Welcome to Ascom US Academy!

Below you will find specific course information including class topics and assumed knowledge requirements.

Contents

Mobility Training: **IP-DECT**

Description

This five-day hybrid 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 or general PBX / switching background.

Active account on the Academy Website, students need to go through assigned E-Learning modules before the Instructor led portion begins.

Organization

This is a lecture/lab course where topics are presented either by the instructor or via LMS. 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
General Device Management	Master and Air Sync for a system
Perform backup/restore functions on an IP-DECT system	PBX and Routing configuration
Subscribe Ascom handsets, change handset functions	General troubleshooting
Basic diagnostic functions	Unite Platform Server settings for DECT

ascom ACADEMY

Mobility Training: VoWiFi

Description

This four-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

ascom ACADEMY

Mobility Training: innovaphone iTConnect

Description

This 2.5-day class takes place on-site at the US Academy in Morrisville, and is a prerequisite to the VoIP PBX Advanced course.
NOTE: Partner discounts do not apply to this course.

Prerequisites

Training or experience with PBX systems and basic TCP/IP Networking.

Organization

This is a lecture/lab course where topics are presented by the instructor. The 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. The innovaphone training is divided into two parts.
Part 1 (this course) is where the technician receives the iTConnect certification from innovaphone. A final exam score of 85% is required.
Part 2 (VoIP PBX Advanced) builds on the existing configuration from Part 1 to incorporate more advanced functions within the PBX, preparing the student for the innovaphone iTAdvanced training. A score of 70% is required for certification of Part 2.

Course Objective

Contents of this training are the configuration and administration of the innovaphone PBX and the communication platform "innovaphone myApps" so that participants are able to set up standard installations. After successful participation of the training, the participant is an "innovaphone Technician Connect" (iT Connect) and receives an official iT Connect certificate. This certificate permits participation at the training module 2 (innovaphone Technician Advanced training).

Additional content in part 2 explores the PBX Objects in more detail, including examples of custom scripts and examples of object usage with practical hands-on.

Course Topics

Please refer to the innovaphone official site located here for more information regarding this course. Note that this site is external to the Ascom Academy.

ascom ACADEMY

Mobility Training: VoIP PBX Advanced

Description

This 3-day class takes place on-site at the US Academy in Morrisville, and is a follow-up to the innovaphone iT Connect course

Prerequisites

Successful completion of the innovaphone iT Connect course.

Organization

This is a lecture/lab course where topics are presented by the instructor. The 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. The course is divided into two parts.
Part 1 (iT Connect certification) is a prerequisite to this course.
Part 2 (this course) builds on the existing configuration from Part 1 to incorporate more advanced functions within the PBX, preparing the student for the innovaphone iT Advanced training. A score of 80% is required for certification of this course.

Course Objective

This is an optional follow up to the innovaphone iT Connect training. Additional content in this course explores the PBX Objects in more detail, including examples of custom scripts and examples of object usage with practical hands-on.

Course Topics

PBX Objects, SIP trunking/inter-PBX Connectivity, PRI configuration, in-depth routing, custom scripts, as well as other topics are included in this course.

UNITE Training: **UNITE Core**

Description

<u>Designed for Partners and Resellers only</u>, this five-day instructor-led course is designed to explore Ascom Unite and how it is typically configured. This course is primarily for technicians who have some level of experience with the Ascom Unite Platform Server and a good 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.

At the end of the course, a certificate of completion is issued. Additional self-paced learning and a passed exam are required for certification.

Course Objective

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

Course Topics

Unite System Overview	Building messaging categories
Basic Connect for Clinical Systems (Telligence)	Device Manager
Activity Log Viewer	Unite Platform Server basic configuration
General administration and troubleshooting	Configuration of messages and display properties
AlertTrac basic configuration	RTLS Integration configuration
Role Based Duty Assignment	Introduction to Analyze reporting

ascom ACADEMY

UNITE Training: **UNITE Admin**

Description

Designed for site administrators only, this 3-day instructor-led course is designed to explore Ascom Unite and typical daily tasks (adds/moves/changes).

Prerequisites

Basic PC skills using Windows in a normal environment.

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 with Unite components. Course content may vary slightly and is subject to change without notice.

At the end of the course, a certificate of completion is issued.

Course Objective

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

Course Topics

Unite System Introduction	Accessing the System
Unite User Administration	Ascom Device Management
Assignments	Unite View Client
AlertTrac - administration	Unite Analyze overview

UNITE Training: Unite Connect for Clinical Systems (C4CS) with Telligence

Description

This three-day instructor-led course is designed to explore the Connect for Clinical Systems (C4CS) plugin to the Ascom Unite Platform Server and how it is typically configured for an ascom Telligence integration. This course is for students who have experience with the Ascom Unite Platform Server, and a thorough understanding of topics such as networking, telephony, and healthcare workflows.

Prerequisites

The successful completion of both Telligence and 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 Connect for Clinical Systems and its 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 exams given at the end of the course. A score of 80% is required for certification.

Course Objective

This course is designed to teach configuration, testing, and service of the fundamental components of the ascom Connect for Clinical Systems application when used with ascom Telligence.

Course Topics

Configuring C4CS with Telligence	Basic Telligence integration settings
Organization and location mapping	Assignment templates
Role-based Assignment (Web GUI)	Message Composition Client
C4CS Windows Services and Driver Diagnostics	Configuration of Analyze for C4CS
Calculating and configuration of Workflows	Workflow testing and validation

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.

Courses are scheduled to meet a variety of today's needs, including:

- In-person Instructor led courses held at the US Academy
- On-Site courses for larger partners.

Prerequisites

Intermediate level of nurse call training and/or experience. Experience with personal computers 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 hybrid 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 are also recommended.

Active account on the Academy Website, students need to go through assigned E-Learning modules before the instructor led portion begins.

Organization

This is an online 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