# Hytera Europe Training Guide

## Empowering partners through professional training

Hytera

# Partner Training

Hytera provides partners with methodical, professional training to help improve technical skills so they can provide end users with cutting-edge services and solutions. With guidance from Hytera's experts, partners can benefit from tailored training courses that support their business opportunities.

## Training Programmes

To aid our partners, Hytera Europe offers three types of training programmes, each with its own unique goal:

**1. Associate Level Product Technical Training:**
This covers the features, usage, and fundamental routine maintenance of Hytera products.

**2. Professional Level Product Technical Training:**
This provides information on the features, usage, software installation, configuration, O&M, and fundamental troubleshooting of Hytera products.

**3. Terminal Repair Training:**
This covers in-depth information on testing Hytera products as well as the terminal repair process.

# Hytera Europe Training Courses 2024

| Category | Course* | Training Duration | Training | | Trainee | | |
|---|---|---|---|---|---|---|---|
| | | | Off-line | On-line | Sales | Technical engineer | Repair engineer |
| **DMR Conventional** | Associate Level Training: include: H Series, IP Multi-site and XPT system | 1-2 days | ● | ● | ● | ● | — |
| | Professional Level Training: include: H Series, IP Multi-site and XPT system | 2-3 days | ● | ● | — | ● | — |
| **DMR System** | Associate Level Training: DMR Simulcast System, DMR Trunking Lite System | 3-4 days | ● | ● | ● | ● | — |
| | Professional Level Training: DMR Simulcast System, DMR Trunking Lite System | 5-8 days | ● | — | — | ● | — |
| **Dispatching** | Associate Level Training: Smart Dispatch plus, SmartOne | 1 day | ● | ● | ● | ● | — |
| | Professional Level Training: Smart Dispatch plus, SmartOne | 2 days | ● | — | — | ● | — |
| **Ad Hoc Product Portfolio** | Associate Level Training: E-pack, E-pole | 1 day | ● | ● | ● | ● | — |
| | Professional Level Training: E-pack, E-pole | 2 days | ● | ● | — | ● | — |
| **Broadband Product Portfolio** | Associate Level Training: HyTalk, HyTalk Lite, HyTalk Pro, Smart MDM, DEM | 1-3 days | ● | ● | ● | ● | — |
| | Professional Level Training: HyTalk, HyTalk Lite, HyTalk Pro, Smart MDM, DEM | 2-7 days | ● | — | — | ● | — |
| **Broadband Terminal Portfolio** | Associate Level Training: POC, BWC, Multimode terminals | 1 day | ● | ● | ● | ● | — |
| **Terminal Repair** | Associate Level Training: PD/MD Series | 1 day | ● | ● | — | — | ● |
| | Professional Level Training: PD/MD series, H Series, Multi-mode, POC, BWC terminal | 2-5 days | ● | ● | — | — | ● |

**\*A:** Associate training, include Hytera products features, usage, basic routine O&M.

**P:** Professional training, include Hytera products features, usage, software installation and configuration, O&M. basic troubleshooting.

# Certifications



**Hytera offers two types of training accreditation for the courses: Attendance Certification and Authentication Certification.**

After completing the initial training, Partners have the option to take a test to receive an authentication certificate, or alternatively partners are eligible to receive an attendance certificate without completing the test.

The certificates are valid for up to 3 years, however, Hytera can support partners who wish to retain their accreditation for longer by arranging additional training.

# Training Locations

## Hytera's Training courses can be delivered to Partners either Online or Face to Face.

Partners can learn about products and services in our custom training facilities either in the UK, Germany, or China, or through an eLearning application. Hytera can also support Partners by conducting training courses at the Partner's premises.

🟢 Hytera House,
Slough, United Kingdom

🟢 Hytera European Office,
Pulheim, Germany

🟡 Hytera Tower,
Shenzhen, China

## Face to Face Training

Hytera's training facilities have been set up to allow partners to fully engage with the equipment while minimising outside distractions. Since participants for each training session would tend to have varying degrees of knowledge, the training content will be carefully configured to accommodate all skill levels.

## Online Training

By using the eLearning application, partners can access instructor-led courses from the comfort of their own space, negating the need to travel. This type of training is only suitable for Associate Level Training and Terminal Repair Training.

## Booking

Partners can either book through the Hytera website or speak with their account manager to reserve a place for the training courses.

# Hytera

**Helpful Contact Details:**

**Sales:** sales@hytera-europe.com

**Pre-sales Engineering:** engineering@hytera-europe.com

**Product Management:** productmanagement@hytera-europe.com

**Marketing:** marketing@hytera-europe.com

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