

2018

Training Catalog

Version 1.0





consoles you can count on

Copyright © 2018 by Avtec, Inc. All rights reserved.

This document contains proprietary information that is protected by copyright. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or any means electronic, mechanical, photocopying, recording or otherwise, without the prior written consent of Avtec, Inc.

Scout™, VPGate™, Outpost™, Frontier™, DSPatch, and DSPatchNET are trademarks of Avtec, Inc. All other brands and their products are trademarks or registered trademarks of their respective holders and should be noted as such.

The material in this document is for information only and is subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, Avtec, Inc. assumes no liability resulting from errors or omissions in this document, or from the use of the information contained herein. Avtec, Inc. reserves the right to make changes in the product design without reservation and without notification to its users.

COMPANY INFORMATION Avtec, Inc.
100 Innovation Place
Lexington, SC2
9072
USA

Release 4.5

Date April 2018

Scout Operator Training

Course ID: SCT-200

Location: Customer Site

Class Duration: Dependency on Customer Size (2-3 Sessions per day)

Class Time: As Required by Customer

Course Overview

The Scout System Operator Training course covers basic console system operations. Students are instructed on the use of system features to provide them with the skills and knowledge to operate a Scout console.

Topics include:

- System Overview
- Identify and describe key components of the Scout Console position
- Operation of Scout console
- Standard operational features including:
channel control, patching, paging, multi-select options,
Activity Window display etc.
- Adjusting and monitoring audio volume
- Optional features including IRR
- Introduction to Scout's statistical data collection for dispatcher and system activity reporting

Certification Examination:

None Required

Certification Obtained: Avtec Certified Dispatch Operator

Intended Audience

Console System Dispatchers & Operators

Prerequisites

Understanding of Dispatch Operations

Scout Super User Training (Customizable)

Course ID: SCT-205

Location: Customer Site or can be schedule at the Avtec Facility

Class Duration: 2-3 Days - Curriculum is Customizable

Class Time: 8:30am - 4:30pm

Class Size: Maximum class size of six students for on-site
Maximum class size of nine students is conducted at Avtec facility

Overview

The Scout Super User Training course provides proficiency in building, configuring, and deploying the Scout UI and all available Dispatcher level features, as well as high level coverage of the Scout System as a whole.

Topics include:

- System Overview
- Identify and describe key components of the Scout system
- Operation of Scout Console
- Overview of VPGate role
- Understand VPGate Endpoints
- Accessing & Understanding Console Web Configuration options
- Creating & Managing Contacts
- Screen building
- Deploying the System Configuration
- Importing & Exporting the System Configuration
- Scout Reports

Certification Examination

None Required

Certification Obtained: Avtec Certified System Associate

Intended Audience

Console System Dispatchers & Operators, Dispatch Center Supervisors

Prerequisites

Understanding of Dispatch Operations

Scout System Administration

Course ID: SCT-220

Location: Avtec, Inc.
100 Innovation Place
Lexington, SC 29072

Class Duration: 4 Days with Certification Exam

Class Time: 8:30 a.m. - 5:00 p.m.

Course Overview

Successful implementations depend on Scout knowledge. This course begins the process of learning the architecture, system operation, and dispatching capabilities of the Scout system through hands-on experience in Scout system configuration and deployment, user interface design, console operation, and system backup and restoration.

Topics include:

- System Overview
- Identify and describe key components of the Scout system
- Operation of Scout Console
- Overview of VPGate role
- Understand VPGate Endpoints
- Accessing & Understanding Console Web Configuration options
- Creating & Managing Contacts
- Screen building
- Deploying the System Configuration
- Importing & Exporting the System Configuration
- Scout Reports

Certification Examination

Students must successfully complete a written exam and a hands-on exercise to ensure they have gained the knowledge necessary to support Scout systems. All resources made available during the class are available during both exams.

Students are encouraged to bring personal laptops to work on labs and assignments outside of class time.

Certification Obtained: Avtec Certified System Maintainer

Intended Audience

System Administrators, Maintenance Technicians, and Technical Staff responsible for deployment and maintenance of the Scout system.

Prerequisites

Working knowledge of:

- Microsoft Windows® operating systems
- IP networking with an understanding of unicast and multicast protocols
- Telephony and radio communication standards and protocols

Scout System Administration

Course ID: SCT-220 (On-Site)

Location: Customer Site

Class Duration: 2.5 - 3 Days (Customizable)

Class Time: As Required by Customer (typically 8:30am - 4:30am)

Course Overview

Successful implementations depend on Scout knowledge. This course begins the process of learning the architecture, system operation, and dispatching capabilities of the Scout system through hands-on experience in Scout system configuration and deployment, user interface design, console operation, and system backup and restoration.

Topics include:

- System Overview
- Identify and describe key components of the Scout system
- Operation of Scout Console
- Overview of VPGate role
- Understand VPGate Endpoints
- Accessing & Understanding Console Web Configuration options
- Creating & Managing Contacts
- Screen building
- Deploying the System Configuration
- Importing & Exporting the System Configuration
- Scout Reports

Certification Examination

None required for On-site training.

Certification Obtained: Avtec Certified System Maintainer

Intended Audience

System Administrators, Maintenance Technicians, and Technical Staff responsible for deployment and maintenance of the Scout system.

Prerequisites

Working knowledge of:

- Microsoft Windows® operating systems
- IP networking with an understanding of unicast and multicast protocols
- Telephony and radio communication standards and protocols

Scout System Administration (Online)

Course ID: SCT-225

Location: Online/Virtual

Class Duration: 14 days with Certification Exams

Class Time: 18-26 hours of dedicated time in the course

Course Overview

Successful implementations depend on Scout knowledge. This course begins the process of learning the architecture, system operation, and dispatching capabilities of the Scout system through hands-on experience in a virtual lab environment, in Scout system configuration and deployment, user interface design, console operation, and system backup and restoration.

Topics include:

- System Overview
- Identify and describe key components of the Scout system
- Operation of Scout Console
- Overview of VPGate role
- Understand VPGate Endpoints
- Accessing & Understanding Console Web Configuration options
- Creating & Managing Contacts
- Screen building
- Deploying the System Configuration
- Importing & Exporting the System Configuration
- Scout Reports

Certification Examination

Students must successfully complete online assessments and a hands-on exercise in their dedicated virtual Scout lab to ensure they have gained the knowledge necessary to support Scout systems. All resources made available during the class are available during both exams.

Certification Obtained: Avtec Certified System Maintainer

Intended Audience

System Administrators, Maintenance Technicians, and Technical Staff responsible for deployment and maintenance of the Scout system.

Prerequisites

Working knowledge of:

- Microsoft Windows® operating systems
- IP networking with an understanding of unicast and multicast protocols
- Telephony and radio communication standards and protocols

Advanced Scout System Administration and Maintenance

Course ID: SCT-310

Location: Avtec, Inc.
100 Innovation Place
Lexington, SC 29072

Class Duration: 5 Days with Certification Exam

Class Time: 8:30 a.m. - 5:00 p.m.

Course Overview:

Successful implementations depend on Scout knowledge and industry expertise. This course extends the knowledge began in the Scout System Administration course. Attendees will learn the implementation phases of a Scout system deployment through extensive lab and classroom time. When complete, the student can identify system and end user requirements, stage and configure a system including multi-site implementations, understand advanced configuration options, know how to optimize Scout, understand command and control features and how they integrate with Scout, and use diagnostic tools for troubleshooting.

This course builds on the topics learned in the Scout System Administration Course.

Topics Include:

- Scout System Staging (Power, Network Cabling, IP Addressing, Software Installation).
- Control Station Setup and Redundant Controller configuration via Outpost.
- Advanced Wireline Radio Interface configuration to digital trunked systems.
- SIP integration via SIP Gateway and SIP capable PBX
- Command and control functionality through Input and Relay Panel Integration.
- Outpost Aux I/O Integration.
- Multi-site Scout deployments utilizing Frontier.
- Deploying Hardware and Software Media Workstation Consoles.
- Setup and Configuration of ScoutLink and MiniSIP devices (Scout 100 consoles)
- Dispatcher Logins and CommScapes
- Advanced Screen controls and console functionality

Certification Examination

Students must successfully complete both a written and hands-on lab exam to ensure gaining the knowledge necessary to install, stage, and support Scout systems. All resources made available during the class are available during both exams. After successful completion, students will be certified as Avtec Certified System Professionals.

Certification Obtained: Avtec Certified System Professional

Intended Audience

System Administrators, Maintenance Technicians, and Technical Staff responsible for deployment and maintenance of the Scout system.

Prerequisites

- Successful completion of Scout System Administration (SCT-220 or SCT-225) within last two years.