

# EMV20 - Part 1 Course

**Course Duration: 16 Hrs.**

**Course code: EMV20P1**

## Course Overview

The EMV20 - Part 1 course provides a comprehensive introduction to implementing, configuring, and supporting EdgeMarc and EdgeView solutions. Participants will gain hands-on skills in deployment, troubleshooting, and performance monitoring to ensure optimal VoIP and network performance in enterprise environments.

## What you'll learn?

- Understand the architecture and features of EdgeMarc and EdgeView solutions.
- Perform step-by-step installation and configuration.
- Monitor system health and troubleshoot common issues.
- Apply best practices for performance optimization and security.
- Deliver effective technical support for enterprise deployments.

## Target Audience

- Network Engineers and Administrators
- VoIP Engineers and Support Technicians
- Unified Communications Specialists
- Technical Support and NOC Teams
- IT Professionals working with Edgewater Networks solutions

## Pre-Requisites

- Basic knowledge of networking concepts (IP addressing, routing, switching).
- Familiarity with VoIP technologies and SIP protocol.

- Understanding of network monitoring tools.

## Course content

- Introduction to EdgeMarc and EdgeView Solutions
- System Installation and Initial Configuration
- Monitoring, Alerts, and Performance Management
- Troubleshooting and Issue Resolution
- Best Practices, Security, and Support Procedures