CUSTOMER ON-SITE AND SIERRA WIRELESS-BASED TRAINING OFFERINGS

Booking Customer On-site Training

On-site training events at a suitable customer training location are available with a two-day minimum booking, and the days can be made up of any of the available courses listed below. A training day is considered to be 7 hours, and a half day is 3.5 hours. The two-day minimum booking is per event at a single location and the days may not be split up without explicit agreement.

Training events are to be booked using the Two-day Training Event part number (SKU 9010133), with the option of adding additional days using the On-Site Training Daily Rate part number (SKU 9010134). Events may be booked for up to three training days per week, or four with the agreement of the training manager.

Actual dates for customer on-site training events must be confirmed with the Sierra Wireless Solutions Training Manager to ensure availability. Sierra Wireless-based training is regularly scheduled, and dates and courses are available from Sierra Wireless inside sales.

Customer Site and Sierra Wireless Course Offerings

The following courses can be scheduled to be delivered at an appropriate customer location and may also periodically scheduled to be run at the Sierra Wireless offices in Richmond, BC Canada.

IMS101: MGOS System Administrator and Operator Training

This two-day training includes complete theory and mechanics of operation, hands-on MGOS configuration and troubleshooting exercises, AM/AMM operation training for system management and reporting, configuration and deployment, and system and individual gateway troubleshooting.

After completing this training, your IS/IT personnel will be familiar with all aspects of your mobile information and networking system, able to manage and configure individual or groups of gateways, able to assess system and gateway operational health, and provide reports and reporting instruction for fleet, operations, and IT management.

This course is available onsite for up to eight employees. The syllabus for this training session is as follows:

Title	Content
The MGOS Solution Overview	Introduces the general theory of operation and individual components, including typical installation scenarios and use cases.
MGOS Overview	Describes access to and general configuration of the gateway, including physical and logical interfaces, default settings, and theory of operation.
AM or AMM Overview	Describes access to and general functions of the AM or AMM web portal, including URLs, users and passwords, installation scenarios, and general navigation.
oMG/MG90 Installation Overview	Introduces placement, orientation, general wiring, and clearances of the vehicle gateway.

Antenna Overview	Introduces the types of antennas and connectors used by MGOS devices.
MGOS Configuration Deep Dive	In-depth screen by screen configuration of an MGOS gateway.
MGOS Configuration Labs	Hands-on session working with selected MGOS configuration options.
MGOS Support and Maintenance	Hands-on session for MGOS troubleshooting, resetting, software installation, and upgrading.
MGOS Backup and Restore	Hands-on session backing up and restoring MGOS configurations, which is often the most straightforward way to deploy MGOS gateways in small fleet environments.
AM/AMM Deep Dive	In-depth discussion of using and customizing the AM or AMM, including custom alerts, ad-hoc and scheduled reporting, and available modules.
AM/AMM Troubleshooting	Specific and detailed review of relevant AM or AMM customization and reports relevant to IT personnel.
AM/AMM Labs for IT Personnel	Hands-on session exploring customization and reports using actual own or preconfigured data targeted to IT support topics.

IMS102: MGOS Advanced System Troubleshooting and Deployment

This one-day hands-on course is for IT staff with significant experience with the MGOS Solution, to address specific issues being brought up and advanced troubleshooting and health assessment tools and procedures.

If delivered onsite for a single organization, the training will center on that particular organization's mobile network environment.

IMS103: MG Certified Installation Training and Configuration Overview

This one-day training is targeted to dealers wanting to install the oMG/MG90 and covers the overall solution at a high level and installation-related topics in great detail. Participants should have general computer skills and significant experience with installing devices and antennas in vehicles, including cable routing and power connections.

At the conclusion of the course, participants will receive a completion certificate and will be ready to install the oMG/MG90 for customers.

The syllabus for this training session is as follows:

Title	Content
The MGOS Solution Overview	Introduces the general theory of operation and individual components, including typical installation scenarios and use cases.
oMG/MG90 Overview	Describes access to and general configuration of the oMG/MG90, including physical and logical interfaces, default settings, and theory of operation.
MGOS Backup and Restore	Hands-on session backing up and restoring MGOS configurations, which is often the most straightforward way to deploy gateways in small fleet environments.

oMG/MG90 Installation Overview	Introduces placement, orientation, general wiring, and clearances of the oMG and/or MG90.
oMG/MG90 Installation Details	In-depth discussion of placement, wiring advanced topics including ChargeGuard and Shore Power.
Antenna Overview	Introduces the types of antennas and connectors used by oMG/MG90 units.
Antenna Details	In-depth discussion of antenna placement, FCC requirements.
AM/AMM Overview	Describes access to and general functions of the AM or AMM web portal, including URLs, users and passwords, installation scenarios, and general navigation.

IMS104: Mobility VPN Configuration and Management with ACM

This one-day training includes configuration, backup, upgrade, and troubleshooting of the ACM VPN manager along with adding or removing VPNs for new or retired gateways.

If delivered onsite for a single organization, the training will center on that particular organization's ACM configuration. If delivered at our training center, it will cover a generic ACM system.

IMS105: MGOS Solution Training for Managers

This high-level half-day overview introduces the complete MGOS system in order to set the context, and then focuses exclusively in the management and reporting features relevant to management of fleets, personnel and dispatch, and telecom and IT.

At the end of this session, managers will have an understanding of the overall MGOS system functions, and a good sense of the reporting capabilities that can assist them in their duties. The focus of this course is on report type and content, more so than on the details and mechanics of running reports.

This course is ideally delivered as part of a large-scale deployment, after a pilot group has already generated some data and the division of responsibilities (gateway support and troubleshooting, network configuration, and network/data security) have already been mostly worked out.

This training is targeted to a half-day session, and the syllabus is as follows:

Title	Content
The MGOS Solution Overview	Introduces the general theory of operation and individual components, including typical installation scenarios and use cases.
MGOS Mobile Network Overview	For a deployed solution, this provides an overview of how the MGOS solution has been set up and deployed for the specific organization and the features provided by that configuration.
AM/AMM Overview	Describes access to and general functions of the AM or AMM web portal, including URLs, users and passwords, installation scenarios, and general navigation.
AM/AMM Reporting Overview	Describes the general areas of reporting available in the AM or AMM and the parts of the enterprise most likely to benefit from the available reports.

MGOS Support Options	Describes some options of how the MGOS solution support can be distributed across and organization, with the understanding that every organization is unique and what works for some doesn't work for others.

IMS106: MGOS System Triage and Diagnosis

This half-day course is designed for the people who will be providing only first-line support for the MGOS mobile networking solution. This training will prepare them for interacting with both the users and devices (oMG/MG90) in the field, the centralized web-based management server (AM or AMM) and how it can be used to connect to and diagnose individual gateways.

The emphasis of this course is identifying the general area of problems, dealing immediately with common issues, and knowing where to direct or assign more complex problems. It starts by outlining how the system is designed to operate in order to provide a framework for understanding what can go wrong.

This course is a subset of the *IMS101: MGOS System Administrator and Operator Training* course and should not be added for the same audience if the more complete training is being included.

The syllabus is as follows:

Title	Content
The MGOS Solution Overview	Introduces the general theory of operation and individual components, including typical installation scenarios and use cases.
oMG/MG90 Overview	Describes access to and general configuration of the oMG/MG90, including physical and logical interfaces, default settings, and theory of operation.
Triage and Problem identification	Describes the tools available for fast problem identification and diagnosis
AM/AMM for Troubleshooting	Describes access to and general functions of the AM or AMM web portal, specifically with respect to identifying probable causes of problems with individual gateways.
Accessing Sierra Wireless Support	Prepares the support staff for how to collect a general set of information in order to engage the Sierra Wireless support team when extra help is required.

INCLUDED AND ADDITIONAL ITEMS

For Customer On-Site Training

The cost of training includes the travel expenses of the instructor and course materials according to the course descriptions. The cost of training does not include any optional equipment, which would at a minimum include shipping and handling expenses and must be explicitly included in the training contract.

For Sierra Wireless (Richmond, BC) Training

The cost of training at the Sierra Wireless offices includes the course costs and access to required equipment and resources. The customer is responsible for all travel, accommodation and meal costs. Note that a passport will be required for all US citizens as this is a Canadian location.

TRAINING CLASSROOM REQUIREMENTS

Classroom Setup

To perform classroom training, we require the following:

- Either classroom or boardroom setup, with power connections at instructor and student stations
- Network/Internet access for instructor and students
- Internet access for gateways, whether by installed cellular modems and activated SIM cards, Wi-Fi access, or both
    - If using cellular connections, classroom must allow for sufficient signal strength
    - If using Wi-Fi access, we require Wi-Fi antennas and SSID/password for access
- A projector and screen are required. Sierra Wireless can provide a projector with advance notice.
- A whiteboard or flip chart on stand are required.

Network (Firewall) Port access

If outgoing ports are normally restricted, the following ports must be opened for full functionality:

Incoming/Outgoing	Port	Protocol	Notes
Outgoing	1501	TCP	Required for MGOS-AM/AMM registration without management tunnel
Outgoing	1194	UDP	Required for MGOS-AM/AMM registration with management tunnel
Outgoing	8080	TCP	Required to log in to AM/AMM
Incoming	5900	TCP	Required to backup configuration
Outgoing	2222	UDP	Required for remote ACM programming

Required Equipment

In order to do hands-on configuration and troubleshooting exercises, the following equipment will be required:

- One oMG/MG90 per two students (minimum) plus one for instructor, all with desktop AC power supplies
    - If gateways or power supplies are not readily accessible, arrangements can be made to provide them given sufficient notice (shipping charges may apply)
- Some form of Cellular and Wi-Fi antennas, per gateway
- Laptops for students, at least one per two students (same number as student gateways)
    - If laptops are governed by group policy, then note that we require wired Ethernet access to gateways where the laptop NIC can accept an assigned IP address (DHCP)

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[i] Travel is included in all quotes based on average travel costs within North America. For customers outside North America, please contact your Sierra Wireless Partner or Regional Sales Manager for more information or to obtain a quotation.

Contact Us

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