



## News Release

FOR IMMEDIATE RELEASE

### **Training Schedule, Remote Learning Added to Curriculum at Linear University**

*New Knowledge-Sharing Program Also Announced, Putting More Answers Online*

**Carlsbad, Calif. (May 18, 2010)** – [Linear LLC](#), the leading supplier of electronic products for a host of residential and commercial applications, announces its 2010 schedule of training programs for professional dealers and installers through the company's [Linear University](#).

One- to three-day training sessions have been scheduled for the following product lines: Personal Emergency Response Systems; Audio/Video/Data; Intercom and Air Vac; Keypads and Secured Products; eMerge Access Control Solutions; and, Access Control and Gate Operators. Classes are held at the state-of-the-art training facility at Linear Corporate headquarters in Carlsbad, Calif.; all classes are taught by Linear's technical training team.

"Our on-site sessions are purposely designed to be extremely interactive, so customers gain optimum value from them," says Gary Baker, vice president of marketing at Linear. "As such, we limit class sizes to eight people, and allow for personal interaction with the instructors over meals, breaks and throughout the courses."

#### **New Webinar Option**

This year, the company has added webinar training -- a new and convenient way for customers to learn remotely. "We realize that our customers are not always able to travel for class sessions," explains Baker. "To best accommodate those who want to learn but cannot attend in person, we have invested in this new, remote learning program, with a live instructor and opportunity for questions."

Linear customers also have the option for self-study -- training at their own pace using the company's online training courses, which include knowledge assessment tools.

When participants meet the requirements for satisfactory completion of any of the training programs, they receive a certificate indicating the program title, the instructor, and, where applicable, the number of CEU units earned.

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### **Knowledge-Base Software on Linear Web Site**

Linear's Technical Support Group is implementing a web-based program that will greatly benefit dealers, distributors, installers, and employees alike. The tool, Interspire Knowledge Manager (Knowledge Base software), enables the technical support staff to document an issue and provide answers to commonly-asked questions. The information is then posted to the Knowledge Base section of the Linear web site (<http://www.linearcorp.com/faq/>) for easy access to anyone who needs technical support assistance.

"This program should cut down on technical support calls, and provide installers with answers to time-sensitive questions without waiting on hold for technical support," stated David Waters, Linear's manager of technical services. "It will also benefit all Linear employees in answering technical questions as needed."

For more information or to register for any of Linear's training courses, visit [www.learnlinear.com](http://www.learnlinear.com). Or, contact a Technical Training Manager at (760) 421-1587.

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### **About Linear LLC**

Linear LLC is a pioneer in engineered radio frequency (RF) products and is a major supplier of wireless residential security systems, access control, intercoms, garage door operators, gate operators, short- and long-range radio remote controls, and personal emergency reporting systems. In recent years the company, through acquisition, has expanded into a wide range of consumer electronics, including whole-house audio/video distribution systems, central vacuum systems, music/communications systems, speaker systems, and structured wiring systems. For more information contact Linear LLC, 1950 Camino Vida Roble, Suite 150, Carlsbad, CA 92008, (760) 438-7000 or [www.linearcorp.com](http://www.linearcorp.com).

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