring below
- AudioCodes SBC - Interworking Features on the next page
- AudioCodes SBC - Message Manipulation on page 17
- AudioCodes SBC - Security on page 18
- AudioCodes Mediant CE Installation & Stack Creation on page 19
- Teams Direct Routing Survivable Branch Appliance (SBA) on page 20
- AudioCodes Solutions for a Zoom Phone Environment on page 21
- VoIP & SIP Fundamentals on page 22
- AudioCodes SBC in Microsoft Direct Routing Environment on page 23
- ACA Recertification on page 24

AudioCodes SBC - Monitoring

Course Code
Public/Per Seat: TR-SBC-Monitor-S Dedicated Course: TR-SBC-Monitor-C
Course Name

Course Code	
AudioCodes SBC - Monitoring	
Course Details	
	SBC monitoring Online technical learning for AudioCodes SBC monitoring and Performance tools
Products	AudioCodes SBC
Target Audience	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment
Duration	1 day
Delivery Method	Classroom instructor led or online instructor led
Certification	Record of Participation
General Objectives	On completion of the course, students will be able to: ■ 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
Course Outline	■ QoE related Profiles ✓ Hands-on Lab 1 - Bandwidth Profiles ■ Performance Monitoring ✓ Hands-on Lab 2 - Performance Monitoring

AudioCodes SBC - Interworking Features

Course Code
Public/Per Seat: TR-SBC-INT-S Dedicated Course: TR-SBC-INT-C

Course Code	
Course Name	
AudioCodes SBC - Interworking Features	
Course Details	
Course	AudioCodes SBC Interworking Online technical learning for AudioCodes SBC Interworking
Products	AudioCodes SBC
Target Audience	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment
Duration	1 day
Delivery Method	Classroom instructor led or online instructor led
Certification	Record of Participation
General Objectives	On completion of the course, students will be able to: ■ Get familiar with the SBC Interworking features. ■ Know how to overcome interworking and interoperability issues.
Prerequisites	ACA Certification
Course Outline	■ Interworking scenarios handling: ✓ 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

Course Code	
	✓ Other Interworking Parameters ■ Hands-on Labs ✓ Lab 1 - General Interworking issues ✓ Lab 2 - Re-Invite message handling ✓ Lab 3 - Call transfer handling ✓ Lab 4 - VIA and User Agent headers handling ✓ Lab 5 - Multiple 18x Messages Handling

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	SBC Message Manipulation Online technical learning for AudioCodes SBC Message Manipulation
Products	AudioCodes SBC
Target Audience	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment
Duration	1 day
Delivery Method	Classroom instructor led or online instructor led
Certification	Record of Participation
General Objectives	On completion of the course, students will be able to: ■ Understand what Pre and post message manipulation are. ■ Know how to use regular expressions in message manipulation. ■ Get familiar with message manipulation advanced features.

Course Code	
Prerequisites	ACA Certification
Course Outline	■ CMR Process ■ Message Manipulation Configuration ■ Advanced Manipulation Features ■ Regular Expressions in Message Manipulation ✓ Hands-on Labs: Advanced massage manipulation

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	SBC - Security Online technical learning for AudioCodes SBC Security and Performance tools
Products	AudioCodes SBC
Target Audience	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment
Duration	1 day
Delivery Method	Classroom instructor led or online instructor led
Certification	Record of Participation
General Objectives	On completion of the course, students will be able to: ■ Understand what the CAC Profile is. ■ Understand and configure the IDS security mechanism. ■ Get familiar with message policy tables.

Course Code	
	■ Know to define device access by using the LDAP server.
Prerequisites	ACA Certification
Course Outline	■ SBC Firewall ■ Topology Hiding ■ Secure Media and Secure SIP ■ Authentication ■ Classification ■ Call admission control ■ Intrusion Detection System ■ Message Policies ✓ Hands-on Lab 1 - Advanced Security ■ Device Access Security ✓ Hands-on Lab 2 - Device Access using LDAP

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	SBC CE Installation Training Overview 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
Target Audience	Engineers with experience in configuring, maintaining, and troubleshooting AudioCodes devices as an SBC.

Course Code	
Duration	1 day
Delivery Method	Classroom instructor led or online instructor led
Certification	Record of Participation
General Objectives	On completion of the course, students will be able to: ■ Understand the Mediant CE Concept. ■ Install and configure the Mediant CE. ■ Become familiar with the Stack Manager and the SBC web Interfaces.
Prerequisites	■ ACA Certification
Course Outline	■ 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	Teams Direct Routing SBA Online Training Overview Online technical learning for SBA for Teams Direct Routing
Products	AudioCodes SBC, Survivable Branch Appliance (SBA)
Target Audience	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers,

Course Code	
	Developers, and other technical staff supporting AudioCodes equipment
Duration	1 day
Delivery Method	Classroom instructor led or online instructor led
Certification	Record of Participation
General Objectives	On completion of the course, students will be able to: ■ 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 and successfully completed AudioCodes SBC in Microsoft Direct Routing Environment courses
Course Outline	■ Direct Routing Survivable Branch Appliance ■ Live Demo

AudioCodes Solutions for a Zoom Phone Environment

Course Code	
Public/Per Seat: TR-Zoom-S Dedicated Course: TR-Zoom-C	
Course Name	
AudioCodes Solutions for a Zoom Phone Environment	
Course Details	
Course	AudioCodes Solutions for Zoom Phone Online technical learning for AudioCodes Solutions for a Zoom Phone Environment
Products	AudioCodes SBCs, Analog Gateways, IP-Phones
Target Audience	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers,

Course Code	
	Developers, and other technical staff supporting AudioCodes equipment
Duration	1 day
Delivery Method	Classroom instructor led or online instructor led
Certification	Record of Participation
General Objectives	On completion of the course, students will be able to: ■ Become familiar with Zoom Phone system. ■ Integrate the Mediant SBC in the Zoom Phone environment. ■ Understand the concept of Zoom Provider Exchange. ■ Understand the concepts of Zoom Pone Local Survivability. ■ Get familiar with the AudioCodes Zoom certified analog gateways (ATAs). ■ Understand the Zoom provisioning process for AudioCodes analog gateways and IP-Phones.
Prerequisites	ACA Certification
Course Outline	■ Configuring SBCs for Zoom Premises Peering. ■ Configuring SBCs for Zoom Phone Cloud Peering. ■ Introduction to AudioCodes services for Zoom Provider Exchange. ■ Zoom Phone Local Survivability concept. ■ AudioCodes IP Phones & ATAs in a Zoom Phone Environment ■ Demo.

VoIP & SIP Fundamentals

Course Code
Public/Per Seat: TR-VoIP-S Dedicated Course: TR-VoIP-C
Course Name
VoIP & SIP Fundamentals

Course Code	
Course Details	
Description	VoIP Communication, and SIP Protocol Online tutorial learning module covering basic topics related to Legacy network, voice over IP communication and SIP protocol.
Products	None
Target Audience	Telecommunication Technical staff intending to attend an AudioCodes ACA certification course (recommendation).
Duration	5 hours
Delivery Method	Classroom instructor led or online instructor led
Certification	Record of Participation
General Objectives	On completion of the course, students will be able to: ■ 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	None
Course Outline	■ Introduction to Legacy Telephony ■ Introduction to IP Telephony ■ Introduction to SIP

AudioCodes SBC in Microsoft Direct Routing Environment

Course Code
Public/Per Seat: TR-Teams-S Dedicated Course: TR-Teams-C
Course Name

Course Code	
AudioCodes SBC in Microsoft Direct Routing Environment	
Course Details	
Course	Comprehensive SBC Hands-On Training for Microsoft Teams Direct Routing Environment Completed SBC hands-on technical instruction covering installation, configuration of AudioCodes equipment in Microsoft Teams Direct Routing Environment.
Products	AudioCodes SBC Series.
Target Audience	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	On completion of the course, students will be able to: ■ 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
Course Outline	■ Teams System Overview ■ SBC in Teams Direct Routing Environment ✓ Hands-on Lab 1 - Teams Direct Routing to SIP Trunk Connection

ACA Recertification

Course Code
Public/Per Seat: TR-RFACA-S Dedicated Course: TR-RFACA-C

Course Code	
Course Name	
ACA Recertification	
Course Details	
Course	Online Technical Training for AudioCodes Session Border Controller (SBC) This course offers online technical learning focused on providing engineers with hands-on experience in configuring, maintaining, and troubleshooting AudioCodes devices configured as Session Border Controllers (SBCs).
Target Audience	Engineers with Expired ACA Certification.
Duration	1 day
Delivery Method	Online instructor led
Certification	ACA certification renewal
General Objectives	Reinforce ACA skills learned in the SBC course and prepare students for the ACA renewal exam.
Prerequisites	An expired ACA certificate
Course Outline and Lab Activities	■ AudioCodes Management Interface Introduction ✓ Hands-on Lab 1 - Management Interface Usage ■ SBC Basic Terminology ■ SBC Configuration ✓ Hands-on Lab 2 - SBC Routing

OVOC

This section describes the on-day training courses for AudioCodes One Voice Operations Center (OVOC):

- AudioCodes One Voice Operations Center (OVOC) on the next page

AudioCodes One Voice Operations Center (OVOC)

Course Code	
Public/Per Seat: TR-OVOC-S Dedicated Course: TR-OVOC-C	
Course Name	
AudioCodes One Voice Operations Center (OVOC)	
Course Details	
Description	Online Technical Learning Module: OVOC FCAPS and Voice Quality Measurements This online technical module covers OVOC FCAPS (Fault, Configuration, Accounting, Performance, Security) capabilities and includes training on voice quality measurements and statistics. It also addresses IP Phones management within the OVOC framework.
Products	OVOC
Target Audience	Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment
Duration	4 days
Delivery Method	Classroom instructor led or online instructor led
Certification	The course includes an OVOC certification exam
General Objectives	Students are expected to actively engage in the learning process. Emphasis will be placed on diagnostic tools and troubleshooting strategies to help students become proficient in using and supporting AudioCodes products. On completion of the course, students will be able to: ■ Understand AudioCodes OVOC solution for operation, administration, maintenance, and provisioning (OAM&P) of AudioCodes Products. ■ Navigate the OVOC GUI.

Course Code	
	■ 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.
Recommended Prerequisites	ACA Certification
Course Outline and Lab Activities	■ OVOC Overview ■ OVOC Documentation ■ OVOC - Getting Started ✓ Hands-on Lab 1 - OVOC Server Manager ■ Topology View ■ Security Management ■ Topology Configuration Management ■ Entities Management ✓ Hands-on Lab 2 - Basic Management ✓ Hands-on Lab 3 - Provisioning ✓ Hands-on Lab 4 - Backup ■ License Management ✓ Hands-on Lab 5 - License Management ■ Alarms Management ■ Performance Monitoring ✓ Hands-on Lab 6 - Alarm Monitoring ✓ Hands-on Lab 7 - Performance Monitoring ■ Voice Quality Measurement ■ OVOC for Voice Quality Measurement ■ Network Quality View ■ Statistics

Course Code	
	■ Quality Statistics on Calls ■ Information on User Experience ■ Producing Reports ■ Other Generic Topics ✓ Hands-on Lab 8 - General Monitoring ✓ Hands-on Lab 9 - Reports

ARM

This section describes the on-day training courses for AudioCodes Routing Manager (ARM):

■ AudioCodes Routing Manager (ARM) below

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:	In-Depth Training on AudioCodes Routing Manager (ARM) This course covers the configuration, maintenance, and administration of the AudioCodes Routing Manager. 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.
Products	ARM
Target Audience	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

Course Code	
Delivery Method	Classroom instructor led or online instructor led
Certification	The course includes an ARM certification exam
General Objectives	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. On completion of the course, students will be able to do the following: ■ 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	■ ACA Certification
Course Outline and Lab Activities	■ Introduction to ARM ■ ARM Architecture ■ ARM Management Interface ■ Basic Network Definition ■ Network Planner ■ ARM Basic Routing ✓ Hands-on Lab 1 - Offline Planning ■ Users Administration ■ Call flows

Course Code	
	■ ARM Advanced Routing ■ Migration of AudioCodes devices (SBCs and gateways) to ARM ✓ Hands-on Lab 2 - Routing ■ Statistics and Reports ■ Calls Information ■ ARM Alarms ■ ARM Administration ■ Network Services ✓ Hands-on Lab 3 - Basic Management

Voca CIC

This section describes the on-day training courses for AudioCodes Voca CIC:

- AudioCodes Voca CIC Professional Level below
- AudioCodes Voca CIC Partner Extension Certification on the next page

AudioCodes Voca CIC Professional Level

Course Code	
Public/Per Seat: TR-VCIC-P-S	
Course Name	
AudioCodes Voca CIC Professional level	
Course Details	
Course	AudioCodes Voca CIC Configuration and Maintenance Training This course is designed to provide IT and contact center engineers with hands-on experience in configuring and maintaining the AudioCodes Voca CIC solution.
Solution	Voca CIC
Target Audience	IT/CC Engineers with experience in configuring, maintaining IVR and Contact Center.
Duration	4 days

Course Code	
Delivery Method	Online instructor led
Certification	The course includes an Voca CIC certification exam
General Objectives	On completion of the course, students will be able to: ■ Identify Voca Benefits and Features. ■ Understand the Integrations and Deployments. ■ Understand Licensing. ■ Describe Voca CIC Core Components Overview & Pre-requisites. ■ Understand Voca CIC Conversational AI Auto-attended. ■ Understand Voca CIC Contact Center capabilities. ■ Configure Voice and Omnichannel Contact Center. ■ Build and configure hands-on Labs.
Prerequisites	Students are expected to have an applicable professional background with a minimum of one year of practical experience with: ■ VoIP and SIP network architecture. ■ Contact Center and IVR experience. ■ Microsoft Teams Background is preferred.

AudioCodes Voca CIC Partner Extension Certification

Course Code	
Public/Per Seat: TR-VCIC-PE-S	
Course Name	
AudioCodes Voca CIC Partner Extension Certification	
Course Details	
Course	AudioCodes Voca CIC Training for Partners

Course Code	
	This course is designed to provide AudioCodes partners with the skills needed to configure, maintain, and selling AudioCodes Voca CIC solution.
Solution	Voca CIC
Target Audience	Partner with experience in configuring, maintaining IVR and Contact Center.
Duration	1 day
Delivery Method	Online instructor led
Certification	The course includes an Voca CIC certification exam
General Objectives	On completion of the course, students will be able to: ■ Understand how Voca CIC Licensing works. ■ Understand Voca multi-tenancy concept and capabilities. ■ Understand tenant pre-build access roles.
Prerequisites	Students are expected to have an applicable professional background with a minimum of one year of practical experience with: ■ Passing Voca CIC professional level certification exam - MUST ■ VoIP and SIP network architecture. ■ Contact Center and IVR experience. ■ Microsoft Teams Background is preferred

AudioCodes Meeting Rooms

This section describes the training sessions for AudioCodes Meeting Room (MTR):

- AudioCodes Meeting Room (MTR) on the next page

AudioCodes Meeting Room (MTR)

Course Code	
Public/Per Seat: TR-MTR-S **Dedicated Course:** TR-MTR-C	
Course Name	
AudioCodes Meeting Room (MTR)	
Course Details	
Course	AudioCodes Meeting Room Training This course is designed to provide engineers with the skills needed to install, configure, maintain, and troubleshoot AudioCodes MTR.
Products	AudioCodes Meeting Room (MTR)
Target Audience	Engineers with experience in configuring, maintaining, and troubleshooting AudioCodes devices as an SBC.
Duration	4 hours
Delivery Method	Classroom instructor led or online instructor led.
Certification	Record of Participation.
General Objectives	On completion of the course, students will be able to: ■ Gain a comprehensive understanding of the AudioCodes Meeting Teams Room offering. ■ Identify the appropriate AudioCodes MTR solutions for different meeting room environments. ■ Set up, configure, and troubleshoot AudioCodes MTRs. ■ Utilize AudioCodes management platforms and the Microsoft Teams Admin Center (TAC) for MTR management.
Recommended Prerequisites	■ Familiarity with Microsoft Teams and Office 365 environments ■ Basic technical networking knowledge
Course Outline and Lab Activities	■ Introduction to AudioCodes MTR devices for Microsoft Teams environment ■ Room design considerations ■ Ensuring network readiness

Course Code	
	■ Licensing and feature comparison ■ Basic setup and initial installation ■ General Microsoft Teams MTR features overview ■ Unique features of AudioCodes MTRs, such as Composite AI, AudioCodes pairing, and BYOD functionality ■ Troubleshooting and management ■ Live demo

3 AudioCodes Exams

This section describes AudioCodes course certification exams:

- ACP Certification Exams below
- Recertification Exams on page 37

ACP Certification Exams

This section describes AudioCodes ACP certification exams:

- AudioCodes Interworking & Security Certification Exam below
- AudioCodes Advanced Routing & Multitenancy Certification Exam on the next page
- AudioCodes SBC in Microsoft Teams Environment – Advanced Certification Exam on the next page

AudioCodes Interworking & Security Certification Exam

Course Code	
Public/Per Seat: TR-ICE-S	
Course Name	
AudioCodes Interworking & Security Certification Exam	
Course Details	
Products	AudioCodes SBC Series
Target Audience	Engineers who have completed the AudioCodes Advanced Interworking & Security course and wish to obtain the formal certificate.
Duration	1 day
Delivery Method	Online instructor led
Certification	AudioCodes Certified Professional (ACP) certification
Prerequisites	Completed AudioCodes Interworking & Security Certification course

AudioCodes Advanced Routing & Multitenancy Certification Exam

Course Code	
Public/Per Seat: TR-RCE-S	
Course Name	
AudioCodes Advanced Routing & Multitenancy Certification Exam	
Course Details	
Products	AudioCodes SBC Series
Target Audience	Engineers who have completed the AudioCodes Advanced Routing & Multitenancy course and wish to obtain the formal certificate.
Duration	1 day
Delivery Method	Online instructor led
Certification	AudioCodes Certified Professional (ACP) certification
Prerequisites	Completed AudioCodes Advanced Routing & Multitenancy Certification course

AudioCodes SBC in Microsoft Teams Environment – Advanced Certification Exam

Course Code	
Public/Per Seat: TR-TCE-S	
Course Name	
AudioCodes SBC in Microsoft Teams Environment - Advanced Certification Exam	
Course Details	
Products	AudioCodes SBC Series
Target Audience	Engineers who have completed the AudioCodes SBC in Microsoft Teams Environment Advanced course and wish to obtain the formal certificate.

Course Code	
Duration	1 day
Delivery Method	Online instructor led
Certification	AudioCodes Certified Professional (ACP) certification
Prerequisites	Completed AudioCodes SBC in Microsoft Teams Environment - Advanced Certification course

Recertification Exams

This section describes AudioCodes Recertification exams:

- ACA Recertification Exam below
- ACP Recertification Exam on the next page

ACA Recertification Exam

Course Code	
Public/Per Seat: TR-REACA-S	
Course Name	
ACA Recertification Exam	
Course Details	
Target Audience	Engineers with Expired ACA Certification.
Duration	2 hours
Delivery Method	Online Instructor Led
Certification	ACA certification renewal
Prerequisites	An expired ACA certificate

ACP Recertification Exam

Course Code	
Public/Per Seat: TR-REACP-S	
Course Name	
ACP Recertification Exam	
Course Details	
Target Audience	Engineers with Expired ACP Certification.
Duration	1 day
Delivery Method	Online Instructor Led
Certification	ACP certification renewal
Prerequisites	An expired ACP certificate

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