

2025

SLA TRAINING SCHEDULE



2025 – SLA Training



- All Pebble customers with a **valid Service Level Agreement** are automatically entitled 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.
- The following courses are scheduled for 2025.
- To check your entitlement and book your place, please call us on **+44 1932 333790** or email laura.dickinson@pebble.tv

2025 – Training Dates



● automation

Operational training dates

- 4 – 5 February
- 23 – 24 September

Technical training dates

- 6 – 7 May
- 9 – 10 December

● automation ● integrated channel

Technical training dates

- 20 – 21 May
- 16 – 17 December

The Courses

- These courses are designed to ensure **new and existing staff** are up to date with their knowledge of operating and maintaining their system.
- Courses are currently being held online in **Western European Time** and are conducted in **English**.
- Training materials are included for each course as appropriate, including slide presentations, diagrams, product user manuals, as well as configuration and maintenance guides.
- **Course certificates** are issued to all attendees.

Course Outlines



Operator training covers key topics including

- System overview
- Client familiarisation
- Playout operations
- Ingest operations
- Redundancy
- Media management
- Trouble shooting

Technical training covers key topics including

- System architecture
- Client familiarisation
- Configuration overview
- Logging, licensing, data storage
- Timecode management
- Systems workflows
- Redundancy
- Backups and regular maintenance
- Software upgrades
- Media management
- 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 basic understanding of

- Installing drivers and programs within Windows
- Software configuration and installation
- Microsoft SQL server
- Network communication principles
- Broadcast device control

For more information on any of our training courses:

 Call us on **+44 1932 333 790**

 Or email laura.dickinson@pebble.tv



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