

AudioCodes SBC in a Microsoft Teams Environment: Essentials & Configuration

Course Code	Per Seat: TR-Teams-BSC-S
	Dedicated Course: TR-Teams-BSC-C
Course Name	AudioCodes SBC in Microsoft Teams Environment Essentials & Configuration
Course Details	
Course	Hands-on technical instruction covering installation, configuration, maintenance, troubleshooting and administration of AudioCodes equipment in Microsoft Teams.
Products	AudioCodes MediaPack (MP) Series, AudioCodes SBC Series, AudioCodes Gateway Series
Student Profile	Systems Engineers, Network Architects, Consultants, and Integrators who are responsible for the planning, design, implementation and management of Microsoft Teams.
Duration	4 days
Delivery Method	Classroom Instructor Led or Online Instructor Led
Certification	The course includes an ACA (AudioCodes Certificate Associate) certification exam. 
General Objectives	Students are expected to be active participants in the learning process. Emphasis is placed on diagnostic tools and troubleshooting strategies to help students become self-sufficient in their use and support of AudioCodes products in a Microsoft Teams environment. On completion of the course, students will be able to: • Install and configure AudioCodes equipment using various management tools • Demonstrate and understand the operation, maintenance and monitoring tools of AudioCodes equipment • Troubleshoot and debug AudioCodes equipment • Demonstrate familiarity with Microsoft Teams related voice configuration aspects • Integrate AudioCodes Mediant SBC series in Microsoft Teams environment that require integrated voice components • Understand the advantages of connecting SIP Trunks using Mediant SBCs • Understand the requirements and features of an SBC • Configure SIP Trunk connection to Teams using a Mediant SBC • Understand how to perform basic SIP headers Manipulations

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Prerequisites	Students are expected to have an applicable professional background with a minimum of one year of practical experience with the following: • PSTN protocols and knowledge of analog and digital telephony systems. • VoIP and SIP network architecture • Understanding of SIP control protocol signaling stack. • Knowledge of IP networking
Course Outline	• AudioCodes Solutions - Brief Overview • AudioCodes User Interface Introduction • Documentation Description • Debugging Tools • AudioCodes Gateways Hardware Description • Analog Gateways: MediaPack Family • Digital Gateways: Mediant Family • SBC Application description • SBC Basic Terminology • Signaling Routing Domain - SRD • SIP Interface: ✓ Media Realm ✓ IP Groups ✓ Proxy Sets ✓ Routing ✓ Accounts • Multi-tenant Concepts • SBC Configuration • Debugging tools • Teams System Brief Overview: ✓ High level Architecture ✓ Teams Logical Architecture ✓ Teams as your phone ✓ Moving to the Cloud ✓ Connecting Phone System to the PSTN ✓ Microsoft Teams Direct Routing ✓ Direct Routing Signaling Path ✓ Teams Direct Media call without Media ByPass ✓ Teams Direct Media call with Media ByPass ✓ Voice Routing Basics ✓ Direct Routing Benefits ✓ Direct Routing Enterprise Model ✓ Direct Routing Hosting Model ✓ Direct Routing Solution Components

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	✓ SBC FQDN Requirements ✓ Public Trusted Certificate for the SBC ✓ SBC Domain Names in Enterprise and Hosting Model • SBC Direct routing configuration for Teams ✓ Prerequisites ✓ Configure VLAN's & IP Interface's ✓ NTP Servers ✓ TLS Contexts ✓ How to Configure Certificate ✓ Trusted root certificate ✓ SRV Record ✓ SRV Table Configuration ✓ Coder Group ✓ Teams & ITSP IP Profiles ✓ SDP Codecs offered list manipulation ✓ Coder Transcoding Flow ✓ ICE Lite ✓ Candidates list ✓ ICE and Candidates example ✓ STUN Server ✓ Generic call flow from PSTN to Teams ✓ SIP and STUN messages ✓ Media security ✓ Condition Table ✓ Classification Table ✓ IP to IP Routing table • SBC Number & Message Manipulation: ✓ CMR Process (CMR = Classify, Manipulate, Route) ✓ SBC Number Manipulation ✓ SBC Inbound Number Manipulations ✓ SBC Outbound Number Manipulations • Message Manipulation: ✓ Message manipulation reasons ✓ Pre & Post Message Manipulation ✓ Inbound & Outbound message manipulation ✓ Message Manipulation Configuration ✓ Mandatory Headers Handling ✓ SIP Interface Pre-Parsing Manipulation Sets ✓ Message Manipulation Table ✓ Message Manipulation – Manipulation Set ID ✓ Message Manipulation – Syntax ✓ Auto Completion Editor ✓ Message Manipulation parameters description ✓ SIP Message Manipulation – Examples ✓ SIP Message Normalization

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	• Digital Gateways Basic Configuration • SBC Survivability ✓ Survivability Methodology ✓ Alternative Routing Reasons ✓ PSTN Fallback • SBC High Availability ✓ High Availability Overview ✓ High Availability Architecture ✓ HA License Key ✓ High Availability Configuration ✓ IP Interfaces table ✓ HA Setting ✓ Preempt Mode ✓ HA Status in the Monitor Page ✓ Initialization Process ✓ Direct and in-direct Physical Connections ✓ HA Software Upgrade ✓ Device Failure Detection ✓ High Availability Maintenance
Lab Activities	• Getting Familiar with the GUI • Basic SIP Trunk Configuration • Teams to SIP Trunk Connection • SBC Message Manipulation • SBC Survivability and PSTN Fallback