Series 3200 E9-1-1 Telephone System Technical Training Course Description

The Series 3200 E9-1-1 Telephone System Technical Training course is designed for technicians. Utilizing a variety of theory, demonstration, and hands-on techniques, participants in this course learn to use basic features, program consoles, install the key service unit (KSU) and consoles, install optional equipment, and the basics of how 9-1-1 works. The course is three days.

Multiple hands-on exercises reinforce system installation and configuration, console operation, and programming. An end-of-class technical test measures knowledge gained on possible system configurations.

The content assumes a basic technical aptitude and familiarity with basic telephony line types and interfaces (punchdown blocks, etc.).

Products Covered

This class covers the following Zetron systems and products:

- Backroom equipment (KSU, line cards, station cards)
- Integrator 9-1-1™ - Server
- UMS - ZAM
- Integrator RS™
- Integrator 9-1-1™ - PC-based workstation
- Phone consoles (3230, 3240, 3299)
- Integrator IRR™
- Telephone Radio Headset Interface

Training Environment

Factory classes are taught at our facility in Redmond, WA, in a dedicated training environment on actual configured systems and consoles. Classes are kept small to allow each attendee hands-on access for a complete learning experience. Box lunches are provided on each full day of training.

Materials

On the first day of class, you’ll receive

- The Series 3200 E9-1-1 Telephone System Technical Training materials
- Relevant product manuals used in class

Class Topics

9-1-1 Call Concepts

- 9-1-1 call flow
- Call types: Wireline, Wireless & VoIP
- ALI Database
- MSAG and ESN

System Overview

- System Architecture
- KSU organization and default layout
Series 3200 E9-1-1 Telephone System Technical Training Course Description

- Line/trunk inputs
- System outputs
- Console phones, including Integrator 9-1-1
- Introduction to Series 3300

**Functional Overview**
- Operational Modes
- Integrator 9-1-1 screen design
- Functions and features
- Instant recall recording (IRR)

**Assemble Series 3200 Rack in Shop**
- Line Card shelf and cards
- Station Card shelves and cards
- ALI Controller
- Jumper settings
- Conference capabilities
- Inter-shelf connections
- Power supply
- System configuration with EPS

**System Management**
- Integrator Reporting System
- 911 Server – installation and configuration
- User Management System (UMS)
- Zetron Account Management (ZAM)

**Call Taker Position Setup in Shop**
- Integrator Suite software installation
- Software licenses
- PC installation and self-registration
- Phone console overview and installation
- Phone configuration with PPS
- Position level troubleshooting and maintenance

**Call Taker Position Options**
- Instant recall recording (IRR)
- Telecommunications device for the deaf (TDD)
- Alias Dial
- Hardware options

**Troubleshooting and Maintenance**
- Technical support installation tips
- System level troubleshooting
- Position level troubleshooting
- Maintenance

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**Hands-on Labs:**
- System operation
- Install line and station cards
- Program the ALI Controller with EPS
- Install and configure Integrator RS
- Install and configure Integrator 911 Server
- Install and configure UMS & ZAM
- Install and configure Integrator Suite Workstation
- Connect phone to KSU
- Use PPS to configure consoles
- Install Integrator IRR hardware
- Enable options in PPS
- Install and configure TRHI
- Test the assembled system
- Announcement card message recording
- Verify end-to-end interconnects and operability
- System build
System Build Exercise
• Install and configure the classroom equipment

End-of-Class Test
• Multiple choice, true/false, short answer questions

Terms and Conditions
Zetron makes every effort to deliver all scheduled classes, but we also reserve the right to reschedule or cancel classes at any time and to change instructors without notice. Zetron is not responsible for students’ travel or accommodation arrangements. Nearby hotel information, driving directions, and additional information are available at www.zetron.com.