
Technician Skillset

This document contains skills and capabilities a technician installing the DataRemote PIAB should have in order to successfully complete an on-site installation of the device. This skillset ensures best-in-class installation experience for customers.

Recommended Skillset for PIAB Installations

1. Basic familiarity with analog appliances, such as Fire Panel, Burglar Panels, Call Boxes, FAX machines, and modems.
2. Extensive experience with the connection of analog devices to POTS/Voice lines.
3. Extensive experience using a cable toner to identify twisted pair copper lines in a facility.
4. Extensive experience using a buttset and banjo for POTS line testing.
5. Experience installing and using telephone biscuit jacks as a termination point for phone line connections.
6. Basic networking experience for RJ-45 connections to a local area network and validating connectivity with a laptop.
7. Ability to locate DEMARC for existing POTS lines that provide dial tone to analog appliances, familiarity with 66-block/110-block terminations, and use of a punch-down tool to make cross connections.
8. Familiarity with DataRemote installation best practices for PIAB installations. Most notably, testing procedures for analog call validation, foreign voltage detection, and basic troubleshooting.
9. Experience with the physical mounting of networking equipment.
10. Experience using a multi-meter to check DC voltage and continuity.
11. Familiarity with troubleshooting techniques for local network issues (firewall, DNS, etc.).