



The Overview

This course gives the training delegate practical experience of using all the functionality of the CORTEX system (using simulators where necessary). The course is modular, each module selected to match the functionality of the customer's CORTEX system including a trainer's preparation module if required.

Target Audience

This course is essential if you are new to the CORTEX ICCS system. The course caters for each level of User whether you are an operator, supervisor or perhaps a company trainer. This course is also offered to existing users of the system whether it is as part of a 'refresher' session or to complement new functionality.

Pre Requisites

No technology pre-requisites have been set for this course though delegates should have operational duties or, a working knowledge of existing practices (for company trainers) in their Emergency Control Room.

Course Detail

This training session is normally delivered as part of a new installation or as part of maintenance training though it can be delivered as a standalone session.

Course duration: 1 – 2 days (requirement dependent)

Optimum training number: Four people

Best delivery location: Customer site

Public course: Yes, delivered at APD Communications' office

Associated courses: CORTEX System Administration

Objectives

This course equips the training delegate to confidently use the CORTEX ICCS system and to:

- Choose roles and change user setting
- Use telephony functions to make and answer, transfer, hold, mute and conference telephone calls
- Understand call priorities, use telephony hot keys and Intercom, search, store and dial using call lists
- Request help and/or monitoring from other Users
- Use the Browser to obtain data and make calls
- Understand the use of TETRA talkgroups, their states, statuses and emergency activation,
- Make group and private calls using TETRA
- Send SDS messages using TETRA
- Connect talkgroups together (patch)
- Use CCTV and relay devices from CORTEX
- Review recorded audio received and transmitted by the CORTEX workstation
- Use other communication paths (VHF, UHF, VoIP)
- Understand Supervisor functions: Call Monitoring, Eavesdrop, Intrude, Take Over, password resets, barring and enabling of users

For dates and prices of private or public training courses or any other APD Communications product-line training enquiry, email Training@APDComms.com or contact your Account Manager.

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