

# Gallagher Access Technician Certification Course Outline

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## Introduction

**Gallagher Access Technician Certification** provides an introduction to the Gallagher Command Centre. The primary focus of training is Access and Alarm management. Other necessary system information including backups and technical utilities are incorporated. It is important to note that attendees who attain Gallagher Access Technician Certification are not advanced or experienced, their skills and confidence will dissipate. Attendees need immediate hands-on (off-site) practice and newly certified Gallagher Access Technicians should be accompanied on-site by an experienced technician initially.

## Goals

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Gallagher Access Technician training based on this outline will introduce the procedures necessary to configure:-

- Access Control
- Alarm Management
- Reports
- Premier Client
- Utilities

At the completion of training attendees will have the ability and confidence to configure and support a Gallagher system. They will understand system relationships and be able to manipulate systems in support of client requirements.

## Prerequisites

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Prerequisite: Have current C892300 Gallagher Access Field Technician Certification.

### **PC Skills**

Basic understand networks and TCP/IP.

### **Networks knowledge**

Networks, hubs and switches

Cabling CAT5, CAT6, Fibre

Note C892300 and C892310 are delivered in conjunction allowing technicians to attain Service Technician Certification in 1 training session

**Certification is valid for a period of 2 years after which time Re-certification is required to maintain certified status.**

- **Command Centre Access Control**
- **Card Types**
  - Additional Card Type Information
  - Card Type Scenario
- **Access Zones**
  - Creating the Foyer Access Zone
  - Access Zone Scenario
  - Access Zone States
- **Creating Doors**
  - Creating the Foyer Door
  - Door Scenario
- **Introduction – Using Gallagher Command Centre Premier**
- **Operator Groups**
  - Creating a new Operator Group
  - Operator Group Scenario
- **Day Categories**
  - Renaming the Default Day Categories
  - Adding New Day Categories
  - Day Category Scenario
- **Calendars**
  - Opening the Calendar Window
- **Schedules**
  - Creating the Cardholder Access Schedule
  - Creating the Access Zone Schedule
  - Schedule Scenario
- **Personal Data Fields**
  - Creating Personal Data Fields
  - PDF Scenario
- **Access Groups**
  - Setting up Foyer Access
  - Access Group Scenario
- **Cardholders**
  - Adding Cardholders
  - Cardholder Scenario
  - Membership Defaults
  - How Cardholders are allocated to Controllers
  - Fault Finding Exercises
- **Assign Foyer Access Zone Schedule**
  - Assign Foyer Access Zone Schedule Scenario
- **Backup**
- **Review**
- **Action Plans**
  - Creating a new Action Plan

- **Alarm Zones**
  - Setting up an Alarm Zone
  - Setting up T20 Terminals for Alarms
  - Setting up Cardholder Permissions
  - Setting up User Code
  - T20 Alarms
  - Cardholder Arming and Disarming of Alarm Zones
- **Backup**
- **Review**
- **The Alarm Panel**
  - Quick Tips for using the Alarm Viewer
  - Alarm Viewer shortcut keys
  - Determining Alarm Priorities
  - Acknowledging Alarms
  - Acknowledging Multiple Alarms
  - processing Alarms
  - Entering an Alarm Note
  - Door open to Long Alarms
- **Creating a New Alarm Viewer**
- **Creating a New Cardholder Viewer**
- **Reports - Premier**
  - Creating a New Cardholder Report
  - Filters
  - Creating a New Activity Report
  - Summary Activity Reports
  - Access Report
  - Evacuation Report
  - Time Report
  - Time Overview Report
  - Voltage Report
- **Mobile Client**
- **Technician Tools**
  - Using Bulk Change to Assigning Alarm Zones
  - Find Tool
  - Wizards
- **Reports – Classic**
  - Opening the Reports Description Window
  - Creating a New Wiring Report
  - Cardholder Report
  - Activity Report
  - Evacuation Report
  - Access Group Report
  - Access Report
  - Exception Report
  - Time and Attendance Report
  - Site Configuration Report
  - Contact ID Report
  - Voltage Report
  - Wiring Report
  - Temperature Report
  - Guard Tour Report
  - Advance Reports

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- **CCFT Service Manager**
  - **Database Template Utility**
    - Creating a Database Template
    - Restoring a Database Template
    - Detaching Databases
    - Attaching Databases
  - **Additional**
    - Pinging
    - Problem Solving
    - Registering with Gallagher Technical Support
    - Dealer Support Site
    - Gallagher Courses
  - **Training Evaluation Process**