

Welcome!

Thank you for participating in our three-day Master Technician training. We hope you're up for the challenge! The main objectives of this course are to provide students with the ability to fully understand i3 technologies and to grant the certification necessary for the repair of i3 products. Students will team up to resolve technical issues and at the same time be instructed by i3's technical experts in their respective fields. The hands-on component is strongly emphasized in this course.

Course outline:

Session 1 with Cesar Perez: i3 Hardware

This session provides an overview of i3's existing and new hardware products, currently available for purchase. This session's main objective is to give the students a deeper understanding of i3 technologies as well as outline the benefits and industry applications.

Session 1 covers the following topics (PowerPoint)

- Types of i3 hardware products
 - SRX-Pro Routing Matrix
 - Integrated DVMS - NVR and Hybrid
 - Video Camera Products (analog, IP, & camera accessories)
- End-of-life hardware
- New products to be introduced
- Switches - Cortex, PoE, repeater
- Storage - SANs (Attach Storage Arrays)
- Operating systems: Windows XP Embedded, Windows 7 Embedded, Windows 8
- Connection Methods: Optical Fiber, Ethernet, Wireless, Coaxial, Power Line Communication
- What is a network?
- Network Topologies - Bus Network/Star Network/Ring Network/Mesh Network/Tree or Hierarchical Topology Network
 - How to create a network and simple Topology?
 - Port forwarding and utilizing ports different from the default ones
 - Utilizing port range
 - Mobile Devices: Android, iPhone, and BB
 - Network and System security: SSL\TLS, LDAP, VLAN
 - LDAP, login in under server domain, & AUC

Session 2 with Yury Zimin: PACDM, Video Analytics

PACDM, Video Analytics and i3's latest software features. A deeper examination of i3's PACDM, i3's Video Analytics modules (VideoLogix, VisionCount) and the overview of latest software features.

Session 2 covers the following topics (PowerPoint):

- PACDM functionality
 - PACDM troubleshooting
 - Requirements for a new PACDM integration
 - Method of data delivery into i3 Server and PAC Parser
 - i3 software developments: i3 dDisplay, iSearch
 - Video Analytics: VideoLogix (Area, Missing, Idle, Crosswire, etc.), VisionCount (Door Count, Region Count, DriveThrough)
 - Accuracy: conditions, environment, and uncontrollable events affecting Video Analytics accuracy.
- Hands-On Component: Practice setting up VideoLogix (alarms)

Session 3 with Bob Hoang**CMS and Analytics** (PowerPoint, hands on)

- Benefits and uses of CMS and Video Analytics
- Hardware requirements and limitations. Network setup and requirements.
- iHost vs uHost. CMS Server and CMS Web
- PACDM vs TLog implementation
- Initial CMS Server Installation and Deployment
- How to obtain data from Video Analytics

VPMS/VPMS - Video Wall

- Requirements
- Packaging
- Enterprise setup

Session 4 with Raul Andaya

- This session emphasizes the most common technical issues in the field. Each student will receive a handout with the description of a set of hardware failure symptoms. Each student will be expected to individually come up with a list of possible causes and troubleshooting steps that need to be taken. The list shall be then presented to the rest of the group for discussion. Subject expert will guide the group towards the best course of action for each troubleshooting scenario.

Hands-On Component (LAB 1): Troubleshooting issues hands on.

Students will have to troubleshoot one or more of the following technical issues

- 1. Drivers - capture card
- 2. Graphic card
- 3. Memories
- 4. HDD OS
- 5. Power supply
- Black screen issue repair. Troubleshooting HW, diagnosing the issue, changing faulty component(s)
- Power supply replacement. Troubleshooting power supply-related issues, replacing faulty PS.
- Hard drive replacement. Troubleshooting HDD-related issues, replacing faulty storage or OS HDD.
- Preventative maintenance
- Other hands-on repairs as requested by the trainee

Session 5 with Cesar Perez and Bob Hoang**Hands-On Component (LAB 2): Full implementation**

- Hands-on: Practice drawing Door Counter lines for best accuracy
- Hands-on: Configuring Region Count on SRX-Pro Server
- How to correctly implement Video Analytics. Correct camera selection and camera installations for accurate count (mounting height AFF, distance from doorway, installation difficulties and workarounds)
- CMS Server Configurations
 - Network configuration
 - Internal network
 - Connect system and cameras
 - VLC and sample video
 - PACDM Videologix setup
 - Test through a client
 - Router
 - Port
 - Test externally
 - Connect to CMS

M-Tech Certification Exam



Rev. 160203

i3 Master Technician Training Outline

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About i3 - Master Technician

Master Technician Course

MTC is a three day hand-on activities. It is taught by a group of experts in their fields. It is an advance course that encourages students to find solutions to a real life technical problem. This 3-day training is best suited for experienced technicians looking to perform more complex repairs on the DVMS system, such as changing a power supply or a video card without voiding the unit's warranty. Personalized i3 Master Technician Certificate is issued upon successful completion of the course. The certificate is valid for 2 calendar years and is non-transferrable.

Students are required to take preliminary test before attending the MTC. The test allow our instructors to qualify your skills and background knowledge of i3 technology.

Upon successful completion of the test, you will be awarded a Master Technician certificate, valid for 2 years since the training date. We would further like to share additional advantages of being an i3-Certified Master Technician:

1. **Front of the Line Technical support.** When you dial in, please press '9' and you'll be put into a priority queue. Provide the technical support representative with your unique Front-of-the-Line ID for verification purposes.
IMPORTANT: Please note that your unique Front-of-the-Line ID may not be shared with anyone else. It is for your own personal use only as long as you are employed with your current company. This ID may not be used on your behalf by a third party.
2. Master Technician **polo shirt.**
3. **Free Express Shipping upgrade** for advance replacement parts/products that are still under warranty. This shipping upgrade can *only* be extended to you when you call in person.
4. **i3 technical bulletins** delivered right to your email (We'll use the email address you've provided on your exam. If you would not like to receive our bulletin updates, you can opt out at any time)
5. Access and ability to contribute to **i3 Wiki** (pending release, separate announcement will follow)

Please note, you will, however, be responsible for your own transportation and accommodation expenses.