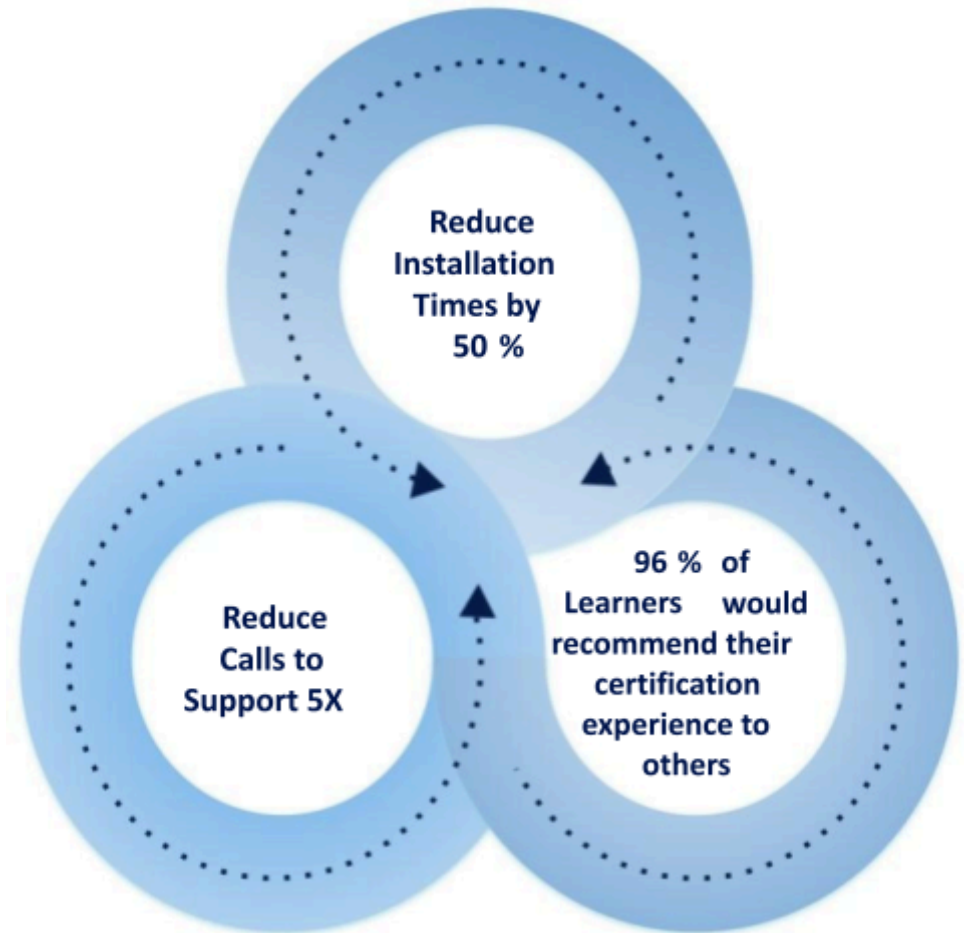# Eagle Eye Networks University

Are you looking to save time and money?

Get Eagle Eye Networks Certified

We understand how critical it is to have a prepared workforce to grow businesses. Time, money, and resources serve growing customers better than fixing problems.

We are here to help by preparing your teams with the skills, knowledge, and experience to do more so you can spend time growing your business instead of fixing problems.

Our programs are designed and delivered by Eagle Eye experts who understand your business goals to give your workforce the confidence to get the job right the first time.

Reduce
Installation
Times by
50 %

Reduce
Calls to
Support 5X

96 % of
Learners would
recommend their
certification
experience to
others

EAGLE EYE
NETWORKS

Technical Certification

Competent and efficient Technicians are critical in driving customer satisfaction and business growth.

With access to hands-on simulations, videos, resources, and best practices, this program is designed by experts to instill the skills, knowledge, and confidence to deliver successful Eagle Eye Cloud Video deployments.

Who Should Attend

This program is designed for new installers or seasoned professionals who want to learn more about Eagle Eye Cloud Video installations and deployments.

What is Covered

- Eagle Eye Networks Cloud solution design.
- Hardware installations
- Eagle Eye VMS Configuration and Optimization
- Ways to avoid service issues
- Resources to support the Eagle Eye Video solution
- Certification assessment

Formats Offered

- Self-Paced
- Virtual Webcast
- Live In Person
- Custom

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NETWORKS

EAGLE EYE
NETWORKS

Technical Certification

Course Name/ Course Code: Eagle Eye Foundations I EEU 0000
Content Area: All Users
Level: Basic
Time: 3 Hours

Course Description: This course introduces Eagle Eye Networks. Learners start with an overview of who we are and how our technology is unique in the marketplace to solve customer challenges. From there, we look at what True Cloud is, how it benefits customers, and the importance of bandwidth and network connectivity when deploying the Eagle Eye system. Next, we look at Hardware options and system architectures to meet customer goals. Finally, we look at the Eagle Eye Video Management Sofware, which showcases the system's capabilities and analytics.

	Module Title	Description	Topics
1.	Getting Started	This module shows learners how to navigate the Eagle University learning platform.	- Overview of the program - What's in it for me? - Resource introduction - Platform navigation
2.	Eagle Eye Networks Overview	This module provides an overview of Eagle Eye Networks, from who we are to what makes us unique in the marketplace.	- Cloud video surveillance basics - What sets us apart - Cybersecurity - Open Platform -third-party cameras - ONVIF - Open API - Global presence - Analytics - AI
3.	True Cloud	This module covers what True Cloud is, the tenants that define True Cloud, and how it benefits customers.	- What is the cloud? - Tenets and benefits - How to talk about it to a customer

4.	Knowing Networks	This module looks at bandwidth and its impact on customers choosing a cloud video surveillance solution.	- What is bandwidth? - Upload vs. download - Why is it essential to the customer's experience
5.	Hardware and Installation	This module reviews Eagle Eye Networks hardware, providing an overview of the physical installation process and how our hardware solutions address cybersecurity.	- Bridge, CMVR, switch - Cameras (ours and third party), camera accessories - High-level physical installation - Cybersecurity in practice
6.	Deployment Models	This module provides an overview of video capture hardware options based on customer needs.	- Bridge - What the setup is - Examples of when it would be used - CMVR - What the setup is - Examples of when it would be used - Camera Direct - What the setup is - Examples of when it would be used
7.	Eagle Eye Cloud VMS	This module highlights key features of the Eagle Eye VMS, such as Smart Search, LPR,	- What can it do - Feature highlights - Smart search - Quickly search, find, download, and share video - Smart video search / Smart Layouts - Utilize LPR - Basic and Advanced analytics 2-Way Audio
8.	Check For Understanding	To complete this course, learners will complete a check to ensure they understand the covered items within the course.	

Course Name/ Course Code: Eagle Eye Technical Certification I EEU 1006
Content Area: Technical
Level: Basic
Time: 5 Hours

Course Description: This course focuses on installing and deploying the Eagle Eye Cloud video solution. Beginning with the physical installation, we review essential steps and considerations to complete pre, during, and post installations. Using the Reseller dashboard, Technicians are then taken to the Eagle Eye Reseller Dashboard to activate and configure the Eagle Eye system based on customer requirements. Basic troubleshooting then prepares technicians with basic troubleshooting steps and resources to resolve issues.

	Module Title	Description	Topics
1.	Welcome	This module provides an overview of the Eagle Eye Technical Certificaiton Program	- Agenda - Objectives - What's in it for me? - Resource introduction
2.	Physical Installation	This module covers critical physical installation requirements.	- Installation Checklist - Understanding what you are installing - Confirming the customer's network - Confirm equipment received and desired retention/resolution - Confirm VMS access - Mobile Bridge ConfiguratorPhysical installation best practices - Best Practices for Eagle Eye Bridge/CMVR Installation
3.	Installation Configuration	This module reviews critical configurations within the Egle Eye VMS using the Reseller Dashboard and provides hands-on practice using simulations and a live training environment.	- Using the Reseller Dashboard for top functions - Add SubAccount Interaction - Add Bridges Interaction - Add Cameras Interaction - Add Users Interaction
4.	System Tuning & Health	This module covers crucial steps in ensuring the expected performance of the Eagle Eye System.	- Verify bandwidth, feature, and retention settings to match what was ordered - Motion Masking at initial installation

			- Are retention needs being met? - Duty cycles, bandwidth management, and best practices - Verify system health best practices
5.	Basic Troubleshooting	This module reviews resources and basic troubleshooting steps.	- Tools needed and information to know before troubleshooting - Networks - Bridges - CMVRs - Cameras
6.	Eagle Eye Support	This module reviews options to contact support with the required information to help resolve issues.	- Contacting Support options - Locating PIN / Bridge / Serial Number
7.	Technical Certification Assessment	To achieve the Eagle Eye Technical Certification Certificate, learners will complete knowledge-based and skill-based questions demonstrating competency in installing and deploying the Eagle Eye System.	- Knowledge - Skill Competency in installing and configuring the Eagle Eye system

Get Certified On Your Terms

In-Person

Register for a full day of hands-on training with others in the industry.

Self-Paced

Learn at your own pace on your own time with 100% web-based, on-demand content.

Virtual - Webinar

Combine the best of both options in our scheduled webcasts with an Eagle Eye Expert.

How To Get Certified

1 **Register** for an Account at Eagle Eye University - https://www.een.com/university-registration/

2 **Complete** the Self-Paced Eagle Eye Networks Foundations Course

3 **Once completed,** you will be given choices to complete your certification track
- In-Person
- Self-Paced
- Virtual

Are you looking for something else?
We can create a program to meet your goals. Email us at University@een.com to get started.