



# M200 Outline – System Architecture & Maintenance

## **I. Introduction** **Day 1**

- A. Course Objectives
- B. PSAP Functionality
- C. VOIP Overview

## **II. System Overview** **Day 1**

- A. Pwr911 System Architecture
  - 1. Applications Overview
  - 2. System Components
  - 3. System Inter-operability
- B. System Interconnectivity
- C. System Reporting Capabilities
  - 1. ACDR Printer
  - 2. Power MIS

## **III. System Functional Description** **Day 2**

- A. QoS Functional Description
- B. VOIP Signaling / Call Flow
  - SIP
- C. Hardware Functional Description
- D. Software Functional Description

## **IV. Installation and Configuration** **Day 2/3**

- A. Installation Process
  - 1. Hardware Installation
  - 2. Software Installation
- B. VIPER Configuration
  - PSAP Management Gateway (PMG)

## **V. Maintenance** **Day 3**

- A. Alarms and Indicators
- B. Six-Step Fault Isolation

### **Course Handouts:**

- Student Guide
- Supplemental Handouts

### **Prerequisites:**

- Tier 1 Maintenance Course
- Tier 2 Maintenance Course