



January 8, 2013

Re: Benefits of i3 M-Tech Training

To all of our customers and partners;

i3 International is committed to training and recognizes dealers that pursue knowledge and expertise of our products.

Since August 2011, i³ International has been offering Level 2 two-day M-Tech (Master Technician) training course to our previously-certified Dealers who are 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.

This two-day course includes important hands-on training components and focuses on common troubleshooting issues. This in-house training is currently available in English and Spanish languages and the attendance is free. You will, however, be responsible for your own transportation and accommodation expenses.

Upon attending the two-day in-house M-Tech training and 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. **Free SPK key** with 1-year license for 16 IP channels, 4 channels of PACDM, 4 channels of Video Logix Plus.
3. Master Technician **polo shirt**.
4. **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.
5. **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)
6. Access and ability to contribute to **i3 Wiki** (pending release, separate announcement will follow)

To inquire about the course availability, please contact the Training Coordinator, Olga Skelly by email oskelly@i3international.com or by phone: 416.261.2266 x135.



Please contact technical support at if you have any questions or issues.

Thank you very much for your attention and cooperation.

i³ International Inc.
Technical Support and Services
1.877.877.7241
support@i3international.com