

Wisconsin APCO and Wisconsin NENA are sponsoring **three new public safety training courses** in conjunction with the **Training Institute for Public Safety**. Details follow:

Courses:

- ★ **9-1-1 VoIP “Crash Course”**, 1 hour, offered 0800-0900 and 1800-1900. Covers call taker best practices and practical background for handling incoming calls which originate from citizens and visitors using VoIP Internet telephone service. Includes wireless VoIP and roaming services. For complete details:
<http://www.911tips.org/info/voipbasics911.pdf>
- ★ **Human Voice Communications**, 2 hours, offered 1000-1200. Covers conventional and VoIP call handling, best practices and technology. Also covers impairments, quality issues, evidentiary concerns and similar topics. For complete details:
<http://www.911tips.org/info/voicecomm911.pdf>
- ★ **Emerging Technologies and Next Gen PSAP**, 4 hours, offered 1300-1700. Covers a full range of technology topics of interest and importance to law enforcement and public safety and includes a two hour tutorial on the underlying communications technologies and a primer on the Internet Protocol and related elements. This is a completely vendor and technology neutral briefing taught at a level appropriate for chiefs, sheriffs and other executives as well as managers, supervisors, board members, board attorneys, grants, purchasing and procurement personnel and anyone else with a need to understand emerging technologies and the Next Gen PSAP. For complete details:
<http://www.911tips.org/info/emerging2008911.pdf>

Pricing:

VoIP Crash Course, \$99 through June 12th, \$129 after.

Human Voice Communications, \$149 through June 12th, \$179 after.

Emerging Technologies, \$199 through June 12th, \$249 after.

Discount code for Wisconsin APCO and Wisconsin NENA members: WIAPCO and WINENA.

If you are not a member you may join and then get the member’s discount:

<http://www.nena.org/pages/ContentList.asp?CTID=39>

<http://www.apcointl.org/new/membership/join.php>

(A member may register multiple attendees using a single APCO or NENA membership.)

Locations and Dates:

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| - La Crosse, Tue 8 Jul 08 | - Madison, Wed 9 Jul 08 | - Milwaukee, Thu 10 Jul 08 |
| - Green Bay, Tue 12 Aug 08 | - Superior, Wed 13 Aug 08 | - St Paul, Thu 14 Aug 08 |
| - Chicago, Tue 22 Jul 08 | | |

You may get scheduling information and register here with a credit card, voucher, purchase order or “pay at seminar”:

<http://www.consultant-registry-online.com/index.asp?PageAction=VIEWCATS&Category=270>

Seating is limited and registration is “first come, first served”.

FOR ADDITIONAL INFORMATION CONTACT

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