



Advanced Training Programme



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Introduction

Our training courses are essential to helping you support and engineer Advanced products. We offer our partners free workshops, which cover not only the theory, but also applied exercises and tests. This ensures that on completion of our full training programme, you will have good working knowledge of all aspects of our control equipment and software packages.

Our training modules are developed to help keep you up to date with the latest products, approvals and industry standards. They are also designed to promote competency – so vital to your success and to the safety of those protected by the equipment you install.

We offer both face-to-face and e-learning, depending on the content to be covered. Our e-learning modules are designed to be convenient and flexible as they:

- can be accessed anywhere, anytime with an active trainer and live video
- allow on-field workers easy access to training without the time, cost and inconvenience of having to travel to a training centre
- make it easy for you to keep your employees updated on all the latest industry developments and so gain a simple and easy competitive advantage.

Our e-learning modules are built around workshops with a designated trainer and a maximum of 15 delegates.



Products are coming to market every day, bringing with them new features, new hardware and software updates – it can be difficult to keep ahead of all the changes. This is why we have developed e-learning modules, so you now have an easily accessible and cost-effective way of keeping up to date as changes occur.



General Information

During your e-learning session, your trainer will be based in one of our purpose-built training facilities in the UK, Europe, Middle East or South East Asia.

Each centre is fully equipped to carry out simulated, multi-panel installation scenarios to help you get practical insight into how our products really work.

Small group sizes per session ensure all participants get the most from the training, with plenty of opportunities to ask questions.

Courses operate at different times of the day to suit participants from different time zones. UK sessions typically run as follows:

- 09:30 to 16:30 (BST)

To book training or for more information, please contact your distributor. Alternatively, you can contact us on **0345 894 7000**, or email training@advancedco.com.

If our open courses don't meet your needs, we can, by prior arrangement, customise courses to suit you. Please note a minimum of six and maximum of 15 participants are needed for customised training.

Training courses are available for the following modules:

Module 1 Product Overview	Module 6 PC Configuration (Advanced)
Module 2 Installation & Maintenance	Module 7 Graphics
Module 3 Diagnostics & Engineering	Module 8 ExGo Extinguishing Systems
Module 4 Networking	Module 18 BMS Integration (Commander)
Module 5 Software Overview (Basic)	

Training modules are built up of short units with an automated question and answer session at the end of each. Upon successful completion of all units and a pass rate of 70% or higher, a certificate will be awarded, proving competency.

	Consultant	Sales Engineer	Project Engineer	Design Engineer	Estimator	Installation Engineer	Commissioning Engineer	Maintenance Engineer	Technical Support Engineer	Facilities Management Team	Trainer
Module 1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Module 2						✓	✓	✓	✓	✓	✓
Module 3						✓	✓	✓	✓		✓
Module 4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Module 5		✓	✓	✓		✓	✓	✓	✓		✓
Module 6				✓		✓	✓		✓		✓
Module 7		✓	✓	✓	✓	✓	✓		✓		✓
Module 8	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
Module 18		✓	✓	✓	✓	✓	✓		✓		✓

We store all completed training records on a secure internal database.

Our Training Team



Paul Duffy BEng ESDE
Technical Services Manager

Having led Advanced training and technical support since 2002, Paul is responsible for our training programme and our trainers in the UK and around the world.



Mark Taylor
Senior Technical Support Engineer

Mark joined Advanced from Kidde Products in 2006. Specialising in fire alarm CIE, Mark has a wealth of experience from installation through to systems integration.



Shaun Scott
Applications Engineer

Shaun joined the technical support team in 2004 having previously worked in manufacturing operations. He has been a trainer since 2008, and as well as providing training on our fire products, Shaun has also helped develop our emergency lighting installation and testing course.



Nick Blackhall
Technical Support

Nick has a degree in Electrical and Electronic Engineering and joined Advanced in 2014. He has been training installers since 2017.



Michael Patterson
Technical Support

Training since 2021, Michael joined the team in 2018. As well as providing training and technical support, Michael has also worked in operations, test engineering and QA.



Laura Shaw
Technical Support

Laura joined Advanced as an apprentice in 2015 and holds an HNC in Electrical and Electronic Engineering. Laura has been training staff and customers since 2018.



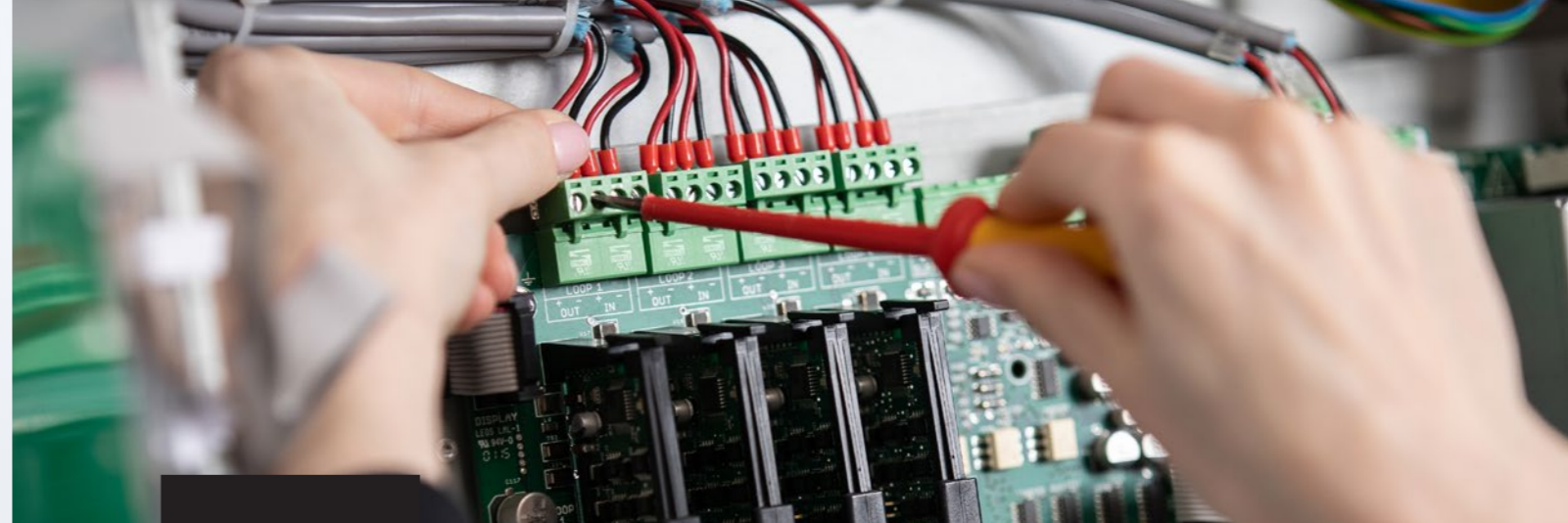
Ray Julien
Technical Support

Ray transitioned from a military career to Advanced back in 2020. Using transferable engineering skills, Ray initially joined the production team and moved to technical support in 2021.



Chris Jayme
Technical Support

Chris joined Advanced from electronics company Atmel in 2008. He has worked in our special assembly team, where he built, programmed and tested bespoke panels and joined technical support in 2022.



Module 1

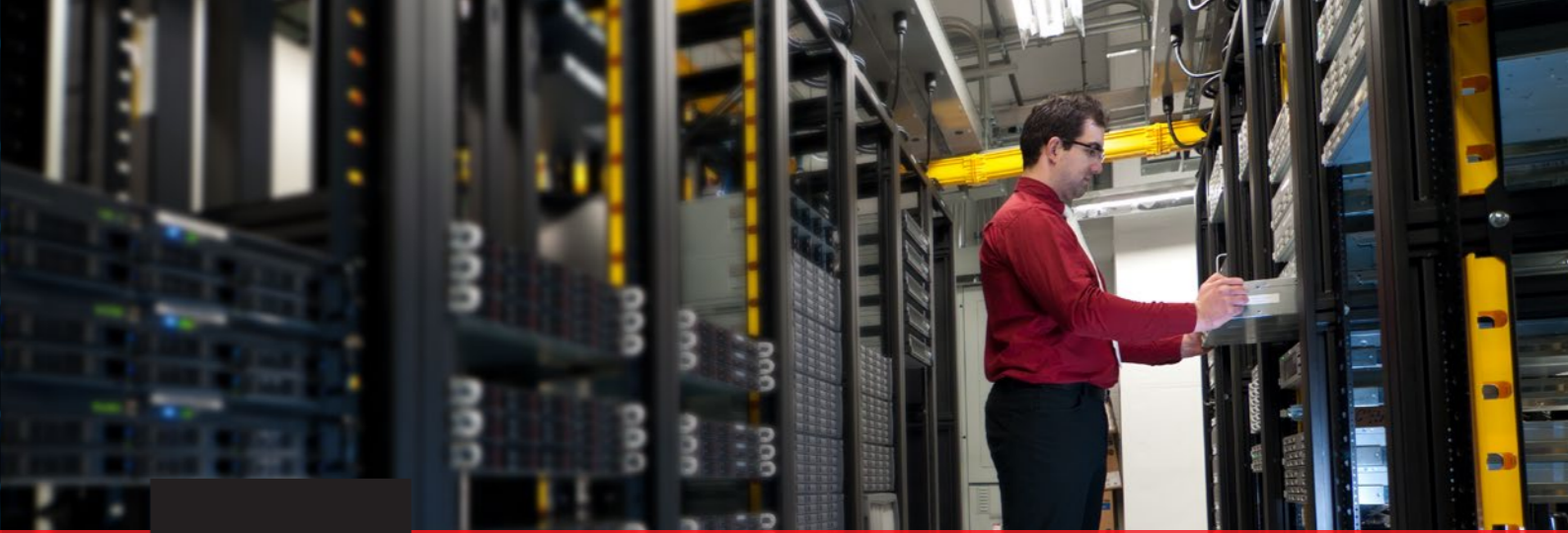
Product Overview

Duration	Equipment required
~3.5 hours.	None.
Content	Goal
<p>Extensive product overview presentation</p> <p>1.1 Peripherals and PBus</p> <ul style="list-style-type: none"> Detailed overview of expansion modules, supply ratings and connectivity in line with day-to-day applications. Unit followed by 10-minute multiple choice test contributing towards the certification scheme. <p>1.2 Panels and repeaters</p> <ul style="list-style-type: none"> Detailed overview of CIE, power supply ratings and connectivity. Unit followed by 10-minute multiple choice test contributing towards the certification scheme. <p>1.3 EN54, PC software and FAM</p> <ul style="list-style-type: none"> Overview of product standards, PC software tools available and how to minimise false alarms using Advanced CIE (control and indicating equipment). 	<p>You will:</p> <ul style="list-style-type: none"> learn the operational principles of Advanced CIE and peripheral devices gain a deep understanding of Advanced products in order to help develop the fire alarm system more effectively. <p>Who is this course suitable for?</p> <p>Consultants, specifiers, designers, installers, sales and purchasing, maintenance, technical support and trainers.</p>

Module 2

Installation & Maintenance

Duration	Device sensitivity settings and test modes
~3.5 hours.	<ol style="list-style-type: none"> Programming via panel facia (text changes, sensitivity etc.) Ouput group configuration/manual programming of sounders/beacons /relay-type devices.
Content	Unit followed by a 10-minute multiple choice test contributing towards the certification scheme.
<p>2.0 Product overview presentation and virtual panel demo</p> <p>MxPro product presentations providing an overview of the control equipment menu structure (Levels 1, 2 & 3), and how it can be navigated via the on-board controls via the virtual terminal.</p> <p>The course covers the logging process of devices, testing devices and the faults that may occur during installation and maintenance.</p> <p>Hands-on demonstration/programming of the following:</p> <p>User log on, adding/removing devices, common faults and fault finding, including:</p> <p>Mx-Terminal (virtual panel display).</p> <ol style="list-style-type: none"> User log-on Disablements Add/removing/addressing devices (also wireless if requested) Protocol information Earth faults. <p>Unit followed by a 10-minute multiple choice test contributing towards the certification scheme.</p>	<p>Walk test, ServiceTool (reporting) and Flash test modes</p> <ol style="list-style-type: none"> Live activations and walk test demos Local terminal event log download. <p>Questions and answers.</p> <p>Equipment required</p> <p>None.</p> <p>Goal</p> <p>You will learn the basics of the operational aspects of the CIE from adding/replacing devices and fault finding, to carrying out routine testing of the fire alarm system.</p> <p>Who is this course suitable for?</p> <p>Installers, commissioning, facilities managers, maintenance, technical support and trainers.</p>



Module 3

Diagnostics & Engineering

Duration	Equipment required
~2 hours.	None.
Content	Goal
<p>3.0 MxPro panel review presentation</p> <p>Providing an in-depth overview of the diagnostics operation, manual output group programming and terminology.</p> <p>Hands-on programming of the following control equipment features:</p> <p>Diagnostics logging and event log capture</p> <p>Output group programming.</p> <p>Unit followed by a 10-minute multiple choice test contributing towards the certification scheme.</p> <p>Questions and answers.</p>	<p>You will learn the engineering aspects of the CIE from using the trace diagnostics, panel multimeter and onboard scope functionality.</p> <p>Who is this course suitable for?</p> <p>Installers, commissioning, maintenance, technical support and trainers.</p>

Module 4

Networking

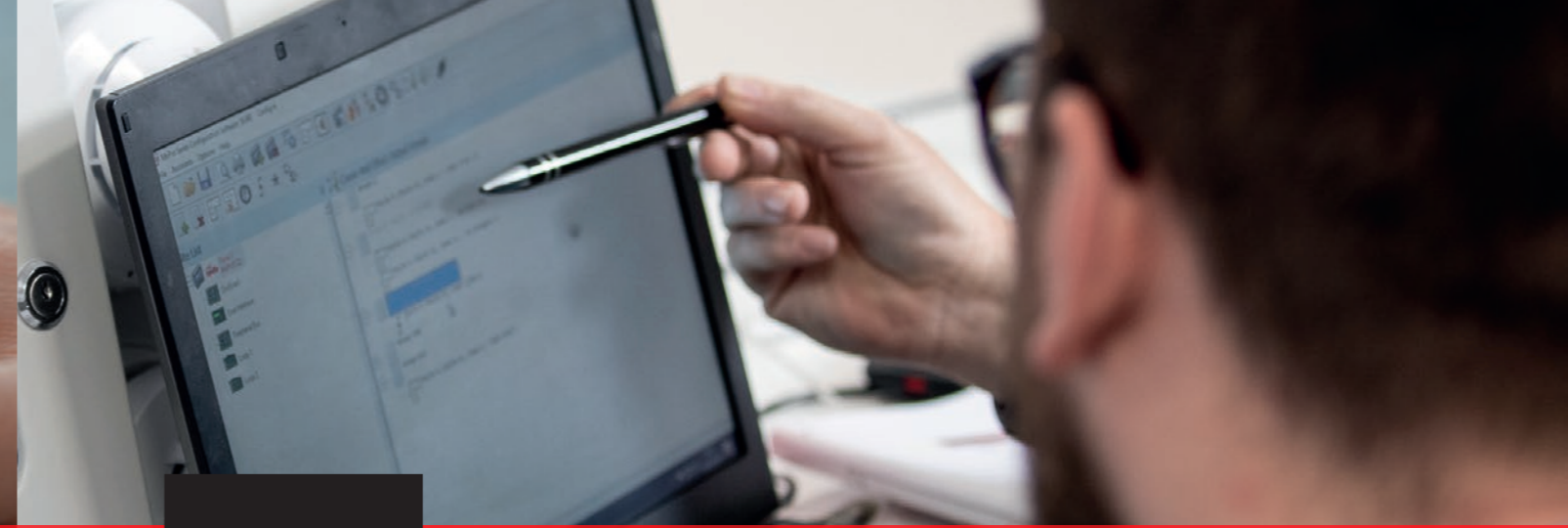
Duration	Equipment required
~2 hours.	None.
Content	Goal
<p>Product overview presentation</p> <p>4.1 A detailed product overview covering all aspects of networked fire systems.</p> <ul style="list-style-type: none"> The course covers all programming and hardware features to permit full flexibility of a networked system using copper and fibre optic solutions. <p>4.2 Detailed discussion of the network configurable options that can be used when programmed via the PC software package.</p> <ul style="list-style-type: none"> Unit followed by a 10-minute multiple choice test contributing towards the certification scheme. <p>Questions and answers.</p>	<p>You will learn the basics of the operational aspects of the CIE from adding/replacing devices, fault finding to carrying out routine testing of the fire alarm system.</p> <p>Who is this course suitable for?</p> <p>Consultants, specifiers, designers, installers, sales and purchasing, maintenance, technical support and trainers.</p>



Module 5

Software Overview (Basic)

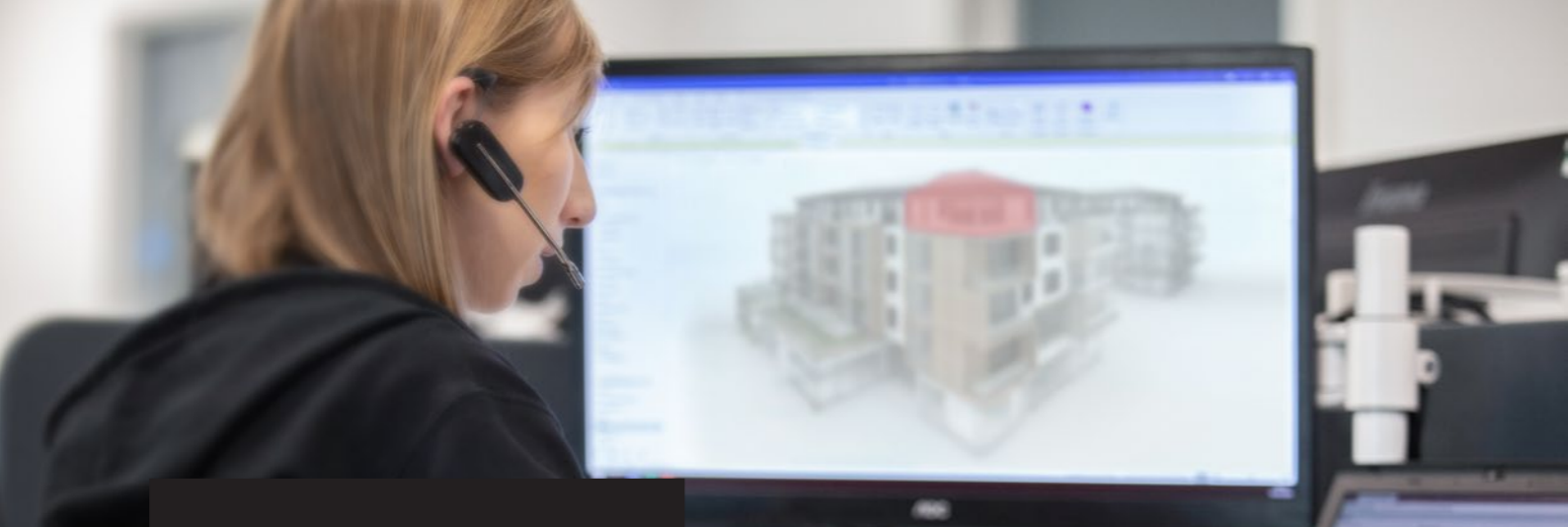
Duration	Equipment required
~2 hours.	Laptop/PC running the latest in Microsoft Windows.
Content	Goal
<p>5.0 Product overview presentation of Advanced software.</p> <p>A beginner's guide to our PC software, including:</p> <p>Software overview</p> <p>Upload/download</p> <p>Basic config, including virtual terminal, reports and design check.</p> <p>Basic 'cause and effect' programming demonstration to introduce the programming options.</p> <ul style="list-style-type: none"> • Mx-Flasher (panel firmware upgrade option) • Mx-LogoTool (panel rebranding/end user logo setup) • ServiceTool/local terminal. 	<p>You will learn the basics of the PC software functionality: adding and removing devices, custom sensitivity changes as well as how to create detailed reports and backups of the system.</p> <p>Who is this course suitable for?</p> <p>Commissioning, service/maintenance, technical support and trainers. Also beneficial for sales, project and design.</p>



Module 6

PC Configuration (Advanced)

Duration	Equipment required
1 day.	Laptop/PC running the latest in Microsoft Windows.
Content	Goal
<p>6.0 PC configuration overview presentation</p> <p>Advanced 'cause and effect' programming demonstration for the experienced engineer wishing to cover options such as phased evacuation, ringing styles, logic statements, mimic control panels and IPGateway.</p> <p>At the end of this training session, engineers will receive a set of tasks and be asked to complete them using the PC software tools demonstrated during the training course. This allows the trainer to cover any areas of uncertainty fully prior to participants being left to their own devices.</p> <p>Questions and answers.</p>	<p>You will learn the basics of the PC software functionality – adding and removing devices, sensitivity changes and providing reports and backups of the fire alarm system.</p> <p>Who is this course suitable for?</p> <p>Commissioning, service/maintenance, technical support, trainers and design.</p>



Module 7 – Session 1

Graphics

Duration

By arrangement.

Session 1 – Graphics configuration

Product overview presentation providing the following information:

- 1) An overview of the connectivity for MxPro 5 products and the BMS/graphical control equipment on the Advanced Network.
- 2) An overview of the Mx Graphics functions to include limitations and optimisation requirements.

Practical demonstration of the following:

- 1) Installation of software
- 2) Set-up of communication port
- 3) Hands-on demonstration of the graphical software application and all available menu structures/icons
- 4) Discussion of the basic Mx Graphics setup
- 5) Demonstration of importing of maps
- 6) Demonstration of how to set up the communication port and show basic event transactions to prove communication
- 7) Demonstration of how to plot devices on to the imported maps and how to position them using the Wizard
- 8) Demonstrate how to create graphical buttons for interlinking maps and controlling key functions.

Advanced engineering

1) Wizard – discuss how the Wizard is used to build the event you wish to create and how it links to the key functions from the menu.

2) Smart – discuss the smart options offered by the Mx Graphics.

3) Managers – discuss the dongle licensing features and what options are available.

Training task

Provide engineers with sample bitmaps they can use and ask them to create their own graphical site file using the import options, Wizard and navigational buttons.

Equipment required:

Laptop/PC running the latest in Microsoft Windows.

Goal:

You will learn the basics of the Advanced PC Graphics and how to add and remove devices.

Who is this course suitable for?

Sales, commissioning, service/maintenance, technical support and trainers.



Module 7 – Session 2

Smart Watch and Smart Cube Configuration

Duration

By arrangement.

Session 2 – Smart Watch & Smart Cube configuration

Product overview presentation providing the following information:

- 1) Smart Watch and Smart Cube options
- 2) An overview of the Mx Graphics functions to include limitations and optimisation requirements.

Practical demonstration of the following:

- 1) Configuration setup
- 2) Node/loop offsets
- 3) PC demonstration configuring devices.

Questions and answers.

Equipment required

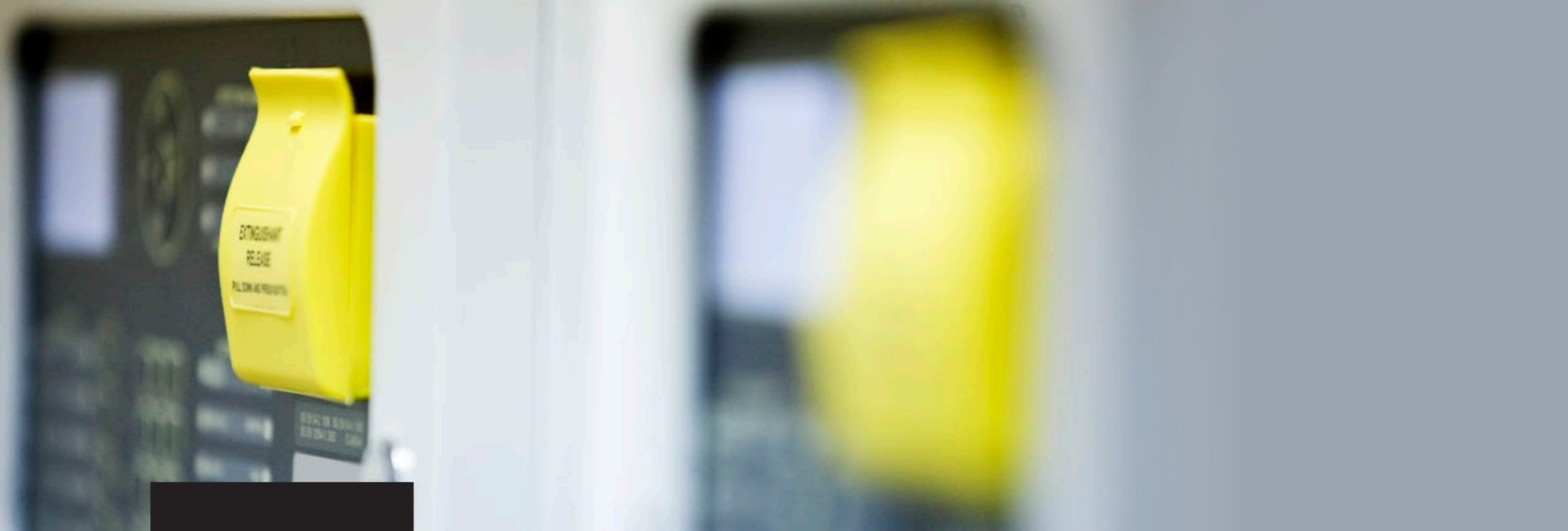
Laptop/PC running the latest in Microsoft Windows.

Goal

You will learn the TCP/IP concepts, configuration of network systems and PC graphics.

Who is this course suitable for?

Sales, commissioning, service/maintenance, technical support and trainers.



Module 8

ExGo Extinguishing Systems

Duration	Equipment required
By arrangement.	None.
8.0 Product overview presentation	Goal
<p>ExGo series product overview</p> <ul style="list-style-type: none"> • Details of the range of hardware available, and the features/expansion capabilities. 	<p>You will learn the basics of Advanced gas extinguishing products and peripheral devices, and gain a deep understanding of Advanced products to help develop the system more effectively.</p>
<p>Full explanation of the control equipment menu functions</p> <ul style="list-style-type: none"> • At each control level using live virtual camera. 	<p>Who is this course suitable for?</p> <p>Consultants, specifiers, designers, installers, sales and purchasing, maintenance, technical support and trainers.</p>
<p>Hands-on demonstration and overview</p> <ul style="list-style-type: none"> • PC extraction tool, flash operating software and LogoTool software. <p>Questions and answers.</p>	



Module 18

BMS Integration (Commander)

Duration	4) Initial set-up of the necessary driver interfaces and associated parameters.
By arrangement.	5) Set up a single object and discuss the different parameters and options.
Product overview (essential features)	6) Connect to a single Panel/BMS and demonstrate the activity to the trainees.
<ol style="list-style-type: none"> 1) Overview presentation of the Commander module detailing all internal/external connections and DIP switch settings. 2) Details of PC connectivity to Commander and how it can be set up using the default IP address. 3) General overview of the Obsys software menu structure and its ease of navigation. 4) Discussion of the Commander object limitations and the parameters required to allow set-up. 5) Detailed overview of each of the highlighted options from the training module including: <ol style="list-style-type: none"> a) Configuration b) LAN port set-up c) Interfaces (Advanced 4000, BacNet and Modbus) d) Essential data e) Processors. 6) Participants will also be introduced to the 'BacNet/Modbus points table' and learn about the information required for its completion when purchasing a Commander. 7) Gain an understanding of the difference between 'configured' and 'non-configured' Commanders and the default settings applied by Advanced. 	7) Demonstration of the backup and restore options to/from PC.
	8) Demonstration of how the Commander programming can be stored locally in RAM.
	Advanced engineering
	Discussion about the option to create logical programming using the 'processor' option plus a demonstration of how to create such circuits and the theory behind this requirement.
	Questions and answers.
	Equipment required
	None.
	Goal
	You will learn a deeper understanding of Advanced solutions for building integration via ModbusTCP and BacnetIP, industry-standard protocols for communicating with third party equipment.
	Who is this course suitable for?
	Sales, commissioning, service/maintenance, technical support and trainers.
Practical demonstration	
<ol style="list-style-type: none"> 1) Installation of software. 2) Menu navigation, including the need to use the 'scan' feature. 3) LAN port configuration for preferred IP settings. 	



Advanced Customised Courses

Duration

By arrangement.

Content

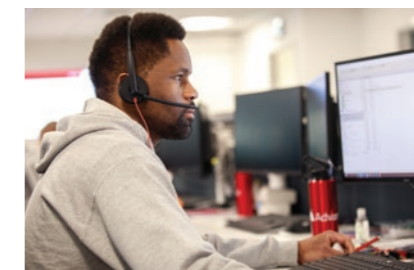
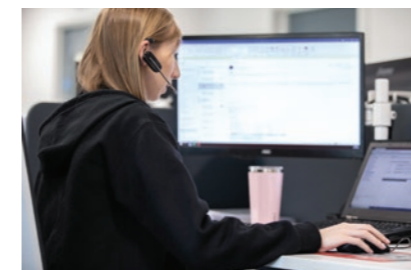
We can create customised courses on request. Before requesting a customised training course, please consider the following:

- 1) What aspects of the product do you want to cover?
- 2) Who will be attending the training session?
- 3) Do any special requirements need to be addressed during the training?
- 4) Are there any particular programming options that we should focus on in more depth?

Note: a minimum of four participants up to a maximum of eight must attend a customised course of this type. If training is to be held off site, a possible charge may be incurred.

How to request training

To register for training, please visit our website:
www.advancedco.com/training-support



Technical support

Highly rated customer support. Available by telephone and online.

As an Advanced customer, you have access to a host of helpful advice and support.

This includes a wealth of online information, from 'how to' videos to datasheets and detailed product manuals. Simply complete one of our online forms and you'll be able to access a range of additional services, previously available to those with an Advanced360 account.

Services include:

- **Technical support** – available by phone and online from one of our experienced technical support engineers.
- **Software** – download software and save your software packages by installation/site.
- **Literature** – download manuals, specifications, approved partner certificates, technical information and more.



- **Training** – direct customers can book training online and will be sent training certificates by email. If you need to access a previous training certificate, simply complete an online request form. All non-direct customers should book training through their distributor.
- **Warranty** – download our warranty statement.

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