



2012 Course Catalog

About Compass



Our Philosophy

Compass Business Solutions is an authorized Cisco Learning Partner focused on TelePresence and video-conferencing training. We have been working with Tandberg University, now Learning at Cisco, and others in the video communication industry since 2006 to develop and deliver technical and user training to installers, field and sales engineers, I.T and telecommunication staff, and to those that actually use the equipment.

Our mission is to make video communication training globally accessible and relevant, and our philosophy is that training should be convenient and provided by somebody who knows how the products are used. It's not just about the technology, it's also about what you do with it.

COURSE OFFERINGS

Public Courses

Compass makes training accessible by hosting public classes in major cities. Anyone can attend these sessions by registering online or calling us to register. These classes are typically designed to help prepare students for certification testing.

Private Courses

We can also provide private training sessions at your facility or in a rented event room. Customers can choose manufacturer certified curriculum, or our instructors can focus on topics of interest to help customers with their specific video application.

Online Course

For those who need access to user training on current products, technical training on products that are no longer manufactured or previous software versions of today's products, online training provides recorded instructor sessions and lab demos.

Using & Adopting Technology

Learning how to use and support your technology purchase leads to faster adoption of the technology and a faster return on investment (ROI). By communicating how the technology was meant to be applied to your business, promoting internal awareness, and implementing best practices for using and supporting your video communication equipment, a typical 5-year technology ROI can be reduced to 2.5 years or less. How do we know this? Our employees have been helping customers to use video to improve their business since the early 1990's.

Compass can help you to point your technology in the right direction.

COMPASS BUSINESS SOLUTIONS
2850 W. HORIZON RIDGE PKWY SUITE 200
HENDERSON, NV 89052

P: 760-688-4045
F: 702-446-8092

WWW.COMPASSPROGRAM.COM
TRAINING@COMPASSPROGRAM.COM

PAIATVS1 (TVS1)



Course Description

TVS1 is a 5 day practical based course concentrating on the operation, installation, configuration maintenance and troubleshooting of the Cisco TelePresence C Series codecs, Cisco TelePresence MCUs and Cisco TelePresence Management Suite. In addition, this course covers the basic configuration of the Cisco TelePresence Video Communication Server to get your network up and running.

As well as setting up your network, you will also use TMS and VCS to troubleshoot your network. Instructors will simulate faults on all equipment giving students the chance to put troubleshooting skills into practice.

Learning Objectives

CISCO TELEPRESENCE SYSTEM INTEGRATOR C SERIES ENDPOINTS

Upon completing this training, you will be able to locate support documentation for Cisco TelePresence System Codec C90, as well as install, operate, configure, maintain, and troubleshoot Codec C90. This ability includes being able to meet these objectives:

- Operate the Codec C90
- Locate documentation
- Set up, connect, and perform an initial operations check
- Modify device configuration settings
- Maintain the software
- Troubleshoot common errors and faults in a telepresence system

CISCO TELEPRESENCE MANAGEMENT SUITE

Upon completing this training, you will be able to install, operate, configure, maintain, and troubleshoot the Cisco TMS. This ability includes being able to meet these objectives:

- Operate the Cisco TMS
- Install and upgrade the Cisco TMS
- Describe several SQL management tasks and how SQL is used by the Cisco TMS
- Manage zones on the Cisco TMS
- Manage permissions on the Cisco TMS
- Explain the components of the Cisco TMS and how they operate; you will know how to troubleshoot the different problems that occur with the Cisco TMS

Quick Reference

This course introduces the student to Cisco's TelePresence Video Solution by covering all the base terminology and technology associated with video conferencing and focusing on C-series endpoints, VCS, MCUs, and TMS.

\$4,000 or 40 Cisco Learning Credits

CISCO TELEPRESENCE MULTIPOINT CONTROL UNIT

Upon completing this training, you will be able to install, operate, configure, maintain, and troubleshoot the Cisco TelePresence MCU. This ability includes being able to meet these objectives:

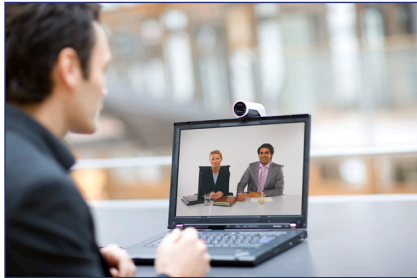
- Set up the MCU and find relevant documentation
- Configure the MCU to interact with other video-conferencing devices
- Operate the MCU, including creating conferences, changing layouts, and monitoring statistics of conferences
- Customize the settings of the MCU for a particular user base
- Manage global conference and template settings
- Back up, restore, and upgrade the configuration and software on the MCU
- Troubleshoot common errors and faults that are related to the conferences that are managed by the MCU

CALL CONTROL FOR THE CISCO TELEPRESENCE VIDEO COMMUNICATION SERVER

Upon completing this training, you will be able to understand the call-control protocols, and you will be able to install, operate, configure, maintain, and troubleshoot the Cisco VCS. This ability includes being able to meet these objectives:

- Explain the protocols and call-routing strategies of video conferencing, and install the Cisco VCS
- Configure the Cisco VCS
- Backup and restore the configuration

PAIATVS1 (TVS1)



Class Schedule

Minneapolis, MN

January 9 - January 13
Crowne Plaza Bloomington
5401 Green Valley Dr.
Bloomington, Minnesota 55437

Irvine, CA

January 9 - January 13
Ascolta Irvine Office
2351 McGraw Ave.
Irvine, CA 92614

Boston, MA

January 16 - January 20
Embassy Suites Boston
Logan Airport
207 Porter St.
Boston, MA 02128

Chicago, IL

January 23 - January 27
Homewood Suites by Hilton
Chicago Downtown
40 E. Grand Ave.
Chicago, IL 60611

Bellevue, WA

January 30 - February 3
Cisco Bellevue Office
500 108th Ave, NE
Suite 500
Bellevue, WA 98004

Orlando, FL

February 6 - February 10
Hilton Orlando
Altamonte Springs
350 North Lake Blvd.
Altamonte Springs, FL 32701

Houston, TX

February 13 - February 17
Hilton Garden Inn Houston
Galleria Area
3201 Sage Rd.
Houston, TX 77056

Toronto, ON

February 21 - February 24
Cisco Toronto Office
Bay Wellington Tower
Brookfield Place 181
Bay Street, Suite 3500
Toronto, ON M5J2T3

Irvine, CA

February 21 - February 24
Ascolta Irvine Office
2351 McGraw Ave.
Irvine, CA 92614

Reston, VA

February 27 - March 2
Sheraton Reston Hotel
11810 Sunrise Valley Dr.
Reston, VA 20191

Doylestown, PA

March 5 - March 9
KBZ Communications
2003 S. Easton Rd Suite 308
Doylestown, PA 18901

Salt Lake City, UT

March 5 - March 9
Salt Lake City Marriott
Downtown
75 South West Temple
Salt Lake City, UT 84101

Santa Clara, CA

March 12 - March 16
Embassy Suites Santa Clara
Silicon Valley
2885 Lakeside Dr.
Santa Clara, CA 95054

Pearl Harbor, HI

March 12 - March 16
Fleet Conference Center
Building 89
Ford Island

New York, NY

March 19 - March 23
TBD

Irvine, CA

March 26 - March 30
Ascolta Irvine Office
2351 McGraw Ave.
Irvine, CA 92614

Anchorage, AK

April 2 - April 6
TBD

Atlanta, GA

April 9 - April 13
TBD

Austin, TX

April 16 - April 20
TBD

Las Vegas, NV

April 16 - April 20
Hilton Garden Inn
Las Vegas Strip South
7830 South Las Vegas Blvd
Las Vegas, NV 89123

Calgary, AB

April 23 - April 27
TBD

Tampa, FL

April 30 - May 4
Hilton Tampa Airport
Westshore
2225 N. Lois Ave.
Tampa, FL 33607

Denver, CO

May 7 - May 11
TBD

New York, NY

May 14 - May 18
TBD

Doylestown, PA

May 21 - May 25
KBZ Communications
2003 S. Easton Rd Suite 308
Doylestown, PA 18901

Chicago, IL

May 29 - June 1
Homewood Suites by Hilton
Chicago Downtown
40 E. Grand Ave.
Chicago, IL 60611

PAIATVS2 (TVS2)



Course Description

TVS2 is a five day class focused primarily on the Cisco TelePresence Video Communication Server. Students will really get to grips with the configuration of the VCS in more complex network environments including firewall traversal, clustering, zoning and subzoning. In addition, students will use functions of the VCS to control access and bandwidth and use transforms, call policy and FindMe™.

Students will use the Cisco TelePresence Management Suite and VCS to provision E20 and Movi users. The course also includes an introduction to the Cisco TelePresence Server, Cisco TelePresence MSE8000 system the TIP protocol, and Cisco TelePresence Content Server.

At the end of the 5 day course students will be able to install, configure, maintain and troubleshoot the Cisco TelePresence Video Communications Server including Provisioning. In addition students will be able to operate the Cisco TelePresence Server and TCS.

Quick Reference

This course offers in-depth coverage of the Cisco TelePresence Solution.

Students will review advanced VCS topics, Movi, TCS, and TelePresence Server overview.

\$4,000 or 40 Cisco Learning Credits

Learning Objectives

CISCO TELEPRESENCE SERVER AND THE TELEPRESENCE INTEROPERABILITY PROTOCOL

Upon completing this training, you will be able to locate support documentation, install, upgrade, and troubleshoot the Cisco TelePresence MSE 8000 and Cisco TelePresence Server, understand the use of TIP, and describe the interoperation between TIP and Session Initiation Protocol (SIP) endpoints. This ability includes being able to meet these objectives:

- Locate documentation for the MSE 8000 and describe the MSE 8000 hardware, including chassis, back plane, power requirements, fans, and card slots
- Describe the features of the Cisco TelePresence Server
- Describe the interoperation between TIP and the Cisco TelePresence Server

CISCO TELEPRESENCE CONTENT SERVER

Upon completing this training, you will be able to meet these objectives:

- Describe the features and functions of the Cisco TelePresence Content Server
- Explain the recording operation of the Cisco TelePresence Content Server
- Explain clustering of Cisco TelePresence Content Servers

Upon completing this training, you will be able to identify call control protocols as well as install, operate, configure, maintain, and troubleshoot the Cisco VCS. This ability includes being able to meet these objectives:

- Define the protocols and call routing strategies of video conferencing
- Define security and registration policy on the Cisco VCS
- Configure and manage zones, subzones, and traversal zones on the Cisco VCS
- Configure and manage traversal zones on the Cisco VCS
- Manage call policy using transforms and allow and deny lists on the Cisco VCS
- Configure and manage FindMe™ to route calls to user locations
- Configure and manage search rules on the Cisco VCS
- Describe how to locate and collect troubleshooting data for Cisco TAC support calls
- Configure and manage LDAP for user authentication
- Describe regular expressions and how to use them in call control transforms
- Identify how to use DNS and ENUM for call addressing transforms
- Configure and manage clustering for redundancy of the Cisco VCS services

PAIATVS2 (TVS2)



PROVISIONING

Upon completing this training, you will be able to explain provisioning and how to configure videoconferencing solution components. This ability includes being able to meet these objectives:

- Locate provisioning documentation on the Cisco website
- Describe the provisioning registration process for the Cisco VCS, TMS, Movi, and E20 clients
- Configure the Cisco VCS and Cisco TMS for provisioning and registration
- Describe and provision user accounts and dial plans
- Enable you to troubleshoot provisioning components and repair problems



Class Schedule

Minneapolis, MN

January 16 - January 20
Crowne Plaza Bloomington
5401 Green Valley Dr.
Bloomington, Minnesota 55437

Irvine, CA

January 16 - January 20
Ascolta Irvine Office
2351 McGraw Ave.
Irvine, CA 92614

Boston, MA

January 23 - January 27
Embassy Suites Boston
Logan Airport
207 Porter St.
Boston, MA 02128

Chicago, IL

January 30 - February 3
Homewood Suites by Hilton
Chicago Downtown
40 E. Grand Ave.
Chicago, IL 60611

Bellevue, WA

February 6 - February 10
Cisco Bellevue Office
500 108th Ave, NE
Suite 500
Bellevue, WA 98004

Orlando, FL

February 13 - February 17
Hilton Orlando
Altamonte Springs
350 North Lake Blvd.
Altamonte Springs, FL 32701

Houston, TX

February 20 - February 24
Hilton Garden Inn Houston
Galleria Area
3201 Sage Rd.
Houston, TX 77056

Toronto, ON

February 27 - March 2
Cisco Toronto Office
Bay Wellington Tower
Brookfield Place 181
Bay Street, Suite 3500
Toronto, ON M5J2T3

Irvine, CA

February 27 - March 2
Ascolta Irvine Office
2351 McGraw Ave.
Irvine, CA 92614

Reston, VA

March 5 - March 9
Sheraton Reston Hotel
11810 Sunrise Valley Dr.
Reston, VA 20191

Doylestown, PA

March 12 - March 16
KBZ Communications
2003 S. Easton Rd Suite 308
Doylestown, PA 18901

Salt Lake City, UT

March 12 - March 16
Salt Lake City Marriott
Downtown
75 South West Temple
Salt Lake City, UT 84101

Santa Clara, CA

March 19 - March 23
Embassy Suites Santa Clara
Silicon Valley
2885 Lakeside Dr.
Santa Clara, CA 95054

Pearl Harbor, HI

March 19 - March 23
Fleet Conference Center
Building 89
Ford Island

New York, NY

March 26 - March 30
TBD

Irvine, CA

April 2 - April 6
Ascolta Irvine Office
2351 McGraw Ave.
Irvine, CA 92614

Anchorage, AK

April 9 - April 13
TBD

Atlanta, GA

April 16 - April 20
TBD

Austin, TX

April 23 - April 27
TBD

Las Vegas, NV

April 23 - April 27
Hilton Garden Inn
Las Vegas Strip South
7830 South Las Vegas Blvd
Las Vegas, NV 89123

Calgary, AB

April 30 - May 4
TBD

Tampa, FL

May 7 - May 11
Hilton Tampa Airport
Westshore
2225 N. Lois Ave.
Tampa, FL 33607

Denver, CO

May 14 - May 18
TBD

New York, NY

May 21 - May 25
TBD

Doylestown, PA

May 29 - June 1
KBZ Communications
2003 S. Easton Rd Suite 308
Doylestown, PA 18901

Chicago, IL

June 4 - June 8
Homewood Suites by Hilton
Chicago Downtown
40 E. Grand Ave.
Chicago, IL 60611

PAIETVS (Express)



Course Description

Express is a 2 day lab for Cisco resellers focused on installing and operating the Cisco TelePresence C Series endpoints, Cisco TelePresence Video Communication Server, Cisco TelePresence MCU range and Cisco TelePresence Management Suite.

THIS COURSE HAS 3 LEARNING COMPONENTS:

Online Prerequisites - Cisco TelePresence Basics (Online), Using TelePresence: Setup and Operation (Online)

TelePresence Video Field Engineer for Express ELT (PATVFEE) elearning program which covers how to operate and install the main endpoint and infrastructure components with in depth videos with a real how to approach.

Implementing Express TelePresence Video Solutions ILT (PAIETVS) instructor-led, two-day classroom lab workshop enabling students to put into practice what was learned in the online components of the course.

Learning Objectives

At the end of the course students will be able to:

- Operate a Cisco TelePresence System Codec C Series
- Install a Cisco TelePresence System Codec C40
- Configure a Cisco TelePresence System Codec C40
- Configure the basic H.323, SIP and Interworking settings on the Cisco TelePresence Video Communication Server
- Back up the Cisco TelePresence Video Communication Server
- Review how to set up a firewall traversal link between a pair of Cisco TelePresence Video Communication Servers
- Install a Cisco TelePresence MCU
- Configure a Cisco TelePresence MCU
- Operate a Cisco TelePresence MCU
- Operate the Cisco TelePresence Management Suite

Quick Reference

This extended lab class follows the online class offered online by Cisco.

Lab exercises include installation and operation of C-series endpoints, VCS.

MCUs, and TMS.

\$1,600 or 16 Cisco Learning Credits

Course Schedule

TBD

Schedule a private session by calling 1 (760) 688-4045

PAITVIS (Immersive Systems)



Course Description

Providing hands-on learning, the Cisco Total TelePresence training module assists Technicians and Engineers to fully understand the features, benefits and operation of the Cisco Total TelePresence suites. Participants will learn in this two day class how to configure, operate and troubleshoot the Cisco TelePresence T3 suites.

Class Schedule

Reston, VA

January 17 - January 18
Cisco Systems - Reston Office
1860 Machael Faraday Dr., Suite 100
Reston, VA 20190

Oslo, Norway

February 6 - February 7
TBD

Reston, VA

February 8 - February 9
Cisco Systems - Reston Office
1860 Machael Faraday Dr., Suite 100
Reston, VA 20190

Oslo, Norway

March 5 - March 6
TBD

Schedule a private session by calling 1 (760) 688-4045

Quick Reference

Students will learn how to configure, operate, and troubleshoot the Cisco TelePresence T1 and T3 suites.

\$ 2,000

Reston, VA

March 6 - March 7
Cisco Systems - Reston Office
1860 Machael Faraday Dr., Suite 100
Reston, VA 20190



Course Description

Administering Cisco Unified Communications Manager (ACUCM) v8.0 provides system administrators and networking professionals with an understanding of the Cisco Unified Communication Manager System. This course teaches the concepts of IP telephony using the Cisco Unified Communication Manager server, including its function, features, and configuration. This is an entry-level course that begins with the basic concepts of IP telephony and very quickly moves the learner forward into an understanding of the Cisco Unified Communication Manager concepts: clustering, route plans, digit manipulation, call admission control, survivability, media resource, and Cisco Unified Communication Manager features, which are all important to supporting IP telephony in the enterprise network.

Class Schedule

Denver, CO

January 9 - January 11
Ascolta Denver Office
9155 E. Nicholas Ave. Suite 125
Centennial, CO 80112

San Diego, CA

January 16 - January 18
Ascolta San Diego Office
6333 Greenwich Dr. Suite 120
San Diego, CA 92122

Bloomington, MN

January 23 - January 25
Ascolta Minneapolis Office
7900 International Drive, Suite 170
Bloomington, MN 55425

Glendale, CA

February 6 - February 8
Ascolta Los Angeles Office
Wells Fargo Building
535 N. Brand Blvd. Suite 510
Glendale, CA 91203

Irvine, CA

February 20 - February 22
Ascolta Irvine Office
2351 McGraw Ave.
Irvine, CA 92614

Atlanta, GA

March 5 - March 7
Ascolta Atlanta Office
Knowledge Development Center
7000 Central Parkway Suite 1250
Atlanta, GA 30328

Bellevue, WA

March 12 - March 14
Ascolta Seattle Office
606 120th Ave Northeast Suite D201
Bellevue, WA 98005

Tempe, AZ

March 26 - March 28
Ascolta Phoenix Office
4500 S. Lakeshore Drive Suite 695
Tempe, AZ 85282

Denver, CO

April 9 - April 11
Ascolta Denver Office
9155 E. Nicholas Ave. Suite 125
Centennial, CO 80112

San Diego, CA

April 16 - April 18
Ascolta San Diego Office
6333 Greenwich Drive Suite 120
San Diego, CA 92122

Irvine, CA

April 23 - April 25
Ascolta Irvine Office
2351 McGraw Ave.
Irvine, CA 92614

Bloomington, MN

April 30 - May 2
Ascolta Minneapolis Office
7900 International Drive, Suite 170
Bloomington, MN 55425

Lake Oswego, OR

May 14 - May 16
Ascolta Portland Office
Kruse Oaks Conference Center
5300 Meadows Road Building One
Oak Room
Lake Oswego, OR 97035

Glendale, CA

May 21 - May 23
Ascolta Los Angeles Office
Wells Fargo Building
535 N. Brand Blvd. Suite 510
Glendale, CA 91203

Bellevue, WA

June 11 - June 13
Ascolta Seattle Office
606 120th Ave Northeast Suite D201
Bellevue, WA 98005

Atlanta, GA

June 25 - June 27
Ascolta Atlanta Office
Knowledge Development Center
7000 central Parkway Suite 1250
Atlanta, GA 30328

**Schedule a private session
by calling 1 (760) 688-4045**

Quick Reference

Students will learn the basic concepts of IP telephony and very quickly moves the learner forward into an understanding of the Cisco Unified Communication Manager concepts.

\$2,895

TPBOOT *(formerly TPICT, ITSI)*



Course Description

Cisco Telepresence Bootcamp is a 5 day accelerated class combining the PITS (Physical Installation of TelePresence Systems 1.0) and ITS (Implementing Cisco TelePresence Solutions 1.0) courses. This course is designed to prepare learners to install all the Cisco TelePresence endpoints (CTS-500, CTS-1000, CTS-1100, CTS-3000, CTS-3010, CTS-3200 and CTS-3210). This course will cover the installation of servers and services related to the Cisco TelePresence solution. TPBOOT is suitable for those wishing to prepare for the Cisco TelePresence Installation Specialist Certification.

Quick Info

Students will learn the installation of servers and services related to the Cisco TelePresence solution.

\$3,995

Course Schedule

Irvine, CA

January 23 - January 27

Ascolta Irvine Office
2351 McGraw Ave.
Irvine, CA 92614

Atlanta, GA

March 19 - March 23

Ascolta Atlanta Office
Knowledge Development Center
7000 Central Parkway Suite 1250
Atlanta, GA 30328

Irvine, CA

May 7 - May 11

Ascolta Irvine Office
2351 McGraw Ave.
Irvine, CA 92614

Irvine, CA

June 25 - June 29

Ascolta Irvine Office
2351 McGraw Ave.
Irvine, CA 92614

Irvine, CA

February 27 - March 2

Ascolta Irvine Office
2351 McGraw Ave.
Irvine, CA 92614

Irvine, CA

April 9 - April 13

Ascolta Irvine Office
2351 McGraw Ave.
Irvine, CA 92614

Atlanta, GA

May 21 - May 25

Ascolta Atlanta Office
Knowledge Development Center
7000 Central Parkway Suite 1250
Atlanta, GA 30328

**Schedule a private session
by calling 1 (760) 688-4045**

PACOM



2012 PACOM Federal Multimedia / VTC User Symposium

Please join us on Thursday, Nov. 8, 2012 and Friday, Nov. 9, 2012 for the annual VTC User Symposium. A variety of multimedia and VTC (Video Teleconferencing) related subjects will be presented by leading industry professionals. Multimedia trends, futures, and updates to the VTC platforms will be covered. You won't want to miss this opportunity to gain first-hand knowledge about our technology.

This event is only open to those involved in Federal Multimedia and VTC solutions. Please contact us directly if you require base access to Ford Island. info@compassprogram.com, + 1 (760) 688 - 4045, +1 (877) 243 - 0635.

Pearl Harbor, HI

November 8 - November 9

Fleet Conference Center Building 89
Ford Island
Pearl Harbor, HI

There is no cost for this event

MXP Technical Support

Course Description

A practical course enabling anyone to support a local video conference system and provide first and second level support to other users.

Course Schedule

Schedule a private session
by calling 1 (760) 688-4045

Now available online!

www.compassprogram.com/online-telepresence-training

Quick Info

Students will learn how to install and
operate MXP Endpoints.

\$800

MPS Technical Support

Course Description

A practical based course on the TelePresence MPS specifically designed for larger customer organizations providing internal first and second level support to end users.

Course Schedule

Schedule a private session
by calling 1 (760) 688-4045

Now available online!

www.compassprogram.com/online-telepresence-training

Quick Info

Students will learn how to install
and operate MPS bridge.

\$800

TMS Operator

Course Description

A practical based course on the operation of the TelePresence TMS software.

Course Schedule

Schedule a private session
by calling 1 (760) 688-4045

Coming soon ... online!

Quick Info

Students will learn how to operate TMS Software.

\$800

Codian MCU Gateway & Technical Support

Course Description

A practical based course on the TelePresence Codian MCU and Gateway specifically designed for larger customer organizations providing internal first and second level support to end users.

Course Schedule

Schedule a private session
by calling 1 (760) 688-4045

Coming soon ... online!

Quick Info

Students will learn how to install
and operate Codian bridges.

\$800

Online Courses



Register for Online Courses Today

Online courses provide instruction and review of TelePresence Certified Engineer courses. Classes are available in 2 levels.

TCE 1 classes include C-Series Endpoints, VCS Level 1, and TMS. TCE 2 classes include MCUs, Movi, VCS Level 2, and Advanced Faultfinding.

Please note that these classes are a recording of the final session of the instructor-led courses. They cover the previous software release on the products and systems noted.

TCE 1 (\$2,500)

This course covers all the base terminology and technology associated with video conferencing and an introduction to Cisco's TANDBERG solution. This course covers TANDBERG C-series endpoints, VCS and TelePresence Management Suite (TMS). Participants will gain in-depth practical know-how with exercises on installing, configuring, maintaining and basic troubleshooting on the equipment.

This course is a bundled offering of the following titles: Endpoints, Call Control Level 1, and Management.

TCE 2 (\$2,500)

This course covers Cisco's TANDBERG MCU-series, VCS, Provisioning (Movi) and Advanced Faultfinding. Participants will gain in-depth practical knowledge with exercises on installing, configuring, maintaining and advanced troubleshooting on the equipment.

This course is a bundled offering of the following titles: Advanced Faultfinding, Call Control Level 2, MCUs, Provisioning.

Advanced Fault Finding (\$1,400)

At the end of this session, students will be able to fix complex faults across a number of Cisco's TelePresence hardware including network and configuration errors.

Call Control 1 (\$1,400)

At the end of this session students will be able to install, configure, and maintain the VCS

- VCS Single Gatekeeper installation
- Configuration
- Maintenance

Call Control 2 (\$700)

At the end of this session, students will be able to write regular expressions and configure on the VCS the following features: Firewall traversal to other H.460 devices, using the VCS as a Turn server, clustering and administrator policy.

Endpoints (\$700)

At the end of this session students will be able to install, configure, maintain and trouble shoot Cisco C-Series endpoints.

- C Series installation
- Maintenance
- Configuration
- Troubleshooting

MCUS (\$1,400)

At the end of this session students will be able to install, configure, maintain and trouble shoot Cisco Codian MCUs.

How to Sign Up

Go to online.compassprogram.com, or contact Compass at 760-688-4045 or training@compassprogram.com for registration assistance.

Also available on Cisco M-Learning!

Management (\$1,400)

At the end of this session students will fully understand the features, benefits and operation of the TelePresenceTM Management Suite (TMS) and its derivative applications. Participants will learn to instruct end users to schedule and create ad-hoc conferences and manage conferences. They will also learn how to install, configure, fine tune TMS and manage and maintain videoconferencing equipment from a System Administrator level.

Provisioning (\$700)

At the end of this session students will fully understand the features, benefits and operation of Cisco's Movi unified communications applications. Participants will learn how to install, configure, operate and use Provisioning.

MXP Technical Support (\$700)

A practical course enabling anyone to support a local video conference system and provide first and second level support to other users.

MPS Technical Support (\$700)

A practical course designed for larger customer organizations providing internal first and second level support to end users.

Course Registration Form - TVS 1 & TVS 2

	COURSE LOCATION	PAIATVS1 (TVS1) \$4,000 OR 40 CLC	PAIATVS2 (TVS2) \$4,000 OR 40 CLC
<input type="checkbox"/>	Minneapolis, MN	January 9 - January 13	January 16 - January 20
<input type="checkbox"/>	Irvine, CA	January 9 - January 13	January 16 - January 20
<input type="checkbox"/>	Boston, MA	January 16 - January 20	January 23 - January 27
<input type="checkbox"/>	Chicago, IL	January 23 - January 27	January 30 - February 3
<input type="checkbox"/>	Bellevue, WA	January 30 - February 3	February 6 - February 10
<input type="checkbox"/>	Orlando, FL	February 6 - February 10	February 13 - February 17
<input type="checkbox"/>	Houston, TX	February 13 - February 17	February 20 - February 24
<input type="checkbox"/>	Toronto, ON	February 21 - February 24	February 27 - March 2
<input type="checkbox"/>	Irvine, CA	February 21 - February 24	February 27 - March 2
<input type="checkbox"/>	Reston, VA	February 27 - March 2	March 5 - March 9
<input type="checkbox"/>	Doylestown, PA	March 5 - March 9	March 12 - March 16
<input type="checkbox"/>	Salt Lake City, UT	March 5 - March 9	March 12 - March 16
<input type="checkbox"/>	Santa Clara, CA	March 12 - March 16	March 19 - March 23
<input type="checkbox"/>	Pearl Harbor, HI	March 12 - March 16	March 19 - March 23
<input type="checkbox"/>	New York, NY	March 19 - March 23	March 26 - March 30
<input type="checkbox"/>	Irvine, CA	March 26 - March 30	April 2 - April 6
<input type="checkbox"/>	Anchorage, AK	April 2 - April 6	April 9 - April 13
<input type="checkbox"/>	Atlanta, GA	April 9 - April 13	April 16 - April 20
<input type="checkbox"/>	Austin, TX	April 16 - April 20	April 23 - April 27
<input type="checkbox"/>	Las Vegas, NV	April 16 - April 20	April 23 - April 27
<input type="checkbox"/>	Calgary, AB	April 23 - April 27	April 30 - May 4
<input type="checkbox"/>	Tampa, FL	April 30 - May 4	May 7 - May 11
<input type="checkbox"/>	Denver, CO	May 7 - May 11	May 14 - May 18
<input type="checkbox"/>	New York, NY	May 14 - May 18	May 21 - May 25
<input type="checkbox"/>	Doylestown, PA	May 21 - May 25	May 29 - June 1
<input type="checkbox"/>	Chicago, IL	May 29 - June 1	June 4 - June 8

Student Information

Student Name: _____

Student Email: _____

Student Phone: _____

Credit Card Billing Address

City _____

State _____ Zip _____

Credit Card Authorization

Name on Credit Card:

Credit Card Number:

Security Code: _____ Exp. Date: _____

Phone Number associated with Credit Card

Signature of Card Holder:

Clearly Print Name:

Course Registration Form

	DATE	COURSE	LOCATION
<input type="checkbox"/>	January 9 - January 11	ACUCM (\$2895 OR 29 CLC's)	Denver, CO
<input type="checkbox"/>	January 16 - January 18	ACUCM (\$2895 OR 29 CLC's)	San Diego, CA
<input type="checkbox"/>	January 17 - January 18	PAITVIS (\$2000 OR 20 CLC's)	Reston, VA
<input type="checkbox"/>	January 23 - January 25	ACUCM (\$2895 OR 29 CLC's)	Bloomington, MN
<input type="checkbox"/>	January 23 - January 27	TPBOOT (\$3995 OR 40 CLC's)	Irvine, CA
<input type="checkbox"/>	February 6 - February 7	PAITVIS (\$2000 OR 20 CLC's)	Oslo, Norway
<input type="checkbox"/>	February 6 - February 8	ACUCM (\$2895 OR 29 CLC's)	Glendale, CA
<input type="checkbox"/>	February 8 - February 9	PAITVIS (\$2000 OR 20 CLC's)	Reston, VA
<input type="checkbox"/>	February 20 - February 22	ACUCM (\$2895 OR 29 CLC's)	Irvine, CA
<input type="checkbox"/>	February 27 - March 2	TPBOOT (\$3995 OR 40 CLC's)	Irvine, CA
<input type="checkbox"/>	March 5 - March 6	PAITVIS (\$2000 OR 20 CLC's)	Oslo, Norway
<input type="checkbox"/>	March 5 - March 7	ACUCM (\$2895 OR 29 CLC's)	Atlanta, GA
<input type="checkbox"/>	March 6 - March 7	PAITVIS (\$2000 OR 20 CLC's)	Reston, VA
<input type="checkbox"/>	March 12 - March 14	ACUCM (\$2895 OR 29 CLC's)	Bellevue, WA
<input type="checkbox"/>	March 19 - March 23	TPBOOT (\$3995 OR 40 CLC's)	Atlanta, GA
<input type="checkbox"/>	March 26 - March 28	ACUCM (\$2895 OR 29 CLC's)	Tempe, AZ
<input type="checkbox"/>	April 9 - April 11	ACUCM (\$2895 OR 29 CLC's)	Denver, CO
<input type="checkbox"/>	April 9 - April 13	TPBOOT (\$3995 OR 40 CLC's)	Irvine, CA
<input type="checkbox"/>	April 16 - April 18	ACUCM (\$2895 OR 29 CLC's)	San Diego, CA
<input type="checkbox"/>	April 23 - April 25	ACUCM (\$2895 OR 29 CLC's)	Irvine, CA
<input type="checkbox"/>	April 30 - May 2	ACUCM (\$2895 OR 29 CLC's)	Bloomington, MN

Student Information

Student Name: _____

Student Email: _____

Student Phone: _____



Credit Card Authorization

Name on Credit Card: _____

Credit Card Number: _____

Security Code: _____

Exp. Date: _____

Credit Card Billing Address

City _____

State _____ Zip _____

Phone Number associated with Credit Card

Signature of Card Holder:

Clearly Print Name:

Frequently Asked Questions



QUESTION: What is included in the cost of each course?

ANSWER: Public TVS courses provided by Compass Business Solutions include the following: course fee, printed classroom materials, hands on lab experience, and in most cases, light food and beverage throughout each day of class.

QUESTION: What topics are covered in the TVS classes?

ANSWER: TVS 1 covers C-Series Endpoints, Video Communication Server (VCS) Basics, MCUs, and TelePresence Management Suite (TMS) software.

ANSWER: TVS 2 covers Advanced Video Communication Server (VCS), Provisioning (MOVI/SIP), TelePresence Content Server (TCS), and TelePresence Server.

QUESTION: Can I attend a portion of TVS course if I only need instruction on 1 topic?

ANSWER: Topics may start or end in the middle of the day, so trying to attend just 1 topic is no longer easily accomplished.

QUESTION: Are any prerequisites required?

ANSWER: We strongly recommend that students review the prerequisites available on the TelePresenceU site. Basics and other listed prerequisites are free to partners on the PEC and a minimal fee for customers at www.telepresenceu.com. Pricing is set by Cisco and subject to change without notice. Please contact us directly for current information regarding pricing.

QUESTION: Does completing a TVS course automatically grant certification?

ANSWER: No. To obtain the Tandberg Certification you need to also take the TVS Exam.

QUESTION: How long is the certification valid?

ANSWER: Certifications are valid for 1 year, and that is subject to change without notice.

QUESTION: Is the exam available to everyone?

ANSWER: Partners take the exam on the Pearson Vue test site. This exam covers TVS1 and TVS2. Go to <http://cisco.partnererelearning.com/> and enter exam code 650-297 PATVFEA in the Search Catalog field. Exams for TVS1 and TVS2 for end-users is now available and is a single exam covering both TVS1 and TVS2 content. Pricing is set by Cisco and subject to change without notice. Please contact us directly for current information regarding pricing.

QUESTION: When are exams given?

ANSWER: Exams are offered online, and can be taken when payment is provided.

QUESTION: How long is the test?

ANSWER: Test times vary and can be as long as 75 questions to be answered in 75 minutes.

QUESTION: Do you provide custom training sessions that accommodate specific training requests; including on-site or over video training?

ANSWER: Yes. We are happy to provide you with a quote for custom training. Please contact us info@compassprogram.com or at 760-688-4045.

WHO DO I CALL WITH QUESTIONS?

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lsantiago@compassprogram.com

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2012 Course Catalog



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