

Telecor Nurse Courier 3 Technical Training

The Telecor Nurse Courier 3 training course runs over four (4) days and is designed to demonstrate and provide an in-depth understanding of the Telecor Nurse Courier 3 System, a complete communications system for health care and assisted living facilities.

Training is centred around a series of Workshops that allow participants to obtain hands-on experience while working in a team environment. The components and stations that comprise a Nurse Courier 3 System will be introduced, followed by the installation and wiring steps required for a successful installation. System programming and configuration with the Nurse Courier 3 Editor, a Windows®-based software application. Additionally, Digital Duty Stations, and Scrolling Marquee Displays, and Call Activity Reports is also covered.

IMPORTANT

The T3-NC3 experience varies greatly with the technical ability of the personnel who attend training. Technically-proficient personnel have been shown to learn the installation and programming of the system easily over the four day program. However, people with weaker technical or computer skills, have often struggled to complete the course in the allotted time, and in some cases failed to do so successfully.

Please note that Nurse Courier 3 Training is not only geared towards “technically-savvy” individuals. **We welcome and encourage non-technical or sales individuals** who want to gain general knowledge of the product, design systems based around the product, or to be able to accurately quote the product for sales purposes. However, each company should send at least one technically able person that can complete the course successfully in order to be accredited.

Each participant who attends T3-NC3 training will be evaluated and assigned a **Course Rating**, which will be reported to the supervisor and/or company owner. This Course Rating is important as it informs the supervisor/company owner of what to expect from their personnel when installing and programming the system. For an explanation of each Course Rating, please see Course Ratings on *page 4*.

In order to help evaluate the proficiency of a potential trainee, we have included a **Questionnaire** to be filled out (*page 9*). The results of the Questionnaire provide a good indication as to what Course Rating the trainee will most likely receive upon completion of training. After a potential trainee has completed the Questionnaire, see **Questionnaire Results** on *page 18* to cross-reference the Result with a Course Rating. This will help you determine if the potential trainee is a good candidate for the goals you want to achieve from training.

Telecor is currently accepting *up to two attendees per company* for Nurse Courier 3 training. The cost is \$500.00 for the first attendee and \$375.00 for the second attendee. Training runs from 8:00 a.m. to 5:00 p.m. each day. Training is held in our Mississauga training facility, which is approximately 10 minutes away from Toronto Pearson International Airport (see page 6 for map and suggested accommodations).

Training includes the following:

- 1) All training materials, including the dealer license for T3-NC3 Editor software.
- 2) Copies of all T3-NC working files created during training.
- 3) Complimentary lunch provided by Telecor.

Please note: If you have any allergies or special dietary requirements, please advise Telecor at the time of registration.

How to Register for Nurse Courier 3 Training

1. If you have not already done so, contact your regional sales representative to obtain a Nurse Courier 3 Dealer Agreement. See the Contact Us menu on the Telecor web site (www.telecor.com) for your regional sales representative.
2. Complete the Nurse Courier 3 Dealer Agreement. ***Fax and then mail*** the Agreement to Telecor, care of Debbie Spyridis:

Fax: (905) 564-0806
Attention: Debbie Spyridis
3. Complete the Questionnaire (page 10) for each attendee. Fill in the Registration Form and Attendee information on page 8 and 9 of this form. Please indicate the e-mail address of each attendee, as confirmation will be e-mailed to this address. If an attendee does not have an e-mail address, the contact person's or supervisor's e-mail address is acceptable.

IMPORTANT

If attendee's travelling to Canada from another country, ensure that the prospective attendee's have valid travel documents (passport or passport and visa depending on specific requirements) in advance.

Note: Training is limited to two attendees per company per training course.

4. Issue a Purchase Order specifying Nurse Courier 3 Training, the total cost, and the training date.¹
5. Please ***fax*** the P.O., Registration Form, and Attendee information to the number above, care of Debbie Spyridis
6. We will send pre-course materials, including installation manual and Software License Agreement, via e-mail in PDF format.
7. Sign the Software License Agreement and ***fax*** back to number above, care of Debbie Spyridis. Software licensing is required before we can distribute copies of Nurse Courier 3 Editor software.
8. You will be informed of confirmation of registration dates after we have received the signed Software License Agreement.

¹ Dates will be confirmed on a first-come-first-serve basis. If a mutually agreeable date is not available, the purchase order will reserve your place as new dates are announced. Even if none of the published dates is convenient, a purchase order will give you priority status on future dates. So, please send us your purchase order as soon as possible.

Nurse Courier 3 Course Ratings

At the end of Nurse Courier 3 Training, each participant will be assigned a course rating from the list below. Each rating has been described so as to provide you with what should be expected of the trainee when installing and programming the product. The descriptions are based upon the experience of Telecor Nurse Courier 3 staff and their years of training and providing technical support on the product.

The majority of people that attend Nurse Courier 3 training rate from the high end of Satisfactory to the low end of Very Good.

Successful Completion with *Outstanding* Results:

Trainee has demonstrated an inherent understanding of the Nurse Courier 3 System and its physical and programming philosophy. The Trainee completed the required workshop assignments with ease. Trainee can be expected to take advantage of the Nurse Courier 3 capabilities to achieve results well beyond the system's basic functionality. Trainee will probably only have a few quick questions for Nurse Courier 3 tech support during the first installation and programming. Trainee will probably only require minimal technical support with installation problems, working with latest Beta Versions of firmware, or installing new additions to Nurse Courier 3 product line. If the Trainee does not use the Nurse Courier 3 system for an extended period of time, we would expect that only a minimal amount of self-refreshing time would be required for Trainee to become fully proficient again.

Successful Completion with *Very Good* Results:

Trainee has demonstrated complete understanding of the Nurse Courier 3 system, and its physical and programming philosophy. The Trainee completed the required workshop assignments without undue difficulty. Trainee can be expected to take advantage of the Nurse Courier 3 capabilities to achieve results beyond the system's basic functionality, probably with some support from Nurse Courier 3 technical support. Trainee will probably only have a few questions, requiring relatively little time, for Nurse Courier 3 tech support during the first installation and programming. Trainee will probably require technical assistance from time to time with non-routine programming, installation problems, working with the latest Beta Versions of firmware, and installing new additions to the Nurse Courier 3 product line. If the Trainee does not use the Nurse Courier 3 system for an extended period of time, we would expect that they will be able refresh themselves in a reasonable amount of time with perhaps only minimal support from Nurse Courier 3 tech support.

Successful Completion with *Satisfactory* Results:

Trainee has demonstrated an understanding of the Nurse Courier 3 system, and its physical and programming philosophy. The Trainee completed the required workshop assignments with some difficulty. Trainee cannot be expected to take advantage of the Nurse Courier 3 capabilities to achieve results beyond the system's basic functionality without significant support from Nurse

Courier 3 technical support personnel. Trainee will have questions, requiring a moderate amount of time, for Nurse Courier 3 tech support during the first installation and programming. Trainee will require technical assistance with non-routine programming, or installation problems. The company should consider carefully the option of working with the latest Beta Versions of firmware or installing new additions to the Nurse Courier 3 product line. It would be prudent to seek advice from Nurse Courier 3 technical support regarding participation in the Beta program before ordering any Beta Products. If the Trainee does not use the Nurse Courier 3 system for an extended period of time, we would expect that they will be able refresh themselves to a basic level with support from Nurse Courier 3 tech support. Trainee should expect that when they start working with the system again, that they may need several days to bring themselves back up to speed.

Successful Completion with *Marginal* Results:

Trainee has demonstrated some understanding of the Nurse Courier 3 system, and its physical and programming philosophy. The Trainee completed the required workshop assignments with significant difficulty. Trainee cannot be expected to take advantage of the Nurse Courier 3 capabilities to achieve results beyond the system's basic functionality, even with significant support from Nurse Courier 3 technical support. Trainee will have many questions, requiring a significant amount of time, for Nurse Courier 3 tech support during the first installation and programming. In our experience, in these situations, we, or another certified Nurse Courier 3 dealer, should be contracted to program systems that need to operate at levels beyond the basic level of functionality. Trainee will require technical assistance with any programming, or with any installation problems. The company should *not* consider the option of working with the latest Beta Versions of firmware unless the project is first approved by Nurse Courier 3 technical Support. If the Trainee does not use the Nurse Courier 3 system for an extended period of time, we would expect that they will need to attend training again to achieve a basic level of proficiency.

Unsuccessful Completion with *Inadequate* Results:

Trainee did not complete the workshop assignments. Your company is not qualified to install, service, or program the Nurse Courier 3 system. We recommend that another certified Nurse Courier 3 dealer be sub-contracted to install, service, and/or program the Nurse Courier 3. To receive accreditation, another staff member who is technically proficient as described above is required to attend training.

Telecor Nurse Courier 3 Training Outline

Day 1

Nurse Courier 3 System Hardware/Installation
Nurse Courier 3 System Installation Workshop

Day 2

Nurse Courier 3 Programming & Workshop

Day 3

Nurse Courier 3 Programming Workshop

Day 4

Digital Duty Stations and Scrolling Marque Display & Workshop
Call Activity Reports & Workshop

IMPORTANT

*Upon successful completion of the Day 2, 3, and 4 Workshop Assignments, participants will be sent a **Nurse Courier 3 System Accreditation Certificate**, which is necessary in order to become an authorized Nurse Courier 3 dealer. The Workshop Assignments must be completed.*

Note: Telecor welcomes any questions or concerns your company might have about pending or current jobs. Please ensure the trainee(s) has an understanding of the job or brings relevant information so that we can answer questions and offer input.

Course Requirements:

- Participants are expected to be able to work effectively in a Windows platform environment.
- Participants will be required to read and have a familiarity with the T3-NC3 Installation Manual.
- Participants are expected to have completed the Questionnaire at the end of this document and have reviewed their expected course rating based on the results.
- This course is conducted in English and participants are expected to have sufficient mastery of the language (verbal and written) to be able to fully participate in a technically demanding program.

Telecor NC3 Training Registration Form

Training Date: _____
(refer to Telecor Website for Training Dates at www.telecor.com)

Company Name: _____

Address: _____

Phone: _____

Fax: _____

Contact Person: _____ E:Mail: _____

Please fill out Attendee information on next page

Attendees:

Name: _____ Title: _____ E-mail: _____

Questionnaire Result: _____

Reason for attending (circle one or more):

- A. Install the product.
- B. Program the product.
- C. Program the product as well as program other systems interfaced with it (NC Plus).
- D. Gain general knowledge of product.
- E. Design systems based around the product.
- F. Be able to accurately quote the product for sales purpose.

Name: _____ Title: _____ E-mail: _____

Questionnaire Result: _____

Reason for attending (circle one or more):

- A. Install the product.
- B. Program the product.
- C. Program the product as well as program other systems interfaced with it (NC Plus).
- D. Gain general knowledge of product.
- E. Design systems based around the product.
- F. Be able to accurately quote the product for sales purposes.

Questionnaire

The purpose of the questionnaire is to determine if you are a good candidate for Nurse Courier 3 training. Select the answer that is most true and add up your total at the end. We will not ask for the results of any individual question, only the total, so you can be confident answering the questions freely.

Please note any individual question is **not** to be considered a prerequisite for success with the Nurse Courier 3 product line or Nurse Courier 3 Training. For example, the question about professional programming experience does **not** mean that you need professional programming experience to work successfully with the Nurse Courier 3 system. It is simply one question out of 20 designed to create an overall profile that can be used to predict your overall success with the product.

I. How many hour per week do you spend operating a computer?

- 1) zero to four
- 2) five to eight
- 3) nine to sixteen
- 4) over sixteen (not including surfing the internet)
- 5) over thirty-two (not including surfing the internet)

Answer _____

II. How many intercom or paging projects have you been involved in that required the customization of the operation of a communications system based on customers demands, that involved either custom graphic panels, and/or touch screens?

- 1) zero to two graphic panel projects only
- 2) three to four projects, including at least one touch screen project
- 3) five to ten projects
- 4) five to ten jobs including at least 5 touch screen projects
- 5) Over ten touch screen projects

Answer _____

III. Have you had any professional computer programming experience?

- 1) none
- 2) not professional but studied in school
- 3) yes, limited to a few projects early in my career
- 4) yes, I write computer code on a semi-regular basis
- 5) yes, I currently write computer code as part of my job
- 6) yes, I am experienced and currently work in many types of computer programming including Windows programming
- 7) yes, I am experienced and currently work in many types of computer programming including Windows and firmware programming

Answer _____

IV. What is your intercom/paging system installation experience?

- 1) none
- 2) I have assisted in a few installations
- 3) I have played a key role in the planning and installation itself
- 4) I have been involved in the installation of systems for more than five years, including doing some end-user training
- 5) I have been involved in the installation of systems for more than eight years, including planning work crews, and being responsible for end-user training and after-installation support

Answer _____

V. Do you play computer games?

- 1) never
- 2) occasionally
- 3) frequently
- 4) frequently, including first-person action games
- 5) frequently, including first-person action games played against other people on the internet
- 6) often, all types of games, including first person action games over the internet and puzzle or mystery solving games
- 7) often, all kinds of games, and I write computer games in my spare time

Answer _____

VI. Have you ever worked on projects that included PLC programming?

- 1) never
- 2) yes, but not in a programming capacity
- 3) yes, two or less in a programming capacity
- 4) yes, more than three in a programming capacity
- 5) yes, more then six, it is a regular part of my job
- 6) yes, as a regular part of my job I program and design PLC systems including interfacing them to other equipment
- 7) yes, as a regular part of my job I program and design PLC systems including interfacing them to other equipment, including using them as black box devices to translate digital protocols so two or more different devices can communicate and operate together

Answer _____

VII. Have you ever configured a computer?

- 1) no
- 2) yes, I load computer programs onto my system
- 3) yes, I have installed operating systems from scratch
- 4) yes, I have built computers myself from the motherboard level and installed the operating system and all programs
- 5) yes, I have worked as a network administrator where I built computers, loaded programs and operating systems, and supported other users with computer problems
- 6) yes I have designed and installed computer networks, built the computers, and installed various operating systems, set-up network security, email servers, file servers, and internet access

Answer _____

VIII. Have you ever installed a telephone system?

- 1) no
- 2) yes, once as an assistant
- 3) yes, less than three times including some programming the system
- 4) yes, more than three times including all system programming
- 5) yes, more than ten times, including designing the system, and programming the system and end-user training
- 6) yes, more than ten times including working on more than three different telephone systems, including designing the system, programming the entire system, end-user training, after-installation support, troubleshooting, and programming updates

Answer _____

IX. Have you ever attended a technical training course (including a computer and or system programming aspect) before?

- 1) no
- 2) once or twice for one-day courses
- 3) yes, up to five different courses with at least one lasting three or more days
- 4) yes, up to five different courses with at least one lasting three or more days in the last year
- 5) yes, up to five different courses with a least one lasting three or more days in the last year, and I am an instructor on a technical training course which lasts at least three days
- 6) yes, in addition to routinely being an instructor on courses lasting at least three days, I have been a leader in designing the courses and course material within my company

Answer _____

X. How many years experience in the communications industry have you had?

- 1) less than three years
- 2) less than four years in a sales and customer support, or managerial role
- 3) less than four years in an non-sales technical (support, assembly, or installation role)
- 4) less than four years in a technical and engineering role
- 5) more than four years in a technical role or sales role
- 6) more than four years in a technical and engineering role

Answer _____

XI. What kind of Software do you routinely use? (If more than one answer applies, choose the highest one. 1 is lowest and 5 is highest).

- 1) Data Entry/Games
- 2) Word processors and Email
- 3) Spreadsheets including creating macros and formulas, or higher end graphical programs (i.e. Photoshop)
- 4) CAD technical drawing programs (i.e. AutoCAD, or Illustrator type programs),
- 5) Program Development Tools including Web Development Tools (i.e. FrontPage)

Answer _____

XII. How best would you describe your relationship with technology in general?

- 1) I get someone else to set the time on my Digital Clock, Microwave or VCR
- 2) I set-up my AV equipment (i.e. Stereo, VCR, DVD) myself (with or without some help)
- 3) I am frequently asked by my friends or family to set-up or teach them how to use their electronics
- 4) I make a hobbies of all kinds of electronics
- 5) I am a certified self-proclaimed electronics junkie

Answer _____

XIII. Have you ever installed a security alarm system?

- 1) no
- 2) yes, once as an assistant
- 3) yes, less than three times including some programming the system in homes
- 4) yes, more than three times including all system programming in a commercial environment
- 5) yes, more than ten times, including designing the system, and programming the system and end-user training in a commercial environment
- 6) yes, more than ten times including working on more than three different types of alarm systems, including designing the system, programming the entire system, end-user training, after-installation support, troubleshooting, and programming updates

Answer _____

XIV. How meticulous are you with respect to installing electronics?

- 1) If it works, I'm happy
- 2) I read the instructions when something goes wrong
- 3) I follow the instructions step by step during the installation
- 4) I thoroughly read all instructions and manuals and plan my installation before going to site
- 5) After reading all documentation, and planning the installation, I set the equipment off site and thoroughly bench test the system before installation
- 6) After successful bench testing I install the equipment and thoroughly Q.A. the installation including full documentation of the install. My installations are renowned for meticulous work, attention to detail, and neatness

Answer _____

XV. Looking back from now, when would you say you first started working seriously with computers without a significant interruption?

- 1) In my workplace
- 2) in University or College
- 3) In High School or Trade School
- 4) In Public School
- 5) in Pre-School

Answer _____

XVI. Before calling technical support, during an installation, do you generally:

- 1) Find someone else to help you solve the problem
- 2) Spend a several minutes trying to solve the problem yourself
- 3) Find yourself going to get the manual and flipping through it looking for answers
- 4) Thoroughly read the manual looking for a general understanding of the whole system and how it relates to your problem
- 5) Doing all of these things

Answer _____

XVII. What is your highest level of electronics that you studied in?

- 1) Never took electronics
- 2) High School or Trade School
- 3) University or College
- 4) Post Graduate
- 5) At the Professional level - designing electronic circuits for consumer or industry

Answer _____

XVIII. Course material will be delivered in English only. How comfortable are you attending a multiple day technical training event presented entirely in English?

- 1) I require translation
- 2) I find that I have difficulty maintaining pace with the conversation and may miss some points
- 3) I require significant concentration but feel that I can keep up with the conversation and I am comfortable asking questions
- 4) I have no difficulty communicating in English
- 5) English is my first language

Answer _____

XIX. Have you ever installed a fire alarm system?

- 1) no
- 2) yes, once as an assistant
- 3) yes, less than three times including some programming the system
- 4) yes, more than three times including all system programming
- 5) yes, more than ten times, including designing the system, programming the system, and end-user training in a industrial environment
- 6) yes, more than ten times including working on more than three different types of alarm systems, including designing the system, programming the entire system, end-user training, after-installation support, troubleshooting. and programming updates

Answer _____

XX. At this moment, what level of knowledge do you currently have with respect to the Nurse Courier 3 system?

- 1) none
- 2) I have read the brochures and/or the web pages
- 3) I have assisted in Nurse Courier 3 installations
- 4) I have read the cut sheets, the integration booklet, and browsed the installation manual
- 5) I have attended Nurse Courier 3 training in the past

Answer _____

Total of All Answers: _____ (Enter total on Attendee section of Registration Form)

Questionnaire Results

The results of the questionnaire provide a good indication as to what Course Rating the trainee will most likely receive upon completion of training. This Course Rating is important as it informs the supervisor/company owner of what to expect from their personnel when installing and programming the system. For an explanation of each Course Rating, please see Course Ratings on *page 4*.

Questionnaire Result	May Indicate Following Course Rating
80	Outstanding
70 to 80	Very Good
60 to 70	Satisfactory
50 to 60	Marginal
50 and below	Inadequate

People with scores below 60 should carefully consider what their intentions are before attending training. If attending for managerial or sales purposes, then attendance is completely appropriate. If intending to be part of an installation and service team, then again their goals may be met, but they can expect the course to be quite challenging, and may not complete it successfully. If intending to be at the heart of integration and/or programming of this system then **we strongly recommend that you reconsider their participation**, or send a more technically capable person as well.

Also please note that if the potential trainee answered 1 to questions XII or XVIII, **then you may want to reconsider this person's participation in the course.**

If you have any concerns about the Questionnaire or Nurse Courier 3 Training in general, please feel free to call Nurse Courier 3 Technical Support at 905-564-0801.

Suggested Accommodations

Delta Hotel - 5444 Dixie Rd., Mississauga, ON, L4W 2L2

Telephone: (local) 905-624-1144, (toll-free) 1-800-737-3211 or 1-800-268-1133

Telecor Corporate Rate \$119.00 which includes free internet and free parking.

NOTE: Telecor's Corporate rate will not be applied if booking through a third party (e.g. Travelocity, Orbitz, Expedia, etc.)

taw.reservations@deltahotels.com

Best Western Hotel - 5825 Dixie Rd., Mississauga, ON, L4W 4V7

Telephone: 800-260-3333

Telecor Corporate Rate \$89.00 which includes free internet and free parking.

<http://book.bestwestern.com/bestwestern/productInfo.do?propertyCode=66037>

Note: Telecor is not responsible for booking dealer accommodations. Please ensure all accommodations are made prior to training.

