

Telecor Nurse Courier 3 Technical Training

The Telecor Nurse Courier 3 training course runs over four days and is designed to demonstrate and provide an in-depth understanding of the Telecor Nurse Courier 3 Administrative Communication System, a state-of-the-art microprocessor-based system that provides two-way intercom communications and features for use in a Hospital or Assisted Living environment

The Nurse Courier 3 experience varies greatly with the technical ability of the personnel who attend training. Technically-proficient personnel will find it exceedingly easy and quick to program complex customized applications for their customers.

Each participant who attends Nurse Courier 3 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 3*.

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 13* 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.

Please note that the Questionnaire is not to dissuade people from attending training, but to help ensure that all Nurse Courier 3 Resellers have a highly positive experience with the product to ensure quality installations, happy customers, and profitable dealers.

In addition, Telecor 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. For such individuals, obtaining a higher result on the Questionnaire is not as important as a more technically-oriented person.

Special Accommodations

Lunch will be provided for attendees. If you have any allergies or special dietary requirements, please advise Telecor at the time of registration. As well, if you will require any special accommodations such as wheelchairs, hearing aids, vision enhancements, etc., please advise Telecor at the time of registration.

How to Register for Nurse Courier 3 Training

1. Read the Course Ratings on *page 3* to inform you of what to expect from your personnel after completion of training, and to help determine what your goals of training are.
2. Based on your goals of training, select the individual(s) to attend training, using the Questionnaire on *page 9* to aid in the selection process.
3. Fill in the Registration Form on *page 6*. Be sure to enter the results of the questionnaire for each trainee. **It is not necessary to return the questionnaire to Telecor.** Please indicate the e-mail address of each trainee, as confirmation will be e-mailed to this address. If a trainee does not have an e-mail address, the supervisor's e-mail address is acceptable.
4. Issue a Purchase Order specifying the appropriate course selection along with your requested registration date.¹ Please fax the P.O. and Registration Form to Telecor, care of Debbie Spyridis:

Fax: (905) 564-0806
Attention: Debbie Spyridis

5. We will send a Software License Agreement, via e-mail in PDF format.
6. 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 Tel-Terminal or Nurse Courier 3 Editor software.
7. 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. 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 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

Training includes the following:

- 1) All training materials, including a copy and dealer license for Tel-Terminal Software and Nurse Courier 3 Editor Software.
- 2) Complimentary lunch for In-House Training will be provided by Telecor.

Important!

Upon successful completion of the Day 4 Workshop Assignments, participants will be issued 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. Ensure that flights are arranged to allow time to complete that workshop.

Course Requirements:

- 1) Participants are expected to be able to work effectively in the Microsoft Windows environment
- 2) Participants are recommended to bring laptops to install software, although this is not a requirement. In some systems you will need Windows administrative privileges to install software. Talk to your IT department if you need help. The laptop should have the following requirements: Windows 7 Professional, a spare serial COM port (or USB to serial adapter that supports all modem signals).¹
- 3) Participants will be required to read and have a familiarity with the NC3 Installation Manual, this is available on the dealer access portion of our website.

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.

¹ A USB to Serial adapter that has been proven reliable is the Keyspan model USA-19QW.

Telecor Training Registration Form

Please check preferred training:

Nurse Courier 3 Training \$500.00

Please make cheque payable to Telecor. Send to the address listed on letterhead of this form, care of Debbie Spyridis. Payment is required before training.

Date (refer to web site for dates www.telecor.com): _____

Company Name: _____

Address: _____

Phone: _____

Fax: _____

Contact Person: _____ E:Mail: _____

Attendees

Name: _____ E-mail _____

Questionnaire Result: _____

Name: _____ E-mail _____

Questionnaire Result: _____

Name: _____ E-mail _____

Questionnaire Result: _____

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 \$99.00

Includes free internet (\$9.99/day) and free parking (\$12.00/day). Telecor's Corporate rate will not be applied if booking through a third party (e.g. Travelocity, Orbitz, Expedia, etc.)

taw.reservations@deltahotels.com

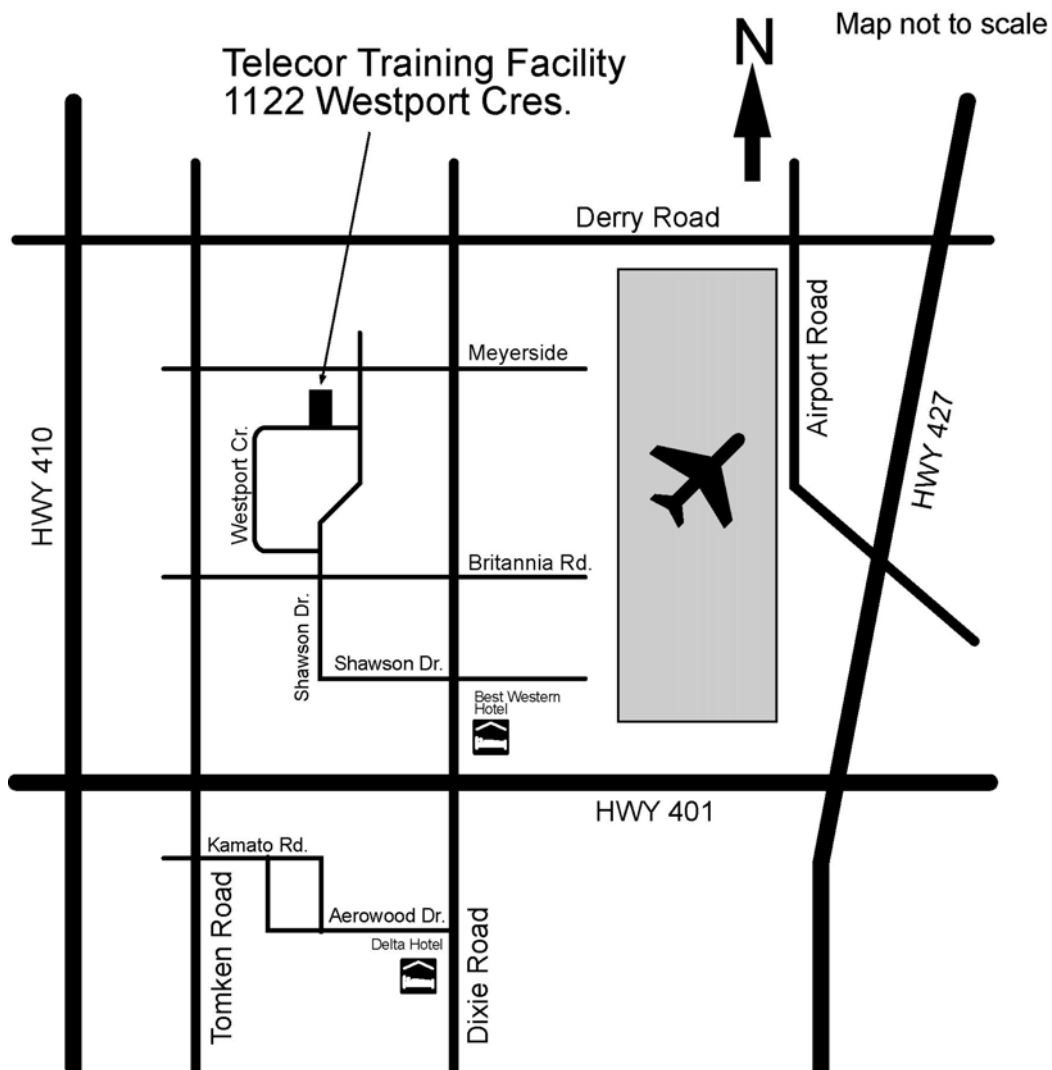
Best Western Hotel - 5825 Dixie Rd., Mississauga, ON, L4W 4V7

Telephone: 800-260-3333

Telecor Corporate Rate \$89.00

<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.



Nurse Courier 3 Training Itinerary

Day 1

8:00 Product Overview (from Sales CDROM)
8:30 Hardware Overview (from Sales CDROM)
9:15 Configuration Overview (from Sales CDROM)
9:30 Operational Demo
10:00 Break
10:15 Formal Mascon Gun Training
10:25 Hardware Installation
12:00 Lunch
12:45 NC3 Hardware Workshop (Assignment #1)
5:00 End of Day 1

Day 2

8:00 Editor Training Overview
8:15 NC3 Editor Training
10:00 Break
10:15 NC3 Editor Training Continued
12:00 Lunch
12:45 Editor Training Continued
3:00 NC3 Software Installation
3:30 Complete Hardware Installation Workshop (Assignment #1)
4:00 Tel-Comm & Tel-Terminal
5:00 End of Day 2

Day 3

8:00 NC3 Programming Workshop
9:00(approx.) NC3 Editor remote Settings and Upload Demonstration
9:30(approx.) NC3 Programming Workshop Continued
12:00 Lunch
12:45 Facility Tour
1:00 NC3 Programming Workshop Continued
5:00 End of Day 3

Day 4

8:00 NC3 Programming Workshop Continued
10:00 Break
10:15 NC3 Programming Workshop Continued
12:45 NC3 Call Activity Reports
1:45 NC3 DDS
2:30 Break
2:45 NC3-DDS Configuration File Tutorial
3:30 NC3-DDS Workshop
4:00 Telecor Website Walkthrough
5:00 Training Complete

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 score 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. 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 program systems on a semi-regular basis
- 5) yes, I currently write computer code as part of my job

Answer _____

III. 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 _____

- IV. Do you play computer games?
- 1) never
 - 2) occasionally
 - 3) frequently
 - 4) frequently, including first-person action games played against other people on the internet
 - 5) often, all types of games, including first person action games over the internet and puzzle or mystery solving games
- Answer _____
- V. 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
- Answer _____
- VI. 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
- Answer _____
- VII. 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
- Answer _____
- VIII. 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
- Answer _____

- IX. 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 _____
- X. 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 Stove
 - 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 hobbies of all kinds of electronics
 - 5) I am a certified self-proclaimed electronics junkie
- Answer _____
- XI. 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
- Answer _____
- XII. 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 _____
- XIII. Before calling technical support, during an installation, do you generally:
- 1) Find someone else to help you solve the problem
 - 2) Spend 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 _____

- XIV. 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) At the Professional level - designing electronic circuits for consumer or industry
 - 5) Post Graduate
- Answer _____

- XV. 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 _____

- XVI. 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
- Answer _____

- XVII. 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 provides 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 3*.

Questionnaire Result	May Indicate Following Course Rating
55+	Outstanding
50 to 55	Very Good
45 to 50	Satisfactory
40 to 45	Marginal
35 and below	Inadequate

People with scores below 40 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. If intending to be at the heart of integration and/or programming of this system then they may want to reconsider their participation.

Also please note that if the potential trainee answered 1 to questions X or XV, 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.