



Keyscan Class Training Policy

The Technical Class Training course consists of three full days. The first two days allows basic training on System VII and the third day covers an overview of the optional Keyscan software modules.

It is recommended that participants attend the three full days of basic training for a thorough introduction of all Keyscan hardware and software.

Day 1

The first full day will cover the following topics:

- Welcome and Course Introduction
 - Review of supplied course training material
- Tour of Keyscan's premises
 - A walking tour of Keyscan's brand new premises
 - Meet some of the Keyscan people that you may talk with in future
- Hardware Product Review
 - Learn about the hardware that you will be using in your access control systems
 - See the Keyscan products & learn the part numbers
 - What hardware is required for different applications
- Installation Pre-Planning
 - How to plan an access control installation
 - Equipment mounting – (best practices)
- Installation Requirements
 - Find out about wiring requirements
 - Additional equipment requirements
 - Connecting ACU's and computers
- Optional Hardware Features
 - Review optional features and hardware requirements
- Hands-On Equipment
 - Wire an actual Access Control Panel
 - Some basic tools are required (see Training Policy)
 - Basic installation skills required
- Question Period
 - General questions about access control systems and on the day's content

Breaks

- Morning break at approximately 10:30 am
- Afternoon break at approximately 2:30 pm
- Refreshments and snacks will be provided

Lunch Break

- A one hour Lunch break between 12:00 noon and 1:00 pm (approximately)
- Complimentary lunch is provided by Keyscan



Keyscan Class Training Policy

Day 2

The second full day will cover the following topics:

- Review of Day One
- System VII Software Review
 - Software & computer requirements
 - System VII capability
 - User requirements
 - IP requirements
- Software Installation Requirements
 - What is needed to install Keyscan software
- Hands-On Software
 - Learn how to install Keyscan software on a PC
- System VII Programming Review
 - Review all of the programming requirements
 - Discuss Dealer options for programming
 - Tips to speed up the programming process
- Hands-On System VII Programming
 - Complete the programming of an access control system
 - Test the operation & control
- Other Basic Programs
 - Learn about Disaster Recovery
 - Database utilities
 - Creating Alarm Maps
- Updating System VII Software
 - Keyscan notification service
 - Keyscan web site
- Question Period
 - General questions about access control systems and on the day's content

Breaks

- Morning break at approximately 10:30 am
- Afternoon break at approximately 2:30 pm
- Refreshments and snacks will be provided

Lunch Break

- A one hour Lunch break between 12:00 noon and 1:00 pm (approximately)
- Complimentary lunch is provided by Keyscan



Keyscan Class Training Policy

Day 3

The third full day will review the following topics:

- Review of Day Two
- Advanced Products
 - Local input/output (I/O) capabilities
 - Local Anti-Pass back capabilities
 - Single & multi-area Anti-Pass back options
 - Telephone Entry System interfaces
- Photo Badging Module
 - Review of the features & benefits of the optional photo badging module
 - Hands-on creation of a basic photo badge
 - Review of optional equipment required
- Visitor Management Module
 - Review of the features & benefits of the optional visitor management module
 - Hands-on creation of a basic visitor badge
 - Review of optional equipment required
- CCTV Integration Module
 - Review of the features & benefits of the optional CCTV integration
 - Hands-on connecting / programming of a DVR
 - Review of optional equipment required
- Security Command & Active Mapping Module
 - Overview of the additional features available in this module
- Software Integration
 - Review of included and optional third-party software integration options
- Question Period
 - Final questions about access control systems and on the course's content
- Certificate Presentations
 - Each participant will receive a certificate of attendance for this course at the end of this course (time permitting) or by mail

Breaks

- Morning break at approximately 10:30 am
- Afternoon break at approximately 2:30 pm
- Refreshments and snacks will be provided

Lunch Break

- A one hour Lunch break between 12:00 noon and 1:00 pm (approximately)
- Complimentary lunch is provided by Keyscan



Keyscan Class Training Policy

Course Location

All Class Training is currently held at Keyscan's new head office located at 901 Burns Street East, Whitby, Ontario Canada. See [Directions](#), in this document.

Course Duration

The Technical Class Training course is now three full days of training. The three days allows for full basic training on all Keyscan products & software. See course outline for further details.

Class Training Hours

Training will commence sharply at 9:00 am and will finish approximately at 5:00 pm each day. All times are based on Eastern Daylight Time (EDT). Participants should plan to arrive at the office anytime after 8:45 am. Coffee and snacks will be provided for morning arrival as well as during morning/afternoon breaks.

Breaks will be held at approximately 10:30 am and 2:30 pm with a one hour lunch break starting at 12:00 pm.

Course Registration Fee

The registration fee to attend the two day Technical Class Training is \$420.00 USD (\$420.00 CAD*) for the first participant from each company. As an added incentive, upon receiving payment in full and the attendance of all three days of training, each company will receive a complementary copy of the Keyscan System VII Software (see [Keyscan Software](#) for further details).

Additional participants from the same company may be added to the course date at a reduced registration fee of \$100.00 USD (\$100.00 CAD*) per additional participant.

*Canadian payments are to include the required 5% G.S.T.

Limited Time Feature - Keyscan will help reduce the training cost for additional participants from the same company (see [Limited Time Refunds](#)).



Keyscan Class Training Policy

Course Payment

Payment for each participant attending training is to be paid in full before the participant will receive confirmation of class training.

An invoice/receipt will be sent upon receiving full payment.

Payment can be made by credit card (VISA or MasterCard) only. We do not accept payment by cheque.

Who Can Attend Class Training

Keyscan class training is currently technical in nature with physical hands on wiring of equipment and installation & programming of software. This technical training is available to industry participants who need to learn the technical side of Keyscan Access Control Systems.

Training for your security staff and/or end-users is provided by your installing dealer. Please contact your dealer for further details.

Keyscan factory training is offered for installing dealers only at this time.

Limited Time Refunds

Keyscan will refund the cost of any additional participants attending and completing the full training course. No refund for no-shows, cancellations and/or failure to complete the full training course. Refunds will be issued based on the initial form of payment. This refund for additional participants is for a limited time and is subject to change or terminate with limited notice.

Travel Policy

Course participants are responsible for their own travel arrangements and hotel accommodations, and should plan travel time to accommodate class hours.

Please remember to NOT make any travel plans until you receive a written confirmation from the Product Training Manager. You will receive an e-mail confirmation from the Product Training Manager.

Course Confirmation

Please fax or e-mail the completed Class Training Registration Form to Keyscan for processing. Please allow 7 working days for processing. When Keyscan has received a minimum of five (5) participants for training, confirmation e-mails will



Keyscan Class Training Policy

be sent out. If you receive a receipt only this means that Keyscan is still waiting for the minimum number of participants to register. This receipt is NOT a confirmation to attend the training class.

Please wait for your confirmation e-mail before booking any travel requirements.

If the minimum numbers of participants has not been registered for the training class, the class may be cancelled.

Canceling a Course

To cancel registration for courses, contact the Product Training Manager and request a cancellation. All requests for cancellation must be received in writing.

Registrants must cancel their training enrollment at least ten (10) business days before the scheduled course start date to receive a full refund.

A replacement may be substituted for any registered participant. For substitution requests, contact the Product Training Manager at least 3 business days (72 hours) before the scheduled course start date.

Keyscan may cancel courses when necessary with notice. If a course is canceled, we make every effort to notify students within a week or more prior to the scheduled start date. Any training fees charged and/or monies received will be refunded or credited to the participant for the next training course. 100% attendance is required for successful course completion. Partial credit for course work will not be awarded. If a participant fails to show up for class or fails to complete the entire class, the full training fee, if applicable is still charged, and a certificate will not be provided.

Directions

Keyscan's Office is located at 901 Burns Street East, Whitby, Ontario Canada L1N 6A6.

MSN Map Link to Keyscan Office: <http://google.ca/maps>

Closest Airport

[Toronto Pearson International Airport](http://www.gtaa.com). (<http://www.gtaa.com>)

Keyscan is located approximately 63 Km East of Pearson International Airport, accessible by a good highway.



Keyscan Class Training Policy

Hotels

Keyscan suggests the following hotels. You are free to make alternative accommodations.

Holiday Inn Express
180 Consumers Drive
Whitby, Ontario, Canada
L1N 9S3
Tel: 905-665-8400
Fax: 905-665-8402
Toll-Free: 1-800-465-4329
Web Site: <http://www.holiday-inn.com>

Keyscan has negotiated a special rate with the Holiday Inn Express if you mention "Keyscan" during the booking/check-in process.

The Holiday Inn Express is located south west of Keyscan's new office and is very close. The hotel is approximately 1.1 Km (0.68 Miles) from the office and takes about 5.0 minutes to drive.

Marriott – Residence Inn Whitby
160 Consumers Drive
Whitby, Ontario, Canada
L1N 9S3
Tel: 905-444-9756
Fax: 905-444-9758
Toll-Free: 1-866-277-9165
Web Site: <http://marriott.com/>

Keyscan has negotiated a special rate with the Residence Inn if you mention "Keyscan" during the booking/check-in process.

The Residence Inn is located south west of Keyscan's new office and is very close. The hotel is approximately 1.0 Km (0.62 Miles) from the office and takes about 4.0 minutes to drive.



Keyscan Class Training Policy

To Bring With You

You should bring a notepad and a pen for writing notes.

It is also recommended that the following tools be brought with you:

- Wire Cutters/Strippers*
- Small Slot Screwdriver*
- Roll of electrical tape

These tools will be used during the hands on portion of the training. Keyscan has a limited supply of hand tools available.

*These tools must be in checked baggage as they will not be permitted for carry on/in an aircraft.

Laptop Policy

Keyscan does have a limited number of networked computers available for software training. The computers are available to training participants on a first come basis.

To ensure that you have a PC for training, you may wish to bring your own laptop to use during training. If you do not bring your own laptop and you are late arriving, you may have to share an existing Keyscan computer during class with another person.

If you wish to bring your own laptop, it is required that you have the following:

1. The Laptop must meet the minimum Keyscan computer requirements (see [P.C. specifications](#)).
2. You must have administrative rights (Administrator Password or equivalent) to your local machine.
3. The laptop must have an active serial port (RS-232) and/or an Ethernet network card (TCP/IP). The IP of the network card will be changed during class and will be made static.
4. The laptop must be removed from any domains and configured for the Workgroup "CLASS".

If the laptop does not meet the above requirements, you will not be able use it during training. Check with your IT department or computer supplier for further details.

Keyscan can provide limited network support for the connecting of laptops to the training network.



Keyscan Class Training Policy

Internet Availability

Internet connection will be available for participants to check emails and make connections to remote email systems during breaks and during lunch periods.

Cell Phones & Pagers

During the class, all cell phones and pagers are to be turned off. Cell phones and Pagers can be turned on during breaks and lunch.

PC Specifications

The following outlines system requirements to operate the Keyscan Management System VII:

- Recommended Central Processing Unit: Pentium D or later
- Recommended RAM: 1 gigabyte or greater
- Hard Disk: Recommended 20 gigabytes of available space
- USB Port for Photo Badging and Signature Capture
- COM Port: 1 required if direct connect to access control units; 2 required if using CCTV control as well
- CD-ROM or DVD Drive
- Mouse or compatible pointing device
- Removable Media Storage Device such as a CD/DVD Writer for database backup
- Network Interface Card (NIC) with TCP/IP protocol and a valid, active IP address (SQL Server 2005 Express PC must be assigned a static IP address)
- Graphic Card supporting 1024 x 768 or higher screen resolution
- Operating System: Windows 2000 with Service Pack 4 or later, XP Professional with Service Pack 2 or later, Vista Business, or Windows 2003 Server
- Microsoft Internet Explorer 6.0 Service Pack 1 or later
- Microsoft .NET 2.0 Framework

Faster processors and higher RAM provide better system performance. To confirm that your PC meets the recommended requirements, you can view the PC's system information by selecting Start > (All) Programs > Accessories > System Tools > System Information.

Course Completion

Certificates of participation for successful training completion will be given to you at the end of your class or sent to you by mail. If you do not receive your certificate within 10 working days of your class end date, contact the Product Training Manager.



Keyscan Class Training Policy

Attending a Course

Course participants are asked to wear "business casual" attire to class (no sandals, shorts, or T-shirts.) Please dress for the Canadian weather. Check for local Whitby, Ontario, Canada weather at <http://www.theweathernetwork.com>

100% attendance is required for successful course completion. Partial credit for course work will not be given.

You must be a registered participant in order to attend a class. Walk-ins are not permitted.

Keyscan Software

The software that the participant will receive is a full, current version of the basic System VII software with license number. The license that comes with this software can be registered only once. The participant will have two options for the software.

- Option 1 – The software can be installed during the training class, but not registered. The software will work for a period of thirty days and then will not work and will have to be removed from the laptop. This software can then be sold to a customer and fully registered to that customer. By selling this software, you recoup all of Keyscan's training costs.
- Option 2 – The software can be installed during the training class and later registered to the dealer. This allows the dealer to use the software for training of other installers or for use in their office.

Please Note – Licenses for the Keyscan software modules such as CCTV, Photo Badging, Security Command and Visitor Management are not included in this software package. You can purchase additional licenses to make these options operate.

Keyscan multimedia CD's will be provided at no cost.

Contacting Participants during Class Training

If there is an emergency, you can call the Keyscan office at 1-888-539-7226 and leave a message with reception.



Keyscan Class Training Policy

Incoming messages for participants are delivered during breaks. Participants are asked not to interrupt class sessions to make or receive phone calls, except in emergency situations.

Questions

If you have any questions regarding training, please check the Keyscan web site at www.keyscan.ca or contact the Product Training Manager directly.

To contact the Product Training Manager:

Emilio Aguat
Voice: 905-430-7226 Ext. 229
Toll Free: 1-888-539-7226 Ext 229
Fax: 905-430-7275
E-mail: training@keyscan.ca



Keyscan Class Training Policy

Participant(s) Course Registration/Information

Course Start Date (dd/MM/yyyy):
Course: Three Day Technical Training
Course Location: Keyscan Office. Whitby, Ontario Canada

Class Training is limited to a maximum of twelve (12) participants with a course minimum of five (5) participants required. Keyscan will re-schedule training classes with fewer than five (5) participants.

Please ensure that you also fill out the required Billing & Information page.

Please fax or e-mail this completed form to Keyscan for processing. Fax (905) 430-7275 or e-mail training@keyscan.ca. Please allow 7 working days for processing. You will receive an e-mail to confirm your attendance. Please wait for your confirming e-mail before booking travel.

In order for the instructor to be able to judge the speed of the course, the instructor would like to understand a little bit about the background of each participant. Please fill out for each participant.

Individual #1 Information

First Name:	Last Name:	
Name For Certificate Purposes:		
Title / Position:		
E-mail Address:	Telephone Number:	Ext.:
Bringing a Laptop: <input type="checkbox"/> Yes <input type="checkbox"/> No	I have read the Laptop Requirements: <input type="checkbox"/> Yes <input type="checkbox"/> No	

Individual #1 Background

Electronics: <input type="checkbox"/> No Knowledge <input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced
Computer Knowledge: <input type="checkbox"/> No Knowledge <input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced
Computer Networking Knowledge: <input type="checkbox"/> No Knowledge <input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced
Industry Experience: <input type="checkbox"/> Less than 1 Year <input type="checkbox"/> 1-2 Years <input type="checkbox"/> 3-5 Years <input type="checkbox"/> More than 5 years
Access Control Systems Familiar With: <input type="checkbox"/> Lenel <input type="checkbox"/> Northern <input type="checkbox"/> Kantech <input type="checkbox"/> Position <input type="checkbox"/> Others (Please List)



Keyscan Class Training Policy

Individual # 2 Information

First Name:		Last Name:	
Name For Certificate Purposes:			
Title / Position:			
E-mail Address:		Telephone Number:	
		Ext.:	
Bringing a Laptop: <input type="checkbox"/> Yes <input type="checkbox"/> No		I have read the Laptop Requirements: <input type="checkbox"/> Yes <input type="checkbox"/> No	

Individual # 2 Background

Electronics: <input type="checkbox"/> No Knowledge <input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced
Computer Knowledge: <input type="checkbox"/> No Knowledge <input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced
Computer Networking Knowledge: <input type="checkbox"/> No Knowledge <input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced
Industry Experience: <input type="checkbox"/> Less than 1 Year <input type="checkbox"/> 1-2 Years <input type="checkbox"/> 3-5 Years <input type="checkbox"/> More than 5 years
Access Control Systems Familiar With: <input type="checkbox"/> Lenel <input type="checkbox"/> Northern <input type="checkbox"/> Kantech <input type="checkbox"/> Position <input type="checkbox"/> Others (Please List)

Individual # 3 Information

First Name:		Last Name:	
Name For Certificate Purposes:			
Title / Position:			
E-mail Address:		Telephone Number:	
		Ext.:	
Bringing a Laptop: <input type="checkbox"/> Yes <input type="checkbox"/> No		I have read the Laptop Requirements: <input type="checkbox"/> Yes <input type="checkbox"/> No	

Individual # 3 Background

Electronics: <input type="checkbox"/> No Knowledge <input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced
Computer Knowledge: <input type="checkbox"/> No Knowledge <input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced
Computer Networking Knowledge: <input type="checkbox"/> No Knowledge <input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced
Industry Experience: <input type="checkbox"/> Less than 1 Year <input type="checkbox"/> 1-2 Years <input type="checkbox"/> 3-5 Years <input type="checkbox"/> More than 5 years
Access Control Systems Familiar With: <input type="checkbox"/> Lenel <input type="checkbox"/> Northern <input type="checkbox"/> Kantech <input type="checkbox"/> Position <input type="checkbox"/> Others (Please List)



Keyscan Class Training Policy

Billing & Payment Information

Company Information

Company Name:			
Address:			
City:		Province/State:	
Postal/Zip Code:		Country:	
Main Phone:	Alt. Phone:		Fax:
General E-Mail Address:			

Course Registration Fee in United States Dollars (USD)

#	Item Details	Item Fee	Total
	Course Registration Fee (Main Participant)	\$420.00	
	Additional Registration Fee (Additional Participant)	\$100.00	
	Total (USD)...		

Course Registration Fee in Canadian Dollars (CAD)

#	Item Details	Item Fee	Total
	Course Registration Fee (Main Participant)	\$420.00	
	Additional Registration Fee (Additional Participant)	\$100.00	
	Sub-Total		
	G.S.T. (5%)		
	Total (CAD)...		

Credit Payment Card: VISA <input type="checkbox"/> MasterCard <input type="checkbox"/>	
Credit Card No. - - -	CVV2 Code:
Expiry Date: (MM-yy)	Name of Cardholder:
Signature of Cardholder:	

Acceptance of payment and confirmation of training space is subject to terms and conditions as outlined in the Keyscan Class Training policy.

Internal Keyscan Use Only:

Product Training Manager Approval:	Date Received:
Credit Card Authorization #:	Invoice Number Issued: