

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
- SPBX15- SIP PBX Trunk Provisioning
- GMS15 - GENBAND Media Server Operations and Provisioning

Optional

- IMM20- Intelligent Messaging Manager Provisioning and Administration
- WAM10 -Web Application Manager (WAM) Operations & Configuration
- WMM10- Wireless Mobility Manager (WMM) Basic Overview

AS Stand Alone

- AS11 or AS12 - Communications Application Server (AS) – Standalone Overview
- AS21 - Communications Application Server (AS) – Standalone 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
- WAM10 - Web Application Manager (WAM) Operations & Configuration
- WMM10 – Wireless Mobility Manager (WMM) Basic Overview
- SPIDR15 - SPiDR Operations and Configuration
- KL15 – Kandy Link Operations and Configuration

AS and GVPP combined curriculum

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- GVPP15 - GENView Provisioning and Portals System Administration
- GVPP20 - GENView Provisioning and Portals – Setup, Administration, Provisioning, Fault Management, Reporting and Auditing
- GVPP21 - GENView Provisioning and Portals for Enterprise – Provisioning, Fault Management, Reporting, Auditing and Interfaces
- AS15 - C20-AS and GENView Provisioning and Portals System Administration
- AS22 – C20 - Application Server and GVPP Administration Maintenance, Provisioning and Fault Management
- AS23 - Application Server (AS) – Standalone & GVPP Administration, Maintenance, Provisioning, and Fault Management
- AS24 - C20-AS and GENView Provisioning and Portals Enterprise Administration, Provisioning and Reporting
- AS25 - AS-Stand Alone and GENView Provisioning and Portals Enterprise Administration, Provisioning and Reporting

C20 on RMS

- C20RMS10 or C20RMS11 – C20 on RMS Solution Overview
- C20RMS15- C20-RMS Solution Fault Management
- C20RMS16- C20 on RMS Operations and Maintenance
- SST16- C20 on GENiUS/RMS Session Server Trunks Provisioning and Maintenance
- GMS15- GENBAND Media Server Operations and Provisioning
- SP2K15- Signaling Platform 2000 Operations, Administration, Maintenance, & Provisioning
- 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- G9 Converged Gateway – Operation, Administration and Maintenance
- G616- Universal Media Gateway Operations, Administration and Maintenance for Packet Line Gateway and Trunk Gateway
- G5SE10 – G5 SIP ESA Overview
- G515 G5- Access Line Gateway Operations, Maintenance, Fault Management
- CALLP26- C20 on GENiUS/RMS - Advanced Call Processing Tools
- C20RMS35 -C20 on RMS Solution Planning and Capacities
- C2018 – C20 & CS2000 Transition to GVM 2.0

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
- SP2K15- Signaling Platform 2000 Operations, Administration, Maintenance, & Provisioning
- 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- G9 Converged Gateway – Operation, Administration and Maintenance
- G616- Universal Media Gateway Operations, Administration and Maintenance for Packet Line Gateway and Trunk Gateway
- G5SE10 – G5 SIP ESA Overview
- G515 G5- Access Line Gateway Operations, Maintenance, Fault Management
- CALLP26- C20 on GENiUS/RMS - Advanced Call Processing Tools
- GEN35 -C20 on GENiUS Solution Planning and Capacities
- C2018 – C20 & CS2000 Transition to GVM 2.0

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

- G215 - Compact Gateway Operations, Administration, and Maintenance

C3/G9

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

GVPP

- GVPP10 – GENView Provisioning and Portals Overview
- GVPP15 - GENView Provisioning and Portals System Administration
- GVPP20 - GENView Provisioning and Portals – Setup, Administration, Provisioning, Fault Management, Reporting and Auditing
- GVPP21 - GENView Provisioning and Portals for Enterprise –Provisioning, Fault Management, Reporting, Auditing and Interfaces

TMG

- C20TMG15 – C20/TelcoBridges Media Gateway (TMG) – Essentials and Configuration

SBC

- SBC10 – Basic Overview
- SBC15 - SBC Combination SBC & GenView RSM Fundamentals, OAM
- SBC25 – SBC Recovery, Security, & Troubleshooting
- SBC26 – SBC Advanced Configuration and Operations

- FMM15 - Flexible Message Manipulation
- DSBC10 – Distributed Session Border Controller (D-SBC) overview
- DSBC15 – Distributed Session Border Controller (D-SBC) Operations, Administration, Maintenance, and Provisioning
- DSBC16 – Distributed SBC (D-SBC) Operations, Administration, Maintenance, and Provisioning Delta
- ISBC10 - Integrated Session Border Controller (I-SBC) Overview
- ISBC15 - Integrated Session Border Controller (I-SBC) Operations, Administration, Maintenance, and Provisioning
- ISBC16 - Integrated Session Border Controller (I-SBC) Operations, Administration, Maintenance, and Provisioning Delta
- FMM16 - Flexible Message Manipulation (FMM) Basics on ACS
- GVO15 - GENView OneEMS Operations, Administration, Maintenance, and Fault Management
- GVAN15 - GENView Analytics Operations, Administration, and Reporting

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

- DSC15 - DSC Operation & Configuration Fundamentals

G6

- G616 - Universal Media Gateway Operations, Administration and Maintenance for Packet Line Gateway and Trunk Gateway

G5

- G5SE10 – G5 SIP ESA Overview
- G515 - G5 Access Line Gateway Operations, Maintenance, Fault Management

CIM

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

Kandy Business Solutions

- KBS10 – Kandy Business Solutions Overview
- KBS15 – Kandy Business Solutions Tier 1 Support
- KBS20 - Kandy Business Solutions Partner Operations
- KBS21 - Kandy Business Solutions Contact Center

**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

**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 – C20-AS and GENView Provisioning and Portals System Administration

(Course # AS15)

Course Description:

The AS15 System Administration Course introduces System Management Content for newly installed C20-AS and AS Stand Alone systems with GVPP. The course material covers administration, management, maintenance, fault management and trouble-shooting for the interfaces used with the C20-AS and GVPP System (System Management Console GUI, Provisioning Client, and the GVPP Portal Server).

Course Length and Delivery Method

2 Days – Leader Led

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

C20 – C20-AS and GENView Provisioning and Portals Enterprise Administration, Provisioning and Reporting

(Course # AS24)

Course Description:

The AS24 familiarizes students with the provisioning, management, and reporting capabilities of the C20-AS with GVPP System. Through the course the student will be introduced to the core provisioning and management activities of voice service Subscribers, SIP Devices, voice service groups, as well as Reporting, Fault Management and Log File Tracking.

Course Length and Delivery Method

3.5 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 days – 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 days – Leader Led

AS-Stand Alone and GENView Provisioning and Portals Enterprise Administration, Provisioning and Reporting

(Course # AS25)

Course Description:

The AS25 course familiarizes students with the provisioning, management, and reporting capabilities of the AS Stand Alone with GVPP System. Through the course the student will be introduced to the core provisioning and management activities of voice service Subscribers, SIP Devices, voice service groups, as well as Reporting, Fault Management and Log File Tracking.

Course Length and Delivery Method

3.5 days – 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

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 days – Self-Pace

Kandy Link Operations and Configuration

(Course # KL15)

Course Description:

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

Course Length and Delivery Method

2 days – 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 days – 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, Self-Paced

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

GENView Provisioning and Portals for Enterprise –Provisioning, Fault Management, Reporting, Auditing and Interfaces

(Course # GVPP21)

Course Description:

This course familiarizes students with the provisioning, fault management, reporting capabilities of the GVPP System and its four main interfaces. Through the course the student will be introduced to the core provisioning and management activities of voice service Subscribers, SIP Devices, voice service groups, as well as Reporting, Fault Management and Log File Tracking.

Course Length and Delivery Method

2-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 # G5SE10)

Course Description:

The G5SE10 SIP ESA is a half day, Self-Paced, G5 SIP ESA 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

Half 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 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, customers should register for the C20G915 course.

Course Length and Delivery Method

5-days, Leader Led

G9 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

C20/TelcoBridges Media Gateway (TMG) – Essentials and Configuration

(Course # C20TMG15)

Course Description:

The C20TMG is a 3-day, Leader Led, C20/TelcoBridges Media Gateway (TMG) – Essentials and Configuration course that is geared toward Service Personnel, Administrators and Maintenance personnel who require an understanding of the TMG deployed with a GENBAND C20 Call Session Controller for Gateway Call Control. The student is equipped with an understanding of the TMG 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

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

SBC Basic Overview

(Course # SBC10)

Course Description:

The SBC10 Basic Overview is a 3 – 4 hour self-pace course which will provide the student with an introduction to the SBC 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 SBC15 Combination SBC & GENView-RSM Fundamentals, Operation & Maintenance course. The SBC10 Basic Overview is the pre-requisite to all future SBC 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

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

Flexible Message Manipulation

(Course # FMM15)

Course Description:

The information presented in this course is intended to teach people how to implement the power and functionality of Flexible Message Manipulation (FMM) for SBC release 9.x. This course will cover functionality, implementation and troubleshooting.

Course Length and Delivery Method

1 ½ days, Leader led or 1/2-day, Self-Pace

Distributed Session Border Controller (D-SBC) Overview

(Course # DSBC10)

Course Description:

This training event is designed to introduce GENBAND customers to the GENBAND Distributed Session Border Controller (D-SBC) solution.

Course Length and Delivery Method

1 Day, Self-Pace

Distributed Session Border Controller (D-SBC) Operations, Administration, Maintenance, and Provisioning

(Course # DSBC15)

Course Description:

The purpose of this course is to provide students with an understanding of the Distributed-SBC (D-SBC) technologies with an emphasis on both provisioning as well as understanding how to manage the operations and maintenance of D-SBC Network Elements.

Course Length and Delivery Method

5 Days Leader-Led

Distributed SBC (D-SBC) Operations, Administration, Maintenance, and Provisioning Delta (Course # DSBC16)

Course Description:

The purpose of this delta course is to provide experienced students of the SBC\RSM technologies with an introduction and understanding of the new interfaces available with the Distributed-SBC (D-SBC). This will allow the student to correlate existing knowledge to the new ACS\AMS Interfaces.

Course Length and Delivery Method

2 Days Leader-Led

Integrated Session Border Controller (I-SBC) Overview (Course # ISBC10)

Course Description:

This training event is designed to introduce GENBAND customers to the GENBAND Integrated Session Border Controller (I-SBC) solution.

Course Length and Delivery Method

1 Day Self-Pace

Integrated Session Border Controller (I-SBC) Operations, Administration, Maintenance, and Provisioning (Course # ISBC15)

Course Description:

The purpose of this course is to provide students with an understanding of the Integrated-SBC (I-SBC) technologies with an emphasis on both provisioning as well as understanding how to manage the operations and maintenance of I-SBC Network Elements.

Course Length and Delivery Method

5 Days Leader-Led

Integrated Session Border Controller (I-SBC) Operations, Administration, Maintenance, and Provisioning Delta (Course # ISBC16)

Course Description:

The purpose of this delta course is to provide experienced students of the SBC\RSM technologies with an introduction and understanding of the new interfaces available with the Integrated-SBC (I-SBC). This will allow the student to correlate existing knowledge to the new ACS Interfaces.

Course Length and Delivery Method

2 Days Leader-Led

Flexible Message Manipulation (FMM) Basics on ACS (Course # FMM16)

Course Description:

The information presented in this course is intended to teach people how to implement the power and functionality of Flexible Message Manipulation (FMM) for SBC release 10.x and above. This course will cover basic functionality, implementation and troubleshooting.

Course Length and Delivery Method

1 ½ days, Leader led or 1/2-day, Self-Pace

GENView OneEMS Operations, Administration, Maintenance, and Fault Management (Course # GVO15)

Course Description:

The purpose of this course is to familiarize the student with the Operations, Administration, and Fault Management Features of the GENView OneEMS Application with a focus on understanding Session Border Controller network element management.

Course Length and Delivery Method

1 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.

C20 on RMS Operations and Maintenance

(Course # C20RMS16)

Course Description:

The purpose of course C20RMS16 “C20-RMS Operations and Maintenance” is to provide knowledge and understanding about the C20 Call Session Controller Solution for Voice over IP (VoIP) Networks. This course will focus on the C20-RMS platform implementation using the MA-RMS (Multi Application – Rack Mount Server) hardware, and it’s Operational aspects, Maintenance, and Configuration

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 - 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

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, Maintenance, & Provisioning

(Course # SP2K15)

Course Description:

The SP2000 Operations, Administration, Maintenance, & Provisioning course familiarizes the student with the Architecture, Configuration, Administration, Fault Management and Maintenance of the Signaling Platform 2000 as a signaling gateway with R3 hardware and software.

The students are presented with structured hands-in exercises to practice the commands and Navigating both the Menu Driven and Graphical User Interfaces (GUIs)

Course Length and Delivery Method:

3 Days Leader-Led

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

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 RMS Solution Overview

(Course # C20RMS10)

Course Description:

The C20RMS10 is a one day leader led C20-RMS 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 RMS Solution Overview

(Course # C20RMS11)

Course Description:

The C20RMS11 is a one day leader led C20-RMS 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 RMS Solution Fault Management

(Course # C20RMS15)

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-RMS 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/RMS - 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 or RMS 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 on RMS Class 5 Planning and Capacities

(Course # C20RMS35)

Course Description:

The purpose of this course is introduce you to the basic considerations when configuring a C20 on RMS platform by reviewing the System Engineering Bulletin, SEB_09-00-021 (C20 on RMS Engineering Rules) 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:

1 Day Self-Paced

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

Kandy Business Solutions Overview

(Course # KBS10)

Course Description:

KBS10 is designed to welcome new Kandy Business Solutions Partners and provide them with information to get started as a Kandy Business Solutions reseller. The course includes an overview of the Kandy Business Solutions Cloud and the services and features offered information on where to find resources, and roles and responsibilities between the Kandy Business Solutions Partner and GENBAND.

Course Length and Delivery Method

2 Hours – Self-Pace

Kandy Business Solutions Tier 1 Support

(Course # KBS15)

Course Description:

This course is designed to help new Kandy Business Solutions Partners understand the GENBAND Support Processes and provide their customers support on common issues related to end users. The course includes an overview of the Kandy Business Solutions Portal and GENBAND Support Process. It includes information on how to capture logs, perform basic troubleshooting, performing traces and a list of common issues associated with turning up service.

Course Length and Delivery Method

½ day – Leader Led

Kandy Business Solutions Partner Operations

(Course # KBS20)

Course Description:

KBS20 is designed to provide Kandy Business Solutions Partners with the skills and tools necessary to onboard new customers onto Kandy Business Solutions and provide ongoing Tier 1 support.

Course Length and Delivery Method

2 days – Leader Led

Kandy Business Solutions Contact Center

(Course # KBS21)

Course Description:

KBS21 is designed to provide the student (Channel Partner) with a complete understanding of GENBAND's Kandy Business Solutions Contact Center functionality, administration and deployment requirements.

Course Length and Delivery Method

4 days – Leader Led

C20 & CS2000 Transition to GVM 2.0

(Course # C2018)

Course Description:

The *C20 & CS2000 Transition to GVM release 2.0* course covers the changes made when the Oracle/Sun based servers are migrated to either the GENIUS NDM blade for C20 or to the IA-RMS chassis for CS2000. Management differences and hardware differences are covered as well as a comparison of how management tasks were done before as to how tasks are done now.

The students are presented with structured hands-in exercises to practice the new commands and Navigating the new Graphical User Interfaces (GUIs).

Course Length and Delivery Method

3 days – Leader Led