



# Course Catalog

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For more information or to sign up for a course, please contact us at:

Tel: 708.450.1911 x1

Fax: 708.450.1975

Web: [www.CassidianCommunications.com](http://www.CassidianCommunications.com)

Email: [renee.olszewski@CassidianCommunications.com](mailto:renee.olszewski@CassidianCommunications.com)

## Installation and Maintenance Courses

Unless otherwise stated, our Installation & Maintenance courses are held at either of our two Training Facilities (Temecula, CA & Chicago, IL).

Suitcased I&M Training courses are provided for a select number of I&M courses and are provided at the customer location. Prices for Suitcased I&M Training courses are per class (up to 8 students) and include all trainer expenses. Customer is responsible for the shipping and handling charges for each system necessary to provide the training. Suitcased I&M training course numbers are listed in appropriate course codes.

Questions on scheduling I&M classes both in-factory and on-site should be directed to Renee Olszewski.

Course Name	Code	# of Days	Prerequisites	Description
<b>Aurora I&amp;M / Admin</b>	000000-04400  Suitcase: 000000-24400	2	<ul style="list-style-type: none"> <li>• PC Bootcamp (Course # 00000-06017) or the equivalent below:                             <ul style="list-style-type: none"> <li>- Experience with PC hardware and design</li> <li>- Knowledge of TCP/IP, network configuration, and setting up user groups and security levels for users</li> </ul> </li> <li>• Experience installing and troubleshooting Windows applications</li> </ul>	<p>This course provides training on the installation, configuration and administration of Aurora, the solution for statistical and MIS reporting functions across Cassidian Communications platforms.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• About Aurora</li> <li>• Installing Aurora</li> <li>• Configuring using web interface and Aurora elements</li> <li>• Touring the components of Aurora</li> <li>• Maintenance procedures including archiving, upgrading, Configuration Data Management, shift/work period management, license and site management</li> <li>• Configuring user preferences and groups</li> <li>• Maintaining Aurora using SQL</li> <li>• Aurora Support Manager</li> </ul>
<b>CS1000 9-1-1 I&amp;M / Programming</b>	000000-07010  This course is not available to suitcase.	10	<ul style="list-style-type: none"> <li>• Basic knowledge of Microsoft Windows</li> <li>• Basic knowledge of key systems and/or PBXs.</li> </ul>	<p>This intensive ten-day course provides technicians with detailed instruction on installation, programming and maintenance of a Nortel/Avaya CS1000 PBX in an E9-1-1 environment.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• Understanding system architecture and the major system components in a Nortel/Avaya CS1000 PBX</li> <li>• Configuration of the CS1000 PBX system, digital and IP telephones in a 911 environment</li> <li>• Programming and configuring features of the ACD to provide basic call routing and processing</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>ECS-1000 &amp; RescueSTAR I&amp;M</b>	71-MC002-AC	10	<ul style="list-style-type: none"> <li>Each student must have at least a working understanding of the Windows XP Operating System, basic PC workstation technology, and basic telephony knowledge.</li> </ul>	<p>This 10 day course is designed for people who are involved (including site managers and supervisors) or interested in the installation and maintenance of either the Sentinel ECS-1000 or Sentinel RescueSTAR system.</p> <p>What Students will learn:</p> <ul style="list-style-type: none"> <li>System components</li> <li>System features</li> <li>Installing and cabling of the ECS-1000/RescueSTAR</li> <li>Interfacing with PSTN services</li> <li>Installing and cabling of the Workstations</li> <li>Interfacing with the Sentinel answering position workstations</li> <li>Operation of the Sentinel call taker workstation</li> <li>Interfacing and configuring the system using the SMART interface</li> <li>Programming and maintaining the system using the SMART and CLI interfaces</li> </ul> <p><u>Certification:</u> Each student who successfully completes the 10 day I&amp;M training course, and passes the end of course written assessment will be certified to install and maintain the Sentinel ECS-1000 and Sentinel RescueSTAR products.</p>
<b>MagIC I&amp;M / Admin</b>	000000-04040  Suitcase:  000000-24040	2	<ul style="list-style-type: none"> <li>PC Bootcamp (Course # 00000-06017) or the equivalent below: <ul style="list-style-type: none"> <li>Experience with PC hardware</li> <li>Knowledge of TCP/IP, network configuration, and setting up user groups and security levels for users</li> <li>Experience installing and troubleshooting Windows applications</li> </ul> </li> </ul>	<p>Learn about the industry's premier MIS package. MagIC I&amp;M provides technicians and site administrators with complete information on using, configuring and installing MagIC on VESTA systems.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Installation of MagIC</li> <li>How to use the MagIC user interface</li> <li>Configure MagIC to your site design and configuration</li> <li>How to design, program and print MIS reports</li> <li>How to work with the PEI-DB maintenance tools for backing up, restoring , archiving, and maintaining the Magic server</li> </ul> <p><b>Note: This is not a regularly scheduled course. Contact Training Department for further information.</b></p>

Course Name	Code	# of Days	Prerequisites	Description
<b>MagIC Enterprise I&amp;M / Admin</b>	000000-04200	2	<ul style="list-style-type: none"> <li>• PC Bootcamp (Course # 00000-06017) or the equivalent below: <ul style="list-style-type: none"> <li>– Experience with PC hardware</li> <li>– Knowledge of TCP/IP, network configuration, and setting up user groups and security levels for users</li> <li>– Experience installing and troubleshooting Windows applications</li> </ul> </li> </ul>	<p>This course is designed to provide the technician with the expertise to properly install, configure, and maintain the MagIC Enterprise application.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• Installing Magic Enterprise</li> <li>• Working with PEI-DB Maintenance for managing the database</li> <li>• Configuration of Magic Enterprise, using PEI Management Console (PMC)</li> <li>• How to run MagIC Enterprise Reports</li> </ul> <p><b>Note: This is not a regularly scheduled course. Contact Training Department for further information.</b></p>
<b>ORION Aries I&amp;M / Admin</b>	000000-15930  Suitcase:  000000-25930	4	<ul style="list-style-type: none"> <li>• PC Bootcamp (Course # 00000-06017) or the equivalent below: <ul style="list-style-type: none"> <li>– Experience with PC hardware and design</li> <li>– Knowledge of TCP/IP, network configuration, and setting up user groups and security levels for users</li> <li>– Experience installing and troubleshooting Windows applications</li> </ul> </li> </ul>	<p>This course is intended for technicians who are responsible for installing and maintaining an ORION Aries site. This course provides training on the installation, configuration and administration of ORION Aries.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• How to use map tools</li> <li>• Perform system management</li> <li>• Installation and maintenance procedures</li> </ul>
<b>ORION DataSync I&amp;M / Admin</b>	000000-05800	1	<ul style="list-style-type: none"> <li>• ORION MapStar I&amp;M / Admin (Course #000000-05040) or ORION Vela I&amp;M/Admin (Course #000000-15710)</li> </ul>	<p>ORION DataSync is designed to synchronize the map data used in ORION MapStar and ORION Vela across a wide area network (WAN) or local area network (LAN) whenever data is updated.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• How to install and configure ORION DataSync</li> <li>• WAN &amp; LAN configuration options</li> <li>• Scheduled distribution vs. immediate publishing</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>ORION MapStar I&amp;M / Admin</b>	5040  Suitcase: 000000-25040	2	<ul style="list-style-type: none"> <li>• PC Bootcamp (Course # 00000-06017) or the equivalent below: <ul style="list-style-type: none"> <li>– Experience with PC hardware and design</li> <li>– Knowledge of TCP/IP, network configuration, and setting up user groups and security levels for users</li> <li>– Experience installing and troubleshooting Windows applications</li> </ul> </li> <li>• Knowledge of ESRI's ArcGIS is not required for installation but is considered highly beneficial towards understanding and supporting all Cassidian Communications mapping products</li> </ul>	<p>ORION MapStar is the display component of Cassidian Communications ORION family of mapping applications. This course provides training on the installation, configuration and administration of ORION MapStar.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• Understanding the ORION MapStar agent</li> <li>• Understanding the Map display Configuration process and working with Map Layers Installation and maintenance procedures</li> <li>• Installation and maintenance procedures</li> <li>• How to generate, and update the ORION MapStar databases.</li> </ul> <p><b>Note: This is not a regularly scheduled course. Contact Training Department for further information.</b></p>

Course Name	Code	# of Days	Prerequisites	Description
<b>ORION Vela I&amp;M / Admin</b>	000000-15710  Suitcase: 000000-25710	3	<ul style="list-style-type: none"> <li>PC Bootcamp (Course # 00000-06017) or the equivalent below: <ul style="list-style-type: none"> <li>Experience with PC hardware and design</li> <li>Knowledge of TCP/IP, network configuration, and setting up user groups and security levels for users</li> <li>Experience installing and troubleshooting Windows applications</li> </ul> </li> <li>Knowledge of ESRI's ArcGIS is not required for installation but is considered highly beneficial towards understanding and supporting all Cassidian Communications mapping products.</li> </ul>	<p>Vela is the most modern display component in Cassidian Communications ORION family of mapping applications. This course provides training on the installation, configuration and administration of ORION Vela.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>How to perform system management</li> <li>Installation and maintenance procedures</li> <li>Communications between other products and ORION Vela</li> <li>Communications between ORION Vela workstations</li> <li>How end users utilize ORION Vela</li> <li>The basics in updating and configuring map projects and Templates</li> </ul>
<b>Pallas I&amp;M / Programming</b>	000000-06508  Suitcase: 000000-26508	5	<ul style="list-style-type: none"> <li>PC Bootcamp (Course # 00000-06017) or the equivalent below: <ul style="list-style-type: none"> <li>Experience with PC hardware</li> <li>Knowledge of TCP/IP, network configuration, and setting up user groups and security levels for users</li> <li>Experience installing and troubleshooting Windows applications</li> </ul> </li> </ul>	<p>This five-day course provides technicians with instruction on installation, programming and maintenance of a Pallas PBX in an E9-1-1 environment.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Overview of the Pallas components</li> <li>Describe and demonstrate the settings on bay modules</li> <li>Choosing profiles, core loads</li> <li>Demonstrate and program, feature codes, system features, time and date etc.</li> <li>Program various scenarios on the Pallas</li> <li>Maintenance of the Pallas</li> </ul>
<b>PC Bootcamp</b>	6017  Suitcase: 000000-26017	5	<ul style="list-style-type: none"> <li>Basic knowledge of Microsoft Windows</li> </ul>	<p>PC Boot camp is a five-day course that teaches an understanding of the hardware, and software applications found in a Microsoft Windows PC/Server (2003/XP) network</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>PC Hardware and Design Concepts</li> <li>Networking Essentials</li> <li>How to install, configure Windows 2003 server &amp; XP workstations</li> </ul> <p><b>Note: This is not a regularly scheduled course. Contact Training Department for further information.</b></p>

Course Name	Code	# of Days	Prerequisites	Description
<b>Sentinel CM I&amp;M / Admin</b>	000000-02100	5	<ul style="list-style-type: none"> <li>• Computer - Literacy Comfortable installing and configuring applications and drivers, and using control panels, in MS Windows XP.</li> <li>• 9-1-1 - Basic understanding of 9-1-1 communications</li> <li>• PBX and Telephony Experience installing voice and data lines and trunks.</li> <li>• Experience installing and configuring any PBX</li> <li>• Networking - Basic knowledge of internet and LAN technology (subnets, routers, firewalls)</li> <li>• Some experience with network diagnostic tools such as Ethereal.</li> <li>• Security - Basic knowledge of internet threats and defenses.</li> </ul>	<p>This is a hands-on course for technicians and installers who will be working with the Sentinel CM system. Basic system and software installation, configuration, and troubleshooting will be taught.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• Introduction to Sentinel CM Architecture</li> <li>• Hardware and Software Components</li> <li>• Sentinel CM Call Flow</li> <li>• Deployment Assumptions</li> <li>• Configuring Sentinel CM</li> <li>• Exploring the MTU</li> <li>• Audio Settings</li> <li>• Sentinel Agent Features</li> <li>• Maintenance and Troubleshooting</li> <li>• Ethernet Quality of Service (QoS) Configuration</li> <li>• Sentinel Configurator</li> <li>• Avaya AES and Gateway: Moves, Adds, and Changes</li> <li>• Critical Product Restoration (CPR) Procedure</li> </ul> <p><u>Certification:</u> Candidates must score 80% or higher in the final exam to become a Sentinel CM certified technician.</p>
<b>Sentinel Patriot I&amp;M / Admin</b>	000000-18540  Suitcase: 000000-28540	10	<ul style="list-style-type: none"> <li>• Computer - Literacy Comfortable installing and configuring applications and drivers, and using control panels, in MS Windows XP.</li> <li>• 9-1-1 - Basic understanding of 9-1-1 communications</li> <li>• PBX and Telephony Experience installing voice and data lines and trunks.</li> <li>• Experience installing and configuring any PBX</li> <li>• Networking - Basic knowledge of internet and LAN technology (subnets, routers, firewalls)</li> <li>• Some experience with network diagnostic tools such as Ethereal.</li> <li>• Security - Basic knowledge of internet threats and defenses.</li> </ul>	<p>This is a hands-on course for technicians and installers who will be working with the Cassidian Communications Sentinel Patriot system. Basic system and software installation, configuration, and troubleshooting will be taught.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• Introduction to Patriot Architecture</li> <li>• Technology Overview- IP Basics (Foundations for VoIP/SIP)</li> <li>• SIP Overview</li> <li>• Sentinel Patriot Call Flow</li> <li>• Ethernet Quality of Service (QoS) Configuration</li> <li>• Patriot Telephony Server (PTS)</li> <li>• Patriot Communication Server (PCS)</li> <li>• Patriot Redundancy - Utilizing Failure Scenarios</li> <li>• Critical Product Restoration (CPR) Procedure</li> </ul> <p><u>Certification:</u> Candidates must score 80% or higher in the final exam to become a Sentinel Patriot certified technician.</p>

Course Name	Code	# of Days	Prerequisites	Description
<b>VESTA CS I&amp;M / Admin</b>	000000-06700  Suitcase: 000000-26700	5	<ul style="list-style-type: none"> <li>• PC Bootcamp (Course # 00000-06017) or the equivalent below: <ul style="list-style-type: none"> <li>– Experience with PC hardware and design</li> <li>– Knowledge of TCP/IP, network configuration, and setting up user groups and security levels for users</li> <li>– Experience installing and troubleshooting Windows applications</li> </ul> </li> <li>• Block diagram level understanding of CS1000 or other PBX</li> </ul>	<p>This class provides technicians with training on the use and configuration of Cassidian Communications VESTA CS solution. It covers the basics of integrating the CS1000 PBX to VESTA Workstations and provides detailed instruction in cabling the system.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• How to use the VESTA user interface</li> <li>• Configure and maintain system lines and Consoles</li> <li>• Set up speed dial entries and TTY entries</li> <li>• Establish user abilities, log-ons, screens and attributes</li> <li>• Backup options for protecting data</li> </ul>
<b>VESTA DMS I&amp;M / Admin</b> *Customer site only	6300	5	<ul style="list-style-type: none"> <li>• PC Bootcamp (Course # 00000-06017) or the equivalent below: <ul style="list-style-type: none"> <li>– Experience with PC hardware and design</li> <li>– Knowledge of TCP/IP, network configuration, and setting up user groups and security levels for users</li> <li>– Experience installing and troubleshooting Windows applications</li> </ul> </li> <li>• Block diagram level understanding of the DMS switch</li> </ul>	<p>This class provides technicians with training on the use and configuration of Cassidian Communications VESTA DMS solution. It covers the basics of integrating the DMS to VESTA Workstations and provides detailed instruction in cabling the system.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• How to use the VESTA user interface</li> <li>• Configure and maintain system lines and Consoles</li> <li>• Set up speed dial entries and TTY entries</li> <li>• Establish user abilities, log-ons, screens and attributes</li> <li>• Backup options for protecting data</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>VESTA Pallas I&amp;M / Admin</b>	000000-06500  Suitcase:  000000-26500	5	<ul style="list-style-type: none"> <li>• PC Bootcamp (Course # 00000-06017) or the equivalent below: <ul style="list-style-type: none"> <li>– Experience with PC hardware and design</li> <li>– Knowledge of TCP/IP, network configuration, and setting up user groups and security levels for users</li> <li>– Experience installing and troubleshooting Windows applications</li> </ul> </li> <li>• Pallas I&amp;M / Programming (Course #000000-06508) or the equivalent Nortel/Avaya BCM PBX knowledge.</li> </ul>	<p>This class provides technicians with training on the VESTA Pallas 911 call center solution. It covers the integration of VESTA Pallas software solution with the Pallas (PBX)-switch and additional hardware and software interfaces.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• Learn to use VESTA Pallas software Graphic User Interface</li> <li>• Configure VESTA Pallas software as an Administrator</li> <li>• Install and Configure VESTA Pallas Software on a Server to work and interface with the new Pallas PBX</li> <li>• Install and configure VESTA Pallas Software on workstations</li> <li>• Understanding the VESTA Pallas Server, workstations, network applications and utilities</li> <li>• Working with the MTU-Multi line trunk unit</li> <li>• Rebuilding a workstation using CPR restoration procedures</li> </ul>

## User and Administrator Courses

All of our User and Administrator courses are held on-site at a customer location.

Course Name	Code	# of Days	Prerequisites	Description
<b>Aurora Admin</b>	000000-24404	1	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>This class walks you through the Aurora interface with hands-on experience creating various reports.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>About the Aurora interface</li> <li>Creating common reports</li> <li>Understanding filters, ANI search, reports and options</li> <li>How to set up groups and create report for them</li> <li>Creating comprehensive reports on a specific aspect of the 9-1-1 system</li> </ul>
<b>Cutover Coaching</b>	000000-08538	1	<ul style="list-style-type: none"> <li>Agent/Admin Training</li> </ul>	<p>This 8 hr session offers the service of the Cassidian Communications trainer to be a job shadow in the PSAP once the system is cut-over and the Cassidian Communications system is taking live calls. By having the trainer who taught the Agents in the same room to reinforce the skills learned in class, this ensures that the Agents are confident and the migration to the new system is smooth. Usually takes place immediately after the training and the day of the cut-over.</p> <p><b>Note:</b> If the cut-over is not immediately after the Cassidian Communications training has been provided onsite, extra T&amp;L expenses may be incurred. (Multiple sessions may have to be purchased to cover all shifts).</p>
<b>ECS-1000 / RescueSTAR Sentinel 9-1-1 Agent</b>	71-SCT01-AC	0.5	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> </ul>	<p>A participatory course designed to facilitate the Agent's transition to the Sentinel 9-1-1 workstations. Designed for Agent's and their supervisors after the Sentinel 9-1-1 Set-up &amp; Configuration Course (71-SC002-AC) has been successfully completed. At the conclusion of this course the Agent will be able operate the new Sentinel 9-1-1 PSAP equipment to continue providing 9-1-1 service.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Getting started, logging in and out of the Sentinel 9-1-1 Workstation</li> <li>Exploring the Agent screen display</li> <li>Basic call handling process</li> <li>Conferencing and transferring calls</li> <li>Using special features</li> <li>Handling calls from the hearing impaired (TDD)</li> <li>Using the Instant Recall Recorder (IRR)</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>ECS-1000 / RescueSTAR Sentinel 9-1-1 Set-up &amp; Configuration</b>	71-SC002-AC	0.5	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>A participatory course that introduces supervisors to the many set-up and configuration possibilities for the Sentinel 9-1-1 consoles. <b>This is the first course that is offered during the final phases of the system installation.</b> This course provides a means to complete the Sentinel setup and screen configuration before the Agent courses are conducted. At the conclusion of this course the supervisor will be able to determine how to add new users, set-up and configure the Sentinel 9-1-1 application, as well as customize to the particular PSAP specifications.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Setting passwords &amp; permissions</li> <li>Setting preferences &amp; customizing the display</li> <li>Editing resources</li> <li>Editing Speed Dial Lists and TTY messages</li> <li>Dealing with alarms</li> <li>Sentinel 9-1-1 file management</li> <li>Use of Checklists to help configure the system</li> </ul>
<b>ECS-1000 / RescueSTAR Sentinel 9-1-1 Train-the-Trainer Course</b>	71-SC001-AC	1.5	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>Prior instructional experience</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>This is a hands-on course that introduces PSAP trainers and supervisors to the Sentinel 9 1 1 workstation by revealing user features, call taking processes, and options. This course consists of topics from the Sentinel 9-1-1 Agent course and selected topics from the Sentinel 9-1-1 Setup and Configuration course above. At the conclusion of this course, students will be prepared to deliver the Sentinel 9-1-1 Agent course to their PSAP Calltakers by using the Cassidian Communications recommended courseware and course materials.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Some topics covered in the Sentinel 9-1-1 Set-up &amp; Configuration Course (71-SC002-AC)</li> <li>Sentinel 9-1-1 Agent Course (71-SCT01-AC)</li> <li>Trainer fundamentals, review, and feedback</li> </ul>
<b>ECS-1000 / RescueSTAR Sentinel Activity Tracker Training Session</b>	71-SATT1-AB	0.5	<ul style="list-style-type: none"> <li>Windows training and experience, including file and window manipulation, is required.</li> </ul>	<p>This is a participatory course for supervisors, administrators or Agents how to view events happening at the PSAP in real time.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Customizing the Activity Tracker interface</li> <li>Monitoring resources including agents, lines/trunks, and PSAP activity</li> <li>Creating thresholds to highlight activity</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>ECS-1000 / RescueSTAR SMART PSAP Administrative and Management</b>	71-SAM01-AC	0.5	<ul style="list-style-type: none"> <li>Participation in the Sentinel 9-1-1 Agent Course (#71-SCT01-AC) and in the Sentinel 9-1-1 Set-up &amp; Configuration Course (#71-SC002-AC) are highly recommended prerequisites as this course partially builds upon knowledge gained in those courses.</li> </ul>	<p>This is a participatory course that introduces the PSAP supervisor and manager to the administrative and statistical capabilities available with the Cassidian Communications system, specifically the SMART application. At the conclusion of this course the PSAP supervisor and manager will be able to set-up, configure and use administrative and statistical capabilities available with the new PSAP equipment.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Additional system reconfiguration topics within the SMART application</li> <li>Monitoring system activities</li> <li>Setting and displaying system statistics</li> <li>Setting and interpreting system alarms</li> <li>Using system relays for alarms and special functions</li> </ul>
<b>ECS-1000 / RescueSTAR Stats Instructor-led Training Session</b>	71-SST01-AB	0.5	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>This is a participatory course that introduces PSAP administrators or supervisors how to install Stats and generate comprehensive MIS reports such as E9-1-1 controller information, CDR reports, and Agent activity reports. At the conclusion of this course the learner will be able to install Sentinel Stats and generate numerous reports specific to their PSAP.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Overview</li> <li>Advantages</li> <li>Installation</li> <li>Generate Statistical Reports</li> <li>Generate Call Detail Reports</li> <li>View, Print Export Reports</li> </ul>
<b>MagIC Admin</b>	000000-04044	1	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>MagIC is the industry's most versatile management information system. This one-day class walks you through the system with conceptual explanations of all components.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Using the MagIC call monitor components</li> <li>Understanding Filter Wizard, ANI search, reports and options</li> <li>How to set up line groups, console groups, agent groups</li> <li>Creating comprehensive reports on almost any aspect of the 9-1-1 system</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>MagIC EX Admin</b>	000000-04144	1	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>MagIC EX is Cassidian Communications information management system for any 9-1-1 telephone system. It easily fits into your existing system and manages call data based on the structure of your call center. Using MagIC EX, you can collect data, run reports, and search on ANI.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Using the MagIC EX call monitor components</li> <li>Understanding ANI search, reports and options</li> <li>How to set up line groups, console groups, agent groups</li> </ul>
<b>ORION Aries Admin</b>	000000-25934	1	<ul style="list-style-type: none"> <li>Extensive knowledge of Microsoft Windows</li> <li>Experience with configuration user and group level security settings in a networked environment</li> <li>Experience with maintenance procedures for database backup, storage and recovery</li> </ul>	<p>This course is intended for system administrators who are responsible for maintaining an ORION Aries site. This course provides training on the system use, configuration and system administration of ORION Aries.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>How to make configuration changes</li> <li>Perform system management</li> <li>How to run reports and view CAD from a remote site</li> <li>How to perform a backup</li> <li>How to set up security</li> </ul>
<b>ORION Aries Agent</b>	000000-45931	3	<ul style="list-style-type: none"> <li>Knowledge of mouse functions</li> <li>Knowledge of the Microsoft Windows Interface</li> </ul>	<p>This course is intended for all users who are responsible for call taking and dispatching at an ORION Aries site. The course provides training to prepare the user to operate ORION Aries in a live environment.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>How to use the map</li> <li>How to manage incidents</li> <li>How to use the command line</li> <li>How to use CADvisor</li> </ul>
<b>ORION Aries Agent Train the Trainer</b>	000000-55932	4	<ul style="list-style-type: none"> <li>Knowledge of mouse functions</li> <li>Knowledge of the Microsoft Windows Interface</li> </ul>	<p>This course is intended for users who will be responsible for training others users of the ORION Aries system.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Basic functions of ORION Aries</li> <li>Explanation of how incidents work</li> <li>Description of ORION Aries tools</li> <li>How to customize the workstation</li> <li>Methods of teaching other users</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>ORION Aries GIS On-Site Consult</b>	000000-67003	3	<ul style="list-style-type: none"> <li>• Knowledge of ArcGIS application</li> <li>• Knowledge of Microsoft Windows Interface</li> <li>• ORION Aries Admin Training</li> </ul>	<p>This course is intended for users, administrators or GIS personnel who will be responsible for updating digital map data in ORION Aries.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• Map data requirements</li> <li>• Troubleshooting tips</li> <li>• Replacing or adding map layers in ORION Aries</li> <li>• Setting map properties such as line styles, colors, size etc.</li> </ul>
<b>ORION DataSync Admin</b>	000000-25804	1	<ul style="list-style-type: none"> <li>• ORION MapStar Admin (Course #000000-05044) or ORION Vela Admin (Course #000000-25714)</li> </ul>	<p>ORION DataSync is designed to synchronize the map data used in ORION MapStar or ORION Vela across a wide area network (WAN) or local area network (LAN) whenever data is updated.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• ORION DataSync configuration options</li> <li>• WAN &amp; LAN configuration options</li> <li>• Scheduled distribution vs. immediate publishing</li> </ul>
<b>ORION MapManager Admin</b>	000000-05204	3	<ul style="list-style-type: none"> <li>• PC Bootcamp (course #000000-06017) or the equivalent.</li> <li>• Knowledge of ESRI's ArcView</li> <li>• Prior GIS/mapping experience</li> <li>• Recommended Course: "Intro to ArcView GIS" @ ESRI training centers</li> </ul>	<p>This class provides site administrators with training on the industry's most advanced map configuration application.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• How to create and modify street centerline maps, work with structure addressing, and create thematic map layers</li> <li>• Prepare maps and data for integration into ORION mapping applications</li> <li>• How to build and maintain a digital map-based MSAG (Master Street Address Guide)</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>ORION MapManager Advanced Admin</b>	000000-05205	2	<ul style="list-style-type: none"> <li>ORION MapManager Admin (Course #000000-05204) and PC Bootcamp (Course #000000-06017) or the equivalent of the PC Bootcamp.</li> <li>Advanced knowledge of ESRI's ArcView</li> <li>Prior GIS/mapping experience</li> <li>Recommended Course: "Intro to ArcView GIS" @ ESRI training centers</li> </ul>	<p>This class is available to site administrators who want to know more about utilizing ORION MapManager's advanced feature set. This course will build on your prior training and hands-on experience.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Techniques on keeping your maps current, consistent and updated</li> <li>Advanced MapManager concepts</li> </ul>
<b>ORION MapStar Admin</b>	5044	2	<ul style="list-style-type: none"> <li>PC Bootcamp (Course #000000-06017) or the equivalent</li> <li>Knowledge of ESRI's ArcGIS is not required but is considered highly beneficial towards understanding and supporting all Cassidian Communications mapping products.</li> </ul>	<p>ORION MapStar is the display component of Cassidian Communications ORION family of mapping applications. This course provides training on the installation, configuration and administration of ORION MapStar.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>How to use map tools</li> <li>Perform system management</li> <li>How to create a common place database of agencies/events/ units and pre-plans</li> </ul>
<b>ORION MapStar Agent</b>	5041	0.5	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> </ul>	<p>This course is designed to provide a comprehensive overview of ORION MapStar as well as hands on training.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>How to use the Map Tools</li> <li>How to view the location of calls, events and units</li> </ul>
<b>ORION MapStar Agent Train the Trainer</b>	5042	1	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>Prior instructional experience</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>This course is designed to provide trainers with the expertise to train call takers or dispatchers on the features and functionality of ORION MapStar.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>A comprehensive overview of ORION MapStar as well as hands on instruction in ORION MapStar Agent training</li> <li>How to instruct agents on using ORION MapStar</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>ORION Vela Admin</b>	000000-25714	3	<ul style="list-style-type: none"> <li>• PC Bootcamp (Course #000000-06017) or equivalent.</li> <li>• Prior GIS/mapping experience including knowledge of ESRI's data types</li> <li>• Knowledge and understanding of their map data including attributes</li> </ul>	<p>This course is designed for ORION Vela system administrators who are responsible for updating ORION Vela's map data and configuration.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• How end users utilize ORION Vela</li> <li>• How to configure users and define user rights</li> <li>• How to configure one or more map windows to get the most out of existing map data and/or map data that might be built in the future</li> <li>• How to utilize the discrepancy viewer</li> <li>• Configuring Templates including ORION Vela's vast display, search and routing capabilities</li> <li>• How system configuration alters position updates</li> </ul>
<b>ORION Vela Agent</b>	000000-45711	0.5	<ul style="list-style-type: none"> <li>• Windows application familiarity including mouse navigation and keyboard skills</li> </ul>	<p>This course is designed to provide call takers and/or dispatchers a comprehensive overview of ORION Vela as well as hands on training.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• How to use the map tools and data</li> <li>• How to manage ALI based incidents</li> <li>• Using search and routing capabilities</li> </ul>
<b>ORION Vela Agent Train the Trainer</b>	000000-55712	1.0	<ul style="list-style-type: none"> <li>• Windows application familiarity including mouse navigation and keyboard skills</li> <li>• Prior instructional experience</li> <li>• In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>This course is designed to provide trainers with the expertise to train call takers and/or dispatchers on the features and functionality of ORION Vela.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>• A comprehensive overview of ORION Vela as well as hands on instruction in ORION Vela Agent training</li> <li>• How to instruct agents on using ORION Vela</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>PEAbody Admin</b>	000000-07144	0.5	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>PEAbody is a database management system that enables organizations to maintain a private, independent Automatic Location Information (ALI) database and manage the communications in their call centers. This application allows users to accurately identify the location of the telephone extensions in a Private Branch Exchange (PBX) or Centrex environment.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Review of PEAbody system integration</li> <li>Introduction to PEAbody maintenance</li> <li>Viewing ALI records</li> <li>Maintaining ALI records</li> <li>ALI Log and Audit Trail Reporting</li> </ul>
<b>Sentinel CM Admin</b>	000000-02104	1.5	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>A participatory course that introduces supervisors to the set-up and configuration possibilities for the Sentinel 9-1-1 consoles. <b><u>This is the first course that is offered during the final phases of the system installation.</u></b> This course provides a means to complete the Sentinel setup and screen configuration before the Agent courses are conducted. At the conclusion of this course the supervisor will be able to determine how to add new users, set-up and configure the Sentinel 9-1-1 application, as well as customize to the particular PSAP specifications.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Adding users, passwords &amp; permissions</li> <li>Adding phones and devices</li> <li>Setting preferences &amp; customizing the display</li> <li>Adding resources</li> <li>Editing Speed Dial Lists and TTY messages</li> <li>Copying configurations to other positions</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>Sentinel CM Agent</b>	000000-02101	0.5	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> </ul>	<p>A hands-on course designed to facilitate the Agent's transition to the Sentinel 9-1-1 workstation. At the conclusion of this course the Agent will be able operate the new Sentinel 9-1-1 PSAP equipment to continue providing 9-1-1 service.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Getting started, logging in and out of the Sentinel 9-1-1 Workstation</li> <li>Parts of the Call taker screen display</li> <li>Basic call handling process</li> <li>Conferencing and transferring calls</li> <li>Using special features</li> <li>Handling calls from the hearing impaired (TDD)</li> <li>Using the Instant Recall Recorder (IRR) or Call Check recording applications</li> </ul>
<b>Sentinel CM Agent TTT</b>	000000-02102	1.5	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>Prior instructional experience</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements.</li> </ul>	<p>This is a participatory course that focuses on the designated PSAP trainer to prepare for Agent training duties. The course introduces PSAP trainers and supervisors to the Sentinel 911 workstation by revealing user features, call taking processes, and options. At the conclusion of this course, students will be prepared to deliver the Sentinel CM Agent Course to their PSAP Agents by using the Cassidian Communications recommended courseware and course materials.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Complete Sentinel CM Agent Course</li> <li>Feedback and instructional tips</li> </ul>
<b>Sentinel Patriot Admin</b>	000000-08534	1.5	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>A participatory course that introduces supervisors to the set-up and configuration possibilities for the Sentinel 9-1-1 consoles. <b><u>This is the first course that is offered during the final phases of the system installation.</u></b> This course provides a means to complete the Sentinel setup and screen configuration before the Agent courses are conducted. At the conclusion of this course the supervisor will be able to determine how to add new users, set-up and configure the Sentinel 9-1-1 application, as well as customize to the particular PSAP specifications.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Adding users, passwords &amp; permissions</li> <li>Setting preferences &amp; customizing the display</li> <li>Adding resources</li> <li>Editing Speed Dial Lists and TTY messages</li> <li>Copying configurations to other positions</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>Sentinel Patriot Agent</b>	000000-08531	0.5	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> </ul>	<p>A hands-on course designed to facilitate the Agent's transition to the Sentinel 9-1-1 workstation. At the conclusion of this course the Agent will be able operate the new Sentinel 9-1-1 PSAP equipment to continue providing 9-1-1 service.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Getting started, logging in and out of the Sentinel 9-1-1 Workstation</li> <li>Parts of the Call taker screen display</li> <li>Basic call handling process</li> <li>Conferencing and transferring calls</li> <li>Using special features</li> <li>Handling calls from the hearing impaired (TDD)</li> <li>Using the Instant Recall Recorder (IRR) or Call Check recording applications</li> </ul>
<b>Sentinel Patriot Agent TTT</b>	000000-08532	1.5	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>Prior instructional experience</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements.</li> </ul>	<p>This is a participatory course that focuses on the designated PSAP trainer to prepare for Agent training duties. The course introduces PSAP trainers and supervisors to the Sentinel 911 workstation by revealing user features, call taking processes, and options. At the conclusion of this course, students will be prepared to deliver the Sentinel 9-1-1 Agent Course for Patriot to their PSAP Agents by using the Cassidian Communications recommended courseware and course materials.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Complete Sentinel Patriot Agent Course</li> </ul>
<b>Sentinel Patriot Agent Upgrade</b>	000000-08535	0.5	<ul style="list-style-type: none"> <li>Sentinel user's who used older versions (e.g. ECS-1000)</li> </ul>	<p>This is a participatory course designed for Sentinel user's who used older versions (e.g. ECS-1000/RescueSTAR) who need to know what's new, what's changed and to get fast-tracked to the new Patriot Sentinel application</p>
<b>Sentinel Patriot Monitor &amp; Stats Admin</b>	000000-08537	0.5	<ul style="list-style-type: none"> <li>Participation in the Sentinel Patriot Agent Course (#0000000-08531) is a mandatory prerequisite as this course builds upon knowledge gained in that course. Windows training and experience, including file and window manipulation, is recommended.</li> </ul>	<p>A participatory course that introduces PSAP Administrators and Agent Supervisors to Patriot Monitor and Stats. At the conclusion of this course the students will be able to determine how to analyze the current activities of the PSAP using Patriot Monitor. How to generate and interpret PSAP reports will be revealed using Patriot Stats.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Patriot Monitor</li> <li>Patriot Stats</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>Sentinel Patriot SIP Phone End-User Training</b>	000000-08599	1 hour	<ul style="list-style-type: none"> <li>Familiarity with multi-line telephones and their features, such as conferencing and call transferring</li> </ul>	<p>This course provides end-users of the Polycom SIP 300/500/600/4000 Conference phone with training on the basic features of the Polycom phone system in a Sentinel Patriot deployment. At the conclusion of the course, students will be able to handle calls and perform basic features such as transfer and voice mail.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Answering and placing calls</li> <li>Placing calls on hold/off hold</li> <li>Transfer/Conference calls</li> <li>Using the speed dial, buddy list, and contact lists</li> <li>Voice mail</li> <li>Additional features (DND, call forward, text message, missed calls)</li> </ul>
<b>Sentinel Patriot VAR TTT</b>	000000-08536	3	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>Prior instructional experience</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements.</li> </ul>	<p>This is a participatory course that focuses on the designated Channel Partner trainer to prepare for conducting the following training courses to be delivered to their customers:</p> <ul style="list-style-type: none"> <li>- Sentinel Patriot Admin Course</li> <li>- Sentinel Patriot Agent Course for Patriot</li> <li>- Patriot Monitor and Stats Admin course</li> </ul> <p>The course introduces trainers and supervisors to the Sentinel 9-1-1 workstation by revealing user features, call taking processes, and options. This course consists of topics from the Sentinel 9-1-1 Agent Course for Patriot, selected topics from the Sentinel 9-1-1 Setup and Configuration course, and PSAP Administration course. At the conclusion of this course, Channel Partner trainers will be prepared to deliver the courses listed in the Description section above to their customers by using the Cassidian Communications recommended courseware and course materials.</p> <p><b>In addition to the training, each student will be granted:</b></p> <ul style="list-style-type: none"> <li>Rights to produce unlimited copies of course materials to be used in training efforts (student manuals, soft copies of course materials, sample database files)</li> <li>Free membership to the Cassidian Communications Knowledge Center and the Cassidian Communications Instructor toolkit with access to updated manuals, instructor notes, software downloads, and bulletins</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>VESTA CS Admin</b>	000000-06704	3	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>Designed for PSAP administrators overseeing a VESTA CS installation, this course provides a complete system overview as well as hands-on user training on all VESTA features covered in the agent and supervisor course. The primary focus is on the responsibilities of creating and maintaining the VESTA databases.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>VESTA CS call-flow and agent call processing functions</li> <li>User setup procedures</li> <li>Auto dial maintenance</li> <li>Setup and maintenance of additional databases as required</li> </ul>
<b>VESTA CS Agent</b>	000000-06701	1	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> </ul>	<p>The Agent training covers the necessary skills for an agent to effectively handle and process calls in a call center utilizing the VESTA CS solution.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>How to use the special features of the VESTA CS telephone system to conference and process calls</li> <li>How to use VESTA's automated TTY, line status window, tabbed speed dial and more</li> <li>How to use the instant recall recorder to review previous calls</li> <li>Establishing personalized greetings</li> </ul>
<b>VESTA CS Supervisor</b>	000000-06703	0.5	<ul style="list-style-type: none"> <li>VESTA M1 2.2 Agent (Course #000000-06201)</li> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>This supervisory course is provided to train a supervisor with the skills to understand and utilize the supervisory functions in the VESTA CS system. The VESTA CS agent course is a prerequisite to this course for supervisors.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>An understanding of the system's emergency feature function</li> <li>How to use the agent observe and barging in feature</li> <li>How to provide call assistance to the agents</li> </ul>
<b>VESTA CS Train the Trainer</b>	000000-06702	2	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>Prior instructional experience</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>This course is designed to provide trainers with the expertise to train call takers or dispatches on the features and functionality of VESTA CS.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>A comprehensive overview as well as hands on instruction in VESTA CS Agent training in the handling and processing on calls.</li> <li>An overview of the special features of the VESTA CS telephone system</li> <li>How to instruct agents on using VESTA</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>VESTA DMS Admin</b>	000000-06304	3	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>Designed for PSAP administrators overseeing a VESTA DMS installation, this course provides a complete system overview as well as hands-on user training on all VESTA features covered in the agent and supervisor course. The primary focus is on the responsibilities of creating and maintaining the VESTA databases.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>VESTA DMS call-flow and agent call processing functions</li> <li>User setup procedures</li> <li>Auto dial maintenance</li> <li>Setup and maintenance of additional databases as required</li> </ul>
<b>VESTA DMS Agent</b>	000000-06301	1	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> </ul>	<p>The Agent training covers the necessary skills for an agent to effectively handle and process calls in a call center utilizing the VESTA DMS solution.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Using the special features of the VESTA DMS telephone system to conference and process calls</li> <li>How to use VESTA's automated TTY, line status window, tabbed speed dial and more</li> <li>Using the instant recall recorder to review previous calls</li> <li>Establishing personalized greetings</li> </ul>
<b>VESTA DMS Supervisor</b>	000000-06303	0.5	<ul style="list-style-type: none"> <li>VESTA DMS Agent (Course #000000-06301)</li> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>This supervisory course is provided to train a supervisor with the skills to understand and utilize the supervisory functions in the VESTA / DMS system. The VESTA DMS agent course is a prerequisite to this course for supervisors.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>An understanding of the system's emergency feature function</li> <li>How to use agent observe and barge in feature</li> <li>How to provide call assistance to the agents</li> </ul>
<b>VESTA DMS Train the Trainer</b>	000000-06302	2	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>Prior instructional experience</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>This course is designed to provide trainers with the expertise to train call takers or dispatches on the features and functionality of VESTA DMS.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>A comprehensive overview as well as hands on instruction in VESTA DMS Agent training in the handling and processing on calls</li> <li>An overview of the special features of the VESTA DMS telephone system</li> <li>How to instruct agents on using VESTA</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>VESTA Pallas Admin</b>	000000-26504	2	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>Designed for PSAP administrators overseeing a VESTA Pallas installation, this course provides a complete system overview as well as hands-on user training on all VESTA features covered in the agent and supervisor course. The primary focus is on the responsibilities of creating and maintaining the VESTA databases.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>VESTA Pallas call-flow and agent call processing functions</li> <li>User setup procedures</li> <li>Auto dial maintenance</li> <li>Setup and maintenance up of additional databases as required</li> </ul>
<b>VESTA Pallas Agent</b>	000000-46501	0.5	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> </ul>	<p>The Agent training covers the necessary skills for an agent to effectively handle and process calls in a call center utilizing the VESTA Pallas solution.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>How to use the special features of the VESTA Pallas telephone system to conference and process calls</li> <li>How to use VESTA's automated TTY, line status window, tabbed speed dial and more</li> <li>How to use the instant recall recorder to review previous calls</li> <li>How to establish personalized greetings</li> </ul>
<b>VESTA Pallas Bundled Site Training</b>	000000-66506	4	<p>Agents:</p> <ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> </ul> <p>Administrators:</p> <ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>Designed for PSAP call takers, supervisors and administrators, these bundled courses provides a complete system overview as well as hands-on user training on all VESTA Pallas features. This class contains the following modules:</p> <ul style="list-style-type: none"> <li>1 session of VESTA Pallas Admin</li> <li>1 session of VESTA Pallas Agent</li> <li>1 session of MagIC EX</li> </ul> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>How to use VESTA's automated TTY, line status window, tabbed speed dial and more</li> <li>User setup procedures</li> <li>Key maintenance applications including auto dial maintenance, TTY maintenance and more</li> <li>Configuration and use of MagIC EX</li> </ul>

Course Name	Code	# of Days	Prerequisites	Description
<b>VESTA Pallas Train the Trainer</b>	000000-56502	2	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>Prior instructional experience</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>This course is designed to provide trainers with the expertise to train call takers or dispatches on the features and functionality of VESTA Pallas.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>A comprehensive overview as well as hands on instruction in VESTA Pallas Agent training</li> <li>How to instruct agents on using VESTA Pallas</li> </ul>
<b>VESTA-View Admin</b>	000000-06074	0.5	<ul style="list-style-type: none"> <li>Windows application familiarity including mouse navigation and keyboard skills</li> <li>In-depth knowledge of PSAP day-to-day operation including call handling requirements</li> </ul>	<p>VESTA-View provides real-time call center monitoring and alerting. Call center administrators will learn how to customize settings and alerts to highlight the statistics they want to track. Using these statistics, administrators can make staffing decisions and solve operational problems for the call center.</p> <p>What you will learn:</p> <ul style="list-style-type: none"> <li>Introduction to VESTA-View</li> <li>Configuring queues and workstations</li> <li>Configuring preferences</li> <li>Monitoring VESTA-View</li> <li>Maintaining and troubleshooting VESTA-View</li> </ul>

## Technician Computer Based Training

Course Name	Code	# of Hours	Prerequisites	Description
<b>ECS-1000 Online I&amp;M Recertification Course</b>	71-MRC01-AA	Online (2-3 hours)	<ul style="list-style-type: none"> <li>• ECS-1000 and RescueStar Installation &amp; Maintenance Certification (course #71-MC002-AC)</li> </ul>	<p>The Online Installation and Maintenance Recertification program is designed to ensure that VAR technicians stay current on Cassidian Communications technology and abreast of the latest developments. Technicians who are responsible for installing or maintaining Cassidian Communications ECS-1000 or RescueSTAR systems must be recertified every two years. Course is taken on-line through the Cassidian Communications Knowledge Center.</p>

## End-User Computer Based Training

Course Name	Code	# of Hours	Prerequisites	Description
<b>ECS-1000 / RescueSTAR Stats 3.3 Computer Based Training (CBT)</b>	71-SSTRAIN-AB	2-3 hours	<ul style="list-style-type: none"> <li>Windows 98SE or higher, Pentium III, 32 MB RAM, 800 x 600 SVGA display, and 20 MB free disk space or higher required. Sound card not required.</li> </ul>	This course is available via CD-ROM and is designed to teach you how to use Sentinel Stats through guided learning, scenarios, and interpreting the reports. About two hours of self-paced content for you to use at your leisure. Includes Frequently Asked Questions and Glossary sections as well as Try It! Examples for you to use a simulated version of Sentinel Stats 3.3.
<b>Sentinel Patriot Agent Refresher</b>	<b>CD-ROM</b> 000000-68531 <b>LMS</b> 000000-78531	1 hour	<ul style="list-style-type: none"> <li></li> </ul>	This course has been designed and developed to assist Call Takers in refreshing their knowledge on the functions and features of the SENTINEL Patriot solution. It offers step-by-step, self-paced training on all of SENTINEL's telephone functions via CD or Cassidian Communications University (LMS).
<b>Vesta CS Agent Refresher</b>	<b>CD-ROM</b> 000000-66201 <b>LMS</b> 000000-76201	1 hour	<ul style="list-style-type: none"> <li></li> </ul>	This course has been designed and developed to assist Call Takers in refreshing their knowledge on the functions and features of the VESTA CS solution. It offers step-by-step, self-paced training on all of VESTA's telephone functions via CD or Cassidian Communications University (LMS).
<b>Vesta Pallas Agent Refresher</b>	<b>CD-ROM</b> 000000-66501 <b>LMS</b> 000000-76501	1 hour	<ul style="list-style-type: none"> <li></li> </ul>	This course has been designed and developed to assist Call Takers in refreshing their knowledge on the functions and features of the VESTA Pallas solution. It offers step-by-step, self-paced training on all of VESTA's telephone functions via CD or Cassidian Communications University (LMS).
<b>WebEx Training Session</b>	<b>000000-09709</b>	2-3 hrs	<ul style="list-style-type: none"> <li></li> </ul>	This is for a customized training session of WebEx training. Each Session will consist of a 2-3 hour interactive course developed for WebEx delivery for up to 8 participants. <b><u>Please contact the Training Department before ordering.</u></b>