tyco | CEM Systems

Online Agenda

A2000 Training
Operator Program List

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CEM System Training

Our-in depth training programs are designed to enable the attendee to competently configure and operate AC2000. Online learners will receive supporting materials on each topic.

Pass Issuing Staff

This program would be focused for the Pass Issuing office. The Pass Issuing program is split into two online programs, **standard** and **administrator**.

Pass Issuing Operator Standard

The Pass Issuing program is designed to cover basic topics relating to the operation and monitoring of the AC2000 access control system. It focuses on the needs of the Pass Issuing Staff and all attendees will gain the required knowledge for pass production.

Pass Issuing Operator Administrator

This program is designed for the Pass Issuing staff that requires to take their knowledge further to understand how to setup software user permissions for the wider pass issuing team, configuring access levels and timezones as well as advanced functions in Personnel. Attendees of this program will need to have completed the **Pass Issuing Operator Standard program**.

Security Controllers

The Security Staff program is designed for users that interact with the alarms and transactions inside the AC2000 environment. Example topics covered: Security Hub and One Shot. The Security Controller program is split into two online programs, **standard** and **administrator**.

Security Controller Operator Standard

The Security Controllers program is designed to cover basic topics relating to the operation and monitoring of the AC2000 access control system's alarms and events. It focuses on the needs of the Security Control room Staff and all attendees will gain the required knowledge for dealing with alarms and monitoring activity.

Security Controller Operator Administrator

This program is designed for the Senior/Administrative security control staff that need to configure control room user accounts including setting permissions, assigning alarms to different team members, creating workflows, and configuring maps. Attendees of this program will need to have completed the **Security Controller Standard program**.

*Note: This is not a hardware or integrator technical program.

Pass Issuing Staff //
Standard

The Pass Issuing program is designed to cover basic topics relating to the operation and monitoring of the AC2000 access control system. It focuses on the needs of the Pass Issuing Staff and all attendees will gain the required knowledge for pass production.

Content:

AC2000 Fundamentals
- Review of the key features of AC2000
- Understanding the data flow of a valid card swipe
- Review of CEM hardware devices

AC2000 Applications Introduction
- AC2000 Floatbar Introduction

Card Holders and Company's
- Creating/editing Company records
- Advanced Company functions
- Creating/editing Personnel records
- Validating (enrolling) access cards

Personnel functions
- Adding/removing documents
- Adding/removing notes
- Adding/removing referrals
- Issuing Permits
- Issuing Temporary Extra Access
- Batch updating records

Reports
- Running an alarm/transaction report in Reports

Optional
- Visitors
- AC2000 Time Hub User
- Introduction to AC2000 Web
- emerald Features

Administrator

This program is designed for the Pass Issuing staff that requires to take their knowledge further.

Prerequisites: Attended the Pass Issuing Staff: Standard Program

Content:

Software
- Setting up User Permissions and Restrictions
- Adding, configuring and removing Access Permissions
- Adding, configuring and removing Timezones
- Configuring Card Setup
- Advanced Personnel Functions

Optional
- AC2000 Time Hub Configuration

Security Controllers // Standard

The Security Controller program is designed to cover basic topics relating to the operation and monitoring of the AC2000 access control system. It focuses on the needs of the Security Controller Staff and all attendees will gain the required knowledge to interact and monitor alarms/transactions on the AC2000 system.

Content: **AC2000 Fundamentals**
- Review of the key features of AC2000
- Understanding the data flow of a valid card swipe
- Review of CEM hardware devices

AC2000 Applications Introduction
- AC2000 Floatbar Introduction

Alarms and Real-Time Monitoring
- Viewing and interacting with current alarms with Security Hub
- Acknowledging and Cancelling Alarms
- Adding Notes to Alarms and Devices
- Using Workflows
- Navigating Security Hub Maps
- Remotely opening doors with One Shot
- Reports inc Alarm vs Alarm Detail report comparison

Optional
- Searching/editing Company records
- Searching/editing Personnel records
- Visitors
- Introduction to AC2000 Web
- emerald Features

Administrator

This program is designed for the Senior/Administrative security control room staff that need to configure AC2000 user accounts for their team.

Prerequisites: Attended the Security Controllers: Standard Program

Content: **Software**
- Setting up User Permissions and Restrictions
- Configuration of Security Hub
    - Creating Workflows and assigning them to Alarms
    - Adding, configuring and removing Maps
    - Configuring Layouts and other Settings
- Use the Oneshot application
- Setting up Broadcast zones and issue broadcasts
- Create and monitor Muster Zones
- Alarm Filters
- Alarm Configuration
    - Creating custom alarms
    - Setting Alarm priorities
    - Making Notes required