

EMV20 - Part 2 - EdgeMarc & EdgeView Course

Course Duration: 16 Hrs.

Course code: EMV20P2

Course Overview

This course provides hands-on training for deploying, configuring, and supporting EdgeMarc and EdgeView solutions. It focuses on real-world implementation scenarios, troubleshooting, and ongoing support best practices.

What you'll learn?

- Configure and deploy EdgeMarc devices in various network environments
- Integrate EdgeView for monitoring and management
- Perform troubleshooting and diagnostics effectively
- Apply best practices for VoIP quality, security, and reliability
- Provide efficient technical support for Edgewater Networks solutions

Target Audience

- Network Engineers
- VoIP/UC Support Specialists
- IT Administrators managing SIP/VoIP networks
- Service Providers and MSP technical teams

Pre-Requisites

- Basic understanding of VoIP and SIP protocols
- Knowledge of networking fundamentals (IP addressing, routing, firewalls)
- Familiarity with Edgewater Networks' product portfolio
- Completion of EMV20 – Part 1 (recommended)

Course content

- EdgeMarc Device Setup & Configuration
- EdgeView Integration & Dashboard Navigation
- VoIP Quality Monitoring & Troubleshooting
- Security, Firmware, and Maintenance Best Practices
- Support Case Handling & Real-World Implementation Scenarios