

MESSENGER TECHNICAL CERTIFICATION COURSE SYLLABUS

COURSE LENGTH: 4.0 DAYS

LOCATION: JACKSONVILLE, FL

PRE-REQUISITES

This is a complete and practical system training that will result in participants becoming proficient in Smart Center. A comprehensive overview of all systems capabilities will be reviewed and explained. At the end of training, you will have sufficient knowledge to administer Smart Center.

SKILLS AND KNOWLEDGE GAINED:

At the end of the course you will be able to:

- Understand discovery process
- Pre-configure/Install Messenger
- Integrate Onsite Solution; NC, Spectra Link, Cisco, Vocera, Stall Allocation and Double Take
- Trouble Shoot during the implementation phase and post support
- Provide understanding of the Messenger Environment to others in your organization

COURSE OUTLINE

The Course covers the concepts, application, configuration and repair/trouble shooting of Messenger systems. In addition, tools, test equipment and trouble-shooting techniques will be covered.

- Installation Methodology with Middleware
 - Process/Roles
 - Role of Middleware
 - System Building Blocks
 - Challenges—From experience
- Discovery (based on the provided system design)
 - System Design
 - Data Required
- Pre Staging (based on the provided system design)
 - Basic Configuration
 - Setting up ports and gateways
 - Setting up contacts and groups
 - Setting up escalations and schedules
 - Configure users and set privileges

- Advanced settings and configuration
- System Configuration/Test
 - NC Inputs
 - Standard TAP
 - GE
 - Phillips
 - Rauland
 - Teltron, Intego, Simplex
 - Output Device(s)
 - Establish additional output Devices
 - Cisco
 - Spectra Link
 - Vocera
 - SMS
 - Staff Allocation
 - Fusion Integration
- Fail-Over
 - Basic over-view
 - Install software
 - Configuration
 - Test Failover
- Testing
- Installation
 - Testing
 - Acceptance
 - Hand-off
- Advanced Gateways
 - Generic
 - Script
- Troubleshooting—this will be performed throughout the process
 - Theoretical
 - Practical Application
- Q&A

NOTE

Due to the extensive range of gateways available within Messenger, not all of them can be covered comprehensively within a timeframe of this course. Please discuss the options of interest to you with your manager to assist in planning for additional Training Courses.

