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Zenitel Academy

Catalogue H2, 2026



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Introduction to the Zenitel Academy



Who we are?

The Zenitel Academy is a dedicated learning hub committed to empowering professionals with expert knowledge in intelligent critical communication systems.

Why us?

At the Zenitel Academy, we provide structured training programs designed to equip Pre-sales and Technical teams with the skills needed to master our products.

Through a blend of foundational courses and advanced modules, the Academy supports continuous growth and excellence, helping individuals and organizations stay ahead in a rapidly evolving industry.

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Our programs at the Zenitel Academy

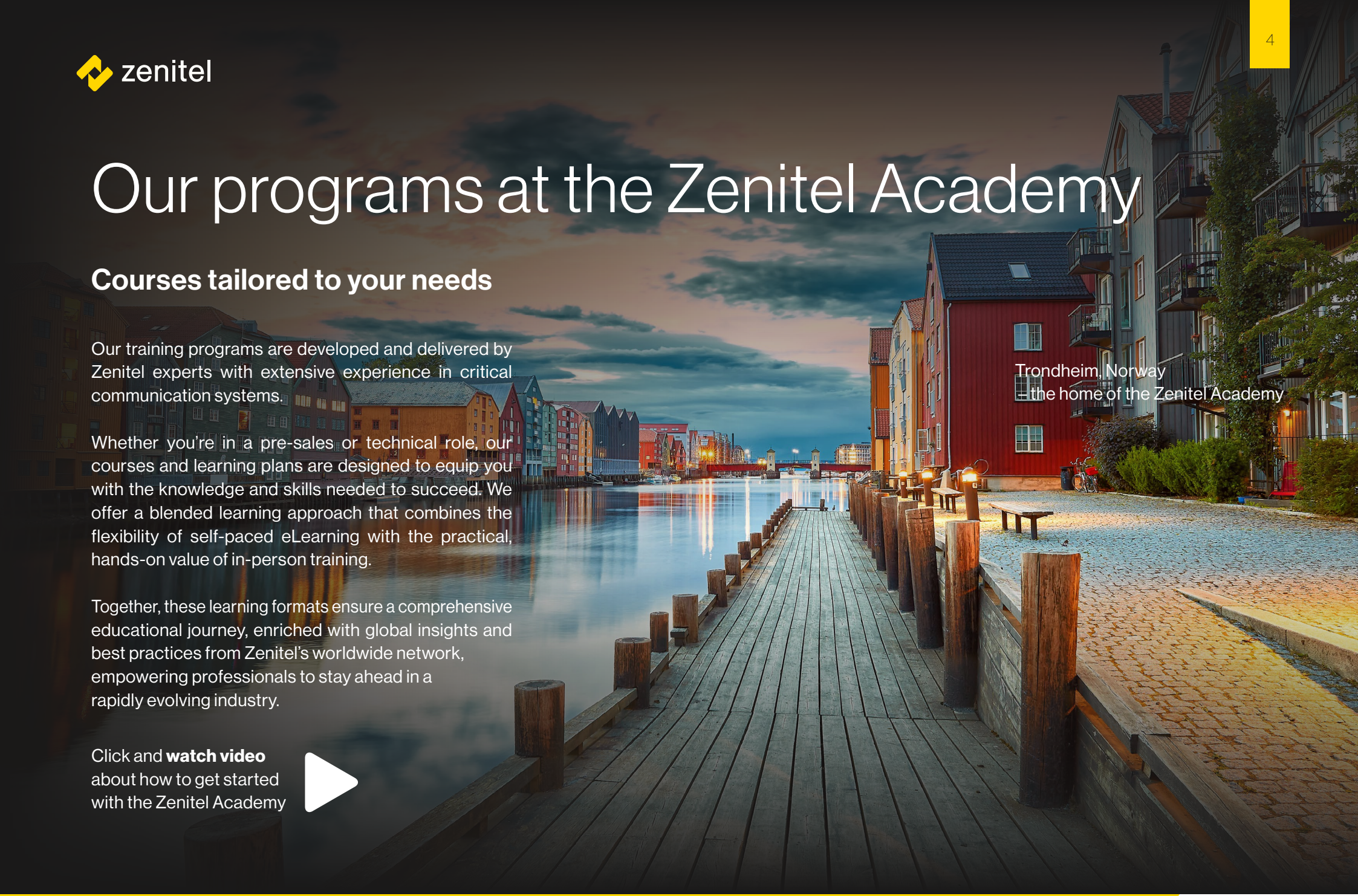
Courses tailored to your needs

Our training programs are developed and delivered by Zenitel experts with extensive experience in critical communication systems.

Whether you're in a pre-sales or technical role, our courses and learning plans are designed to equip you with the knowledge and skills needed to succeed. We offer a blended learning approach that combines the flexibility of self-paced eLearning with the practical, hands-on value of in-person training.

Together, these learning formats ensure a comprehensive educational journey, enriched with global insights and best practices from Zenitel's worldwide network, empowering professionals to stay ahead in a rapidly evolving industry.

Click and **watch video** about how to get started with the Zenitel Academy



Trondheim, Norway
– the home of the Zenitel Academy

Onboarding program for pre-sales and technical professionals

Our **e-learning modules** are designed for self-paced study, featuring animations, interactive content, videos, and quizzes that allow learners to absorb complex concepts at their own convenience. This format is ideal for building foundational knowledge and revisiting key topics anytime, anywhere.

From understanding product capabilities and system design to mastering installation and configuration, our programs are designed to support your growth at every stage.



Our 3-Tier Diploma Structure

Our diploma program is built to support learners at every stage whether you're starting with basic product knowledge or progressing to expert-level implementation and training. To guide your development, we offer a 3-tier diploma structure that aligns with your learning journey:

Professional Diploma

Level: Foundational

Build a strong base in Zenitel's core products and solutions.

Ideal for: New users, technicians, sales teams, product managers, architects, and consultants.

Expert Diploma

Level: Advanced

Deepen your technical knowledge and apply it in real-world scenarios.

Ideal for: System engineers, installers, and technical consultants.

Trainer Diploma

Level: Mastery

Become a certified trainer and thought leader in Zenitel's solutions.

Ideal for: Senior experts, educators, or those leading internal or external training initiatives.



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Pre-Sales eLearning paths

Get to Know Microlearning Series NEW
Explore bite-sized modules covering the fundamentals of Zenitel technologies.

IC- Edge System
Introduction to IC-Edge System
Deep dive into IC-Edge System

IP Speakers
IP Speakers – A Product Introduction

ICX AlphaCom
Introduction to ICX-AlphaCom
Module 01 (Getting Started)
Module 02 (Features & Applications)
Module 03 (AlphaNet, SIP Trunking, Redundancy)

Zenitel Connect
Zenitel Connect Professional Diploma

PAVA
Zenitel PAVA Professional Diploma

Unified Critical Communications
Mastering Unified Critical Communications

Technical eLearning paths

IC- Edge System
Introduction to IC-Edge System
Deep dive into IC-Edge System
Introduction to Session Initiation Protocol (SIP)

IP Speakers
IP Speakers – A Product Introduction

ICX AlphaCom
Introduction to ICX-AlphaCom
Module 01 (Getting Started)
Module 02 (Features & Applications)
Module 03 (AlphaNet, SIP Trunking, Redundancy)

Zenitel Connect
Zenitel Connect Professional Diploma
Zenitel Connect Expert Diploma

PAVA
Zenitel PAVA Professional Diploma
Zenitel PAVA Expert Diploma NEW

Unified Critical Communications
Mastering Unified Critical Communications

IC- Edge System eLearning courses

Introduction to IC-Edge system:

In this course, you will learn about IC-Edge, including what it is, where it fits best, how to configure it, how to sell it, and all its key features.

To get the most out of the course, we recommend using a computer and a headset. The estimated time to complete the course is between 25 and 35 minutes.

25-35 min.

Deep dive into IC-Edge System:

Designed for field/service technicians and sales personnel, the 2-hour 15-minute course covers system basics, configuration, and advanced features like audio messaging, system linking, and IP telephony integration.

The course is divided into three lessons, all of which must be completed to finish the training.

2 hour 15 min.

Introduction to Session Initiation Protocol (SIP):

Aimed at field/service technicians and sales personnel, the course covers essential topics such as SIP fundamentals, device registration, configuration, audio features, and troubleshooting.

With a total duration of 1 hour and 45 minutes, the course is divided into four structured lessons that must be completed in full to receive credit.

1 hour 45 min.



IP Speakers eLearning courses

A Product Introduction:

This concise microlearning module provides a quick and engaging overview of Zenitel's ZIPS Series IP speakers.

Designed specifically for sales personnel, the course introduces the key features, benefits, and typical applications of the ZIPS product range. With a runtime of just 10 minutes, it's an ideal resource for gaining foundational knowledge on the go.

To successfully complete the module, learners must finish a short quiz at the end, reinforcing key concepts and ensuring understanding.

10 min.



ICX-AlphaCom eLearning courses

ICX-AlphaCom
Introduction

This eLearning course introduces you to the ICX-AlphaCom system and guides you through the steps to configure a basic setup. Designed primarily for service and field technicians, the course is accessible even to those with limited experience in IP networking—though prior knowledge will be helpful.

In just 40 minutes, you'll gain foundational insights and practical knowledge to work effectively with the system. While the course references the ICX500, please note that this model has been succeeded by the ICX510.

However, all course material remains fully relevant and applicable to the ICX510

40 min.

ICX-AlphaCom
Module 1

- Getting started



Get started with the Zenitel ICX-AlphaCom system through this recorded virtual classroom session from Trondheim, Norway. This course covers system fundamentals, intercom stations and devices, configuration tools, adding intercom stations and ITSV video phones, door opening functionality, and licensing. It also explores the differences between IC-Edge and ICX-AlphaCom.

Designed for field and service technicians, as well as sales personnel, this 2-hour and 32-minute course consists of three lessons, all of which must be completed to pass.

Note: While the course references the ICX500, the content remains applicable to its successor, the ICX510.

2 hours 30 min.

ICX-AlphaCom eLearning courses

ICX-AlphaCom
Module 2
- Features & Applications

Explore the key features and applications of the Zenitel ICX-AlphaCom system through this recorded virtual classroom session from Trondheim, Norway. This course covers group calls, ringing groups, hotline calls, inputs, audio messaging, audio programs, and simplex conferencing, helping you understand and configure essential system functionalities.

Designed for field and service technicians, as well as sales personnel, this 2-hour and 32-minute course consists of three lessons, all of which must be completed to pass.

Note: While the course references the ICX500, the content remains applicable to its successor, the ICX510.

2 hours 30 min.

ICX-AlphaCom
Module 3
- AlphaNet, SIP Trunking, Redundancy

This on-demand course is a recording of our live virtual classroom session held in Trondheim, Norway. It explores advanced topics within the ICX-AlphaCom system, including AlphaNet configuration, redundant server setups, and SIP trunking.

Target Audience: Field and service technicians, sales personnel.

Gain deeper insights into the capabilities of the ICX-AlphaCom platform and enhance your understanding of how to implement robust, scalable communication solutions.



2 hours 30 min.

Zenitel Connect eLearning courses

Zenitel Connect Professional Diploma:

The Zenitel Connect Professional Diploma is a mandatory learning path designed for Sales Managers, Engineers, and Train-the-Trainers.

This structured program offers a well-balanced combination of essential sales and technical knowledge, equipping learners with a comprehensive understanding of the Zenitel Connect solution.

By completing this diploma, participants will gain the skills needed to confidently position, design, and support Zenitel Connect in various projects and customer environments.

Zenitel Connect Expert Diploma:

The Zenitel Connect Expert Diploma is an advanced learning path designed for experienced Sales Managers, Engineers, and Train-the-Trainers who are ready to take their knowledge to the next level. Building on foundational professional skills, this program delivers deep technical and commercial expertise, enabling participants to become true subject matter experts.

This comprehensive and rigorous curriculum goes beyond basic competence to develop the capability to strategically position, architect, support, and deliver training on Zenitel Connect across complex customer environments and projects.

Get to Know microlearning series

NEWLY LAUNCHED

Get to Know: An Introduction to Critical Communication

Learning Plan:

The Get to Know learning plan is a short, self-paced introduction to Zenitel and our intelligent critical communication solutions.

Through bite-sized learning modules, you'll explore the fundamentals of audio, video, intercoms, IP speakers, Public Address and Voice Alarm (PAVA), and Unified Critical Communications (UCC), discovering how these technologies support communication across different environments.

Designed for anyone new to Zenitel, whether in sales, technical, or support roles, this learning plan provides a solid foundation before progressing to our Professional Diploma programs.

45 min.

Public Address and Voice Alarm Systems

Zenitel PAVA Professional Diploma:

This learning path is designed to provide foundational knowledge on the core concepts of Public Address and Voice Alarm (PAVA) systems, with a specific focus on the EN54-16 standard.

It also offers an overview of Zenitel's product offerings within this domain. Ideal for those new to PAVA or looking to understand Zenitel's role in compliant solutions, this course helps build a solid base for further learning and application in real-world scenarios.

Zenitel PAVA NEW Expert Diploma:

The Zenitel PAVA Expert Diploma is an advanced learning path for engineers, system designers and Train-the-Trainers who already hold the PAVA Professional Diploma.

It goes beyond the fundamentals to cover the design, configuration, commissioning and maintenance of EN54-16 compliant PAVA systems in complex, real-world projects.

On completion, you can confidently design, deliver and support compliant Zenitel PAVA solutions.



New in 2026

This year we've added four new courses and learning plans to the Zenitel Academy.

NEW

Zenitel PAVA System Design

Learn to design EN54-16 compliant PAVA systems, from zoning and loudspeaker layout to amplifier sizing and documentation.

NEW

Node-RED for Zenitel Connect

Build custom integrations and automated workflows for Zenitel Connect using Node-RED's visual, low-code flow editor.

NEW

Zenitel Cloud: An Introduction

Discover Zenitel Cloud – what it is, how it works and how it extends Zenitel solutions to cloud-based management.

NEW

Get to Know microlearning series

Our new starting point for anyone new to Zenitel, covering the full portfolio in bite-sized modules. See page 14.

Unified Critical Communications

Mastering Unified Critical Communications:

This comprehensive learning plan brings together all training resources related to Unified Critical Communication (UCC).

Designed for Sales Managers, Engineers, and Train-the-Trainers, the learning plan offers structured access to essential modules covering both commercial and technical aspects of UCC.

It serves as a one-stop learning path to help participants understand, promote, and implement UCC solutions effectively across a range of use cases.



CPD Certified Learning

NEW IN 2026

Our content is now

CPD certified

Selected Zenitel Academy courses are now CPD certified. CPD (Continuing Professional Development) certification confirms our training meets recognised standards for professional learning – so the time you spend with us counts towards your CPD record.

CPD certified courses:

Introduction to PAVA	45 min.
Introduction to EN54 Design	40 min.
Introduction to Cybersecurity	45 min.

Complete a CPD certified course and receive a certificate you can use as evidence of your professional development.



Zenitel's in-person training program

Join our dynamic live training sessions and gain direct access to industry experts as they guide you through the evolving world of communication solutions. Whether you're exploring advanced IP audio systems or diving into intelligent video analytics, our diverse range of topics offers something for everyone.

These interactive sessions provide more than just knowledge — they offer hands-on experience with cutting-edge technology, opportunities to connect with professionals, and the chance to network with like-minded peers in the industry.



Meet our trainers

Trondheim Team Norway



Regional Team

Academy Management

ACADEMY:
Nimesh Madandas

APAC:

INDIA:
Ashutosh Chauhan

AUSTRALIA:
Richard Adams

US:

KANSAS CITY:
Bennie Cooper

EMEA:

MIDDLE EAST:
Sangeeth Satheesh

Rahul Ramachandran

NORWAY:
Trondheim team

FRANCE:
Christian Couillard

FINLAND:
Keijo Mutanen

Tommi Raittila

Need training that's perfectly tailored for your team

We've got the perfect solution for you.

Our Customized In-Person Training Programs go beyond the one-size-fits-all approach. We build each session around your unique goals, schedule, and real-world challenges, so your team gains practical skills they can apply from day one.

If our regular training sessions aren't the perfect fit, we'll customize one that is - designed specifically for your team, timeline, and goals. Reach out to your area sales manager, share your training needs, and we'll create a personalized solution that works for you.

How to Sign up at Zenitel Academy



Prior to accessing those courses, trainees need to create a Zenitel Academy account here:

academy.zenitel.com

Here are the different steps to take to create an account successfully **- watch video:**

In-person Training Dates & How to enroll

We're excited to invite you to a series of impactful training sessions taking place throughout the year ahead. These sessions are designed to keep you informed, enhance your skills, and support your ongoing professional development. Explore our full lineup of training programs, including detailed schedules and session descriptions, by visiting:

zenitel.com/live-training

For Trondheim based training:

zenitel.com/zenitel-live-training-trondheim

There, you can sign up for the sessions that best suit your interests and goals. We look forward to supporting your growth in the year ahead!

Having trouble viewing the page? You might not be signed up just yet.

Simply sign up at **zenitel.com**, head over to **Learning Community Live Training**, and go through all the upcoming in-person training sessions planned for the rest of the year. If a training isn't listed on the website, kindly get in touch with your area manager for more details.

Academy Certification

Zenitel Academy offers certification programs designed to recognize and validate your knowledge of our communication solutions. Whether you're in sales, engineering, support, or training, our certification paths help you build expertise, boost confidence, and demonstrate your professional development.

Each certification is structured to guide you through essential learning content - from foundational knowledge to more advanced, role-specific topics.

Upon successful completion of required modules and assessments, you'll earn an official Zenitel Academy Certificate, which you can share with your team, customers, or on professional platforms.

Our certifications not only enhance your understanding of Zenitel's products but also support your credibility in delivering secure and intelligent communication systems.



Academy Support



Need Help?

Contact Zenitel Academy Support

If you encounter any issues while using the Zenitel Academy - such as trouble accessing courses, completing modules, or downloading certificates of course completion, our support team is here to help.

Simply reach out via email with a brief description of the issue at

academy@zenitel.com

Our goal is to ensure a smooth and effective learning experience for all users. Don't hesitate to get in touch!