

Commtech Messenger Technical Certification

Course Length: 2.0 Days

Pre-requisites:

The course requires an adequate knowledge in IT Infrastructure, Data Communication techniques and PC Concepts. Commtech Wireless will provide supplemental Pre-Course training in these areas if required at an additional cost.

Skills and Knowledge Gained:

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

- Plan, configure and administer a Commtech Messenger solution.
- Implement and troubleshoot system configurations.
- Monitor and optimise messaging performance.
- Provide understanding of the Commtech Messenger Environment to others in your organization.

Course Outline:

The Course covers the concepts, application, configuration and repair/trouble shooting of Commtech Messenger systems. In addition, tools, test equipment and trouble-shooting techniques will be covered. Practical application and testing will be administered to cover installation, faultfinding and repair.

- **Commtech Messenger Overview**
- **End item product line**
- **System Application**
- **Commtech Messenger Platform**
 - **System Installation and Configuration**
 - **Installation**
 - PCs and Operating Systems
 - Windows Configuration
 - Multi Port Serial Cards
 - Server Installation
 - Client Installation
 - Connecting to server and logging in
 - Licensing screen and registration
 - **Software Configuration**
 - Setting up ports and gateways
 - Setting up contacts and groups
 - Setting up escalations and schedules
 - Configure users and set privileges
 - Advanced settings and configuration
 - Preventive Maintenance and Service
 - Report Generation
- **Transmission Protocols**
- **Technical and Practical Application / Testing**
 - **Installation**
 - **De-installation**
 - **System trouble-shooting and repair.**

NOTE: Due to the extensive range of gateways available within Messenger, not all of them can be covered comprehensively within a timeframe of three days. Please discuss the options of interest to you with your account manager to assist in planning for Training Courses.