

AirLink Professional Services Training Offerings

WEB-BASED REMOTE TRAINING OFFERINGS

Sierra Wireless is able to provide remote interactive web-based training on any aspect of the AirLink offering, scheduled to fit into your organization's needs. While most courses are focused on the MGOS/AM/AMM/ACM platform, any of the offerings can be tailored to suit your needs, and can address any aspect of our product offerings. The most common sessions are listed below, along with time estimates. Remote training can be purchased in minimum 1 hour blocks, and can be scheduled in 1-2 hour sessions. We recommend not scheduling more than 2 hours at a time without a break.

Many topics can be covered with web-based remote training sessions, which are conducted by the Sierra Wireless corporate trainer. Our trainer has hands-on experience with large and small customers in new implementations of mobile or fixed deployments as well as upgrades from previous generations of equipment and configuration refreshes.

Booking Web-based Training

When you purchase web-based remote training, you may select any of the standardized course offerings or work with our training manager to define the agenda and syllabus to be specific for the needs of your organization. There is no additional cost for customized training as long as it does not require custom course development.

Common Remote Course Sessions

IMSW1: MGOS System Introduction (1 hour)

This session introduces all the individual elements of the MGOS solution: the mobile gateway, web management interface, VPN concentrator, and services that coordinate how the components work together. It includes an overview of the gateway configuration interface (LCI) and the web management portal (AM or AMM), common network architectures, and the omgservice DNS service. It does not provide in-depth view to the interfaces but is intended as an introduction.

Intended audience: All

IMSW2: MGOS In-depth Configuration (1 hour or 2 hours)

This session is an intensive investigation into the web-based LCI interface, which is used for customizing and configuring the individual MGOS gateways. It includes:

- Connecting and logging in to the LCI locally or through the AM or AMM
- Setting up WAN and LAN interfaces, LAN segments and addressing
- LAN Wi-Fi Access Point and wired Ethernet security options
- Link policies for prioritizing WAN links
- Password best practices
- Troubleshooting using log files and UI-based tools
- Backing up, restoring, and using golden master configurations

Note: This session can be accomplished with little interaction in one hour, but if you have a configuration and are orienting new staff to the capabilities of the MGOS solution we recommend booking a two-hour session to allow reviewing the current configuration as well as exploring other possibilities.

Intended audience: IT/IS personnel

IMSW3: Reporting on System Usage and Health (1 hour or 2 hours)

The AM/AMM web portal provides reporting capabilities useful for IT and network staff, fleet and operational management, and organizational management and HR/IA staff. This session explores the rich reporting tools available in the AM or AMM and how to use them for maximum benefit. It also explores security and privacy aspects of the information available and how your organization may need to consider managing access to the reports available.

Specific topics include:

- Geographic reporting for management, operations and dispatch
- Network coverage, stability and uptime for operations and IT
- Telemetry options for fleet and operations management
- Remote access to gateways and hosts using the AMM and Total Reach
- Remote access and configuration capabilities for IT

Note: This session can be accomplished with little interaction in one hour, but if you are orienting new staff to the capabilities of the MGOS solution we recommend booking a two-hour session to allow reviewing the current configuration as well as allowing more time for discussion and exploring options.

Intended audience: Any or all of IS/IT analysts or management, fleet/operations management, organizational management, dispatch (content can be customized to best suit any specific audience)

IMSW4: Geographic Reporting and Geofencing with Tracker (AMM)

This remote session provides an in-depth introduction to creating and managing Geofences (Zones) and using those zones in historical reporting and real-time actions configurable in the AMM.

Specific topics include:

- Geographic reporting for management, operations and dispatch
- Network coverage, stability and uptime for operations and IT
- Telemetry options for fleet and operations management

Contact Us

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