



TANDBERG University Training Programs – product and industry knowledge for users and providers of visual communication solutions

- Videoconferencing Sales Training
- Advanced Sales Training
- Videoconferencing Technical Training
- Advanced Technical Training
- TANDBERG Management Suite Training
- TANDBERG AV Integrator Training
- Video over IP Training
- ISDN Training
- Super User Training

TANDBERG Training courses – an overview.

Videoconferencing Sales Training 113140V (Partners only)	Advanced Sales Training 112240V (Partners only)	Videoconferencing Technical Training 113141V
<p>GOAL</p> <p>Provide participants with insight into TANDBERG's products and the visual communication industry. The Videoconferencing Sales Training focuses on the key skills and knowledge that will help participants to sell TANDBERG video communication solutions.</p> <p>AUDIENCE</p> <p>Sales personnel who are new to the business or to TANDBERG's products and features and sales personnel who would like a general update on TANDBERG products and features.</p> <p>CONTENT</p> <p>Introduction to TANDBERG and the visual communication industry – The benefits of videoconferencing – TANDBERG product portfolio, features and functions – Basic networks; ISDN and IP – How to implement video solutions in an organization – Room design – Market adoption – TANDBERG unique selling points – How to do a perfect demo – Competitors' report.</p> <p>DURATION</p> <p>Two days of theoretical and practical sessions.</p> <p>LOCATION</p> <p>TANDBERG offices, Oslo, Norway; Staines, UK (for UK partners only); Regional partner sites on request.</p> <p>COST</p> <p>The course fee is NOK 10,000 per person. This includes course material, lunch, transportation to and from recommended hotel, as well as a social event and dinner on the first day of the course.</p> <p>CERTIFICATION</p> <p>Partners who successfully complete this course and the final exam will be awarded the title: <u>TANDBERG Certified Sales Associate</u>.</p>	<p>GOAL</p> <p>Provide participants with the product positioning knowledge they need to sell TANDBERG's video communication solutions to different types of customers in various industries.</p> <p>AUDIENCE</p> <p>Sales personnel with prior knowledge of TANDBERG products and features that are looking to expand their knowledge about selling to different vertical markets and large enterprises. We recommend that participants have completed the Videoconferencing Sales Training.</p> <p>CONTENT</p> <p>Vertical markets – The purchasing process – Product specialization; TANDBERG Management Suite and MCU – ROI and leasing calculation – TANDBERG's commitment to IP – How to sell security – Add-on sales – Product positioning – Advanced competitive analysis.</p> <p>DURATION</p> <p>One day of theoretical and practical sessions.</p> <p>LOCATION</p> <p>TANDBERG offices, Oslo, Norway; Staines, UK (for UK partners only); Regional partner sites on request.</p> <p>COST</p> <p>The course fee is NOK 5,000 per person and includes course material, lunch and transportation to and from recommended hotel.</p> <p>CERTIFICATION</p> <p>Partners who successfully complete this course and the final exam will be awarded the following titles:</p> <p><u>TANDBERG Certified Sales Expert</u> if the course is taken in Oslo or Staines (UK partners only).</p> <p><u>TANDBERG Certified Sales Associate</u> if the course is taken at a regional partner site.</p>	<p>GOAL</p> <p>Provide participants with skills and knowledge to be able to install, maintain and operate TANDBERG systems.</p> <p>AUDIENCE</p> <p>Technical personnel who are new to the industry or to TANDBERG products and features. Customers who require in-house technical knowledge in order to support and maintain their TANDBERG video communication solutions.</p> <p>CONTENT</p> <p>Introduction to TANDBERG and the visual communication industry – TANDBERG product portfolio, features and functions – Networks; ISDN and IP – Installation and set-up – Room design – Software upgrades on endpoints – Repair procedure – Competitors' report.</p> <p>DURATION</p> <p>Two days of theoretical and practical sessions.</p> <p>LOCATION</p> <p>TANDBERG offices, Oslo, Norway; Staines, UK (for UK partners only); Regional partner sites on request.</p> <p>COST</p> <p>The course fee is NOK 10,000 per person. This includes course material, lunch, transportation to and from recommended hotel, as well as a social event and dinner on the first day of the course.</p> <p>CERTIFICATION</p> <p>Those who successfully complete this course and the final exam will be awarded the title:</p> <p><u>TANDBERG Certified Technical Associate</u></p>

Advanced Technical Training 112234V	TANDBERG Management Suite Training (TMS) 113142V	TANDBERG AV Integrator Training 112245V
<p>GOAL Provide participants with in-depth knowledge about installing, operating, using and trouble-shooting video systems and networks.</p> <p>AUDIENCE Technical personnel, network managers and administrators with prior knowledge of TANDBERG products and features that are responsible for the procurement, installation and/or support of TANDBERG video communication solutions. We recommend that participants have completed the Videoconferencing Technical Training.</p> <p>CONTENT Installation and usage of endpoints, MCU, Gateway, Scheduler, See & Share – Introduction to TANDBERG Management Suite (TMS) – Codec API – Diagnostic, testing, faultfinding, tracing – FTP – Advanced network: ISDN, IP.</p> <p>DURATION Three days of theoretical and practical sessions.</p> <p>LOCATION TANDBERG offices, Oslo, Norway; Staines, UK (for UK partners only); Regional partner sites on request.</p> <p>COST The course fee is NOK 13,000 per person. This includes course material, lunch, transportation to and from recommended hotel, as well as a social event and dinner on the first day of the course.</p> <p>CERTIFICATION Those who successfully complete this course and the final exam will be awarded the following titles: <u>TANDBERG Certified Technical Expert</u> if the course is taken in Oslo or Staines (UK partners only). <u>TANDBERG Certified Technical Associate</u> if the course is taken at a regional partner site.</p>	<p>GOAL Provide participants with the knowledge and ability to use the TANDBERG Management Suite (TMS): a centralized program for monitoring, maintaining, managing and scheduling the video network.</p> <p>AUDIENCE Technicians, network managers and administrators who are responsible for managing their video communication systems and supporting users.</p> <p>CONTENT Benefits of using TMS and Scheduler – Features and functions – Installation requirements and procedures – Microsoft Exchange and Outlook integration – Hands on training and demonstrations.</p> <p>DURATION Two days of theoretical and practical sessions.</p> <p>LOCATION TANDBERG offices, Oslo, Norway; Staines, UK (for UK partners only).</p> <p>COST The course fee is NOK 10,000 per person. This includes course material, lunch, transportation to and from recommended hotel, as well as a social event and dinner on the first day of the course.</p> <p>CERTIFICATION Those who successfully complete this course and the final exam will be awarded the title: <u>TANDBERG Certified TMS Expert</u>.</p>	<p>GOAL Provide AV integrators and consultants with the resources, tools and information they need to efficiently and effectively integrate video into their offering.</p> <p>AUDIENCE AV consultants and engineers with experience in room integration and codec control, pre-sales engineers with good knowledge of video communications. We recommend that participants have completed the Advanced Technical Training.</p> <p>CONTENT Demonstration and hands-on training in the use of the TANDBERG Director, TANDBERG Presenter Module, E-PAC and the TANDBERG Educator – Touch Panel control – Codec API – Room integration (audio and video).</p> <p>DURATION Two days of theoretical and practical sessions. The course starts at lunchtime on the first day.</p> <p>LOCATION TANDBERG offices, Oslo, Norway.</p> <p>COST The course fee is NOK 6,000 per person. This includes course material, lunch, transportation to and from recommended hotel, as well as a social event and dinner on the first day of the course.</p> <p>CERTIFICATION Those who successfully complete this course and the final exam will be awarded the title: <u>TANDBERG Certified AV Integrator Expert</u>.</p>

Video over IP Training 112235V	ISDN Training 113143V	Super User Training 112410V
<p>GOAL Provide participants with a technical understanding of IP networks and H.323, including video communications and fault finding over IP, use of firewalls, proxy servers and packet loss problems.</p> <p>AUDIENCE Technical personnel, network managers and administrators who are responsible for the procurement, installation and/or support of video communication systems in an IP environment. Participants should have a comprehensive knowledge of network interfaces and TANDBERG products before starting on this course. We recommend that participants have completed the Advanced Technical Training.</p> <p>CONTENT TANDBERG systems and IP – Gatekeepers – H.323 overview – H.323 signaling details – Firewall – NAT – QoS – Fault handling and diagnostics – Hands on training.</p> <p>DURATION One day of theoretical and practical sessions.</p> <p>LOCATION TANDBERG offices, Oslo, Norway</p> <p>COST The course fee is NOK 5,000 per person. This includes course material, lunch and transportation to and from recommended hotel.</p> <p>CERTIFICATION Those who successfully complete this course and the final exam will be awarded the following title: <u>TANDBERG Certified IP Expert.</u></p>	<p>GOAL Provide participants with a technical understanding of video over ISDN, including advanced faultfinding, tracing, diagnostic and testing.</p> <p>AUDIENCE Technical personnel, network managers and administrators who are responsible for the procurement, installation and/or support of video communication systems in an ISDN environment. Participants should have a comprehensive knowledge of network interfaces and TANDBERG products before starting on this course. We recommend that participants have completed the Advanced Technical Training.</p> <p>CONTENT TANDBERG systems and ISDN – ISDN characteristics – Critical factors – What you can expect from the network – Line problems – Routing – Periodical problems – How to get an overview of your network – Faultfinding, tracing, diagnostics and testing.</p> <p>DURATION One day of theoretical and practical sessions.</p> <p>LOCATION TANDBERG offices, Oslo, Norway</p> <p>COST The course fee is NOK 5,000 per person. This includes course material, lunch and transportation to and from recommended hotel.</p> <p>CERTIFICATION Those who successfully complete this course and the final exam will be awarded the following title: <u>TANDBERG Certified ISDN Expert.</u></p>	<p>GOAL Provide users of video communication solutions with theoretical knowledge and hands-on training. The content and level of the course will be adjusted to meet participants' experience and requirements. Educating a Super User will help organizations increase their use of visual communication solutions and gain ultimate value from their investment.</p> <p>AUDIENCE Users of Video Communication Solutions, Video Communication "Ambassadors", IT Managers, Technical Support/Help Desk Personnel.</p> <p>CONTENT Product overview – Using your video communication solutions effectively – User interface – Troubleshooting – User tips – Video etiquette and Environmental considerations.</p> <p>DURATION One day of theoretical and practical sessions.</p> <p>LOCATION Customer sites or regional TANDBERG offices.</p> <p>COST The course fee is NOK 3,000 per person. This includes course material. If the course is held at the TANDBERG offices, lunch will also be included.</p> <p>USER TRAINING OVER VIDEO TANDBERG University also provides Basic and Advanced User Training over video. Please contact training@tandberg.net for more information.</p>

Getting to know visual communications.

TANDBERG offers a variety of training courses that have been specifically designed to empower our partners with the technical information and practical skills necessary to sell, support and use TANDBERG visual communication solutions. Participants come from all over the world to attend these courses, giving them a unique opportunity to share ideas and experiences with people in the same situation as themselves.

In this brochure you will find information about the training courses TANDBERG provides. You will also find the course schedule for January - June 2004.

FACILITIES

The training courses take place in our training facilities in Oslo, Norway or in Staines, UK, where participants are able to try out our range of products.

ACCOMMODATION

TANDBERG organizes accommodation and transportation to/from the hotel during the training courses. Full details of hotel locations and costs will be sent to you on receipt of your registration.

INSTRUCTORS

All courses are led by knowledgeable and experienced instructors.

SOCIAL ACTIVITIES

We believe that the social aspect of any training is important. TANDBERG is therefore delighted to invite participants attending our two-day or three-day training courses to join us (at no extra cost) for a special social event and dinner on the evening of the first course day.

REGISTRATION AND PAYMENT

To register for a course, please use our on-line registration form, which can be found at

www.questback.com/tandberg/training

A purchase order (PO) must be sent to TANDBERG ASA a minimum of two weeks before the course starts, either by fax to +47 67 125 234 or by e-mail to training@tandberg.net. Alternatively, the course fee can be prepaid to our bank account. Please contact us for further details. Once a PO has been received, we will send you confirmation and detailed information.

Please quote the appropriate item no. and description on the purchase order:

- 113140V Videoconferencing Sales Training
- 112240V Advanced Sales Training
- 113141V Videoconferencing Technical Training
- 112234V Advanced Technical Training
- 113142V TANDBERG Management Suite Training
- 112245V TANDBERG AV Integrator Training
- 112235V Video over IP Training
- 113143V ISDN Training
- 112410V Super User Training

We hope that you will find these training courses of interest and look forward to seeing you in Oslo, Staines or on video in the near future.



The TANDBERG University team

TANDBERG University

TRAINING COURSES, JANUARY - JUNE 2004 TANDBERG NORWAY AND TANDBERG UK

MONTH	DATE	TRAINING COURSE	PLACE
FEB	5	Super User Training*	TANDBERG, Norway
FEB	16 – 17	Videoconferencing Technical Training	TANDBERG, Norway
FEB	16 – 17	Videoconferencing Sales Training	TANDBERG, Norway
FEB	18	Advanced Sales Training	TANDBERG, Norway
FEB	18 – 20	Advanced Technical Training	TANDBERG, Norway
FEB	23 – 24	TANDBERG Management Suite Training	TANDBERG, Norway
FEB	25	Video over IP Training	TANDBERG, Norway
FEB	16 – 17	Videoconferencing Technical Training	TANDBERG, UK**
FEB	18 – 20	Advanced Technical Training	TANDBERG, UK**
FEB	24 - 25	Videoconferencing Sales Training	TANDBERG, UK**
FEB	26	Advanced Sales Training	TANDBERG, UK**
MAR	04	Super User Training*	TANDBERG, Norway
APR	01	Super User Training*	TANDBERG, Norway
MAY	03 – 04	Videoconferencing Technical Training	TANDBERG, Norway
MAY	03 – 04	Videoconferencing Sales Training	TANDBERG, Norway
MAY	05	Advanced Sales Training	TANDBERG, Norway
MAY	05 – 07	Advanced Technical Training	TANDBERG, Norway
MAY	10	ISDN Training	TANDBERG, Norway
MAY	11 – 12	AV Integrator Training	TANDBERG, Norway
MAY	10 - 11	Videoconferencing Technical Training	TANDBERG, UK**
MAY	12 - 14	Advanced Technical Training	TANDBERG, UK**
MAY	18 - 19	Videoconferencing Sales Training	TANDBERG, UK**
MAY	20	Advanced Sales Training	TANDBERG, UK**
MAY	27	Super User Training*	TANDBERG, Norway
JUN	07 – 08	Videoconferencing Technical Training	TANDBERG, Norway
JUN	07 – 08	Videoconferencing Sales Training	TANDBERG, Norway
JUN	09	Advanced Sales Training	TANDBERG, Norway
JUN	09 – 11	Advanced Technical Training	TANDBERG, Norway
JUN	14 – 15	TANDBERG Management Suite Training	TANDBERG, Norway
JUN	16	Video over IP Training	TANDBERG, Norway
JUN	24	Super User Training*	TANDBERG, Norway

SIGN UP NOW! Click here to register for any of the above training courses

*This course can be provided locally in your area. Super User Training in Oslo is held in Norwegian

**Training at the TANDBERG UK office is for UK partners and customers only

If you have questions regarding any aspect of TANDBERG's training courses, please contact
TANDBERG University on training@tandberg.net