

## Welcome to the GENBAND Global Training Course Catalog

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## Curriculum Paths

### AS C20

- AS10 or AS13 C20– Communications Application Server (AS) Overview
- AS20 C20 – Communications Application Server(AS) Provisioning
- AS22 C20 – Application Server and GVPP Administration Maintenance, Provisioning and Fault Management
- SPBX15- SIP PBX Trunk Provisioning

#### Optional

- IMM20- Intelligent Messaging Manager Provisioning and Administration
- MEP15 - GENView Mobile End point Provisioning Server
- WAM10 -Web Application Manager (WAM) Operations & Configuration
- WMM10- Wireless Mobility Manager (WMM) Basic Overview
- SPIDR15 - SPiDR Operations and Configuration

### AS Stand Alone

- AS11 or AS12 - Communications Application Server (AS) – Standalone Overview
- AS21 - Communications Application Server (AS) – Standalone Administration, Maintenance, Provisioning and Fault Management
- AS23 – Application Server (AS) – Standalone & GVPP Administration, Maintenance, Provisioning, and Fault Management
- AS30 - Communications Application Server- Standalone Accounting
- SPBX16 – A2 Stand Alone SIP-PBX Trunk Provisioning
- GMS16 - GENBAND Media Server Operations and Provisioning

#### Optional

- IMM20 - Intelligent Messaging Manager Provisioning and Administration
- MEP15 - Mobile Endpoint Provisioning (MEP) and Operations
- WAM10 - Web Application Manager (WAM) Operations & Configuration
- WMM10 – Wireless Mobility Manager (WMM) Basic Overview
- SPIDR15 - SPiDR Operations and Configuration

### C20 on GENiUS

- GEN10 or GEN11 – C20 on GENiUS Solution Overview
- GEN15- C20 on GENiUS Solution Fault Management
- GEN16- C20 on GENiUS Operations and Maintenance
- SST16- C20 on GENiUS Session Server Trunks Provisioning and Maintenance
- GMS15- GENBAND Media Server Operations and Provisioning
- SP2K10 - C20 on GENiUS Signaling Platform 2000 Overview, Administration and Maintenance
- SP2K16- C20 on GENiUS Signaling Platform 2000 (SP2000) Operations Administration and Maintenance
- GVM15- GENview Manager Operations
- GVB15- GENview Billing/ Event Dynamics Operations
- GBM15- GENview Billing Mediation Operations

**Optional**

- NPM35- CVoIP: Network Patch Manager
- OSSG20 -C20 - OSSGate and Servord
- GBM15- GENView Billing and Mediation Operators Course
- GVBDS16 - C20 – GENview Billing Data Server (GVB-DS) Operations
- C20G915- Converged Media Gateway – Operation, Administration and Maintenance
- G616- Universal Media Gateway Operations, Administration and Maintenance for Packet Line Gateway and Trunk Gateway
- G516 – G5 SIP ESA Overview
- G515 G5- Access Line Gateway Operations, Maintenance, Fault Management
- CALLP26- C20 on GENiUS - Advanced Call Processing Tools
- GEN35 -C20 on GENiUS Solution Planning and Capacities

**C20 Translations**

- XLA35- C20 - Basic Translations (ANSI)
- UXLA37- C20 Universal Translations (ETSI)

**C15**

- C1510 or C1511- C15 Product Overview
- C1515 - C15 Operations, Maintenance, Fault Management
- C1520 - C15 Lines Administration
- C1521 – C15 Business VoIP Configuration and Provisioning
- C1536 - C15 Engineering
- C1535 - C15 Translations

**Optional**

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**C3/G9**

- C315 - Signaling Controller Operations, Administration and Maintenance
- C335 - Signaling Controller – Basic Translations
- C3G915 - Converged Gateway Operations, Administration and Maintenance

**SBC**

- SBC15 - SBC Combination SBC & GenView RSM Fundamentals, OAM
- SBC25 – SBC Recovery, Security, & Troubleshooting
- SBC26 – SBC Advanced Configuration and Operations

**S2**

- S215 - S2 Fundamentals, Operations & Maintenance

**WAG**

- WAG15 – Wireless Access Gateway OAM&P

**QFLEX**

- QFlex15 - Enterprise SBC Installation & Provisioning
- QFlex16 - Enterprise SBC Installation & Provisioning

**DSC**

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**G6**

- G615 - Universal Media Gateway Operations, Administration and Maintenance

**G5**

- G516 – G5 SIP ESA Overview
- G515 - G5 Access Line Gateway Operations, Maintenance, Fault Management

**CS2100**

- CMPCT15 - C20 - Compact Operations and Maintenance
- CSLAN20 - ERS 8600 (CS LAN) Operations and Configuration
- IEMS15 C20 - Integrated Element Manager System (IEMS) Operations
- OSSG20 C20 - OSSGate and Servord
- SST15 - Session Server Trunks Provisioning and Maintenance
- CICM15 - C20 - Centrex IP Client Manager/ IP Client Manager Operations and Maintenance
- AS10 - C20– Communications Application Server (AS) Overview
- AS20 - C20 – Communications Application Server(AS) Provisioning
- AS11 - Communications Application Server (AS) – Standalone Overview
- AS21 - Communications Application Server (AS) – Standalone Administration, Maintenance, Provisioning and Fault Management
- AS30 - Communications Application Server- Standalone Accounting

**CIM**

- 100 - CIM Overview
- 200 - Customer Support Tier 1 & Tier 2
- 300 - CIM Systems Administration

## **Communications Application Server (AS) – Standalone Overview (Course # AS11)**

### **Course Description:**

This course provides a technical overview of the Communications Application Server – Standalone configuration.

**Note:** Students taking the AS12 do not need the AS11

### **Course Length and Delivery Method**

1 Day – Self-Paced

## **Communications Application Server (AS) – Standalone Overview (Course # AS12)**

### **Course Description:**

This course provides a technical overview of the Communications Application Server – Standalone configuration.

**Note:** Students taking the AS11 do not need the AS12

### **Course Length and Delivery Method**

1 Day – Leader Led

**Locations:** Onsite, eLearning, Raleigh NC, Maidenhead UK

## **C20– Communications Application Server (AS) Overview (Course # AS10)**

### **Course Description:**

This course provides a technical overview of the Communication Server 20 – Communications Application Server configuration.

**Note:** Students taking the AS13 do not need the AS10

### **Course Length and Delivery Method**

1 Day – Self-Paced

## **C20– Communications Application Server (AS) Overview (Course # AS13)**

### **Course Description:**

This course provides a technical overview of the Communication Server 20 – Communications Application Server configuration.

**Note:** Students taking the AS10 do not need the AS13

### **Course Length and Delivery Method**

1 Day – Leader Led

## **Communications Application Server - Standalone Accounting**

**(Course # AS30)**

### **Course Description:**

This course teaches students how to manage and interpret the Internet Protocol Detail Record (IPDR) for Communications Application Server - Standalone.

**Note:** Students taking the AS31 do not need the AS30

### **Course Length and Delivery Method:**

1 Day – Self-Paced

## **C20 – Communications Application Server Administration, Maintenance, Provisioning and Fault Management**

**(Course # AS20)**

### **Course Description:**

This course teaches students how to provision, maintain, and troubleshoot the C20 hosted AS Communications Application Servers.

### **Course Length and Delivery Method**

4 Days – Leader Led

## **C20 – Application Server and GVPP Administration Maintenance, Provisioning and Fault Management**

**(Course # AS22)**

### **Course Description:**

The purpose of this course is to teach students how to provision, maintain, administer and troubleshoot the C20 hosted Application Server with GENView Provisioning and Portals.

### **Course Length and Delivery Method**

5 Days – Leader Led

## **Communications Application Server (AS) - Standalone Administration, Maintenance, Provisioning and Fault Management**

**(Course # AS21)**

### **Course Description:**

This course teaches students how to provision, maintain, and troubleshoot the Communications Application Server – Standalone.

### **Course Length and Delivery Method**

4 day – Leader Led

## **Application Server (AS) – Standalone & GVPP Administration, Maintenance, Provisioning, and Fault Management** (Course # AS23)

### **Course Description:**

The purpose of this course is to teach students how to provision, maintain, administer and troubleshoot the Application Server Standalone with GENView Provisioning and Portals.

### **Course Length and Delivery Method**

4 day – Leader Led

## **C20 - SIP-PBX Trunk Provisioning**

(Course # SPBX15)

### **Course Description:**

This course introduces you to the SIP-enabled VoIP VPN and the terminology and interfaces. This course will lead you through the procedures to provision a SIP-enabled VoIP VPN. Also, this course will familiarize you with the maintenance fundamentals of the SIP-enabled VoIP VPN.

### **Course Length and Delivery Method**

2 Day – Self-Paced

## **AS Standalone SIP PBX Trunking Configuration, Operations and Administration**

(Course # SPBX16)

### **Course Description:**

The purpose of this course is to provide you with the skills and knowledge to configure and operate the AS Standalone SIP PBX Trunking Feature.

### **Course Length and Delivery Method**

2 Day – Leader Led

## **Intelligent Messaging Manager Provisioning and Administration**

(Course # IMM20)

### **Course Description:**

The purpose of this course is to teach students how to provision and administer the Intelligent Messaging Manager Application.

### **Course Length and Delivery Method**

2 Day – Leader Led

## **Mobile Endpoint Provisioning (MEP) and Operations**

**(Course # MEP15)**

### **Course Description:**

The purpose of this course is to teach students how to provision and administer the the GENView Provisioning and Portals Mobile Endpoint Provisioning (MEP) platform.

### **Course Length and Delivery Method**

2 Day – Leader Led

## **Web Application Manager (WAM) Operations & Configuration**

**(Course # WAM15)**

### **Course Description:**

The purpose of this course is to provide you with the skills and knowledge to understand the operations, configuration, and maintenance of the Web Application Manager (WAM).

### **Course Length and Delivery Method**

2 day – Self-Pace

## **SPiDR Operations and Configuration**

**(Course # SPiDR15)**

### **Course Description:**

The purpose of this course is to provide you with the skills and knowledge to understand the operations, configuration, and maintenance of SPiDR.

### **Course Length and Delivery Method**

2 day – Self-Pace

## **Wireless Mobility Manager (WMM) Basic Overview**

**(Course # WMM10)**

### **Course Description:**

This course provides an introduction to the Wireless Mobility Manager Solution. It will identify the architecture, network scenarios and it will describe the hardware and software that enables the WMM functionality.

### **Course Length and Delivery Method**

3 Hours – Self-Pace



## **GENView Billing and Mediation Operators Course (Course # GBM15)**

### **Course Description:**

The 2-Day Leader Led GBM15 – GENView Billing and Mediation Operators Course Train the Trainer course includes all the topics listed below for the Operators Course and additional notes and explanations are covered to ensure the students understanding of the topics.

### **Course Length and Delivery Method**

2-day, Leader Led

## **GENView Provisioning and Portals Overview**

### **(Course # GVPP10)**

### **Course Description:**

This course provides a technical overview of the GENView Provisioning and Portals software suite, its main user interfaces and the hardware and software platforms used.

### **Course Length and Delivery Method**

1/2 Day –Self-Paced

## **GENView Provisioning and Portals System Administration**

### **(Course # GVPP15)**

### **Course Description:**

The 2 - day Leader Led GVPP15 - GENView Provisioning and Portals System Administration course provides the GVPP System Administrators against both the hardware and software used in the GVPP installation. Usually, the System Administrators are the main point of contact for problem notification and resolution between the site and Genband Technical Support. Students will learn the system and application configuration for their installed hardware, network troubleshooting, switch setup and troubleshooting, processor and client management, Backup and Recovery steps and some GVPP Provisioning Administration tasks.

### **Course Length and Delivery Method**

1-day, Leader Led

## **GENView Provisioning and Portals – Setup, Administration, Provisioning, Fault Management, Reporting and Auditing**

**(Course # GVPP20)**

### **Course Description:**

This course familiarizes students with the setup, administration, provisioning, fault management and reporting capabilities of the GVPP System and its four main interfaces. Through the course the student will be introduced to the core network setup activities for network elements used in the GVPP system, provisioning and management of voice service Subscribers, SIP Devices voice service Groups, as well as Reporting, Fault Management and Log File Tracking. The course includes lessons on the Reseller, SMB and End User Interface.

### **Course Length and Delivery Method**

4-day, Leader Led

## **Compact Gateway – Basic Overview**

**(Course # G210)**

### **Course Description:**

The G210 Compact Gateway Basic Overview provides the student with a high level understanding of the G2 Basic Hardware, Provisioning, Alarms, Events and the Packet Line Gateway.

### **Course Length and Delivery Method**

3 Hours Self-Paced

## **Compact Gateway Operations, Administration and Maintenance**

**(Course # G215)**

### **Course Description:**

The G215 Compact Gateway - Operations, Administration and Maintenance course provides the skills required to perform operational, maintenance, and provisioning tasks on the G2, either via the command line interface (CLI) or GenView. This course also provides the skills required to administer and troubleshoot the G2.

### **Course Length and Delivery Method**

2 Day Leader Led

## **G5 SIP ESA Overview**

**(Course # G516)**

### **Course Description:**

The G5 SIP ESA Overview is a 1-day course that is geared toward Service Personnel, Administrators and Maintenance personnel who require an understanding of the G5 SIP ESA.

### **Course Length and Delivery Method**

1 Day Self-Paced

## **Line Access Gateway**

**(Course # G515)**

### **Course Description:**

The G515 Line Access Gateway course provides the skills required to deploy the G5 Line Access Gateway by understanding the physical connections and interfaces. It also will discuss how the features of the G5 Line Access Gateway will fit in the network.

### **Course Length and Delivery Method**

2 Day Leader Led

## **Universal Media Gateway Basic Overview**

**(Course # G610)**

### **Course Description:**

The G610 Universal Media Gateway Basic Overview provides the student with a high level understanding of the G6 Basic Hardware, Provisioning, Alarms, Events and the Packet Line Gateway.

### **Course Length and Delivery Method**

4 hours Self-Paced

## **Universal Media Gateway Operations, Administration and Maintenance**

**(Course # G615)**

### **Course Description:**

The G615 Universal Gateway - Operations, Administration and Maintenance course provides the skills required to perform operational, maintenance, and provisioning tasks on the G6, either via the command line interface (CLI) or GenView. This course also provides the skills required to administer and troubleshoot the G6.

### **Course Length and Delivery Method**

3-day, Leader Led

## **Universal Media Gateway Operations, Administration and Maintenance for Packet Line Gateway and Trunk Gateway**

**(Course # G616)**

### **Course Description:**

The G616 is a 3-day, Leader Led, G6 Universal Gateway - Operation, Administration & Maintenance for Packet Line and Trunk Gateway Course that describes and illustrates the ability of the G6 to function as a Packet Line Gateway to support physical and logical interfaces for the G5 Line Access Gateway and Access Bridging Interface for legacy GENBAND XPM migration. This course will also address the capability of the G6 Universal Gateway to function as a Trunk Gateway in support of ISUP, PRI and CAS trunk circuits. The student is equipped with an understanding of the G6 Hardware, H.248 Softswitch Interface Virtual Media Gateway, Interface Groups, Fault Management, Security, Performance and C20 Call Session Controller and Gateway Controller associations to support the Packet Line Gateway (PLG) and Trunk Gateway (TGW) applications defined on the G6.

### **Important Note:**

***This course is based on G6 Universal Gateway deployment with the GENBAND C20 Softswitch. Customers deploying the G6 without a C20 should not attend this course; they should attend the G615 Course.***

### **Course Length and Delivery Method**

3-day, Leader Led

## **Media Gateway – Basic Overview**

**(Course # G910)**

### **Course Description:**

The G910 Media Gateway Basic Overview, which is 4 hours in length, is intended as an overview to the G9 product line, architecture, features, capabilities and physical equipment for the G9 in both Class 4 and Class 5 offices.

### **Course Length and Delivery Method**

4 Hours Self-Paced

## **C3 Signaling Controller Overview**

**(Course # C310)**

### **Course Description**

The C310 Signaling Controller Overview, which is 3 hours in length, is intended as an overview to the C3G915 course. This self-paced overview course provides the basic understanding of the functions and capabilities of the GENBAND C3 Signaling Controller. It provides general information of the configurations and scenarios where the C3 Signaling Controller can be utilized and the services it can provide as Media Gateway Controller, Signaling Gateway and Application Gateway. It describes the hardware, modules and software that enable its operation.

### **Course Length and Delivery Method**

3 Hours Self-Paced

## **C3 Hosted Converged Gateway – Operation, Administration, Provisioning and Maintenance**

**(Course # C3G915)**

### **Course Description:**

The C3G915 – C3 Hosted Converged Gateway - Operation, Administration, Provisioning & Maintenance Course is geared toward Service Personnel, Administrators and Maintenance personnel who require an understanding of the G9 Converged Gateway System when hosted with a C3 call controller. The student is equipped with an understanding of hardware, Operating System as well as software and database for the C3 hosted G9 system.

***Note: This course is only required for C3 controller implementations. For C20 controllers and third party controllers, customers should register for the G915 course.***

### **Course Length and Delivery Method**

5-days, Leader Led

## **C3 Hosted Converged Gateway – Operation, Administration and Maintenance – Deployment with GENBAND C20 Converged Softswitch**

**(Course # C20G915)**

### **Course Description:**

The C20G915 is a 3-day, Leader Led, G9 Converged Gateway - Operation, Administration & Maintenance Course that is geared toward Service Personnel, Administrators and Maintenance personnel who require an understanding of the G9 Converged Gateway deployed with a GENBAND C20 Call Session Controller for Gateway Call Control. The student is equipped with an understanding of the G9 Hardware, Virtual Media Gateway, Fault Management, Security, Performance and C20 Call Session Controller association for Trunk Group application and support.

### **Course Length and Delivery Method**

3-days, Leader Led

## **Media Gateway 9000 Fault Management**

**(Course # MG9K15)**

### **Course Description:**

This course introduces you to the Media Gateway 9000 (mG9K) as a network element in the Succession Universal Access - AAL1 and Universal Access - IP solution. It provides a general product overview and information related to the basic operations, and maintenance tasks.

### **Course Length and Delivery Method**

3 day – Self Paced

## **Media Gateway 15000 Operations, Administration and Configuration**

**(Course # MG15K15)**

### **Course Description:**

This course provides knowledge and understanding about the Media Gateway 15000 as a Trunk Gateway for voice services in a Carrier Voice over IP (CVoIP) network. The Media Gateway 15000 functions as a Trunk Gateway in either a Packet Trunking-IP (PT-IP) or Universal Access-IP (UA-IP) CVoIP network.

This course focuses on the MG 15000 deployment using the Gigabit Ethernet (GigE) for IP Packet Network access.

### **Course Length and Delivery Method** 4 day Self Paced

## **MG3600 Installation Operations and Maintenance**

**(Course # MG36K15)**

### **Course Description:**

This course will provide the student with an understanding of installation, planning and engineering, provisioning, operations, maintenance and troubleshooting activities needed to support the MG3600 in their network.

### **Course Length and Delivery Method:**

2 Days Leader Led

## **Basic Overview**

**(Course # S310)**

### **Course Description:**

The S310 Basic Overview is a 3 – 4 hour self-pace course which will provide the student with an introduction to the Q20/Q21 Session Border Controller and the GENView-Real-Time Session Manager (RSM). This course is divided into six lessons. At the end of each lesson, the student will have the ability to check their knowledge and a final exam is presented at the end of the course. The student must achieve an 85% or greater on the exam to pass the course and to move onto the S330/S340 Combination SBC & GENView-RSM Fundamentals, Operation & Maintenance course. The S310 Basic Overview is the pre-requisite to all future Q20/Q21 courses.

### **Course Length and Delivery Method –**

1/2-day, Self-Pace

## **Combination SBC and GenView RSM Fundamentals, Operations & Maintenance**

**(Course # SBC15)**

### **Course Description:**

The 5-day Leader Led S315 – Combination SBC & GenView RSM Fundamentals, Operation & Maintenance course provides individuals with the skills necessary to support the Q20/Q21 Session Border Controller (SBC) and the GenView Real-time Session Manager (RSM). Students will learn how to install and commission the Q20/Q21, provision, operate and maintain signaling and media traffic between the SBC and other network components as well as Signaling and Media Vnets, Realms, EndPoints and Calling Plans.

### **Course Length and Delivery Method - 5-day, Leader Led**

**Locations:** Onsite, eLearning, Plano TX, Raleigh NC, Maidenhead UK

## **SBC Recovery, Security and Troubleshooting (Course # SBC25)**

### **Course Description:**

The purpose of this course is to provide you with the skills and knowledge to understand how to perform disaster recovery, implement security configurations, and advanced troubleshooting techniques on GENBAND's SBC.

### **Course Length and Delivery Method**

4-day, Leader Led

## **SBC Advanced Configuration and Operations (Course # SBC26)**

### **Course Description:**

The purpose of this course is to provide you with the skills and knowledge to understand the advanced operations and configurations of Trunking, Routing, Transcoding (Internal and external), Media Interworking and Flexible Messaging Manipulation (FMM)

### **Course Length and Delivery Method**

4-day, Leader Led

## **Security Gateway Maintenance and Configuration (Course # S215)**

### **Course Description:**

The 2-day Leader Led S2 Security Gateway course provides individuals with a fundamental understanding of the S2 Security Gateway. In addition, the student will learn the skills necessary to install, configure and maintain the S2 Security Gateway.

### **Course Length and Delivery Method**

2-day, Leader Led

## **Wireless Access Gateway OAM&P (Course # WAG15)**

### **Course Description:**

The WAG15 is a two day leader led or self-paced GENBAND Wireless Access Gateway (WAG) OAM&P course. This course provides individuals with a fundamental understanding of the WAG including configuration and maintenance.

### **Course Length and Delivery Method**

2 Day Leader led or Self-paced



## **Enterprise SBC Installation & Provisioning**

**(Course # QFlex15)**

### **Course Description:**

The QFlex15 Enterprise SBC Installation & Provision course is a 5 – 6 hour self-pace course which will familiarize students with the QFlex Solution, its architecture and what is required to get the QFlex and EMS servers installed and provisioned.

This course is divided into seven lessons which will provide an overview of the solution architecture, hardware & operating software requirements, how to install the QFlex software and perform basic administration and configuration of QFlex.

### **Course Length and Delivery Method**

1/2 Day – Self Paced

## **Enterprise SBC Installation & Provisioning**

**(Course # QFlex16)**

### **Course Description:**

The QFlex15 Enterprise SBC Installation & Provision course is a leader-led course which will familiarize students with the QFlex Solution, its architecture and what is required to get the QFlex and EMS servers installed and provisioned.

This course is divided into seven lessons which will provide an overview of the solution architecture, hardware & operating software requirements, how to install the QFlex software and perform basic administration and configuration of QFlex.

### **Course Length and Delivery Method**

1 Day – Leader Led

## **C20 on GENiUS Operations and Maintenance**

**(Course # GEN16)**

### **Course Description:**

The purpose of this course is to provide knowledge and understanding about the C20 Solution for Voice over IP (VoIP) Networks. This course will focus on the ATCA platform and how it is configured and maintained in the context of the C20 solution.

### **Course Length and Delivery Method**

3 Day – Leader Led

## **Signaling Controller – Basic Translations**

**(Course # C335)**

### **Course Description:**

This 5-day Leader-Led C335 Signaling Controller Basic Translations Course is designed to teach students basic skills needed to create translations that are used to process line-to-line, line-to-trunk, and trunk-to-line calls. You will have hands-on practice creating the information necessary to process these call types.

### **Course Length and Delivery Method**

5 Day – Leader Led

## **GENBAND Media Server (MS) Operations, Maintenance and Configuration (Course # GMS15)**

### **Course Description:**

The purpose of this course is to provide you with the skills and knowledge to understand the operations, configuration, and maintenance of the GENBAND Media Server (MS) hosted in a C20 solution in a Voice over IP Network.

### **Course Length and Delivery Method**

2 Day – Self-Paced

## **GENBAND Media Server (MS) Operations, Maintenance and Configuration (Course # GMS16)**

### **Course Description:**

The purpose of this course is to provide you with the skills and knowledge to understand the operations, configuration, and maintenance of the GENBAND Media Server (MS) hosted by an EXPERIUS Application Server in a Voice over IP Network.

### **Course Length and Delivery Method**

2 Day – Self-Paced

## **C20 - Centrex IP Client Manager/ IP Client Manager Operations and Maintenance**

**(Course # CICM15)**

### **Course Description:**

CVoIP Centrex IP Client Manager/ IP Client Manager (IPCM) Operations and Maintenance covers the functions, features, hardware, user interfaces, software requirements, call flows, and client terminals. It also includes multiple configuration tasks for Virtual Media Gateways, terminals, and users. The use of profiles to manage users and adjust quality of service variables is also covered.

### **Course Length and Delivery Method:**

5 Day Leader Led

## **IW SPM IP Operations, Administration, and Maintenance**

**(Course # IWSPM16)**

### **Course Description:**

This course addresses the functionality of the Interworking Spectrum Peripheral - IP Module for Succession. This course addresses the hardware, connectivity and functionality. It also addresses MAP level commands, alarms, logs, and OMs associated with the IW SPM IP Module.

### **Course Length and Delivery Method:**

2 Day Self Paced

## **C20 - OSSGate and Servord+**

**(Course # OSSG20)**

### **Course Description:**

An Introduction to OSSGate and Servord+ (1825X) provides a brief understanding of the OSSGate server and it's functionality in provisioning and testing CVoIP lines using SERVORD+.

### **Course Length and Delivery Method:**

1 Day Self Paced

## **C20 - Basic Translations**

**(Course # XLA35)**

### **Course Description:**

This course assumes you have no previous DMS translations experience. It gives you the ability to create translations that are used to process line-to-line, line-to-trunk, and trunk-to-line calls. You will have hands-on practice creating the information necessary to process these call types.

### **Course Length and Delivery Method:**

5 Day Leader Led

## **Carrier Voice over IP Operations - Trunk Group Provisioning**

**(Course # TRKS20)**

### **Course Description:**

This course is designed to help you learn trunk group provisioning in a Carrier Voice over IP solution. The course also introduces you to trunk group concepts that are a part of a Carrier VoIP solution. Covered in this course are ISUP, PRI, PTS, and DPT trunk group types. This course illustrates and describes the implementation of the Media Gateway (MG) 15000 trunk gateway (ANSI and ETSI implementations) and Session Server Trunk application. The trunk group data tables involved in a Carrier VoIP solution are essentially the same as the trunk group data tables used in legacy DMS deployments. This course identifies any differences.

### **Course Length and Delivery Method:**

2 Day Self-Paced

## **C20 - Compact Operations and Maintenance**

**(Course # CMPCT15)**

### **Course Description:**

This course is designed to help you learn the operation, hardware components, and user interfaces (SAM21 Manager, Compact Call Agent Manager, Compact Command Interpreter, and STORM Manager), involved in the C20 - Compact.

This course also gives you the opportunity to use information generated by individual nodes to identify faults.

### **Course Length and Delivery Method:**

2 day Self-Paced

## **ERS 8600 (CS LAN) Operations and Configuration**

**(Course # CSLAN20)**

### **Course Description:**

The purpose of this course is to provide knowledge and understanding about the Ethernet Routing Switch 8600 (ERS 8600) as a Communication Server Local Area Network (CS LAN) for a Voice over IP (VoIP) Network. This course will focus on the ERS 8600 and how it is deployed and configured to support the CS LAN functionally.

### **Course Length and Delivery Method:**

2 Day Self-Paced

## **Session Server Trunks Provisioning and Maintenance**

**(Course # SST15)**

### **Course Description:**

This course supports release CVM11 and provides you with the skills and knowledge to install and configure the SIP Gateway Application on Session Server Trunks. You will also learn basic fault and performance management methods. To reinforce learning, you will complete a number of exercises based on the topics covered.

### **Course Length and Delivery Method:**

2 Day Leader Led

## **Media Server 2000 Series Basic Operations and Administration**

**(Course # MS2K15)**

### **Course Description:**

Media Server 2000 Series Basic Operations and Administration. This course introduces you to the hardware, network topology, protocols, and user interfaces associated with MS 2000 Series components.

### **Course Length and Delivery Method:**

1 Day Self-Paced

## **Signaling Platform 2000 Operations Administration and Maintenance**

**(Course # SP2K15)**

### **Course Description:**

In Signaling Point 2000 (SP2000) Signaling Gateway Operations, Administration, and Maintenance, you'll learn how to manage the SP2000 as a Signaling Gateway (SG).

### **Course Length and Delivery Method:**

3 Days Self-Paced

## **C20 on GENiUS Signaling Platform 2000 Overview, Administration and Maintenance**

**(Course # SP2K10)**

### **Course Description:**

The purpose of this self-paced course is to gain and understanding of the architecture and administration of the Signaling Platform 2000 R3 signaling gateway on the GENiUS platform.

### **Course Length and Delivery Method:**

1 Day Self-Paced

## **Signaling Platform 2000 Operations Administration and Maintenance**

**(Course # SP2K16)**

### **Course Description:**

The SP2000 Operations, Administration, and Maintenance course familiarizes the student with the architecture, configuration, administration, and maintenance of the Signaling Platform 2000 configured in the GENIUS as a signaling gateway with R3.0 hardware and software.

### **Course Length and Delivery Method:**

2 Days Leader Led

## **DMS SuperNode XA-Core Maintenance**

**(Course # XAC15)**

### **Course Description:**

DMS SuperNode XA-Core Maintenance provides leader led hands-in activities, plus an open lab. Participants apply the skills and knowledge acquired during the interactive lecture portion of the course to complete routine and corrective maintenance tasks on the XA-Core in an open- lab environment.

### **Course Length and Delivery Method:**

3 Day Self-Paced

## **CVoIP: Network Patch Manager**

**(Course # NPM35)**

### **Course Description:**

The Network Patch Manager (NPM) utility is used to patch selected components of a customer's Carrier Voice over IP (CVoIP) network. CVoIP: Network Patch Manager explains patching generally, followed by an introduction to the NPM and hands-in practice using NPM.

### **Course Length and Delivery Method:**

½ day Self-Paced

## **C20 - Core Billing Manager (CBM) Operation**

**(Course # CBM15)**

### **Course Description:**

The Core and Billing Manager (CBM) is the network management system for the Communication Server. The Core and Billing Manager Operations course covers the operations, maintenance, administration, and troubleshooting of the CBM. This course also covers CBM applications support and configuration (including billing) for the Communication Server.

### **Course Length and Delivery Method:**

3 Days Self-Paced

## **GENView Billing Data Server (GVB-DS) on IA-RMS Operations.**

**(Course # GVBDS15)**

### **Course Description:**

The GENView Billing Data Server (GVB-DS) is the TDM network management system for the Communication Server. The GENView Billing Data Server Operations course covers the operations, maintenance, administration, and troubleshooting of the GVB-DS IA-RMS. This course also covers GVB-DS applications support and configuration (including billing) for the Communication Server.

### **Course Length and Delivery Method:**

1.5 Days Self-Paced

## **C20 – GENview Billing Data Server (GVB-DS) Operations**

**(Course # GVBDS16)**

### **Course Description:**

The GENview Billing Data Server (GVB-DS) is the network management system for the C20 on GENiUS Communication Server. The GENview Billing Data Server Operations course covers the operations, maintenance, administration, and troubleshooting of the GVB-DS. This course also covers CBMg applications support and configuration (including billing) for the Communication Server.

### **Course Length and Delivery Method:**

3 Days Leader Led

## **GENView Billing and Mediation Operators Course**

**(Course # GBM15)**

### **Course Description:**

The 2-Day Leader Led GBM15 – GENView Billing and Mediation Operators Course Train the Trainer course includes all the topics listed below for the Operators Course and additional notes and explanations are covered to ensure the students understanding of the topics.

### **Course Length and Delivery Method**

2-day, Leader Led

## **C20 - Integrated Element Manager System (IEMS) Operations**

**(Course # IEMS15)**

### **Course Description:**

Integrated Element Manager System (Integrated EMS) Operations covers basic Integrated EMS operations including alarms, logs, performance management, launching applications, administration, and topology management. It also covers topics related to system administration and management of the IEMS network management system. Lab exercises help to reinforce the course topics.

### **Course Length and Delivery Method: - 2 Day Self-Paced**

## **GENview Manager Operations**

**(Course # GVM15)**

### **Course Description:**

The GENView Manager (GVM) Operations course covers the usage of the GVM application for working with alarms, logs, performance management, launching applications, administration, and topology management. It also covers topics related to system administration and management of the network. Lab exercises help to reinforce the course topics.

### **Course Length and Delivery Method:**

2 Day Leader Led

## **Advanced Call Processing Tools for Trunks**

**(Course # CALLP26)**

### **Course Description:**

This course introduces Tools that are defined as safe for customers to use to capture Signaling Protocol messaging involved in Call Processing for Call Session Control. This course will focus on SIP based call scenarios based on GENBAND EXPERiUS Application Server lines, Session Server Trunks and the C20 Call Session Controller deployed within the C20 on GENiUS platform.

You will understand the resource relationship between the EXPERiUS AS lines and SIP/SIP-T DPT trunks, their associated Gateway Controllers and gateway endpoints definitions. C20 Call Agent, AS and Session Server Trunk GUI and CLUI/CLI tools are introduced to discover relevant IP addressing, to locate key data and to capture various call flow messages. SIP/SIP-T, GCP and PPVM protocol messages are explored as they relate to captured messages and to the phases of line to line, line to trunk, trunk to trunk call scenarios in a Carrier VoIP environment. Activities are included to reinforce all the concepts introduced in this course.

### **Course Length and Delivery Method:**

4 Days Leader Led

## **C20 on GENiUS Solution Overview**

**(Course # GEN10)**

### **Course Description:**

The GEN10 is a one day leader led C20-GENiUS Solution Overview course. Each component will be discussed to show its role in the solution. Component hardware and user interfaces will be discussed as well.

### **Course Length and Delivery Method:**

1 Day Leader Led



## **C20 on GENiUS Solution Overview**

**(Course # GEN11)**

### **Course Description:**

The GEN10 is a one day leader led C20-GENiUS Solution Overview course. Each component will be discussed to show its role in the solution. Component hardware and user interfaces will be discussed as well.

### **Course Length and Delivery Method:**

1 Day Self-Paced

## **C20 on GENiUS Solution Fault Management**

**(Course # GEN15)**

### **Course Description:**

The purpose of this course is to familiarize the student with the process of basic troubleshooting techniques to locate and resolve network faults on the C20-GENiUS platform. This is accomplished through the understanding of element management systems and the use of network element specific documentation.

### **Course Length and Delivery Method:**

3 Days Leader Led

## **C20 on GENiUS - Session Server Trunks Provisioning and Maintenance**

**(Course # SST16)**

### **Course Description:**

The purpose of this course is to provide you with the skills and knowledge to configure and maintain Session Server Trunks on GENiUS ATCA platform.

You will also learn basic fault and performance management methods. To reinforce learning, you will complete a number of exercises based on the topics covered.

### **Course Length and Delivery Method:**

3 Day Leader Led

## **C20 on GENiUS Class 5 Planning and Capacities**

**(Course # GEN35)**

### **Course Description:**

The purpose of this course is introduce you to the basic considerations when configuring a C20 on GENiUS platform by reviewing the System Engineering Bulletin, SEB\_09-00-003 (C20 on GENiUS Capacity Engineering) and other related SEBs.

### **Course Length and Delivery Method:**

2 Days Leader Led

## **C20 Universal Translations**

**(Course # UXLA37)**

### **Course Description:**

This course provides the students with the key skills to implement the datafill required to support a C20 Universal Translations scheme.

The course is instructor led with a high degree of practical content and student activity.

### **Course Length and Delivery Method:**

5 Days Leader Led

## **C15 Product Overview and Planning**

**(Course # C1510)**

### **Course Description:**

The purpose of this course is to provide the learner with a comprehensive overview of the C15 system including how the C15 fits into the network. Other topics include the C15 hardware architecture, input/output system, password security, documentation, as well as the available services and features. Instructions are provided for using the C15 documentation and communicating with the C15 via the Command Line Interface (CLI) and Graphical User Interface (GUI).

### **Course Length and Delivery Method:**

1 day Leader Led

## **C15 Product Overview and Fundamentals**

**(Course # C1511)**

### **Course Description:**

The purpose of this course is to provide the learner with a comprehensive overview of the C15 system including how the C15 fits into the network. Other topics include the C15 hardware architecture, input/output system, password security, documentation, as well as the available services and features. Instructions are provided for using the C15 documentation and communicating with the C15 via the Command Line Interface (CLI) and Graphical User Interface (GUI).

### **Course Length and Delivery Method:**

1 Day Self-Paced

## **C15 Line Administration**

**(Course # C1520)**

### **Course Description:**

The purpose of this course is for the student to learn the process for configuring subscriber lines, as well as basic information for configuring VoIP phones. Topics include logging into the C15, loading programs and entering commands, using the documentation, and interpreting output messages. Instructions will be provided for using both the Graphical User Interface (GUI), and the Command Line Interface (CLI).

### **Course Length and Delivery Method:**

2 Day Leader Led

## **C15 Business VoIP Configuration and Provisioning**

**(Course # C1521)**

### **Course Description:**

The purpose of this course is to introduce the student to C15 Enhanced Business Services and Centrex EBS and IBS. Students will create EBS groups and lines, configure services on IP Phones. Students will also learn about APMAX, SAC and MADN.

### **Course Length and Delivery Method:**

3 Days Leader Led

## **C15 Operations, Maintenance and Fault Management**

**(Course # C1515)**

### **Course Description:**

The purpose of this course is to provide the learner with the skills required to perform maintenance activities on the C15 system. Topics include the Core Controllers, IP Switching Fabric, SIP Lines, SIP Trunks, CCS7, AIN, and LNP. The lab exercises equip the learner to conduct maintenance activities and perform troubleshooting procedures.

### **Course Length and Delivery Method:**

5 Days Leader Led

## **C15 Translations**

**(Course # C1535)**

### **Course Description:**

The purpose of this course is to for the student to learn the fundamental aspects of C15 translations, including tracing calls and modifying office data. This course includes lecture and hands-on activities. The hands-on activities include, configuring VoIP phones, making changes in translations data, performing Translations Verification (TRVR), and making test calls to confirm the changes.

Digit translations is the process of taking any set of arbitrary dialed digits and defining a call process path to either a working line or a route. This course is designed to take the student through the C15 data blocks and translators required for digit translations.

### **Course Length and Delivery Method:**

5 Day Leader Led

## **EDGEWATER EdgeMarc Training**

### **Course Description:**

Training for EdgeMarc devices is provided by Edgewater Networks. To register for training related to EdgeMarc devices, please contact your GENBAND Account Representative for assistance.

### **Course Length and Delivery Method:**

1 Day Leader Led

## **CIM Overview**

**(Course # 100)**

### **Course Description:**

Upon completion of this course the students will understand the software, hardware components and varies architectures, such as the Service and Remote Telephone Nodes that make up a that make up a CIM

### **Course Length and Delivery Method:**

½ Day Leader Led

## **Customer Support Tier 1 & Tier 2**

**(Course # 200)**

### **Course Description:**

The CIM customer support training is a combined Tier 1 & Tier 2 course given over 2 days. The first day is typically spent in defining the service's features, functions and configuration options for each Class of Service (COS). To enforce what they have learned, students are broken into groups that will work through a set of exercise demonstrating the different telephony features and functions.

The second day focuses on using the Operations Support System and Utilities to manage and administer and trouble shoot subscriber accounts. An extensive OSS workshop is part of this training. In addition, optional CIM offer such as Auto Attendant are discussed. A general course review is part of the second day as well as time for Questions and Answers.

### **Course Length and Delivery Method:**

2 Day Leader Led

## **CIM Systems Administration**

**(Course # 300)**

### **Course Description:**

The information presented in the course is supported by documentation such as the System Administrator's Guide, Fault and Performance Monitoring Alarm Reference & Troubleshooting Guide, Operations and Support System (OSS) System Administration Guide, etc.

Upon completion of this course, the student will be able to effectively understand and operate a CIM Service Node. The topics covered in this course also include remote hands on demonstrations by the instructors as well as class exercise, using either a lab or the production system.

The training modules described are based on generic training package that may change slightly, for individual customers based on specific requirements and deployments:

### **Course Length and Delivery Method:**

3 Days Leader Led

## **IMS Technical Overview (GENBAND Products/Solutions)**

**(Course# IMS10)**

### **Course Description:**

The IMS10 is a one day leader led GENBAND IP Multimedia Subsystem (IMS) Technical Overview course. Each component will be discussed to show its role in the solution. Component hardware and user interfaces will also be discussed.

### **Course Length and Delivery Method**

1 Day Leader led

## **GENBAND IPX Solution – Operation, Administration and Maintenance**

**(Course# IPX15)**

### **Course Description:**

The IPX15 is a 5-day, Leader Led, Solution and elements - Operation, Administration & Maintenance Course that is geared toward Service Personnel, Administrators and Maintenance personnel who require an understanding of the IPX Solution as offered by GENBAND deployed with a GENBAND S3, C3, G9 and the optional NetNumber TITAN Call Routing Engine. The student is equipped with an understanding of the GENBAND hardware elements as used in the solution includes a high level overview of the role of TITAN Call Routing Engine.

### **Course Length and Delivery Method**

5 Day Leader led

## **TelcoBridges Gateways – Essentials and Configuration**

**(Course#TMG20)**

### **Course Description:**

This course will provide the student with an skills necessary to configure, monitor and maintain the TelcoBridges Tmedia Gateway in their network.

### **Course Length and Delivery Method:**

3 Days Leader Led