Pelco Expert Services
TRAINING SUPPORT

Product Features

- Customizable Training Services Available
  - VideoXpert™ Certified Solutions Specialist
  - Endura™ Certification
  - Digital Sentry® SRV Certification
  - Network Fundamentals I
  - Network Fundamentals II
  - System-Specific Customized Classes
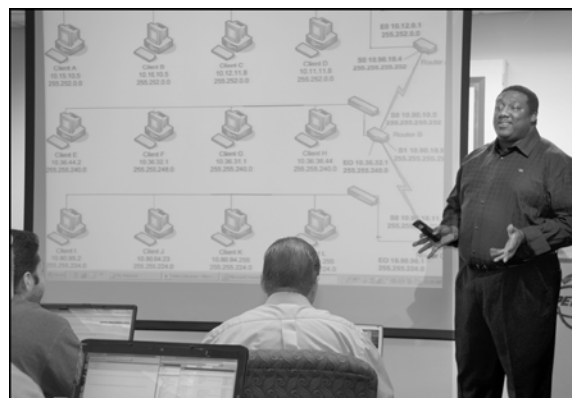- Customized, Value-Added Support

As security systems increasingly require higher levels of complexity in video security systems, Pelco by Schneider Electric offers a solution to minimize the burden on our system integrators. **Pelco Expert Services** offer specialized training services in a custom-tailored package that is easy to order. This fee-based high-level field training can be acknowledged as a value-added benefit to end-users. The combined knowledge of skilled integrators and Pelco's dedicated, well-trained Expert Services trainers ensures successful and effective video security installations.

Endura Certification

This **4-day course** provides instruction on key topics necessary to achieve Endura Certification, including Endura™ components, features, and functionality. The course conveys information about essential network requirements and best practices for designing a fault-tolerant Endura installation. A discussion of the environmental requirements for an Endura system is included. The hands-on portion of the course offers exercises in installing, configuring, and customizing an Endura system. Upon completion of the course, attendees are eligible to take the Endura Certified Professional certification exam. *Prerequisite:* The following e-learning courses are recommended before taking the Endura course: Megapixel Technology Basics, Sarix® IP Cameras, NET5400T Encoders for Endura.

Digital Sentry SRV Certification

This **2-day course** covers the new Digital Sentry® (DS-SRV) physical architecture, hardware, and software services. Students will be trained on the client interface, administration and configuration. Key product information will be presented in both lecture format and through the use of self directed student labs. Through the use of hands-on labs, students will install the DS7.x software on a clean Digital Sentry-SRV unit.

Network Fundamentals I

This **1-day course** explores the foundations of networking. Key topics include network protocols, topologies, and how devices are configured to work on the network. Hands-on labs include: how data flows through the network, basic IP addressing, and tools for troubleshooting. This course is intended for those who are new to networking.

Network Fundamentals II

This **2-day course** provides detailed instruction of networking technologies as they are applied to video security systems. Course topics include Ethernet signaling standards, advanced IP addressing, and routing of multicast traffic. Hands-on labs include: testing of VLANs (virtual local area networks) in a multi-switch environment, layer 3 network addressing, IP configuration, and routing unicast and multicast video transmissions. *Prerequisite*: It is recommended that students without fundamental IP knowledge take the Introduction to Networks online course at no charge and Network Fundamentals I.

System-Specific Customized Classes

Students learn about the specific Pelco equipment installed in their system during this **1- to 3-day course.** Operation and programming principles are discussed and demonstrated.

VideoXpert Certified Solutions Specialist

This three-day, lab-intensive training course provides the attendee with knowledge and skills to design, install, setup and operate the VideoXpert Video Management System. Modules include the different tiers of VideoXpert, its applications, components, features and functions. Designing VideoXpert systems is a key topic, and attendees will complete systems designs from typical site specifications. Attendees completing this certification course will earn the designation "VideoXpert Certified Solutions Specialist."

TERMS AND CONDITIONS

PRICING

- All services are charged at a daily rate, with a one-day minimum
- All prices are non-discountable, with the exception of customer participation in Partner Loyalty Programs
- Travel and expenses are charged separately based on actual costs, daily per diem, and hotel stays at the going rate for the location for standard hotels.

SCHEDULING

- Trips are based on schedules mutually agreed upon by Pelco by Schneider Electric and the system integrator. Advance notice is encouraged for best scheduling and lowest travel costs.
- Cancellations are subject to a fee.
- Standard working hours, 8:00 A.M. to 5:00 P.M. Services requested outside standard working hours are subject to a fee. Advanced notice is required for all Expert Services training requests.

TERMS AND CONDITIONS

- Training is to be performed as outlined in this document.
- Further training and support of the system is the responsibility of the system integrator unless additional service is purchased.

SYSTEM INTEGRATOR RESPONSIBILITY

- Verify that all aspects of the system are working correctly.
- Scheduling of students.
- Arrangements for access to the security system or a classroom for the setup of training equipment.
- All environmental conditions including air conditioning, cleanliness, and safety.
- Arrange to have a trained (or certified when appropriate) technician on-site to assist the Pelco field training provider.

RECOMMENDED MODELS

Use the following ordering codes to specify the desired Pelco Global Training Institute (PGTI) field training (FT) package. Contact your local Pelco representative to place an order today!

FTPGTI-ENDCERT	Endura Certification
FTPGTI-DSCERT	Digital Sentry SRV Certification
FTPGTI-NETFUN1	Network Fundamentals I
FTPGTI-NETFUN2	Network Fundamentals II
FTPGTI-CUST	System-Specific Customized Class
FTPGTI-VXCSS	VideoXpert Certified Solutions Specialist