

IPC

Training Programs for Customers



Connecting opportunities

Basic Administrator Role Training

This training program provides customers the ability to perform basic system administration. Areas of focus include: button layout, reporting, line management and alarm monitoring of their Unigy system based upon the permission set contained within the Basic Administrator role license.

Price

- \$6000 / attendee

Includes

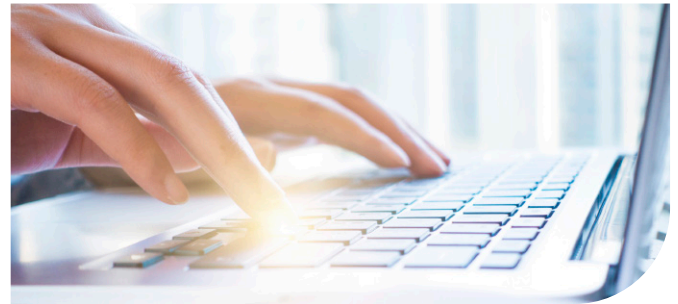
- Unigy Enterprise account with the following roles:
 - System Auditor
 - Basic Administrator
 - Includes account activation on customers enterprise
- IPC University account and Basic Administrator license eLearning
 - Courses represent training for primary tasks of Basic administrator.
 - IPC U account expires after 1 year (set in IPC U at time of account creation)
 - Access to "Unigy Enhancement Webinars" for duration of IPC U account

Prerequisites

- None

Recertification requirements

- No mandatory recertification of licensed Unigy role
- Upon expiration of IPC U account, customer will be notified of recommendation for annual subscription to keep them abreast of meaningful changes in product



Advanced Administrator Role Training

This training program provides customer the ability to perform more advanced system administration. Areas of focus includes: button layout, line/trunk administration, reporting, BCP management and alarm monitoring of their Unigy system based upon the permission set that is contained within the Advanced Administrator role license.

Price

- \$5000 / attendee

Includes

- IPC University:
 - Attendance to public ILT course with hands on training lab access and instruction
 - Extension of IPC University account duration to 2 years from completion of Adv admin class
- Unigy Enterprise:
 - Advanced Administrator role license generated & added to user account

Prerequisites

- Successful completion of Basic Administration eLearning
- UMS account with Basic Admin role

Recertification requirements

- (see Advanced Administrator – Recertification)



Advanced Administrator Role – Recertification

The Advanced Administrator role license has a lifespan of 2 years in the Unigy System. Recertification testing is required before IPC will re-set the expiration date of the role.

This recertification test is designed to verify that a previously certified individual is qualified to administer the system based upon the construct of permissions-workflows in the latest Unigy software.

Price

- \$1000 / attendee
- Recertification testing fee can be credited towards full Advanced Administrator training if applicant does not pass the recertification testing.

Includes

- IPC University
 - Extension of or reactivation of IPC U account for 2 years upon successful completion
 - Access to Basic Administrator eLearning courses
 - Access to Advanced Administrator eLearning courses
 - Advanced Administrator role license generated & added to user account

Prerequisites

- Active IPC U account
- Recertification will be performed on the latest GA software. Applicants need to have obtained Advanced Administration certification for current GA Unigy version or last two major releases.

Recertification requirements

- TBD

IPC Media Recorder (IMR) Administrator

Price

- Public Session - \$1500 / attendee

Includes

- One day webinar - Covers basic Administration of IMR recording system

NTR Administrator

Price

- Public Session - \$1500 / attendee

Includes

- One day webinar - Covers basic Administration of NTR recording system



New Training Programs for 2021



IPC University Annual Subscription

The subscription gives individuals access to all new Training content that is posted to the E-Learning site

Price

- \$1000 / per user

Includes

- Extension of IPC University access for 1 year beyond the current expiration date or subscription purchase date, whichever is later
- Access to all new Unigy content posted on the site
- Quarterly E-Learning newsletter and updates
- 1 FOC Unigy Update Webinar.
 - 50% discount on additional Webinars
- 50% discount on the Advanced Admin Recertification course

UMS Introduction – Basic Reporting & Monitoring

This training program provides customer the ability to perform basic reporting and monitoring of their Unigy system.

Price

- Public Session - \$1000 / attendee
- Individual customer class – Price upon request

Includes

- Introduction to UMS webinar (half day)
 - Walk through of UMS, reporting tool and key features
 - Agenda:
 - Intro to Unigy
 - Simple Alarm understanding – severities, descriptions
 - Documentation – review of Xchange
 - Also send soft copy of alerts documents
 - New portal review
 - Additional items TBD
 - Unigy Enterprise account with the System Auditor role (read-only access to UMS)

UMS Introduction – Basic Reporting & Monitoring cont.

Prerequisites

- The individual must have an active IPC Xchange account
- Individuals must have been assigned the Auditor or System Auditor role license.
- Basic "Theory of Ops" docs to be sent to attendees for review prior to session

Notes

- This program does not provide the individual with access to IPC University

Continuing Education (CE) – Mass Edit Client

This training, which is part of the IPC University "Continuing Education" series, provides attendees with base line knowledge of the Mass Edit Client tool. Attendees will learn how to: download the client, export data for review, modify existing data or create new data for various Unigy panes. Attendees will obtain hands on practice in a lab performing updates with the Mass Edit Client tool.

Price

- Public Session - \$2000 / attendee
- Individual customer class – Price upon request

Includes

- IPC University:
 - Attendance to public ILT course with hands on training lab access and instruction

Prerequisites

- Successful completion of Basic Administration eLearning or Advanced Administrator ILT course
- Current Unigy Basic or Advanced Admin licensed role
- Basic "Theory of Ops" docs to be sent to attendees for review prior to session

Recertification requirements

- N/A

Unigy Update Webinars

Webinars designed to provide customers with updates on new Unigy features, toolset changes and operational best practices. Webinars are available to customers with active IPC U accounts

Price

- TBD based upon the course

Focus Areas

- Feature updates
- Toolset updates
- Patch / hotfix details
- System management best practices



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