



Training Catalog

Product training information for:

- ARRIS Touchstone® products
- ARRIS C4® Cable Modem Termination Systems
- ARRIS C4c™ Cable Modem Termination System
- ARRIS C3™ Cable Modem Termination System
- ARRIS D5™ Universal Edge QAM

Revised July 2010

www.arrisi.com

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About ARRIS Training

ARRIS Training is the authorized training organization for ARRIS C4® Cable Modem Termination System, ARRIS C3™ Cable Modem Termination System, ARRIS D5™ Universal Edge QAM, and ARRIS Touchstone® products. We offer instructor-led training domestically to ARRIS customers in our Atlanta and Chicago training centers. We also offer training at the ARRIS training center in Amsterdam (CMTS only) by proposal. In addition to classes offered at our training center locations, we also offer customized and on-site training. All prices offered within this catalog are per person unless otherwise noted.

ARRIS Training Centers

Atlanta, GA

3871 Lakefield Drive, Suite 300
Suwanee, GA 30024

Chicago, IL

2400 Ogden Avenue, Suite 180
Lisle, IL 60532

Amsterdam, The Netherlands (CMTS classes scheduled by proposal)

Atlas Arena Building Azië
Hoogoorddreef 5
1101 BA Amsterdam
The Netherlands

Contact Information

For information about ARRIS Training:

- Refer to our web site at: <http://www.arrisi.com/support/training/index.asp>
- Or call or email ARRIS Training at:
1.678.473.8446
training@arrisi.com

Training Policies

Requesting ARRIS Training

Please visit our web site to review the current catalog and course schedule for the Atlanta training center posted at:

<http://www.arrisi.com/support/training/index.asp>

Payment and Confirmation

Payment by purchase order (PO) is required to schedule training. Fax your PO to ARRIS Training at 1.678.473.8176 or email a pdf (including signature) to training@arrisi.com. Please include the following:

- Student name(s)
- Employer's shipping and billing addresses
- Requested course or service name(s) and start date(s)
- Course or service order code(s)
- Course or service price(s)

Cancellation

ARRIS reserves the right to reschedule any class having fewer than 6 students enrolled four weeks prior to start date.

You may cancel or reschedule scheduled training up to four (4) weeks prior to the start date. No refund will be issued for cancellations made fewer than four (4) weeks prior to the start date or for participants who are not at the training site at the start of the class.

Prerequisites

It is the student's responsibility to ensure that s/he has the proper prerequisite knowledge and skills before taking an ARRIS training course. Students that do not meet the target audience description or have the prerequisite level of knowledge required for the course may find the course content too difficult, too easy, and/or inappropriate depending on their job and level of experience. All prerequisites are listed in the individual course descriptions in this catalog. Since ARRIS instructor-led training courses require you to complete prerequisite courses to ensure a successful experience, reservations for these courses will not be finalized until all prerequisites have been met.

Touchstone Training Map

Training Map

ARRIS Training recommends the following sequence for Touchstone Telephony Modem courses:

	<u>Course</u>	<u>Order Code</u>
1	Touchstone Telephony Modem Installation (Instructor-led)	714999
2	Touchstone VOIP Operations (Instructor-led)	715000

Touchstone Telephony Modem Installation

Order Code 714999

Description

Hands-on, instructor-led training on installing, using, and troubleshooting a Touchstone Telephony Modem.

Audience

Installation, operations, administration, maintenance, and provisioning, planning, and engineering personnel.

Course Outline

Module 1: HFC Overview

- HFC/IP Network Overview
- Server Overview
- Network Overview

Module 2: TM 602G

- TM 602G Features
- LED Indicators - Normal Operation
- LED Indicators - Start Up Sequence

Module 3: Server Overview

- Server Types

Module 4: Modem Boot Up Process

- Overview
- LED Sequence

Module 5: Using the Modem

- Backup Battery
- LED Display
- Testing the Power Connection
- Replacing a Battery Pack

Module 6: Troubleshooting

- Using the Documentation
- Web-based Troubleshooting Interface

Course Specifics

Prerequisite Skills: A basic understanding of CATV systems, RF plant fundamentals, and data networking.

Prerequisite Course: Introduction to DOCSIS, web-based course recommended

Delivery: Instructor-led

Duration: 1/2 day

Materials: Course workbook

Price: \$1000 per class

Certificate: Yes

Touchstone VOIP Operations

Order Code 715000

Description

Hands-on, instructor-led training describing configuring, monitoring, and troubleshooting Touchstone Telephony modems (TTMs) in a Network-based Call Signaling environment (NCS).

Audience

Installation, operations, administration, maintenance, and provisioning, planning, and engineering personnel.

Course Outline

Module 1: VoIP Overview

- PacketCable 1.x Overview
- PacketCable Interfaces
- PacketCable 1.0 Common Components

Module 2: MTA Overview

- Introduction to the Touchstone Family
- TM 602G
- ARRIS Touchstone Product Line

Module 3: Provisioning Methods

- MTA Provisioning
- Provisioning Support Devices
- All Provisioning Methods
- Full PacketCable Provisioning Sequence
- Basic Steps for PacketCable Provisioning

Module 4: Configuration Files

- Purpose of Configuration Files
- PacketACE Configuration File Editor
- Creating CM and MTA Configuration Files
- MTA Configuration File

Module 5: Interfaces Overview

- Web Pages
- CLI (Command Line Interface)
- SNMP

Module 6: Call Setup

- Network Control Signaling (NCS)
- Basic Call Flow
- Custom Local Area Signaling Services (CLASS) Features
- DQoS

Module 7: Troubleshooting

- Troubleshooting Interfaces
- Provisioning Troubleshooting
- Dial Tone Issues
- No Speech Path/One-way Speech Path
- Voice Quality/Echo
- Call Features
- Fax/Modem
- Firmware Upgrades
- DQoS
- Logs & Alarms

Course Specifics

Prerequisite Skills: A basic understanding of CATV systems, RF plant fundamentals, and data networking.

Prerequisite Course: Introduction to DOCSIS, web-based course recommended

Delivery: Instructor-led

Duration: 3 days

Materials: Course workbook

Price: \$1800 **per student**

Certificate: Yes

CMTS Training Map

Training Map

ARRIS Training offers the following CMTS courses:

<u>Course</u>	<u>Order Code</u>
Introduction to DOCSIS , web-based course	710494
C4 CMTS Overview (web-based)	Online
C4c CMTS Overview (web-based)	Online
DOCSIS 2.0 C4 CMTS QuickStart (Instructor-led)	708694
DOCSIS 2.0 C4 CMTS Operations (Instructor-led)	708695
DOCSIS 3.0 C4/C4c CMTS QuickStart (Instructor-led)	728970
DOCSIS 3.0 C4/C4c CMTS Configuration & Operations (Instructor-led)	790508
C4/C4c CMTS Maintenance & Troubleshooting (instructor-led)	790509
C3 CMTS QuickStart (Instructor-led)	710652
C3 CMTS Operations (Instructor-led)	713871

Introduction to DOCSIS

Order Code 710494

Order by registering online at <http://www.arrisi.com/support/training/index.asp>

Description

Web-based training offering a history, overview, and details on DOCSIS 1.0 to 2.0 specifications. This course serves as a prerequisite to ARRIS classroom training.

Audience

Operations, maintenance, and provisioning personnel.

Objectives

At the end of the course, you will be able to:

- ✓ Define DOCSIS standards, history and development
- ✓ Identify fundamental features of DOCSIS 1.0, 1.1 and 2.0
- ✓ Define the current implementation of DOCSIS 1.1 features

Course Specifics

Prerequisite Skills:	A familiarity with computer keyboarding and the use of a mouse is assumed.
Prerequisite Course:	None
Delivery:	Web-based
Duration:	Self-paced
Materials:	None
Price:	\$100
Certificate:	No

C4 CMTS Overview

Order Code N/A

Order by registering online at <http://www.arrisi.com/support/training/index.asp>

Description

This web-based online course introduces of the ARRIS C4 Cable Modem Termination System (CMTS) functions, features and system components.

Audience

Installation, operations, administration, maintenance, and provisioning, planning, and engineering personnel.

Course Outline

Module 1: System Overview

- C4 CMTS Description
- Front Chassis
- Rear Chassis

Module 2: System Components

- Module Descriptions
- Traffic Flow Summary

Course Specifics

Prerequisite Skills:	A basic understanding of CATV systems, RF plant fundamentals, and data networking.
Prerequisite Course:	Introduction to DOCSIS (web-based course) recommended
Delivery:	Web-based
Duration:	30 minutes
Materials:	None
Price:	\$100
Certificate:	No

C4c CMTS Overview

Order Code N/A

Order by registering online at <http://www.arris.com/support/training/index.asp>

Description

This web-based online course introduces of the ARRIS C4c Cable Modem Termination System (CMTS) functions, features and system components.

Audience

Installation, operations, administration, maintenance, and provisioning, planning, and engineering personnel.

Course Outline

Module 1: System Overview

- C4c CMTS Description
- Front Chassis
- Rear Chassis

Module 2: System Components

- Module Descriptions
- Traffic Flow Summary

Course Specifics

Prerequisite Skills:	A basic understanding of CATV systems, RF plant fundamentals, and data networking.
Prerequisite Course:	Introduction to DOCSIS (web-based course) recommended
Delivery:	Web-based
Duration:	30 minutes
Materials:	None
Price:	\$100
Certificate:	No

DOCSIS 2.0 C4 CMTS QuickStart

Order Code 708694

Description

One-day session covering basic C4 CMTS concepts and commonly performed tasks. Familiarizes you with basic set-up, configuration, identification, and resolution of communication, data, or network problems involving the C4 CMTS.

Audience

Installation, operations, administration, maintenance, and provisioning, planning, and engineering personnel.

Course Outline

System Overview

- C4c CMTS Description
- Front Chassis
- Rear Chassis
- Command Line Interface (CLI)

Configuration

- Configuring the C4 CMTS
- Configuring C4 CMTS Modules
- Routing Protocols
- CAM Sparing

Monitoring and Maintenance

- Monitoring C4 CMTS Status
- Monitoring CM Status

System Administration

- User Administration
- Aliases

Logging and Diagnostics

- Event Messaging
- Traps
- Logging

Course Specifics

Prerequisite Skills:	A basic understanding of CATV systems, RF plant fundamentals, and data networking.
Prerequisite Courses:	None
Delivery:	Instructor-led
Duration:	1 day (immediately post-installation)
Materials:	Course workbook
Price:	\$2500 per class
Certificate:	No

DOCSIS 2.0 C4 CMTS Operations

Order Code 708695

Description

Hands-on, instructor-led training on planning, commissioning, operations, administration, maintenance, and provisioning of a C4 CMTS.

Audience

Installation, operations, administration, maintenance, and provisioning, planning, and engineering personnel.

Course Outline

Module 1: Introduction to the C4 CMTS

- Hardware Overview
- Introduction to the CLI
- Monitoring Status

Module 2: Basic Configuration

- Base Configuration
- Client Module Management

Module 3: Feature Configuration

- In-band and Out-of-band Management
- Routing
- Subinterfaces and Multiple VRFs
- Advanced Configuration of the Cable Access Module (CAM)
- Administration
- Authentication, Authorization, and Accounting (AAA)
- Security

Module 4: PacketCable

- Introduction to PacketCable
- Configuring the C4 CMTS for PacketCable
- PacketCable Multimedia

Module 5: Logging and Troubleshooting

- Event Monitoring
- Internet Protocol Detail Record (IPDR)
- Troubleshooting the C4 CMTS
- Troubleshooting the Cable Modems
- Diagnostics and Replacement

Module 6: Software Upgrades

- Preparation
- Execute appropriate script

Course Specifics

Prerequisite Skills:	A basic understanding of CATV systems, RF plant fundamentals, and data networking.
Prerequisite Course(s):	Introduction to DOCSIS (web-based course) recommended
Delivery:	Instructor-led
Duration:	3 days
Materials:	Course workbook
Price:	\$1800 per student
Certificate:	Yes, upon 3-day completion

DOCSIS 3.0 C4/C4c CMTS QuickStart

Order Code 728970

Description

One-day session covering basic C4 CMTS concepts and commonly performed tasks. Familiarizes you with DOCSIS 3.0 functionality and features, basic set-up, configuration, identification, and resolution of communication, data, or network problems involving the C4 CMTS.

Audience

Installation, operations, administration, maintenance, and provisioning, planning, and engineering personnel.

Course Outline

Module 1: Introduction to the C4 CMTS

- Hardware Overview
- Command Line Interface (CLI)
- Monitoring Status
- DOCSIS Overview

Module 2: Configuration

- Configuring the C4 CMTS
- Configuring C4 CMTS Modules

Course Specifics

Prerequisite Skills:	A basic understanding of CATV systems, RF plant fundamentals, and data networking.
Prerequisite Course:	None
Delivery:	Instructor-led
Duration:	1 day (immediately post-installation)
Material:	Course workbook
Price:	\$2500 per class
Certificate:	No

DOCSIS 3.0 C4/C4c CMTS Configuration and Operations

Order Code 790508

Description

Two-day, hands-on, instructor-led training on DOCSIS 3.0 features and functionality, planning, commissioning, operations, administration, and provisioning of a C4/C4c CMTS.

Audience

Installation, operations, administration, maintenance, and provisioning, planning, and engineering personnel.

Course Outline

Module 1: Introduction to the C4/C4c CMTS

- Hardware Overview
- Introduction to the CLI
- Monitoring Status
- DOCSIS Overview

Module 2: Basic Configuration

- Base Configuration
- Client Module Management

Module 3: Advanced CAM Configuration

- Channel Bonding and Partial Service
- CAM Sparing
- Configuring Additional CAM Features
- Load Balancing and Modem Steering

Module 4: Routing and Management

- Routing
- In-band and Out-of-band Management and Clocking
- Loopback Interfaces
- Subinterfaces, Multiple VRFs, and Qtags
- Configuration of the Cable Access Module
- Administration
- Authentication, Authorization, and Accounting Security

Module 5: Administration and Security

- Administration
- Internet Protocol Detail Records (IPDR)
- Authentication, Authorization, and Accounting (AAA)
- Security

Module 6: PacketCable

- Introduction to PacketCable
- Configuring the C4/C4c CMTS for PacketCable PacketCable Multimedia

Course Specifics

Prerequisite Skills:	A basic understanding of CATV systems, RF plant fundamentals, and data networking.
Prerequisite Course:	Introduction to DOCSIS, Introduction to the C4 CMTS, and Introduction to the C4c CMTS (web-based courses) are recommended
Delivery:	Instructor-led
Duration:	2 days
Materials:	Course workbook
Price:	\$1200 per student
Certificate:	Yes, upon 2-day completion

DOCSIS 3.0 C4/C4c CMTS Troubleshooting and Maintenance

Order Code 790509

Description

Two-day, hands-on, instructor-led training on DOCSIS 3.0 features and functionality, maintenance, and troubleshooting of a C4/C4c CMTS.

Audience

Installation, operations, administration, maintenance, and provisioning, planning, and engineering personnel.

Course Outline

Module 1: Introduction to the C4C4c CMTS

- Hardware Overview
- Introduction to the CLI
- Monitoring Status

Module 3: Logging and Troubleshooting

- Event Monitoring
- Troubleshooting the C4/C4c CMTS
- Troubleshooting Cable Modems
- Diagnostics and Replacement

Module 2: Troubleshooting Basics

- Basic Troubleshooting Steps

Module 4: Software Upgrades

- Software Upgrade Overview

Course Specifics

Prerequisite Skills:	A basic understanding of CATV systems, RF plant fundamentals, and data networking.
Prerequisite Course:	Introduction to DOCSIS, Introduction to the C4 CMTS, and Introduction to the C4c CMTS (web-based courses) are recommended
Delivery:	Instructor-led
Duration:	2 days
Materials:	Course workbook
Price:	\$1200 per student
Certificate:	Yes, upon 2-day completion

C3 CMTS QuickStart

Order Code 710652

Description

One-day session covering basic C3 CMTS concepts and commonly performed tasks. Familiarizes you with basic set-up, configuration, identification, and resolution of communication, data, or network problems involving the C3 CMTS.

Audience

Installation, operations, administration, maintenance, and provisioning, planning, and engineering personnel.

Objectives

At the end this course, you will be able to:

- ✓ Identify and describe components of the C3 CMTS system architecture
- ✓ Enter commands using the Command Line Interface (CLI)
- ✓ Perform basic configuration
- ✓ Identify maintenance and troubleshooting procedures and approaches

Course Specifics

Prerequisite Skills:	A basic understanding of CATV systems, RF plant fundamentals, and data networking.
Prerequisite Courses:	None
Delivery:	Instructor-led
Duration:	1 day (immediately post-installation)
Materials:	Course workbook
Price:	\$2500 per class
Certificate:	No

C3 CMTS Operations

Order Code 713871

Description

Hands-on, instructor-led training on planning, commissioning, operations, administration, maintenance, and provisioning of a C3 CMTS.

Audience

Installation, operations, administration, maintenance, and provisioning, planning, and engineering personnel.

Objectives

At the end this course, you will be able to:

- ✓ Describe the features and functionality of the C3 CMTS
- ✓ Navigate the C3 CMTS Command Line Interface (CLI) Manual and enter commands
- ✓ Install and C3 CMTS and perform initial configuration
- ✓ View the status of modules, cable modems, and the CMTS
- ✓ Manage cable modems

Course Specifics

Prerequisite Skills:	A basic understanding of CATV systems, RF plant fundamentals, and data networking.
Prerequisite Course:	Introduction to DOCSIS (web-based course) recommended
Delivery:	Instructor-led
Duration:	3 days
Materials:	Course workbook
Price:	\$1800 per student
Certificate:	Yes, upon completion.

D5 UEQ Training Map

Training Map

ARRIS Training offers the following D5 UEQ courses:

<u>Course</u>	<u>Order Code</u>
Introduction to DOCSIS , web-based course	710494
D5 UEQ Overview , web-based course	728196
D5 UEQ QuickStart (Instructor-led)	722023
D5 UEQ Operations (Instructor-led)	721963

Introduction to DOCSIS

Order Code 710494

Order by registering online at <http://www.arrisi.com/support/training/index.asp>

Description

Web-based training offering a history, overview and details on DOCSIS specifications. This course serves as a prerequisite to ARRIS classroom training.

Audience

Operations, maintenance, and provisioning personnel.

Objectives

At the end of the course, you will be able to:

- ✓ Define DOCSIS standards, history and development
- ✓ Identify fundamental features of DOCSIS 1.0, 1.1 and 2.0
- ✓ Define the current implementation of DOCSIS 1.1 features

Course Specifics

Prerequisite Skills:	A familiarity with computer keyboarding and the use of a mouse is assumed.
Prerequisite Course:	None
Delivery:	Web-based
Duration:	Self-paced
Materials:	None
Price:	\$100
Certificate:	No

D5 UEQ Overview

Order Code 728196

Order by registering online at <http://www.arrisi.com/support/training/index.asp>

Description

This web-based online course presents an overview of the D5 Universal Edge QAM (UEQ), the system components and management interface options.

Audience

Installation, operations, administration, maintenance, and provisioning, planning, and engineering personnel.

Course Outline

Module 1: D5 UEQ Overview

- Technology Review
- D5 UEQ Performance and Features
- Service Applications

Module 2: System Architecture

- Front Chassis Components
- Rear Chassis Components
- Transport Stream Flow

Module 3: Management Systems

- D5 UEQ Web Manager
- CLI
- SNMP
- D5 UEQ Application Manager

Course Specifics

Prerequisite Skills:	Knowledge of basic video broadband technology, RF cable plant, IP network, and MPEG transport is recommended.
Prerequisite Course:	None
Delivery:	Web-based
Duration:	1.5 hours
Materials:	None
Price:	\$100
Certificate:	No

D5 UEQ QuickStart

Order Code 722023

Description

One-day session covering basic D5 UEQ concepts and commonly performed tasks. This course provides a new D5 UEQ user an overview of the D5 UEQ components and how to install and start up the system.

Audience

Installation, operations, administration, maintenance, and provisioning, planning, and engineering personnel.

Course Outline

Module 1: D5 UEQ Overview

- Front Panel
- Hardware Architecture
- Management Methods

Module 2: Installation

- Installation Preparation
- Racking Recommendations
- Inserting QAM and WAN Modules
- Power Considerations
- Connecting Cables

Module 3: System Configuration Overview

- Introduction to the Touchstone Family
- TM 602G
- ARRIS Touchstone Product Line

Module 4: Web Manager Overview

- Web Pages
- CLI (Command Line Interface)
- SNMP

Module 5: Initial Setup Using the Web Manager

- MTA Provisioning
- Provisioning Support Devices
- All Provisioning Methods
PacketCable Provisioning Sequence

Course Specifics

Prerequisite Skills:	An understanding of basic video broadcast technology, Ethernet, UDP, MPEG transport, and CLI is recommended.
Prerequisite Course:	None
Delivery:	Instructor-led
Duration:	1 day (immediately post-installation)
Materials:	Course workbook
Price:	\$2500 per class
Certificate:	No

D5 UEQ Operations

Order Code 721963

Description

Hands-on, instructor-led training to configure, operate, provision services, and maintain the ARRIS D5 Universal Edge QAM (UEQ).

Audience

Installation, operations, administration, maintenance, and provisioning, planning, and engineering personnel.

Course Outline

Module 1: System Overview

- Digital Broadcast Network Overview
- Video Broadcast Technologies
- D5 UEQ Overview
- D5 UEQ Service Applications

Module 2: System Architecture

- D5 UEQ Components
- Management Methods
- Web Manager Overview
- CLI Structure and Modes

Module 3: Initial System Configuration Via CLI

- Initial System Configuration Overview
- System Setup via Setup Mode Configuration Script

Module 4: Initial System Configuration via Web Manager

- Initial System Configuration Overview
- System Setup via Web Manager

Module 5: Video on Demand

- Video on Demand Overview
- UDP Port Mapping Options
- Port Mapping Procedure

Module 6: Multicast

- Unicast/Multicast Overview
- IGMP Overview
- Multicast Static Groups
- Multicast Configuration Procedure

Module 7: Digital Video Broadcast

- Digital Broadcast Overview
- Digital Broadcast Procedure
- D5 UEQ PSI/SI Table Generation

Module 8: Conditional Access Service

- Conditional Access System Overview
- CAS in D5 UEQ
- CAS Configuration Procedure

Module 9: Switched Digital Video

- Digital Broadcast Limitations
- Switched Digital Video Overview
SDV Architecture

Module 10: M-CMTS

- M-CMTS Overview
- DEPI Mode
- UDP/IP and L2TPv3
- DTI Support
- M-CMTS Configuration

Module 11: Redundancy

- QAM Sparing
- Failover and Failback Procedures
- GigE Trunking and Trunk Redundancy
- GigE Redundancy

Module 12: System Security

- System Security Overview
- AAA Security Model
- RADIUS Model
- TACACS + Model
- Local Authentication

Module 13: System Monitoring & Maintenance

- System Monitoring
- Device Information
- Configure SNMP Access
- Configure Secure Shell
- Configure System Level Settings
Software Upgrade

D5 UEQ Operations continued

Course Specifics

Prerequisite Skills:	Knowledge of basic video broadband technology, RF cable plant, IP network, and MPEG transport is recommended.
Prerequisite Course:	Introduction to DOCSIS web-based course recommended
Delivery:	Instructor-led
Duration:	2 days
Materials:	Course Workbook
Price:	\$1200 per student
Certificate:	Yes

Atlanta Training Center

ARRIS

3871 Lakefield Drive
Suite 300
Suwanee, GA 30024
Tel: 1.678.473.2000
FAX 1.678.473.5218

From Atlanta Hartsfield Airport

- Go west out of airport to I-85 North which will merge with I-75 North to become the 75/85 Connector. Follow the signs to stay on I-85 North after I-75 splits off.
- Travel North on I-85 to Pleasant Hill Road exit (approx. 30 miles) and turn left on Pleasant Hill Road over I-85.
- Travel West on Pleasant Hill Road to Medlock Bridge Road, (Hwy. 141) and turn right.
- Travel North on Medlock Bridge Road to McGinnis Ferry Road and turn right.
- Travel East on McGinnis Ferry Road to Lakefield Drive and turn left.
- Travel North on Lakefield Drive to ARRIS at 3871 Lakefield Drive.

From I-285 Perimeter

- From I-285, take the 141N exit toward Cumming/Dahlonega. Follow 141N for approximately 15 miles and turn right onto McGinnis Ferry Road. (**Note:** 141N is also named both Peachtree Parkway and Medlock Bridge Road along this route.)
- Travel East on McGinnis-Ferry Road to Lakefield Drive and turn left.
- Travel North on Lakefield Drive to ARRIS at 3871 Lakefield Drive.

From I-985 or I-85 North of Suwanee

- Travel I-985 or I-85 South to Lawrenceville-Suwanee Road exit 111 and exit right.
- Travel West on Lawrenceville-Suwanee Road to Satellite Blvd and turn left.
- Travel South on Satellite Blvd. to McGinnis-Ferry Road and turn right.
- Travel West on McGinnis-Ferry Road to Lakefield Drive and turn right.
- Travel North on Lakefield Drive to ARRIS at 3871 Lakefield Drive.

Recommended Hotels (approximately 2 miles from ARRIS)

Hilton Garden Inn

11695 Medlock Bridge Road
Duluth, GA
1.770.476.1966

Hyatt Place Atlanta/Duluth/Johns Creek

11505 Medlock Bridge Road
Duluth, GA
1.770.622.5858

Holiday Inn Express

7146 McGinnis Ferry Road
Suwanee, GA
1.678.638.9800

Chicago Training Center

ARRIS
2400 Ogden Avenue
Suite 180
Lisle, IL 60532
Tel: 1.630.281.3000
FAX 1.630.281.3360

From Chicago O'Hare Airport

10000 Bessie Coleman Dr,
Chicago, IL 60666
1.773.686.2200

- From airport loop, merge onto I-190 E toward CHICAGO LOOP.
- From rent-a-car agencies, go south on Bessie Coleman Drive approximately one mile to I-190 East (CHICAGO LOOP).
- From I-190, merge onto I-294 South via EXIT 1D toward INDIANA (Portions toll).
- After approximately ten miles, merge onto I-88 West (Ronald Reagan Memorial Tollway) toward AURORA (Portions toll).
- After approximately 10 miles on I-88, exit IL-53 South.
- Take IL-53 South to US-34 west ramp.
- At the end of the ramp, turn right. Take Ogden Avenue approximately 1 mile to ARRIS. Our facility is on the north side of the road, about 1/2 mile west of Yackley Ave.

From Midway Airport

5600 S. Cicero Ave.
Chicago, IL
1.773.838.0600

- Start out going South on IL-50 S (S. Cicero Ave) toward W. 59th St.
- Make a U-TURN at W. 59th St. onto IL-50 North (S. Cicero Ave.)
- Merge onto I-55 South via the ramp on the left.
- After about 17 miles, merge onto I-355 North (North-South Tollway) via EXIT 269 toward WEST SUBURBS (Portions toll).
- Exit at OGDEN AVE (US-34). At the end of the ramp, turn left toward LISLE.
- Take Ogden Avenue approximately two and a half miles to ARRIS. Our facility is on the north side of the road about 1/2 mile west of Yackley Ave.

Recommended Hotels (approximately two miles from ARRIS)

Hilton Lisle/Naperville
3003 Corporate West Dr.
Lisle, IL 60532
1.630.505.0900

Hyatt Hotel
1400 Corporetum Dr.
Lisle, IL 60532
1.630.852.1234

Amerisuites Hotel
4305 Weaver Pkwy
Warrenville, IL 60555
1.630.393.0400

Amsterdam Training Center

ARRIS Group BV
Atlas Arena Building Azië
Hoogoorddreef 5
1101 BA Amsterdam
Tel: +31 20 311 2500
Fax: +31 20 311 2501

The best way to get from Schiphol airport to the Atlas building is by train. There is a direct train from Schiphol airport to the Amsterdam Bijlmer Arena station. The duration of the trip is 12 minutes. There is a direct train leaving every 30 minutes from Schiphol.

Recommended Hotels*:

NH Barbizon Amsterdam
Prins Hendrikkade, 59-72
1012AD Amsterdam
Tel: +31 20 556 4564

Crowne Plaza Amsterdam
Nieuwezijds Voorburgwal 5
1012 RC Amsterdam
Tel: +31 20 620 0500

NH City Centre
Spuistraat, 288-292
1012VX Amsterdam
Tel: +31 20 420 4545

**Company discounts apply for all the hotels listed above. Please mention that your booking is for ARRIS.*



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