

SmartStart Training Program

Sundial's SmartStart Training Program is designed for operators and system administrators of the GENBAND S3 Session Border Controller and Real-Time Session Manager solutions. The program is structured with strong focus on the operation, maintenance and provisioning of the GENBAND S3 systems, enabling service providers to more effectively manage their VoIP network.



The SmartStart Training Program is composed of a two-day session where students interact directly with a Subject Matter Expert (SME), employing a hands-on learning experience with the GENBAND product. The program covers the basic components of the GENBAND S3 products, methods for provisioning services, configuration of alarms, troubleshooting techniques and performing system maintenance as it pertains to the GENBAND S3 solution.

The SmartStart Training Program covers the following topics:

- ☞ Overview of hardware components and interfaces
- ☞ Global system configuration
- ☞ Configuration of Realms
- ☞ Configuration of iEdge Groups
- ☞ Configuration of Endpoints
- ☞ Overview and configuration of calling plans and routes
- ☞ Call Detail Record (CDR) management
- ☞ Configuration of Alarms
- ☞ Troubleshooting techniques including key Processes
- ☞ Trace capture and analysis
- ☞ Routine system maintenance

The SmartStart Training Program is offered remotely via collaborative software or on-site at customer premises. For more information, please contact your Account Executive.