

Comprehensive Training Provision

Pebble offers a wide variety of high quality training courses on all of our automation, channel in a box and integrated channel devices. Courses may be geared towards operational, technical and/or maintenance personnel, and range in duration from 1 to 5 days. All courses are held either at the customer site or at the Pebble head office in the UK.

Whether you need a general refresher course or bespoke training, we can develop a programme to meet your needs. We have extensive experience in helping operational staff migrate from legacy automation systems to embrace new working methods, and we can carry out training either on your system, or on a demo simulation.



By using software device emulators, highly effective customised training can be carried out before your system is commissioned. This enables your operators to become familiar with the user interface and features in isolation from the real system whilst it is being finalised and installed and means that your training programme can be timed for maximum effect during project implementation. Each course is conducted in English by an experienced Pebble trainer.

Courses are divided into topic-based sessions which are interactive and hands on. Attendees are given ample opportunity to ask questions on any aspect of the system, including those on their existing or desired workflow design. Following the presentation of each topic, practical hands-on system workshops give attendees the opportunity to immediately put into practice what they have learned.

Courses begin with a brief introduction to Pebble and an overview of the product's system architecture. The focus then turns to details applicable to each system; covering topics such as ingest, archiving, playout, configuration, and fault-finding.

Training materials are included for each course as appropriate, and may include slide presentations, videos, practical worksheets, product user manuals (pdf and webhelp versions), and configuration and maintenance guides. Course certificates are issued to all attendees.

Preliminary Training

Pebble's preliminary training services include introductory product courses. We also offer 'Train the Trainer' courses, enabling super-users to carry out internal training for other operators within your organisation.

If required, we are able to set up a software emulation of your system within your facility prior to commissioning, providing your operators with the opportunity to become familiar with the system before it goes live.



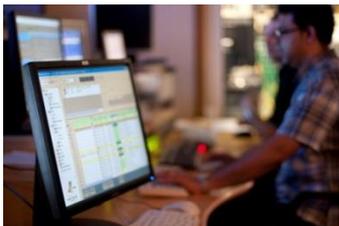
Post-Installation Training

Comprehensive on site operator and engineering training can be delivered on your Pebble solution as follows:

- **Operator training:** offering a detailed overview of your Pebble solution and its operational interface. Attendees learn through hands-on practical workshops how to carry out key playout & ingest tasks; building system knowledge and operational confidence.
- **Engineering training:** focussing on system architecture, engineering features, and system troubleshooting. System operation is also covered. Attendees learn how to carry out key engineering tasks, ensuring stable transition from project acceptance to taking the system on air.
- We also offer on air 'hand-holding' provision; to support your team on site in the days before and immediately after taking your system to air for the first time.

SLA Training

Pebble customers with a valid Service Level Agreement are automatically entitled to up to two training places per year of cover, dependent on the level of agreement.



Up to two members of staff may attend one scheduled Pebble training course of their choice, or one member of staff could attend two courses.

This allows the customer to keep existing staff up to date with new features and functions, or new staff to be trained in and become familiar with Pebble products.

Bespoke Training

If you have specific one-off training needs; whether it's for refresher training, inducting new staff, or other any other requirement, we can work with you to create a training package best suited to your unique circumstances.

FTP Site

The Pebble FTP site gives you access, free of charge, to up to date generic product documentation, training material, and other documentation which is specific to your site.

Course Outlines in Brief

Operator Training covers key topics including:

- System Overview
- Familiarisation with the Client UI
- Ingest Operations
- Playout: Handling Playlists and Managing Channel Playout
- Managing Devices
- Managing Media and Integration with Media Management Systems
- Handling Errors and Alerts
- Asrun and Master Logging



Engineering Training covers key topics including:

- System Architecture
- Configuration
- System Workflows
- Backups and Regular Maintenance
- Gathering and Interpreting Logging
- Understanding Changeovers and Managing Re-starts
- Recovery of the System
- Troubleshooting



Prerequisites

All attendees are expected to have a good level of knowledge in the following subjects:

- Windows operating system
- Video: reference and timecode
- General broadcast knowledge

In addition, engineering attendees should have a good working knowledge of:

- Installing drivers and programs within Windows
- Software configuration and installation
- Installing client PCs
- Microsoft SQL server and database mirroring
- Network communication - setting up IP addresses, VPN, DSN
- Device control – setup and testing of RS422/RS232 serial, GPI devices



For more information on any of our training courses, please call us on +44 1932 333790 or email sales@pebble.tv