

# Snom Academy Courses - SAC



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## Introduction

Snom Academy currently offers free courses under three headings, **VoIP**, **Deskphone** and **DECT**. On this page we have collected the short descriptions of the courses to give you a better overview of the courses.

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## VoIP Courses

### Network - Basics



This course is designed to teach you the most important basics of network technology. We will cover IPv4 addresses and classes as well as subnetting with them. But you will also learn about classless subnetting. In the following we will go into the topic ports and protocols.

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### SIP - Basics



This course introduces you to the most important basics of the SIP protocol and gives you an introduction to Voice over IP telephony.

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## SIP - Advanced

**i** This course will deepen the function and use of the SIP and SDP protocol. First we will look at the request methods and then we will go into detail about the most important SIP headers and the SDP protocol.

Finally we will take a look at the different types of SIP servers.

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## VoIP - Basics

**i** This course is designed to introduce you to the basics of VoIP telephony. We will not go into all the details here, but will build bridges to the other courses and try to fill any gaps.

We will start with the technique of converting analog voice to digital format using **codecs**. Then we will go into the planning of the network capacities as well as the **MOS score** for the evaluation of the voice quality.

Finally, you will learn about the Session Border Controller and STUN.

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## VoIP - Advanced

**i** This course should introduce you to the details of VoIP telephony after a short summary of the basics.

We will start with the technique of converting analog voice to digital format using **Codecs**. Then we will go into the **calculation** of the required **bandwidth** for your VoIP network for the planning of network capacities.

Then we go into potential interference factors, **jitter**, **echo** and **delay**.

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## Network - Advanced

**i** This course deals with the more technically advanced aspects of VoIP telephony. In addition to details on the protocols and transition technologies used, the use of VLANs will be discussed in detail.

The course is rounded off by an introduction to the use of Wireshark.

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## Deskphone Courses

### Deskphone: Connecting

**i** This course is designed to give a brief insight into what needs to be considered when connecting Snom desk phones. We will also look at the different types of address books that are supported.

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### Deskphone: Advanced Features

**i** This course deals on the one hand with the individual customization of Snom's desk telephones, but also includes the possibility to configure or control them remotely. Furthermore we will show you in some examples what else you can do with Snom's desk phones.

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## Deskphone: Provisioning

 This course will give you a good overview of the possibilities of provisioning Snom desk phones.

In detail, we will discuss which types of provisioning are available for Snom desk phones, which options you can configure using provisioning, and which requirements and specifications you need to meet in order to comfortably provide both single and hundreds of phones with the respective configuration.

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## Deskphone: XML Applications

 This course provides an overview of the role of XML and the XML browser in Snoms desk phones.

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## Deskphone: Security

 This course will show you the most important safety aspects regarding the use of Snom desk phones.

We start with secure login to a provisioning server and then show the pros and cons of unsecured and encrypted provisioning.

We then go into the security of your desk phones, the two user levels and the encrypted communication with the web user interface.

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## Deskphone: Troubleshooting

 This course gives you a good overview of the different methods of troubleshooting and fixing problems with Snom desk phones.

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## DECT Courses

### DECT: Basics

 This course describes the basics of the DECT technology.

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### DECT: System Configuration

 This course provides you with a good overview of the web interface of the M700 / M900 DECT base stations. You will learn how to access the web interface, configure the base, add extensions and alarms and manage address books.

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## DECT: Multicell

 This course will inform you about all relevant details regarding the setup and operation of a DECT multicell with M700 and M900 bases. We will first deal with the mechanisms of synchronization, then move on to create a multicell and see how to make a correct DECT Site Survey. After that, we will go step by step through the configuration of a multicell and how to manage it.

This course will be completed by a detailed look at the path of the audio signal within the multicell.

## DECT: Site Survey

 This course will teach you all the relevant details on how to make a correct DECT Measuring. We start with the most important practical tips and then move on to the dimensioning and positioning of DECT bases. At the end, you will see a detailed illustration of how to realize an optimal DECT-Measuring.

At the end of the course you will find a **video on the topic**.

## DECT: Provisioning

 This course will give you a good overview of the possibilities of provisioning Snom M-Series DECT devices.

In detail, we will discuss which types of provisioning are available for Snom M-Series DECT devices, which options you can configure using provisioning, and which requirements and specifications you need to meet in order to conveniently provide both individual phones and hundreds of phones with the respective configuration.

## DECT: Troubleshooting

 This course will introduce you to some important techniques you will need for troubleshooting. By using screenshots and practical examples, you will learn how to react in the case of an error.

 You find our Snom Academy here: <https://academy.snom.com>  
Wenn Sie Snom Partner sind und noch kein Benutzerkonto für die Snom Academy haben, wenden Sie sich bitte an [academy@snom.com](mailto:academy@snom.com).

### Further Information

- [VoIP Essentials](#)
- [Visit the Snom Forum](#)
- [Open a support ticket](#)
- [Find a local partner](#)

### Related articles

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