

Partner Training Information Guide: AUGUST 2015

SKU #	COURSE NAME	DELIVERY MODE/DETAILS	APPROXIMATE DURATION	LIST PRICE USD	WHO SHOULD ATTEND (Description)	PREREQUISITES	COURSE OVERVIEW/PURPOSE	OBJECTIVES
N/A	<u>Ruckus AirTime Fairness Technology Overview</u>	Online	12 mins	FREE No Resale	Wireless networking professionals, sales managers, network managers, systems engineers, and support personnel who wish to learn the key functions and features of Ruckus SmartSec technology	In order to get the most from this course, the learner should have a working knowledge of the following: Ruckus technology overview and product portfolio as discussed in the "Introduction to Ruckus Technologies" course. Layer 2 Networking: MAC addressing, bridging/switching, VLANs, 802.1Q CWNP certification or equivalent knowledge	This course gives an introduction to Ruckus Airtime Fairness Technology, why it is needed, its functions and features, and shows an example of throughput distribution with and without Airtime Fairness	Describe why Airtime Fairness is needed. Describe the functions and features of Airtime Fairness View an example of throughput distribution with and without Airtime Fairness
N/A	<u>Ruckus Basic Wi-Fi Site Survey</u>	Online	1.5 hrs	FREE No Resale	Wireless networking professionals (network managers, systems engineers, support personnel) who wish to learn how to conduct a Basic Wi-Fi Site Survey.	Introduction to Ruckus Products Sales Essentials Wi-Fi Essentials	The purpose of this course is to present a high-level introduction of the process, planning, and execution of a Basic Wi-Fi Site Survey.	Engage the customer as pre-sales agent to gather requirements Prepare and plan for the site survey Understand tools and software needed to conduct the site survey Conduct a thorough Wi-Fi site survey and collect data Produce an informative, accurate and relevant site survey report Accurately define placement of access point locations on-site Specify the bill of materials for the sale
N/A	<u>Ruckus BeamFlex Adaptive Antenna Technology</u>	Online	2 hrs	FREE No Resale	Wireless networking professionals, sales managers, network managers, systems engineers, support personnel who wish to learn how to differentiate Ruckus' BeamFlex technology against chip-based and standards based beamforming	Ruckus technology overview and product portfolio as discussed in the "Introduction to Ruckus Technologies" course. Layer 2 Networking: MAC addressing, bridging/switching, VLANs, 802.1Q CWNP certification or equivalent knowledge	This course is designed to give a knowledgeable wireless networking professional the skills to describe the differences between chip-based beamforming and the Ruckus BeamFlex Adaptive Antenna technology.	Describe general antenna characteristics Describe directional and static array antennas Describe 802.11n/ac standards based beamforming (chip-based beamforming) and identify the differences between Implicit and Explicit Tx/BF Describe adaptive antenna characteristics Describe how BeamFlex is different than chip-based beamforming Describe PD-MRC Describe how BeamFlex+ is different than BeamFlex Describe how spatial multiplexing and BeamFlex work together Describe competitive testing between BeamFlex+ and other vendors technologies Describe how multi-path works Describe how BeamFlex+ is better than Tx/BF in a multi-path environment Describe how BeamFlex+ selects the best antenna pattern for a client Describe how BeamFlex+ works with chip-based beamforming Describe how Ruckus Wi-Fi access points are manufactured differently than our competitors
N/A	<u>Ruckus ChannelFly- Overview and Demo</u>	Online	25 mins	FREE No Resale	This course is primarily designed for system engineers and Ruckus VARs and partners as well as technical support personnel, and company employees desiring detailed understanding of Ruckus technologies.	Ruckus core technologies Layer 2 Networking Layer 3 Networking Wireless Networking Fundamentals Wi-Fi Essentials (Ruckus online training) Introduction to Ruckus Wireless Products (Ruckus online training)	This course describes the need for the ChannelFly technology, its functions and features and how to configure ChannelFly parameters using the ZoneDirector GUI and how to adjust Mean Time Between Channel Change (MTBC) options using the ZoneDirector Command Line Interface (CLI).	Describe why ChannelFly is needed Describe the competitive approaches to ChannelFly Identify ChannelFly's functions and features Describe why 802.11h is important Describe ChannelFly channel change strategy Describe ChannelFly experimental results Demonstrate how to enable and configure ChannelFly using a Ruckus controller and use the 2D CLI interface to adjust Mean Time Between Channel Change (MTBC)
N/A	<u>Ruckus Competitive Training</u>	Online	1.5 hrs	FREE No Resale	This course is designed primarily to provide an overview of the competitive advantages of Ruckus technologies and products, and is oriented for Ruckus sales employees, sales engineers, Ruckus partners, and Ruckus employees.	Be a full time Ruckus employee or a Ruckus partner	This video course gives an overview of the major functions, features, and capabilities of the Ruckus technologies and products and compares their performance against other Wi-Fi competitors. The course consists of an introduction and four lessons that cover the following topics: Ruckus Innovations Independent Testing Competitive Performance Common Topics	Obtain awareness of the advantages of Ruckus's products and technologies against our competitors Describe Ruckus's innovations of BeamFlex+, ChannelFly, SmartCast, SmartMesh, SmartSec, Dynamic PSK, Hotspot 2.0, and Secure Hotspot Describe third party independent testing results by analyzing the Syracuse competitive tests, and the WLAN Pro "Ultimate Wi-Fi" "Stress Test" Highlight competitive performance using capacity and coverage against Cisco, Meraki, Aruba, Aerohive, Motorola, Meru and Xirrus Discuss common topics such as solution architectures, cloud Wi-Fi, cloud pricing costs, controller less architectures, unified wired/wireless, single channel architecture, problems with same-band radios in one AP, handling interference, security, wireless intrusion prevention, consumer Wi-Fi, TCO, and network management details
N/A	<u>Ruckus E-rate 2.0, Primary, and Higher Education Vertical Online Training</u>	Online	2 hrs	FREE No Resale	This course is primarily designed for Sales Engineers, and Ruckus VARs and partners as well as company employees desiring an understanding E-rate 2.0 essentials, Primary Education and Higher Education sales opportunities.	Wireless Networking Fundamentals Wi-Fi Essentials (Ruckus online training) Introduction to Ruckus Wireless Products (Ruckus online training)	This course is primarily designed for Sales Engineers, and Ruckus VARs and partners as well as company employees desiring an understanding E-rate 2.0 essentials, Primary Education and Higher Education sales opportunities.	Describe E-rate Background, new 2.0 processes and E-rate Timeline Describe the purpose and function of FCC form 470 and 471 Identify Key changes for E-rate 2015 Describe what Service Providers/VARs and Ruckus Partners can and can't do Describe the goal of the E-rate Program Understand the E-rate sales Cycle and the E-rate Timeline Describe key Ruckus Technology used in K-12 and Higher Education environments Describe the Ruckus Wi-Fi Portfolio Identify Success Tools that can be used for K-12 and Higher Education sales opportunities Know where K-12 and Higher Education Case Studies are located and how to use them for sales opportunities Identify Independent Testing Results of Ruckus products vs our competitors Describe Ruckus purchasing Vehicles and Supportive Distribution teams
N/A	<u>Ruckus Hospitality 101 Exam</u>	Online	1 hr	FREE No Resale	This certification is intended for Ruckus Hospitality partners and their technical teams. Including but not limited to network, sales and support engineers.	Supporting Courses: Ruckus Hospitality 101 Presentation (Online PDF)	Ruckus Hospitality 101 is for Ruckus Hospitality partners to deepen their knowledge of Ruckus technology and products. It ensures that you have the basic knowledge, skills, and tools to design, manage, and support wireless networks consisting of Ruckus Wi-Fi products, including ZoneDirector controllers and ZoneFlex Access Points.	The Ruckus Hospitality 101 Certification Exam provides a 60 question final exam for students who have attended a Ruckus Hospitality 101 training session. The passing score is 75%. When you have passed the Exam, a certificate of completion will be provided. Certification is good for a two-year period.
N/A	<u>Ruckus Hotspot 2.0 Release 2 Training</u>	Online	INFO NOT AVAILABLE	FREE No Resale	N/A	There are no pre-requisites for this course.	N/A	N/A
N/A	<u>Ruckus Instructor Skills Development (ISD) Exam</u>	Online	40 Questions	FREE No Resale	Ruckus Wireless staff who deliver technical presentations and Ruckus Wireless Certified Technical Instructor applicants who will be delivering Ruckus Official Curriculum training courses for Ruckus Wireless Authorized Training Partners.	Attendance of the Ruckus Wireless Instructor Skills Development class.	The Ruckus Wireless - Instructor Skills Development (ISD) exam has been created to test a fundamental level of knowledge of the skills required for delivering technical training courses.	N/A
N/A	<u>Ruckus Introduction to Ruckus Products Update</u>	Online	2 hrs	FREE No Resale	This course is designed for a general audience including, but not limited to, VARs, Ruckus Partners, network managers, system engineers, support personnel, and company employees desiring a high-level understanding of all Ruckus products.	Basic understanding of Wi-Fi technology concepts is helpful but not mandatory.	The purpose of this course is to present a high-level introduction to Ruckus and its portfolio of products. The course is comprised of six lessons with "check your knowledge questions" and includes a final exam. To receive credit for the course the student must pass the final exam with a score of 75% or better.	Introduce Ruckus Wireless and its markets Present an overview of all Ruckus products
N/A	<u>Ruckus Introduction to Virtualization and Hypervisors</u>	Online	15 mins	FREE No Resale	N/A	There are no pre-requisites for this course.	This lesson introduces server virtualization, defines what a hypervisor is and how it functions, describes the two hypervisors that Ruckus is currently using for its vSCG strategy and describes the Ruckus VM Infrastructure for the vSCG.	Describe Virtualization Define Server Virtualization Describe what a Hypervisor is Describe the two types of Hypervisor options Identify the two Ruckus Supported Hypervisors Become familiar with the Ruckus VM Infrastructure for vSCG
905-TWFF-EXAM	<u>Ruckus LAN-WLAN Certification Exam</u>	Online	50 Questions	\$100 USD	This exam is intended for Ruckus employees, partners, customers and the general public- all students who wish to demonstrate competency in the principles and use of Wi-Fi communications.	Supporting Courses: Wi-Fi Essentials Wi-Fi Fundamentals course	Certification exam consisting of 50 multiple choice questions on content covered in Wi-Fi Essentials and Wi-Fi Fundamentals courses.	The exam consists of 50 questions. While there is no time limit, you should allow at least an hour to complete all questions in one sitting. Once you've passed with a grade of 70% or better, your certificate will appear at the bottom of the online Exam page.

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N/A	Ruckus Payment Card Industry Data Security Standard (PCI DSS) Overview	Online	20 mins	FREE No Resale	This course is designed for Ruckus Partners, Sales employees and SEs who will be selling and supporting Ruckus Solutions for Retail and Hospitality verticals.	There are no pre-requisites for this course.	This training presents an overview of the Payment Card Industry Data Security Standard 3.0 Features. It is recommended for anyone working with the Ruckus Retail and Hospitality verticals.	Course Agenda: Definition of PCI and Key Acronyms PCI Compliance Fundamentals Who are the Players Compliance vs Validation Two Components to Validation Security Breach Fines 12 PCI Security Requirements 10 Myths about PCI Compliance Delivery Options
N/A	Ruckus RuckOS 3.0 For Enterprise Installation and Management	Online	2.5 hrs	FREE No Resale	This course is intended for Ruckus employee and partner Systems Engineers (SEs) who will be deploying SmartZone 100 and vSCG using RuckOS 3.0 for Enterprise customers.	Suggested Additional Courses: Introduction to Virtualization online training course and SmartLicensing online training course	The purpose of this course is to provide comprehensive training for partner and Ruckus SEs deploying SmartZone 100 and vSCG running RuckOS 3.0 for the Enterprise.	Understand the Ruckus Smart Cell Gateway product line for Enterprise Install and Configure vSCG and SmartZone 100 Configure and Manage Wireless Networks using RuckOS 3.0 Administer, Manage and Operate vSCG and SmartZone 100
N/A	Ruckus RWCA-SE Certification Exam	Online	60 Questions	\$150 USD	N/A	Supporting Courses: Engineering Essentials Technologies Course System	The Ruckus Wireless Certified Associate Systems Engineer (RWCA-SE) Certification Examination consists of 60 multiple choice questions on content covered in the System Engineering Essentials Technologies Course. To receive your RWCA-SE Certification the student must pass the online final exam with a score of 75% or better.	N/A
N/A	Ruckus Sales Essentials	Online	2 hrs	FREE No Resale	This course is designed for a general audience including, but not limited to, VARs, Ruckus Partners, network managers, system engineers, support personnel, and company employees desiring a basic understanding of Wi-Fi technology and an overview of Ruckus' unique technology.	Basic understanding of Wi-Fi technology concepts is helpful but not mandatory.	Sales Essentials presents a high-level overview of Ruckus technology as well as some background on the company's history and value proposition. The course is comprised of seven modules with "check your knowledge questions". To receive credit for the course the student must pass the final exam with a score of 75% or better.	Describe the background of Ruckus and identify its portfolio of products List Ruckus' markets, value proposition, and examples of vertical customers Describe the history of Wi-Fi, and its challenges Describe the following Wi-Fi technologies: Frequency, Data Rates, CSMA, 802.11n, Beamforming (TxBF), TxBF Implicit vs. Explicit, IEEE 802.11ac, Antenna fundamentals and Polarization, Adaptive antennas, More signal, PD-MRC, ChannelFlyTM, Airtime Fairness, Bandsteering/Client Load Balancing, Mesh.
N/A	Ruckus Sales Expert Certification Exam (Rex)	Online	1 hr	FREE No Resale	Students that have completed Introduction to Ruckus Products and Sales Essentials courses	Supporting Courses: Introduction to Ruckus Products Sales Essentials	The purpose of this certification is to present a high level overview of Ruckus' technology as well as a bit of company history and an explanation of our vertical markets. Final exam consisting of 75 multiple choice questions on content covered in Introduction to Ruckus Products and Sales Essentials courses.	To receive Rex Certification the student must pass the online final exam with a score of 75% or better.
N/A	Ruckus Smart Access Management Services (SAMs) Sales Training	Online	32 mins	FREE No Resale	Ruckus partners and sales teams responsible for selling Ruckus Smart Access Management Service (SAMs) solutions.	Introduction to Ruckus Products Working knowledge of WLANs is extremely helpful	This course gives an introduction to Ruckus Smart Access Management services. It introduces SAM cloud services, Ruckus cloud WLAN deployment options, the features and functions for providing public access and monetizing Wi-Fi, and the benefits of SAMs.	Upon completion of this course students will be able to: Describe the need for Smart Access Management services Identify SAM cloud services and examples of customer value provided by SAMs Describe Ruckus cloud WLAN deployment options Identify the SAMs functions and features for providing public access and monetizing Wi-Fi Describe how to login and use the SAMs dashboard Describe how to run analytics and demographics of a SAMs user Identify the benefits to venue owner and operators Know where to obtain pricing and FAQs
N/A	Ruckus Smart Access Management Services (SAMs) System Engineer/VAR training	Online	1 hr 35 mins	FREE No Resale	Ruckus Partners, sales teams, and system engineers responsible for selling and configuring Ruckus Smart Access Management Service (SAMs)	Basic understanding of network technology concepts Understanding of how to configure ZoneDirector and SmartCell Gateway Introduction to Ruckus Products is recommended	This course gives an introduction to Ruckus Smart Access Management services (SAMs). It introduces SAMs cloud services, Ruckus cloud WLAN deployment options, the features and functions for providing public access and monetizing Wi-Fi, and the benefits of SAMs and how to configure the SAMs solution on an SmartCell Gateway (SCG) or ZoneDirector platform.	Upon completion of this course students will be able to: Identify SAM cloud services and examples of customer value provided by SAMs Describe Ruckus cloud WLAN user deployment options Identify the SAMs functions and features for providing public access and monetizing Wi-Fi Identify the SAMs benefits to venue owner/operators Describe how to run analytics and demographics of the SAMs portal Describe how to install and configure the SAMs solution on a ZoneDirector and SCG platform Know where to obtain pricing and FAQs
N/A	Ruckus SmartCast Online Training	Online	35 mins	FREE No Resale	Wireless networking professionals, sales managers, network managers, systems engineers, and support personnel who wish to learn the key functions and features of Ruckus' SmartCast technology	In order to get the most from this course, the learner should have a working knowledge of the following: Ruckus technology overview and product portfolio as discussed in the "Introduction to Ruckus Technologies" course. Layer 2 Networking: MAC addressing, bridging/switching, VLANs, 802.1Q CWNP certification or equivalent knowledge	This course describes Ruckus SmartCast, the foundational quality of service (QoS) technology that inspects, classifies and schedules traffic. Traffic classification can occur as a result of analyzing the various aspects of incoming data.	<u>Describe Ruckus Wireless SmartCast technology:</u> Advanced traffic classification, queuing, and scheduling Specialized multimedia traffic handling & advanced traffic optimization Benefits of SmartCast Industry standards support <u>Define how SmartCast technology works:</u> SmartCast Operation Traffic classification Directed Multicast processing Traffic optimization Rate limiting WLAN prioritization Per-client queuing Prioritization & Scheduling Transmission via BeamFlex+
N/A	Ruckus SmartCell Insight 1.0 Overview	Online	3.5 mins	FREE No Resale	This course is designed primarily for Ruckus sales employees, sales engineers, Ruckus partners, and Ruckus employees who want a high level overview of the purpose and functions of the SmartCell Insight Product.	Be a full time Ruckus employee or a Ruckus partner	This video course gives a brief overview of the functions, features and capabilities of the Ruckus SmartCell Insight software product and a short demonstration of standard and custom reports that this tool can generate. The course consists of several informational slides and a live demonstration of pre-built reports and how to create a custom report.	Obtain awareness of the SmartCell Insight product
N/A	Ruckus SmartLicensing	Online	30 mins	FREE No Resale	Ruckus partners and sales teams responsible for selling SmartZone 100, Virtual SmartZone (vSZ), and Software as a Service solutions.	There are no pre-requisites for this course.	This course gives a brief product overview of Ruckus SmartLicensing platform. The module introduces the process for activating and managing licenses with SmartLicensing. The course demonstrates the flexibility and advantages that it provides the customer for managing licenses. Licenses include: Appliance, Software, AP Capacity, AP Tunnel, and Support contracts.	Upon completion of this course students will be able to: Activate a Controller Manage AP Capacity Licenses Activate Support Entitlement Licenses Offline SmartLicensing Management Cluster Licensing Distribution/VAR Activation and Management
N/A	Ruckus SmartMesh Online Training	Online	45 mins	FREE No Resale	Wireless networking professionals, sales managers, network managers, systems engineers, support personnel who wish to learn about Ruckus' SmartMesh technology functions.	In order to get the most from this course, the learner should have a working knowledge of the following: Ruckus technology overview and product portfolio as discussed in the "Introduction to Ruckus Technologies" course. Layer 2, Layer 3 Networking: MAC addressing, bridging/switching, VLANs, 802.1Q	This course provides Ruckus Customers/Partners/SEs with background details on the SmartMesh technology that is available with ZoneDirector, and SmartCell Gateway WLAN controllers.	Overview of Ruckus SmartMesh functionality Describe a SmartMesh Architecture network topology Define SmartMesh Self-Healing Access Point Role Selection Define SmartMesh Path Selection Describe Consensus Protocol List Stability and Performance Mechanisms
N/A	Ruckus Smart Positioning Technology (SPoT) Deployment Training	Online	1 hr	FREE No Resale	This course is intended for Ruckus and partner SE teams responsible for deploying SPoT.	None	The purpose of this course is to provide SEs with the knowledge, skills and abilities to deploy SPoT in a variety of customer venues.	Upon completion of this course students will be able to: Fully prepare a site for SPoT Deployment Create a Map for use in calibration, location and the Analytics Dashboard Provide the CloudOps team with necessary information to enable SPoT Configure the venue controller and network to access the SPoT server Calibrate the site to fingerprint points on the map, thus enabling location Test for location accuracy Troubleshoot issues and request effective support Use the Admin Portal to manage deployments
N/A	Ruckus SmartPositioning Technology (SPoT) Sales Certification Exam	Online	10 mins	FREE No Resale	Ruckus partners and sales teams responsible for selling Ruckus Smart Positioning Technology (SPoT) solutions.	Ruckus SmartPositioning Technology (SPoT) Sales Training	Ruckus SPoT Sales Training certification ensures you have the necessary knowledge, skills and abilities to successfully sell SPoT Location Services to your customers. This certification is intended for Ruckus partners and sales engineers who sell SPoT. The Ruckus SPoT Sales Training Certification Exam provides a 10 question exam assessing knowledge of material covered in the Ruckus SmartPositioning Technology (SPoT) Sales Training course. The passing score is 80%.	To validate the learner's knowledge, skills and abilities from both professional experience and the online course (Ruckus SmartPositioning Technology (SPoT) Sales Training).

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N/A	Ruckus Smart Positioning Technology (SPoT) Sales Training	Online	2 hrs	FREE No Resale	Ruckus partners and sales teams responsible for selling Ruckus Smart Positioning Technology (SPoT) solutions.	There are no pre-requisites for this course.	This course gives an introduction to Ruckus SPoT from a Sales perspective. The first module introduces SPoT, why we need the "location intelligence" provided by SPoT, the components of the SPoT architecture, and the benefits to our customers. Additional modules cover Monetizing SPoT, the SPoT Partner Ecosystem and a demonstration of the SPoT Analytics Dashboard. Finally, key sales and marketing tools are included for reference.	Upon completion of this course students will be able to: Describe the need for "Location Intelligence" Identify examples of customer value provided by SPoT Identify the three main components of the SPoT Architecture Describe the main benefits of using SPoT Describe critical problems with legacy location technology approaches solved by SPoT Identify the steps in deploying SPoT and opportunities to sell at each step Describe the SPoT Partner Ecosystem and its benefits Demonstrate use of the SPoT Analytics Dashboard
N/A	Ruckus Smart Security (SmartSec) Overview	Online	40 mins	FREE No Resale	Wireless networking professionals, sales managers, network managers, systems engineers, and support personnel who wish to learn the key functions and features of Ruckus' SmartSec technology	In order to get the most from this course, the learner should have a working knowledge of the following: Ruckus technology overview and product portfolio as discussed in the "Introduction to Ruckus Technologies" course. Layer 2 Networking: MAC addressing, bridging/switching, VLANs, 802.1Q CWNP certification or equivalent knowledge ZoneDirector Installation and Configuration	This course describes the key functions and features of Ruckus Smart Security (SmartSec), a collection of advanced security mechanisms, including the ability to dynamically generate pre-shared keys, role-based user access, wireless client isolation, and wireless intrusion detection	At the completion of this module you'll be able to describe the primary features of the following SmartSec security mechanisms: Zero-IT Dynamic Pre-Shared Key (D-PSK) Bring Your Own Device (BYOD) Time-Based WLAN Layer 2 client isolation Layer 2 Access Control List Layer3/Layer4 Access Control List Wireless Intrusion Detection and Prevention (WIPS)
N/A	Ruckus SmartWay Bonjour Gateway Online Training	Online	20 mins	FREE No Resale	Wireless networking professionals, sales managers, network managers, systems engineers, and support personnel who wish to learn the key functions and features of Ruckus' SmartWay technology.	In order to get the most from this course, the learner should have a working knowledge of the following: Ruckus technology overview and product portfolio as discussed in the "Introduction to Ruckus Technologies" course. ZoneDirector 9.7 and above management and configuration. Layer 2, Layer 3 Networking: MAC addressing, bridging/switching, VLANs, 802.1Q	This course provides Ruckus Customers/Partners/SEs with background details on the Apple Bonjour protocol used by Apple Computers in iOS client products, the iPhone, iPad, and MacBook, and client service devices Airport/Airport Extreme for Music/File/Print Sharing. The course will describe Ruckus SmartWay technology, and how its application can provide improved performance and functionality across ZoneFlex firmware. Enhancements in Ruckus SmartWay include data traffic handling, and the ability to bridge Bonjour services between client VLANs.	Describe Bonjour protocol Describe Ruckus SmartWay Bonjour bridging technology Describe the benefits of SmartWay Bonjour bridging Describe the features of SmartWay Bonjour bridging Describe how SmartWay Bonjour bridging works Describe how to configure SmartWay Bonjour bridging using ZoneDirector
N/A	Ruckus SmartZone 100 for Sales	Online	16 mins	FREE No Resale	This course is designed for Ruckus Partners, Sales employees and SEs who will be selling and supporting the SmartZone 100.	There are no pre-requisites for this course.	This training will cover the SmartZone 100 sales online training product overview, its functions, features, and SKUs for ordering the product and support as well as a high level overview of SmartZone Software 3.0.	Course Agenda Background on why SmartZone 100 was developed SmartZone Software Ruckus family of controllers SmartZone 100 hardware features SmartZone 100 SKUs SmartZone Software 3.0 features Product positioning
N/A	Ruckus SmartZone Software 3.1 for Enterprise Installation and Management	Online	2.5 hrs	FREE No Resale	This course is intended for Ruckus employee and partner Systems Engineers (SEs) who will be deploying SmartZone 100 and Virtual SmartZone (vSZ) in Single-tenant mode, using SmartZone Software 3.1 for Enterprise customers.	Suggested Additional Courses: Virtualization Overview online training course SmartLicensing online training course	The purpose of this course is to provide comprehensive training on installation and management of SmartZone Software 3.1 for both SmartZone 100 and vSZ in Single-tenant mode.	Understand the Ruckus SmartZone product line for Enterprise Install and Configure vSZ and SmartZone 100 Configure and Manage Wireless Networks using SmartZone Software 3.1 Administer, Manage and Operate vSZ and SmartZone 100
N/A	Ruckus SmartZone (WiSE-SZ) Level 1 Certification Exam	Online	60 Questions	\$150	This certification is intended for Ruckus partners and network engineers who manage, sell, and consult on SmartZone Software WLAN controller deployments.	Supporting Courses SmartZone Software 3.1 for Enterprise Installation and Management online training SmartLicensing online training Additional Courses SmartZone 100 Sales Training online training Introduction to Virtualization and Hypervisors online training	WiSE-SZ -L1 is our certification demonstrating that you have the necessary knowledge to sell, install, and administer SmartZone controller WLAN managed solutions. Ruckus Wireless Solutions Engineer- SmartZone WiSE Level-1 Certification Exam provides a 60 question exam assessing knowledge of material covered in the SmartZone Software 3.1 for Enterprise Installation and Management and SmartLicensing online courses. The passing score is 70%. When you have passed the Exam, your Certificate will appear at the bottom of this page. Ruckus Wireless Solutions Engineer- SmartZone (WiSE-SZ-L1) Level-1 Certification is valid for a two-year period.	
N/A	Ruckus Stadium High Density Training: Course Content	Online	16 hrs	FREE No Resale	Key VARs and Select Ruckus SEs involved with Stadium opportunities.	This is a free course offered by Ruckus to select VARs and Ruckus SEs by invitation only to those who meet the following criteria: 5+ Years of experience surveying, designing, and/or troubleshooting Wi-Fi networks Working knowledge of AirMagnet Survey or other survey software CWDP / CWNA certified preferred, CWNE ideal Previous experience with high density or complex Wi-Fi environments (conference centers, airports, etc.) preferred WiSE Certified	This course provides participants with an understanding of the challenges and obstacles to success in Very High Density (VHD) Wi-Fi Environments and successful methods for surveying, designing and implementing Wi-Fi within VHD as well as implementation and optimization techniques for VHD networks including a hands-on design of a VHD Wi-Fi network.	Challenges and obstacles to success in Very High Density (VHD) Wi-Fi Environments Successful methods for surveying, designing and implementing Wi-Fi within VHD. Implementation and optimization techniques for VHD networks Design of a VHD Wi-Fi network
N/A	Ruckus System Engineering Essentials Technologies Course	Online	6 hrs	FREE No Resale	Internal/External	Ruckus core technologies Layer 2 Networking Layer 3 Networking Wireless Networking Fundamentals Wi-Fi Essentials (Ruckus online training) Introduction to Ruckus Wireless Products (Ruckus online training)	This course presents Ruckus Technology, Enterprise Wireless Local Area Networks (WLAN) Architectures, Ruckus Vertical WLAN deployments, and WLAN Security and Authentication solutions.	Introduction to SE Essentials Online and Certification Program Training Course Ruckus Technology Ruckus Cloud Technologies
N/A	Ruckus Virtual SmartCell Gateway (vSCG) 2.5 Deployment Training	Online	15 mins	FREE No Resale	Ruckus Partners and System Engineers responsible for installation and deployment of Virtual SmartCell Gateway 2.5 (vSCG).	Suggested Pre-requisites: Virtual SmartCell Gateway (vSCG) 2.5 Sales Training	The purpose of this course is to provide System Engineers with the knowledge, skills and abilities to deploy vSCG 2.5 in a basic WLAN network.	Upon completion of this course students will be able to: Install the vSCG 2.5 product on a VMware vSphere virtualization environment Basic Configuration vSCG 2.5 cloud based controller Access Point (AP) pre-provisioning/provisioning vSCG 2.5 side by side comparison ZoneDirector 9.8 for provisioning APs
N/A	Ruckus vSCG 2.5 Sales Certification Exam	Online	10 mins	FREE No Resale	Service Providers and Enterprise partners.	Virtual SmartCell Gateway (vSCG) 2.5 Sales Training	Exam Description Ruckus vSCG 2.5 Sales Training certification ensures you have the necessary knowledge, skills and abilities to successfully sell vSCG 2.5 solution to your customers. This certification is intended for Ruckus partners and sales engineers who sell vSCG 2.5. The Ruckus vSCG 2.5 Sales Training Certification Exam provides a 10 question exam assessing knowledge of material covered in the Ruckus vSCG 2.5 Sales Training course. The passing score is 80%. When you have passed the Exam, your Certificate will appear at the bottom of this page.	Describe the vSCG 2.5 product Understand the customers need for a vSCG Give examples of where vSCG provides customer value Identify benefits of vSCG WLAN architecture Define Ordering and Licensing infrastructure
N/A	Ruckus vSCG 2.5 Sales Online Training	Online	30 mins	FREE No Resale	Service Providers and Enterprise partners.	SCG 2.1 Enterprise Online Orientation	Sales enablement for go to market of vSCG 2.5	Describe the vSCG 2.5 product Understand the customers need for a vSCG Give examples of where vSCG provides customer value Identify benefits of vSCG WLAN architecture Define Ordering and Licensing infrastructure

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N/A	Ruckus Wi-Fi Essentials	Online	3 hrs	FREE No Resale	This course is designed for a general audience that includes VARs, Ruckus Partners, network managers, system engineers, support personnel, and Ruckus employees who desire a basic level understanding of Wi-Fi fundamentals.	Basic understanding of network technology concepts is suggested	The purpose of this course is to present an introduction to Wi-Fi fundamentals. The course is comprised of 7 modules with "check your knowledge questions."	Define Wi-Fi and basic definitions and terminology Describe Wi-Fi standards at the Institute of Electrical and Electronics Engineers (IEEE) physical layer and MAC layer amendments Describe frequency, decibels, the rule of 10s and 3s, Wi-Fi modulation and coding procedures, and be able to perform Radio Frequency (RF) math calculations Identify the characteristics of the Wi-Fi protocol, power management and power save delivery Describe the characteristics of Wi-Fi protocols Describe the rules of Wi-Fi communication and the Wi-Fi communication protocol timeline Describe the three main components of Wi-Fi system architectures and the methods of managing and controlling data Describe how to conduct a manual site survey
N/A	Ruckus Wireless Solutions Engineer - SmartZone (WiSE-SZ) Certification Exam	Online	60 Questions	\$150	This certification is intended for Ruckus partners and network engineers who manage, sell, and consult on SmartZone Software WLAN controller deployments.	Supporting Courses: SmartZone Software 3.1 For Enterprise Installation and Management online training SmartLicensing online training Additional Courses: SmartZone 100 Sales Training online training Introduction to Virtualization and Hypervisors online training	WiSE-SZ is our certification demonstrating that you have the necessary knowledge to sell, install, and administer SmartZone controller WLAN managed solutions.	WiSE-SZ-L1 is our certification demonstrating that you have the necessary knowledge to sell, install, and administer SmartZone controller WLAN managed solutions. This certification is intended for Ruckus partners and network engineers who manage, sell, and consult on SmartZone Software WLAN controller deployments. Ruckus Wireless Solutions Engineer- SmartZone WiSE Level-1 Certification Exam provides a 60 question exam assessing knowledge of material covered in the SmartZone Software 3.1 for Enterprise Installation and Management and Smart Licensing online courses. The passing score is 70%. When you have passed the Exam, your Certificate will appear at the bottom of this page. Ruckus Wireless Solutions Engineer- SmartZone (WiSE-SZ-L1) Level-1 Certification is valid for a two-year period.
905-TWSE-EXM1	Ruckus WiSE Level 1 Certification Exam	Online	90 Questions	\$150	This certification is intended for Ruckus partners and network engineers who manage ZoneDirector deployments.	ZoneDirector 9.6 Installation and Management with ZoneDirector 9.7 Updates (Online or Instructor Led course)	"WiSE is our top-level certification. It ensures that you have the necessary skills to design, deploy, manage, and support robust wireless networks consisting of a range of Ruckus smart Wi-Fi products, including ZoneDirector controllers and Access Points at revision 9.6." We will add "Ruckus Wireless online preparatory courses include ZD 9.6 and Wi-Fi Essentials, described above	To validate the learner's knowledge, skills and abilities from both professional experience and the two online courses (ZoneDirector 9.6 and Wi-Fi Essentials).
N/A	Ruckus WiSE Level 2 Certification Exam	Online	91 Questions	\$250	This certification is suggested for Ruckus Big Dog and Top Dog partners and network engineers who manage advanced or complex ZoneDirector deployments.	ZoneDirector 9.6 Installation and Management with ZoneDirector 9.7 Updates (Online or Instructor Led course)	WiSE Level 2 is our most advanced certification. It ensures that you have the necessary skills to analyze, design, deploy, manage, and support robust wireless networks consisting of a range of Ruckus smart Wi-Fi products, including ZoneDirector controllers and Access Points at revision 9.6.	WiSE Level 2 is our most advanced certification. It ensures that you have the necessary skills to analyze, design, deploy, manage, and support robust wireless networks consisting of a range of Ruckus smart Wi-Fi products, including ZoneDirector controllers and Access Points at revision 9.6. This Exam may only be taken at an authorized Pearson VUE testing center. Click the Schedule an Exam link below to register and schedule a proctored exam at a test center near you. The WiSE Level 2 Certification Exam provides a 90 question exam assessing knowledge of material covered in the Wi-Fi Essentials Online Course, Basic Wi-Fi Site Survey and either a WiSE Bootcamp training class or the ZoneDirector 9.6 Online Course. The passing score is 70%. WiSE Level 2 Certification is valid for a two-year period.
N/A	Ruckus ZoneDirector 9.6 Installation and Management with ZoneDirector 9.7 Updates	Online	15 hrs	FREE No Resale	Wireless networking professionals (network managers, systems engineers, support personnel) who wish to learn how to install Ruckus ZoneDirector controllers to manage ZoneFlex APs and configure basic-level features will benefit from this course.	Introduction to Ruckus Products Layer 2 Networking: MAC addressing, bridging/switching, VLANs, 802.1Q Layer 3 Networking: IP addressing/subnetting, routing	This course is designed to give a knowledgeable wireless networking professional the skills to install, configure, and provision a Ruckus Wireless ZoneFlex system. This is a content-rich course that will take approximately 12 hours to complete. This online course consists of 15 interactive units. For those wishing certification, registration for the WiSE Level 1 Certification Exam must be done separately.	Upon successful completion of this course the learner will be able to: Describe the ZoneFlex WLAN system Describe the ZoneDirector and ZoneFlex AP hardware models Describe the installation and configuration of standalone ZoneFlex APs Describe the installation of a ZoneDirector controller Describe WLAN service options Describe user authentication options Describe system administration options for the ZoneFlex WLAN system Describe the network topology options for the ZoneFlex WLAN system Describe WLAN security options for the ZoneFlex WLAN system Describe captive portal services Describe wireless mesh networking Describe redundancy options for the ZoneDirector controllers Troubleshoot WLAN connectivity and performance issues Identify the ZoneDirector 9.7 update features
N/A	Ruckus ZoneFlex H500 Product Overview	Online	40 mins	FREE No Resale	This course is designed for a general audience including, but not limited to, VARs, Ruckus Partners, network managers, system engineers, support personnel, and company employees desiring a high-level understanding of all Ruckus products.	Note: This course is mobile ready and can be played on any PC, Mac, Tablet or Smartphone.	This training will cover the ZoneFlex H500 access point its functions, features and SKUs for ordering the product and support.	Course Agenda ZoneFlex H500 features and functions Key Benefits Wi-Fi and BLE convergence ZoneFlex H500 platform support Competitive information Ordering information
N/A	Ruckus ZoneFlex P300 Product Overview	Online	10 mins	FREE No Resale	This course is designed for a general audience including but not limited to Ruckus sales personnel, system engineers, VARs, Ruckus Partners, network managers, support personnel, and company employees desiring a high-level understanding of all Ruckus products	There are no pre-requisites for this course.	This training will cover the ZoneFlex P300 PIP/PIMP bridge, its functions, features and SKUs for ordering the product and support.	Course Agenda: ZoneFlex P300 features and functions Applications Key Benefits Mounting Options Antenna Aiming features FlexMaster Support Product Comparisons Ordering Information
N/A	Ruckus E-Rate 2.0 Updates, K-12, and Higher Education Vertical	Online	2 hrs	FREE No Resale	This course is primarily designed for Ruckus and Partner Salespersons and Sales Engineers, as well as all employees desiring an understanding E-rate 2.0 essentials, K-12 Education and Higher Education sales opportunities.	There are no pre-requisites for this course.	This course is primarily designed for Ruckus and Partner Salespersons and Sales Engineers, as well as all employees desiring an understanding E-rate 2.0 essentials, K-12 Education and Higher Education sales opportunities.	<ul style="list-style-type: none"> ▣ Describe E-rate Background, new E-Rate 2.0 processes and E-rate 2.0 Timelines ▣ Describe the purpose and function of FCC form 470 and 471 ▣ Identify Key Changes for E-rate 2015 ▣ Describe what Service Providers / VARs and Ruckus Partners can and cannot do ▣ Describe the Smart K-12 Classroom Today ▣ Describe the goal of the E-rate Program ▣ Understand the E-rate sales Cycle and the E-rate Timeline ▣ Describe key Ruckus Technology used in K-12 and Higher Education environments ▣ Describe the Ruckus Wi-Fi Portfolio ▣ Identify Success Tools that can be used for K-12 and Higher Education sales opportunities ▣ Know where K-12 and Higher Education Case Studies are located and how to use them for sales opportunities. ▣ Identify Independent Testing Results of Ruckus products vs our competitors ▣ Describe Ruckus purchasing Vehicles Supportive Distribution teams

SKU #	INSTRUCTOR LED TRAININGS (ILT)	DELIVERY MODE/DETAILS	DURATION	LIST PRICE USD	WHO SHOULD ATTEND (Description)	PREREQUISITES	COURSE OVERVIEW/PURPOSE	OBJECTIVES
TBD	Ruckus Cloud Product Installation and Configuration	ILT	1 Day	See ILT Onsite Training Pricing Below per # Days	This course is intended for anyone who would like to learn how to install any of the following products. ESXi and vSZ 3.1 KVM and vSZ 3.1 ESXi and SCI	Introduction to Ruckus Cloud Products course Moderate knowledge and understanding of Ruckus products Experience using Ruckus SmartZone line of products	The purpose of this course is to walk an SE, customer or partner through the installation steps for our main cloud products such as vSZ and SCI. This course will also cover the installation and configuration of a basic ESXi host at a lab or demo level.	Review installation of ESXi hypervisor Review configuration of ESXi Host Review installation of vSZ on newly installed host Review installation of SCI Review SPoT

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SKU #	COURSE NAME	DELIVERY MODE/DETAILS	APPROXIMATE DURATION	LIST PRICE USD	WHO SHOULD ATTEND (Description)	PREREQUISITES	COURSE OVERVIEW/PURPOSE	OBJECTIVES
TBD	Ruckus Hotspot 2.0 R2 - Carrier	WebEx or ILT if combined with other courses	1/2 Day	See ILT Onsite Training Pricing Below per # Days	This course is intended for internal and external customers interested in configuring and operating services that leverage the use of our newly release standard of HS2.0 R2	BYOD configuration for enterprise is recommended but not required Moderate knowledge and understanding of Ruckus products and technologies Moderate knowledge of overall WiFi technologies	This course covers the installation and operation of a HS2.0 implementation in a carrier class network. It is intended to enhance the skills of our customer's engineering and operations teams as well as Ruckus SE's who are involved in working with or deploying services using Hotspot 2.0 R2 in a Ruckus environment	Review the requirements for a successful HS2.0 R2 deployment Review configuration options Understand how to implement the configuration in Ruckus SmartZone controllers Review use cases and benefits of HS2.0
905-TWFF-ILTH	Ruckus LAN-WLAN Fundamentals	ILT + Hands on Lab At Ruckus Headquarters in Sunnyvale or Regional Locations.	2 Days	\$900 Per Person	This course is designed for a general audience that includes Ruckus Partners, VARs, network managers, support personnel, and Ruckus employees who have little, or no, knowledge of 802.11 WLAN concepts and desire a fundamental level of knowledge of Wireless LAN's.	There are no pre-requisites for this course.	OVERVIEW: The Ruckus WLAN Fundamentals course provides a general overview of wired and wireless networking concepts. The course serves as an entry-level introduction for people who would like to better understand Wireless LAN's, and provides the essential knowledge required for students who are aiming for further training towards the Ruckus WiSE certification. PURPOSE: The purpose of this course is to present an introduction to networking fundamentals for both traditional wired networks and for wireless networks. The course will have a duration of 2 days of instructor-led training with hands on exercises and opportunities for students to test their knowledge.	Upon successful completion of this course the learner will be able to: Describe the fundamentals of LAN and WLAN networking Compare the main WLAN devices and topologies Identify the networking industry key organizations Define and describe LAN and WLAN connectivity and operations Comprehend higher level network functionality Compare and Contrast WLAN security methods
905-TWFF-ONST	Ruckus LAN-WLAN Fundamentals	ILT Onsite - No Lab For up to 12 Persons.	2 Days	\$20,000	This course is designed for a general audience that includes Ruckus Partners, VARs, network managers, support personnel, and Ruckus employees who have little, or no, knowledge of 802.11 WLAN concepts and desire a fundamental level of knowledge of Wireless LAN's.	There are no pre-requisites for this course.	OVERVIEW: The Ruckus WLAN Fundamentals course provides a general overview of wired and wireless networking concepts. The course serves as an entry-level introduction for people who would like to better understand Wireless LAN's, and provides the essential knowledge required for students who are aiming for further training towards the Ruckus WiSE certification. PURPOSE: The purpose of this course is to present an introduction to networking fundamentals for both traditional wired networks and for wireless networks. The course will have a duration of 2 days of instructor-led training with hands on exercises and opportunities for students to test their knowledge.	Upon successful completion of this course the learner will be able to: Describe the fundamentals of LAN and WLAN networking Compare the main WLAN devices and topologies Identify the networking industry key organizations Define and describe LAN and WLAN connectivity and operations Comprehend higher level network functionality Compare and Contrast WLAN security methods
905-TWFF-VIRT	Ruckus LAN-WLAN Fundamentals	ILT Virtual, Delivered via WebEx For up to 12 Persons.	2 Days	\$10,000	This course is designed for a general audience that includes Ruckus Partners, VARs, network managers, support personnel, and Ruckus employees who have little, or no, knowledge of 802.11 WLAN concepts and desire a fundamental level of knowledge of Wireless LAN's.	There are no pre-requisites for this course.	OVERVIEW: The Ruckus WLAN Fundamentals course provides a general overview of wired and wireless networking concepts. The course serves as an entry-level introduction for people who would like to better understand Wireless LAN's, and provides the essential knowledge required for students who are aiming for further training towards the Ruckus WiSE certification. PURPOSE: The purpose of this course is to present an introduction to networking fundamentals for both traditional wired networks and for wireless networks. The course will have a duration of 2 days of instructor-led training with hands on exercises and opportunities for students to test their knowledge.	Upon successful completion of this course the learner will be able to: Describe the fundamentals of LAN and WLAN networking Compare the main WLAN devices and topologies Identify the networking industry key organizations Define and describe LAN and WLAN connectivity and operations Comprehend higher level network functionality Compare and Contrast WLAN security methods
905-TATP-CERT	Ruckus ZoneDirector 9.10 WiSE /ATP Certification Course	ILT + Hands on Lab Requires a Ruckus Training Lab.	4 Days	\$2,000	Qualified employees of Ruckus Partner organizations desiring to be Authorized Training Partners. Candidate should have the knowledge, skills, abilities and desire to become a Certified Ruckus Instructor.	Effective September 1, 2012, all new Ruckus Certified Instructors must have these additional non-Ruckus certifications: Certified Wireless Network Administrator (CWNA) available through CWNP: http://www.cwnp.com/ L2/L3 Wired Network Certification such as CCNA (Cisco Certified Network Associate), CompTIA Network +, or another (Ruckus approved) network certification that demonstrates L2/L3 proficiency.	Ruckus Authorized Training Partners (ATPs) must have at least 1 (one) employee who is a Ruckus Certified Instructor: WiSE Certified ATP Trainer (WiSE-CAT).	To train ATP Instructor Candidates to professionally deliver the ZoneDirector and FlexMaster (7) courses to future training classes. The last day of the course includes an instructor "teach back" designed to provide candidates with hands-on experience in a technical training / classroom environment. To become certified, the instructor must pass the WiSE Instructor Certification Exam with an 80% or better.
905-TRZD-0906	Ruckus ZoneDirector 9.8	ILT + Hands on Lab Includes vouchers for WiSE Level 1 Online Exam. For up to 12 Persons. Requires a Ruckus Training Lab.	3 Days	\$24,000	Wireless networking professionals (network managers, systems engineers, support personnel) who wish to learn how to install Ruckus ZoneDirector controllers to manage ZoneFlex APs, and configure basic-level features will benefit from this course.	Introduction to Ruckus Products (Online) Layer 2 Networking: MAC addressing, bridging/switching, VLANs, 802.1Q Layer 3 Networking: IP addressing/subnetting, routing PLEASE NOTE: This course requires that applicable Ruckus (purchased and configured) equipment be available for training -OR- a Group Lab Fee will apply (see below).	This course consists of classroom material and hands on labs covering the management, installation, and configuration of both managed and unmanaged environments. (Zonedirector / Stand alone AP setups)	Upon successful completion of this course the learner will be able to: Describe the ZoneFlex WLAN system Describe the ZoneDirector and ZoneFlex AP hardware models Describe the installation and configuration of standalone ZoneFlex APs Describe the installation of a ZoneDirector controller Describe WLAN service options Describe user authentication options Describe system administration options for the ZoneFlex WLAN system Describe the network topology options for the ZoneFlex WLAN system Describe WLAN security options for the ZoneFlex WLAN system Describe captive portal services Describe wireless mesh networking Describe redundancy options for the ZoneDirector controllers Troubleshoot WLAN connectivity and performance issues Identify the ZoneDirector 9.7 update features
905-TWiSE-EXM2	Ruckus WiSE Level 2 Certification Exam	Online - Proctored Exam at Pearson VUE	90 Questions	\$250	This certification is intended for Ruckus partners and network engineers who manage ZoneDirector deployments.	ZoneDirector 9.6 Installation and Management with ZoneDirector 9.7 Updates (Online or Instructor Led course), Wi-Fi Essentials and Basic Wi-Fi Site Survey (Online courses).	WiSE is our top-level certification. It ensures that you have the necessary skills to design, deploy, manage, and support robust wireless networks consisting of a range of Ruckus smart Wi-Fi products, including ZoneDirector controllers and Access Points at revision 9.6. This certification is intended for Ruckus partners and network engineers who manage ZoneDirector deployments. The WiSE Certification Exam provides a 90 question final exam for students who have taken the Wi-Fi Essentials and Basic Wi-Fi Site Survey Online Courses, and either a WiSE Bootcamp training class or the ZoneDirector 9.6 (with 9.7 Updates) Online course. The passing score is 70%. This Exam is can only be taken at an authorized Pearson VUE testing center.	To validate the learner's knowledge, skills and abilities from both professional experience and the three online courses (ZoneDirector 9.6 Installation and Management with 9.7 Updates, Wi-Fi Essentials and Basic Wi-Fi Site Survey).
TBD	Ruckus SCG/SZ Enterprise Deployment Models, Tools & Support Training	ILT	2 Days	See ILT Onsite Training Pricing Below per # Days	This course is intended for Ruckus partner who are or will be working with the Ruckus SmartZone product line. These products include: Ruckus virtual SmartZone Ruckus SmartZone 100 Ruckus SCG-200	Prior knowledge of Ruckus product line as well as experience deploying Ruckus legacy gear is recommended but not required	The purpose of this course is to bring awareness to the differences between Ruckus controllers and which product to use in difference deployment cases. This course will highlight the features and compare these products as well as walk through setting up and typical service configuration for the SmartZone OS.	SCG-200 Overview SmartZone 100 Overview vSZ Overview SCG-200 configuration overview Understanding Ruckus N+1 architecture AP and WLAN configuration AP Registration Rules and configuration Monitoring and Troubleshooting
TBD	Ruckus SCG 200 v3.1 - Basic Deployment & Config	ILT + Hands on Lab	2 Days	See ILT Onsite Training Pricing Below per # Days	This course is designed for Network Operations Center and Associate level operations personnel who will be conducting day to day activity such as monitoring and performing minor configuration changes to carriers and large enterprises networks using the Ruckus SCG 200 or vSCG controllers	Understand Ruckus products and technologies Basic understanding of RF technologies Basic understanding of network routing and components Basic understanding of layer 2 networking Basic understanding of virtualization	The purpose of this course is to introduce new operations and NOC engineers / analysts to the Ruckus SCG and vSCG products. By the end of this course, the individuals will possess the required knowledge to deploy and configure a Ruckus SCG controller or a vSCG controller as well as fully understand the benefits and advantages of this controller in their network topology	Smart Cell Gateway 200 Overview Virtualization Overview Virtual SCG Overview vSCG Installation in a VMWare environment Web Graphical User Interface (GUI) Overview System Administration Using Backup and Restore Performing upgrades
TBD	Ruckus SCG 200 v3.1 - Operations & Maintenance	ILT + Hands on Lab	2 Days	See ILT Onsite Training Pricing Below per # Days	This course is designed for Associates II and Staff level personnel who are responsible for operating, maintaining and managing a Carrier grade or Large Enterprise network using the Ruckus SCG 200 Carrier class controller	Knowledge of wireless services to include WLANs and RF Experience with Networking fundamentals such as VLANs, STP, IP, Routing Knowledge of Ruckus products Moderate experience with network configuration and WLAN traffic management Ruckus SCG 2.5 basic Student Guide	This course is intended to teach the core elements of a Ruckus SCG cluster. It guides the students through the process of service configuration, maintenance and daily operation functions required to fully deploy a network based on the Ruckus SCG. At the end of this course, the student will possess extensive knowledge of the product and be able to deploy very large networks efficiently	SCG Cluster Overview Understand the N+1 architecture Understand Data Replication Understanding AP and Cluster Communication Understand the AP discovery process Zones and Registration Batch Provisioning AP and WLAN Configuration Understand WLANs and AP groups Understand Ruckus GRE Tunneling Understand legacy platform migration options Understand End User Authentication Understand System Security for local administrators

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SKU #	COURSE NAME	DELIVERY MODE/DETAILS	APPROXIMATE DURATION	LIST PRICE USD	WHO SHOULD ATTEND (Description)	PREREQUISITES	COURSE OVERVIEW/PURPOSE	OBJECTIVES
905-TSCG-2.5A	Ruckus SCG 2.5- Advanced Config & Troubleshooting	ILT + Hands on Lab For up to 12 Persons. Requires a Ruckus Training Lab.	1 Day	See ILT Onsite Training Pricing Below per # Days	This course is designed for Staff and Engineering level personnel responsible for conducting extended troubleshooting and support of carrier or large enterprise networks using the Ruckus Carrier grade controller SCG 200	Experience with Layer 2 and Layer 3 networking Experience building and configuring WLAN networks Experience with network troubleshooting Understanding of network security and WLAN authentication Basic SCG 2.5 course required, Intermediate course recommended	The Advanced SCG course will take students with strong knowledge of the SCG to the next level by teaching them to conduct advanced troubleshooting and configuration functions such as advanced tunneling options and security. By the end of this class, the students will be able to review log files and understand it, configure GTPv1 and v2 tunnel for packet core integration and more.	Understand RuckusGRE Understand QinQ options Understand Ruckus GRE to SoftGRE options Understand Ruckus GRE to GRE Review third party AP to Core-Network options Review LTE and 3G Core options Review GRE to Packet Data Gateway or GGSN Understand CLI Scripts Understand system and AP logs Understand Mesh Configuration Review Guest Access Services Review mobile apps services
TBD	Ruckus SCG 200 v3.1 - Advanced Config & Troubleshooting	ILT + Hands on Lab	1 Day	See ILT Onsite Training Pricing Below per # Days	This course is designed for Staff and Engineering level personnel responsible for deploying the Ruckus virtualized Carrier and Enterprise controller vSCG. This training is also tailored for those responsible for maintaining the VM Servers.	Experience with Layer 2 and Layer 3 networking Experience building and configuring WLAN networks Experience with network troubleshooting Understanding of network security and WLAN authentication Basic SCG 2.5 course required, Intermediate course recommended	The Advanced SCG course will take students with strong knowledge of the SCG to the next level by teaching them to conduct advanced troubleshooting and configuration functions such as advanced tunneling options and security. By the end of this class, the students will be able to review log files and understand it, configure GTPv1 and v2 tunnel for packet core integration and more.	Understand RuckusGRE Understand QinQ options Understand Ruckus GRE to SoftGRE options Understand Ruckus GRE to GRE Review third party AP to Core-Network options Review LTE and 3G Core options Review GRE to Packet Data Gateway or GGSN Understand CLI Scripts Understand system and AP logs Understand Mesh Configuration Review Guest Access Services Review mobile apps services
905-TvSC-GD&C	Ruckus Virtual SmartZone Deployment & Config	ILT + Hands on Lab For up to 12 Persons. Requires a Ruckus Training Lab.	1 Day	See ILT Onsite Training Pricing Below per # Days	This course is designed for Operations and Engineering personnel responsible for deploying the Ruckus virtualized Carrier and Enterprise controller vSCG. This training is also tailored for those responsible for maintaining the VM Servers.	Intermediate knowledge of virtualization Knowledge of wireless services to include WLANs and RF Experience with Networking fundamentals such as VLANs, STP, IP Routing Knowledge of Ruckus products Moderate experience with network configuration and WLAN traffic management	The vSCG deployment and configuration course concentrates in a virtualized version of the SCG. The purpose of this course is to teach student how to properly plan for capacity and growth when deploying a vSCG cluster in their network. It will provide the necessary knowledge to configure and build a vSCG from the ground up and get it to a fully operational state	Understand the Virtual appliance Review system specifications and requirements Understand use cases Configure and build a vSCG controller Review WLAN and AP configuration Review and understand system administration Review and understand tunneling options
905-TvSC-GLPM	Ruckus Legacy Platform Migration to SmartZone Software Products	ILT + Hands on Lab For up to 12 Persons. Requires a Ruckus Training Lab.	1 Day	See ILT Onsite Training Pricing Below per # Days	This course is designed for Operations personnel who are responsible for the daily configuration and maintenance of existing network and are targeting a migration from a legacy Ruckus platform based on a ZoneDirector architecture to the newer platform, the Ruckus Virtual SCG.	Experience with Ruckus Zone Director products Ruckus Basic SCG 2.5 course Basic Linux experience Experience with Ruckus ZoneFlex products	The purpose of this course is to help companies migrate their equipment from a legacy platform such as a standalone deployment or a ZoneDirector to the newly and more scalable version of our core products, the SCG. After completion of this course, the students will have the required expertise to successfully migrate any size enterprise to a newly deployed cluster of SCG controllers.	Review supported software releases Review supported APs Review configuration requirements Review the step by step migration process and options
N/A	Ruckus vSZ/SCG 200 Troubleshooting - Advanced - Stand-alone course	ILT	1 Day	See ILT Onsite Training Pricing Below per # Days	This course is designed for Ruckus SE's and support teams who have already worked with the SCG 200 or vSCG/vSZ configuration and understand basic service configuration and operation	LAN/WAN fundamentals class Standard SCG class to include a 4 day SE class conducted internally or at least 1 year of experience with these products	The purpose of this course is to help SE's and Support team with understanding more complex tasks such as extracting support files, shell access, reviewing logs, running and creating CLI scripts and more	Creating and extracting support files Creating and executing CLI scripts Entering shell mode of the SCG/vSZ Understanding the different logs and how to read them
905-TCUS-3DAY	*3 Days of Training *NOTE: A minimum of 3 days of Training is required for on-site instructor-led trainings.	ILT Onsite, Includes Remote Lab, as needed.	3 Days	\$24,000	Course participants designated per training.	TBD- per each course. * PLEASE NOTE: This course may require applicable Ruckus (purchased and configured) equipment be available for training -OR- a Group Lab Fee will apply (see below).	Ruckus Customized Training includes any course deliveries that are not offered as a predefined Training with SKU#. Scheduling requires prior Needs Assessment and approval by Training Team and subject to Instructor and content availability.	TBD per each course.
905-TCUS-4DAY	*4 Days of Training *NOTE: A minimum of 3 days of Training is required for on-site instructor-led trainings.	ILT Onsite, Includes Remote Lab, as needed.	4 Days	\$27,500	Course participants designated per training.	TBD- per each course. * PLEASE NOTE: This course may require applicable Ruckus (purchased and configured) equipment be available for training -OR- a Group Lab Fee will apply (see below).	Ruckus Customized Training includes any course deliveries that are not offered as a predefined Training with SKU#. Scheduling requires prior Needs Assessment and approval by Training Team and subject to Instructor and content availability.	TBD per each course.
905-TCUS-5DAY	*4 Days of Training *NOTE: A minimum of 3 days of Training is required for on-site instructor-led trainings.	ILT Onsite, Includes Remote Lab, as needed.	5 Days	\$30,000	Course participants designated per training.	TBD- per each course. * PLEASE NOTE: This course may require applicable Ruckus (purchased and configured) equipment be available for training -OR- a Group Lab Fee will apply (see below).	Ruckus Customized Training includes any course deliveries that are not offered as a predefined Training with SKU#. Scheduling requires prior Needs Assessment and approval by Training Team and subject to Instructor and content availability.	TBD per each course.
905-TLAB-GRUP	*Group Lab Fee	Ruckus Hands On Lab Only as Needed, Per 12 Person Dedicated Course	n/a	\$7,000	Lab participants designated per training.	*NOTE: If Partners do not have Ruckus Lab / Equipment onsite, a Training lab is available for a flat rate of \$7000 per course, regardless of length and will be provided either as an "onsite" or "remote" access lab.	*NOTE: If Partners do not have Ruckus Lab / Equipment onsite, a Training lab is available for a flat rate of \$7000 per course, regardless of length and will be provided either as an "onsite" or "remote" access lab.	N/A
N/A	Ruckus Remote Training Labs are utilized for most course deliveries and are Free of Charge	Ruckus Hands On Lab Only as Needed, Per 12 Person Dedicated Course	n/a	FoC	N/A	N/A	N/A	N/A
905-TADD-PART	Additional Course Participant Fee	Over agreed # of participants Per person/day	n/a	\$500	N/A	N/A	N/A	N/A

Ruckus Wireless, Training Delivery TERMS and CONDITIONS

ALL TRAININGS:

Currency: All prices are quoted in US dollars.

Training Materials: All materials and Ruckus deliveries are in English and are Proprietary and Confidential to Ruckus Wireless unless stated otherwise. Participants shall not share training materials provided by Ruckus with any third party without Ruckus' prior written consent. Ruckus does not warrant that its training materials or other information is free from any errors, inaccuracies or outdated information.

Cancellations

- o Within 3 weeks of Course Start Date subject to 30% cancel fee,
- o Within 2 weeks are subject to 50% cancel fee
- o Within 1 week are subject to a 100% cancel fee
- o **Force Majeure:** Ruckus reserves the right to cancel or reschedule courses as required by unforeseen circumstances beyond Ruckus' reasonable control

Feedback: If Participants or a Partner Company provides any ideas, recommendations, enhancements, modifications, or improvements to Ruckus' products, services and training materials (collectively, "Feedback"), Ruckus may freely use such Feedback without limitation and without payment of royalties or other consideration to the Feedback provider.

Recording: Audio/Video recording of training sessions is not permitted.

Participants' Conduct: Ruckus reserves the right, without any refund or compensation, to cease training of Participants, whose behavior Ruckus, at its sole discretion, deems disruptive, violent or abusive or who are lacking pre-requisite skills or knowledge (if such is required by a course).

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SKU #	COURSE NAME	DELIVERY MODE/DETAILS	APPROXIMATE DURATION	LIST PRICE USD	WHO SHOULD ATTEND (Description)	PREREQUISITES	COURSE OVERVIEW/PURPOSE	OBJECTIVES
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Ownership of Materials and Information. Nothing in this Quote (or by virtue of the services and materials provided under this Quote) shall be construed as granting any property rights to any training materials, hardware, software and information provided by Ruckus hereunder to the Participants or the Partner Company.

Damage to Ruckus' property: If Ruckus provides any equipment, material or other property of Ruckus on loan to Partner Company or Participants, Partner Company or Participants shall reimburse Ruckus full in replacement value.

INDIVIDUAL TRAININGS:

Individual Trainings: Defined as less than 10 enrollments per transaction

Payments:

- o Are due at the time of purchase.
- o Acceptable forms: Credit Card Only
- o Use of Company Checks or Purchase Orders for INDIVIDUAL TRAINING Enrollments is not available at this time.

Enrollments: Via Ruckus Training Portal: <https://training.ruckuswireless.com/>

GROUP TRAININGS:

Group Trainings: Defined as more than 10 enrollments per transaction

Minimum Commitment: A minimum of 3 days of Training is required for Ruckus to provide an instructor-led training on-site.

Process: All requests are to be in writing and utilize the "Ruckus Training Request Form" available from you Ruckus Sale or SE Account Contact.

Scheduling Lead Time: Please allow minimum of 8-10 weeks lead time for requesting a Group Training.

Response: Once received, the Training Request will be vetted by Ruckus Education Team and become the primary "requirements" document for your training.

Review / Approval: Group Trainings require prior approval by Training Dept. Director: John.Rouleau@RuckusWireless.com

Prices: Quoted as a flat fee based on a minimum of 10 students per class and a maximum of 12 students per class.

Payment: A PO commitment is due prior to training dates being "finalized". Payment in full is due at least 30 days prior to start of training.

Acceptable Forms of Payment: Credit Card, Company Check, Bank Transfer or Purchase Order.

Price DOES Include: Ruckus Instructor, Instructor Travel and Expenses, Course Materials Printing and Shipping.

Price DOES NOT Include: Training Classroom / Facility, Course Catering, Participant Travel or Expenses.

Training Lab Equipment: If required and Partners do not have available onsite, Training Lab equipment is available for a flat rate of \$7000 per class and will be provided as either "onsite" or "remote" access lab.

Training Lab Price DOES Include: Ruckus Training Lab Equipment Shipping, Configuration, Setup and Breakdown.

Additional Students: An additional fee of \$500 per student/per day (in excess of 12 student maximum) will apply. Note: Course materials and lab access cannot be guaranteed for late student enrollments.

Customized Training: Ruckus reserves the right to revise pricing if needed for highly customized curricula for which Ruckus will need to develop a new course content.

Unless Noted Otherwise: Ruckus reserves the right to cancel or reschedule courses as required by unforeseen circumstances.

For more information on Ruckus GROUP TRAINING Delivery or Pricing please contact:

John Rouleau (john.rouleau@ruckuswireless.com)