ATLAS System

Training Guide

KENWOOD | ATLAS®

JVCKENWOOD is a leader in first responder, public safety communications systems.

When you use or maintain our critical radio infrastructure, ensuring your personnel have a functional knowledge of user equipment and system operation is vitally important. Lives count on your ability to keep the system working and JVCKENWOOD is here to give you the right tools, knowledge and support to keep your system operational and users safe.

The program outlined in the ATLAS Training Guide includes a knowledge and support partnership to get you the learning experiences and answers you need, whenever you need them. It's not enough to read a manual, watch a video, then hope for the best when lightning takes out a site in the middle of the night. Our classes teach and validate real-world skills by providing students with a hands-on experience to ensure your personnel are knowledgeable and proficient on all ATLAS equipment.

Course Guide

The class size for all courses below is a maximum of 5 students per class offered. This ratio preserves the quality of instruction and allows for a more one-on-one approach. Depending on number of students, course needs, and class location, an additional quantity of classes may need to be purchased. Training sessions can be held at JVCKENWOOD Corporate offices in Irving or on-site at the customer location. All training material, handouts and manuals will be distributed at the end of each course. Course material distribution and content restriction will be made solely at JVCKENWOOD's discretion.

When scheduling training at the customer location, please ensure that the radios are available from customer inventory along with accessories for users attending the training.

To request a quote:
1. Contact your sales representative for a quote and scheduling information.
2. Create a quote through your MyEFJ account.

Description	ATLAS DATA SERVER TRAINING	ATLAS DISPATCH OPERATOR TRAINING	ATLAS ADMINISTRATOR TRAINING	ATLAS TECHNICAL TRAINING	ATLAS MAINTENANCE TRAINING
Part Number	339TRNGA0D2	339TRNGA001	339TRNGA002	339TRNGA005	339TRNGA008
Delivery Method	Hands On	Hands On	Hands On	Hands On	Hands On
Duration (Days)	2	1	2	6	9
Class Size (Maximum Number of Students)	5	5	5	5	5
OTAR theory	●				
KMF Server, Client, Configuration/Data	●				
Gateway setup and troubleshooting	●				
StarGate Configuration/Data	●				
StarGate Text Messaging	●				
StarGate Console Features and options		●	●	●	●
StarGate Console Components		●	●	●	●
StarGate Console GUI and Configuration		●	●	●	●
StarGate Console Login, Settings, Preferences		●	●	●	●
StarGate Console Demonstration Network and Gateway Calls		●	●	●	●
ATLAS Systems Overview			●	●	●
NMS Overview			●	●	●
Dispatcher Profiles			●	●	●
StarGate Console Configuration through NMS			●	●	●
NMS Subscriber ID Management			●	●	●
NMS Talk group Management			●	●	●
NMS Reports			●	●	●
NMS Alarms and Corrective actions				●	●
NMS Troubleshooting				●	●
Inter networking				●	●
StarGate Console maintenance and NMS configurations				●	●
StarGate Console Peripherals				●	●
Call Types				●	●
MRGW theory and subsystem buildout				●	●
AGW theory and subsystem buildout				●	●
Conventional Subsystem theory and buildout				●	●
Trunking Subsystem theory and buildout				●	●
ISSI/CSSI configurations and troubleshooting				●	●
4500 Repeater Theory and Specification Testing					●
Site Maintenance					●
Antenna system maintenance					●

Data Server Training

This training course trains users on the various application servers and modules that are within the ATLAS system. Giving users the knowledge needed to configure the following for their system:

- Key Management Server and OTAR.
- Stargate and text messaging.
- Data Gateway.

Dispatch Training

Operator training on a StarGate StarGate Console system and StarGate Console operations prepares dispatch personnel for the real world. Each session accommodates a maximum of 5 students depending on StarGate Console positions made available to the trainer and students. Up to two sessions can be scheduled per day.

Material covered in this class provides the dispatch operators with:

- High level overview of the features and options utilized in the StarGate Console configuration of various dispatch profiles and user screen set ups.
- Review of the various modules and user screen set ups.
- Overview of the hardware components and operations of these components.
- Peripheral hardware like headsets, audio interfaces, footswitches and inter-StarGate Console functions.

System Administrator training

This class is designed for system administrators and supervisors of the dispatch center who administer StarGate Console users. In addition to the material covered in the above dispatch course, this course prepares supervisors for system configuration and operator effectiveness with the following tools:ATLAS P25 System Equipment:

- Overview of the Network Management System and ATLAS subsystems.
- Building of Stargate StarGate Console configurations with profile assignments and profile deployments.
- Customized administration instructions for system profile assignments and subscriber profile unit ID assignments.
- Customized administration of talkgroup profiles and assignments.
- Report generation.

Technical training

This course is for system technicians who install and maintain ATLAS infrastructure. Products in the current ATLAS portfolio will be covered, including conventional, trunked and P25 components. Students will also receive hands-on experience troubleshooting the ATLAS system to identify where system issues lie. This course covers all the topics included in the System Administrator training, as well as an overview and hands on approach for:

- Technical buildouts of the Network Management system and the various ATLAS subsystems.
- Technical diagnostics and system troubleshooting using the alarm structure of the Network Management System.

Maintenance Training

Completing this course is an essential part of becoming certified as an ATLAS System Technician. This course is recommended only for skilled RF technicians with experience in advanced system configuration and repair. Every aspect of configuring ATLAS systems, including advanced NMS programming, will be covered. At a high-level, this course covers everything included in the courses above, in addition to providing advanced site maintenance and testing and tuning of passive RF devices.

This class arms students with the following capabilities:

- ATLAS system maintenance of the various ATLAS elements.
- Advanced Preventive Maintenance of the ATLAS system including RF sites, RF antenna system and subsystems and their optimization (the RF antennas and subsystem interference, optimization and troubleshooting course will be theoretical unless trained at customer location).

Students who complete the comprehensive suite of Maintenance training are granted ATLAS certification to perform Tier 1 support services and maintain ATLAS systems. Any additional on-site support to provide training on courses covered in the Maintenance Certification program will be charged based on time and labor incurred by training managers or tech support personnel.

This course provides certification to the individual completing the class and not the service shop. In addition to keep up with the updates to the ATLAS system and the growing P25 technology; this course is required to be taken every 3 years by the certified ATLAS technician.

Note: For all customer locations in North America; The trainer T&L will be included in the cost of the training. For international customers location training, the trainer T&L will be additional.

Additional cost may incur if JVCKENWOOD needs to send equipment to customer location for training.

v1.0_05.14.2020