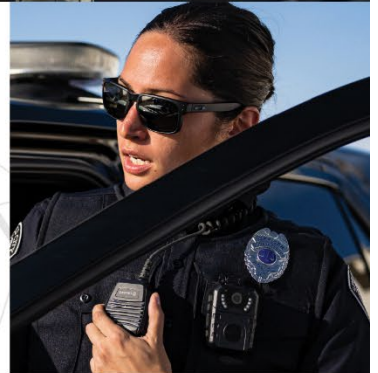




L3HARRIS[®]
FAST. FORWARD.



INTEROPERABILITY



2024 TECHNICAL TRAINING CATALOG

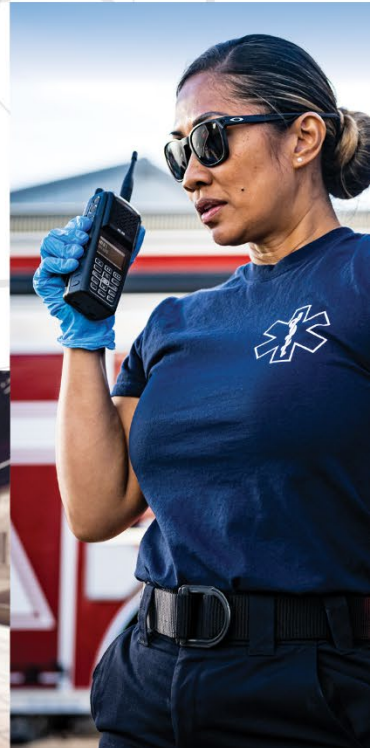
All in for the heroes

RELIABILITY

SECURITY



CONVERGENCE



COMMITMENT



CONTENTS

Introduction	3
Technical Training Services	4
Training Portfolio: Learning Portal and Web-based Training	5
L3Harris Technical University (HTU)	5
Web-based Training Packages	6
Web-based Training Packages Cont'd	7
Web-based Training Packages Cont'd	8
Web-based Training Packages Cont'd	9
Training PORTFOLIO: LEARNING Management System (LMS)	10
Training Portfolio: Learning Management System (LMS) Cont'd	11
Training Portfolio: Instructor Lead Courses	12
Open Enrollment Courses & Schedule	13
Open Enrollment Courses & Schedule	14
Overview	14
Open Enrollment Courses & Schedule	15
Open Enrollment Courses & Schedule	16
Training Portfolio: Instructor Lead Training	17
Instructor Lead Course Portfolio	18
Operational Training.....	18
Instructor Lead Course Portfolio	19
Operational Training Cont'd	19
Instructor Lead Course Portfolio	20
Core Training.....	20
Instructor Lead Course Portfolio	21
Core Training Cont'd	21
Instructor Lead Course Portfolio	22
Core Training Cont'd	22
Instructor Lead Course Portfolio	23
Administrator Training	23
Instructor Lead Course Portfolio	24
Administrator Training Cont'd.....	24
Instructor Lead Course Portfolio	25
Administrator Training Cont'd.....	25
Instructor Lead Course Portfolio	26

Administrator Training Training Cont'd	26
Instructor Lead Course Portfolio	27
Administrator Training Bundled Package.....	27
Instructor Lead Course Portfolio	28
P25 System Administrator Training Course Flowchart	28
Instructor Lead Course Portfolio	29
Maintenance Technician Training	29
Instructor Lead Course Portfolio	30
Maintenance Technician Training Cont'd.....	30
Instructor Lead Course Portfolio	31
Maintenance Technician Training Cont'd.....	31
Instructor Lead Course Portfolio	32
Maintenance Technician Training Cont'd.....	32
Instructor Lead Course Portfolio	33
Maintenance Technician Training: P25 MASTER TECHNICIAN	33
Instructor Lead Course Portfolio	34
Maintenance Technician Training: P25 MASTER TECHNICIAN	34
Instructor Lead Course Portfolio	35
P25 System Maintenance Technician Training Course Flowchart	35
Policies and Requirements	36

INTRODUCTION

Law enforcement, fire, utilities, and emergency medical services – L3Harris is there for those who keep communities and resources safe from threat and potential danger, who keep the lights on and keep businesses in business. Public Safety relies on effortless and reliable communication as a lifeline. Our focus at L3Harris is to ensure your personnel are equipped with the knowledge, confidence, and practical experience to operate and maintain your communication system, keeping the lifeline connected.

Starting with professionally developed, real- world application and content, we strive to design training with the learner in mind. The courses are curated through the lens of technicians, administrators, supervisors, and end users to maximize the value of information received.

We understand that public safety workers face a wide variety of challenges in their work, and our training programs are tailored to meet these needs with practical, hands-on instruction, highly available virtual classroom type presentations, and on-demand online training that is designed to prepare them for real-world situations. We offer a blended approach with immersive, hands- on experiences, lab environments, and online learning options to ensure we meet learners with the right kind of learning at the right time.

Our instructors know L3Harris tech inside and out. They are flexible and ready to meet you wherever you are comfortable. Whether that be from behind a screen in the virtual comfort of your home/office to safe in-person sessions at our Lynchburg, Virginia training facility or in the convenience of your facility. And because learning is ongoing, we are constantly expanding our training, keeping you in front of the learning curve, with the goal of making sure our customers have the skills and training they need to properly deploy and operate L3Harris solutions in their daily operations.

We look forward to partnering with you!

TECHNICAL TRAINING SERVICES

Our technical training hub, located in Lynchburg Virginia, is where our training specialists and development team partner with sales, implementation, factory to field and technical support teams to curate relevant courses with practical scenarios and best practices baked in.

Our technical training staff is comprised of training professionals with extensive experience in both adult learning and telecommunications. Each instructor is certified to ensure the trainer possesses the instructional skills and technical competencies to deliver high-quality training to our customers.

Our training portfolio is robust, from console operation to P25 system maintenance to radio operator training and system configuration and management. From implementation, to maintenance, and troubleshooting we have you covered for successful use of your communication system.

When it comes to learning, one size does not fit all. The work you do demands flexibility. At L3Harris, we strive to meet your unique learning needs with a variety of delivery options by offering instructor led virtual courses, hands on in person courses, and targeted online courses.

L3Harris University:

- Learning Portal subscriptions and Web-based Training Packages at your fingertips.
- Seamless access to on demand learning content designed to put the learner in the driver's seat.
- Most flexible option, allowing learners access to the information when they need it most.

Instructor Led Training Courses:

- Open Enrollment Courses: Enroll in one of our prescheduled instructor-led courses.
- Customized Instructor Led offerings create space for your team to collaborate.
- Perfect option for annual continuing education requirements.

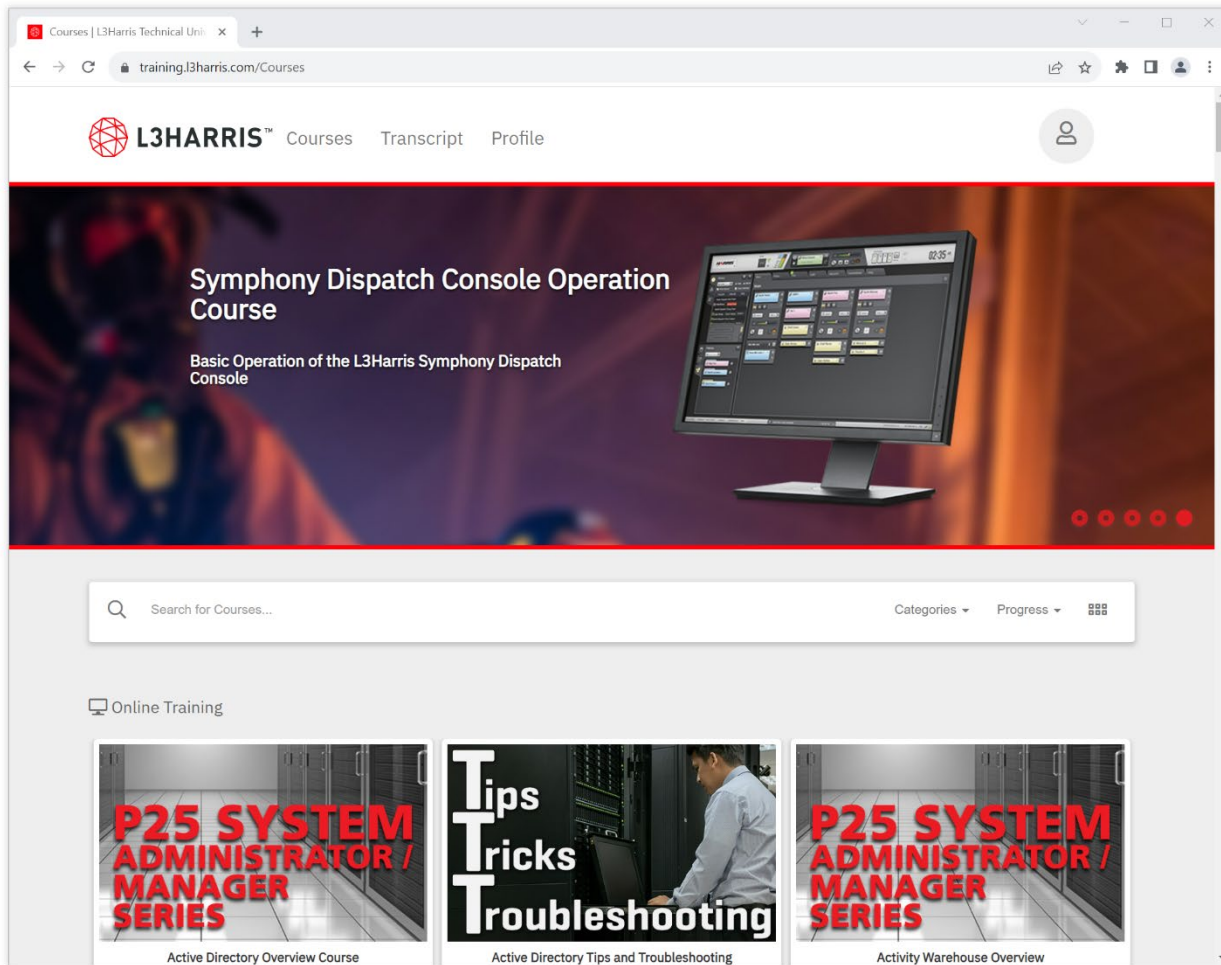
Training Packages:

- A comprehensive mix of Virtual, Online and in person workshops crafted to create a solid working foundation of your P25 system.
- Promotes learners to practice self-directed learning, group learning, and immersive hands-on application.
- Geared towards onboarding employees new to role and new system implementations.



TRAINING PORTFOLIO: LEARNING PORTAL AND WEB-BASED TRAINING

L3HARRIS TECHNICAL UNIVERSITY (HTU)



On-Demand access to learning content designed to put the learner in the driver's seat

A critical component to the success of your communications system is confident users. HTU provides access to self-paced eLearning courses which were thoughtfully created help a student master basic concepts inherent in L3Harris systems.

Modular content supports learning specific information in timely chunks, and interactive content increases engagement. The courses, short videos, and product demonstrations offer supplemental training to optimize learning and provide an on- the- job training aid.

WEB-BASED TRAINING PACKAGES

Learning portal packages are created with your workforce in mind. Topics have been carefully chosen based on the concepts, systems, and tools required for the various roles that support your P25 System.

And our catalog is continuously growing!

Each learning package includes unlimited access to the training modules for one year. Modules are added to the training package as developed at no extra cost with an active account.

P25 System Management | Course: 10G | \$1500

P25 system administrators and managers are responsible for defining and maintaining the system's configurable parameters.

* Included in the Bundled P25 System Management Technician Training Program

* Can be renewed for \$1000

- | | |
|---|--|
| <ul style="list-style-type: none"> • P25 Fleet Mapping Overview • XL-200P Radio Operation • Symphony Console Operation • Radio Programming Overview • Radio Personality Manager 2 • Advanced Access Control (AAC) • Unified Administration System (UAS) Overview • UAS "How to...." | <ul style="list-style-type: none"> • Regional Network Manager (RNM) Overview • Active Directory Overview • Activity Warehouse • Enterprise Network Manager (ENM) Overview • Over-The-Air Programming (OTAP) • Over-The-Air Rekeying (OTAR) Fundamentals • OTAR "How to...." • Inter-RF Subsystem Interface (ISSI) Fundamentals |
|---|--|

WEB-BASED TRAINING PACKAGES CONT'D

P25 System Maintenance | Course 11G | \$2000

A P25 system maintenance technician must be familiar with all system operation and maintenance aspects. This includes both site equipment and the VIDA IP network. System maintenance training provides technicians with the knowledge and skills to conduct preventive maintenance, troubleshoot problems, and take corrective action.

This training package includes all the listed courses in the P25 System Management web-based training package **PLUS** the following training modules:

* Included in the Bundled P25 System Management Technician Training Program

* Can be renewed for \$1500

- | | |
|---|--|
| <ul style="list-style-type: none"> • MASTR V Station Traffic Controller Field Replacement Procedure • MASTR V Station Baseband Module Field Replacement Procedure • P25 Miniature Mobility Exchange (MME) • P25 Network Sentry • P25 Symphony Installation and Configuration | <ul style="list-style-type: none"> • P25 Device Manager Introduction • UAC Interoperability Gateway Overview • VIDA Network Navigation • Introduction to VMware and the vCenter Console Server (VCC) • Security Update Management Service (SUMS) Overview • Cisco Configuration – Backup and Restore |
|---|--|

Radio Operation | Course 12G | \$60

The Radio Operation package includes access to all operational radio courses. This package is beneficial to end users who operate and require training on portable and mobile radios.

- | | |
|---|--|
| <ul style="list-style-type: none"> • Radio User Fundamentals • XG-25P System Model Operation Course • XG-75P Scan Model Operation Course • XG-75P System Model Operation Course • CH721 Scan Model Radio Operation | <ul style="list-style-type: none"> • XL-200M Radio Operation Course • XL-200P Radio Operation Course • CH721 System Model Radio Operation • BeOn for Android Operation Course • BeOn for IOS Operation Course |
|---|--|

WEB-BASED TRAINING PACKAGES CONT'D

Symphony Console Operation | Course 13G | \$180

The Console Operation package includes access to the Symphony Dispatch Console course. Watch and learn through an interactive view of Symphony Dispatch Console. This course demonstrates daily basic operation and expands on reviewing licensed console features. It covers tasks such as making and receiving group calls, making and receiving individual calls, responding to emergency calls, creating patches and simulelects, plus much more.



WEB-BASED TRAINING PACKAGES CONT'D

Radio Programming, I Course 14G | \$200

Learn the basics of radio programming, including, hardware and software requirements, building personalities, required licensing options and compliance.

- Radio Programming Overview
- Radio Personality Manager (RPM 2)
- Advanced Access Control (AAC)

XL Portable and Mobile Maintenance Series | Course 15G | \$500

This course is designed for personnel who will be involved in the maintenance of the XL Radios and the continuing management of Maintenance Operations.

Video and Interactive Demonstrations include:

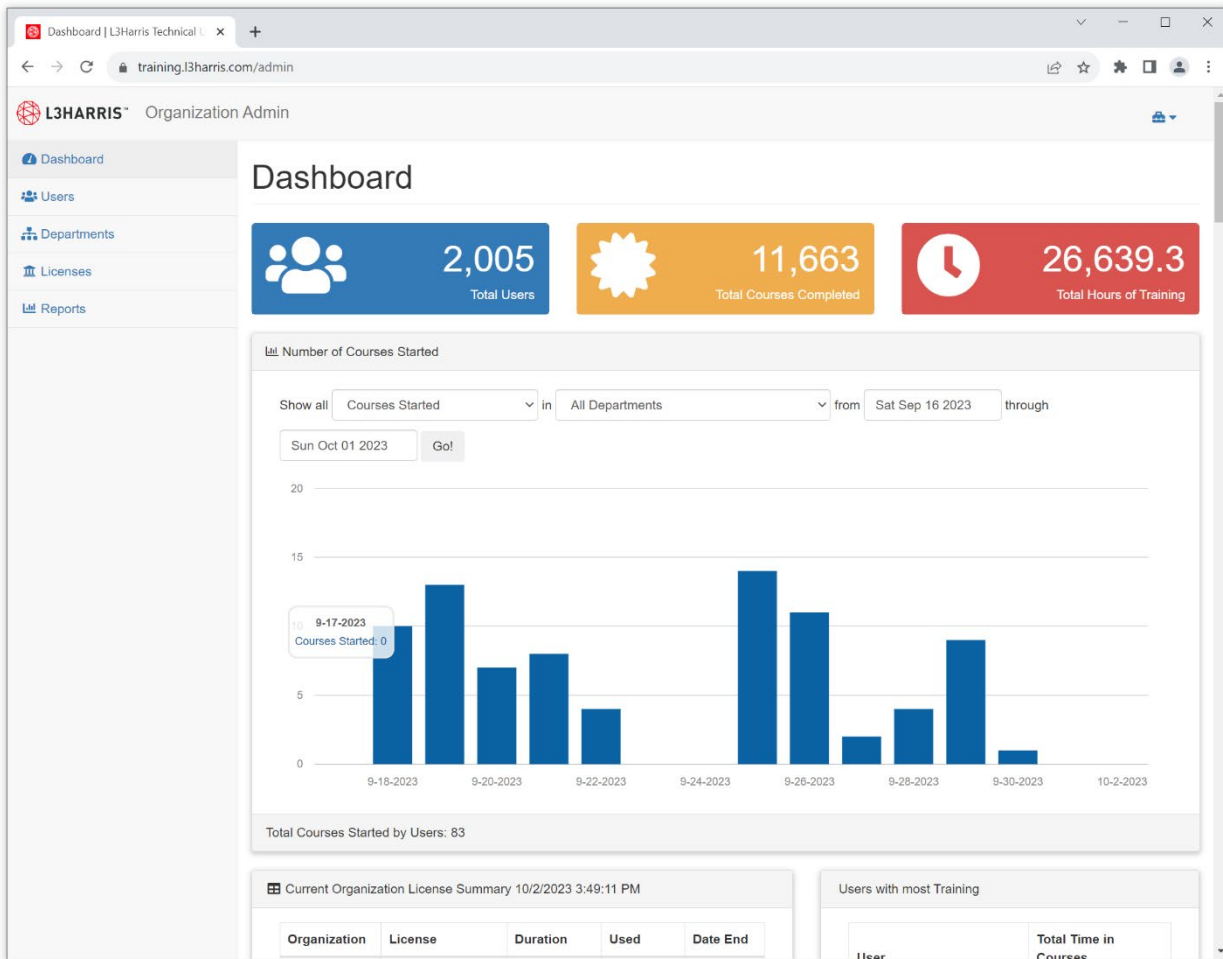
- Mobile Radio Operation
- Mobile Radio Teardown and Reassembly
- Portable Radio Operation
- Portable Radio Teardown



TRAINING PORTFOLIO: LEARNING MANAGEMENT SYSTEM (LMS)

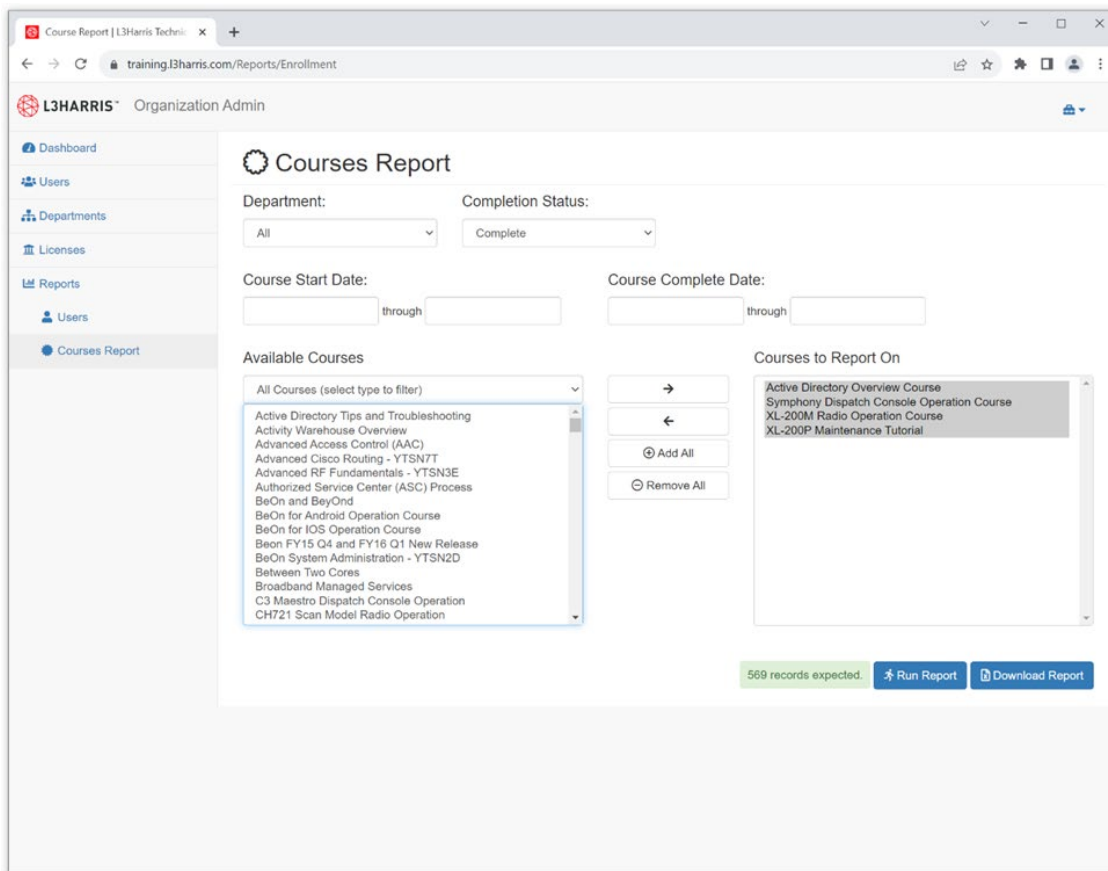
Manage your teams learning on your own terms through L3Harris Technical University!

L3Harris can provide you with the ability to administrate your teams learning on your own terms. Our advanced licensing features give you granular access over who has access to different training modules. We make onboarding simple with bulk uploading and self-registration tools so that your learners can access their training without jumping through a bunch of hoops.



TRAINING PORTFOLIO: LEARNING MANAGEMENT SYSTEM (LMS) CONT'D

Our reporting tools in the Learning Management System (LMS) allows you to see the personnel that have completed training and how long students are spending viewing the training. Our (LMS) also tracks in-person instruction that has been completed and view upcoming enrollments, so you will always know who has received training on L3Harris products.



Let's get started.

Whether you are ready to enroll, or if we can help answer additional questions you have regarding L3Harris Technical University such as but not limited to:

- Web Based Training Bundles
- Bulk Pricing
- Access and use of the Learning Management System

Contact the Training Manager at:

pspc_training@L3Harris.com

or call 1-800-528-7711 (option #1)

TRAINING PORTFOLIO: INSTRUCTOR LEAD COURSES

Whether you are looking to upskill your workforce on a specific topic or sharpen the tool kit with refresher trainings our course portfolio allows you to purchase the targeted content you need.

Our instructor led courses are taught by certified trainers who strive to engage, challenge, and develop your workforce. We are versatile in our approach to deliver content to your learner, whether that be virtual, on site (your location) or if you are joining us at our state-of-the-art technical training facility, we have one goal: To be your trusted partner in learning.

Many Instructor-Led courses can be trained in the following settings at your preference:

- **Virtual Training:** Regularly scheduled open enrollment courses and customized instructor-led training over the Internet using Microsoft Teams.
- **On Location:** We come to you! We will meet you at your facility. Any tools and equipment required for the training will be specified during the planning and scheduling of the trainings.
- **Technical Training Center:** The L3Harris Technical Training Center is located at 221 Jefferson Ridge Parkway in Lynchburg, Virginia. The facility includes multiple radio systems dedicated to training and well-equipped classrooms and laboratories to support hands-on training.

* Some courses do require in person attendance to accommodate hands on learning and a small handful of courses require learners to join us at the Technical Training Center in Lynchburg to experience the full offerings of the lab setting.

“A great class got a lot more understanding of networking. The trainer did a great job keeping everyone engaged and making it a fun learning environment.”

OPEN ENROLLMENT COURSES & SCHEDULE

Join us for one of our regularly scheduled open-enrollment instructor led courses. We plan ahead, mapping out our most requested trainings to be held at intervals throughout the year. Our goal: to reduce unpredictable budgeting and scheduling conflicts as much as possible so you can focus on running your business.

The courses facilitate a unique group learning opportunity, with attendees from various roles and places, creating a collaborative environment with a common objective; expand knowledge and skill.

Open Enrollment Details

Courses marked with ** have required prerequisites. The details of the required courses can be found in the course catalog.

Course catalog and enrollment information can be found at our website:

[Technical Training for Emergency Responders | L3Harris® Fast. Forward.](#)

[Register Online](#) Or [Download the Registration PDF](#) and submit the completed form via email to pspc_training@L3harris.com

A confirmation email will be sent from HTU with the following information:

- Enrollment confirmation along with course details.
- Sales order conformation

When to enroll:

Class registration will be accepted two weeks before class begins. However, enrolling as soon as possible is a good idea to ensure a seat is available.

“ Instruction was outstanding, our trainer was extremely knowledgeable on all factors of the course. Every expectation was meet or exceeded. Send back anytime.”

OPEN ENROLLMENT COURSES & SCHEDULE

OVERVIEW

Open Enrollment: Instructor Led Virtual Training

These courses are facilitated via our virtual platform, which means you can simply purchase the credits/ seats ahead of time for the year and register your learners.

The virtual classroom environment is ideal for acquiring foundational product and system knowledge when hands-on instruction is not required Instructor led courses using a mix of media, such as screen share, Chat Q&A

Technical Requirements

- Students must have a device (i.e., Computer, Laptop, etc.)
- High speed internet connection.
- The current platform used is Microsoft Teams, an accessible link is sent after enrollment.

Schedule

- Open-enrollment virtual classroom courses are conducted daily from 12:30 p.m. to 4:30 p.m. (Eastern Time).
- Students are expected to maintain full attendance to receive a certificate of completion.

Open Enrollment: Technical Training Center

Many of our courses are shaped around the concept that performing a task in a safe, protected environment allows learners the opportunity to do it right.

Hands on training encourages active engagement with immediate practice in the new skill. Participants learn with support from our staff providing real time feedback.

Travel Considerations

Our Technical Training Center is located at:
221 Jefferson Ridge Parkway
Lynchburg, VA 24501

-
- Travel arrangements are the responsibility of the attendee.
- Airports nearby include:
 - Lynchburg Regional Airport
 - Roanoke- Blacksburg Regional Airport

Please reach out if you have additional questions regarding Travel arrangements.

- pspc_training@L3harris.com
- 1-800-528-7711 (option #1)

Schedule

- Classes begin promptly at 8:30 am each day and end at approximately 4:30pm.
- On Friday, the last day of class for 4½-day courses, training usually ends at noon to facilitate travel arrangements unless otherwise specified in your course confirmation notice.
- Students are expected to maintain full attendance to receive a certificate of completion.

OPEN ENROLLMENT COURSES & SCHEDULE

Virtual: Core, Administration, and Maintenance

Course	Course Name	Virtual Classroom		Tuition
4F	P25 System Overview	Feb. 19-21	Jul. 22-24	\$1,625
4G	Unified Administration System**	Mar. 4-5	Jul. 29-30	\$975
4H	Regional Network Manager**	Mar. 6-7	Jul 31-Aug. 1	\$650
2D	BeOn System Administration	Feb. 12-16	Jul 15-19	\$1,625
2X	Introduction to Networking	Feb. 26-Mar. 1	Aug. 26-30	\$2,600
3W	Network Operation & Maintenance **	Mar. 11-15	Sep. 9-13	\$1,625
8G	MASTR V Station Maintenance	Mar. 25-26	Aug. 12-13	\$975
8H	P25 Simulcast System Maintenance	Mar. 27-29	Aug. 14-16	\$975
5Y	Grounding & Surge Protection	Oct. 7-10		\$650

** Prerequisites Required

Technical Training Center: Core, Administration, and Maintenance

Course	Course Name	Lynchburg, Virginia		Tuition
1A	P25 Programming & Maintenance Workshop**	Apr. 22-26	Oct. 21-25	\$3,500
8G	MASTR V Station Maintenance	Sep. 23-24		\$1000
8H	P25 Simulcast System Maintenance	Sep. 25-27		\$1500
9T	P25 Master Technician	Jun. 24-28		\$3,500
9N	P25 System Implementation Workshop**	Apr. 8-12	Oct. 7-11	\$3,500
5Y	Grounding & Surge Protection	May 7-8		\$1000

** Prerequisites Required

OPEN ENROLLMENT COURSES & SCHEDULE

Portable & Mobile Radio Maintenance

Course	Course Name	Lynchburg, Virginia		Tuition
4A	XL Portable Radio Maintenance	June 3-4	Aug. 26-27	\$1,000
4V	XL Mobile Radio Maintenance	June 5-6	Aug. 28-29	\$1,000

Radio Programming & Operation

Course	Course Name	Lynchburg, Virginia		Tuition
6X	XL Radio Programming & Operation	May 14-15	Oct. 29-30	\$1,000



TRAINING PORTFOLIO: INSTRUCTOR LEAD TRAINING

You are in the driver's seat. Simply choose the courses you are interested in from the catalog offerings below. Our team will ensure the content delivered on the topic reflects your L3Harris system and your team will benefit from a collaborative environment as they learn together.

- Each course will state the preferred delivery method (i.e., Virtual, On-site, Technical Training Center) as well as any specific requirements.
- It may be possible to negotiate a preferred virtual training to take place on- site.
- Contact the Training Manager to discuss the pricing, content, overall length, and scheduling of the desired customized virtual classroom training course.
 - pspc_training@L3harris.com

Instructor Lead Virtual Training	
<p>The virtual classroom environment is ideal for acquiring foundational product and system knowledge when hands-on instruction is not required. Instructor led courses use a mix of media, such as screen share, Chat Q&A, video, and system demonstrations.</p>	
<p>Details</p>	<ul style="list-style-type: none"> • For optimal learning, it is recommended that each day of virtual classroom instruction is limited to four (4) hours and that the training is delivered over consecutive days, as required. • Typically, courses are delivered from 12:30 pm- 4:30 pm eastern time (EST). These times can be modified to mutually agreed time frames in consideration of customers time zone and schedule.

Instructor Lead On-Site Training	
<p>Your team learns in your space with the equipment they work with day to day. Our instructors are agile and focused solely on the unique learning needs of your team.</p>	
<p>Details</p>	<ul style="list-style-type: none"> • The customer must provide the facility and any tools and equipment needed to support the hands-on portion of the training. • Scheduled on mutually agreeable dates by the customer and L3Harris Training Manager.

“ Course was run very well, and information was clear and concise. Well done!”

INSTRUCTOR LEAD COURSE PORTFOLIO

OPERATIONAL TRAINING

Dispatch personnel and frontline first responders are at the core of effective and efficient radio system implementation. Operational training provides your dispatch personnel and radio users with the skills to confidently operate their respective dispatch consoles and terminal products.

To help your team remain agile, scale your workforce, and reduce cost over time, we have created an effective Train the Trainer option for User Equipment Operators. With this option, we will train your qualified instructors so they, in turn, can train your organization.

Console Equipment Operator | ENTRY LEVEL

This course provides dispatchers and their supervisors with the knowledge and skills to operate the Symphony Dispatch Console.

- Hardware and functionality of the Symphony Dispatch Platform.
- Symphony terminology and parameters.
- Console navigation and operator functions.

Course: 5P	Course Length: 2.5 hours	Standard Delivery Option: On Location (Customer Site)
Logistics / Prerequisites	<ul style="list-style-type: none"> • The customer's operational consoles are used during this training. • To ensure a proper learning experience, this training is held in small groups with no more than two people on an operating console. 	

“ Absolutely amazing instructor. Very personable and understandable with training materials.”

INSTRUCTOR LEAD COURSE PORTFOLIO

OPERATIONAL TRAINING CONT'D

User Equipment Operator Training | ENTRY LEVEL

This course provides field personnel on the operation of the portable and mobile radios in the system.

Objectives:

- A comparison of conventional and trunked operation and analog and digital voice (as applicable)
- An overview of the customer's radio system
- A description of system operation, including failure modes
- A discussion of radio/system coverage expectations
- A demonstration of radio operation, including proper radio use
- Hands-on practice with the radios
- A discussion of primary radio care and battery maintenance

<p>Course: 7R</p>	<p>Course Length: 2- 4 hrs.</p>	<p>Standard Delivery Option: On-Site (Customer Location)</p>
<p>Logistics / Prerequisites</p>	<ul style="list-style-type: none"> • Trainer the User: Our instructors to direct training to field personnel on the operation of the portable and mobile radios in the system. • Train the Trainer: Our instructors to conduct training for designated customer trainers, who then instruct the rest of the radio users. 	

“Greatly enjoyed the instructor, excellent job.”

INSTRUCTOR LEAD COURSE PORTFOLIO

CORE TRAINING

The courses included in the Core P25 Training are foundational to developing a solid understanding of your P25 System and are considered prerequisites for many intermediate and advanced Administer and Maintenance trainings.

These courses are intended for Administrators, Managers, Technicians, and key personal who are responsible for the configuration, implementation, and operation of a P25 System.

P25 System Overview I ENTRY LEVEL

This virtual classroom course provides system administrators and managers with an understanding of terminology, equipment, components, and operational processes associated with the P25 system. Topics include RF communication basics, VIDA® network and site equipment, call processing, wide-area coverage solutions, interoperability, and much more. This course provides the prerequisite knowledge for system management application training on the Unified Administration System and Regional Network Manager.

Course: 4F	Course Length: Four sessions at 4 hours each	Standard Delivery Option: Virtual Classroom
Logistics / Prerequisites	N/A	

Unified Administration System I ENTRY LEVEL

This virtual classroom course provides system administrators and managers with the knowledge to create and maintain system databases using the Unified Administration System (UAS).

Course topics include logging into the UAS, establishing user accounts, navigating through the user interface, creating, and changing parameter values, and adding/deleting radio users and talk groups.

Part Number: 4G	Course Length: Three sessions at 4 hours each	Standard Delivery Option: Virtual Classroom
Logistics / Prerequisites	<p>Required:</p> <ul style="list-style-type: none"> P25 System Overview (4F) <p>Recommended:</p> <p>HTU Courses recommended:</p> <ul style="list-style-type: none"> Unified Administration System (UAS) Overview Active Directory 	

INSTRUCTOR LEAD COURSE PORTFOLIO

CORE TRAINING CONT'D

Regional Network Manager | ENTRY LEVEL

This virtual classroom course provides system administrators and managers with the knowledge to monitor and manage the P25 system using the Regional Network Manager (RNM).

Course topics include system access, monitoring the status of system equipment, identification and acknowledgment of system faults, historical views of system performance, and exploring real-time viewers.

Course: 4H	Course Length: Two sessions at 4 hours each	Standard Delivery Option: Virtual Classroom
Logistics / Prerequisites	Required: <ul style="list-style-type: none"> • P25 System Overview (4F) Recommended: Prior completion of the following web-based training courses is highly recommended: <ul style="list-style-type: none"> • Regional Network Manager (RNM) Overview • Active Directory. 	

“ I have a much better understanding of how network management works.”

INSTRUCTOR LEAD COURSE PORTFOLIO

CORE TRAINING CONT'D

Introduction to Networking I | ENTRY LEVEL

This course is centered around Network+ certification learning objectives and is ideal for administrators, technicians and anyone who requires a solid understanding of the fundamental principles of configuring, operating, and troubleshooting basic network infrastructure. Topics Include:

- OSI, TCP/IP Models
- Network media and devices
- IP Addressing and routing
- Network applications
- Network security
- Network management, monitoring, and troubleshooting.

This course is a highly recommended prerequisite for individuals who have never had formal network training and plan to attend the Network Operation & Maintenance (3W) course

Course: 2X	Course Length: Five sessions at 4 hours each.	Standard Delivery Option: Virtual
Logistics / Prerequisites	N/A	

P25 System Implementation Workshop | INTERMEDIATE LEVEL

This hands-on workshop allows participants to implement the knowledge acquired during prerequisite virtual classroom and web-based training. The workshop includes structured hands-on exercises on the Unified Administration System (UAS), Regional Network Manager (RNM), and radio programming.

Participants are divided into teams to plan, implement, and operate the Training Center's P25 radio system based on the communication requirements of an imaginary town. Activities include defining a fleet map, planning radio personalities, establishing UAS databases, configuring dispatch consoles, programming radios, and operating the system.

Course: 9N	Course Length: 5 Days	Standard Delivery Option: L3Harris Technical Training Center
Logistics / Prerequisites	Required: <ul style="list-style-type: none"> • P25 System Overview (4F) • Unified Administration System (4G) • Regional Network Manager (4H) 	HTU courses recommended: <ul style="list-style-type: none"> ○ Radio Programming Overview ○ Radio Personality Manager 2 (RPM 2) ○ Advanced Access Control (AAC) ○ Symphony Dispatch Console Operation ○ XL-200P Radio Operation

INSTRUCTOR LEAD COURSE PORTFOLIO

ADMINISTRATOR TRAINING

P25 system administrators and managers are responsible for defining and maintaining the system's configurable parameters. This role has evolved as radio systems have become larger and more complex. Their responsibilities include the following:

- Defining the fleet map
- Defining wide area roaming capabilities
- Planning radio feature usage and personalities
- Configuring dispatch consoles
- Maintaining unit and group databases
- Enabling and disabling subscriber units
- Generating reports
- Monitoring system performance

Along with the Core P25 Training offerings, the following courses provide system administrators and managers the opportunity to dive into specific features and services and how to effectively manage these within your system.

XL Radio Programming & Operation | ENTRY LEVEL

This course provides in-depth instruction on programming and operating XL radios for system administrators, technicians, and anyone who needs the knowledge and skills to create a radio personality to meet operational needs. Although the course focuses on the XL-200P radio when attended at the L3Harris Technical Training Center, it is beneficial for anyone who needs to learn radio programming using the Radio Personality Manager 2 (RPM 2) application.

In this course, participants learn how to create a master radio personality using RPM 2. This includes creating frequency and group sets to build “systems/zones” and selecting radio options (i.e., power-up options, display settings, alert tones, timer settings, emergency features, supervisory features, etc.). The operational impact of selecting different options is explored, and the modification of existing radio personalities is addressed. The training also includes manually generating and loading encryption keys using the Key Manager application.

If conducted on-site, the training can be customized based on the specific radio models used by the customer. The training will use the customer's equipment and software (e.g., radios, computers, programming cables, key loaders, etc.). For optimal learning, at least one computer, loaded with the applicable software, is provided for every two participants.

Course: 6X	Course Length: 2 days	Standard Delivery Option: On- Site (Customer Location) or L3Harris Technical Training Center
Logistics / Prerequisites	Required: <ul style="list-style-type: none"> • Basic Radio User Experience 	

INSTRUCTOR LEAD COURSE PORTFOLIO

ADMINISTRATOR TRAINING CONT'D

Over- The- Air- Rekeying I ENTRY LEVEL

This on-site course provides system administrators and managers with the knowledge and skills to manage encryption keys using the Key Management Facility (KMF) product in a P25 network. This includes defining Crypto Officer Administration classes and user privileges; managing Crypto Officer user accounts; configuring crypto nets; and rekeying talk groups, users, and system keys using the Unified Administration System (UAS). If a customer desires to utilize the Link Layer Authentication feature, this content can be added to the Over-The-Air-Rekeying Course.

Course: 6C	Course Length: 1 Day	Standard Delivery Option: On- Site (Customer Location)
Logistics / Prerequisites	Required: <ul style="list-style-type: none"> P25 System Overview (4F) Unified Administration System (4G) 	

BeOn System Administration I ENTRY LEVEL

This course is designed for personnel who will be involved in the implementation, maintenance and in the continuing management of a BeOn System. It is intended to provide technical and non-technical personnel with a high-level understanding of the BeOn core system as well as the ability to manage the administration of licenses provisioned to BeOn users. Course topics include system architecture, licensed features, basic system configuration, communication interfaces, system features, provisioning, voice communication features, and network management and monitoring capabilities.

Course: 2D	Course Length: Four sessions at 4 hours each.	Standard Delivery Option: Virtual
Logistics / Prerequisites	Required: <ul style="list-style-type: none"> N/A Recommended: <ul style="list-style-type: none"> P25 System Overview (4F) Unified Administration System (4G) 	

INSTRUCTOR LEAD COURSE PORTFOLIO

ADMINISTRATOR TRAINING CONT'D

P25 Fleet Mapping Workshop | INTERMEDIATE LEVEL

This on-site workshop assists new customers in defining the system fleet map and planning radio personalities. The workshop begins with an abbreviated overview of the P25 system that focuses on system design and operation so that participants can make informed decisions about the fleet map. The workshop explores the advantages of different talk group structures and configuration parameters associated with talk groups and radio users. We include discussion of other configuration options and planning for interoperability.

Course: 6A	Course Length: 3- 4 Days	Standard Delivery Option: On- Site (Customer Location)
Logistics / Prerequisites	Required: <ul style="list-style-type: none"> N/A Recommended <ul style="list-style-type: none"> P25 System Overview (4F) 	

Console Configuration | ENTRY LEVEL

This course provides personnel involved in the implementation, maintenance, and continuing management of the P25 Trunked System Dispatching Operations with the skills to configure and manage the dispatch console. Tasks include making changes and corrections to existing console configuration parameters as needed, adding, or removing dispatch consoles, and changing rights and privileges of dispatch console administrators and operators, as well as maintaining records of all programmed parameters.

Course: 3H	Course Length: 1.5 Days	Standard Delivery Option: On Location (Customer Site)
Logistics / Prerequisites	<ul style="list-style-type: none"> The customer's operational consoles are used during this training. To ensure a proper learning experience, this training is held in small groups with no more than two people on an operating console. 	

INSTRUCTOR LEAD COURSE PORTFOLIO

ADMINISTRATOR TRAINING TRAINING CONT'D

ISSI Configuration & Administration | INTERMEDIATE LEVEL

This on-site course provides system administrators and managers with the knowledge and skills to configure and implement the Inter-RF Subsystem Interface (ISSI) using the Unified Administration System (UAS). Course topics include configuring the UAS for local and foreign ISSI gateways, creating an ISSI Region, establishing System Assigned ID (SAID) ranges for foreign talk groups and users, determining shared users and talk groups available to foreign systems, and creating foreign user permission templates.

Course: 9L	Course Length: 1 Day	Standard Delivery Option: On- Site (Customer Location)
Logistics / Prerequisites	Required: <ul style="list-style-type: none"> • P25 System Overview (4F) • Unified Administration System (4G) • Master V (8G) • Radio Programming (6X) 	

INSTRUCTOR LEAD COURSE PORTFOLIO

ADMINISTRATOR TRAINING BUNDLED PACKAGE

P25 System Management Training Package

Course Number	Synopsis	Topics
Course: N8	P25 system administrators and managers are responsible for defining and maintaining the system's configurable parameters.	<ul style="list-style-type: none"> P25 System Overview (virtual classroom) Unified Administration System (virtual classroom) Regional Network Manager (virtual classroom) P25 System Implementation Workshop (traditional classroom) One year of unlimited access to the P25 System Management Web-based Training Package

Details:

- The bundled P25 System Manager Training Program consists of one seat in the blended learning program.
- Bundle Tuition is \$7,000.00 equaling a savings of \$1,250.00 (if purchased individually)
- The bundled P25 System Manager Training Program must be paid in full before attending.
- Courses must be attended by the same student and within one year of purchase.
- The program price is not valid with any other discounts and is not retroactive.

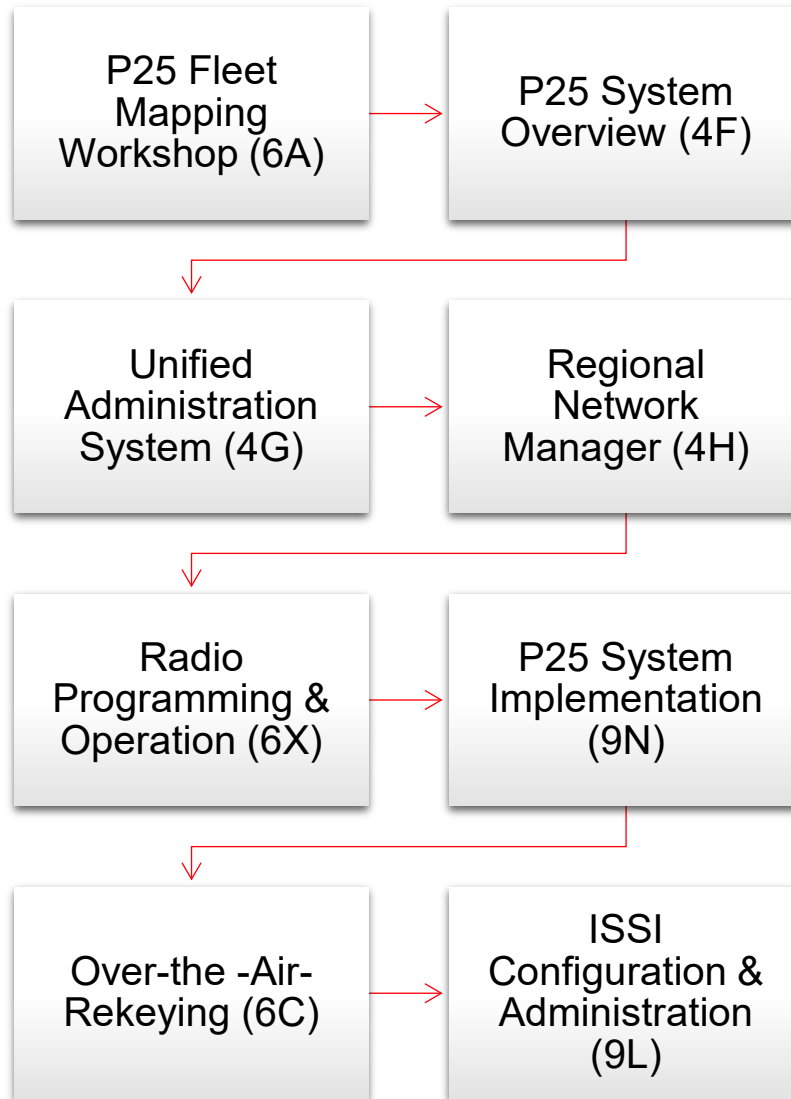
P25 System Management Web Based Training Package

Course Number	Synopsis	Topics
Course:	WBT training provides P25 system administrators and managers with supplemental training to optimize learning and provide an on-the-job training aid. Access is unlimited for one year and includes access to any new training, as developed at no added cost.	<ul style="list-style-type: none"> P25 Fleet Mapping Overview XL-200P Radio Operation Symphony Console Operation Radio Programming Overview Radio Personality Manager (RPM and RPM 2) Advanced Access Control (AAC) Unified Administration System (UAS) Overview UAS "How to...." Regional Network Manager (RNM) Overview Active Directory Activity Warehouse Enterprise Network Manager (ENM) Overview Over-The-Air Programming (OTAP) Over-The-Air Rekeying (OTAR) Fundamentals OTAR "How to...." <p>Inter-RF Subsystem Interface (ISSI) Fundamentals</p>

INSTRUCTOR LEAD COURSE PORTFOLIO

P25 SYSTEM ADMINISTRATOR TRAINING COURSE FLOWCHART

Knowledge is acquired in steps beginning with the fundamentals. As a learner advances through courses, it is critical have a firm grasp on the basics to build upon as well as ensuring the learner has completed any required prerequisites. To help eliminate the guess work, we recommend the following course flow:



INSTRUCTOR LEAD COURSE PORTFOLIO

MAINTENANCE TECHNICIAN TRAINING

A P25 system maintenance technician must be familiar with all system operation and maintenance aspects. This includes both site equipment and the VIDA IP network. System maintenance training provides technicians with the knowledge and skills to conduct preventive maintenance, troubleshoot problems, and take corrective action.

Along with the Core P25 Training offerings, the following trainings will arm maintenance technicians with the skills and knowledge required to perform system maintenance and troubleshooting.

XL Portable Radio Maintenance | ENTRY LEVEL

This course provides technicians with the knowledge and skills to program, test, and maintain an XL portable radio by the maintenance manual. Upon completion of the training, technicians will be able to install a maintenance personality into the radio for use during standardized testing; set up and perform standard transmitter and receiver tests on the radio using a P25-capable service monitor; disassemble and reassemble the radio; install the LTE module into the radio; perform automatic test and alignment on the radio using the Cobham (Aeroflex) 3920B service monitor and Auto Test software; perform select alignments independent of the AutoTest software, and upgrade the software in the radio.

Course: 4A	Course Length: 1.5 Days	Standard Delivery Option: L3Harris Technical Training Center
Logistics / Prerequisites	Required: Basic Radio User Experience Recommended: Basic Knowledge of RPM2	

XL Mobile Radio Maintenance | ENTRY LEVEL

This course will provide technicians with the knowledge and skills to maintain an XL mobile radio. During this course, technicians will learn how to program, operate, and maintain the XL mobile radio. Hands-on exercises include programming the radio for manual testing and conducting standard transmitter and receiver performance tests using a P25-capable test set. Radio alignment will be reviewed and conducted per the field serviceability plan of the radio using communication test equipment that supports L3Harris automatic testing and tuning. Technicians will also learn how to perform software maintenance and be fully prepared to conduct field maintenance on an XL mobile radio.

Course: 4V	Course Length: 1.5 Days	Standard Delivery Option: L3Harris Technical Training Center
Logistics / Prerequisites	Required: Basic Radio User Experience Recommended: Basic Knowledge of RPM2	

INSTRUCTOR LEAD COURSE PORTFOLIO

MAINTENANCE TECHNICIAN TRAINING CONT'D

Network Operation and Maintenance I INTERMEDIATE LEVEL

This course introduces maintenance technicians to fundamental networking concepts and allows them to maintain the VIDA Core and virtual machine infrastructure. Topics covered include the VIDA IP addressing and DNS schemes, critical database backup and storage, router and switch configuration backup and recovery, VAS configuration, and Network Switching Center failover operation.

<p>Course: 3W</p>	<p>Course Length: Four sessions at 4 hours each.</p>	<p>Training Locations: Virtual or Onsite</p>
<p>Logistics / Prerequisites</p>	<p>Required:</p> <ul style="list-style-type: none"> • P25 System Overview (4F), • Unified Administration System (4G), and • Regional Network Manager (4H) <p>Recommended:</p> <ul style="list-style-type: none"> • Introduction to Networking (2X) course is a highly recommended prerequisite for individuals who have never had formal network training. 	



INSTRUCTOR LEAD COURSE PORTFOLIO

MAINTENANCE TECHNICIAN TRAINING CONT'D

MASTR V Station Maintenance | INTERMEDIATE LEVEL

This virtual course covers the theory of operation and maintenance procedures for the MASTR V Station that is used in either a conventional or trunked configuration. Frequency bands covered include VHF-HI, UHF, and 800 MHz. Hands-on laboratory exercises on testing, aligning RF modules, and setting station levels allow optimal learning. This includes performing bench alignments utilizing the TQ0650 test fixture, field alignments, and frequency changes using RF module extender cards

Course: 8G	Course Length: 2 Days	Standard Delivery Option: Virtual Training or Technical Training Center
Logistics / Prerequisites	Required: <ul style="list-style-type: none"> P25 System Overview (4F) 	

P25 Simulcast System Maintenance | INTERMEDIATE LEVEL

This virtual classroom course allows technicians to operate, maintain, and troubleshoot a P25 simulcast system. Topics include simulcast system operation and concepts, such as capture and non-capture zones and delay spread, signal flow, GPS timing synchronization and alignment, distributed control point architecture and configuration, bypass operation, and system troubleshooting and replacement of failed components.

Course: 8H	Course Length: 3 Days	Standard Delivery Option: Virtual Training or Technical Training Center
Logistics / Prerequisites	Required: <ul style="list-style-type: none"> MASTR V Station Maintenance (8G) 	

INSTRUCTOR LEAD COURSE PORTFOLIO

MAINTENANCE TECHNICIAN TRAINING CONT'D

P25 Programming and Maintenance Workshop | INTERMEDIATE LEVEL

This hands-on course provides technicians with an opportunity to put into practice the knowledge developed during prerequisite virtual classroom training on network and site equipment.

Hands-on exercises include programming radios, using the Regional Network Manager, configuring equipment with VIDA Device Manager, backing up and restoring Cisco device configurations, deploying SUMS patches, backing up and restoring databases, and performing a VIDA network health check.

Course: 1A	Course Length: 5 days	Standard Delivery Option: L3Harris Technical Training Center
Logistics / Prerequisites	Required: <ul style="list-style-type: none"> Master V Station Maintenance (8G) Unified Administration System (4G), 	<ul style="list-style-type: none"> Regional Network Manager (4H) Network Operation and Maintenance (3W)

Grounding and Surge Protection | ENTRY LEVEL

This 2-day course covers the basics of the L3Harris grounding and surge suppression guidelines. This course is for system and site owners, systems engineers and technicians, radio site installers and maintenance personnel. Topics include lightning basics; site design to minimize susceptibility to lightning damage; buried ground system components and installation techniques; exterior radio tower site grounding; interior single point grounding; AC and DC power system grounding; surge suppression types and proper location for maximum effectiveness; special grounding situations such as roof-tops and dispatch centers; soil resistivity testing; ground system testing; and site grounding preventive maintenance and inspection.

The on-campus course includes a site visit and hands-on training with ground testing equipment to allow technicians to become familiar with the equipment and test techniques.

Course: 5Y	Course Length: Four sessions at 4 hours each	Standard Delivery Option: Virtual Training or Technical Training Center
Logistics / Prerequisites	Required: N/A	

“Great course, I will be looking at every grounding site with a whole new outlook.”

INSTRUCTOR LEAD COURSE PORTFOLIO

MAINTENANCE TECHNICIAN TRAINING: P25 MASTER TECHNICIAN

P25 Master Technician I ADVANCED LEVEL

This hands-on course focuses on advanced topics and system troubleshooting techniques for experienced P25 system technicians. Procedures to monitor, analyze, and isolate problems are discussed and practiced using the Training Center's radio system. Actual faults are installed in the system to simulate typical on-the-job scenarios.

To qualify for this program:

- Complete all mandatory prerequisites.
- Submit Application

Course: 9T	Course Length: 5 Days	Standard Delivery Option: L3Harris Technical Training Center
Logistics / Prerequisites	<p>At least six months of hands-on experience maintaining a P25 system.</p> <p>Required:</p> <ul style="list-style-type: none"> • P25 System Overview (4F) • Regional Network Manager (4H) • Unified Administration System (4G) • Radio programming (6X) • Network Operation & Maintenance (3W) • MASTR V Station Maintenance (8G) • P25 Programming & Maintenance (1A) 	
Details	<p>If enrolling in the <i>P25 Master Technician</i> (9T) course, you must complete an application in addition to the Training Registration Form. The application is available on our web page:</p> <p>www.l3harris.com/all-capabilities/technical-training-emergency-responders</p> <p>The application serves two purposes. It allows the instructors to verify that the student meets the prerequisites for the course, which is designed for experienced P25 technicians. Secondly, it provides information about your system, which will be factored into the training.</p> <p>The completed application should be submitted to the Training Manager along with your Training Registration Form.</p>	

INSTRUCTOR LEAD COURSE PORTFOLIO

MAINTENANCE TECHNICIAN TRAINING: P25 MASTER TECHNICIAN

P25 System Maintenance Training Package

Course Number	Synopsis	Topics
Course: 8N	A P25 system maintenance technician must be familiar with all system operation and maintenance aspects. This includes both site equipment and the VIDA IP network. System maintenance training provides technicians with the knowledge and skills to conduct preventive maintenance, troubleshoot problems, and take corrective action.	<ul style="list-style-type: none"> P25 System Overview (virtual) Unified Administration System (virtual) Regional Network Manager (virtual) Network Operation & Maintenance (virtual) MASTR V Station Maintenance (virtual) P25 Simulcast System Maintenance (virtual) P25 Programming & Maintenance Workshop (traditional) One year of unlimited access to the P25 System Maintenance Web-based Training Package

Details:

- The bundled P25 System Maintenance Training Program consists of one seat in the blended learning program.
- Bundle Tuition is \$10,650.00 equaling a savings of \$1675.00 (if purchased individually)
- Tuition must be paid in full before attending.
- Courses must be attended by the same student and within one year of purchase.
- The program price is not valid with any other discounts and is not retroactive.

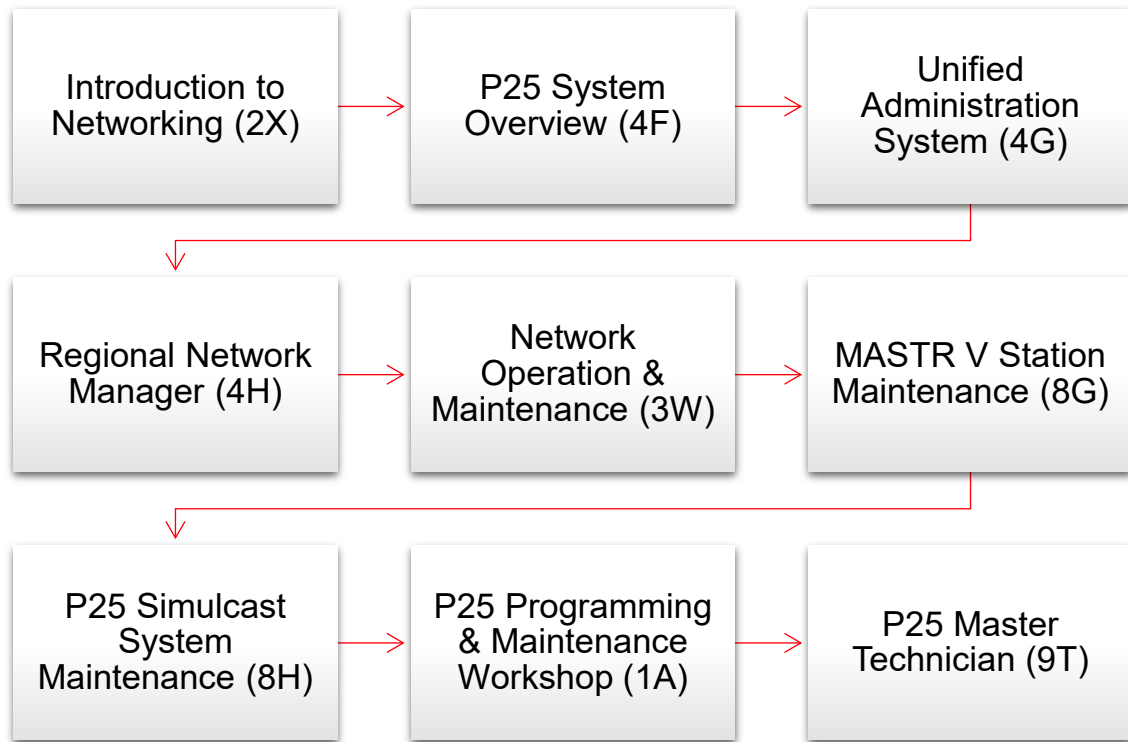
P25 System Maintenance Web Based Training Package

Course Number	Synopsis	Topics
Course:	<p>WBT training provides P25 system administrators and managers with supplemental training to optimize learning and provide an on-the-job training aid. Access is unlimited for one year and includes access to any new training, as developed at no added cost.</p> <p>*** This training package includes all listed courses in the P25 System Management web-based training package PLUS the following training modules:</p>	<ul style="list-style-type: none"> MASTR V Station Traffic Controller Field Replacement Procedure MASTR V Station Baseband Module Field Replacement Procedure P25 Miniature Mobility Exchange (MME) P25 Network Sentry P25 Symphony Installation and Configuration P25 Device Manager Introduction UAC Interoperability Gateway Overview VIDA Network Navigation Introduction to VMware and the vCenter Console Server (VCC) Security Update Management Service (SUMS) Overview Cisco Configuration – Backup and Restore

INSTRUCTOR LEAD COURSE PORTFOLIO

P25 System Maintenance Technician Training Course Flowchart

Knowledge is acquired in steps beginning with the fundamentals. As a learner advances through courses, it is critical have a firm grasp on the basics to build upon as well as ensuring the learner has completed any required prerequisites. To help eliminate the guess work, we recommend the following course flow:



POLICIES AND REQUIREMENTS

Below is an outline of L3Harris training policies. Additional information can be found on our website: [PSPC Customer Care | L3Harris® Fast. Forward.](#) or <https://www.l3harris.com/all-capabilities/pspc-customer-care>.

International Customers

All international customers and foreign national customers should contact their sales representative for a quotation and information regarding our prescreening process before enrolling in any standard open-enrollment course or for any on-site training.

Cancelation and Rescheduling

Student Cancelation Policy:

- The Training Manager must receive a cancellation notice at least 10 working days before the class starts if you cannot attend.
- A cancellation fee will be charged if a student fails to cancel their registration in this time frame or does not attend the course.
- Substitutions may be made if someone else can attend in their place, this must be coordinated through the training manager. Substitutes must meet applicable course prerequisites.
- The cancellation fee will be the standard fee for the course.
- Cancelations are accepted via phone or email and must be received by cancelation deadline.
- Travel reservations made by the student or on behalf of the student are not refundable by L3harris. Regardless of if the class cancellation is initiated by L3Harris or by the student/ on behalf of the student. This includes airfare, hotel, and transportation costs and cancelation fees for the fore mentioned.

L3Harris Cancelation Policy

- We reserve the right to cancel any course due to low enrollment or other circumstances which would make the event nonviable up to 10 days prior to start of class.
- If canceled on behalf of L3Harris, students will not be charged for the course.
- Registrants will be notified at the time of change or cancelation with regards to the cancellation process
- The Training Center reserves the right to change the schedule and training location. If such changes are necessary, notification via e-mail or telephone will be made to the student or person making the reservation as soon as possible, within 10 days before the scheduled start of a course.

Disclaimer

L3Harris reserves the right to change the structure and content of all courses at any time. Programs and all content are protected by copyright, trademark, and other intellectual property.