

Training

Kentrox offers comprehensive product training through a combination of online and instructor-led courses. Instructor-led courses can be customized to meet the needs of your company and can be taught at any location or at a Kentrox facility. Courses combine informative lectures and demonstrations with hands-on activities. The instructors have extensive experience in telecommunications and training. Courses available include:

- Optima for System Administrators
- Optima for Users
- Remote for Users
- Remote for Administrators
- Polled Device Monitor

Optima for System Administrators training

Optima training for system administrators focuses on administering and maintaining your Optima system. Kentrox provides basic administration training and assistance as you build the system. When completed, you will have all the necessary skills and experience to grow the database and administer the system with confidence.

Prerequisites: A basic Linux administration background

Duration: Two days

Optima for Users training

Optima training for users discusses how to install the client software, configure the PC, and use Optima for navigation and remote access with Remote, Polled Device Monitor, or CrossPATH.

Inclusions: Preparation of one customer-provided PC with all user software and applications, Kentrox training will verify remote access connectivity to network elements using the customer-provided remote access, software, and PC, and prepared procedures for loading and using the software to remotely access the customer's network elements from Optima clients

Prerequisites: None

Duration: One day



Benefits of Kentrox Training

- Gain comprehensive Kentrox solution training
- Maximize learning by combining lectures with hands-on experience
- Master the Kentrox products and applications in a cost-effective course

Remote for Users training

This instructor-led course includes an overview of Remote, Remote RMX-3200, and Remote RMM-1400 and its applications. Participants will learn how to configure Remote using command line interface (CLI) commands through demonstrations and hands-on activities. Typical configurations of analog alarms, discrete inputs and outputs, and serial connections are covered.

Prerequisites: Familiarity with telecommunication terms and basic technologies is recommended

Duration: One day

Remote for Administrators training

This instructor-led course includes an overview of Remote, Remote RMX-3200, and Remote RMM-1400 and its applications. Participants learn how to configure Remote using command line interface (CLI) commands through demonstrations and hands-on activities. Configurations of analog alarms, discrete inputs/outputs, serial connections, and WAN connections are covered. Troubleshooting and diagnosis of actions, events, responses, and mediation connections are also discussed.

Prerequisites: Familiarity with telecommunication terms and basic technologies is recommended

Duration: Two days

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Polled Device Monitor training

The instructor-led Polled Device Monitor (PDM) onsite course provides basic training on configuring and maintaining the PDM application. Topics include accessing and configuring the Extend card, installing the PDM application and administration, configuring Device Definition Files and devices for use with PDM, how to use the PDM application, and backing up and restoring the Extend PDM application.

Prerequisites: Familiarity with telecommunication terms and basic technologies is recommended

Duration: One day

Other Kentrox service offerings

In addition to training, Kentrox service offerings include support and services agreements, deployment services, and professional services.

Support and Maintenance Agreements

Keep your network healthy and productive with Kentrox support and services agreements. The support and maintenance agreements provide hardware and software support and services with essential protection to help minimize downtime of your network and maximize performance.

The more complex and dynamic the network operating environment, the greater the likelihood of network outage. Key drivers of this complexity and the dynamics of the network are technology interoperability, in-house technical skills, and processes, procedures and tools you use to manage and monitor your network infrastructure. The Kentrox support and maintenance plans enable you to choose a plan tailored to your business needs and help you maximize your business efficiency, employee productivity, and return on investment (ROI).



Deployment Services

The extensive range of Kentrox deployment services ensures you'll maintain your implementation schedule. Kentrox offers the following deployment services:

- Project management
- Engineering and furnishing
- Installation
- Provisioning and turn up
- Site surveys

Professional Services

Kentrox offers a suite of value-added professional services to assist carriers in leveraging and optimizing their use of remote management and monitoring solutions. Professional Services available include:

- Optima application development
- Optima integration
- Optima system administration
- Custom services

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For more information, visit www.kentrox.com, email info@kentrox.com or call 800-733-5511 or +1 614 798 2000.