

EDUCATIONAL SERVICES

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M100 System Administration

COURSE PURPOSE

The M100 System Administration course centers on the configuration of Power 911, Power Map and Power MIS. By the end of the course the learners will have configured a Positron 911 system and used the software as a dispatcher would on site. This is also an excellent class for PSAP Supervisors or Administrators who require a more in-depth training than what is offered on-site.

COURE OBJECTIVES

Upon completion of this course the **Learners** will be able to:

- Describe the various software components
- Perform System Log-In / Log-Out Procedures
- Utilize the Power 911 5.2 User Interface
- Utilize the Power 911 5.2 Configurator Utility
- Utilize the Power MAP 3.2 User Interface
- Utilize the Power MAP 3.2 Configurator Utility
- Utilize the Power MIS 4.2 User Interface
- Utilize the Power MIS 4.2 Configurator Utility

TARGET AUDIENCE

This course is designed for Technicians/ Administrators that need to Operate, Configure, and Maintain Positron E911 Equipment.

COURSE DURATION

3 days

RECOMMENDED CLASS SIZE

Contact Positron Representative.

M100 System Administration

COURSE CONTENT

I. Introduction

- A. Course Objectives
- B. Course Outline
- C. Terms and Definitions

II. PSAP Functionality

- A. Selective Routing Databases (SRDB)
- B. ESN and MSAG
- C. Call Flow

III. System Overview

- A. System Architecture
- B. Application Capabilities
- C. System Components
- D. System Interoperability

IV. System Administration

- A. Designing System Databases
- B. Telephony Interface Solution
- C. Call Handling Solution
- D. Location Determination Solution

V. Performance Exercise

- A. Perform System Administration Tasks
- B. Design a Power 911 Database
- C. Configure a Power 911 Database
- D. Design a Power MAP Database
- E. Configure a Power MAP Database
- F. Configure Power MIS

Prerequisites:

911 Tutorial

Windows Operating System

Course Handouts:

Student Guides

M200 VIPER / Power 911 Installation, Configuration & Maintenance

COURSE PURPOSE

The M200 VIPER / Power 911 Installation, Configuration & Maintenance course focuses on system architecture, system connectivity and interoperability as well as system verification. By the end of this course the learners will have installed a Viper and Power 911 system and performed system verification testing.

COURE OBJECTIVES

Upon completion of this course the Learners will be able to:

- List the various hardware and software components of Viper
- Define the various system reporting capabilities
- Trace the following:
 - Voice flow within the system
 - Data flow within the system
- Describe the Installation Process / Procedure
- Utilize the PMG Configuration Utility
- Define various Alarms and Indicators
- Utilize the Power 911 5.2 Configurator Utility
- Install and configure Workstations with Power 911 v.5.2 and IP phones
- Perform required System Maintenance Procedures

TARGET AUDIENCE

This course is designed for Technicians that need to Operate, Configure, and Maintain Positron E911 Equipment.

COURSE DURATION

5 days

RECOMMENDED CLASS SIZE

Contact Positron Representative.

M200 VIPER / Power 911 Installation, Configuration & Maintenance

COURSE CONTENT

I. Introduction

- A. Course Objectives
- B. Course Outline
- C. Terms and Definitions

II. PSAP Functionality

- A. Selective Routing Databases (SRDB)
- B. ESN and MSAG
- C. Call Flow

III. System Overview

- A. Applications Overview
- B. System Architecture
- C. VIPER System Architecture
- D. PBX System Architecture
- E. System Interoperability

IV. System Functional Description

- A. Software Architecture
 - 1. Software Components
 - 2. Software Functionality
- B. Telephony Interfaces
 - 1. PBX Integration
 - 2. VIPER Systems
- C. Call Handling (Power 911)
 - 1. Configuration Overview
 - 2. Power 911 Configurator
- D. System Call / Data Flow
 - 1. Admin. / Non-911 Flow
 - 2. 911 Flow

M200 VIPER / Power 911 Installation, Configuration & Maintenance

V. System Installation Overview

- A. Project Considerations
- B. System Data Requirements
- C. Installation Process

VI. System Maintenance

- A. Corrective Maintenance
 1. Alarms and Indicators
 2. Core System Log Files (Telephony Interface, P911)

Prerequisites:

911-Tutorial

Windows Operating System

M100 System Administration Course

Course Materials:

- Student Guide

- Supplemental Handouts

M300 Software Installation, Configuration & Maintenance

COURSE PURPOSE

The M300 Software Installation, Configuration & Maintenance course provides training on the installation and configuration of many of Positron's software suite, including Power Map, Power MIS, ITRR, Sentry, Positron XDC and Positron Securities. By the end of the course the learners will have installed, configured and verified the functionality of these software programs.

COURSE OBJECTIVES

Upon completion of this course the Learners will be able to:

- Install various hardware and software components
- Trace the following:
 - Voice flow within the system
 - Data flow within the system
- Describe Professional Installation Techniques
- Utilize various Configuration Utilities / Tools
- Perform a VIPER based Installation of PMAP, PMIS, E-Printer, ITRR, XDC and Positron Securities
- Perform Advanced Power911 Features & Functionalities

TARGET AUDIENCE

This course is designed for Technicians that need to Operate, Configure, and Maintain Positron E911 Equipment.

COURSE DURATION

5 days

RECOMMENDED CLASS SIZE

Contact Positron Representative.

M300 Software Installation, Configuration & Maintenance

COURSE CONTENT

I. Introduction

- A. Course Overview
- B. Course Objectives

II. Systems Overview

- A. Hardware Overview
- B. Software Overview
- C. System Interoperability
- D. System Interconnectivity

III. System Installation

A. Installation Process

- 1. Preplanning Process
- 2. Installation Methodology
 - a. Power MAP
 - b. Power MIS
 - c. ITRR
 - d. Positron Securities
 - e. XDC
 - f. E-Printer
- 3. Installation Procedure
- 4. System Verification Test
- 5. System Acceptance Test
- Configuration of Advanced Power911 Features & Functionalities

Prerequisites:

M100 System Administration Course

M200 VIPER / Power 911 Installation, Configuration & Maintenance Course

Course Materials:

- Student Guide
- Supplemental Handouts

M400 Fault Isolation & Troubleshooting

COURSE PURPOSE

The M400 Fault Isolation & Troubleshooting course provides the opportunity to dig deeper into system troubleshooting using logs, diagnostics tools and failure analysis. By the end of the course the learners will have used real life system failures to perform symptom recognition and corrective maintenance.

COURSE OBJECTIVES

Upon completion of this course the learners will be able to:

- Test various hardware and software components
- Trace the following:
 - Voice flow within the system
 - Data flow within the system
- Describe Fault Isolation Techniques
- Utilize various System Testing Utilities / Tools
- Perform VIPER based Fault Isolation with P911, PMAP, and PMIS

TARGET AUDIENCE

This course is designed for Technicians that need to Operate, Configure, and Maintain Positron E911 Equipment.

COURSE DURATION

4 days

RECOMMENDED CLASS SIZE

Contact Positron Representative.

M400 Fault Isolation & Troubleshooting

COURSE CONTENT

I. Introduction

- Course Objectives
- Course Outline

II. System Overview

- VIPER System Architecture
- System Interoperability, Fault Tolerance & the Positron Gateway Shelf
- IAP/PC Test Application, ODBC Configuration, CssServices.ini & Power911.ini files Configuration
- Log Outputs & Location
- DiagConsole and DiagListener Applications
- PBL Sniffer Application
- VIPER PMG Logs & Alarms, CIM / AIM Trace and Telnet Application
- DNS Validation
- Power911 Configuration
- Common issues with the VIPER PMG Configuration
- DOS Commands

III. Eight Step Fault Isolation

- Define the Problem
- Gather detailed Information
- Consider probable cause for the Failure
- Devise a Plan to solve the Problem
- Implement the Plan
- Observe the Results of the Implementation
- Repeat the Process if the Plan does not resolve the Problem
- Document the Changes made to solve the Problem

IV. Practical Application

- - Successfully Fault Isolate 5 Faults

Prerequisites:

M100 System Administration Course

M200 VIPER / Power 911 Installation, Configuration & Maintenance Course

M300 Software Installation, Configuration & Maintenance Course

Course Materials:

- Student Guide
- Supplemental Handouts

Power 911 Administrator Training

COURSE PURPOSE

This course will teach the fundamentals for modifying, updating and maintaining configuration data for the Power 911 system.

COURSE OBJECTIVES

By the end of this course, participants will know how to:

- Navigate the Configurator
- Use Database Control Functions
- Modify Agent Data
- Update and Add Agency Data and accesses
- Update and Add TTY Questions
- Modify and Add Incident Data (may be optional)
- Write SOP and Premise Information Files (optional)

TARGET AUDIENCE

This course is designed for PSAP Administrators and delegated personnel responsible for maintaining the system. The participants will benefit from having attended the Power 911 User training course prior to this training.

COURSE DURATION

5-8 Hours (depending on options and data modifications)

RECOMMENDED CLASS SIZE

This application can only be manipulated from one terminal for training. Class size should be limited, unless other means of training can be accommodated. (I.e. Wall projection in classroom, etc.)

Power 911 Administrator Training

COURSE CONTENT

Navigating the Configurator

- Logging On to Configurator
- Using the File Menu

Use database control functions

- Expanding and Collapsing Data Views
- Managing Table Content

Configuring Agency Data

- Introduction to Agency Data
- Adding Agencies
- Modifying and existing Agency telephone accesses

Configuring Agent Data

- Introduction to Agent Data
- Modifying button layouts
- Adding and deleting buttons
- Adding and removing Agents

Configuring Incident Data

- Providing Generic TTY Questions
- Introduction to Incident Data (optional, dependent on mode)
- Creating Incident Types (optional, dependent on mode)

Writing Standard Operating Procedures (SOP) and Premise Information

- Introduction to SOP's and Premise Information files
- Writing an SOP and Premise Information files
- Modifying a pre-written file
- Preparing the SOP and Premise Information for use in Power 911



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Hands-on Exercises

- Practice with data configuration exercises

Power 911 User Training

COURSE PURPOSE

This course introduces the use of the Power 911 call taking system and all the features required to perform the functions of call receiver. This class is a hands-on course, where the learner will soon become confident with its use.

COURSE OBJECTIVES

By the end of this course, participants will know how to:

- Answer a 911, emergency and administrative call, transfer a call to another agency or telephone number and identify caller's location
- Answer and place a TTY call
- Manage calls
- Compose and receive messages
- Playback previously recorded calls
- Create, dispatch and close an incident (Optional – Requires Incident Manager Module)
- Recognize SOP and Premise information (Optional – Requires Database Access Module)

Note: Optional components will only be trained if the site has purchased and enabled the required components.

PREREQUISITE

- Students must be accredited call-takers per the requirements of their place of employment.

TARGET AUDIENCE

This course is designed for call receivers and PSAP administrators who will be using Power 911 to perform their jobs. Individuals taking this course must already have a good understanding of the 911 call taking functions.

COURSE DURATION

Up to 4 hours (depending on options used)

RECOMMENDED CLASS SIZE

The maximum class size is eight (8) and requires one Power 911 workstation for every two participants.

Power 911 User Training

COURSE CONTENT

Introduction to Power 911

- How Power 911 works
- Logging on to Power 911

Using the Telephony Module

- Answering a call
- Identifying the ANI information
- Releasing a call
- Placing, Conferencing and Transferring calls manually
- Using Hold and Mute

Using the Location Identification Module

- Identifying the ALI information
- Tagging erroneous ALI
- Answering a TTY call

Using the Status Bar

- Identify the functions of the status bar

Using the Lists Module

- Using available lists to manage calls

Transferring a call

- Opening a Transfer panel
- Using a transfer button to make a call

Playing Back a Recorded Call

- Play back a call
- Save a conversation
- Un-save the call

Power 911 User Training

Composing a message

- Opening the message board
- Choosing a message recipient
- Answering a message

Using the Incident Module (Must have Incident Manager)

- Creating an incident
- Comparing Calling party information and Location information
- Dispatching an incident
- Closing an incident

Using the Integrated Telephone and Radio Recorder (optional)

- Search and identify previously recorded phone and radio calls
- Save recordings to a file

Hands on Practice

- Practicing with simulated calls for service

Power 911 – Train the Trainer

COURSE PURPOSE

This course provides an in-depth look at the use of Power 911 call-taking system and all of its features being used at the PSAP in question as well as presenting a training approach for the system. As a hands-on course, the participants will have the opportunity to learn the system and practice training to their peers.

COURSE OBJECTIVES

By the end of this course, participants will know how to:

- Use Power 911 for managing call and incident* activity
- Prepare a lesson plan for training Power 911 to call-takers
- Present the lesson plan in preparation for training PSAP staff to use Power 911 for managing call and incident* activity

Note: Incident activity will only be trained if the site has purchased and enabled Incident Manager.

PREREQUISITE

- Students must be accredited call-takers per the requirements of their place of employment.
- Students must be familiar with working on Windows-based applications.

TARGET AUDIENCE

This course is designed for PSAP staff who will be responsible for training and coaching call-takers in the use of Power 911. Individuals taking this course must already have a good understanding of the 911 call taking functions and the operations of their PSAP.

COURSE DURATION

1.5- 2 days (depending on class size and options used)

RECOMMENDED CLASS SIZE

The maximum class size is eight (8) and requires one Power 911 workstation for every two participants.

Power 911 – Train the Trainer

COURSE CONTENT

Power 911 User Training

- In this section, participants receive the Power 911 User training (see course outline: Power 911 User Training).
- Participants will have the opportunity to use all the available functions of the system and see how it responds.

Comprehensive Look at Features and Procedures

- In this section, Power 911 components and features are broken down further to ensure the participants have a deeper understanding of its functionality.
- This section will also focus on Power 911 features/functions that call-takers may have difficulty adapting to and ways to overcome these challenges.

Preparing a Lesson Plan and Training Material

- In this section, participants will be split into pairs and asked to prepare a lesson plan for an assigned module.
- In addition, a training job aid will be provided to the participants for them to customize per their site's particular configuration.

Hands-on

- In this section, participants, in their pairs, will be given the opportunity to train their peers in the module for which they prepared a lesson plan.

Power Map Administrator Training

COURSE PURPOSE

The purpose of this course is to teach the fundamentals for updating a map project and deal with user preferences and security levels.

COURSE OBJECTIVES

By the end of this course, participants will know how to:

- Understand the fundamentals and basic concepts related to Power MAP
- Configure map setup and update map project
- Setup map display properties
- Configure Power Map icons and colors
- Configure address validation rules
- Add new users, roles and security
- Perform a GIS Update

TARGET AUDIENCE

This course is designed for PSAP Administrators and/or GIS personnel responsible for maintaining map data. The prerequisite for this course is User training for Power MAP. If the PSAP were equipped with Power 911 and/or Power CAD, the participants would also benefit from having attended the Power 911 User training course and/or the Power CAD User training course.

COURSE BENEFITS

Understanding how to modify data in the Power Map Administrator module is essential to the Administrators ability to maintain an up to date Power MAP system.

DURATION OF COURSE

4-6 Hours (depending on audience)

RECOMMENDED CLASS SIZE

This application can only be manipulated from one terminal for training. Class size should be limited, unless other means of training can accommodated. (i.e. Wall projection in classroom, etc.)

Power Map Administrator Training

COURSE CONTENT

Understanding the fundamentals and basic concepts related to Power MAP

- Power Map basic features
- Directory structure
- GIS Update

Configuring System Settings

- Locate icons directory
- Add icons for map display items: Calls, incidents, resources and responses

Configuring Agency Settings

- Add, modify and delete an agency type
- Add, modify and delete an agency

Configuring Agent Settings

- Add, modify and delete an agent
- Define roles and setup security for each role

Configure Map Items

- Add or delete map layers
- Setup map symbols: Street search display, pathfinder, measurement tool, etc.
- Setup spatial data display

Configure the Address Matching Items

- Configuring the Locator Tabs

Configure Map Discrepancy Tool

- Create reports on discrepancies between the ALI for a call, and the GIS data for that location.

Power Map User Training

COURSE PURPOSE

The purpose of this course is to teach the fundamentals of Power Map and its components as it relates to the PSAP.

COURSE OBJECTIVES

By the end of this course, participants will know how to:

- Understand the fundamentals and basic concepts related to Power MAP
- Track calls and events
- Navigate the map
- Perform search functions
- View information about objects
- Perform AVL functions (optional)
- Create annotations
- Personalize display properties

TARGET AUDIENCE

This course is designed for PSAP Call Takers and Dispatchers. The learner should already have a good working knowledge of how a Call Taker and/or Dispatcher perform their duties. If the PSAP were equipped with Power 911 and/or Power CAD, the participants would also benefit from having attended the Power 911 User training course and/or the Power CAD User training course.

COURSE DURATION

Up to 2 hours depending on options and complexity

RECOMMENDED CLASS SIZE

The maximum class size is eight (8) and requires one Power Map workstation for every two participants.

Power Map User Training

COURSE CONTENT

Introduction to Power MAP

- How Power MAP works
- Starting, logging on and exiting Power MAP
- Power Map Features

Navigating the MAP

- Panning the Map
- Zooming-In
- Zooming-Out

Locating an Address on the Map

- Searching for an Address
- Searching for Streets
- Clearing Selected Streets from the Map
- Searching for Places
- Searching for Intersections

Viewing Information

- Opening the Left or Right Panel
- Resizing Panel
- Viewing Information in the Right Panel or Left Panel
- Viewing Information in the Properties Panel about an Emergency
- Viewing Information in the Properties Panel about Addresses, Places or Intersections
- Viewing Information about a Street or Place
- Measuring the Distance Between Two Points
- Viewing or hiding GIS Map layers
- Viewing a Larger Perspective of the Master Map Using the Locator Map

Power Map User Training

AVL Tracking (optional)

- Turning AVL on
- Turn tracking on/off for single or all resources
- Using the Playback feature

Annotations

- Creating Annotations
- Editing Annotations
- Sharing Annotations

Adjusting Display Properties, Saving Settings and Printing Maps

- Creating a new map based on the current map
- Freezing an emergency in a new map window
- Centering a map window on an emergency
- Selecting map windows
- Tiling and cascading map windows
- Creating custom map views
- Using layers to display different levels of detail about a map
- Displaying the Toolbar
- Changing the display units
- Resetting the map
- Saving Power MAP settings
- Printing Maps

Power MIS Administrator Training

COURSE PURPOSE

The purpose of this course is to teach administrators how to obtain information regarding PSAP activity, performance and detailed call and event history processed through Power 911, utilizing the reporting tools through the Power MIS database. The hands-on training will provide administrators with the opportunity to experiment with the different reporting tools offered by the application and learn how to generate data in an efficient and timely manner.

COURSE OBJECTIVES

By the end of this course, participants will know how to:

- Use Power MIS tools to generate reports on PSAP activity, volume and performance
- Use the Configuration Module to customize reports
- Use Power MIS Report Generator to run, schedule, print, save and export call, incident and response reports.

TARGET AUDIENCE

This course is designed for PSAP Administrators or other individuals who are responsible for PSAP statistics. The learner would benefit from having attended the Power 911 User training course prior to MIS training.

COURSE DURATION

Up to 2 hours depending on options utilized

RECOMMENDED CLASS SIZE

This application can only be manipulated from one terminal for training. Class size should be limited, unless other means of training can be accommodated. (i.e. Wall projection in classroom, etc.)

Power MIS Administrator Training

COURSE CONTENT

Introduction to Power MIS

- Overview of data collection schedule
- Overview of features

Configuring Power MIS

- Introduction to the Configuration Module
- Selecting general Configuration Options
- Configuring shifts for report generation
- Configuring time windows for report generation
- Configuring performance ranges for report generation

Generating Reports using Report Generator

- Introduction to Report Generator
- Generating Call, Incident and Response reports
- Saving reports
- Printing reports
- Exporting reports
- Scheduling report generation
- Overview of reports available and configurable parameters

Retrieving Information with User Defined Filters

- Introduction to User Defined Filters
- Performing a query using various filters
- Generating a detailed report from a query
- Saving a report
- Printing a report

Power LVR Administrator Training

By the end of this course, participants will know how to:

- Understand the fundamentals and basic concepts related to Power LVR
- Locate, listen and copy recordings on hard-disk, DVD-RAM or archives
- Archive recordings
- Add new users
- Perform System Maintenance

Benefits

Understanding how to manage call recordings is essential to the Administrators ability to maintain an up to date Power LVR system. This hands-on course will teach the fundamentals of querying the system for recordings as well as system maintenance procedures.

Who Should Attend

This course is designed for PSAP Administrators who manage 9-1-1 Communications Centers.

Duration of Course

4 – 6 hours depending on features purchased.

Power LVR Administrator Training

Course Content

Fundamentals and Basic Concepts Related to Power LVR

- Tour of Power LVR modules
- The Archiver Module
- The Player Module
- The Recorder Module
- The Manager Module

Power LVR Procedures

- Logging in and out of Power LVR
- Shut down and Restart Power LVR
- Searching for recordings
- Selecting and playing recordings
- Create Bookmarks for recordings
- Copying a recording
- Entering catalog reference
- Entering memo reference
- Archiving recordings

System Maintenance

- Setting up user accounts
- Viewing alarms
- Cleaning DVD-RAMS drives

LifeLine 100 / Power 911 Installation & Maintenance

COURSE PURPOSE

The Lifeline 100 / Power 911 Installation & Maintenance course focuses on system architecture, system connectivity and interoperability as well as system verification. By the end of the course the learners will have installed a Lifeline 100 and Power 911 system and performed system verification testing.

COURSE OBJECTIVES

Upon completion of this course the Learners will be able to:

- List the various hardware and software components of Lifeline 100
- Define the various system reporting capabilities
- Trace the following:
 - Voice flow within the system
 - Data flow within the system
- Describe the Installation Process / Procedure
- Utilize the Maintenance Terminal Configuration Utility
- Define various Alarms and Indicators
- Utilize the Power911 Configurator Utility
- Install and configure Workstations with Power911
- Perform required System Maintenance Procedures

TARGET AUDIENCE

This course is designed for Technicians that need to Operate, Configure, and Maintain Positron Life Line Equipment.

COURSE DURATION

5 days

RECOMMENDED CLASS SIZE

Contact Positron Representative.

COURSE CONTENT

I. Introduction

- A. Course Objectives
- B. Course Outline
- C. Terms and Definitions

II. PSAP Functionality

- A. Selective Routing Databases (SRDB)
- B. ESN and MSAG
- C. Call Flow

III. System Overview

- A. Applications Overview
- B. System Architecture
- C. 1A2 System Architecture
- D. PBX System Architecture
- E. System Interoperability

IV. System Functional Description

- A. Software Architecture
 - 1. Software Components
 - 2. Software Functionality
- B. Telephony Interfaces
 - 1. LL100
 - 2. PBX Integration
- C. Call Handling (Power911)
 - 1. Configuration Overview
 - 2. Power911 Configurator
- D. System Call / Data Flow
 - 1. Admin. / Non-911 Flow
 - 2. 911 Flow

V. System Installation Overview

- A. Project Considerations
 - The Site Survey
- B. System Data Requirements
- C. Installation Process

VI. System Maintenance

- A. Preventive Maintenance
 - 1. Monthly
 - 2. Semi-Annual
- B. Corrective Maintenance
 - 1. Alarms and Indicators
 - 2. Core System Log Files (Telephony Interface, P911, PMAP, PMIS)
- C. Level 1 Fault Isolation
 - 1. Symptom Recognition
 - 2. Symptom Elaboration
 - 3. Listing of Probable Faulty Functions
 - 4. Localize Faulty Function
 - 5. Localize the Faulty Module
 - 6. Failure Analysis

Prerequisites:

911-Tutorial

Windows Operating System

M100 System Administration Course

On-Site Self-Maintenance Training

COURSE PURPOSE

Upon completion of this course the student will be able to maintain the Positron 911 system.

COURSE OBJECTIVES

Upon completion of this course the Student will be able to:

- Describe the various hardware and software components
- Trace the following:
 - Voice flow within the system
 - Data flow within the system
- Describe System Utilization (User Operation)
- Define various Alarms and Indicators
- Perform System Log-In / Log-Out Procedures
- Utilize the Power911 Configurator Utility
- Perform required System Maintenance Procedures

TARGET AUDIENCE

This course is designed for Technicians that need to Maintain Positron E911 Equipment.

COURSE DURATION

5 days

RECOMMENDED CLASS SIZE

Contact Positron Representative.

COURSE CONTENT

I. Introduction

- A. Course Objectives
- B. Course Outline
- C. Terms and Definitions

II. PSAP Functionality

- A. Selective Routing Databases (SRDB)
- B. ESN and MSAG
- C. Call Flow

III. System Overview

- A. Applications Overview
- B. System Architecture
- C. 1A2 System Architecture (as applicable)
- D. PBX System Architecture (as applicable)
- E. VIPER System Architecture (as applicable)
- F. System Interoperability

IV. System Functional Description

- A. Software Architecture
 - 1. Software Components
 - 2. Software Functionality
- B. Telephony Interfaces
 - 1. LL100 (as applicable)
 - 2. PBX Integration (as applicable)
 - 3. VIPER Systems (as applicable)
- C. Call Handling (Power911)
 - 1. Configuration Overview
 - 2. Power911 Configurator
- D. Location Determination (PowerMAP) (as applicable)
 - 1. Configuration Overview
 - 2. PowerMAP Configurator
- E. Resource Management (PowerMIS)
 - 1. Configuration Overview
 - 2. Power MIS Configuration
- F. System Call / Data Flow
 - 1. Admin. / Non-911 Flow
 - 2. 911 Flow

V. System Installation Overview

- A. Project Considerations
- B. System Data Requirements
- C. Installation Process

VI. System Maintenance

- A. Corrective Maintenance
 1. Alarms and Indicators
 2. Core System Log Files (Telephony Interface, P911)

Prerequisites:

911-Tutorial

Windows Operating System

M100 System Administration Course

Course Materials:

- Student Guide
- Supplemental Handouts