WHY PAKEDGE CERTIFIED NETWORK ADMINISTRATORS (PCNA)?

Your customers expect you to provide a great network -- it's the foundation for every connected home installation. A solid network foundation ensures customer satisfaction and mitigates support issues. But IP Networking is not a domain of expertise for most of the workforce in our industry. Your business benefits from improved networking competency among your technicians and system designers. Designed specifically for custom AV and automation professionals, PCNA arms technicians with the knowledge and hands-on experience needed to design and install solid networks in every connected home.

ENGAGING ONLINE CURRICULUM AND HANDS-ON TRAINING

Pakedge Certified Network Administrators gain a complete understanding of networking basics, network design, and configuration making them more efficient and capable. This unique course blends online coursework with practical hands-on learning using the network devices technicians install every day. The online curriculum provides the educational and technical depth while the hands-on practice ensures mastery and knowledge retention.

PCNA CURRICULUM

The six course certification program covers the following topics:

COURSE 1 - ESSENTIALS (BUILD YOUR FIRST NETWORK)
Build your first network, then use it to learn—hands-on—through the rest of the courses, starting with "a host's-eye view" of how TCP/IP networks work.

COURSE 2 - SWITCHES
Switches and cables don't just connect devices together. They expand a network, power devices, and streamline the movement of data within the network.

COURSE 3 - ROUTERS
Routers do more than just connect a LAN to the Internet. They keep the bad guys out, allow secure external access to the people who need it, and define the LAN's IP address space.

COURSE 4 - WIRELESS ACCESS POINTS
Many experienced pros find Wi-Fi the most difficult part of network design. This course shows a nearly fool-proof way to place and install wireless access points that takes care of almost any wireless networking job.

COURSE 5 - REMOTE MONITORING & MANAGEMENT
Connect your network to BakPak, and learn how to update, manage, and troubleshoot customer networks from anywhere in the world.

COURSE 6 - NETWORK DESIGN
Plan and design networks for homes and small businesses, using all the concepts learned in the previous five courses.

HANDS-ON TRAINING KIT

An essential element of the PCNA course, trainees are provided with networking hardware for hands-on practical learning. The PCNA Kit includes the following Pakedge hardware and cables:

> Power Distribution Unit (P2/P2E)

> Switch (SX-8P)

> Router (RK-1) with BakPak

> Wireless Access Point (WK-1-B)

> Ethernet cables and other course materials

Everything included in the PCNA Training Kit, including the network hardware, is for the trainee to keep. It can be installed at home for continued practice to ensure complete networking mastery.

HERE'S HOW IT WORKS

Registration for the PCNA certification curriculum includes:

> Access to the six online courses.

> Hands-on training kit with all networking hardware for the course.

> BakPak account.

> Access to Q&A with the training team.

> The cost of the proctored exam fee (first attempt).

Earn a rebate once the registered technician completes the course certification within 60 days, reducing the cost of the overall certification by nearly half. (See Terms and Conditions)

A dealer portal administrator with purchasing rights may register one, or many, employees for PCNA. Portal administrators will be able to track the progress for each registered technician and will be notified when a trainee passes the certification exam and becomes a verified Pakedge Certified Network Administrator. (Read FAQs for more information.)

GET REGISTERED TODAY

To register your team for the PCNA training or review pricing, please visit one of these pages:

- dealer.control4.com/dealer/training/pcna   (for Control4 dealers)
- dealer.pakedge.com/dealer/training/pcna   (for Pakedge only dealers)
- dealer.triadspeakers.com/dealer/training/pcna   (for Triad only dealers)

Registration requires portal purchase rights. Portal administrators may track the progress for each registered technician.

If you need assistance registering employees for PCNA, please contact your respective Sales Support Associate whose contact information can be found under Account Profile on the dealer portal.

PAKEDGE CERTIFIED NETWORK ADMINISTRATOR FAQ

1. **What does PCNA stand for?**

   Pakedge Certified Network Administrator, a new professional certification for the custom electronic install and connected home industry.

2. **In what countries is PCNA training and certification available?**

   The PCNA program is available world-wide, though at this time the content and exam is in English only.

3. **Who can become a Pakedge Certified Network Administrator?**

   Any employee of a dealership authorized to sell Control4, Pakedge, or Triad products. We recommend that all technicians (e.i. installers and system designers) take the PCNA course.

4. **Why should I, or my team, become Pakedge Certified Network Administrators?**

   We believe that the consistent quality of design and installation when using trained network professionals improves reliability and performance in Connected Homes and this directly translates to improved customer satisfaction. By making sure your team is professionally trained and certified you can improve your team's efficiency and credibility as well as your customer confidence.

5. **What does the PCNA curriculum entail?**

   The PCNA curriculum assumes that most trainees are Custom Installation professionals from the Audio/ Video, home security, and similar domains who have a modest amount of experience with TCP/IP networks, and want to have a more solid knowledge base. PCNA explains how TCP/IP works (addressing, subnet masks, default gateways, etc.), options for cabling, how to build networks from switches, how to plan TCP/IP addressing for variously sized networks, how to create reliable wireless networks, how to remotely manage using BakPak, and how to plan a complete home network system.

6. **How do I register myself, or team member, to begin PCNA training?**

   A manager or staff member with administrator privileges on the Pakedge, Control4, or Triad dealer portals can register members of their team for PCNA training. Multiple individuals can be registered at the same time and the dealer portal administrators can track the progress of everyone who has been registered for PCNA training. To register individuals for PCNA will need a dealer portal account. If your technician does not have an account already, administrators can give technicians a limited-access dealer portal account using these instructions. Should you need assistance with this process, please contact your Sales Support Associate whose contact information can be found under Account Profile on the dealer portal.

7. **How does the PCNA rebate program work? What are the rebate details?**

In order to qualify for the rebate, the registered trainee must complete the coursework and pass the certification exam within 60 days from the initial registration date (date of kit purchase). The rebate will be applied to the dealer account within 30 days after the trainee has passed their exam to become a Pakedge Certified Network Administrator. This may be the Control4 dealer portal, the Pakedge dealer portal, or the Triad Speakers dealer portal – whichever account the registration was processed in.

8. **What happens if a PCNA trainee does not complete the training and certify within 60 days?**

Eligibility for the rebate is void 60 days after the registration date (kit purchase). If that date passes and the trainee is still not certified, please note that the trainees may still finish the coursework and certification to become a verified PCNA. Only the rebate is void after the 60 day term.

9. **Can my technicians share PCNA equipment?**

The equipment comes with the course purchase and is intended for the certified technician's use during online study and after certification. A trainee's kit, registration, access to course materials, and certification is tied to their individual technician account. The certification exam can be accessed only by trainees registered for the PCNA curriculum. Keeping and maintaining the network gear after PCNA training is crucial to the commitment of long-term learning. We believe when a single technician takes ownership and sole responsibility for their Pakedge network, lives with it and maintains it, they retain and nurture their expertise.

10. **Is the registration for PCNA training transferable, e.g. If someone registered for PCNA training leaves the company can I register someone else in their place?**

Registration is not transferable after a trainee starts the fourth course of PCNA. Prior to starting the fourth course, Control4 Training may consider accommodating a registration transfer. If an accommodation is granted, it does not reset the date by which the trainee must complete certification; it remains 60 days from the original registration date (date of purchase).

11. **Who do we contact if we have problems with registrations?**

For concerns or assistance with registering, a dealer portal administrator should contact their respective Sales Support Associate (SSA) whose contact information can be found under Account Profile on the dealer portal.

12. **Who do we contact if we have an issue with the training courses and course material?**

Should there be any questions or concerns regarding course material, please send an email to education@ control4.com .

13. **How many times can a technician attempt to pass the exam?**

We currently do not limit the number of attempts a technician may take to pass the certification exam. While the initial payment covers the cost of the first certification attempt, each retake attempt costs a nominal payment to cover the exam's online proctoring costs. Each retake attempt costs less than $30 and must be paid directly to the proctoring service. Payment will be requested automatically before attempting the second exam.

14. **Why aren't costs for additional exam attempts covered with registration?**

The certification exam is proctored by a 3rd party online-proctoring service, which verifies the trainee's identity and records the exam. Proctoring ensures the fairness, authenticity and credibility of the PCNA certification. In an attempt to keep PCNA costs low for everyone, we have included the cost of a single certification attempt in the overall cost of the PCNA course. Through this approach, a dealer must pay for additional attempts only when needed.

PAKEDGE CERTIFIED NETWORK ADMINISTRATOR (PCNA) TERMS AND CONDITIONS

A PCNA course must be purchased for each individually named technician registrant ("Technician"). Purchase of a PCNA course includes the course material and the associated Pakedge products ("PCNA Kit"). PCNA Kits are non-transferrable after the initiation of the course by the Technician.

The Pakedge products received in the PCNA Kit delivered with the purchase of the PCNA course may not be resold, returned or otherwise transferred and may only be used by the Technician. The course material provided in the PCNA Kit is only available to the Technician.

Each Technician must complete the certification for the PCNA course within sixty (60) days from the PCNA Kit purchase date in order to be eligible for the rebate. When a Technician certifies successfully within the sixty (60) day period, Pakedge will apply the rebate credit amount to the associated dealer account.

While supplies last. Limited to Pakedge authorized dealers and distributors in good standing. Standard shipping rates apply. Only PCNA orders received online will qualify for the rebate. Control4 reserves the right to modify or cancel the rebate amount, this program and these terms at any time.