



**ACTIS ACADEMY**  
AUDIOCODES TRAINING

# AUDIOCODES SBC IN A MICROSOFT TEAMS ENVIRONMENT - TROUBLESHOOTING

## Course

The course covers topics and techniques for troubleshooting AudioCodes SBCs in a Microsoft Teams Environment using Syslog. This is a lab-oriented class designed to help you gain troubleshooting experience before attending more advanced courses. You will debug an Enterprise SBC (E-SBC) environment using the Demo lab system and simulated case logs.

## Student Profile

Tier 1, 2 and 3 supports, Sales Engineers, Trainers, Technical Writers, Developers, and other technical staff supporting AudioCodes equipment holding an expired/valid ACA certificate.

## Products

AudioCodes SBC Series

## Prerequisites

An ACA certificate

## Details

- One day training
- Online Instructor Led
- Record of Participation
- The training is subject to a minimum number of attendees
- Access to the training course will only be accepted when the payment is fulfilled before the training date
- Course code is TR-SBC-TRBS-Teams-S

## General Objectives

Students are expected to be active participants in the learning process. Emphasis is placed on diagnostic tools and troubleshooting strategies to help students become self-sufficient in the use and support of AudioCodes SBC products.

On completion of the course, students will be able to:

- Be familiar with Basic Debugging tools
- Perform Basic SBC in a Microsoft Teams Environment faults troubleshooting

## Course Outline


AudioCodes SBC Application and debug brief review

Lab 1 – Teams Direct Routing to SIP Trunk Connection

Lab 2 – 11 Faults for SBC in a Microsoft Teams Environment







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