

[IP-DECT Basic](#)
[IP-DECT Advanced](#)
[IP Gateway Basic](#)

[VoWiFi Basic](#)
[VoWiFi Advanced](#)
[VoWiFi eLearning: Fundamentals](#)
[VoWiFi eLearning: Avaya Integration](#)
[VoWiFi eLearning: Cisco Integration](#)
[VoWiFi eLearning: ShoreTel Integration](#)

[UNITE Basic](#)
[UNITE Advanced](#)
[Customized Group Training](#)
[Basic Messaging](#)

Students may wish to bring their laptop PC to instructor-led training classes to install the relevant software that will be used during class.

Ascom Academy hours: 8:30am - 4pm Eastern Standard Time | [Certification Tracks Overview](#)

IP-DECT Basic

The IP-DECT Basic course is an instructor-led training course that teaches students how to perform general administration of an Ascom IP-DECT system. This course is intended for those responsible for the day to day administration of an IP-DECT system. Persons responsible for installing and integrating IP-DECT systems should also attend the IP-DECT Advanced course.

Course Content

The course is a mixture of lecture and hands on lab. There is a certification exam given at the end of the course. A score of 70% or better is required for certification.

Lab Activities

- Add/change end user profiles
- Add/change call forwarding settings
- Change caller ID presentation
- Establish and change routing tables
- Perform backup/restore functions on and IP-DECT system
- Subscribe Ascom handsets
- Change handset settings
- Perform basic diagnostic functions

Key Competence Objectives

- Learn how to configure end users
- Learn how to register handsets
- Learn how to perform adds, moves and changes on the IP-DECT system
- Exposure to integration methods including analog gateway and IP 6000 VoIP gateway

Who Should Attend

This course is designed for people who are responsible for administering and operating an Ascom IP-DECT system as well as technical professionals who are preparing for advanced training.

Prerequisites

General PBX or switching background.

Global Knowledge Courses

1-800-COURSES, globalknowledge.com

- GK9025 TCP/IP Networking
- GK3750 Telecom Fundamentals: Telephony Networking

Duration

3 days

Format

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

Follow-Up Training

IP-DECT Advanced, UNITE Basic, UNITE Advanced

Certification Track

The IP-DECT Basic Certification will be issued to those who successfully complete the course (pass exam). The successful completion of this course also leads to the Ascom Certified Systems Integrator.

[IP-DECT Basic](#)
[IP-DECT Advanced](#)
[IP Gateway Basic](#)

[VoWiFi Basic](#)
[VoWiFi Advanced](#)
[VoWiFi eLearning: Fundamentals](#)
[VoWiFi eLearning: Avaya Integration](#)
[VoWiFi eLearning: Cisco Integration](#)
[VoWiFi eLearning: ShoreTel Integration](#)

[UNITE Basic](#)
[UNITE Advanced](#)
[Customized Group Training](#)
[Basic Messaging](#)

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IP-DECT Advanced

IP-DECT Advanced is an instructor based technical course that teaches the proper installation of the Ascom IP-DECT system. This course covers all aspects of the IP-DECT system, including engineering guidelines as well as installation requirements and procedures.

Course Content

The course is a mixture of lecture and hands-on lab. There is a certification exam given at the end of the course. A score of 70% or better is required for certification.

Lab Activities

- Design an IP-DECT system
- Use Site Survey Mode on the handsets
- Establish master and Air Sync for a system
- Install and create an IP-DECT system
- Create and modify PRI settings on the gateway
- Create and modify routing on the gateway
- Use Wireshark for packet capture

Key Competence Objectives

- Learn to configure IP-DECT systems
- Learn to configure Master/Slave IP-DECT systems
- Learn how to configure automatic updates
- Learn how to use Site Survey Mode
- Understand QoS requirements for the LAN/WAN
- Wired LAN backbone requirements
- Quality of Service (QoS)
- LAN configuration
- Traffic capacity

Who Should Attend

This course is designed to prepare technical professionals for configuration planning, installation and troubleshooting.

Prerequisites

Required: IP-DECT Basic
 Suggested: VoIP training, TCP/IP networking knowledge, general PBX experience.

Global Knowledge Courses

1-800-COURSES, globalknowledge.com

- GK3750 Telecom Fundamentals: Telephony Networking
- GK3277 Voice over IP Foundations
- GK9025 TCP/IP Networking

Duration

2 days

Format

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

Follow-Up Training

UNITE Basic, UNITE Advanced.

Certification Track

The IP-DECT Certification will be issued to those who successfully complete the course (pass exam). The successful completion of this course also leads to the Ascom Solution Integrator certification.

[IP-DECT Basic](#)
[IP-DECT Advanced](#)
[IP Gateway Basic](#)

[VoWiFi Basic](#)
[VoWiFi Advanced](#)
[VoWiFi eLearning: Fundamentals](#)
[VoWiFi eLearning: Avaya Integration](#)
[VoWiFi eLearning: Cisco Integration](#)
[VoWiFi eLearning: ShoreTel Integration](#)

[UNITE Basic](#)
[UNITE Advanced](#)
[Customized Group Training](#)
[Basic Messaging](#)

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IP-DECT Gateway Basic

The IP Gateway Basic course is an instructor-led course that teaches the new functionality of the Ascom VoIP Gateway when using version 9 and later software. Persons responsible for installing and integrating the Ascom VoIP Gateway should also attend the IP Gateway Advanced course. Students may wish to bring their laptop PC to install the relevant software that will be used during the class.

Course Content

The course is a mixture of lecture and hands on lab. There is a certification exam given at the end of the course. A score of 70% or better is required for certification.

Lab Activities

- Configuration of new functions
- New GUI settings
- Automatic backups
- Routing table changes
- Logging and log forwarding
- Custom announcements and recordings
- System monitoring
- Reporting database and reports

Key Competence Objectives

- Learn how to create and use PBX Objects
- Learn how to set up email delivery for reports
- Learn how to configure system monitoring
- Basic day to day operation and maintenance

Who Should Attend

This course is designed for people who are responsible for administering and operating an Ascom VOIP Gateway as well as technical professionals who are preparing for advanced training.

Prerequisites

IP-DECT Basic and Advanced or VoWiFi Basic and VoWiFi Advanced

Duration

3 days

Follow-Up Training

Ascom VoIP Gateway Advanced

Certification Track

The Ascom VoIP Gateway Basic Certification will be issued to those who successfully complete the course (pass exam).

[IP-DECT Basic](#)
[IP-DECT Advanced](#)
[IP Gateway Basic](#)

[VoWiFi Basic](#)
[VoWiFi Advanced](#)
[VoWiFi eLearning: Fundamentals](#)
[VoWiFi eLearning: Avaya Integration](#)
[VoWiFi eLearning: Cisco Integration](#)
[VoWiFi eLearning: ShoreTel Integration](#)

[UNITE Basic](#)
[UNITE Advanced](#)
[Customized Group Training](#)
[Basic Messaging](#)

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VoWiFi Fundamentals

VoWiFi fundamentals is a self paced introduction to Ascom's VoWiFi VoWiFi designed for people who need a general introduction. This course is perfect for individuals who will be responsible for sales, sales engineering, marketing, technical service, deployment, administration and even those who are considering VoWiFi as a solution for wireless voice. Upon completion of VoWiFi Fundamentals, participants will have knowledge of Ascom's mission critical core products, network requirements, configuration elements and portable telephone functionality.

Course Content

- Basic Ascom product knowledge
- LAN and WLAN basic requirements
- VoWiFi basic requirements
- Connectivity requirements
- Key components
- i75 functions, use and programming
- Portable Device Manager summary
- VoWiFi moves, adds and changes
- i75 accessories
- Interactive exercises
- i75 simulator

VoWiFi Integration with Avaya Communication Manager (FNACM)

VoWiFi Integration with Avaya Communication Manager is a self paced integration learning module for Ascom's VoWiFi VoWiFi. This course is designed for technicians and engineers who already have certified knowledge of WLAN VoIP as well as the Avaya Communication Manager and SIP enablement services. With some prerequisite knowledge and completion of this learning module, participants will has knowledge of how to add the Ascom i75 to a SIP enabled wireless network.

Course Content

- Pre-assessment
- i75 SIP integration
- Portable Device Manager training
- Security modes
- Network associations
- Network authentication
- User configuration
- SIP Codec and prox
- Narrated configuration guidelines and demonstration
- Post-Assessment certification (FNACM)

Prerequisites

VoWiFi Fundamentals is a prerequisite for VoWiFi Integration Modules. Certification or advanced knowledge of WLAN, VoIP and Avaya Communication Manager is a prerequisite for this integration learning module.

Ascom Certification Achievement

The FNACM Certification will be issued to those who successfully complete the course and pass exam.

[IP-DECT Basic](#)
[IP-DECT Advanced](#)
[IP Gateway Basic](#)

[VoWiFi Basic](#)
[VoWiFi Advanced](#)
[VoWiFi eLearning: Fundamentals](#)
[VoWiFi eLearning: Avaya Integration](#)
[VoWiFi eLearning: Cisco Integration](#)
[VoWiFi eLearning: ShoreTel Integration](#)

[UNITE Basic](#)
[UNITE Advanced](#)
[Customized Group Training](#)
[Basic Messaging](#)

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Ascom Academy hours: 8:30am - 4pm Eastern Standard Time | [Certification Tracks Overview](#)

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VoWiFi Integration with Cisco Call Manager (FNCCM)

VoWiFi Integration with Cisco Call Manager is a self paced integration learning module for Ascom’s VoWiFi VoWiFi. This course is designed for technicians and engineers who already have certified knowledge of WLAN VoIP as well as the Cisco Communication Manager and SIP enablement services. With some pre-requisite knowledge and completion of this learning module, participants will has knowledge of how to add the Ascom i75 to a SIP enabled wireless network.

Course Content

- Pre-assessment
- i75 SIP integration
- Portable Device Manager training
- Security modes
- Encryption modes
- Network associations
- Network authentication
- User configuration
- SIP Codec and prox
- Narrated configuration guidelines and demonstration
- Post-Assessment certification (FNCCM)

Prerequisites

VoWiFi Fundamentals is a prerequisite for VoWiFi Integration Modules. Certification or advanced knowledge of WLAN, VoIP and Cisco Call Manager is a prerequisite for this integration learning module.

Ascom Certification Achievement

The FNCCM Certification will be issued to those who successfully complete the course and pass exam.

VoWiFi Integration with ShoreTel IP-PBX (FNSIP)

VoWiFi Integration with Shore Tel IP-PBX is a self paced integration learning module for Ascom’s VoWiFi VoWiFi. This course is designed for technicians and engineers who already have certified knowledge of WLAN VoIP as well as the ShoreTel IP-PBX and SIP services. With some pre-requisite knowledge and completion of this learning module, participants will has knowledge of how to add the Ascom i75 to a SIP enabled wireless network.

Course Content

- Pre-assessment
- i75 SIP integration
- Portable Device Manager training
- Security modes
- Encryption modes
- Network associations
- Network authentication
- User configuration
- SIP Codec and prox
- Narrated configuration guidelines and demonstration
- Post-assessment certification (FNSIP)

Prerequisites

VoWiFi Fundamentals is a prerequisite for VoWiFi Integration Modules. Certification or advanced knowledge of WLAN, VoIP and Shore Tel IT-PBX is a prerequisite for this integration learning module.

Ascom Certification Achievement

The FNSIP Certification will be issued to those who successfully complete the course and pass exam.

[IP-DECT Basic](#)
[IP-DECT Advanced](#)
[IP Gateway Basic](#)

[VoWiFi Basic](#)
[VoWiFi Advanced](#)
[VoWiFi eLearning: Fundamentals](#)
[VoWiFi eLearning: Avaya Integration](#)
[VoWiFi eLearning: Cisco Integration](#)
[VoWiFi eLearning: ShoreTel Integration](#)

[UNITE Basic](#)
[UNITE Advanced](#)
[Customized Group Training](#)
[Basic Messaging](#)

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Ascom Academy hours: 8:30am - 4pm Eastern Standard Time | [Certification Tracks Overview](#)

VoWiFi Basic

VoWiFi Basic is three days of instructor-led training designed for people responsible for general configurations and frequent maintenance and administration of the VoWiFi system. Upon completion of the course, participants will be able to maintain a VoWiFi system by administering the Ascom VoIP gateway and the Ascom portable handsets. The course is a mixture of lecture and hands-on lab. There is a certification exam given at the end of the course. A score of 70% or better is required for certification.

Course Content

- LAN and WLAN basic requirements
- VoWiFi basic requirements
- PBX connectivity
- Portable handset functions, use and programming
- Portable Device Manager (standalone)
- Integrated messaging options
- Administration of the Ascom VoIP gateway: moves, adds and changes, IP addressing and settings, LDAP settings, PRI interface settings, number planning, logging and tracing, redundancy, system backups and restore.

Lab Activities

- Using the Ascom i75/i62 features and functions
- Perform moves, adds and changes with the Ascom VoIP gateway
- Set parameters for the Ascom VoIP gateway
- Provisioning and programming handsets
- Administering the Ascom Integrated Message Server
- Basic troubleshooting

Key Competence Objectives

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

Who Should Attend

The VoWiFi Basic course is designed to teach daily administration practices and prepare technical professionals for more advanced training.

Prerequisites

Prior completion of VoWiFi Fundamentals (Ascom eLearning) is highly recommended. As a minimum, students should have training or experience with PBX and TCP/IP Networking. Students should have expert PC skills. Students should complete formal WLAN training from a local training provider prior to attending VoWiFi Basic.

Global Knowledge Courses

1-800-COURSES, globalknowledge.com

- Voice over IP Foundations
- TCP/IP Networking
- Integrating Wireless Networks
- Troubleshooting Wireless Networks

Duration

3 days

Format

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

Follow-Up Training

VoWiFi Advanced, UNITE Basic, UNITE Advanced.

Certification Track

The VoWiFi Basic Certification will be issued to those who successfully complete the course and pass exam.

[IP-DECT Basic](#)

[IP-DECT Advanced](#)

[IP Gateway Basic](#)

[VoWiFi Basic](#)

[VoWiFi Advanced](#)

[VoWiFi eLearning: Fundamentals](#)

[VoWiFi eLearning: Avaya Integration](#)

[VoWiFi eLearning: Cisco Integration](#)

[VoWiFi eLearning: ShoreTel Integration](#)

[UNITE Basic](#)

[UNITE Advanced](#)

[Customized Group Training](#)

[Basic Messaging](#)

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Ascom Academy hours: 8:30am - 4pm Eastern Standard Time | [Certification Tracks Overview](#)

VoWiFi Advanced

VoWiFi-Advanced is two days of instructor-led training designed to expand on the knowledge gained with completion of VoWiFi Fundamentals, VoWiFi Basic and/or practical exposure to VoWiFi. The course will teach technical professionals and system engineers how to design, setup and properly configure the Ascom VoWiFi solution. Upon completion of the course, participants will be able to optimize a wireless voice network for VoWiFi, configure the Ascom gateway for Telco integration, provision and program i75/i62 portable handsets with the Portable Device Manager and setup the Ascom Integrated Message Server.

Course Content

- LAN and WLAN basic requirements
- VoWiFi basic requirements
- QoS requirements and considerations
- PBX connectivity
- Call routing
- Portable Device Manager (system and standalone)
- Programming portable handsets
- Configuring the Integrated Messaging Server
- Configuration of the Ascom VoIP gateway
- Troubleshooting

Lab Activities

- Verify that an 802.11 network meets the requirements of the VoWiFi application
- Configure a VoWiFi System from scratch
- Setup the Integrated Messaging Server to accommodate messaging applications
- Provisioning and programming handsets
- Configure the Ascom VoIP gateway to interface with PBX and Network
- Call case and call routing exercises

Key Competence Objectives

This course will prepare students with the knowledge needed to design, install and service an Ascom VoWiFi System.

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

Who Should Attend

This class is designed for technical professionals who are responsible for designing, setting up, administrating and servicing the Ascom VoWiFi System.

Prerequisites

Prior completion of VoWiFi Fundamentals (Ascom eLearning) and/or VoWiFi Basic is highly recommended. As a minimum, students should be established technical professionals with at least 6 to 12 months of working experience with voice and data communications systems. Knowledge and experience in networking with TCP/IP and WLAN is required. Students should have expert PC skills and an understanding of telephony standards and call routing. Students should complete WLAN certification or training prior to attending this VoWiFi Advanced.

Global Knowledge Courses

1-800-COURSES, globalknowledge.com

- Voice over IP Foundations
- TCP/IP Networking
- Integrating Wireless Networks
- Troubleshooting Wireless Networks

Duration

2 days

Format

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

Follow-Up Training

UNITE Basic, UNITE Advanced

Certification Track

The VoWiFi Advanced Certification will be issued to those who successfully complete the course.

[IP-DECT Basic](#)

[IP-DECT Advanced](#)

[IP Gateway Basic](#)

[VoWiFi Basic](#)

[VoWiFi Advanced](#)

[VoWiFi eLearning: Fundamentals](#)

[VoWiFi eLearning: Avaya Integration](#)

[VoWiFi eLearning: Cisco Integration](#)

[VoWiFi eLearning: ShoreTel Integration](#)

[UNITE Basic](#)

[UNITE Advanced](#)

[Customized Group Training](#)

[Basic Messaging](#)

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Ascom Academy hours: 8:30am - 4pm Eastern Standard Time | [Certification Tracks Overview](#)

UNITE Basic

This instructor-led course is designed to teach technical professionals how to configure, administrate and service the fundamental components of the UNITE Messaging suite offered by Ascom.

Course Content

Introduction to Ascom UNITE

- UNITE Platform. Exploring the Elise modules and applications that provide solutions to improve workflow by providing capabilities for a quicker response.
- TCP/IP for UNITE. A recap of TCP/IP technology and how it relates to UNITE.
- UNITE Administration Tools.

UNITE Elise Modules (Basic)

- NetPage, MailGate and IMS
- UNITE Messaging integration with PWT, DECT and OSP. This part covers how to use the basic UNITE products; NetPage, MailGate, IMS.
- Enhanced System Service, ESS. The ESS will have a central role in most UNITE integrations.

Basic UNITE Troubleshooting

- A step by step look into the UNITE messaging model to understand how messages are sent between UNITE modules and where to look when there is a problem.
- Explore frequently encountered programming or configuration errors.
- Solve simulated problems in workshops.

Lab Activities

- Setup TCP/IP network
- Flash all associated Elise modules using Elise programmer tool
- Configure all associated Elise modules on the network using route to Elise
- Configure a working IMS, Netpage, Mailgate and ACS system
- Integrate modules with Ascom DECT and VoWiFi systems
- Install and use remote management client
- Install and use BusLogger
- UNITE troubleshooting labs

Key Competence Objectives

This course will prepare students with the knowledge needed to configure, administrate and service the more common UNITE messaging modules.

- Reinforce the fundamentals of TCP/IP
- Administrate the basic UNITE messaging modules (Netpage, MailGate and ESS)
- Learn how to integrate with Nurse Call Systems using Medamax
- UNITE troubleshooting techniques
- Prepare students for the UNITE Advanced course

Who Should Attend

Technical professionals who are responsible for administrating and servicing the basic Ascom UNITE messaging solutions.

Prerequisites

Students should be established technical professionals with 6 to 12 months of working experience with voice and data communication systems. Knowledge and experience in networking with TCP/IP is required. Students should have expert PC skills and basic telephony knowledge. Freeset CBT, Freeset Advanced and VoWiFi Advanced are also recommended.

Global Knowledge Courses

1-800-COURSES, globalknowledge.com

- GK3150 Understanding Network Fundamentals
- GK 9055 Mastering TCP/IP
- GK3750 Telecom Fundamentals: Telephony Networking

Duration

3 days

Format

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

Follow-Up Training

UNITE Advanced

Certification Track

Completion required training for UNITE resellers and recommended for all UNITE system administrators. Successful completion of this course leads to the Ascom Solution Integrator certification.

[IP-DECT Basic](#)
[IP-DECT Advanced](#)
[IP Gateway Basic](#)

[VoWiFi Basic](#)
[VoWiFi Advanced](#)
[VoWiFi eLearning: Fundamentals](#)
[VoWiFi eLearning: Avaya Integration](#)
[VoWiFi eLearning: Cisco Integration](#)
[VoWiFi eLearning: ShoreTel Integration](#)

[UNITE Basic](#)
[UNITE Advanced](#)
[Customized Group Training](#)
[Basic Messaging](#)

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Ascom Academy hours: 8:30am - 4pm Eastern Standard Time | [Certification Tracks Overview](#)

UNITE Advanced

Designed to continue learning for technical professionals who has completed the UNITE Basic course. This Advanced course teaches students how to integrate third party systems and provide smart integrations capable of delivering immediate and automated information alerts to mobile or stationary users.

Course Content

- Learn how to apply the Ascom solution concepts for various integrations (examples include; Medamax, Hentmax, Teqmax, Lismax, Secmax and Rismax).
- An overview of the common third-party Information Systems common to environments familiar to the individual students.
- Learn how to ask the right questions and obtain the information needed to perform successful third party integrations.
- Extensive workshops and lab activities to integrate with other information systems and applications.
- Workshops to configure more advanced UNITE functionality and solutions.
- Configuration and administration of UNITE's Duty Assignment Client.
- Detailed instruction on the Action Handler which is the main component of the Ascom gateways.
- Duty Assignment Client.
- Emergency Notification System.

Lab Activities

- Students will set up integration networks by continuing the lab activities from the UNITE Basic course.
- Hentmax, Teqmax, Lismax, Secmax, Rismax labs.

Key Competence Objectives

- Learn how to integrate with Building Management Systems using Teqmax.
- Learn how to integrate with Hospital Information systems using Hentmax.
- Learn how to integrate with Laboratory Information Systems using Lismax.
- Learn how to integrate with Security Systems using Secmax.
- Learn how to integrate with Radiology Information Systems using Rismax.
- Learn how to integrate with patient monitoring gateways.
- Learn how to integrate with other gateway applications such as Bed Management Systems, Call Center, Help Desk and many more.

Who Should Attend

Technical professionals who are responsible for administration and servicing more advanced Ascom UNITE messaging solutions.

Prerequisites

Technical pros with 6-12 months of experience with voice and data communication systems. The UNITE Basic course. Networking with TCP/IP. Expert PC skills. Basic Telephony knowledge. Freeset CBT. Freeset Install-Maintenance. UNITE Basic.

Global Knowledge Courses

1-800-COURSES, globalknowledge.com

- GK3150 Understanding Network Fundamentals
- GK9055 Mastering TCP/IP
- GK3750 Telecom Fundamentals: Telephony Networking

Duration

2 days

Format

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

Follow-Up Training

- Mobility Server Administrator
- Network + Boot Camp
- Global Knowledge course GK3300

Certification Track

Completion of this course is required training for UNITE resellers and recommended for anyone who will be responsible to maintaining and configuring UNITE integrations. The successful completion of this course leads to the Ascom Solution Integrator certification.

[IP-DECT Basic](#)
[IP-DECT Advanced](#)
[IP Gateway Basic](#)

[VoWiFi Basic](#)
[VoWiFi Advanced](#)
[VoWiFi eLearning: Fundamentals](#)
[VoWiFi eLearning: Avaya Integration](#)
[VoWiFi eLearning: Cisco Integration](#)
[VoWiFi eLearning: ShoreTel Integration](#)

[UNITE Basic](#)
[UNITE Advanced](#)
[Customized Group Training](#)
[Basic Messaging](#)

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Customized Group Training

This is a three to five day instructor-led course specifically designed based on the needs of large groups who would like to integrate several courses into one extended session. Courses can also be tailored to unique applications such as Nurse Call and Short Messaging systems as well as intelligent interfaces.

Course Content

The course is a mixture of lecture and hands on lab. There is a certification exam given at the end of the course. A score of 70% or higher is required for certification.

Duration

3-5 days

Who Should Attend

People who are responsible for maintaining Ascom systems.

Basic Messaging

This is a three day instructor-led course targeted for technicians responsible for maintaining Ascom personal alarm systems.

Key Competence Objectives

- Acquire general proficiency in telePRODUCT system planning in order to propose the right combination of units to fulfill requested system functions.
- Learn how to commission and maintain a basic Personal Security Systems (PSS) application.

Who Should Attend

This course is designed for people who are responsible maintaining Ascom personal alarm systems.

Prerequisites

CBT completion required. Other prerequisites may be required depending on material to be covered.

Duration

3 days