Pelco Professional Services

TRAINING SUPPORT

Field Training

Courses Available

- VideoXpert Certified Solutions Specialist
- VideoXpert Professional Installation, Operation and Administration
- Endura Certification
- Digital Sentry – DSSRV Certification
- VideoXpert Operator Training
- Network Fundamentals for Video Security

- VideoXpert Professional Installation, Operation and Administration – Virtual Classroom
- Network Fundamentals for Video Security – Virtual Classroom
- Network Switch Configuration – Virtual Classroom
- Digital Sentry – DSSRV Certification – Virtual Classroom

The security industry is evolving and increasing requirements for higher levels of complexity in video security systems can be challenging to our Partner. To minimize this burden, Pelco training offers a solution including Multi-Product Field Training. Pelco trainers are highly qualified technical professionals, bringing years of troubleshooting, real world application, and training experience to you. Many of the courses are lab-oriented which offers a high-quality, hands-on experience using the latest Pelco equipment.

VideoXpert Certified Solutions Specialist

This three-day lab-intensive training course provides participants with the knowledge and skills to design, install, setup and operate the VideoXpert Video Management System. Modules include the different tiers of VideoXpert, applications, components, features, and functions. Hands-on projects include commissioning, administration, operations, and integration with third-party systems. This course is suitable for all technical audiences who will be installing, configuring and commissioning VideoXpert systems. Prerequisite: Working knowledge of Microsoft Windows, PC operations, and IP Camera systems. Electronic learning modules are available for VideoXpert systems and components, camera systems, and networking technologies and can be accessed through the Pelco Learning Center.

VideoXpert Professional Installation, Operation and Administration

This two-day training course provides participants with knowledge and skills to design, install, set up, and operate the VxPro Video Management System. The course includes hardware and software review and complete licensing requirements. Participants will install, configure, and operate a VxPro system.

Endura Certification

This course provides instruction on the features and functionality of the devices and services that comprise the Endura video management system, including video sources, user interfaces, system management, and storage subsystems. A discussion of the environmental requirements for an Endura system is included. The hands-on portion of the course offers exercises in installing, configuring, customizing, and analyzing an Endura system. Prerequisites: This course assumes

the attendee is well versed in video security systems. Pelco provides courses for those who need more background before taking Endura Certification. A completed registration from the company you represent must be received prior to enrolling in the course.

Digital Sentry – DSSRV Certification

This two-day course examines the Digital Sentry DSSRV 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 DSSRV unit.

VideoXpert Operator Training

This four-hour training course provides the participant with knowledge and skills to operate the VideoXpert Video Management system through the Ops Center.

Network Fundamentals

This two-day course is designed to familiarize video security professionals with technologies and terminology used in IP networks as they apply to video security systems.   Prior to the class, participants will be sent an email with the necessary links. Prerequisite: It is recommended that students without fundamental IP knowledge take the Introduction to IP Networks online course at no charge.

VideoXpert Professional Installation, Operation and Administration – Virtual Classroom

This lab-intensive training course provides participants with the knowledge and skills to design, install, setup and operate the VideoXpert Professional Video Management System. Hands-on projects include commissioning, administration, operations, and integration with third-party systems. This course is suitable for all technical audiences who will be installing, configuring and commissioning VideoXpert systems. Participants will attend the class and complete lab activities on live system via Internet connection.

Custom Training

Training that is designed to meet special the requirements of training outside our listed courses.

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TERMS AND CONDITIONS
training services

Field Training - Training delivered at a customer-defined location (on-site, hotel, conference center, etc.) (TRNF)

Custom Training - Training outside of our defined courses. Customer-determined training location.

- Pelco Field Training pricing is based per class.
- All Custom training is based per person.
- Prices reflect accommodation of up to eight people per class. More than eight people will require a second course to be purchased.
- Training must be booked at least two weeks prior to the desired training start date. Training is subject to a 20% up-charge if booked within the two-week window.
- Training equipment will be shipped to training location to accommodate training. Operator training will be conducted on installed equipment at the customer site unless otherwise specified at the time of scheduling.
- Travel must be purchased with all Field Training. Travel fees are based on the number of days for each class and should be added appropriately on quote and order.

PRICING

- All classes are charged at a per class, per person rate.
- All Pelco Partners must pay for training with a Purchase Order.
- Non-partners must pay for training through the Pelco Learning Center with a credit card.
- Payment (Purchase Order or Credit Card) is due at the time of enrollment/scheduling.
- Standard discounts apply for all Pelco Partners.

SCHEDULING

- Pelco Partners can contact their local sales representative or Training Services to scheduled training.
- Non-Partners may purchase training through an authorized Pelco Partner or can contact Training Services at training@pelco.com or visit the Pelco Learning Center at training.pelco.com to purchase directly.
- Trips are based on schedules mutually agreed upon and approved by Pelco.
- Standard working hours, 8:00 A.M. to 5:00 P.M. Services requested outside standard working hours are subject to an additional fee.

CANCELLATION/REFUND POLICY

- Field Training course fees and travel fees will be refunded completely if withdrawal or cancellation is made 15 days prior to the session start date.
- A 20% of course fee plus day one travel will be charged if cancellation is made between one to 14 days prior to the session start date. Course fees and travel fees forfeited if canceled on day of course.

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RECOMMENDED MODELS

Use the following ordering codes to specify the desired Field Training Services. Please contact your local Pelco representative or Training Services at training@pelco.com to place a training order.

TRNF-VXCSS	VideoXpert Certified Solutions Specialist
TRNF-VXPRO	VideoXpert Professional Installation, Operation and Administration
TRNF-ENDCERT	Endura Certification
TRNF-DSCERT	Digital Sentry – DSSRV Certification
TRNF-VXOPR	VideoXpert Operator Training
TRNF-CUSTOM	Custom Training
FTRVL-FRSTAIR	First day of travel with air fare
FTRVL-FRSTLOCAL	First day of local training within 200 miles
FTRVL-FRSTAIR	Additional day of travel per additional day of training

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