

M | Mobile Training T&E | & Education, Inc.

ANYTIME, ANYWHERE...TRAINING AT ITS BEST

Course Catalog 2007

CONTACT US TODAY!

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or**

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All Final Exams lead to ETA Certification

CSS 101 – Customer Service Specialist

Course Description:

In this 16 hour, instructor led course, students will learn specialized knowledge of human relations concepts with focused application to customer and coworker interactions in the workplace.

A CSS professional is a customer-facing individual who strives to serve others, internal and external to their organization, with the highest level of service.

A CSS professional certified in this skill set has the abilities and knowledge to reduce service-related disputes and misunderstandings within the organization they serve.

Through study of CSS materials the individual learns how to be a more harmonious and contributing member of a team, learning key skills that improve human relations both on and off the clock. Productivity will improve because less time will be consumed handling recalls, customer problems, litigation, and disputes between fellow employees.

Customer Service Specialists who have improved their human relationship skills will gain the reward of an achievement that raises the dignity of themselves and those they serve.

Students should be able to set for and pass the ETA (Electronics Technicians Association) Certified Customer Service Specialist.



Eligible certifications:

Upon Successful completion of this course, students will be prepared to take the ETA (Electronics Technicians Association) CSS Examination.



Course Learning Objectives:

- Objectives of World Class Service
- Product/Service - Business & Consumer Relationships
- Pro-Profit Employees
- Business Leadership
- A Worker's Legal Responsibilities
- Techno-literacy and the Successful Employee
- Employment Rules - Building Trust
- Communications
- Phone, Fax and Email Etiquette
- Interpersonal Relationships - Dealing with Difficult People
- Emotions/Stress/Change Management
- Safety/Environment/Health
- Record Keeping - Documentation
- Employee Job Description/ Career Plans/ Evaluation
- Professionalism and Ethics
- Teams and Teamwork
- Pride and Company Loyalty
- Resolving Customer-Coworker Problems
- Customer Service Quality and Techniques
- Listening and Activating a Listener
- Encouraging Customer Feedback

Classes may be delivered days, evenings or weekends.

PRICE DETAIL

Tuition \$ TBA

For more information please contact Sales at 866-MTE-TRAIN or email sales@mtande.com

TC 101 - Computer Design and Servicing

Learn how to build and troubleshoot personal computers and operating systems...

Course Description:

In this 40 hour course students will learn basic computer design and servicing. Students will learn the operation and maintenance of all computer components, to include troubleshooting faulty components/systems. Basic networking skills will be taught in relationship to the troubleshooting hardware problems. Students will also be taught procedures for installing and configuring operating systems and component drivers.



Who should attend?

This course is an entry level course designed for anyone who has the desire to work in a computer related field. Students will learn the operations of all computer components and how they inter-relate. Basic computer design and compatibility of all the various components will be taught in addition to troubleshooting various malfunctions.



Eligible certifications:

Upon Successful completion of this course, students will be prepared to take the ETA (Electronics Technicians Association) Computer Technician Examination. This class may also prepare student for CompTIA A+ certification.

Course Learning Outcomes:

Computer assembly and disassembly
Motherboards, buses, system resources
Processor characteristics
Secondary storage devices
Peripheral devices
I/O ports
Power supplies
Basic networking devices

Portables
Digital concepts
Troubleshooting/Preventative maintenance
Operating systems
File management
Safety procedures & handling
Workplace practices

Computer Design and Servicing is a 40 hour instructor led class that includes extensive lab work. Classes may be delivered days, evenings or weekends.

COURSE SCHEDULE

INSTRUCTOR

PRICE DETAIL

Tuition \$TBA

For more information please contact Sales at 866-MTE-TRAIN or email sales@mtande.com

Voice over Internet Protocol (VoIP)

20 hours delivered over day, evening or weekend hours

Who should attend:

This course is designed for anyone interested in pursuing or advancing a career in data or convergence technologies, including career Telecom employees and managers interested in learning cutting-edge technology job skills required in these ever-changing, fast paced industries.

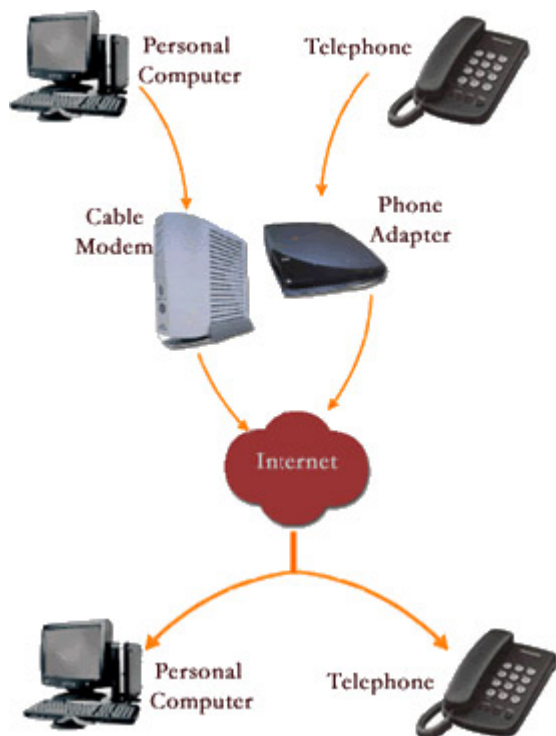
Eligible certifications:

Students will be prepared to take the ETA Certified VoIP Installer exam.

This course will help to prepare students for the Telecommunications Industry Association (TIA) CCNT and CTP Exams.

Through hands-on training, you will learn the vendor-neutral skills necessary for pursuing or advancing a career in Convergence Technologies. This 20-hour course covers beginner level topics including but not limited to:

- Theory of networking and TCP/IP
- VoIP Applications and services
- Gateway functions
- Basic public switched telephone networks (PSTN)
- Gatekeeper functions
- Delay budgets
- Analyze bandwidth requirements
- Quality of Service (QOS) issues
- Recognize the advantages and disadvantages of different codecs
- Identify Network information transfer protocols IP, Ethernet, ATM, Frame Relay, MPLS
- Understanding Pulse Coded Modulation and Multiplexing for analog to digital conversion
- FAX demodulation/remodulation
- Packet and circuit switching communication
- Review Audio and Video standards
- TCP, UDP protocols
- Hands on
 - Setting up network and proxy server
 - Configuring Soft phones
 - Configuring IP phones
 - Configuring Analog Telephone adapters
 - Configuring Video Cameras
 - Interfacing and configuring gateways with LAN's and PSTNs
 - Registering with gatekeeper



PRICE DETAIL: Tuition \$1,695

COURSE SCHEDULE

Choose your dates!

CONTACT

Sales

866-683-8724 or sales@mtande.com

Tuition: \$ TBA

TC 102 – LAN TECHNOLOGIES

Learn how to design, implement and maintain Local Area Networks...

Course Description:

In this 40 hour, instructor led course, students will learn the operation and maintenance of all network components, to include troubleshooting faulty components/systems/networks.

Networking skills will be taught and their relationship to troubleshooting hardware problems. Students will also be taught procedures for installing and configuring operating systems and component drivers. Networking and network protocols will be explained, and common topologies explored. Students should be able to set for and pass the ETA (Electronics Technicians Association) Certified Network Computer Technician examination.



Who should attend?

This course is an entry level course designed for anyone who has the desire to work in a computer related field. Students will learn various network topologies and designs; basic networking components, implementing and maintaining networks as well as the operations of all network components and how they inter-relate. Basic computer design and compatibility of all the various components will be taught in addition to troubleshooting various malfunctions.



Eligible certifications:

Upon Successful completion of this course, students will be prepared to take the ETA (Electronics Technicians Association) CNCT Examination. This class may also prepare student for CompTIA Net+ certification.

Course Learning Objectives:

Topologies
Information Transfer
Network Management

Transmission Media
LAN Standards
LAN components
Peer-to-Peer

LAN Technologies is a 40 hour instructor led class that includes extensive lab work. Classes may be delivered days, evenings or weekends. Students of this course may want to take WAN Technologies, Wireless Technologies and/or Wireless Administration.

COURSE SCHEDULE

INSTRUCTOR:

PRICE DETAIL

Tuition \$TBA

For more information please contact Sales at 866-MTE-TRAIN or email sales@mtande.com

Fiber Splicer Training



Fiber Optics I:

Fiber Optics I covers beginner level topics for voice, video and data. Included are hands-on knowledge and the ability to successfully install, test and troubleshoot fiber optic cables and systems. Students will terminate a variety of ST, SC, and FC and connectors and will be trained in performing mechanical splices. Principles of fusion splicing and the use of Optical Time Domain Reflectometer (OTDR).
20 hours delivered over day, evening or weekend hours.

Tuition: \$1,695

Fiber Optics II:

Fiber Optics II course covers beginner level topics for troubleshooting, repair and maintenance of local area network systems. Included are hands-on knowledge and the ability to successfully perform fusion splicing, mechanical splicing, and assemble a 3M splice enclosure. Additionally, students will be trained to fully test and troubleshoot fiber optic cables and fiber optic systems using an Optical Time Domain Reflectometer (OTDR).
20 hours delivered over day, evening or weekend hours.

Tuition: \$1,795



ELIGIBLE CERTIFICATIONS:

Upon successful completion of these courses, students can receive:

- Course Completion Certificate
- ETA – (Electronics Technicians Association) ETA Certified

Fiber Optic Installer (FOI) and the ETA Certified Fiber Optic Technician (FOT) examination will be administered last day of classes. Upon successful completion students will be certified as an ETA Certified Fiber Optics Installer and Technician.



Register now
(866) 228-8253



CISCO Boot Camp

CCNA® (Intro + ICND) **CISCO® Certified Network Associate** (Interconnecting CISCO® Networking Devices)

Course No: CCNA® Bootcamp

**Course Length: 5 Nights & 2 Days
(40 hours)**



Description

This course combines the Intro class with the ICND® to prepare students for the CCNA® Exam

Target

It is recommended training for individuals seeking certification as a CISCO® Certified Network Associate

INTRO:

Introduction to CISCO Networking Technologies (INTRO) is recommended training for individuals seeking an understanding and knowledge of networking fundamentals including the Open Systems Interconnect (OSI) seven-layer model concepts; terminology and technologies. The course also provides learners with the basic skills and knowledge to configure a CISCO IOS router for network connectivity.

ICND:

Interconnecting CISCO Network Devices (ICND) is an instructor-led course focuses on using CISCO Catalyst switches and CISCO routers connected in local-area networks (LANs) and wide-area networks (WANs) typically found at small to medium network sites. Upon completion of this training course, students will be able to select, connect, configure, and troubleshoot the various CISCO networking devices. ICND is recommended training for individuals seeking certification as a CISCO Certified Network Associate (CCNA)



RESIDENTIAL ELECTRONICS SYSTEMS INSTALLER - RESI

Two levels of expertise proposed for those workers who install electronics cables in residences and interconnect electronics communications, computer, and control or entertainment equipment.

1 - RESI: Residential Electronics Systems Installer.

The **RESI** installer is proficient in pre-wiring for home theater and telecommunications equipment interconnection. He/she will install network wiring for antenna, satellite, cable TV, wireless broadband equipment, and audio/video entertainment and computer equipment. He/she will have skills required for low voltage wiring.

- Signals Amplifiers
- Speakers
- Speaker Cabling
- Audio Systems Basics
- Surround Sound
- Acoustics



11- RETI, Residential Electronics Technology Integrator.

The **RETI** will be proficient at all of the RESI skills and knowledge as well as in planning and designing electronics and communications equipment systems and layout for new and existing construction. The RETI worker is capable of designing the entire system and network for audio, video, data and control of security and environment. He/she also is capable of troubleshooting and debugging the system and planning installation or modifications. The RETI has extensive knowledge of the operation and technology and is proficient in each of the basic 5 subcategories of residential electronics.

- **Video**, (HD sources, Direct TV, DISH...)
- **Display Devices**, (DLP, LCD, LCoS, Plasma)
- **Home Theater Systems**, (channel selection, retrofitting, wireless solutions)
- **Off-air Antennas**, (analog, digital, HDTV broadcasts)
- **Cable TV**, (from street to home wiring line amp's)
- **Distribution Systems**, (home computer integration)
- **Troubleshooting**, (signal generators, common technical problems).



ELECTRONIC SECURITY SYSTEMS INSTALLER

Session 1: Introduction to Electronic Security Industry

Session 2: Advanced Electronic Security

Topics Covered, but not limited to:

- Introduction to the Electronic Security Industry.
- Codes and Standards.
- Electrical Theory.
- Basic Safety & Electrical Safety.
- Electrical Test Equipment.
- Low-Voltage Cabling.
- Terminating Conductors.
- Introduction to Power Tools.
- Fasteners & Anchors.
- Hand Bending of Conduit.
- Construction Materials & Methods.
- Security Systems.
- Wireless Communication.
- Fire Alarm Systems.
- CCTV Systems.
- Access Control Systems.
- Systems Integration.
- Introduction to Blueprints.
- Site Survey, Project Planning, Documentation.
- User Training & System Commissioning.

Sign Up Today!



PBX FUNDAMENTALS TRAINING

10 Days, Hands-on Training

Who Should Attend:

This course is designed to provide a general overview for Consultants, Communications professionals, Datacom Managers, Network Professionals, and others who plan on using, evaluating or working with PBX products, applications and services as well as wholesale markets carriers and CLECs/ICPs/ISPs



Prerequisites:

This is an introductory course with no prerequisites

Course Description:

A Private Branch Exchange (PBX) or a Private Automatic Branch Exchange (PABX - which is out of fashion since all modern day PBXs are automatic), is a phone switch serving a business or organization and is usually located on the organization's premises. The PBX provides phone services including internal calling, and access to the public switched telephone network. It allows a small number of outside lines to be shared among all of the people of the organization. Advanced PBX phone switches sometimes provide auto-attendant, voice-mail, and ACD (automatic call distribution) services for the organization.

Course Objectives:

- Private Branch Exchange (PBX) and Key Telephone System (KTS) overview.
- Understanding PBX Systems and Technology.
- Private Branch Exchange (PBX) and Key Telephone System (KTS) markets.
- PBX market overview and descriptions.
- Highlights and trends.
- The transformation in PBX and KTS/Hybrid systems.
- Traditional circuit-switched designs.
- Packet-switched technology.
- Major innovations, including the shift from analog to digital transmission and switching, the introduction of stored program-controlled PBX systems, and advances in KTS/Hybrid systems.
- System Redundancy, Trunk Interfaces, PBX Peripherals, Attendant Consoles, Maintenance and Administration
- Centrex services.
- and more ...



Auto CAD Training



AutoCAD I -Core Concepts:

Who should attend this class?

AutoCAD users without formal training, or who need a refresher, get a comprehensive review of the basic commands used to create 2D production drawings.

Course Description: Functions and commands covered include: understanding the AutoCAD workspace and user interface, using basic drawing, editing, and viewing tools, organizing drawing objects on layers, inserting reusable symbols (blocks), preparing a layout to be plotted, adding text, hatching, and dimensions. This class does not cover text, dimension, or table style creation. This class provides a solid foundation for creating, editing, dimensioning, and plotting drawings.

Prerequisites: Familiarity with the Microsoft Windows operating system and a basic understanding of design and drafting concepts.

Cost: \$1,595

5 Days



AutoCAD II -Beyond the Basics:

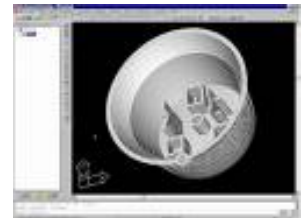
Who should attend this class?

Users who have mastered basic AutoCAD skills or have attended our Core Concepts class.

Course Description: Intermediate students will learn about the most useful tools available at a beyond the basics level. This course is designed for users who require additional comprehensive training in AutoCAD, covering the basic commands to create 2D production drawings. This class covers text, dimension, and table style creation.

Prerequisites: AutoCAD Core Concepts or strong working knowledge of AutoCAD.

4 Days



CDL Training

CDL Class A & B w/ Passenger Endorsement Today!



In Vehicle Training!

*32 Hours Class
40 Hours of
Real Road Time*



Schedule Your Own Road Instruction

DMV & Road Test Fees Included

Students must have a valid driver's license, over the age of 21 and no felony convictions

RESERVE YOUR SPOT TODAY!

SESSION 1
OF OUR HEAVY EQUIPMENT SERIES

Industrial Forklifts



Aerial Platforms

Only 4 days of training.

Formal Class

Practical Hands-On training

- Operating instructions, warnings and precautions
- Differences from automobile (forklift)
- Controls and instrumentation
- Engine or motor operation
- Steering and maneuvering
- Visibility • Fork and attachment adaptation, operation, use (forklifts)
- Equipment capacity and stability
- Load charts (variable/extended reach forklifts)
- Equipment inspection and maintenance that the operator will be required to perform
- Refueling/Charging/ Recharging batteries
- Operating limitations

Identify key points from OSHA's standard 1910.178/1926.602, other state-specific standards, and site-specific rules and procedures for operating a forklift safely.

SESSION 2
OF OUR HEAVY EQUIPMENT SERIES

Earth Moving Equipment



Featuring Komatsu Wa320 & Daewoo200

Only 3 days.

Formal Class with Hands-On Field Exercises.

The course covers:

- Safety and Government Standards & Regulations of Earthmoving Excavators.
- Pre-operational instructions, warnings and precautions.
- Practical operation.
- Controls and instrumentation.
- Steering and maneuvering.
- Equipment capacity and stability.
- Equipment inspection & maintenance that all Operators will be required to perform.
- Operating limitations.
- Stockpiling Material.
- Grading and Leveling.
- Trenching competent person.

Identify key points from OSHA's standard, other state-specific standards, and site-specific rules and procedures for operating a Heavy Equipment.

Sign Up Today!

MIG WELDING

“The only way to learn, is to be hands on!”

Who should attend? This class is for persons who have had some or no formal training in the use of welding equipment.

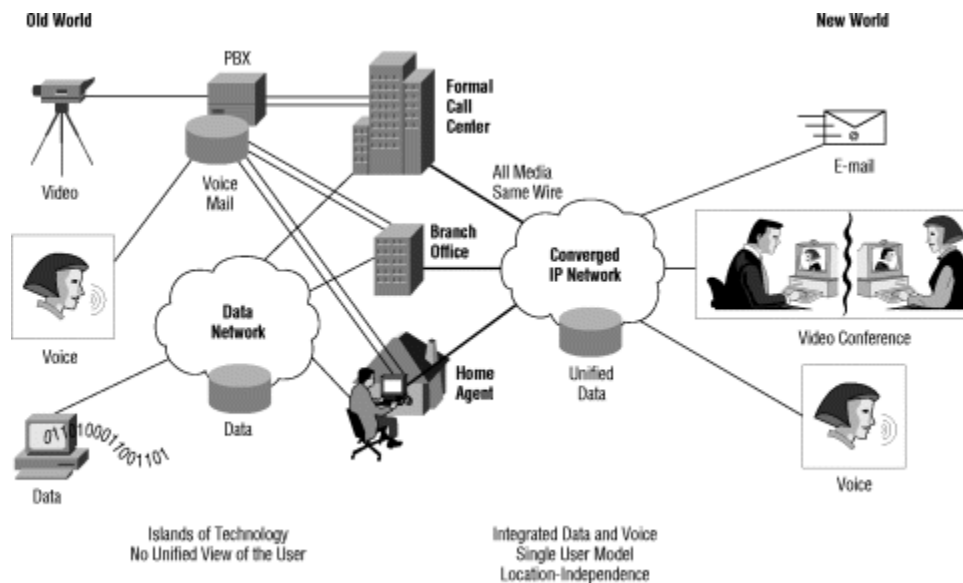


Students will create a project from start to finish. All materials are provided. In this 3 day intensive, students will learn the basics of MIG Welding by fabricating a coffee table. There will be room in the design for students to add their own embellishments. The Instructor will explain the basics of welding and safety in the shop, and demonstrate the use of the MIG welder, plasma cutter, and various power tools. Students will also have time to practice under direct supervision on scrap metal as an introduction to the process.

During these sessions, techniques will be reinforced and students will acquire confidence with their materials. Students should come to class in clothes appropriate for welding: jeans or Carhartt pants, leather shoes/boots, a long-sleeved shirt /jacket of canvas, cotton or wool. Polyester or other synthetic clothing should not be worn to class. Loose-weave fabrics are also a safety hazard.

Wendy Klemperer, a Brooklyn-based sculptor, earned a bachelor's in biochemistry at Harvard University in 1980, and a B.F.A. in sculpture at Pratt Institute in 1983. She has received residency grants from the Skowhegan School, The MacDowell Colony, The Ucross Foundation, Sculpture Space and many others. She has exhibited extensively in NYC and throughout the United States, including installations at Socrates Sculpture Park, NY, the Bridgewater-Lustberg Gallery, NYC, the DeCordova Museum and Sculpture Park in Lincoln MA, the Henry Lay Sculpture Park in Missouri, and the Polk Museum in Lakeland, FL. She teaches welding at the Educational Alliance in NYC, and at the Carving Studio and Sculpture Center in West Rutland, VT.

Are you ready to compete in today's converged marketplace?



Let Mobile Training and Education, Inc. help you to transform your technical workforce into customer centric profit center.

Anywhere, Anytime Technical Training at its BEST

MT & E – The #1 provider of ETA certified fiber optics training is pleased to offer the following courses; delivered to your company or worksite:

Computer Design & Service
Fiber – Installer & Technician
Cisco CCNA/CCNP
Radar & Radio
Microsoft
Custom Development

LAN Technologies
Broadband VoIP
WAN Technologies
Customer Service Specialist
Novell
Online Learning

Data Cabling
Telecommunications Basics
Telephony Networking
Avionics
Citrix
College Degree Programs



For more information, please contact Mobile Training and Education, Inc.
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