About the Grandstream Academy

The Grandstream Academy is a centralized portal for all in-person certification training needs, providing a streamlined training and certification process for our resellers, integrators and installers. The main features of the Academy include:

- Consolidated trainings page for all available trainings around the globe
- Multiple training levels including Certified Specialist, Certified Professional and Certified Expert
- Online testing platform with automatic grading
- Digital training certificates that can be viewed and downloaded at any time
- Marketing kits for tips on how to promote your certification status
- Online certification renewals

Certification Levels

**Grandstream Certified Specialist (GCS)**
- Intended for those who attend a basic certification training in any product category.
- The solutions available for GCS level are: **UC, Networking, Facility and Security Management, and Video Conferencing Solutions**
- This basic level certification is meant to provide high-level knowledge on our products.
- Expiration is after 1 year.

**Grandstream Certified Professional (GCP)**
- Intended for those who attend an advanced certification training in any product category.
- The solutions available for GCP level are: **UC, Networking, and Facility and Security Management Solutions**
- This advanced level covers installations, settings and deployments using our products.
- Expiration is after 2 years.

**Grandstream Certified Expert (GCE)**
- Intended for those who attend an expert-level certification training in any product category.
- The solution available for GCE level are: **UC Solution**
- This expert level covers troubleshooting, complex installations and deployments using our products.
- Expiration is after 2 years.

academy.grandstream.com
About the Grandstream Academy

It is required for trainees to follow the training levels in order to obtain higher certificates. For instance, trainees won't be able to get certified as Experts (GCE) if they don't own a valid GCS and GCP certificate.

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<thead>
<tr>
<th></th>
<th><strong>UC Solution</strong></th>
<th><strong>Networking Solution</strong></th>
<th><strong>Facility &amp; Security Solution</strong></th>
<th><strong>Conferencing Solution</strong></th>
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<tbody>
<tr>
<td><strong>Specialist</strong></td>
<td>Learn about:</td>
<td></td>
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<td>• UCM Specifications</td>
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<td>• UCM Installation and Deployment</td>
<td>• GWN Access Points Specifications</td>
<td>• Security and Facility Management Technical Specifications</td>
<td>• GVC Series</td>
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<td>• UCM Features API &amp; 3rd Party Integration</td>
<td>• GWN Installment and Deployent</td>
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<td>• IPVideoTalk</td>
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<td>• GWN Features</td>
<td>• GDS Manager</td>
<td>• IPVT10</td>
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<td></td>
<td>• GWN Management Platform</td>
<td></td>
<td>• Video Conferencing Deployment Scenarios</td>
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<td><strong>Professional</strong></td>
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<td>• Grandstream Certified Professional Level is a lab-based training for all solutions</td>
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<td>• Trainees get to use and configure Grandstream solutions and apply their knowledge from GCS trainings in a hands-on environment</td>
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<td><strong>Expert</strong></td>
<td>Expert level is a lab-based training for advanced UC features:</td>
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<td></td>
<td>• API &amp; 3rd party integration</td>
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<td>• Maintenance, security, and troubleshooting</td>
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Onsite/Online/Renewal Training Sessions

- **Onsite training sessions** can be organized for all the levels (GCS, GCP and GCE). Onsite trainings can also be done either for a specific level or as an event covering certification trainings for all the levels. Trainees will take exam in the end of the onsite training.

- **Online training sessions** include only GCS level where trainees will be trained through a webinar covering everything about the solution. In the end of the webinar, trainees will be able to take the GCS exam.

- **Renewal training sessions** are online sessions organized only for GCS level. They are dedicated to trainees with an expired (or almost expired) GCS certificate. Renewal training sessions covers the new enhancements added to the solution, and the purpose from the sessions is to refresh the trainee's memory and to provide them with the necessary knowledge about the new features implemented on the solution. Trainees will take exam in the end of the renewal training.

Renewal Process

Certified people have the ability to renew their certificates according to the following conditions:

- **No higher valid certificate available:** Higher certificates replace the lower ones, and there is no need to renew a certificate if the person owns one of a higher level

- **Valid period for renewal:** Certificate holders can renew their expired certificate 3 months before and 3 months after the expiration date

### Notes:
- This applies to all certification levels
- GCS certificate can be renewed through an online renewal training, while GCP and GCE can be renewed through a normal onsite training session
- After 3 months of the expiration date, the certificate will be deleted from our GS academy system, and in order to get re-certified, the trainee needs to start from the lowest level