2026

SLA TRAINING SCHEDULE

pebble

2026 – 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 2026.

- To check your entitlement and book your place, please call us on +44 1932 333790 or email laura.dickinson@pebble.tv

2026 – Training Dates

automation

Operational training dates

- 3 – 4 February

- 22 – 23 September

Technical training dates

- 5 – 6 May

- 8 – 9 December

automation **integrated channel**

Technical training dates

- 12 – 13 May

- 15 – 16 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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