Gallagher SMB Technician Course - NZ / AUS - C892146

Introduction

This outline details the structure and topics covered to equip Gallagher SMB Partners with the knowledge and skills to install, configure, and commission the Gallagher SMB cloud-based security system. The course also covers the Gallagher SMB App and how it can be used to manage site security.

Additional training references are available in the Resources section of Gallagher Security Hub and the course concludes with a short quiz for learner reflection and to embed key principles.

Note: Trainees will be issued with a certificate of completion of all four modules.

Goals

Upon completion of this training session attendees will have the skills necessary to install a Gallagher SMB system and develop a working knowledge of:

- Gallagher SMB cloud system architecture
- Gallagher SMB hardware
- Configuration via the SMB Configuration App
- Testing and activating a new site
- Site management via the Gallagher SMB App

Prerequisites

- General keyboard and computer skills, own laptop and internet connection required.
- General familiarity with mobile devices
- Understand the principals of alarms and access control within security.

Modules

- **Introduction**
  - Solution introduction
  - Solution components
  - Solution architecture
  - Installation workflow

- **Hardware installation**
  - Cabinet installation
  - Network connection
  - HBUS connections
  - Input and output connections
  - Power connection

- **Site configuration**
  - Site creation
  - Controller assignment
  - Input and output configuration
  - Alarm response configuration
  - Reader configuration
  - Reader BLE settings
  - Alarm transmitter/monitoring
  - Area configuration
  - Door configuration
  - Entry delay configuration
  - Exit delay configuration
  - Unlock door override
  - Door status
  - Commission site
  - Initialize tampers
  - Test mode
  - Site activation
  - Installer mode

- **Gallagher SMB App**
  - Device requirements
  - My Team
  - User roles
  - Onboarding Users
  - Invitation email
  - Arming and disarming
  - Access Control
  - Managing incidents
  - History

- ◦ Settings
- ◦ Additional credential options

- **Assessment**
  - ◦ 20 question quiz assessment to embed learning.
  - ◦ 70% pass mark required to achieve course completion