

Training



AMT offers private training for your sales and technical staff.

Knowledgeable instructors prepare you with the education you need, while focusing on your specific business goals.

The best way to leverage the flexibility of AMT's system is to learn from those that created it. Regardless of your familiarity with access control, AMT's variety of courses give you the resources you need. From selling access control, installing, configuring and troubleshooting your WebBRIX-based product and supporting hardware, our experience can help you succeed.

Participants' comments
from post-training surveys:

“This gave me a chance to work hands on instead of looking at the software.”

“I feel confident I can apply what I learned.”

“The instructor answered all our questions, made sure we understood, and kept us entertained in the whole process.”

“I already knew the system, but he went into the nuts and bolts of the system.”

“The instructor did an outstanding job training us. He was very helpful to answer all our questions and entertain our thoughts.”



AMT's Training Courses:

Sales

For most sales teams, finding a way to sell more products to their existing channel is the easiest way to add revenue. If you are not currently selling access control systems, this course will expose you to the business of selling building access control products and security systems. The idea is to do more for your existing customers, and have more to attract new customers.

4000-1100 Training

Selling and Supporting Access Control

Software

These courses give you the confidence to evaluate, install, and troubleshoot your WebBRIX-based application along with knowledge of concepts, terminology, and best practices in access control. Basic courses cover day-to-day usage and Advanced courses dive into customizing your software.

4000-2000 Training

WebBRIX Installation and Troubleshooting

4000-2100 Training

WebBRIX Basic

4000-2200 Training

WebBRIX Advanced

4000-2000CS Training

Managing WebBRIX In the Data Center

4000-2100CS Training

WebBRIX Training for Central Stations

4000-5000 Training

Basic Developer/Engineering Level Training

Hardware

Hardware training courses give you an introduction to HID™ hardware and how it communicates with the software. Hands on training will prepare you to replicate and resolve real world problems.

Note: Certified Installer Training for SARGENT locksets is available from ASSA ABLOY.

4000-3000 Training

HID VertX Hardware Basic

Required Training:

Manufacturing Partners handle all tier-one support including the various trouble shooting techniques that are covered in training. These partners maintain a technical staff intimate with troubleshooting Windows security, MS-SQL installations, access control firmware and field wiring. To be at this partner level, AMT requires the following three courses (or appropriate equivalent) to prepare your staff to support your WebBRIX-based product and access control hardware:

4000-2000 Training

WebBRIX Installation and Troubleshooting

4000-2100 Training

WebBRIX Basic

4000-3000 Training

HID VertX Hardware Basic

These courses are also highly recommended for Reseller Partners as well.



Course Descriptions:

Selling and Supporting Access Control

Prerequisites: None

Duration: One day

This course is focused at teaching you the parts and pieces, concepts and vocabulary and best practices involved with access control. It will also give you an overview on current pricing strategies and a general picture on the companies you will be competing with. We will help you determine what you and your company can deliver today and what you will can outsource while you expand into this new area.

General access control components

- Readers
- REX devices
- Door Contacts
- Controllers
- Access control software

A good understanding of the parts and pieces that make up an access control system will give your sales team the understanding of the building blocks needed for meeting your customer needs.

Initial Inspection and Needs Discussions

- Site walk through
- Risk and threat analysis
- Perceived solutions vs. Real solutions

An in-depth dialog with the customer is essential to finding out what they think their situation is, and what their ideas are for a solution. But that is only step one. This class will empower the sales team with a bigger view needed to guide the customer to a solution that will work.

Applying Technology

- System selection and design
- Related and Unrelated equipment

The key to a successful sale is to match the need with a solution that fits the budget. In most cases several options exist with varying costs and effectiveness. The customer needs to get started, but rarely can afford an entire solution at the onset. Learn how to stage a security deployment.

Planning the Long Term Budget

- Initial system plan
- Expansion and related systems
- Maintenance and upgrades

The successful sales individual becomes a resource to the customer, not a simple vendor. Learn how to make the initial sale, and with that sale secure business for next year and the year after.

Getting Buy In

- Working with Facilities, IT and Security
- Working with existing Service Providers

Security touches many departments within the organization. Learn how the sale affects the various entities and how to avoid power struggles that can jeopardize the sale.

What To Do During Deployment

- Pre Installation
- Deployment
- Training
- Commissioning

The critical step in any security system is the installation and initial operation. This course will provide several examples of setting customer expectations and avoiding costly mistakes.

Generating sales by working with A & E's

Spec writing and bid work is required by most organizations. Learn how to get your product specified.

WebBRIX Installation and Troubleshooting

Prerequisites: None

Duration: Half day

This course will give you the confidence to evaluate, install and troubleshoot your WebBRIX based application. A good understanding of the computer and network environments is crucial when installing software. You'll learn the correct information to gather prior to install. A detailed, step-by-step walk through of the installation will allow you to see all the different scenarios and how to make the correct choices to ensure success. The graduates of this course will also be equipped to evaluate and troubleshoot the software by using log files, reports and performance counters.

- **Pre-Installation Requirements:** Covers the hardware, software, OS, and network requirements that will ensure a successful WebBRIX installation.
- **WebBRIX installation:** Covers the application installation and error reporting during the install. A hands on step by step walk through of a WebBRIX installation will familiarize the attendee with the installation process. This will cover setting up the servers and clients.
- **File locations:** Covers the actual file locations where the data is stored.

Installation Information: Covers all the installation information as it relates to the server, paths, files and versions installed.

- **WebBRIX log files:** Covers the data stored in the error logs, install logs and the database logs. Also, how they pertain to the system and how to use the error logs to identify any problems.
- **Diagnostic Reports:** Covers the default diagnostic reports provided by WebBRIX. These reports will aid in detailing the health and status of the system. The reports detail ID holders, information status to the controllers, orphaned data and unique ID per controller.
- **Hardware Counters:** Covers the Windows counters that count the command queue, message queue and the number of controller connections.
- **Uninstall:** Covers the WebBRIX uninstall process. The attendee will go through an actual uninstall process and verify that all the files installed for WebBRIX were successfully uninstalled.

WebBRIX Basic

Prerequisites: None

Duration: Two days

This course covers the concepts, terminology and best practices using a WebBRIX based access control system. The graduates of this course will be familiar with all the aspects of the day to day operations of this system. Includes in-depth, hands on instruction for adding and deleting cards and cardholders, setting up time schedules and holidays, running reports and handling alarms.

- Overview of a WebBRIX-based application (finding the Windows menu shortcuts, application menu items)
- Hardware discovery/definition
- Device status/commanding
- Device configuration
- Holidays, Schedules, Door Groups, Access Levels, People
- Basic reports, E vents, Alarms, Alarm definitions, User instructions, E-mail alarm actions
- Roles, Users, Security, & System Settings
- Partitioning – Creating partitions, sharing between partitions
- Database backup/restore/archive

WebBRIX Advanced

Prerequisites: WebBRIX Basic

Duration: One day

This course covers the advanced configuration of your WebBRIX based application.

- Event and alarm binding
- Profiles
- Registry settings
- VBA IDE, Forms, Drag & drop from the tree, loading VBA projects from menu bar item clicks
- User Documents – custom Application, Explorer and System bar projects
- Advanced reports – customizing and creating new views
- IDHolder Import (integration with Active Directory / LDAP data sources)
- Customizing the rich client menu bar
- Modifying XML files for custom browser menus

Managing WebBRIX in a Data Center

Prerequisites: None

Duration: Half day

This course will give you the confidence to evaluate, install and troubleshoot your WebBRIX based application. A good understanding of the computer and network environments is crucial when installing software. You'll learn the correct information to gather prior to install. A detailed, step-by-step walk through of the installation will allow you to see all the different scenarios and how to make the correct choices to ensure success. The graduates of this course will also be equipped to evaluate and troubleshoot the software by using log files, reports and performance counters.

- Pre-Installation Requirements: Covers the hardware, software, OS, and network requirements that will ensure a successful WebBRIX installation.
- WebBRIX installation: Covers the application installation and error reporting during the install. A hands on step by step walk through of a WebBRIX installation will familiarize the attendee with the installation process. This will cover setting up the servers and clients.
- Multi-server environments
- File locations: Covers the actual file locations where the data is stored.
- Installation Information: Covers all the installation information as it relates to the server, paths, files and versions installed.
- WebBRIX log files: Covers the data stored in the error logs, install logs and the database logs. How they pertain to the system and how to use the error logs to identify any problems.
- Diagnostic Reports: Covers the default diagnostic reports provided by WebBRIX. These reports will aid in detailing the health and status of the system. The reports detail ID holders, information status to the controllers, orphaned data and unique ID per controller.
- Hardware Counters: Covers the Windows counters that count the command queue, message queue and the number of controller connections.
- Uninstall: Covers the WebBRIX uninstall process. The attendee will go through an actual uninstall process and verify that all the files installed for WebBRIX were successfully uninstalled.

WebBRIX Training for Central Stations

Prerequisites: Managing WebBRIX in a Data Center

Duration: Two days

This course covers the concepts, terminology and best practices using a WebBRIX based access control system in a Central Station environment. The graduates of this course will be familiar with all the aspects of the day to day operations of this system. Includes in-depth, hands on instruction for adding and deleting cards and cardholders, setting up time schedules and holidays, running reports and handling alarms.

Overview of WebBRIX-based application running in a hosted environment.

Creating partitioned accounts

- Discovering hardware in to specific account partitions
- Setting up account users and user permissions
- Card sets
- Creating custom reports

Host operations

- Monitoring device status
- Events & Alarms
- Configuring and running reports
- Commanding locks to unlock and lock
- Handling common issues (communication failures, lost cards, etc.)

Web Interface (User screens accessible to monitored customers)

- Log in
- Viewing door status
- Configuring and activating access cards
- Setting up Unlock schedules, Holidays, Access Levels, etc.
- Running reports

Data Center activities

- Database backup/restore/archive
- Performance monitoring
- Error logs
- Network and firewall settings

Basic Developer/Engineering Level Training

AMT offers this training upon request. WebBRIX was built on a flexible platform to allow our partners to make customizations. If you have business goals that require code changes to the software, we will equip you with the technical knowledge you need and assist in planning your development process. We set a custom agenda for your training thus course duration and price will vary.

HID VertX Hardware Basic

Prerequisites: None

Duration: Half day

Get hands on training with HID VertX Hardware.

- 3 types of controllers (Edge, v1000, v2000)
- Sub-controllers (v100, V200, v300)
- On-board interface
- Firmware versions & Program Code/Data
- Configuring VertX for WebBRIX
- FTP-VUU & VertXFirmwareDBEditor utilities
- Event & Error Log

For additional training visit the HID Hardware Training Center at <http://www.hidtraining.com/>

Hardware

AMT offers these courses at our Headquarters in St. Paul, MN. For courses offered at your location ask AMT about minimums and additional fees. Prices assume three or less attendees, a cost per additional person will be charged. If you have a training need not outlined in a course above contact sales and we will accommodate the best we can. Prices and course content are subject to change without notice. Contact Sales for more information or to register.

