



Mobility Training: IP-DECT

Description

This five day instructor-led course teaches students how to perform installation, configurations and general administration of an Ascom IP-DECT system.

Prerequisites

Professional working experience (6-12 months) with voice and data communication systems. Networking with TCP/IP knowledge & experience required. Expert PC and telephony skills. General PBX or switching background.

Organization

This is a lecture/lab course where topics are presented by the instructor. Documentation will be provided for review both during and outside of classroom hours. Course content may vary slightly and is subject to change without notice.

A mixture of lecture and lab with an exam given at the end of the course. A score of 70% is required for certification.

Course Objective

This course will prepare students with the knowledge needed to configure IP-DECT systems and register handsets including multi master IP-DECT systems. Students will also perform adds, moves and changes on the system and will have exposure to integration methods including utilization of the VoIP gateway.

Course Topics

End user profile configuration	Site Survey Mode on the handsets
Change caller ID presentation	Master and Air Sync for a system
Perform backup/restore functions on an IP-DECT system	PRI and routing settings
Subscribe Ascom handsets, change handset functions	General troubleshooting
Basic diagnostic functions	

ascom

ACADEMY

Mobility Training: VoWiFi

Description

This five day instructor-led course is designed for people responsible for general configurations and frequent maintenance and administration of the VoWiFi system.

Prerequisites

Training or experience with PBX and TCP/IP Networking. Students should complete formal WLAN training.

Organization

This is a lecture/lab course where topics are presented by the instructor. The VoWiFi course is designed to teach administration practices, installation requirements, and prepare technical professionals for more advanced training. Course content may vary slightly and is subject to change without notice.

A mixture of lecture and lab with an exam given at the end of the course. A score of 70% is required for certification.

Course Objective

This course will prepare students with the knowledge needed to administrator and maintain the VoWiFi System:

- Understand network requirements.
- Understand PBX or SIP enablement requirements.
- Implement and maintain the Ascom VoWiFi system.

Course Topics

LAN and WLAN basic requirements	Administration of the Ascom VoIP Gateway
VoWiFi basic requirements	Portable Device Manager
PBX connectivity	Basic configuration of UNITE
System Troubleshooting	Troubleshooting
Portable handset functions, use, programming	Ascom phone features and functions, including Myco 2&3, i62



UNITE Training: UNITE Core

Description

This five day instructor-led course is designed to explore Ascom Unite and how it is typically configured and installed. This course is primarily for students who have some level of experience with the Ascom Unite platform and a general understanding of topics such as networking, telephony, and healthcare workflows.

Prerequisites

Professional working experience (6-12 months) with voice and data communication systems. Networking with TCP/IP knowledge & experience required. Expert PC and telephony skills. IP-DECT or VoWiFi class is recommended.

Organization

This is a lecture/lab course where topics are presented by the instructor. Students will be able to participate in labs to gain hands on experience configuring Unite systems and components. Documentation will be provided for review both during and outside of classroom hours. Course content may vary slightly and is subject to change without notice.

A mixture of lecture and lab with an exams given at the end of the course. A score of 70% is required for certification.

Course Objective

This course is designed to teach configuration, installation and service of the fundamental components of the Unite Messaging suite.

Course Topics

Unite System Overview	Building messaging categories
UCM Configuration	Device Manager
Activity Log Viewer	Unite Platform Server basic configuration
General administration of modules and software	Connect for Nurse Call basic configuration
AlertTrac basic configuration	RTLS Integration configuration
Role Based Duty Assignment	Introduction to Analyze reporting
Configuration of messages and display properties	



UNITE Training: **UNITE Platform Server**

Description

This five day instructor-led course covers advanced Unite integrations and configuration. This course is intended for students who have successfully passed Unite Core and have experience configuring and installing Unite systems.

Prerequisite

Successful completion of Unite Core

Organization

This is a lecture/lab course where topics are presented by the instructor. Students will be able to participate in labs to gain hands on experience configuring Unite systems and components. Documentation will be provided for review both during and outside of classroom hours. Course content may vary slightly and is subject to change without notice.

A mixture of lecture and lab with an exams given at the end of the course. A score of 70% is required for certification.

Course Objective

This course is designed to teach configuration, installation and service of the advanced components of the Unite Messaging suite.

Course Topics

Unite Platform Server	RTLS Integration configuration
Ascom IR Location	EHR Integration configuration
C4CS Integration Configuration	Active Directory Integration
Unite Axess configuration	External Events to Telligence
TaskMinder	Advanced message escalation configuration
Advanced configuration of messages and display properties	Analyze reporting



Nurse Call Training: **Telligence**

Description

This five day instructor-led course is designed to prepare the technician to install, configure, program and troubleshoot a **Telligence** patient communications system.

Prerequisites

Intermediate level of nurse call training and/or experience. Experience with personal computer and Windows based programs. Ascom Patient Systems US Strategic Partner/authorized distributor.

Organization

This is a lecture/lab course where topics are presented by the instructor. The course places emphasis on hands-on practice with the system to include its central equipment, staff consoles, annunciators, patient stations and peripheral devices. Course content may vary slightly and is subject to change without notice.

A mixture of lecture and lab with an exam given at the end of the course. A score of 70% is required for certification.

Course Objective

Describe intermediate level nurse call concepts and installation practices. Identify and describe the **Telligence** patient communications system and its components.

Install, configure and program a **Telligence** patient communications system while operating and maintaining a **Telligence** patient communications system. Troubleshoot **Telligence** to include wiring and programming errors to identify and resolve equipment failures.

Course Topics

Intermediate patient communication concepts	Operations and maintenance
Telligence patient communications system	Service and component replacement
System wiring and network cabling	Basic networking
System Troubleshooting	Patient and peripheral stations
Staff consoles and annunciators	Rounding and Workflow functionality



Emergency Call System Training: teleCARE IP

Description

This five day instructor-led course is designed for students to learn configuration, design, administration, and installation of the TeleCARE IP product line as well as the MARi application suite.

Prerequisites

Professional working experience (6-12 months) with voice and data communication systems. TCP/IP Networking experience required as well as basic PC and telephony skills. IP-DECT or VoWiFi also recommended.

Organization

This is a lecture/lab course where topics are presented by the instructor. Documentation will be provided for review both during and outside of classroom hours. Course content may vary slightly and is subject to change without notice.

A mixture of lecture and lab with an exam given at the end of the course. A score of 70% is required for certification.

Course Objective

To design, install, and administer the TeleCARE IP System.

Course Topics

Modules and Peripherals	Message escalation/hunt chain configuration
Room Bus Design	Displays and Card Reader configuration
Wireless devices	Wireless device configuration
Speech Options	Logging
Templates and LED Patterns	System Wiring
Ascom IP-PBX Configuration (basic)	Wander and Access Control