Product and system technical training course catalog

Global Education. North America edition - July 2025

MOTOROLA SOLUTIONS

WELCOME

Day in, and day out, governments and businesses around the world rely on effortless and reliable communication. Our customers call it their lifeline. To help businesses operate without interruption and to safeguard communities, workplaces, and ultimately, each one of us, we are determined to help keep the lifeline unbreakable.

With Motorola Solutions, Inc. Global Education, we help your two biggest lifeline investments - your personnel and your technology infrastructure - work together efficiently to maximize the value of your communication technologies.

Whether your organization is new to our latest innovations or has years of experience with us, our Education Services team helps expand your personnel's skills and knowledge for the full application of your technology investment.

Starting with professionally developed, real-world application and content, we always design your training with the learner in mind. Our experienced instructors average 20+ years in the communications industry and specialize in Motorola Solutions technologies and services. Immersive, hands-on experiences, expert lab environments, or online learning ensure we meet your learners with the right kind of learning at the right times.

Whether training is delivered virtually, at your location or in our facilities, we can help ensure that your personnel know how to amplify your investment, maximize operational efficiency, and ensure an unbreakable lifeline.

We look forward to working with you.

MOTOROLA
SOLUTIONS

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EDUCATION SERVICES

Global Education teams up with you in the successful implementation, maintenance, and use of your communication system. We blend our passion for learning and innovation to deliver comprehensive training strategies, targeted to ensure technicians, administrators, supervisors, and operators find in us a trusted and effective learning partner.

Our range of services is designed to ensure you find the right learning support your organization's unique characteristics demand. From Education Packages, offering a selection of essential training activities, to Learning Subscriptions with unlimited access to technology-specific content, or the most personalized service: a Training Need Analysis service followed by a tailored training plan, specifically designed to meet the results you want to achieve.

Our services not only respond to businesses and organizations' needs, but also to limitations uncertain times may bring. Our learning technology allows us to provide remote instructor-led training, so your personnel can attend our sessions from anywhere in the region.

Browse this Catalog to learn more about each of these services and their benefits, and also discover a selection of our extensive training portfolio. If you have any questions, contact your Motorola Solutions representative.

QUALITY ASSURANCE: THE TPMA FRAMEWORK

MOTOROLA SOLUTIONS GLOBAL EDUCATION COMMITS TO EXCELLENCE IN INSTRUCTOR-LED TRAINING

For 45+ years, our instructors continue to be laser-focused on your two lifeline investments - your personnel and your technology infrastructure. Our mission is to work together efficiently to maximize the value of your communication technologies.

Motorola Solutions is aware of the impact training experiences have on your team and your organization. When it comes to supporting the success of your employees and your technology infrastructure, we seek to continually deliver exceptional training to you.

For over 10 years, we have built and implemented the Training Performance Monitoring & Assessment (TPMA) framework in our organization. Our internal instructors are held to the highest level of training standards outlined within the Learning & Performance Institute (LPI). The TPMA certificate is widely-recognized and accepted as the premiere institute for learning, assessing and benchmarking trainer progress.

Anywhere in the world, those who hold a TPMA certificate demonstrate that they have reached or exceeded the highest standards demanded within the industry.

WHY DO TPMA CERTIFICATIONS MATTER?

Adopting TPMA standards is essential to meet industry trends and leading industry best practices to meet user needs, enhance instructor development and ultimately leads to a happy customer experience.

LPI ensures the quality of the instructors' training delivery is maintained and meets the highest quality standards, provides expert feedback on their performance and promotes the development of their facilitator skills.

Visit us at learningcenter.motorolasolutions.com to register for our training courses.

ACHIEVING OPTIMAL PERFORMANCE MATTERS TO US

- We focus on the needs of the learner, not the trainer
- The personalized approach and structured consistency of standardized requirements help win business

"The instructor did an outstanding job. Truly a professional and extremely knowledgeable. Never rushed and always listened. Provided feedback to all questions and allowed students to participate at their own level of expertise and speed."

"The Instructor was extremely helpful during the training. He has an excellent way of teaching and was very attentive to the students when asked questions. I liked that he went over each and every field of CPS. Excellent Instructor! I would recommend to anyone!"

"Exceptional course, no words to explain the instructor's commitment and professionalism. Vast experience, humbleness, patience and amazing teaching skills. A different and positive class."

"Excellent coach. Direct, precise, detailed. Explain everything in the right way. Honestly, the best coach I have ever had. They do not skip anything, explain everything in detail. My knowledge after this training is much better. During the entire training, he was fully committed to us."

"The instructor showed outstanding skills to combine theory, practice, actual cases and hands-on training. Great training."

"The best teacher I have ever had in any previous training courses. Very challenging and interactive teaching helping me to understand the system from the bottom to top with a lot of additional slides from the teacher with extremely good and clear explanations in the system networking for deeper understanding."

"One of the best instructors I had. Speaks clearly, responsive to the students; actions and very good at making the students stay alert and attentive."

"Amazing training, very glad to join it. Amazing trainer, very vibrant, very knowledgeable trainer. Looking forward to more training with him. Good trainer from a good company."

LEARNING SUBSCRIPTIONS

Continuously educating and training your teams in emerging technologies that support their safety and security workflows ensures they are ready for critical moments. A proactive approach to learning empowers your organization to adapt to rapid technological shifts, equipping them with the knowledge and skills to leverage their Motorola Solutions' investment, to drive efficiency, and focus on keeping communities safe.

Modern learning is moving towards flexible solutions that integrate formal and informal education with information and teamwork. This pivot from content-centric to learner-centric education emphasizes lifelong learning and independent problem-solving skills. Such an approach empowers individuals to control their learning pace and content, fostering a more engaging educational experience.

Motorola Solutions is excited to introduce our Premium Learning Subscription Program, designed to provide your team with seamless access to a wealth of unified learning content. The New Learning Center grants unlimited access to all of Motorola Solutions' self-paced online training across our entire ecosystem. The Premium Learning Subscription program also allows for content integration, enabling you to "Bring Your Own Training" (including self-paced modules, training videos, and documents), ensuring your teams have access to all the educational content necessary for their success. Exciting features to look forward to:

- Easy Access to Motorola Solutions Learning Content
  - With our new Learning Center, you can access all of Motorola Solutions' technologies or select your preferred technology training content to access online, all the time and from anywhere.
  - Gain introductory knowledge of Motorola Solutions' entire product line with foundational and beginner training from our large training library
- Expert and Exclusive Connections with Motorola Solutions Learning and Industry Professionals
  - Enjoy an increased 15% discount on classes held at our state-of-the-art facilities
  - Join a Free Virtual Instructor-Led Training
  - Join a Virtual Professor forum with instructor technology experts
  - Access exclusive content available only to Premium Learning Subscribers
  - Enjoy our guided learning experience via our Curricula (learning paths) and new Playlists!
- Tailor the Learning Center to the Needs of Your Organization
  - Personalized branding: Add your organization's logo to your landing page
  - Administrative capabilities: Manage users, create learning groups, and assign content
  - Analytics and reporting: Track learner progress and course completions
  - Content integration: Bring Your Own Training (BYOT) into the platform for a unified learning experience

Your organization needs a continuous education and training program that is simple, agile, and cost-effective. Learn more about how the Learning Subscription Program can help you and your team.

EDUCATION PACKAGES

Motorola Solutions Education Packages have been built by our technical education experts, to provide you a simpler way to select the right learning activities from our extensive training portfolio. These packages are all designed considering four vital aspects:

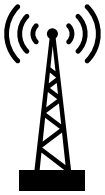
- Your Motorola Solutions Infrastructure & Devices
- The Level of Support provided by Motorola Solutions
- The tasks undertaken by your team, and
- The roles of the professionals in charge of those tasks

Behind these packages there are Education Services professionals whose aim is to fully prepare your team to achieve desired organizational efficiency and outcomes by ensuring that they have the knowledge, skill and competency needed to effectively interact with your Motorola Solutions technology investment.

If you wish to customize your Motorola Solutions training strategy, ask our Professional Education Services team to analyze your specific technical and end user training needs and gaps. Please work with your Motorola Solutions account representative to request this professional service.

Let Motorola Solutions Education Services help you ensure that your organization provides effortless and reliable communications, and keep your lifeline stronger than ever!

ASTRO® INFRASTRUCTURE EDUCATION PACKAGES



COMPLEMENT EDUCATION PACKAGE

Prepare your team to operate your ASTRO® Solution, achieving optimal organizational efficiency.

TOPICS
System Overview, Upgrade Differences, MyView Portal, Device End-User Best Practices, Dispatch End-User Best Practices

SUPPLEMENT EDUCATION PACKAGE

Prepare your team to operate and administer your ASTRO® Solution, achieving optimal organizational efficiency.

TOPICS
System Overview, Administration, Secure Communications, Upgrade Differences, MyView Portal, Device
End-User Best Practices, Dispatch
End-User Best Practices

SUPPORT EDUCATION PACKAGE

Prepare your team to operate, administer, and maintain your ASTRO® Solution, achieving optimal organizational efficiency.

TOPICS
System Overview, Core, RF-Subsystems, Transport, Administration, Dispatch, Secure Communications, Security Patch Management, Device End-User Best Practices, Dispatch End-User Best Practices

ASTRO® DEVICES EDUCATION PACKAGES

COMPLEMENT EDUCATION PACKAGE

Prepare your team to operate your APX™ devices.

TOPICS
Device Overview, MyView Portal, Device End-User Best Practices

SUPPLEMENT EDUCATION PACKAGE

Prepare your team to operate and administer your APX™ devices.

TOPICS
Device Overview, Programming and Radio Management, Device End-User Best Practices

SUPPORT EDUCATION PACKAGE

Prepare your team to operate, administer, and maintain your APX™ devices.

TOPICS
Device Overview, Programming and Radio Management, Radio Maintenance, Device End-User Best Practices

Talk with your Motorola Solutions contact for a quote, or email us at portal.support@motorolasolutions.com for more information on how to sign your team up for one of our Education Services Packages.

SAMPLE PACKAGES

ASTRO® INFRASTRUCTURE SUPPLEMENT EDUCATION PACKAGE

This Education Package aligns with the Infrastructure ADVANCED Services Package

- ASTRO® 25 SYSTEM OVERVIEW
- MY VIEW PORTAL OVERVIEW
- ASTRO® FEATURES & FUNCTIONALITY
- ASTRO® 25 SYSTEM FLEETMAPPING
- ASTRO® 25 IV&D RADIO SYSTEM ADMINISTRATOR
- MCC 7000 SERIES MANAGEMENT
- CONSOLE ADMINISTRATOR & DISPATCH END-USER TRAINING
- RADIO END-USER TRAIN THE TRAINER
- WAVE™ ADMINISTRATION & END-USER TRAINING
- RADIO AUTHENTICATION
- EXECUTIVE OVERVIEW
- ASTRO® 25 IV&D SECURE COMMUNICATIONS

APX™ DEVICE SUPPORT EDUCATION PACKAGE

This Education Package aligns with the APX Device ESSENTIAL Services Package

- APX QUICK START
- APX RADIO MANAGEMENT OVERVIEW
- APX CPS PROGRAMMING & TEMPLATE BUILDING
- APX RADIO MANAGEMENT WORKSHOP
- APX TECHNICAL SUBSCRIBER ACADEMY
- RADIO END-USER TRAIN THE TRAINER

LEGEND:
- – Foundation
- – Administration
- – Maintenance
- – Device & Console Best Practices
- – Optional

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OPERATOR TRAINING

THE SUCCESSFUL IMPLEMENTATION OF YOUR COMMUNICATIONS SYSTEM DEPENDS ON ITS CONFIDENT USERS.

Users of your mobile and portable radios require training on their units to understand its basic operation, features and functions.

Dispatchers of your consoles require training to understand basic operation, features and functions; management personnel require training on the Motorola Solutions applications.

TRAIN THE TRAINER

With this option, Motorola Solutions trains your qualified instructors so that they, in turn, can train each individual user in your organization. These classes are usually delivered on site using your equipment and our end-user training materials, that can be tailored if needed.

AUDIENCE

This course is geared for customers who have an experienced, dedicated training staff in their organization.

COURSE OVERVIEW

This course provides your training personnel knowledge and practice that will enable them to successfully train their students. It concentrates on specific product features and how it relates to the training process; students will become proficient in discussing common tasks associated with the operation of their radios and consoles, as identified in the training needs analysis.
Note: This course is presented as customer specific and will cover pertinent information on customer equipment.

REQUISITE KNOWLEDGE

Previous training experience and radio system knowledge is a must.

OPERATOR TRAINING

With this option, the users within your organization are trained by a Motorola Solutions instructor. These classes are typically done on site using your equipment and our end-user training materials, that can be tailored if needed.

CONSOLES TRAINING

These courses provide operators and supervisors with an introduction to the basic operation, administration and feature functionality of the console systems. Through facilitation and hands-on practice, users learn to perform tasks that are associated with their organization's particular system.

- Overview of console configuration
- Console dispatcher and supervisor operation
- Alias Management
- Messaging

SUBSCRIBER TRAINING

These courses provide radio users with an introduction to their radios and a review of their radio's basic functionality. Through facilitation and hands-on practice, users learn to perform common tasks associated with their radio configuration.

- Overview of radio configuration
- General radio operations

TO REQUEST FIELD TRAINING, PLEASE CONTACT YOUR ACCOUNT MANAGER.

Note: End-user training materials are not sold as standalone products, they are part of our Train-the-Trainer or Operator training programs.

COURSES FOR CONSOLE PRODUCTS

- MCC 7000 Series Dispatch Consoles
- MKM 7000 Console Alias Manager
- MCD 5000
- CommandCentral AXS Dispatch Console

COURSES FOR MOBILES & PORTABLES

- APX™ Series
- MOTOTRBO™ Series
- APX™ NEXT & N Series

TAILORED TRAINING: ANALYSIS AND CONSULTATION SERVICES

The variety of services we offer reflects our desire to make sure all our customers find the right training option for them. For those who demand fully personalized training support, and acknowledge the value consulting with experts brings, we are looking forward to partnering with you in the design, implementation, and evaluation of your product and solutions technical training strategy.

Our training consultants and technology experts will complete a thorough analysis of your infrastructure and the results your organization pursues, the challenges your team faces, the performance they aim to achieve, and the new capabilities they need to acquire.

The outcome of that analysis will be a tailored learning proposal, designed just for you and your particular circumstances and preferences. It will also be the route map for our instructors, and the point of reference for evaluations of learning, results, or expectations.

TRAINING OPTIONS

In this catalog, you will find a selection of the more than 500 training resources that form our training portfolio, and a variety of learning methodologies.

Choosing the most suitable training delivery method depends on multiple factors, as organizational goals, learning objectives, or circumstances out of our control limiting our choices. Regardless of what those circumstances are, our purpose is to make sure you always find in our training offer a valid alternative to keep your personnel abreast.

LIVE TRAINING

It consists of scheduled sessions delivered either remotely or in a conventional classroom, but always led by a technical instructor.

In Motorola Solutions remote live training, the benefits of instructor-led sessions are moved to a virtual environment; thanks to the distance learning technologies we use and our remote labs, learners and instructors interact and collaborate in real time. Live discussions, demonstrations, and online activities happen in these remote sessions.

The same instructors also deliver training in traditional training facilities, and during those face-to-face sessions, they specially focus on hands-on training, allowing learners to immerse themselves in the subject, and practice in a safe environment.

Whether you are interested in one of these methods or a combination of them, either if our off-the-shelf courses meet your needs or you need them customised to suit your requirements, contact us now to start working together on your training strategy.

SELF-PACED TRAINING

It allows your team to gain foundational knowledge on a variety of topics using their computer and at their own schedule. There are two main types of self-paced training:

- **Online courses**: a single piece of training, with defined objectives and estimated duration.
- **Microlearning**: a collection of brief components grouped into related topics.

We also have a wide offer of training you can take at your own pace. Click here to see the list of training resources that will allow you to gain foundational knowledge on a variety of topics and get ready for your instructor-led training session.

Open registration schedule

Click any of the links below to find the upcoming training sessions, open to all our customers.
Learn more about each class and book a seat using the link to the Trainin Center sign-up page provided.

Check our schedule using any of the following views:		
Timeline	Calendar	Grid

LEARNING CENTER

THE MOTOROLA SOLUTIONS LEARNING CENTER OFFERS A FAST, ENGAGING, AND INTUITIVE EXPERIENCE DESIGNED TO HELP YOU MAXIMIZE YOUR EXPERTISE WITH OUR SOLUTIONS.

GETTING STARTED

Access the Learning Center at https://learningcenter.motorolasolutions.com/ to create an account or retrieve your username/password (users from the previous Learning Management System have been migrated to the Learning Center).

Once logged in, use the **Search bar** for quick lookups by keywords, or apply advanced search filters to narrow your options. For a more guided approach, click **Browse content** and explore by category, drilling down into subcategories to refine your results.

When you find a course you like, click **Launch** for direct access; if a cost is associated, accept it to proceed. For live sessions, click **See classes to enroll** to find available dates and times based on your region, and expand details to view location, instructors, or deadlines. **Buy** your selection and proceed to checkout. After completing your purchase, your new training will appear in your plan.

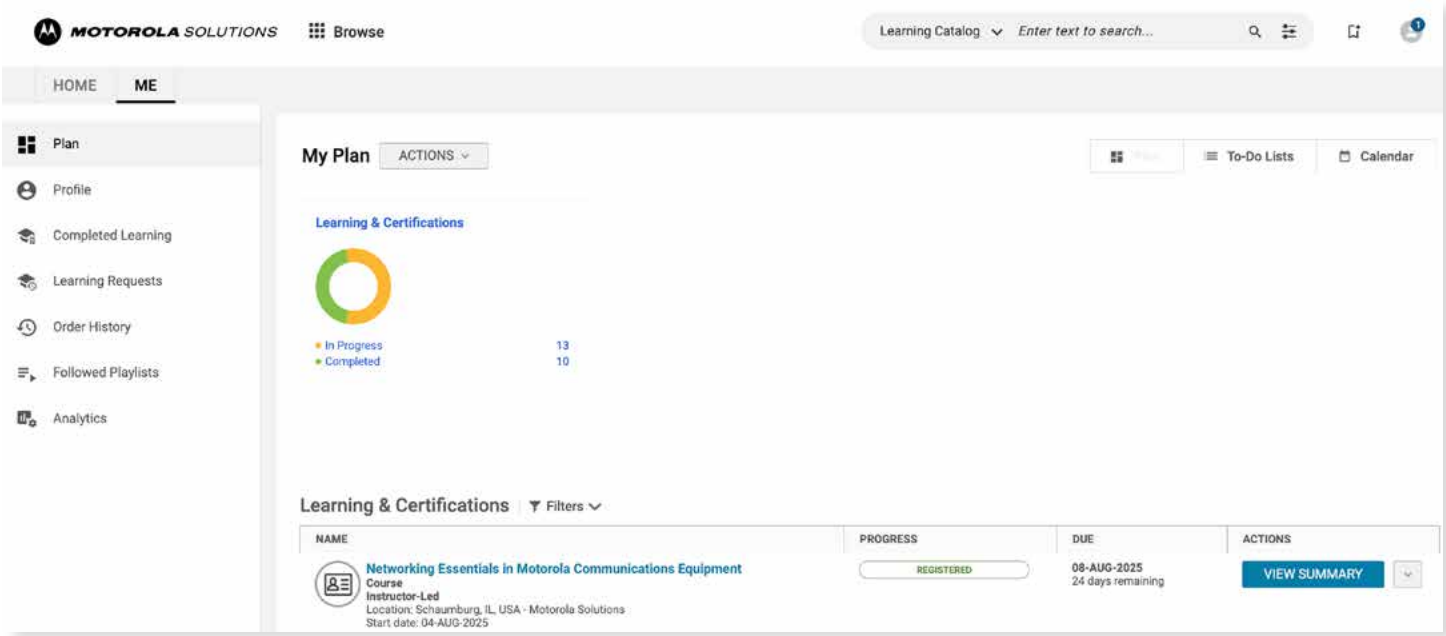
KEY FEATURES

- Modern, intuitive user interface: enjoy a clean and accesible experience.
- Streamlined navigation: Access training with fewer clicks.
- Enhanced search capabilities: Benefit from greater predictability and ease of use.
- One-click course launching: Get started quickly with your learning.
- Curated Playlists: Discover informal, role-based, or skill-focused learning paths.
- Multi-language availability: Support for our global users ensures an inclusive learning experience.

GENERAL INFORMATION

For information on prerequisites and to register for courses visit the Learning Center at: learningcenter.motorolasolutions.com

For general information contact the North America Training Services help desk at: (800) 247-2346, option 4 or portal.support@motorolasolutions.com



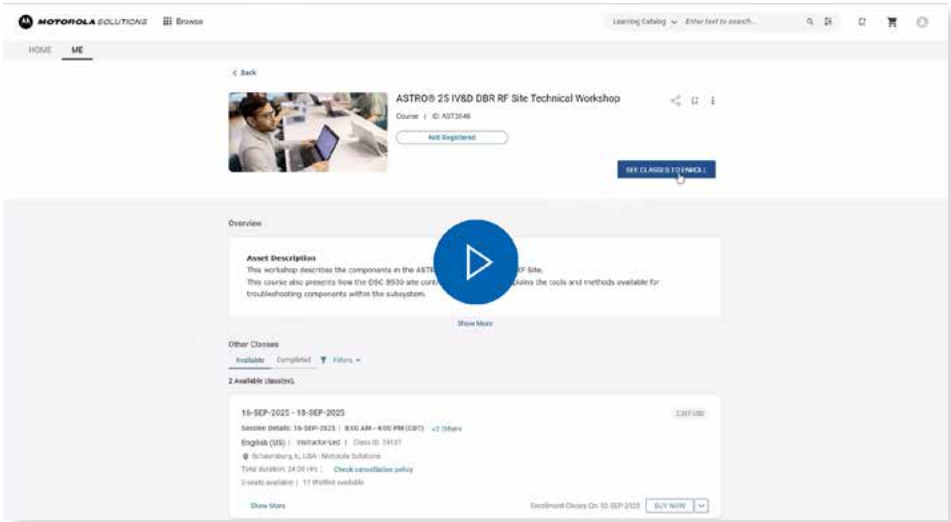
YOUR PERSONNAL DATA DASHBOARD

Access your personal space by clicking Me on the top navigation bar. Here you'll find:

There are several benefits to Training Banks including:

- **Plan**: View your enrollments and completions.
- **Profile**: Update your personal data.
- **Completed learning**: See a list of all content you've finished.
- **Learning requests**: Track your requested training and their statuses.
- **Order history**: Keep tabs on your purchases.
- **Followed playlists**: Quickly access your saved playlists.
- **Analytics**: Run reports on your learning activity.

HOW TO ENROL IN A COURSE



ADDITIONAL FEATURES

The system includes a dedicated **Calendar feature**, accessible via the Calendar button at the top of the **ME page** or through the profile menu on the top right corner. This allows you to easily view scheduled learning events, with options to view your personal events or the catalog calendar. Learning events are displayed on the calendar grid, and clicking on an event will show a pop-up with more details.

The **Message Center** serves as your central hub for communications within the system. Receive important messages, notifications, requests, and alerts related to your learning and system activity here.

Motorola Solutions Learning Center: Learn, grow, and thrive.

HELPFUL INFORMATION

HOW TO MAKE PAYMENTS WHEN ENROLLING IN A COURSE

For your convenience we accept the following methods of payment:

- Credit Card
- Purchase Order
- Notice to Proceed
- Training Banks

If prepayment is required to secure your registration, it must be received by Motorola Solutions 30 days prior to your attendance.

Contact the help desk above for assistance with payments and purchase orders specifications.
All pricing listed is US dollars.

Note: Invoices are available only when using purchase orders.

FOR QUESTIONS AND ASSISTANCE

Call the Education help desk at: 800-247-2346 Monday – Friday,
8:00 a.m. – 5:00 p.m. Central Time
or email us at:
portal.support@motorolasolutions.com

TRAINING BANKS

Whether you are a technician, system manager or radio user, you rely on Motorola Solutions Education Services to obtain the necessary knowledge to get the full potential out of your Motorola Solutions equipment. The Motorola Solutions Training Bank is a discounted, pre-paid, non-expiring debit account that allows you to to set aside funds for future training. Training Banks can be applied towards all training options including instructor-led tailored field courses.

There are several benefits to Training Banks including:

- Allows you to budget up front for training needs
- Provides cost savings through discounted pricing tiers to maximize your training investment
- Does not require multiple POs, thus reducing internal approval cycle time and paperwork
- Training Banks do not expire

For more information on Training Banks, please visit us at https://www.motorolasolutions.com/en_us/products/training/training-bank.html or email us at portal.support@motorolasolutions.com.

Note: Training Banks are only applicable to non-federal government customers.

POLICIES & REQUIREMENTS

CANCELLATION AND RESCHEDULING BY THE STUDENT

Registrants may cancel or reschedule a class no less than 30 days prior to the class start date. Cancellations received after the stated deadline will not be eligible for a refund.

CANCELLATION AND RESCHEDULING BY MOTOROLA SOLUTIONS

Motorola Solutions Training Services reserves the right to cancel any course due to low enrollment or other circumstances which would make the event non-viable up to 10 business days prior to the start of class.

If Motorola Solutions cancels a class, the registrants will be offered a full refund. Registrants will be notified at the time of change or cancellation with regards to the cancellation and refund process.

PROFESSIONALISM

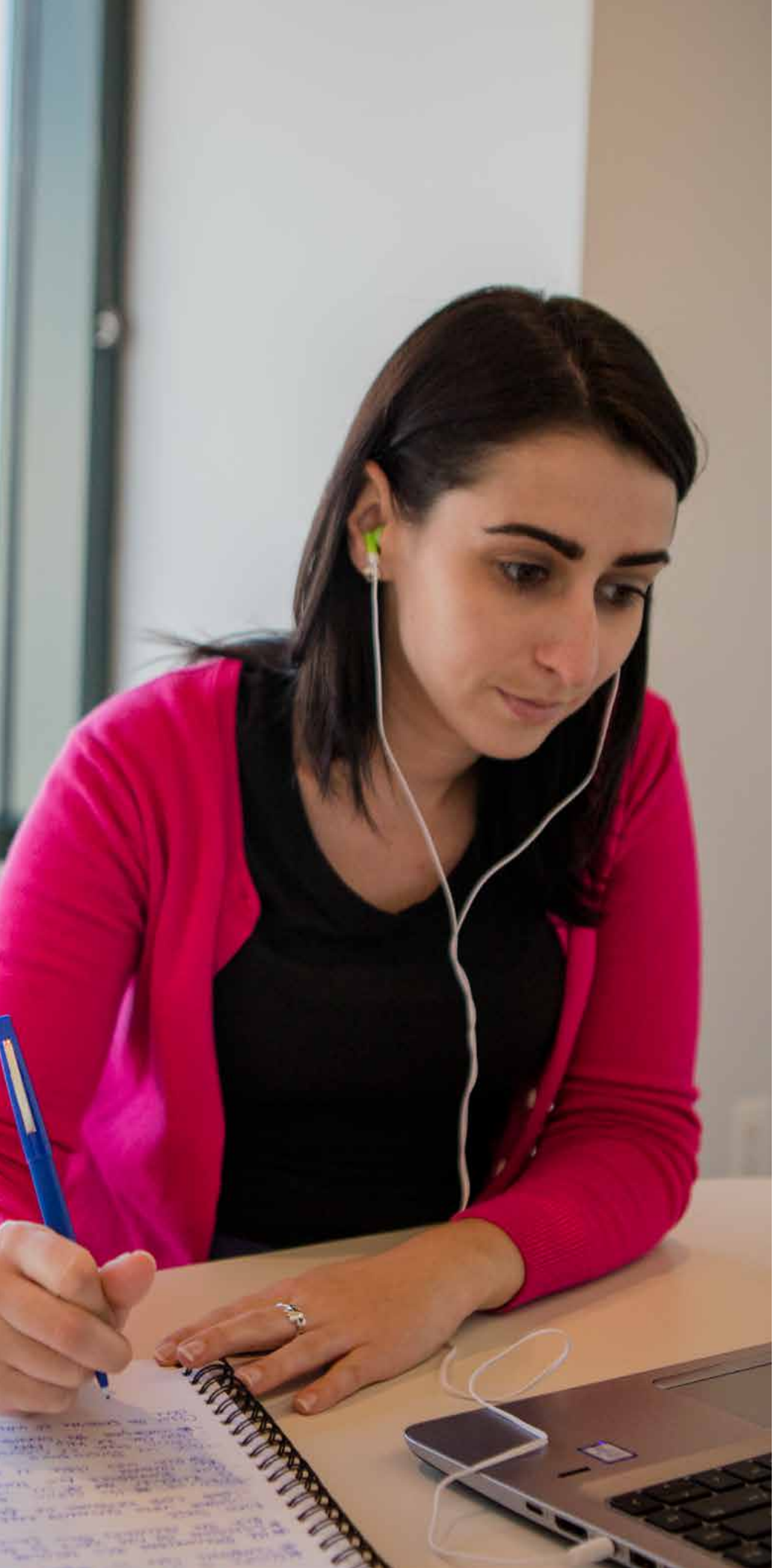
Students are expected to maintain professional conduct and dress at all times. Class dress is casual, but smart. For safety and security reasons, we cannot permit shorts, thong type sandals, or tank tops in the classroom.

LAPTOP REQUIREMENTS

All our classes require students to bring their laptops to the classroom so that they may utilize an electronic copy of the class material. Please review your enrollment confirmation email for specific requirements for your class.

TRAINING CONTENT AND STRATEGY DISCLAIMER

All of Motorola Solutions training classes are designed to support the Motorola Solutions Service strategy for each product. This strategy may include a combination of (but not limited to) processes, procedures, recommendations, and instructor experiential advice which may involve repair, replacement, and or recovery of hardware, software, or firmware of Motorola Solutions products. The repair, replacement, or recovery of these products may vary from product to product. Motorola Solutions reserves the right to change the structure and content of all courses at any time.



MOTOROLA SOLUTIONS TECHNICAL TRAINING COURSES

The following pages contain a selection of the courses that form our extensive portfolio, and also roadmaps to let you know the starting point and milestones of your development.

GENERAL INFORMATION

For information on prerequisites and to register for courses visit the Learning Center at: learningcenter.motorolasolutions.com

For general information contact the North America Training Services help desk at: (800) 247-2346, option 4 or portal.support@motorolasolutions.com

COURSE INDEX

Use this matrix to quickly identify the targeted role and system life cycle phase of each course.

Portfolio	Course Code & Type	Course Title	Foundations	Product/System Intro	Stage & Deploy	Operate	Mantain	Administrator	Technician	End User
Radio Foundations	RDS0002	Basic RF	•					•	•	
	RDS0003	Basic Networking	•					•	•	
	RDS0004	Basic Radio	•					•	•	•
	RDS2012	Advanced RF: Introduction	•					•	•	
	RDS2013	Advanced RF: Performance	•					•	•	
	RDS2014	Advanced RF: Troubleshooting	•					•	•	
	NST9252	Introduction to R56	•					•	•	
	RDS1004	RF Energy Exposure and Product Safety Compliance	•		•	•		•	•	•
	NST021	Communication System Concepts	•					•	•	
	NST762	Networking Essentials in Motorola Communications Equipment	•					•	•	
	NST925	Site Installation Practices Workshop R56	•					•	•	
	SRV1010	Server and Virtualization Foundation	•					•	•	
ASTRO® Systems	ACT100E	Bridging the Knowledge Gap - Technicians	•						•	
	ACT101E	Bridging the Knowledge Gap - System Administrator	•					•		
	AST1038	ASTRO® 25 IV&D System Overview		•				•	•	
	AST3038	ASTRO® 25 IV&D System Overview - K Core	•					•	•	
	AST4104	ASTRO® 25 Systems Applied Networking			•	•	•	•	•	
	AST4103	ASTRO® 25 IV&D System Core Workshop			•	•	•	•	•	
	AST4410	ASTRO® 25 IV&D Conventional Core with Configuration Manager Workshop				•	•	•	•	
	AST4102	ASTRO® 25 IV&D Radio System Administrator Workshop			•	•	•	•	•	
	AST0176	Data Services Administration			•	•	•	•	•	
	AST4208	ASTRO® 25 IV&D GTR 8000 Repeater Site Workshop			•				•	•
	AST4217	ASTRO® 25 IV&D IP Based Digital Simulcast Workshop			•	•	•	•	•	
	AST0098	Virtualized Simulcast Prime Site			•	•	•	•	•	
	AST2046	ASTRO® 25 IV&D DBR RF Site Technical Workshop			•	•	•	•	•	
	AST4440	ASTRO® 25 IV&D Conventional RF Site Workshop				•	•	•	•	
	AST2038	ASTRO® 25 Radio Authentication			•	•	•	•	•	
	AST4207	ASTRO® 25 IV&D Secure Communications Workshop			•	•	•	•	•	
	RDS1017	ASTRO® 25 Systems Fleetmapping				•	•	•	•	
	AST2005	ASTRO® 25 ISSI 8000 / CSSI 8000 Feature Overview		•				•	•	
	AST0072	ASTRO® 25 Customer Enterprise Network Workshop			•	•	•	•	•	
	AST2006	Standalone GTR8000 Conventional Base Radio			•	•	•	•	•	
	AST2015	ASTRO 25 Domain Controller Administration			•	•	•	•	•	
	CON012	MCC 7000 Series Dispatch Consoles Workshop				•	•	•	•	
	AST0092	CommandCentral AXS Dispatch Console Technical Workshop			•	•	•	•	•	
	RDS1022	MCD 5000 Technical Operational Workshop				•	•	•	•	
	AST0091	CommandCentral AXS Dispatch Console Administrator			•	•	•	•	•	
	RDS3020	DVRS Repeater Technical Workshop			•	•	•	•	•	

Live training
Self-paced training

GENERAL INFORMATION

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Portfolio	Course Code & Type	Course Title	Foundations	Product/System Intro	Stage & Deploy	Operate	Mantain	Administrator	Technician	End User
ASTRO® Radio Management	AST4004	APX NEXT™ RadioCentral and MyView Overview				•	•	•	•	
	APX7001	APX CPS Programming and Template Building	■	■	■	•	•	•	•	■
	AST0139	RadioCentral™ Workshop		•	•	•	•	•	•	•
	RDS2017	APX™ Radio Management Workshop	■	■	•	•	•	•	•	■
ASTRO® Devices	AST0037	How to Clean Your APX Portable Radio				•	•		•	•
	AST4002	APX NEXT™ Overview	■	•	■	■	■	■	•	•
	APX010	APX™ Technical Subscriber Academy		•	•		•	•	•	•
PCR Systems	AAE1402N	Professional and Commercial Radios (PCR) Portfolio Overview (NA)	■	■	•	•	•	•	•	■
	PCT1046	MOTOTRBO Capacity Max Theory of Operation			•	•	•	•	•	
	PCT1047	MOTOTRBO Capacity Max Technical Overview	■	•	•	■	■	•	•	■
	PCT1066	MOTOTRBO IP Site Connect and Capacity Plus Technical Overview			•	•		•	•	
	PCT1070	Motorola Edge Node Overview	■	•	■	■	■	•	•	■
	CEDMEL2000	MOTOTRBO System Introduction for Technicians		•	•			•	•	
	PCT2010	MOTOTRBO Capacity Max Design and Deploy	■	■	•	•	•	•	•	■
	PCT2023	MOTOTRBO IP Site Connect & Capacity Plus Theory of Operations & Design			•			•	•	
	PCT3014	MOTOTRBO IP Site Connect and Capacity Plus Systems Workshop	■	■	•	•	•	•	•	■
PCR Radio Management & Devices	PCT0115	MOTOTRBO CPS 2.0 Programming			•	•		•	•	
	PCT1032	MOTOTRBO Radio Management 2.0 Configuration Mode	■	■	•	•	■	•	•	■
	PCT2022	MOTOTRBO Radio Management 2.0 Workshop			•	•		•	•	
	TBO300	MOTOTRBO Subscriber & Repeater Technical Service Academy	■	■	■	•	•	•	•	■
Private Broadband	AST3001	WAVE Certified Integration Engineer				•				•
	AST1035	WAVE™ System Administration	■	■	•	■	■	•	•	■
	PSA0032	Critical Connect Portal Training			•	•	•	•	•	
	PTT0001N	WAVE PTX Overview	■	■	■	•	•	•	•	•
	PTT0900	WAVE PTX Portal End-User Training				•	•			•
	PTT0004N	WAVE PTX Admin Portal: End-User Training	■	■	■	•	•	•	•	•
	PTT0006N	WAVE PTX R11.2 Mobile Application: End-User Training (NA)				•	•	•	•	
	PTT0100N	TLK 100 Portable Two-Way Radio: End-User Training	■	•	■	■	■	•	•	■
	PTT0150N	TLK 150 Mobile Two-Way Radio: End-User Training		•				•	•	
Vesta - NG911	VST0002	VESTA Analytics Lite	■	■	■	•	■	■	■	•
	VST0003	VESTA SMS Admin				•				•
	VST0004	VESTA SMS Agent	■	■	■	•	■	■	■	•
	VST0005	VESTA Map Local Agent				•				•
	VST0006	VESTA Heads Up Display (HUD)	■	■	■	•	■	■	■	•
	VST0007	VESTA Map Local Installation, Maintenance & Upgrades				•				•
	VST0008	Data Hub for VESTA Map Local	■	■	■	•	■	■	■	•
	VST0009	VESTA - Activity View				•				•
	VST0010	VESTA Enhanced IP Phone Admin Training	■	■	■	•	■	■	■	•

■ Live training
■ Self-paced training

GENERAL INFORMATION

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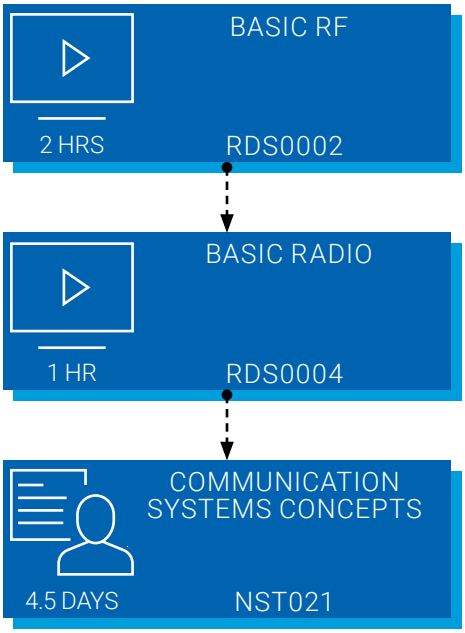
Portfolio	Course Code & Type	Course Title	Foundations	Product/System Intro	Stage & Deploy	Operate	Mantain	Administrator	Technician	End User
Vesta - NG911	VST0103	VESTA 9-1-1 Troubleshooting				•	•	•		•
	VST0105	VESTA 911 I&M				•	•	•		•
	VST0106	VESTA SMS/Text to 911 Installation & Maintenance (Virtual Training)				•	•		•	
	VST0107	911 Maintenance & Administration (Smart Hands)				•	•		•	•
CallWorks	VST0501	CallWorks AdminiStation			•		•			•
	VST0502	CallWorks DecisionStation			•		•			•
	VST0503	CallWorks CallStation			•		•			•
	VST0201	Emergency CallWorks Operations & Maintenance			•		•			•
	VST0001	CallWorks CallStation Integration w/RapidSOS			•		•			•
Flex	0000003680	Flex Corrections Administration Certification		•		•		•		•
	0000003664	Flex System Application Administration Certification		•		•		•		•
	0000003671	Flex Dispatch Administration Certification		•		•		•		•
	0000003694	Flex Records Administration Certification		•		•		•		•
Cybersecurity	CYB0161	Cyber Incident Response- Data Collection and Analysis		•		•		•	•	
	CYB0162	Cyber Incident Response - Vulnerability Assessment			•	•		•	•	•
	CYB0163	Cyber Incident Response - The Incident Response Process			•	•		•	•	•
	CYB0164	Cyber Incident Response- Incident Response, Methods, Tools & Techniques			•	•		•	•	•
	CYB0165	Cyber Incident Response- Threats and Attacks			•	•		•	•	•
Mobile Video	SLS0506	VideoManager User	•							•
	SLS0504	VB400 Body-Worn Camera & VideoManager: Getting Started	•							•
	WTG0102	VideoManager EL Cloud				•		•	•	•
	WTG0103	VideoManager EL On-Prem				•		•	•	
	WTG0105	Redactive				•		•	•	•
	WTG0108	Body-Worn Camera Release 3.0.1 and Later				•		•	•	•
	WTG0109	V700 Body-Worn Camera				•				•
	WTG0200	M500 User Training				•		•	•	•
	WTG0201	SmartControl for PC				•				•
	WTG0202	Webinar: VideoManager EL On-Demand Export to CommandCentral				•		•	•	•
	WTG0203	Webinar: Redaction in VideoManager EL Cloud				•		•	•	•
	WTG0501	M500 Vehicle Installation Certification				•		•	•	
	WTG0401	M500 Factory Training				•		•	•	•
	WTG0402	4RE Vehicle Installation Certification				•		•	•	•
	WTG0503	M500 Vehicle Installation Certification				•		•	•	•

Live training
Self-paced training

FOUNDATIONAL COURSES

RF FUNDAMENTALS

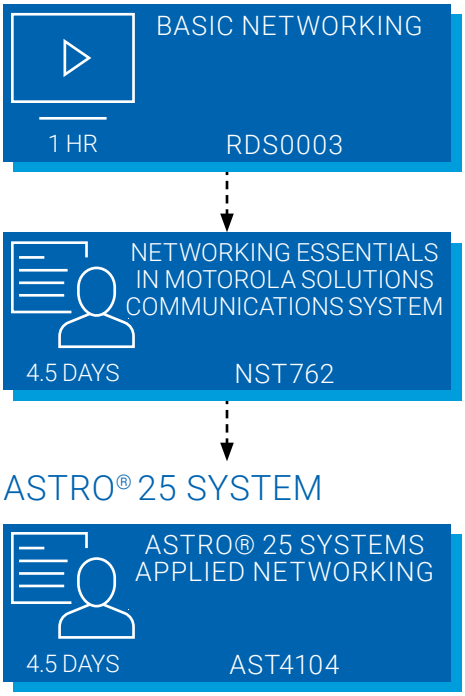
RF BASICS / RADIO SYSTEM BASICS



CURRICULUM COMPLETE

PARTICIPANT HAS RF KNOWLEDGE REQUIRED FOR ADVANCING TO MORE COMPLEX TECHNICAL TRAINING COURSES.

IP/NETWORKING FUNDAMENTALS



CURRICULUM COMPLETE

PARTICIPANT HAS IP AND NETWORKING SKILLS TO USE MOTOROLA SOLUTIONS SYSTEMS REQUIRING ADVANCED TECHNICAL TRAINING.

CLICK HERE TO GO TO PAGE 26 FOR MORE DETAILS ON ASTRO® 25

CLICK HERE TO GO TO PAGE 46 FOR MORE DETAILS ON MOTOTRBO™

COURSE OVERVIEW
This course emphasizes the concepts behind RF Systems theory and operation. Topics include basic radio transmitters and receivers, RF propagation, modulation, antenna systems, transmission lines and data-communications.

TARGET AUDIENCE
Technical staff who need to understand communication systems concepts.

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Describe electrical principles, including direct and alternating current.
- Describe the basic structure of radio transmitters and receivers.
- Describe the operation of the antenna system.
- Identify different types of transmission media.
- Describe RF propagation and understand system gains in a link budget.

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

COURSE OVERVIEW
This course provides a detailed overview of the fundamentals of computer networking. Topics include the TCP/IP five layer model, interconnecting devices, transmission media, user-facing applications and network security.

TARGET AUDIENCE
Engineers who need to understand the essentials of system networking.

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Identify the elements and interconnectivity of a basic network
- Define the OSI and TCP/IP Models
- Define the advantages of different Network Layout Options
- List the Physical and Data-Link Layers of the OSI and TCP/IP Models
- Define the Network and Transport Layers of the OSI and TCP/IP Models
- Identify the Service Layers within the OSI and TCP/IP Model
- Define the concept of Network Security.
- Identify standards organizations

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

COURSE OVERVIEW
The purpose of this course is to provide the student with the basic, foundational land mobile two-way radio knowledge required when working with Motorola Solutions. This course is ideal for all people who sell or service land mobile two-way radios.

TARGET AUDIENCE
Individuals who need a foundational overview of two-way radios.

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Define what a two-way radio is.
- Describe two-way radio components.
- Describe communication types.
- List and describe ways of expanding coverage.
- Describe analog and digital solutions.
- Describe how transmit and receive processes work in conventional and trunked two-way radio.
- Define system scalability.
- Identify the considerations to implementing a two-way radio.
- List the characteristics of single-site, single-zone and multi-zone systems.
- Explain the concept of two-way radio security.
- Describe the open standards for the following technologies: APCO P25, TETRA and DMR.

REQUISITE KNOWLEDGE
Completion of the following course(s) or equivalent experience:
- RDS0002 - Basic RF

PREREQUISITES
None

ADVANCED RF: INTRODUCTION

1 HR | RDS2012

COURSE OVERVIEW
This course provides an introduction to advanced concepts of radio frequency. Topics include circuit elements, modulation, frequency spectrum, the decibel scale, and filters. This is part one of a three-part training course on RF for Radio Professionals.

After completing this course, please proceed to the RDS2013 Advanced RF: Performance training course.

TARGET AUDIENCE
Technical staff, who need to understand Communication Systems Concepts including basic radio, RF propagation, modulation, antenna systems, transmission lines and data-communications.

COURSE OBJECTIVES
By the end of the course, the student will be able to:
- Describe the basic circuit elements and phenomena.
- Define and compare different types of digital modulation.
- List common frequency spectrum bands and describe their common uses.
- Describe the filtering process and types of RF filters.
- Describe the process of building a link budget

REQUISITE KNOWLEDGE
Completion of the following course or equivalent experience:
- RDS0002 - Basic RF

PREREQUISITES
None

ADVANCED RF: PERFORMANCE

1 HR | RDS2013

COURSE OVERVIEW
This course provides an overview of RF performance elements. Topics include transmission lines, antennas, hardware filters, performance parameters, and testing equipment. This is part two of a three-part training course on RF for Radio Professionals.

After completing this course, please proceed to the RDS2014 Advanced RF: Troubleshooting training course

TARGET AUDIENCE
Technical staff who need to understand Communication Systems Concepts including basic radio, RF propagation, modulation, antenna systems, transmission lines and data-communications.

COURSE OBJECTIVES
Upon completing this course, the student will be able to:
- Describe the transmission line theory.
- Provide the guidelines for cable selection, routing and installation.
- Provide an overview of different antenna types and their uses.
- List advanced RF hardware filters and provide their functions.
- Discuss RF performance issues.
- List and describe transmitter performance parameters.
- List and describe receiver performance parameters.
- List and describe common test equipment

REQUISITE KNOWLEDGE
Completion of the following course or equivalent experience:
- RDS0002 - Basic RF
- RDS2012 - Advanced RF: Introduction

PREREQUISITES
None

ADVANCED RF: TROUBLESHOOTING

0.5 HRS | RDS2014

COURSE OVERVIEW
This course provides an overview of troubleshooting an RF system. During this course, you will learn how to locate and address issues in transmitting and receiving in an RF system. This is part three of a three-part training course on RF for Radio Professionals.

TARGET AUDIENCE
Technical staff who need to understand Communication Systems Concepts including basic radio, RF propagation, modulation, antenna systems, transmission lines and data-communications.

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Describe a simple transmit and receive system.
- Locate transmit and receive problems in an RF system.
- Describe the RF troubleshooting process.
- List the equipment used during a troubleshooting process

REQUISITE KNOWLEDGE
Completion of the following courses or equivalent experience:
- RDS0002 - Basic RF
- RDS2012 - Advanced RF: Introduction
- RDS2013 - Advanced RF: Performance

PREREQUISITES
None

INTRODUCTION TO R56

1.5 HR NST9252

COURSE OVERVIEW
The purpose of this course is to present a high level overview of the RF site design and construction process, in line with the guidelines listed in Motorola Solutions' Standards and Guidelines for Communication Sites (R56) manual.

TARGET AUDIENCE
Technicians who need an introduction to the R56 processes.

COURSE OBJECTIVES
After completing this course, you will be able to:
- Describe the site design and development tasks needed to meet R56 requirements.
- Describe the building and shelter design and installation tasks needed to meet R56 requirements.
- Identify the proper external and internal grounding tasks needed to meet R56 requirements.
- Identify transient voltage surge suppression needs that meet R56 requirements.
- Minimize the impact of RF Site Interference, in line with R56 requirements.
- Identify the equipment installation tasks needed to meet R56 requirements.

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

RF ENERGY EXPOSURE AND PRODUCT SAFETY COMPLIANCE

0.5 HRS RDS1004

COURSE OVERVIEW
This course provides the basics of Radio Frequency (RF) energy and electromagnetic interference, presents regulatory bodies, occupational requirements in national and international standards as well as operating instructions for safe use of two-way radios.

TARGET AUDIENCE
Professionals who need to learn the overview of regulatory standards of professional two-way radios

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Use professional grade two-way radios in accordance with applicable RF energy exposure standards and regulations.
- Exercise control over RF exposure when using a two-way radio.
- Follow proper operating practices for usage of professional grade two-way radios.
- Identify the effects of electromagnetic interference.
- Follow procedures for use of two-way radios in blasting areas and explosive atmospheres.
- Follow guidelines for acoustic safety.
- Handle the antennas and batteries of two-way radios in accordance with RF energy exposure guidelines.

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

COMMUNICATION SYSTEMS CONCEPTS

4.5 DAYS NST021

COURSE OVERVIEW
This course emphasizes the concepts behind RF Systems theory and operation. Major topics covered include:
- RF System Operation and a basic walkthrough of building a communication system
- Trunking Operation
- Types of modulation used in RF System operation
- Radio frequency path
- Decibels and their uses on the job
- RF Propagation/RF Interference
- Basic Troubleshooting practices

TARGET AUDIENCE
Individuals who are interested in the operational concepts of driving modern communication systems.

COURSE OBJECTIVES
Upon completing this course, the student will be able to:
- Define terms commonly used in two-way communication systems
- Effectively use two-way radio communication systems knowledge to troubleshoot typical two-way communication radio systems
- Develop requirements for a two-way radio system by establishing programming and protocol requirements as requested
- Improve skills in the interpretation of typical two-way radio checks of the receiver, transmitter and the antenna system to troubleshoot a two-way radio communication system
- Use decibels to interpret the radio frequency path and antenna system to describe expected radio communication system performance and troubleshooting.

REQUISITE KNOWLEDGE
- Knowledge of basic electronics
- Experience using standard communication test equipment.

NETWORKING ESSENTIALS IN MOTOROLA SOLUTIONS COMMUNICATIONS EQUIPMENT

4.5 DAYS NST762

COURSE OVERVIEW
The Networking Essentials in Motorola Solutions Communications Equipment course provides the technician with the essential elements of networking required for the installation and maintenance of most Motorola Solutions communications systems. The course includes ample hands-on and basic troubleshooting on network elements.

TARGET AUDIENCE
System Technicians

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Recall basic network terminology
- Compare basic configuration types, both logical and physical
- Describe the basic OSI (Open System Interconnect) model compared with the TCP/IP model
- Construct a basic LAN with a Windows Server Domain Controller and workstations
- Examine the interaction between the routers through their configurations
- Use common network commands to simulate traffic and validate connectivity and routing

REQUISITE KNOWLEDGE
Completion of the following courses or equivalent experience is highly recommended:
- An understanding of basic Motorola Communications Systems
- Basic familiarization with computer operating systems
- Basic knowledge of networking (RDS0003 - Basic Networking)

PREREQUISITES
None

SITE INSTALLATION PRACTICES WORKSHOP R56

3.5 DAYS NST925

COURSE OVERVIEW
The Site Installation Practices Workshop R56 course is designed to present the standards and guidelines
for installing a Motorola Solutions communication system. Participants will understand how a properly installed system can help to ensure a safe and efficient communications system, reducing system down time. All students are encouraged to download the Preparation Guide.

TARGET AUDIENCE
Technical System Managers and Technicians

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Have the basic knowledge required to install communications equipment as described in the Motorola Solutions manual, Standards and Guidelines for Communication Sites (R56).
- Review the general concepts of R56:
  - Building Design and Installation
  - Grounding (external and internal)
  - Power Sources
  - Surge Suppression
  - Equipment Installation
  - Clamp-on Ground Resistance Tester
- Prepare students for the certification exam from the Electronics Technicians

REQUISITE KNOWLEDGE
Completion of the following course(s) or equivalent experience:
- Graduate of a basic electronics course

PREREQUISITES
None

SERVER AND VIRTUALIZATION FOUNDATION

4 DAYS SRV1010

COURSE OVERVIEW
This course will prepare students to install a server and understand the basics of supported virtualization application. The course covers BIOS configuration, installing supported virtualization applications, installing a client and server OS and verifying operations. The course includes hands-on lab exercises.

TARGET AUDIENCE
Technical Support Staff who need to understand virtual servers or install servers that utilize Virtual Machines (VM).

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Configure BIOS parameters for server hardware
- Demonstrate basic knowledge of supported virtualization application, including capacity
- Install supported virtualization application on a server platform
- Configure supported virtualization application parameters of supported server hardware
- Install a Client OS and Server OS in a virtual environment
- Verify Server/Client operations in a virtual environment

REQUISITE KNOWLEDGE
Completion of the following course(s) or equivalent experience:
- Comp-TIA Server+ Certification or equivalent

PREREQUISITES
None

ASTRO® P25 INFRASTRUCTURE COURSES

ASTRO® P25 INFRASTRUCTURE COURSES

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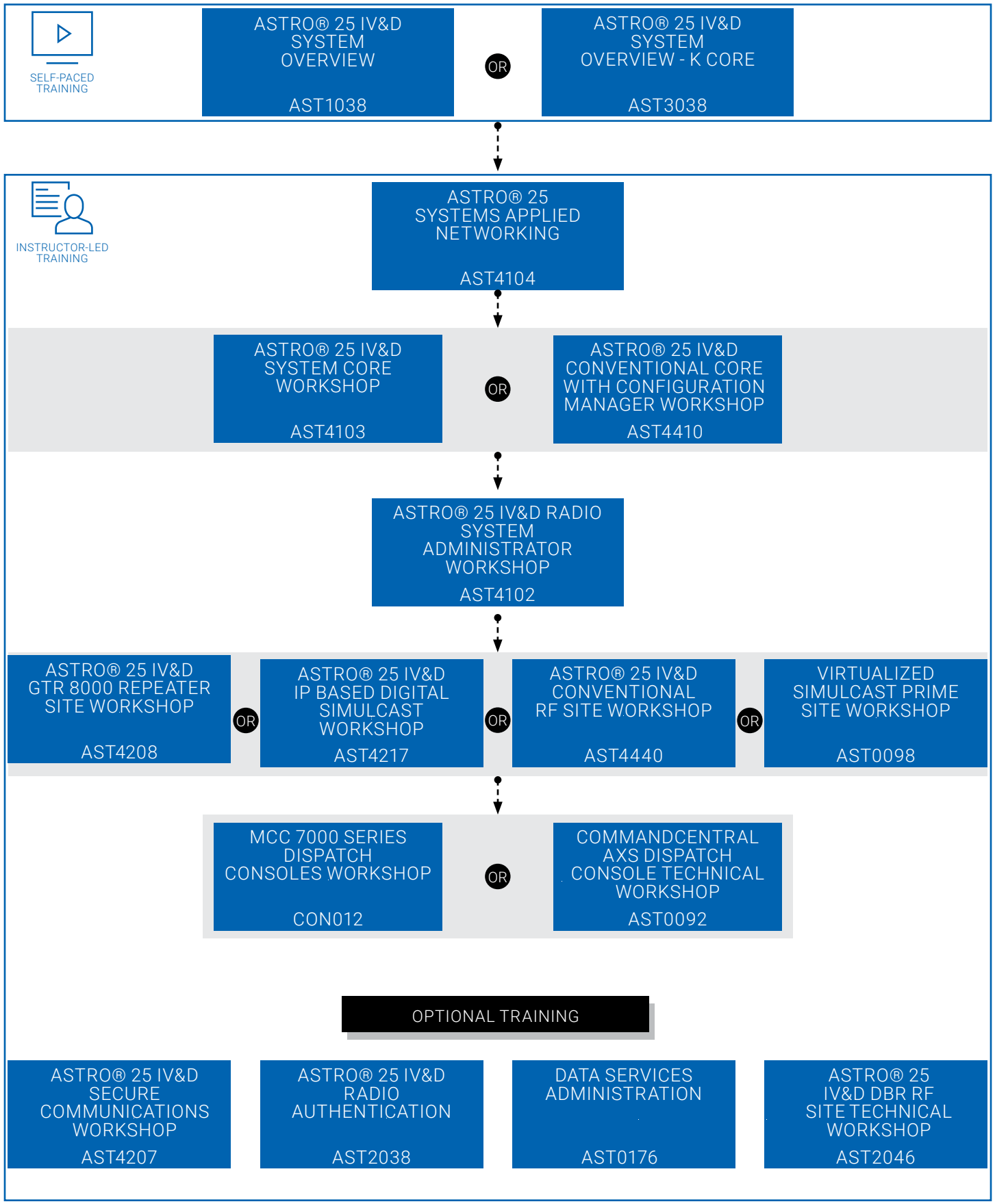
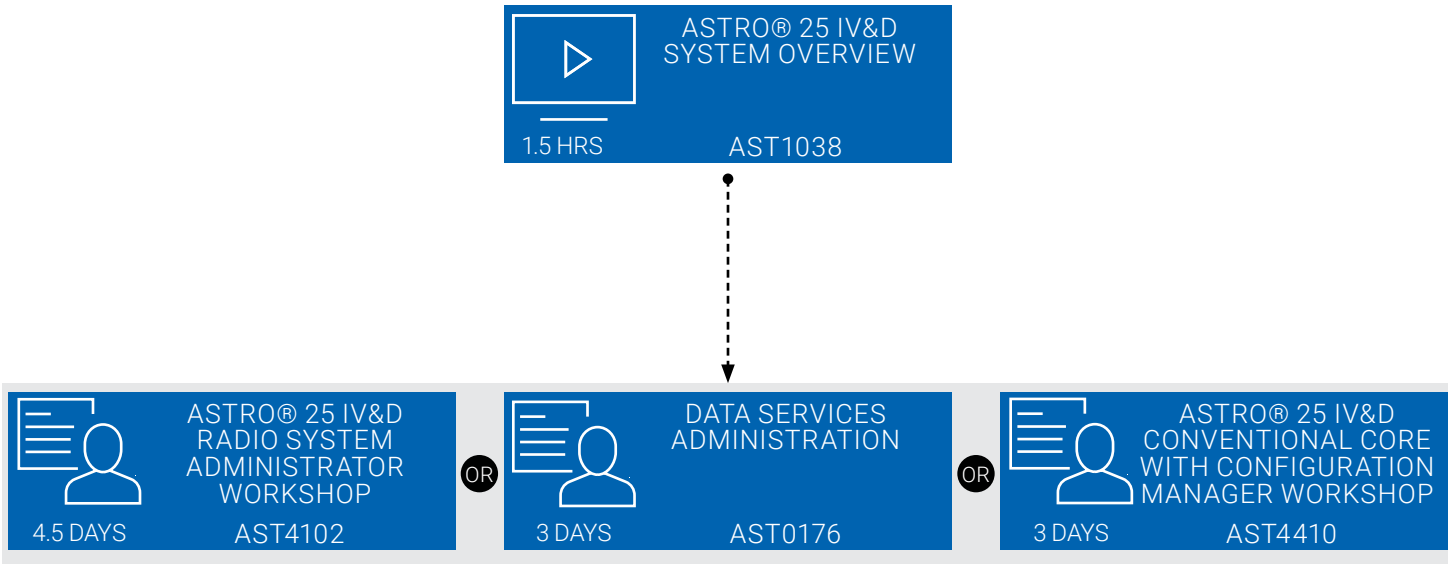
ASTRO® 25 SYSTEM ENGINEER

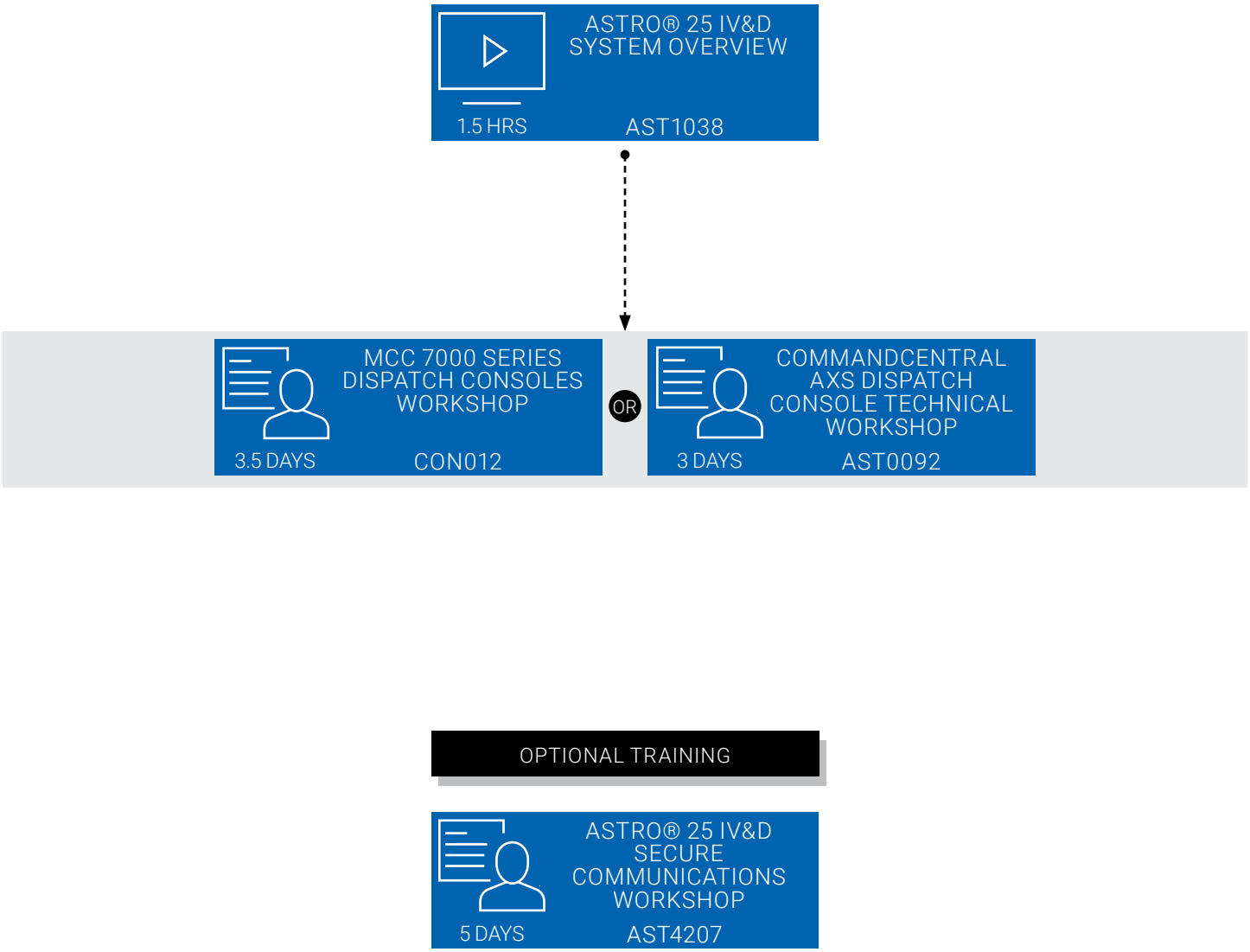


ASTRO® SYSTEM ADMINISTRATOR



OPTIONAL TRAINING

ASTRO® DISPATCH TECHNICIAN



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ASTRO® SITE TECHNICIAN

ASTRO® 25 IV&D SYSTEM OVERVIEW
1.5 HRS AST1038

COMPLETE ONE OF THE FOLLOWING:

ASTRO® 25 IV&D GTR 8000 REPEATER SITE WORKSHOP
3 DAYS AST4208

OR

ASTRO® 25 IV&D IP BASED DIGITAL SIMULCAST WORKSHOP
3 DAYS AST4217

OR

ASTRO® 25 IV&D CONVENTIONAL RF SITE WORKSHOP
3 DAYS AST4440

OR

VIRTUALIZED SIMULCAST PRIME SITE WORKSHOP
3 DAYS AST0098

OR

ASTRO® 25 IV&D DBR RF SITE TECHNICAL WORKSHOP
3 DAYS AST2046

For information on prerequisites and to register for courses visit the Learning Center at:
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ASTRO® SUBSCRIBER TECHNICIAN

ASTRO® 25 IV&D SYSTEM OVERVIEW
1.5 HRS — AST1038

COMPLETE ONE OF THE FOLLOWING:

APX™ CPS RADIO PROGRAMMING & TEMPLATE BUILDING
2 DAYS — APX7001

OR

APX™ RADIO MANAGEMENT WORKSHOP
2.5 DAYS — RDS2017

OR

RADIOCENTRAL™ WORKSHOP
3 DAYS — AST0139

OPTIONAL TRAINING

ASTRO® 25 SYSTEMS FLEETMAPPING
2 DAYS — RDS1017

ASTRO® 25 IV&D SECURE COMMUNICATIONS WORKSHOP
5 DAYS — AST4207

APX™ TECHNICAL SUBSCRIBER ACADEMY
4.5 DAYS — APX010

BRIDGING THE KNOWLEDGE GAP (TECHNICIANS)

4 HRS ACT100E

COURSE OVERVIEW
This seven-module course is designed to bring Technicians from different technical backgrounds and experience levels to a common starting point for the ASTRO 25 curriculum. This course provides seven modules from the basic concepts of radio communication systems and computer networking features, through the evolution that led to the ASTRO 25 trunking system's architecture.

TARGET AUDIENCE
This is targeted for System Administrators and other ASTRO 25 system users who are new to trunked radio systems. Also those with experience in non-IP-based radio systems like SmartNet and SmartZone.

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Explain the different radio system concepts as applied to conventional and trunked systems.
- Compare analog radio communication signaling to ASTRO 25 radio communications signaling.
- Identify different communication concepts using representative block diagrams of the respective systems.
- Compare radio system communication concepts using representative block diagrams of the respective systems.
- Compare how voice and data, information flow through different radio communication system types and how the signaling information controls that flow of information.
- Describe the features of each radio communication system in terms of advantages and disadvantages

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

BRIDGING THE KNOWLEDGE GAP - SYSTEM ADMINISTRATOR

4 HRS ACT101E

COURSE OVERVIEW
This five-module course is designed to bring Administrators from different technical backgrounds and experience levels to a common starting point for the ASTRO 25 curriculum. This course provides five modules from the basic concepts of radio communication systems and computer networking features, through the evolution that led to the ASTRO 25 trunking system's architecture.

TARGET AUDIENCE
This is targeted for System Administrators and other ASTRO 25 system users who are new to trunked radio systems. Also those with experience in non-IP-based radio systems like SmartNet and SmartZone.

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Identify different communication concepts using representative block diagrams of the respective systems.
- Compare radio system communication concepts using representative block diagrams of the respective systems.
- Compare how voice and data, information flow through different radio communication system types and how the signaling information controls that flow of information.
- Describe the features of each radio communication system in terms of advantages and disadvantages.
- Explain the Trunked Radio System Concepts

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

ASTRO® 25 IV&D SYSTEM OVERVIEW

1.5 HRS AST1038

COURSE OVERVIEW
The ASTRO®25 IV&D System Overview course will provide participants with knowledge and understanding of the ASTRO 25 system. The system architecture, components, and features will be explained. This course does not cover K Core material. For more information on K Core, please refer to AST3038.

TARGET AUDIENCE
This course is intended for Professionals who need to get an understanding of the architecture, components, and features of the ASTRO®25 IV&D System.

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Describe the general architecture of an ASTRO 25 Radio System.
- List key features available in the ASTRO 25 Zone Core.
- Define components of the ASTRO 25 system.
- Summarize site components in the ASTRO 25 system.
- Explain the features, capabilities and components of dispatch consoles in the ASTRO 25 system.
- Recognize Mobility and Call Processing in the ASTRO 25.
- Identify applications and features for managing the ASTRO 25 system.

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

ASTRO® 25 IV&D SYSTEM OVERVIEW - K CORE

1 HR | AST3038

COURSE OVERVIEW
In this course, you will learn about the K Core System architecture, components, and features. In addition, RF and console sites and their architecture, features and components will also be discussed. Finally, we will cover call processing for voice and mobile data applications, and take a look at applications available in ASTRO® 25 system.

This course does not cover ASTRO core material. For more information on ASTRO core, please refer to AST1038

TARGET AUDIENCE
This course is intended for Professionals who need to get an understanding of the architecture, components, and features of the K Core System.

COURSE OBJECTIVES
By the end of the course, you will be able to:
- Describe the general architecture of an ASTRO K Core IV&D Radio System.
- List key features available in the ASTRO 25 IV&D Radio System.
- Summarize site components in the conventional ASTRO 25 system.
- Identify the features, capabilities, and components of the MCC7500 series dispatch consoles.
- Explain concepts of Mobility and Call Processing in the conventional ASTRO 25.
- Describe the applications for managing the conventional ASTRO25 system.

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

ASTRO® 25 SYSTEMS APPLIED NETWORKING

4 DAYS | AST4104

COURSE OVERVIEW
The ASTRO 25 Systems Applied Networking course provides technicians with the necessary networking information required for understanding the network components installed in modern Motorola communications systems. The course includes familiarization with basic networking concepts, and the networking components deployed in the ASTRO 25 System.

TARGET AUDIENCE
Technical System Managers and Technicians

COURSE OBJECTIVES
After completing this course, the participant will be able to:
- Describe ASTRO® 25 topologies.
- Describe ASTRO® 25 traffic flows. Describe TCP/IP addressing in an ASTRO® 25 network.
- Configure switches and verify switch operation.
- Configure routers and verify router operation.
- Compare Motorola GGM 8000 routers and Juniper routers.
- Perform common maintenance tasks for switches and routers.
- Describe IP Multicast addresses and talkgroup operation.
- Describe network management functions and applications.
- Describe Information Assurance in ASTRO® 25.
- Describe extended topologies such as the Data Subsystem and ISSI.

REQUISITE KNOWLEDGE
Completion of the following courses or equivalent experience:
- NST762 - Networking Essentials in Motorola Communications Systems

PREREQUISITES
None

ASTRO® 25 IV&D SYSTEM CORE WORKSHOP

4.5 DAYS | AST4103

COURSE OVERVIEW
The ASTRO® 25 IV&D with ASTRO® 25 System Core course teaches advanced troubleshooting skills and best practices for the Trunked Large Systems. The course also focuses on gathering and analyzing system information to implement appropriate action(s) that return a system to full operational status.

TARGET AUDIENCE
ASTRO® 25 System Core Master Site Technicians

COURSE OBJECTIVES
After completing this course, the participant will be able to:
- Describe the ASTRO® 25 System architecture.
- Identify the functional and radio subsystems that comprise the ASTRO® 25 System.
- Explain and discuss call flow and data flow through Large System Core devices and their subsystems.
- Perform recommended routine maintenance procedures for the ASTRO® 25 Large System Core.
- Utilize the troubleshooting tools to diagnose a fault and restore the Large System Core to the level of the Motorola-supported service strategy.

REQUISITE KNOWLEDGE
Completion of the following course(s) or equivalent experience:
- ACT100E or ACT101E - Bridging the Knowledge Gap
- NST762 - Networking Essentials in Communication Equipment
- AST4104 - ASTRO® 25 Systems Applied Networking
- AST1038 - ASTRO® 25 IV&D System Overview

PREREQUISITES
None

ASTRO® 25 IV&D CONVENTIONAL CORE WITH CONFIGURATION MANAGER WORKSHOP

3 DAYS AST4410

COURSE OVERVIEW
This course teaches advanced troubleshooting skills and best practices for the ASTRO® 25 IV&D Conventional Core with Configuration Manager. It also focuses on administrator functions and how to use the ASTRO® 25 IV&D Configuration Manager applications.

TARGET AUDIENCE
Master Site Technicians, System Administrators, Technical System Administrators, System Technicians, and other Application Users

COURSE OBJECTIVES
After completing this course, the participant will be able to:
- Understand the key physical and functional characteristics of the ASTRO® 25 Conventional Core with Configuration Manager system.
- Perform tasks necessary to install the ASTRO® 25 Conventional Core with Configuration Manager system components.
- Perform configuration steps for the ASTRO® 25 Conventional Core with Configuration Manager system components.
- Understand the available maintenance tools and indicators in the ASTRO® 25 Conventional Core with Configuration Manager system.

REQUISITE KNOWLEDGE
Completion of the following course(s) or equivalent experience:
- ACT101E - Bridging the Knowledge Gap – System Administrators
- NST762 - Networking Essentials in Motorola Communications Equipment
- AST4104 - ASTRO® 25 System Applied Networking
- AST1038 - ASTRO® 25 IV&D System Overview

PREREQUISITES
- AST3038 - ASTRO® 25 IV&D System Overview - K Core

ASTRO® 25 IV&D RADIO SYSTEM ADMINISTRATOR WORKSHOP

4.5 DAYS AST4102

COURSE OVERVIEW
This workshop covers administrator functions for an ASTRO® 25 Integrated Voice and Data (IV&D) System. Learning activities in this course focus on how to use the different ASTRO® 25 IV&D System Management applications. Participants will be provided with an opportunity to discuss how to structure their organization and personnel for optimal ASTRO® 25 IV&D system use.

TARGET AUDIENCE
System Administrators, Technical System Administrators, System Technicians, and other Application Users.

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Describe the relationship between radio programming, console administration and system management, and the impact of this relationship on system planning.
- List the network management tools applicable at each phase of the system life cycle.
- Identify the advantages and disadvantages of options available for the configuration of system infrastructure and user parameters.
- Use the report and real-time data to monitor performance and make adjustments necessary to maintain acceptable system performance levels.

REQUISITE KNOWLEDGE
Completion of the following courses or equivalent experience:
- AST1038 - ASTRO® 25 IV&D System Overview
- ACT101E - Bridging the Knowledge Gap – System Administrators
- NST762 - Networking Essentials in Communication Equipment
- AST4104 - ASTRO® 25 Applied Networking

PREREQUISITES
None

DATA SERVICES ADMINISTRATION

3 DAYS AST0176

COURSE OVERVIEW
This course familiarizes participants in how the Data subsystem performs in ASTRO. We will also provide the steps to operate and maintain a customer's IMW system within their Motorola Solutions system (ASTRO).

TARGET AUDIENCE
System Administrators, Console Technicians

COURSE OBJECTIVES
By the end of the course, you will be able to:
- Explain how the Data subsystem performs in ASTRO®.
- Explain the difference between the Radio Network Interface (RNI) and the Customer Enterprise Network (CEN).
- Describe how Firewall functions in Data Communications.
- Explain IMW's role in the ASTRO Data subsystem.
- Configure the IMW server and manage IMW services.
- Describe how Over-the-Air-Programming (OTAP) is processed by the RNI and CEN.
- Describe how Over-the-Air-Rekeying (OTAR) is process in RNI and CEN.

REQUISITE KNOWLEDGE
Professionals responsible for the operation and maintenance of a customer's IMW system within their Motorola Solutions systems (ASTRO).

PREREQUISITES
None

For information on prerequisites and to register for courses visit the Learning Center at: learningcenter.motorolasolutions.com

For general information contact the North America Training Services help desk at: (800) 247-2346, option 4 or portal.support@motorolasolutions.com

COURSE OVERVIEW

This workshop describes the components in the ASTRO® 25 IV&D System Repeater Site with GTR 8000 expandable site subsystem. This course also presents how the GTR 8000 expandable site subsystem operates and explains the tools and methods available for troubleshooting components within the subsystem.

TARGET AUDIENCE

GTR 8000 Site Technicians

COURSE OBJECTIVES

After completing this course, the student will be able to:

- Describe the ASTRO® 25 IV&D Repeater Site with GTR 8000 Expandable Site Subsystem configurations and components.
- Identify the GCP 8000 Site Controller functions and configuration requirements.
- Describe the connections and interfaces to the GCP 8000.
- Diagnose and troubleshoot the GCP 8000.
- Describe the functionality of the GTR 8000 Expandable Site Subsystem.
- Configure and troubleshoot the ASTRO® 25 Repeater Site with GTR 8000 Expandable Site Subsystem.
- Configure and troubleshoot the Network Transport subsystem.

REQUISITE KNOWLEDGE

Completion of the following courses or equivalent experience:

- AST1038 - ASTRO® 25 IV&D System Overview
- ACT101E - Bridging the Knowledge Gap - Technicians
- NST762 - Networking Essentials in Communication Equipment
- AST4104 - ASTRO®25 Applied Networking

PREREQUISITES

None

COURSE OVERVIEW

The ASTRO® 25 IV&D IP Based Digital Simulcast workshop provides an understanding of the components that comprise the ASTRO® 25 IV&D IP Simulcast subsystem, and how they operate in conjunction with each other. The workshop also explains the tools and methods available for troubleshooting components within the IP Based Simulcast subsystem.

TARGET AUDIENCE

Simulcast Site Technicians

COURSE OBJECTIVES

After completing this course, the student will be able to:

- Recognize the flow of message and control data within an ASTRO® 25 IV&D IP Digital Simulcast subsystem
- Identify the major components and connections within an ASTRO® 25 IV&D IP Digital Simulcast subsystem prime and remote sites
- Recognize how calls are processed within an ASTRO® 25 IV&D IP Digital Simulcast subsystem
- Perform maintenance and troubleshooting of select components in an ASTRO® 25 IV&D IP Digital Simulcast subsystem

REQUISITE KNOWLEDGE

Completion of the following course(s) or equivalent experience:

- AST1038 - ASTRO® 25 IV&D System Overview
- ACT100E - Bridging the Knowledge Gap for ASTRO® 25 – Technician
- NST762 - Networking Essentials in Communication Equipment
- AST4104 - ASTRO® 25 Systems Applied Networking

PREREQUISITES

None

COURSE OVERVIEW

This workshop provides an understanding of the components that comprise the ASTRO® 25 IV&D Virtualized Simulcast Prime Site subsystem, and how they operate in conjunction with each other. It also explains the tools and methods available for troubleshooting components within the Virtualized Simulcast Prime Site subsystem.

TARGET AUDIENCE

Simulcast Site Technicians

COURSE OBJECTIVES

After completing this course, the student will be able to:

- Recognize the flow of message and control data within an ASTRO® 25 IV&D IP Digital Simulcast subsystem with Virtualized Simulcast Prime Site.
- Identify the major components and connections within an ASTRO® 25 IV&D IP Digital Simulcast subsystem Virtualized Prime and Remote Sites.
- Recognize how calls are processed within an ASTRO® 25 IV&D IP Digital Simulcast subsystem with Virtualized Simulcast Prime Site.
- Perform maintenance and troubleshooting of selected components in an ASTRO® 25 IV&D IP Digital Simulcast subsystem with Virtualized Simulcast Prime Site.

REQUISITE KNOWLEDGE

Completion of the following course(s) or equivalent experience:

- ACT100E - Bridging the Knowledge Gap – Technicians
- NST762 - Networking Essentials in Motorola Communications Equipment
- AST1038 - ASTRO® 25 IV&D System Overview
- AST4104 - ASTRO® 25 Systems Applied Networking

PREREQUISITES

None

ASTRO® 25 IV&D DBR RF SITE TECHNICAL WORKSHOP

3 DAYS AST2046

COURSE OVERVIEW
This workshop describes the components in the ASTRO® 25 IV&D DBR M12 RF Site.

This course also presents how the DSC 8500 site controller operates and explains the tools and methods available for troubleshooting components within the subsystem.

TARGET AUDIENCE
DBR RF Site Technicians.

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Describe the ASTRO® 25 IV&D DBR M12 RF Site configurations and components.
- Describe the functionality of the DBR M12 RF Site.
- Identify the DSC 8500 Site Controller functions and configuration requirements.
- Describe the DSC 8500 connections and interfaces.
- Demonstrate usage of the PCA (Provisioning and Configuration Agent) and OPSH (On Premises Software Hub)
- Configure and troubleshoot the ASTRO® 25 DBR M12 RF Site.

REQUISITE KNOWLEDGE
Completion of the following courses or equivalent experience:
- NST762 - Networking Essentials in Motorola Communication Equipment
- AST4104 - ASTRO® Systems Applied Networking
- AST1038 - ASTRO® 25 IV&D System Overview

PREREQUISITES
None

ASTRO® 25 IV&D CONVENTIONAL RF SITE WORKSHOP

3 DAYS AST4440

COURSE OVERVIEW
The ASTRO® 25 IV&D Conventional RF Site workshop describes the components in the different ASTRO® 25 IV&D Conventional RF Sites topologies. This course also presents how the different ASTRO® 25 IV&D Conventional RF Sites topologies operate and explains the tools and methods available for troubleshooting components within the different ASTRO® 25 IV&D Conventional RF Sites topologies.

TARGET AUDIENCE
Site Technicians

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Understand key physical and functional characteristics of conventional site.
- Perform tasks necessary to install conventional site components.
- Perform configuration steps for conventional site components.
- Understand available maintenance tools and indicators in conventional site

REQUISITE KNOWLEDGE
Completion of the following courses or equivalent knowledge:
- ACT101 - Bridging the Knowledge Gap – System Administrators
- NST762 - Networking Essentials in Motorola Communications Equipment
- AST4104 - ASTRO® 25 System Applied Networking
- AST1038 - ASTRO® 25 IV&D System Overview

PREREQUISITES
None

ASTRO® 25 IV&D RADIO AUTHENTICATION

2 DAYS AST2038

COURSE OVERVIEW
This course describes the Radio Authentication feature and defines the HW/SW components in the Radio Authentication system. In addition, it describes the Radio Authentication process and discusses the various Keys usage in Radio Authentication. Students will understand how to provision and distribute relevant Keys using the AuC Client GUI to access the AuC Server.

TARGET AUDIENCE
Customer Administrators or Technicians.

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Describe Radio Authentication features and HW/SW components
- Describe the Radio Authentication process
- Discuss the Keys used in Radio Authentication
- Provision and Distribute relevant Keys
- Describe the AuC Client GUI
- Enable Radio Authentication in the System
- Configure the KVL 5000 for Radio Authentication
- Manage Subscribers from the AuC Client
- Discuss Radio Authentication functionality in a DSR system

REQUISITE KNOWLEDGE
Radio System Administration or equivalent knowledge of the Provisioning Manager, ZoneWatch, Historical Reports, ATIA Log Viewer, Unified Event Manager (UEM) and Unified Network Configurator (UNC).

For information on prerequisites and to register for courses visit the Learning Center at: learningcenter.motorolasolutions.com

For general information contact the North America Training Services help desk at: (800) 247-2346, option 4 or portal.support@motorolasolutions.com

COURSE OVERVIEW

This workshop describes planning, installation, configuration, operations, and troubleshooting of Secure Communications within the ASTRO® 25 IV&D System.

TARGET AUDIENCE

System Technicians, System Administrators, Technical System Managers

COURSE OBJECTIVES

After completing this course, the student will be able to:

- Plan, organize, and implement Secure Communications in an ASTRO® 25 IV&D system.
- Install and configure a Key Management Facility (KMF) system and related components.
- Demonstrate centralized key management using Over-the-Air-Rekeying (OTAR).
- Perform System Administrator functions using the KMF server and KMF client.
- Troubleshoot installation and configuration problems for the KMF server, KMF client, and KMF database.

REQUISITE KNOWLEDGE

Completion of the following courses or equivalent experience:

- ACT100E - Bridging the Knowledge Gap - Technicians
- NST762 - Networking Essentials in Communication Equipment

PREREQUISITES

None

COURSE OVERVIEW

This workshop addresses topics necessary for the effective planning and mapping of an ASTRO® 25 IV&D radio system. During this course, the participants will learn about ASTRO® 25 features, capabilities, and restrictions in order to effectively plan and prepare for a new or upgraded ASTRO® 25 system.

TARGET AUDIENCE

This course is intended for technical support staff who are involved in planning and mapping of an ASTRO® 25 IV&D radio system.

COURSE OBJECTIVES

After completing this course, the student will be able to:

- Discuss what a fleetmap is and why one is needed.
- Discuss the methodologies used to configure radio users and groups with the goal of optimizing the system resources.
- Describe the content to assist with fleetmapping decisions.
- Discuss frequency band plan organization and management.
- Describe basic planning requirements and complete a simple Fleetmap information template.
- Complete worksheets required to create a Fleetmap based on sample operational requirement information.

REQUISITE KNOWLEDGE

None

PREREQUISITES

None

COURSE OVERVIEW

The ISSI 8000 / CSSI 8000 Feature Overview self-paced course describes the optional Inter-RF Subsystem Interface available in an ASTRO® 25 IV&D System. It presents a description of the feature, its benefits and components, call processing scenarios, and an overview of the installation process.

TARGET AUDIENCE

System Managers, Technical System Managers, System Technicians, Application Users

COURSE OBJECTIVES

After completing this course, the student will be able to:

- Describe the ISSI 8000 / CSSI 8000 feature
- Describe the components of the ISSI 8000 / CSSI 8000 feature
- Describe the communication scenarios if this feature is enabled
- Follow the installation and configuration process if this feature is added to an ASTRO® system

REQUISITE KNOWLEDGE

Completion of the following courses:

- ACT100E - Bridging the Knowledge Gap - Technicians
- AST1038 - ASTRO® 25 IV&D System Overview

PREREQUISITES

None

ASTRO® 25 CUSTOMER ENTERPRISE NETWORK WORKSHOP

3 DAYS | AST0072

COURSE OVERVIEW
This course describes the Customer Network Interface (CNI) between the Motorola ASTRO® 25 Radio Network Infrastructure (RNI) and certified Customer Enterprise Network (CEN) Architectures and discusses the protocols and infrastructure components that support the RNI-DMZ CEN and the Control Room CEN.

TARGET AUDIENCE
This course is intended to those who need to learn the characteristics and capabilities of ASTRO® 25 Customer Enterprise Networks - Technicians and Administrators who maintain or administer Customer Enterprise Networks within ASTRO® 25 Systems.

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Discuss ASTRO® 25 certified architectures used to support the interface between the Radio Network Infrastructure and the Customer Enterprise Network.
- Understand how to administer and configure FortiGate firewall objects and policies to support the CNI.
- Discuss NAT and how Network Address Translation is used to support the CNI.
- Understand Layer 2 and Layer 3 network protocols used to support the CNI.

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

STANDALONE GTR 8000 CONVENTIONAL BASE RADIO

2 DAYS | AST2006

COURSE OVERVIEW
This course is designed to give the participants the ability to align, troubleshoot and repair the Standalone GTR 8000 Base Station/Repeater to Motorola Solutions recommended service levels. Emphasis is placed on the use of Configuration Service Software (CSS) and its role in configuration, maintenance, diagnostics, alignments, and optimization of the Standalone GTR 8000 Base Radio/Repeater.

TARGET AUDIENCE
Maintenance Technicians

COURSE OBJECTIVES
Upon completing this course, the participant will be able to:
- Understand basic concepts of the various radio systems supported by the GTR 8000 Conventional Base Radio
- Identify the equipment modules of the GTR 8000 Conventional Base Radio
- Operate and perform routine maintenance on the GTR 8000 Conventional Base Radio
- Understand basic operational theory of GTR 8000 Conventional Base Radio components
- Configure the GTR 8000 Conventional Base Radio using Configuration Service Software (CSS)
- Identify the different backplane connections on the GTR 8000 Conventional Base Radio
- Perform calibration and alignment adjustments for the GTR 8000 Conventional Base Radio
- Troubleshoot problems and identify/replace faulty modules in the GTR 8000 Conventional Base Radio

REQUISITE KNOWLEDGE
General RF Knowledge and Skills Basic Knowledge of Two-Way Radio systems

PREREQUISITES
None

ASTRO® 25 DOMAIN CONTROLLER ADMINISTRATION

3 DAYS | AST2015

COURSE OVERVIEW
This workshop covers the administrator and management functions in the ASTRO® 25 Domain Controller and how these functions affect both users and computers in the ASTRO® 25 system. Learning activities in this course focus on how to use the Domain Controllers to authenticate, administer, and authorize users and devices in the ASTRO® 25 System. Group Policies and Organizational Units, RADIUS, and DNS structure will be addressed during this course.

TARGET AUDIENCE
System Administrators, Technical System Administrators and System Technicians

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Understand the Domain Controller server platform
- Understand the DNS Hierarchy in the ASTRO® 25 system
- Implement RADIUS authentication in applicable devices in an ASTRO® 25 system.
- Use Active Directory to control users in the ASTRO® 25 system.
- Understand Group Policy objects and how they impact users in the ASTRO® 25 Domain.

REQUISITE KNOWLEDGE
Completion of the following course(s) or equivalent experience:
- AST1038 - ASTRO® 25 IV&D System Overview

PREREQUISITES
None

MCC 7000 SERIES DISPATCH CONSOLES WORKSHOP

3.5 DAYS | CON012

COURSE OVERVIEW
This course familiarizes participants in installation, configuration, management and repair of MCC 7500(e) Dispatch Consoles AUX I/O servers, Conventional Channel Gateways, and other optional features.

TARGET AUDIENCE
System Administrators, Console Technicians.

COURSE OBJECTIVES
By the end of the course, the student will be able to:
- Understand key physical and functional characteristics of MCC 7500(e) Dispatch Consoles.
- Understand physical installation requirements of MCC 7500(e) Dispatch Consoles.
- Perform tasks necessary to install MCC 7500(e) Dispatch Consoles components.
- Perform configuration steps for MCC 7500(e) Dispatch Consoles components.
- Understand available maintenance tools and indicators in MCC 7500(e) Dispatch Consoles.
- Troubleshoot MCC 7500(e) Dispatch Consoles components to the Motorola Solutions recommended service level.
- Perform tasks necessary to provision users for MCC 7500(e) Dispatch Consoles.
- Configure the MCC 7500(e) Dispatch Consoles interface.
- Perform required administrative activities for MCC 7500(e) Dispatch Consoles.
- Perform tasks necessary to install and configure MCC 7500(e) console AuxIO servers (SDM 3000 and MC-EDGE).

REQUISITE KNOWLEDGE
- ACT100E or ACT101E - Bridging the Knowledge Gap
- NST762 - Networking Essentials in Motorola Communications Equipment
- AST4104 - ASTRO® 25 Systems Applied Networking

PREREQUISITES
- AST1038 - ASTRO® 25 IV&D System Overview
- AST3038 - ASTRO® 25 IV&D System Overview - K Core

COMMANDCENTRAL AXS DISPATCH CONSOLE TECHNICAL WORKSHOP

3 DAYS | AST0092

COURSE OVERVIEW
This workshop provides training for technicians in troubleshooting and repair functions, operating procedures and hardware and software applications for the CommandCentral AXS console.
The focus is on a detailed discussion of console hardware and software and practical activities with the installation and configuration of the CommandCentral AXS console.

TARGET AUDIENCE
System Managers, Radio System and Console Service Personnel

COURSE OBJECTIVES
By the end of the course, you will be able to:
- Install and configure the hardware and software components of the
- CommandCentral AXS Dispatch Console Subsystem.
- Troubleshoot installation and configuration problems for the CommandCentral
- AXS Dispatch Console.

REQUISITE KNOWLEDGE
Completion of the following course(s) or equivalent experience:
- Knowledge of basic two-way FM communication theory and logic circuits
- Familiarity with local area networks concepts
- Knowledge of Linux, Docker Containers and Red Hat OpenShift will greatly
- benefit the student

PREREQUISITES
None

MCD 5000 TECHNICAL WORKSHOP

3 DAYS | RDS1022

COURSE OVERVIEW
This workshop supports those that install, configure, or support the MCD 5000 Deskset. This three day training course will cover installation procedures for the MCD5000 Deskset, Radio Gateway Unit (RGU), and connectivity to different station types. Configuration and programming of the MCD5000 and its supporting equipment will be covered through discussion and hands-on lab activities. Troubleshooting and maintenance techniques will be addressed to the Motorola Solutions recommended service level.

TARGET AUDIENCE
MCD 5000 Technicians

COURSE OBJECTIVES
By the end of the course, you will be able to:
- Identify the MCD 5000 System components and functions.
- Install MCD 5000 Deskset.
- Install Radio Gateway Units.
- Configure MCD 5000 subcomponents.
- Troubleshoot the MCD 5000 System to Motorola Solutions recommended service levels.

REQUISITE KNOWLEDGE
Completion of the following course(s) or equivalent experience:
- NST021 - Communication Systems Concepts

PREREQUISITES
None

COMMANDCENTRAL AXS DISPATCH CONSOLE ADMINISTRATOR

0.5 DAYS AST0091

COURSE OVERVIEW
This course provides students with an introduction to the Command Central AXS dispatch console, its basic operation and tailored job aids which will be available for assistance in administration. Through facilitation and hands-on activities, the user learns how to perform common tasks associated with the console administration.

TARGET AUDIENCE
Dispatch console administrators, Console Service Personnel

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Describe the purpose of the CommandCentral AXS Dispatch application
- Identify the hardware components that make up the dispatcher position
- Identify elements that make up the menu and toolbar structure within the Dispatch software
- Perform administrator operations:
  1 - Configuring dispatch screen layouts
  2 - Configure various peripheral devices for use with a dispatch position (e.g., speakers, microphone, headsets, footswitch)

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

DVRS REPEATER TECHNICAL WORKSHOP

1 DAY RDS3020

COURSE OVERVIEW
It provides students with high-level knowledge in the different configurations of the Digital Vehicular Repeater System (DVRS) as well as the management, operation, and programming and integration with operating systems Trunking ASTRO® 25.

TARGET AUDIENCE
This course is intended for the technicians of the Digital Vehicular Repeater System (DVRS) who would like to get familiar with the features and programming and maintenance of this device.

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Understand the key elements of the DVRS.
- Understand use cases and types of communication systems where DVRS can be applied.
- Perform the extension of P25 Network using the DVRS.
- Identify the DVRS network features.
- Program DVRS and subscribers to utilize DVRS features.

REQUISITE KNOWLEDGE
Completion of the following courses or equivalent experience:
- RDS0004 - Basic Radio
- APX7001 - CPS Programming and Template Management

PREREQUISITES
None

APX™ SUBSCRIBER COURSES

APX™ CPS PROGRAMMING & TEMPLATE BUILDING

2 DAYS APX7001

COURSE OVERVIEW
The APX CPS Programming and Template Building course provides communications management personnel and technicians with the knowledge and training necessary to build templates and program the APX family of radios in the most efficient way possible.

TARGET AUDIENCE
You should attend this training course if you are a radio technician or system manager who needs to:
- Perform APX radios programming.
- Gain knowledge of the APX CPS navigation, tools, options and features.
- Have a better understanding of APX subscriber operating in Conventional, Single Site trunking, Simulcast, SmartZone or ASTRO 25 IV&D TDMA and ASTRO 25 IV&D x2.

COURSE OBJECTIVES
By the end of the course, you will be able to:
- Navigate through the user interface of the APX™ Customer Programming Software (CPS).
- Build the APX family of programming templates using the APX™ CPS programming software.
- Program the specific conventional and trunking parameters related to the various system types in which the radios will operate.
- Program the radios using typical APX™ CPS features and functions, such as cloning and drag and drop operations.
- Use additional APX™ CPS related functions such as codeplug comparison, radio flashing, Advance System Key Administrator, and codeplug merging.

REQUISITE KNOWLEDGE
Knowledge of the basic features and options of two-way radios and the basic concepts of trunking.

PREREQUISITES
None

APX™ TECHNICAL SUBSCRIBER ACADEMY

4.5 DAYS APX010

COURSE OVERVIEW
Participants will learn the capabilities, features, and functions of the APX™ family of radios as well as how to correctly complete performance checks, radio alignments, maintenance, and troubleshooting. This Academy will also focus on a Level 2 (block-level) theory of operation for the APX™ family of radios and provide a review of APX™ CPS and Radio Management programming. In addition to the lecture, large amounts of hands-on with scenario-based lab work will be used to reinforce knowledge transfer.

TARGET AUDIENCE
This course is intended for who would like to get familiar with the features, operation principles and troubleshooting steps of the APX family of radios.

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Distinguish between the features and specifications of APX Portable and Mobile radios
- Verify the correct operation of the various radios within the APX family of subscribers by completing Performance Checks and Alignment procedures
- Maintain and troubleshoot radios within the APX family of subscribers

REQUISITE KNOWLEDGE
Completion of the following courses or equivalent experience:
- NST021 - Communication Systems Concepts
- APX7001 - APX CPS Programming and Template Building Overview

PREREQUISITES
None

APX™ RADIO MANAGEMENT WORKSHOP

2.5 DAYS RDS2017

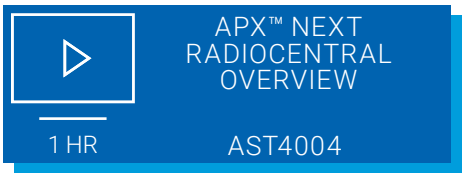
COURSE OVERVIEW
Participants will learn the capabilities, features, and functions of the APX Radio Management Suite. In addition, the course will contain networking labs and Radio Management labs that will focus on installation, configuration, and operation using wired, Wi-Fi, and POP25 updates to APX Subscriber radios in both a LAN and WAN environment.

TARGET AUDIENCE
Radio Technicians, System Managers, Radio Programmers

COURSE OBJECTIVES
After completing this course, the student will be able to:
- Describe the APX Radio Management Suite operations and required software and hardware components
- Describe all deployment options for APX Radio Management Suite
- Configure a basic APX Radio Management system using a single PC, multiple PCs on a LAN, and multiple PCs on a WAN.
- Troubleshoot common APX Radio Management installation, configuration, and operation issues
- Use Best Practices to implement and optimize Radio Management Performance.

REQUISITE KNOWLEDGE
Completion of the following courses or equivalent experience:
- APX7001 - APX CPS Programming and Template Building Overview

PREREQUISITES
None



COURSE OVERVIEW
This course provides an introduction to using the MyView Portal and the RadioCentral Client to manage the basic setup and configuration of the features for your APX NEXT devices.

TARGET AUDIENCE
This course is intended for individuals who need to configure, maintain, and monitor the APX NEXT Radio.

COURSE OBJECTIVES
After completing this course, you will be able to:
- Navigate through the RadioCentral Client to find the editing tools and standard views.
- Navigate through the MyView Portal to find the editing and administrative tools.
- Successfully complete the configuration workflows covered in this course.

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

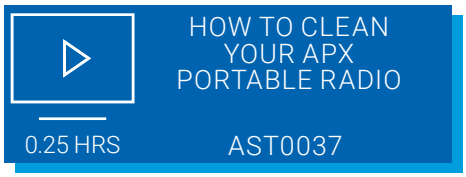
COURSE OVERVIEW
In this workshop, you will learn how to navigate through RadioCentral and have hands-on experience using RadioCentral to setup and program the radios. You will also learn about the features and functions of RadioCentral to better manage your radio fleet.

TARGET AUDIENCE
System Managers, Radio Administrators, and Technical Staffs responsible for managing the radios.

COURSE OBJECTIVES
After completing this course, you will be able to:
- Navigate through RadioCentral.
- Onboard new radios.
- Reuse and build codeplug.
- Manage the devices and schedule a device job.
- Organize your fleet and manage user permissions.
- Import and export data.

REQUISITE KNOWLEDGE
None

PREREQUISITES
AST0137 - RadioCentral Overview



COURSE OVERVIEW
The Portable Radio is the critical life connection for many Public Safety responders in the moments that matter. This video covers the procedures that users can take, to properly clean and care for their radios and keep them operating reliably for many years.

TARGET AUDIENCE
This course is intended for those who would like to learn how to clean an APX radio with the proper materials and procedures.

COURSE OBJECTIVES
After completing this course, you will be able to:
- Describe the materials needed to properly clean a portable radio
- Describe the steps and procedures to properly clean a portable radio
- Clean a Portable Radio using recommended procedures.

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

COURSE OVERVIEW

This course provides an overview of the features and capabilities of the APX NEXT™ series radios. We will help you understand how they work, when they are useful, and how they impact your day-to-day tasks.

TARGET AUDIENCE

This course is intended for individuals who need an overview of the APX NEXT series radios.

COURSE OBJECTIVES

After completing this course, you will be able to:

- Describe the functions and capabilities of the APX NEXT series radios.
- List the features supported on the APX NEXT series radios.
- Describe the new application services available on the APX NEXT series radios.

REQUISITE KNOWLEDGE

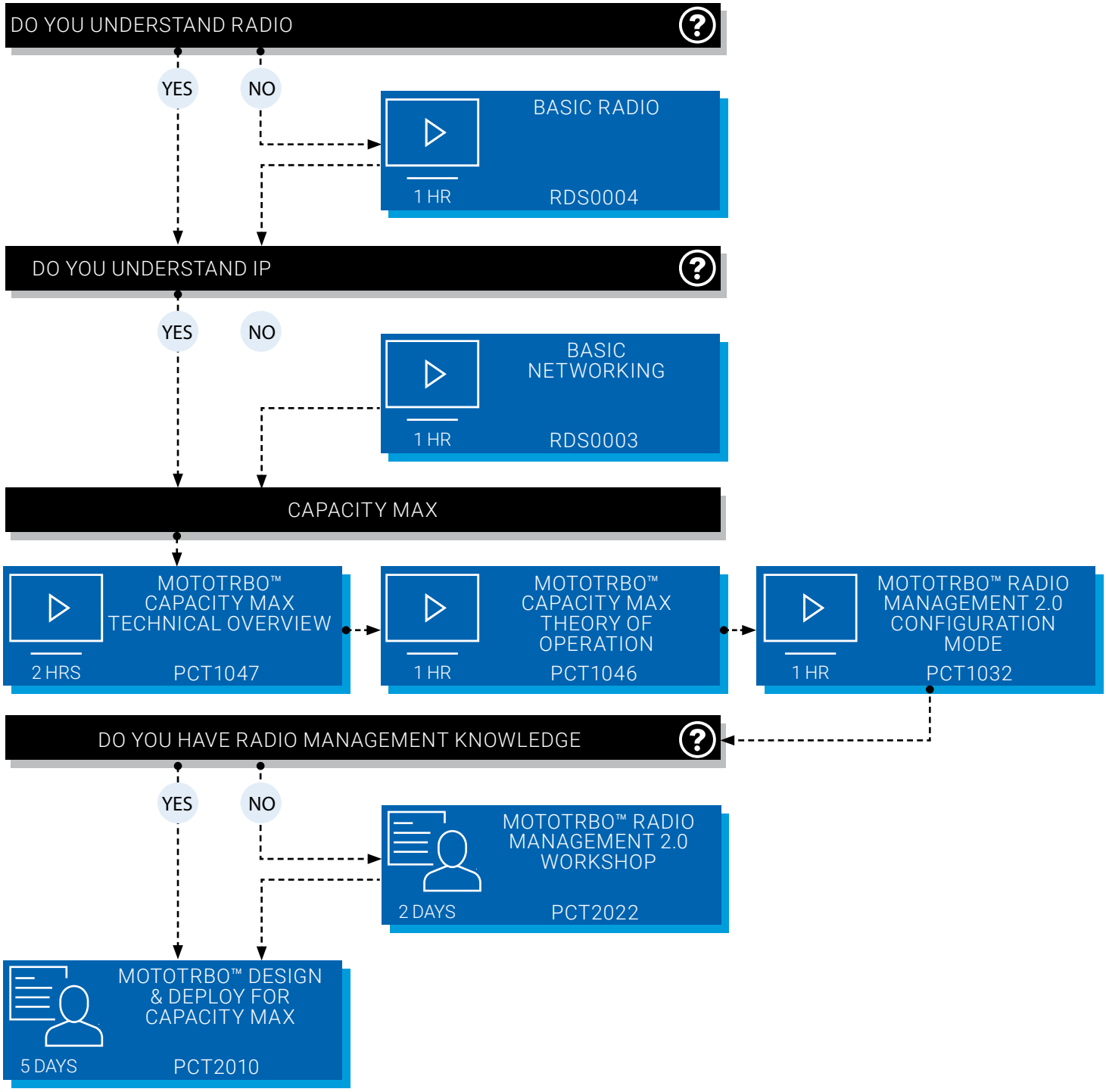
None

PREREQUISITES

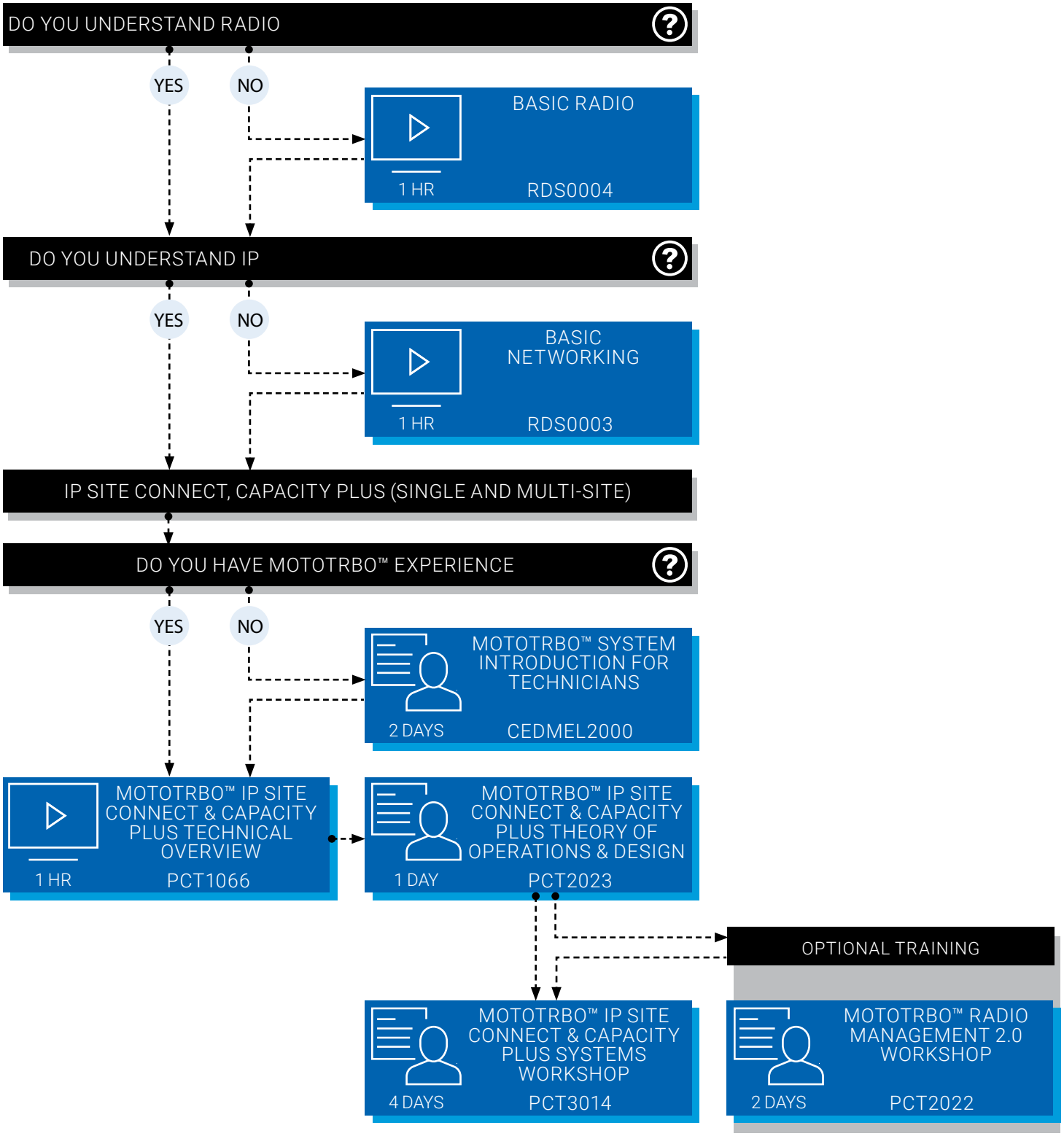
None

MOTOTRBO™ COURSES

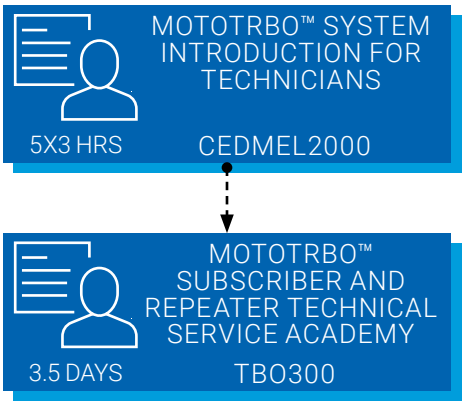
MOTOTRBO™ TECHNICAL CAPACITY MAX TRAINING CURRICULUM



MOTOTRBO™ TECHNICAL IP SITE CONNECT, CAPACITY PLUS TRAINING CURRICULUM



MOTOTRBO™ TECHNICAL TRAINING CURRICULUM
FOR SUBSCRIBER/REPEATER MAINTENANCE TECHNICIAN



COURSE OVERVIEW

This is an introductory course to the MOTOTRBO system theory of operation, key components and topologies. During this course you will learn about common MOTOTRBO features, capabilities, and system design and deploy principles. After completing this course, you will be ready to take the more advanced Design & Deploy courses for IP Site Connect and Capacity Plus systems.

TARGET AUDIENCE

Professionals responsible for selling, designing, configuring, deploying, or maintaining MOTOTRBO Digital Radio Systems.

COURSE OBJECTIVES

Upon completion of this course, you will be able to:

- Correctly categorize the different components available to build your MOTOTRBO system.
- Accurately explain the functional technology that MOTOTRBO systems employ
- Propose the MOTOTRBO topology that best fits the user requirements.
- Correctly describe MOTOTRBO's digital and analog features.
- Analyze the various data applications' capabilities and everyday uses within the MOTOTRBO systems.
- Refer to system and channel capacity considerations during system planning.
- Refer to MOTOTRBO IP network design considerations during system planning.
- Design a fleetmap in accordance with organizational requirements and resources.

REQUISITE KNOWLEDGE

Completion of the following optional courses or equivalent knowledge:

- RDS0003 – Basic Networking
- RDS0002 – Basic RF
- RDS0004 – Basic Radio
- AAE1402 – Professional and Commercial Radios (PCR) Portfolio Overview

PREREQUISITES

None

COURSE OVERVIEW

This self-paced course is a basic tutorial of Radio Management (RM) 2.0 Configuration Mode. A set of short videos present installation and deployment of RM components, explain the concepts of sets and configurations, and demonstrate the user how to navigate through RM Client views and functionalities. The course also covers migration from template to configuration mode, backup and restores procedures, as well as user and machine authorization.

TARGET AUDIENCE

Professionals responsible for configuring, deploying, or maintaining MOTOTRBO™ radios and repeaters.

COURSE OBJECTIVES

By the end of the course, you will be able to:

- Explain the purpose of that Radio Management Configuration (RM) Mode.
- Explain the concept of sets and configurations.
- Set up Radio Management 2.0 for the first time.
- Name and navigate through major RM Client views.
- Perform basic RM Configuration Client operations: populate and manage radio database, edit sets and configurations, etc.
- Perform Server Utility operations.

REQUISITE KNOWLEDGE

None

PREREQUISITES

None

COURSE OVERVIEW

The MOTOTRBO™ Radio Management 2.0 Workshop course provides technicians with the necessary information and practice to use the MOTOTRBO™ Radio Management 2.0 programming tool effectively.

TARGET AUDIENCE

System Managers and Technicians

COURSE OBJECTIVES

By the end of the course, you will be able to:

- Deploy and use RM 2.0 in a variety of real-world scenarios.
- Create and maintain configurations for basic MOTOTRBO™ Configurations (Connect Plus and Capacity Max excluded).
- Utilize Wi-Fi programming within RM 2.0.
- Use the RM Import and Export feature for database population.
- Convert existing radio templates and codeplugs to RM 2.0 Configurations.
- License and activate Radio and Application features.
- Use advanced features such as Data Mining.
- Use RM 2.0 to ease mass-deployments of subscribers.

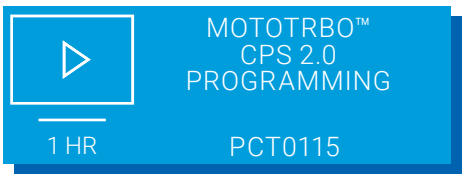
REQUISITE KNOWLEDGE

Networking Essentials or Network + Certification.

- A high-level working knowledge of IP networking is important.

PREREQUISITES

PCT1032 - MOTOTRBO™ Radio Management 2.0 Configuration Mode



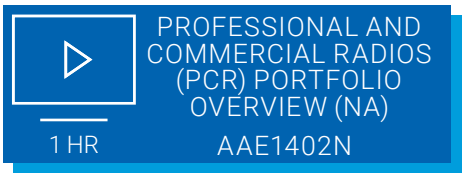
COURSE OVERVIEW
This course is an introduction to MOTOTRBO™ Customer Programming Software (CPS) 2.0. You will learn how to install and use CPS 2.0 to program your equipment.

TARGET AUDIENCE
Communication System Technicians, Technical Support Personnel, Service Technicians and Radio Programmers.

COURSE OBJECTIVES
By the end of the course, you will be able to:
- Explain the purpose of CPS 2.0.
- Describe the key workflows of CPS 2.0.
- Update a codeplug using CPS 2.0 for specific system types.
- Demonstrate a good level of knowledge for the processes of managing licenses in CPS 2.0.

REQUISITE KNOWLEDGE
None

PREREQUISITES
None



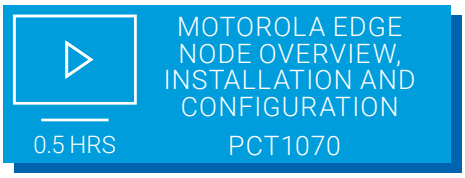
COURSE OVERVIEW
The PCR Portfolio Overview provides an overview of all professional and commercial tier radios. It covers available analog and digital radio models as well as system configurations, repeaters, controllers, software applications, accessories and services.

TARGET AUDIENCE
All sales and technical staff who require an introductory overview to Professional and Commercial Radio (PCR) systems.

COURSE OBJECTIVES
After completing this course, the student will be able to:
- List all system types and their key features.
- Identify analog and digital portable and mobile radio solutions.
- Name all the accessory categories.
- List major applications available for Motorola Solutions radios.
- Identify the services available.
- Refer to additional information.

REQUISITE KNOWLEDGE
General two-way radio knowledge

PREREQUISITES
None



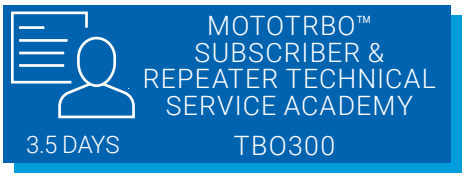
COURSE OVERVIEW
This course is designed to help you understand the purpose and function of the Motorola Edge Node. It describes the installation and configuration process for the Motorola Edge Node product. Basic system troubleshooting and maintenance for the Motorola Edge Node is also covered in this course.

TARGET AUDIENCE
Professionals responsible for designing, configuring, deploying, or maintaining MOTOTRBO radio systems. This would include, but is not limited to: communication system technicians, technical system managers, technical support personnel, and service technicians.

COURSE OBJECTIVES
Upon completion of this course, the participant will be able to:
- Explain the purpose and function of the Motorola Edge Node
- Explain how the Motorola Edge Node connects a MOTOTRBO radio system to cloud services
- Understand how to install the Motorola Edge Node
- Understand how to configure the Motorola Edge Node
- Understand basic troubleshooting techniques for Motorola Edge Node installation and configuration
- Understand how to report any operational issues with a Motorola Edge Node to Motorola technical support

REQUISITE KNOWLEDGE
Basic two-way radio knowledge

PREREQUISITES
None



COURSE OVERVIEW

During this course you will learn about the capabilities, features and functions of the MOTOTRBO family of radios and repeaters as well as how to correctly complete performance checks, radio alignments, disassembly/reassembly, maintenance, and troubleshooting. This Academy will also focus on the detailed theory of operation, as well as plenty of hands on, scenario-based lab work to reinforce knowledge transfer.

TARGET AUDIENCE

Radio Technicians

COURSE OBJECTIVES

After completing this course, the student will be able to:

- Distinguish between the features and specifications of the MOTOTRBO portable and mobile radios and repeaters
- Verify the correct operations of the MOTOTRBO radios and repeaters by completing Performance Checks and Alignment procedures
- Maintain and troubleshoot MOTOTRBO radios and repeaters
- Disassemble and reassemble the radios using the documented procedures.

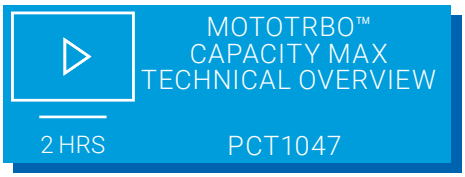
REQUISITE KNOWLEDGE

Completion of the following course(s) or equivalent experience:

- CEDMEL2000 - Introduction to MOTOTRBO™ Systems for Technicians

PREREQUISITES

None



COURSE OVERVIEW

This self-study course is designed to help you learn the fundamentals of Capacity Max. Whether you have a sales or technical background, this training will give you the information that you need to gain a basic understanding of Capacity Max.
Begin by exploring the DMR standard and Capacity Max's positioning within the MOTOTRBO™ portfolio of systems.
Learn about the different hardware and software components that make up a Capacity Max system and gain an understanding of its logical and physical topology. Features, redundancy, design tools and warranty will also be addressed.

TARGET AUDIENCE

Professionals responsible for selling, designing, configuring, deploying, or maintaining MOTOTRBO™ radio systems.

COURSE OBJECTIVES

By the end of the course, you will be able to:

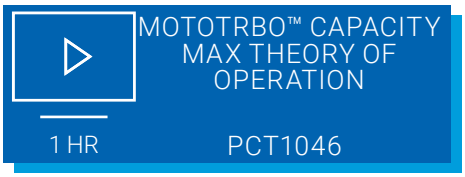
- Explain Digital Mobile Radio (DMR)
- Describe a basic Capacity Max system and where it fits in the MOTOTRBO™ Portfolio
- Describe the Capacity Max's system physical and logical topologies
- List the minimum hardware and software requirements for a Capacity Max system
- Distinguish the three different types of Capacity Max Operating Modes
- Identify the different features and license types available for a Capacity Max system

REQUISITE KNOWLEDGE

Basic Radio knowledge

PREREQUISITES

None



COURSE OVERVIEW

This foundational self-study course is designed to help you understand the theory of how a Capacity Max system functions. It describes the life cycle of a call, which includes: call initiation, call queuing, call grant or rejection, call transmission(s), and call termination. This knowledge is important for system troubleshooting and maintenance purposes.

TARGET AUDIENCE

Professionals responsible for selling, designing, configuring, deploying, or maintaining MOTOTRBO™ radio systems.

COURSE OBJECTIVES

Upon completion of this course, you will be able to describe and explain the functions of:

- Control Channel
- Roaming
- Radio Registration
- Call Request
- Call Setup
- Busy Queue
- Channel Allocation
- Call Termination

REQUISITE KNOWLEDGE

Basic Radio knowledge

PREREQUISITES

PCT1047 - MOTOTRBO™ Capacity Max Technical Overview

COURSE OVERVIEW

During this course, you will learn about the design process for a Capacity Max Radio system. You will also practice designing and deploying a small scale Capacity Max system, and configuring Capacity Max using Radio Management 2.0 Configuration Mode. In order to get the most of the hands-on activities, participants MUST bring their own laptop to class with the latest RM 2.0 Configuration Mode software installed.

TARGET AUDIENCE

This training is intended for professionals responsible for designing, configuring, or deploying MOTOTRBO radio systems.

COURSE OBJECTIVES

Upon completion of this course, you will be able to:

- Design a simple a 1-System 2 Site/3 Channel Capacity Max system
- Calculate Capacity Max capacity and bandwidth using a Case Scenario and System Design tools.
- Using Radio Management Configuration Mode, configure your radios and infrastructure.
- Deploy a 1-System 2 Site/3 Channel Capacity Max system.
- Using System Advisor, learn the fundamentals of troubleshooting and -maintaining a Capacity Max system
- Execute Radio Management database backup and restore
- Describe how to optimize a Capacity Max system.

REQUISITE KNOWLEDGE

- Understanding IP Network Addressing.
- Knowledge of RF Propagation modeling tools

PREREQUISITES

- PCT1047 - MOTOTRBO™ Capacity Max Technical Overview
- PCT1046 - MOTOTRBO™ Capacity Max Theory of Operation
- PCT1032 - MOTOTRBO™ Radio Management 2.0 Configuration Mode

COURSE OVERVIEW

This course is designed to help you understand the basics of a MOTOTRBO™ IP Site Connect and a MOTOTRBO™ Capacity Plus system. We'll begin by exploring their capabilities, features and positioning within the MOTOTRBO™ system solutions. You will also learn about the different system components and their general topology. The course will also review available MOTOTRBO™ services packages.

TARGET AUDIENCE

Professionals responsible for selling, designing, configuring, deploying, or maintaining MOTOTRBO™ radio systems.

COURSE OBJECTIVES

By the end of the course, you will be able to:

- Describe a MOTOTRBO™ IP Site Connect and Capacity Plus system.
- Explain the capabilities of the MOTOTRBO™ IP Site Connect and Capacity Plus system.
- Identify the MOTOTRBO™ IP Site Connect and Capacity Plus system components.
- Identify a MOTOTRBO™ IP Site Connect and Capacity Plus topology.
- Explain the difference in service plans between these systems.

REQUISITE KNOWLEDGE

Completion of the following course(s) or equivalent experience:

- RDS0004 - Basic Radio knowledge
- CEDMEL2000 - MOTOTRBO™ Systems Introduction for Technicians

PREREQUISITES

None

COURSE OVERVIEW

During this course, you will learn about how IPSC and Capacity Plus systems function, as well as system design and deployment topologies, fleetmapping, and the MOTOTRBO System Design Tool. You will also learn about different types of data and site roaming options in both systems, as well as programming configurations in CPS 2.0.

TARGET AUDIENCE

Professionals responsible for designing and deploying MOTOTRBO radio systems.

COURSE OBJECTIVES

After completing this course, the student will be able to:

- Explain the call processing methods.
- Define repeater arbitration, Enhanced Channel Access (ECA) and All Start.
- List the considerations that must be taken into account when designing a MOTOTRBO IP Site Connect, Capacity Plus Single-Site or Capacity Plus Multi-Site system.
- Use the MOTOTRBO System Design Tool to size the system.
- Explain the purpose of Fleetmapping, how to conduct a fleetmap and its importance in system design.
- Illustrate possible system deployment topologies based on options selected.
- Configure the systems with the use of MOTOTRBO Customer Programming Software 2.0 (CPS 2.0).

REQUISITE KNOWLEDGE

Completion of the following course(s) or equivalent experience:

- RDS0004 - Basic Radio knowledge
- CEDMEL2000 - MOTOTRBO™ Systems Introduction for Technicians

PREREQUISITES

- PCT1066 - MOTOTRBO™ IP Site Connect and Capacity Plus Technical Overview

COURSE OVERVIEW

During this course you will acquire in-depth hands-on experience in planning, configuring, and deploying the following MOTOTRBO systems: Digital Conventional, IP Site Connect, Capacity Plus Single and Multi-Site. You will have the opportunity to practice designing and deploying each system type, while taking into account the fleetmapping considerations for each system.

TARGET AUDIENCE

Professionals responsible for deploying MOTOTRBO radio systems.

COURSE OBJECTIVES

Upon completion of this course, the participant will be able to:

- Describe the MOTOTRBO IP Site Connect and Capacity Plus (Single and Multi-Site) systems, their capabilities, system components, and data application.
- Describe the MOTOTRBO IP Site Connect and Capacity Plus (Single and Multi-Site) theory of operation.
- Describe the available MOTOTRBO IP Site Connect and Capacity Plus (Single and Multi-Site) topologies.
- Take the steps needed to configure IP Site Connect and Capacity Plus (Single and Multi-Site) systems using MOTOTRBO CPS to program the subscribers and repeaters.

REQUISITE KNOWLEDGE

Completion of the following course(s) or equivalent experience:

- RDS0004 Basic Radio
- CEDMEL2000 MOTOTRBO™ System Introduction for Technicians

PREREQUISITES

- PCT1066 - MOTOTRBO™ IP Site Connect and Capacity Plus Technical Overview
- PCT2023 - MOTOTRBO™ IP Site Connect and Capacity Plus Theory of Operations and Design

PRIVATE BROADBAND COURSES

For information on prerequisites and to register for courses visit the Learning Center at: learningcenter.motorolasolutions.com

For general information contact the North America Training Services help desk at: (800) 247-2346, option 4 or portal.support@motorolasolutions.com

WAVE™ CERTIFIED INTEGRATION ENGINEER

4.5 DAYS | AST3001

COURSE OVERVIEW

The WAVE™ Certified Integration Engineer course provides instruction in designing, integrating, and troubleshooting WAVE™ systems. It also provides the groundwork for a basic understanding of how WAVE™ delivers a Radio-over-IP solution. The training scope covers WAVE™ integration to MOTOTRBO™, ASTRO®, and DIMETRA systems.

TARGET AUDIENCE

Sales/Systems Engineers who will design and implement WAVE™ solutions.

COURSE OBJECTIVES

After completing this course, the student will be able to:

- Understand and identify WAVE™ components.
- Install and configure the WAVE™ Management Server, Media Server, Proxy Server, Desktop Communicator, Advanced Desktop Communicator, and Mobile Communicators.
- Identify radio systems compatible with WAVE™ and list integration steps.
- Maintain and support a WAVE™ domain.

REQUISITE KNOWLEDGE

General knowledge of IP Networking, IP Telephony, Server-class Operating Systems.

PREREQUISITES

None

WAVE™ SYSTEM ADMINISTRATION

2 DAYS | AST1035

COURSE OVERVIEW

This course provides an overview of the WAVE™ solution, its features, hardware requirements, and software and is targeted to the Administrator role and or support roles.

TARGET AUDIENCE

You should attend this training course if you are an Administrator or support personnel of a WAVE™ solution.

COURSE OBJECTIVES

After completing this course, the student will be able to:

- Examine the WAVE system topology and license settings.
- Add and manage Channels and Channel Groups.
- Add and manage User and Profile records.
- Install and use the WAVE communicators.
- Manage Media and Proxy Servers.
- Set up channel recording sessions.
- View Audit Log records.
- Backup and restore a local WAVE SQL Database.
- Describe WAVE server redundancy.
- Discuss WAVE integration techniques.

REQUISITE KNOWLEDGE

None.

PREREQUISITES

None

OTHER RELATED COURSES

- CRITICAL CONNECT PORTAL TRAINING — 0.5 HRS | PSA0032
- WAVE PTX OVERVIEW — 0.5 HRS | PTT0001N
- WAVE PTX ADMIN PORTAL: END-USER TRAINING — 1 HR | PTT0004N
- TLK 100 PORTABLE TWO-WAY RADIO: END-USER TRAINING — 1 HR | PTT0100N
- TLK 150 MOBILE TWO-WAY RADIO: END-USER TRAINING — 1 HR | PTT0150N
- WAVE PTX PORTAL END-USER TRAINING — 0.5 HRS | PTT0900
- WAVE PTX R11.2 MOBILE APPLICATION: END-USER TRAINING (NA) — 2.5 HRS | PTT0006N

VESTA® SOLUTIONS COURSES

EMERGENCY CALL HANDLING: VESTA® SOLUTIONS

At Motorola Solutions, we know that one of the key components to keep people connected when it matters most is to provide the best training possible. This empowers our customers to use their VESTA® solutions to their fullest potential, maximizing their abilities to maintain operations, protect property and save lives.

Led by knowledgeable, dedicated product training specialists, our courses offer learners the possibility to get a firm understanding of their VESTA® solution.

Find below some of the online and live courses currently available. For more information, visit the Learning Center or contact us at:

- VESTA.trainingadmin@motorolasolutions.com – Training, Courseware
- VESTA.quotes@motorolasolutions.com – Sales, Quotes

VESTA® ANALYTICS LITE
0.5 HRS VST0002

VESTA® SMS ADMIN
0.5 HRS VST0003

VESTA® SMS AGENT
0.5 HRS VST0004

VESTA® MAP LOCAL AGENT
0.5 HRS VST0005

VESTA® HEADS UP DISPLAY (HUD)
0.5 HRS VST0006

VESTA® MAP LOCAL INSTALLATION, MAINTENANCE & UPGRADES
0.5 HRS VST0007

DATA HUB FOR VESTA® MAP LOCAL
0.5 HRS VST0008

VESTA® - ACTIVITY VIEW
0.5 HRS VST0009

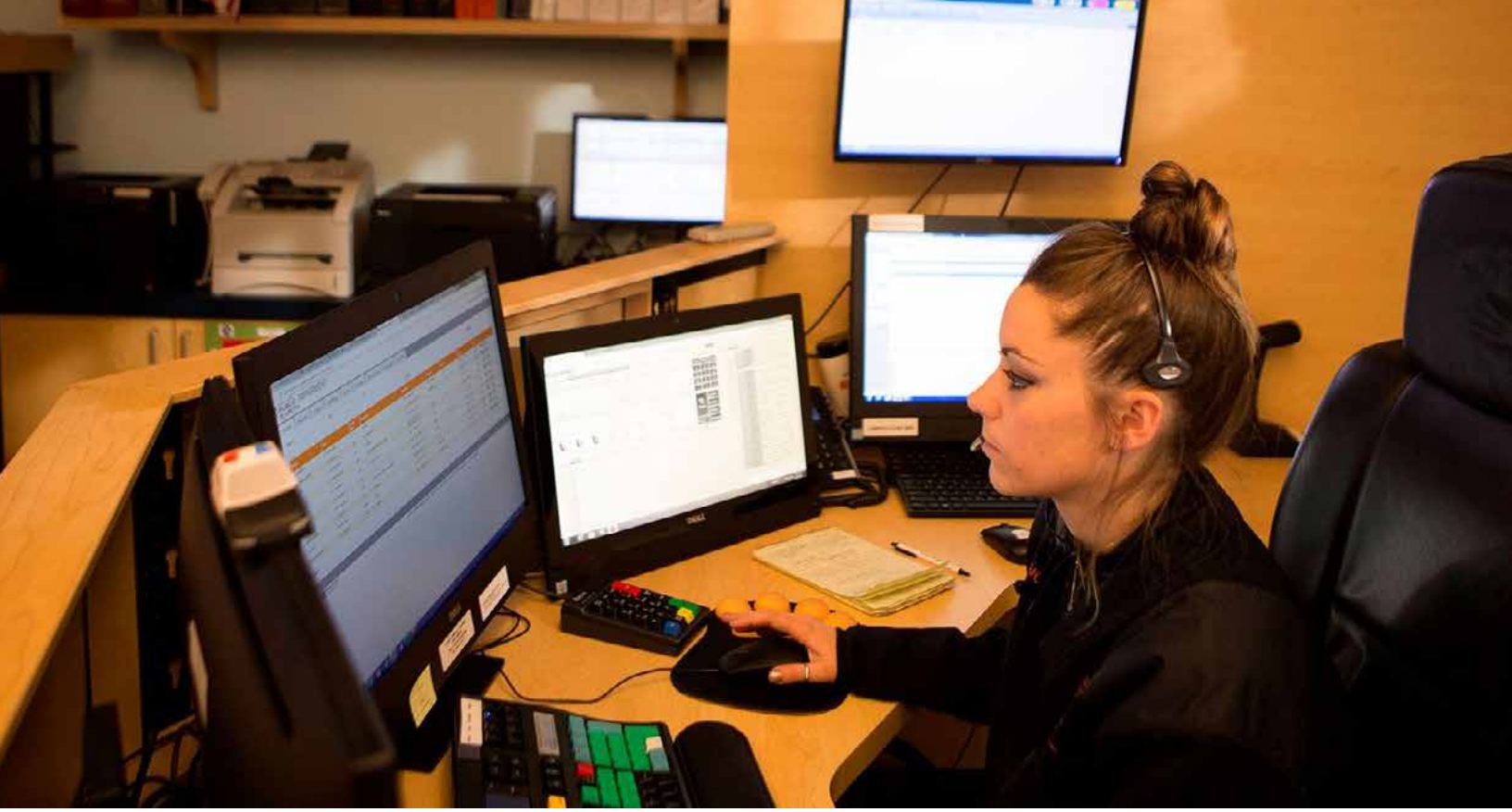
VESTA® ENHANCED IP PHONE ADMIN TRAINING
0.5 HRS VST0010

VESTA® 9-1-1 TROUBLESHOOTING
4 DAYS VST0103

VESTA 911 I&M
8 DAYS VST0105

VESTA® SMS/TEXT TO 911 INSTALLATION & MAINTENANCE (VIRTUAL TRAINING)
3 DAYS VST0106

911 MAINTENANCE & ADMINISTRATION (SMART HANDS)
4 DAYS VST0107



CALLWORKS COURSES

In these changing times PSAPs face new challenges, beyond responding to a mobile society and adopting Next Generation technology. Amid and despite these challenges, CallWorks CallStation continues to ensure call takers gain the functionality they need to save seconds and save lives.

For more information, visit the CallWorks websites at motorolasolutions.com.

CALLWORKS ADMINISTATION
VST0501

CALLWORKS DECISIONSTATION
VST0502

CALLWORKS CALLSTATION
VST0503

EMERGENCY CALLWORKS OPERATIONS & MAINTENANCE
4 DAYS
VST0201

CALLWORKS CALLSTATION INTEGRATION W/ RAPIDSOS
VST0001

FLEX COURSES

CERTIFICATION OVERVIEW

This Certification is conducted as a two part series. It consists of Instructor-Led remote training focused on Corrections Administration and the functions related to Set-up and Management. The training is primarily hands-on with various lab activities. Lastly, students will take an online final exam. Upon completion of the course and passing the final exam, students who have enrolled in this certification will have earned the Flex Jail Corrections Administration Certification (CAC).

TARGET AUDIENCE

Candidates for the Corrections Administration Certification

CERTIFICATION REQUIREMENTS

Complete all of the following:

- PSA0157 - Corrections Administration Set-up & Management
- PSA0161 - Corrections Administration Certification Assessment

CERTIFICATION OVERVIEW

This Certification is conducted as a two part series. It consists of Instructor-Led remote training focused on Flex System Application Administration and the functions related to Set-up and Management. The training is primarily hands-on with various lab activities. Lastly, students will take an online final exam. Upon completion of the course and passing the final exam, students who have enrolled in this certification will have earned the Flex System Application Administration Certification (SAA).

TARGET AUDIENCE

Candidates for the System Application Administration Certification

CERTIFICATION REQUIREMENTS

Complete all of the following:

- PSA0169 - System Application Administration Set-up & Management
- PSA0158 - System Application Administration Certification Assessment

CERTIFICATION OVERVIEW

This Certification is conducted as a two part series. It consists of Instructor-Led remote training focused on Flex Computer-Aided Dispatch (CAD) Administration and the functions related to Set-up and Management. The training is primarily hands-on with various lab activities. Lastly, students will take an online final exam. Upon completion of the course and passing the final exam, students who have enrolled in this certification will have earned the Flex Dispatch Administration Certification (DAC). .

TARGET AUDIENCE

Candidates for the Dispatch Administration Certification

CERTIFICATION REQUIREMENTS

Complete all of the following:

- PSA0170 - Computer-Aided Dispatch Set-up & Management
- PSA0171 - Dispatch Administration Certification Assessment

CERTIFICATION OVERVIEW

This Certification is conducted as a two part series. It consists of Instructor-Led remote training focused on Flex Records Management (RAC) Administration and the functions related to Set-up and Management of the module. The training is primarily hands-on with various lab activities. Lastly, students will take an online final exam. Upon completion of the course and passing the final exam, students who have enrolled in this certification will have earned the Flex Records Administration Certification (RAC).

TARGET AUDIENCE

Candidates for the Records Administration Certification

CERTIFICATION REQUIREMENTS

Complete all of the following:

- PSA0172 - Records Management Set-up & Administration
- PSA0173 - Records Administration Certification Assessment

COMMANDCENTRAL YOUR ALL-IN-ONE SOLUTION

Command Central is an all-in-one solution, highly customized, and so is the training we provide.

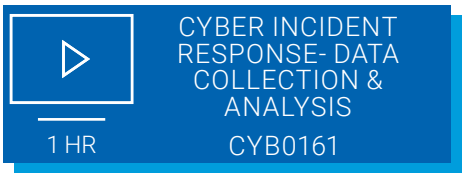
Our training team will take a system-level view of your deployment and tailor a training solution that will create value for your agency. The instruction to be provided and the related training modality will be dependent on each CommandCentral module and the modules deployed on your system; the plan could include online self-paced training, virtual instructor-led and/or onsite training sessions.

While the live training sessions are fully tailored, our Learning Center hosts an extended offer of self- paced training. This table shows a selection of the courses you will find in our learning management system. All you need is a Learning Center account (see instructions on page 13):

Course code	Course title	Duration (hours)
PSA0055	CommandCentral Aware: Location Tracking and Historical Map	0.75
PSA0069	CommandCentral Aware: Cloud Advanced Map View	0.5
PSA0140	CommandCentral Evidence Basics	0.5
PSA0144	CommandCentral Evidence Redaction Basics	0.5
PSA0278	CommandCentral Citizen Input	0.5
PSA0286	CommandCentral Responder with Evidence on iOS	0
PSA0292	CommandCentral Responder with Evidence on Android	0
PSA0293	CommandCentral Smart Transcription for VESTA 9-1-1 Introduction	0.5
PSA0294	CommandCentral Aware for 9-1-1 Starter	0.5
PSA0303	CC Investigate Overview	1
PSA0321	CommandCentral Aware Zone of Interest	0.5
PSA0322	CommandCentral Aware Patrol Checkpoint	0.5
PSA0323	CommandCentral Smart Transcription for VESTA 9-1-1 Transcription Tab	0.5
PSA0324	CommandCentral Smart Transcription for VESTA 9-1-1 Recent Tab	0.5
PSA0325	CommandCentral Smart Transcription for VESTA 9-1-1 History Tab	0.5
PSA0326	CommandCentral Smart Transcription for VESTA 9-1-1 Monitoring Tab	0.5
PSA0327	CommandCentral Smart Transcription for VESTA 9-1-1 Search Tab	0.5
PSA0335	CommandCentral Evidence Operations on Evidence Files	0.5
PSA0345	CommandCentral Evidence Working with Video Files	0.5
PSA4058	CommandCentral Aware Cloud Basic Operations	0.25
PSA4059	CommandCentral Aware Cloud Video View Basics	0.75
PSA4060	CommandCentral Aware Cloud Radio Console View	0.5
PSA4119	CommandCentral Aware Map Toolbars	0.5
PSA4120	CommandCentral Aware Cloud Understanding the Event Monitor	0.75

Click here to learn more about all our CommandCentral self-paced courses and access a brief description of each of them.

CYBERSECURITY COURSES



COURSE OVERVIEW

Cyber Incident Response is a self-directed, self-paced Computer Based Training (CBT) program that equips students with the skills needed to fight back against modern cyber threats. This course will cover data collection and analysis for network, host, and cloud-based data sources used within different organizations. Topics discussed throughout this course will focus on both quantitative and qualitative data analysis procedures, as they relate to traditional and typically customized computing solutions. Tools for data analysis within specific operating systems and reporting will also be discussed, as well as what your next steps should be in reporting out your findings to the appropriate teams within your organization.

TARGET AUDIENCE

The Cyber Incident Response- Data Collection and Analysis training is designed for individuals with between 3 and 5 years of experience working in a computing environment as part of a CERT/CSIRT/SOC who desire or are required to protect critical information systems before, during, and after an incident which may be a cybersecurity attack.

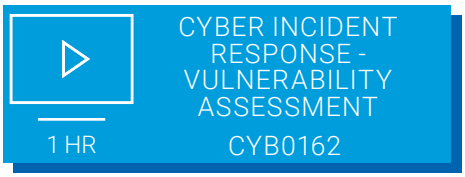
COURSE OBJECTIVES

By the end of the course, you will be able to:

- Define security challenges facing cloud computing.
- Compare the advantages and disadvantages of cloud computing.
- Identify the difference between a threat and a vulnerability.
- Identify the differences between big data, data science, and data analytics as they relate to the field of cybersecurity.
- Analyze the need for data analytics as an essential requirement for both consumer and national level security.

REQUISITE KNOWLEDGE

None



COURSE OVERVIEW

Cyber Incident Response- Vulnerability Assessment is a self-directed, self-paced Computer Based Training (CBT) program that equips students with the skills needed to fight back against modern cyber threats. This course takes a comprehensive look at the vulnerability assessment and scanning process. The lessons included here will begin in the planning stages and discuss how you can take scanning plans into action using tools and applications used throughout the cybersecurity industry. Finally, this course will also discuss the actions required once scanning is complete, including post-remediation actions and what steps are required during an audit of your organizational network.

TARGET AUDIENCE

The Cyber Incident Response training is designed for individuals with between 3 and 5 years of experience working in a computing environment as part of a CERT/CSIRT/SOC who desire or are required to protect critical information systems before, during, and after an incident which may be a cybersecurity attack.

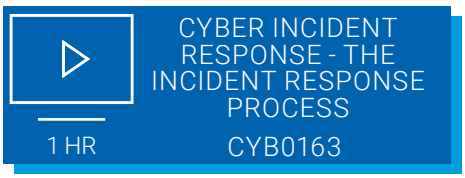
COURSE OBJECTIVES

By the end of the course, you will be able to:

- Assess information security risk in computing and networking environments
- Collect cyber threat intelligence
- Analyze the cybersecurity threat landscape
- Respond to and investigate cybersecurity threats
- Analyze data collected from security event logs
- Assess and defend against post-attack techniques.

REQUISITE KNOWLEDGE

None



COURSE OVERVIEW

Cyber Incident Response- The Incident Response Process is a self-directed, self-paced Computer Based Training (CBT) program that equips students with the skills needed to fight back against modern cyber threats. This course provides a complete look at the Incident Response (IR) process and associates related tasks and procedures in IR with a major cybersecurity framework. By first developing a broad understanding of what risk management is, security officials can then create the connections needed to establish security controls relevant to the needs of their specific organizations. At the conclusion of this course, we will also discuss relevant trends and tips for Incident Response (IR) containment, based on the latest research and best case practices from individuals within the cybersecurity industry.

TARGET AUDIENCE

The Cyber Incident Response training is designed for individuals with between 3 and 5 years of experience working in a computing environment as part of a CERT/CSIRT/SOC who desire or are required to protect critical information systems before, during, and after an incident which may be a cybersecurity attack.

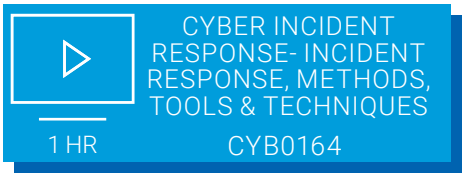
COURSE OBJECTIVES

Upon completion of this course, you will be able to

- Assess information security risk in computing and networking environments
- Collect cyber threat intelligence
- Analyze the cybersecurity threat landscape
- Respond to and investigate cybersecurity threats
- Analyze data collected from security event logs
- Assess and defend against post-attack techniques.

REQUISITE KNOWLEDGE

None



COURSE OVERVIEW

Cyber Incident Response- Incident Response, Methods, Tools, and Techniques is a self-directed, self-paced Computer Based Training (CBT) program that equips students with the skills needed to fight back against modern cyber threats. During this course, these topics will cover a comprehensive overview of the basics of incident response, what steps can be taken to mitigate damage after an attack, and what you can do to help prepare your organization's cybersecurity infrastructure to be more prepared in the future.

TARGET AUDIENCE

The Cyber Incident Response training is designed for individuals with between 3 and 5 years of experience working in a computing environment as part of a CERT/CSIRT/SOC who desire or are required to protect critical information systems before, during, and after an incident which may be a cybersecurity attack.

COURSE OBJECTIVES

By the end of the course, you will be able to:

- Assess information security risk in computing and networking environments
- Collect cyber threat intelligence
- Analyze the cybersecurity threat landscape
- Respond to and investigate cybersecurity threats
- Analyze data collected from security event logs
- Assess and defend against post-attack techniques.

REQUISITE KNOWLEDGE

None

COURSE OVERVIEW

Cyber Incident Response- Threats and Attacks is a self-directed, self-paced Computer Based Training (CBT) program that equips students with the skills needed to fight back against modern cyber threats. The course provides both a historical and current look at threat trends affecting both small and large organizations. Includes a review of data-specific trends based on recently published attacks, as well as the impact of those incidents. By developing an understanding of what vulnerabilities are commonly searched for by attackers, organizations can prepare defense and mitigation plans in advance of an attack and by doing so protect proprietary data and other valuable organizational information.

TARGET AUDIENCE

The Cyber Incident Response training is designed for individuals with between 3 and 5 years of experience working in a computing environment as part of a CERT/CSIRT/SOC who desire or are required to protect critical information systems before, during, and after an incident which may be a cybersecurity attack.

COURSE OBJECTIVES

By the end of the course, you will be able to:

- Assess information security risk in computing and networking environments
- Collect cyber threat intelligence
- Analyze the cybersecurity threat landscape
- Respond to and investigate cybersecurity threats
- Analyze data collected from security event logs
- Assess and defend against post-attack techniques

REQUISITE KNOWLEDGE

None

MOBILE VIDEO

VIDEOMANAGER USER

SLS0506

COURSE OVERVIEW
In this course, you will learn how to use VideoManagers powerful suite of software tools to manage media, including body-worn and in-car video recordings, import external media, prepare high quality evidential material and share it with the appropriate parties.

TARGET AUDIENCE
This course is applicable to those who wish to gain a strong working knowledge and competence in the use of VideoManager evidence management system.

COURSE OBJECTIVES
By the end of the course, you will be able to:
- Navigate VideoManager and follow efficient workflows
- Manage body-worn and in-car video recordings
- Import additional media types
- Preserve video recordings by adding to an incident
- Prepare video recordings and imported media within an incident
- Share and export video recordings, imported media and incidents)

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

VB400 BODY-WORN CAMERA & VIDEOMANAGER: GETTING STARTED

1 HR SLS0504

COURSE OVERVIEW
In this course you will learn how to install and configure VideoManager (EX) and the VB400 body-worn camera hardware.

TARGET AUDIENCE
This course is applicable to those who wish to gain a technical understanding of the VB400 body-worn camera and VideoManager (EX) evidence management system.

COURSE OBJECTIVES
By the end of the course, you will be able to:
- Describe the features and benefits of the VB400 body-worn camera solution
- Identify the component parts and typical architecture of the body-worn camera system
- Install and configure VideoManager (EX)
- Assemble and configure body-worn camera hardware
- Create a user within VideoManager (EX)
- Assign a body-worn camera
- Verify video capture and live streaming capability
- Perform first level support and troubleshooting.

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

VIDEOMANAGER EL CLOUD

1 HR WTG0102

COURSE OVERVIEW
This course introduces the participants to VideoManager EL Cloud, formerly known as EvidenceLibrary.com (ELC). The users learn how this evidence management system works, where to search for the Recorded Events, how to work with recorded evidence, and how to import and export data.

TARGET AUDIENCE
End users

COURSE OBJECTIVES
By the end of the course, you will be able to:
- Explain that VideoManager EL Cloud is a cloud-hosted evidence management system.
- Use main tabs and icons, as well as search for the Recorded Events.
- Link events, create cases, and apply the Map Playback functions.
- Export and import recorded evidence using various methods.
- Perform common administrative tasks.

REQUISITE KNOWLEDGE
Complete the following courses based on the solutions you have purchased:
- WTG0200 - M500 User Training
- WTG0100 - 4RE - Basic Operation for In-Car Officers
- WTG0101 - V300 Body Camera
- WTG0108 - V300 Body-Worn Camera Release 3.0.1 and Later
- VISTA & VISTA WiFi Wearable Camera - User Training
- PSA0140 - CommandCentral Evidence

PREREQUISITES
None

COURSE OVERVIEW
This course introduces the participants to VideoManager EL On-Prem, formerly known as Evidence Library On-Premise (EL5 or EL On-Prem). The users learn how this evidence management system works, where to search for the Recorded Events, how to work with recorded evidence, and how to import and export data.

TARGET AUDIENCE
Users

COURSE OBJECTIVES
By the end of the course, you will be able to:
- Explain that VideoManager EL On-Prem is a server-based on-premise evidence management system.
- Use the main tabs and icons, as well as search for the Recorded Events.
- Link events, create cases, and apply the Map Playback functions.
- Export and import recorded evidence using various methods.
- Perform common administrative tasks)

REQUISITE KNOWLEDGE
Complete the following courses based on the solutions you have purchased:
- WTG0200 - M500 User Training
- WTG0100 - 4RE - Basic Operation for In-Car Officers
- WGT0101 - V300 Body Camera
- WTG0108 - V300 Body-Worn Camera Release 3.0.1 and Later
- VISTA & VISTA WiFi Wearable Camera - User Training
- PSA0140 - CommandCentral Evidence

PREREQUISITES
None

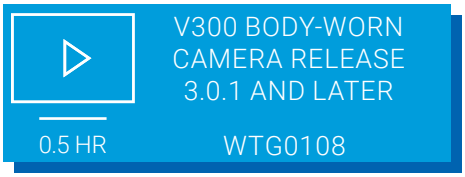
COURSE OVERVIEW
This course introduces the participants to REDACTIVE and explains the difference between the Single User and Enterprise options. Users will learn about the REDACTIVE workflow – how to import, redact, and export a video evidence file.

TARGET AUDIENCE
Users and administrators of REDACTIVE.

COURSE OBJECTIVES
By the end of the course, you will be able to:
- Explain what REDACTIVE Single User and Enterprise are.
- Use the menu and control options, as well as video player controls and keyboard shortcuts.
- Import files and perform Automatic or Manual Redaction.
- Review, edit, and export a redacted video evidence file.
- Perform common administrative tasks.

REQUISITE KNOWLEDGE
None

PREREQUISITES
None



COURSE OVERVIEW
In this course you will learn how to get started with the new V300 Body-Worn Camera and perform basic field operations. The course presents the information needed for all release versions 3.0.1 and later.

TARGET AUDIENCE
This course is intended for all new V300 Body-Worn Camera Users.

COURSE OBJECTIVES
By the end of the course, you will be able to:
- Get started with the new V300 Body Camera.
- Perform camera Checkout.
- Mount the camera.
- Start and stop recordings.
- Replace the removable battery.
- Import Recorded Events.

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

COURSE OVERVIEW
In this course you will learn how to get started with the new V700 Body-Worn Camera and perform basic field operations.

TARGET AUDIENCE
This course is intended for all new V700 body-worn camera users.

COURSE OBJECTIVES
By the end of the course, you will be able to:
- Get started with the new V700 body-worn camera.
- Perform camera checkout.
- Mount the camera.
- Start and stop recordings.
- Replace the removable battery.
- Import Recorded Events.

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

COURSE OVERVIEW
This course introduces you to the M500 In-Car Video System and presents the essential knowledge and skills needed to operate M500 during a shift.

TARGET AUDIENCE
All new M500 users.

COURSE OBJECTIVES
By the end of the course, you will be able to:
- Describe the Big Picture perspective of how the M500 works
- Identify the five key in-car components of M500
- Explain the basic functionality of the DVR video loop
- Define and understand the term Recorded Event
- Perform the 8 in-car operations needed for a shift
- Explain how to utilize the M500 Special Features

REQUISITE KNOWLEDGE
Completion of one of the following courses:
- WTG0102 -- VideoManager EL Cloud
- WTG0103 -- VideoManager EL On-Prem
- PSA0140 -- CommandCentral Evidence

PREREQUISITES
None

COURSE OVERVIEW
During this course you will learn how to install SmartControl Suite and perform basic operations using this software.

TARGET AUDIENCE
Users and Administrators who would like to learn how to use the SmartControl for PC.

COURSE OBJECTIVES
By the end of the course, you will be able to:
- Download and install the SmartControl Suite on your computer.
- Connect V300 Body Cameras to SmartControl Suite.
- Perform basic operations within the SmartControl Suite.
- Troubleshoot basic issues.

REQUISITE KNOWLEDGE
None

PREREQUISITES
None

WEBINAR: VIDEOMANAGER EL ON-DEMAND EXPORT TO COMMANDCENTRAL

WTG0202

COURSE OVERVIEW

This is a recording of the webinar hosted in December 2022.

COURSE OBJECTIVES

By the end of the course, you will be able to:

- List the new features of VideoManager EL*
- Identify when to use VideoManager EL and when to use CommandCentral
- Export Recorded Events from VideoManager EL to CommandCentral Evidence
- Explain how the Incident ID field is used
- Perform case-related tasks in CommandCentral; Redaction, Transcription and Judicial Sharing
- Evaluate administrative changes needed to support users, tagging and retention in both VideoManager EL and CommandCentral
- Describe how to get access to support and supplemental learning resources

* This course includes both VideoManager EL Cloud, formerly known as EvidenceLibrary.com (ELC) and VideoManager EL On-Prem, formerly known as Evidence Library On-Premise (EL5)

WEBINAR: REDACTION IN VIDEOMANAGER EL CLOUD

1 HR WTG0203

COURSE OVERVIEW

This video is a recording of the webinar hosted in November 2024 covering the new redaction tool within VideoManager EL Cloud.

COURSE OBJECTIVES

By the end of the course, you will be able to:

- Start redaction on Recorded Event
- Start redaction for an entire Case
- Navigation and options in redaction tool
- Audio redaction
- Manual redaction - Frame by-Frame & Tracking
- Comments and Chapters
- Rendering, Playback and Exporting redactions.

M500 VEHICLE INSTALLATION CERTIFICATION

1 HR WTG0501

COURSE OVERVIEW

The focus of this online training course is on the proper installation of the M500 system components into a law enforcement vehicle.

The instructions and best practices presented in this training provide a solid foundation for installers to develop exceptional installation practices.

This course is for those who install law enforcement equipment and / or provide vehicle maintenance for an agency using the M500 in-car video system. The following content presents proper installation techniques and best practices for successful M500 system functionality including the V300 and V700 systems.

This course assumes knowledge of standard 12-volt vehicle installation best practices. It is meant to guide a technician through the specifics of installing Motorola Solutions equipment.

TARGET AUDIENCE

Installers, Fleet Maintenance.

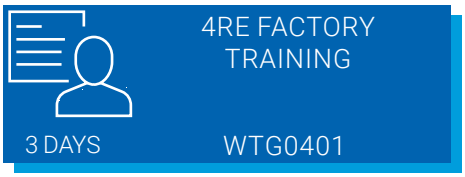
COURSE OBJECTIVES

By the end of the course, you will be able to:

- Describe the three parts of an Installation
- Explain the importance of Preparing for Installation
- List the Installation Required Practices
- Identify the M500 system components and their common install locations
- Perform an installation according to Recommended Workflow and Installation Required Practices
- Perform system acceptance testing

REQUISITE KNOWLEDGE

This course assumes knowledge of standard 12-volt vehicle installation best practices. It is meant to guide a technician through the specifics of installing Motorola Solutions equipment.



COURSE OVERVIEW

This course is designed to master 4RE in-car video systems, V300 body cameras, and evidence management software; it also includes also includes the evidence import process and common troubleshooting techniques.

TARGET AUDIENCE

Supervisors responsible for training users in in-car systems and body-worn cameras and Supervisors & IT professionals responsible training users in evidence management software and maintaining the devices and systems.
While the course is designed as a train-the-trainer curriculum, all wanting to familiarize themselves with the products are welcome to participate.

COURSE OBJECTIVES

By the end of the course, you will be able to:

- Identify the components of the 4RE
- Explain how the 4RE collects and imports evidence
- Perform daily tasks of 4RE use
- Explain how to utilize 4RE special features and set officer preferences
- Mount V300 body camera on uniform, replace its removable battery and perform daily tasks
- Access, login and navigate evidence management software (Evidence Library, CommandCentral Evidence)
- Search for and work with Recorded Events in evidence management software
- Download and share Recorded Events
- Manage users, permissions and device configurations
- Troubleshoot connection issues between devices in the import process
- Analyze and troubleshoot common device errors

REQUISITE KNOWLEDGE

None

COURSE OVERVIEW

This course is designed to master M500 in-car video systems, V300 body cameras, and evidence management software; it also includes the evidence import process and common troubleshooting techniques.

TARGET AUDIENCE

Supervisors responsible for training users in in-car systems and body-worn cameras and Supervisors & IT professionals responsible training users in evidence management software and maintaining the devices and systems.
While the course is designed as a train-the-trainer curriculum, all wanting to familiarize themselves with the products are welcome to participate.

COURSE OBJECTIVES

By the end of the course, you will be able to:

- Identify the components of the M500
- Explain how the M500 collects and imports evidence
- Perform daily tasks of M500 use
- Explain how to utilize M500 special features and set officer preferences
- Mount V300 body camera on uniform, replace the V300 removable battery and perform daily tasks
- Access, login and navigate evidence management software (Evidence Library,
- CommandCentral Evidence)
- Search for and work with Recorded Events in evidence management software
- Download and share Recorded Events
- Manage users, permissions and device configurations
- Troubleshoot connection issues between devices in the import process
- Analyze and troubleshoot common device errors

REQUISITE KNOWLEDGE

None

COURSE OVERVIEW

The focus of this hands-on classroom training course is on the proper installation of the M500 system components into a law enforcement vehicle. The results of a poor M500 installation are faulty operation, equipment failure, dissatisfied customers, and a bad impression of Motorola Solutions. The instructions and best practices presented in this training provide a solid foundation for installers to develop exceptional installation practices. Successful completion of this course provides M500 Vehicle Installation Certification that is valid for 1 year.
This course is for those who install law enforcement equipment and / or provide vehicle maintenance for an agency using the M500 in-car video system. The following content presents proper installation techniques and best practices for successful M500 system functionality including the V300 systems.

TARGET AUDIENCE

Installers, Fleet Maintenance.

COURSE OBJECTIVES

By the end of the course, you will be able to:

- Describe the three parts of an Installation
- Explain the importance of Preparing for Installation
- List the Installation Required Practices
- Identify the M500 system components and their common install locations
- Perform an installation according to Recommended Workflow and Installation Required Practices
- Perform system acceptance testing

REQUISITE KNOWLEDGE

Optionally, register for the M500 Factory Training (WTG0402) course during the same week to become an expert on M500 in-car video systems, body cameras and evidence management software.

Optionally, take the M500 Installation Certification (WTG0501) self-paced online course instead to receive your certificate of completion.

MOTOROLA VIDEO SECURITY AND ACCESS CONTROL

Motorola Solutions offers a fixed video security ecosystem to meet both mission-critical and business-critical applications. We build on this strong foundation to bring new and improved surveillance and security solutions to life with products and systems that security professionals need—driven by meaningful innovation. And we're moving ahead with best-in-class technologies designed from the ground up, specifically for professional applications that provide superior performance, reliability, and value.

The MSI Video Security and Access Control Training is dedicated to security professionals who want to keep up with ever-changing technology, want to learn about new products and systems, and want to stay current with industry best practices. With courses designed by subject matter experts, our instructor-led training combined with online courses deliver unparalleled education for today's video security professionals. Whether you are responsible for installing, designing, or selling, you'll find the right course for you.

Accessing and enrolling in training

Access Video Security & Access Control Training through the VS&A Tool Hub. For questions or to register for an account, email trainingvideoandaccess@motorolasolutions.com.

Visit the Learning Center to browse our curriculum that covers video security and access control products and services.

CONTACT US

VISIT OUR GLOBAL EDUCATION WEBSITE:

MOTOROLASOLUTIONS.COM/LEARNING

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Learning & Performance Institute
Authorised Qualification & Assessment Centre

MOTOROLA SOLUTIONS

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