SimplexGrinnell
Customer Training
Thank you for your interest in our web-based and classroom programs. We hope your curiosity is satisfied by the information contained in this catalog and that you will decide to enroll in our unique learning experience.

Online courses have made it possible for us to reach thousands of learners spanning over 40 countries.

Our instructor-led courses are conducted in six different training centers throughout the U.S. and Canada. Our learners consistently report very high degrees of customer satisfaction with our web and classroom based technical programs, instructors, services, and their interactions with our administrative staff. We are committed to providing you with a fulfilling, rewarding and valuable experience. We encourage you to explore this catalog to gain an overview of our programs and services.

Don Jones  
Senior Manager  
Training & Development

Dave Blattenberger  
Operations Manager  
Training & Development

Patrick Birt  
Manager  
Healthcare Training
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## Curriculums

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General Information

Enroll Early!
You have a better chance of getting into a class if you enroll early. All classes have maximum size limits, and can quickly fill to capacity. Enrolling in and dropping of Instructor-led courses can occur up to three weeks prior to the scheduled start date of the class. You get an on-screen enrollment confirmation and a follow-up email when you enroll in the class! Please make sure you read the information.

What to Wear In Class
Business casual clothing is worn at all of our training facilities. Due to safety considerations, tank-tops, shorts and sandals are not appropriate.

Safety First
By registering to attend any classroom course, you agree to abide by any and all safety procedures required by the instructor and to utilize appropriate safety equipment and apparel as required.

Continuing Education Units (CEUs)
We recognize the need for awarding CEUs. We use the same method to calculate CEUs as the International Association for Continuing Education and Training (IACET). As you review this catalog, you will notice that a CEU number is shown for each course and is earned upon successful completion of that course.

Cancellation Policy
If you have to cancel your Instructor-led class, please do so within three weeks of the scheduled start date of the class. Please notify your local SimplexGrinnell representative if you need to cancel your enrollment.

Training Center Locations
We currently have six training centers in the United States and Canada. The cities are listed below with approximate location shown on the map provided.

Westminster Training Center
50 Technology Drive, Westminster, MA 01441
Telephone: (978) 731-3100  Fax: (978) 731-7815
Email: tspi@tycoint.com

Charlotte Training Center
9826 Southern Pines Boulevard, Charlotte, NC 28273

St. Louis Training Center
3785 Rider Trail South, Earth City, MO 63045

Dallas Training Center
1125 East Collins Boulevard, Richardson, TX 75081

Los Angeles Training Center
12728 Shoemaker Ave, Sante Fe Springs, CA 90670

Toronto Training Center
2400 Skymark Avenue, Mississauga, Ontario, Canada L4W 5K5
Introduction to SimplexGrinnell Customer Training

SimplexGrinnell recognizes that many customers require product training, and is pleased to offer the same training to our customers as our own technicians receive. Whether on fire alarm or healthcare systems, our web-based and classroom training provide high quality, professional instruction. Our students consistently report very high satisfaction with our courses. We're confident you will be satisfied too.

Tyco Fire Protection Products (TFPP) is the factory authorized provider for SimplexGrinnell product training. We deliver training on many of our products through a mix of classroom and web-based courses. This blended approach allows you to spend less time in a classroom learning topics that can best be learned on your own.

Our six training centers in the U.S. and Canada are continually updated with the latest state-of-the-art training equipment. All students will have their own training systems allowing for plenty of hands-on time.

This catalog provides information about all of our curricula and course offerings for SimplexGrinnell customers. Check out the attractive web-only training packages available to SimplexGrinnell customers as well. If you are interested in our training please contact your local SimplexGrinnell district office for more details.

Once a training proposal is approved, an online account on the Tyco Learning Management System is set up for each authorized customer. The details regarding the log on credentials and URL will be provided to the customer by the local SimplexGrinnell district office representative.
Introduction to Training & Curriculum Paths

Web-Based Training

We have over 100 courses covering Fire Alarm and Healthcare Communications systems that are self-paced, allowing you to learn WHAT you want, WHEN you want it. Learn how to install hardware, program systems, sales applications and troubleshooting tips anywhere - and anytime via the Internet. Classroom training begins where online web courses leave off.

Instructor-Led Training

Most instructor-led courses are found within a curriculum. Find the curriculum that meets your product training need and ENROLL in it. It's that easy! Before you can enroll in an instructor-led class, you must take the prerequisite web courses listed in the curriculum. The LMS tracks your course completions and will not allow you to enroll in the instructor-led course unless you have completed all prerequisites. You can attend training in any of our six conveniently located training centers.

Schedule of Training

Our classroom schedule is dynamic and is updated often to meet the high demand of training. Check our schedule online at http://safetyproductstraining.com for more information.

Curriculum Paths

Core product training courses are arranged in curriculum paths. These easy-to-follow paths arrange the courses in a certain order to ensure all learning objectives are met for each product. Once you enroll in a curriculum, the Learning Management System (LMS) keeps track of your progress. The LMS insures that you complete the appropriate courses in sequence before moving on to the next course.

The following are the current curricula.

**Fire Alarm**
- Simplex 4005/4006/4008/4010
- Simplex 4100ES/4010ES Fire Alarm
- Simplex 4100+ Fire Alarm
- Simplex 4120/TSW Network
- Simplex 2120 Multiplex
- Autocall TFX

**Healthcare**
- EZCare/VITALTouch with TCP/IP Gateway Nurse Call System
- Executone CareCom Plus
- Zettler Sentinel 500
Courses

Fire Alarm Curriculums
Description

This curriculum consists of several online courses and one classroom course. In the online courses, you will focus on concepts, hardware, operation and basic programming for 4005, 4006, 4008 and 4010 fire alarm systems. In the classroom course, you will focus on programming basic general alarm, selective control and product application scenarios.

Enrollment

On-line enrollment is available through the Tyco training site: http://www.tyco-training.com

Training Locations

The Simplex 4005/4006/4008/4010 Technician Curriculum (classroom portion) is available in our Westminster, MA and Los Angeles, CA training centers only.

Check our website for current classroom schedules: http://safetyproductstraining.com

Curriculum Path:

Designed for students who service and program Simplex 4005/4006/4008/4010 Fire Alarm Systems and require certification.

PREREQUISITES

1. Working knowledge of basic electrical wiring
2. Basic Computer Skills

WEB COURSES

Basic Fire Alarm Technology - Technicians (TEC 188 O)
Foundations of Device Types & Point Types (TSPI_FA807)
4100+ Program—TrueAlarm Concepts & SMPL (TSPI_FA509)
Foundations of SMPL (TSPI_FA290)
4006 Troubleshooting (TSPI_FA546)

CLASSROOM COURSE

Simplex 4005/4006/4008/4010 Service (TSPI_FA020)
Simplex 4100ES Fire Alarm Technician Curriculum

Target Audience:
Technicians

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<th>ONLINE TIME</th>
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<th>TOTAL CEUs</th>
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</thead>
<tbody>
<tr>
<td>4 Hours</td>
<td>10 days</td>
<td>6.0</td>
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Description
This curriculum consists of four online courses and one classroom course. In the online courses, you will focus on basic fire alarm technology concepts, front panel operations, system architecture and networking concepts you need to know to work on TFPP fire products, including the 4100ES. In the classroom course, you will focus on learning all the critical tasks required of both a Commissioning and a Break-Fix Technician while working with a 4100ES Fire Alarm System.

Enrollment
On-line enrollment is available through the Tyco training site:
http://www.tyco-training.com

Training Locations
The Simplex 4100ES Fire Alarm Technician Curriculum (classroom portion) is available in all of our training centers except the Dallas Training Center.

Web Only Packages Available
We also offer many of these web courses in smaller configurations:

**4100U/4100ES Operator & Hardware Basics**
(TEC188, FA321, FA322, FA730, FA734)

**4100U/4100ES Basic Programming**
(TEC188, FA800, FA801, FA802, FA803)

**4100U/4100ES Intermediate Programming**
(TEC188, FA502, FA503)

Check our website for current classroom schedules:
http://safetyproductstraining.com

Curriculum Path:
Designed for students who service and program Simplex 4100ES Fire Alarm Systems.

PREREQUISITES
1. Working knowledge of basic electrical wiring
2. Basic Computer Skills

**4100ES BASIC WEB COURSES**
Basic Fire Alarm Technology - Technicians (TEC_188 O)
4100U and 4100ES Basic Operations (TSPI_FA321)
4100U and 4100ES System Architecture (TSPI_FA322)
Basics of Customer Networks and TFPP Products (TSPI_FA112)

**CLASSROOM COURSES**
New curriculum is currently being developed.
Please contact Rick LeBlanc at 978-731-7619 or rileblanc@tycoint.com for more information.
Simplex 4100+ Fire Alarm Technician Curriculum

Target Audience:
Technicians

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<th>ONLINE TIME</th>
<th>CLASSROOM TIME</th>
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<tbody>
<tr>
<td>23.75 Hours</td>
<td>None</td>
<td>2.7</td>
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Description

This curriculum consists of many online courses. In these courses, you will focus on required and optional hardware, basic operations, advanced keypad operations, basic programming and concepts related to a 4100+ fire alarm system.

Enrollment

On-line enrollment is available through the Tyco training site: http://www.tyco-training.com

Training Locations

The Simplex 4100+ Fire Alarm Technician Curriculum does not have a classroom component. All courses are online.

Optional Web Packages

We also offer many of these web courses in smaller configurations:

**4100+ Basic Hardware/Operations**
(TEC188, FA680, FA681, FA682, FA683, FA684)

**4100+ Advanced Operations**
(TEC188, FA502, FA503)

**4100+ Mapnet Hardware**
(TEC188, FA209, FA210, FA211, FA212, FA213)

**4100+ Audio Hardware**
(TFA370, FA371, FA372)

Check our website for current classroom schedules: http://safetyproductstraining.com

Curriculum Path:

Designed for technicians who work on 4100+ Fire Alarm Systems.

<table>
<thead>
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<th>PREREQUISITES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Working knowledge of basic electrical wiring</td>
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<tr>
<td>2. Basic Computer Skills</td>
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</tbody>
</table>

**BASIC HARDWARE/OPERATIONS WEB COURSES**

Basic Fire Alarm Technology—Technicians (TEC 188 O)

4100+ Major Components (TSPI_FA684)

4100+ Master Controller Board (TSPI_FA680)

4100+ Master Motherboards (TSPI_FA681)

4100+ Operator Interface Panels (TSPI_FA683)

4100+ Power Supplies (TSPI_FA682)

4100+ & 4100U Annunciator Hardware (TSPI_FA504)

**ADVANCED OPERATIONS WEB COURSE**

4100+ Advanced Keyboard Operations (TSPI_FA502)

**MAPNET HARDWARE WEB COURSES**

MAPNET for 4100+ Systems: Overview (TSPI_FA212)

MAPNET Transceiver Card for 4100+ (TSPI_FA209)

MAPNET Power Supply for 4100+ (TSPI_FA210)

MAPNET Channels for 4100+ (TSPI_FA211)

MAPNET Peripheral Devices for 4100+ (TSPI_FA213)

**AUDIO HARDWARE WEB COURSES**

4100+ Audio Hardware (TSPI_FA370)

4100+ Audio Controller Card (TSPI_FA371)

4100+ Amplifiers & Signal Cards (TSPI_FA372)

**TROUBLESHOOTING WEB COURSE**

4100+ Hardware Troubleshooting Tips (TSPI_FA503)

**BASIC PROGRAMMING WEB COURSES**

4100 Programming Unit Overview (TSPI_FA727)

4100 Device Types and Point Types (TSPI_FA728)

4100+ Point Lists (TSPI_FA506)

**AUDIO PROGRAMMING WEB COURSE**

4100+ Audio Programming Essentials (TSPI_FA373)

**PERIPHERAL PROGRAMMING WEB COURSES**

Programming—TrueAlarm Concepts/SMPL (TSPI_FA509)

4100 Local Annunciator Programming (TSPI_FA505)

Programming—Analog Monitor Zones (TSPI_FA508)

**SMPL/CUSTOM CONTROL PROGRAMMING WEB COURSES**

Foundations of SMPL Programming (TSPI_FA290)

Creating Custom Control in a 4100+ (TSPI_FA292)
This curriculum consists of two online courses and one classroom course. In the online courses, you will focus on the basic operational and functional concepts of 4120 Networks, the fundamentals of computer networks, their installation, operation and troubleshooting, as well as basic networking terminology and commands. In the classroom course, you will focus on installing, programming, troubleshooting and operating a 4120 Network containing 4100+, 4010, 4100U and TrueSite Workstation systems. You will also focus on the installing, programming, operating, and creating graphic screens as well as configuring email notifications in a TrueSite Workstation.

**Enrollment**

On-line enrollment is available through the Tyco training site: [http://www.tyco-training.com](http://www.tyco-training.com)

**Training Locations**

The Simplex 4120/TSW Network Technician Curriculum (classroom portion) is available only in our Westminster and Dallas Training Centers.

**Check our website for current classroom schedules:**
[http://safetyproductstraining.com](http://safetyproductstraining.com)
Simplex 2120 Multiplex Technician Curriculum

Target Audience:
Technicians

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<th>ONLINE TIME</th>
<th>CLASSROOM TIME</th>
<th>TOTAL CEUs</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 Hours</td>
<td>None</td>
<td>1.4</td>
</tr>
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</table>

Description

This curriculum consists of several online courses. In these courses, you will focus on multiplex concepts, hardware (e.g. 2120 multiplex system, several transponders, required and optional boards) and basic operation of the status command center.

You will concentrate on the diagnostic program as well as basic troubleshooting for transponders. You will also focus on programming a 2120 multiplex fire alarm system using equation mode and line mode.

Enrollment

On-line enrollment is available through the Tyco training site: http://www.tyco-training.com

Training Locations

The 2120 Multiplex Curriculum does not have a classroom component. All courses are online.

Check our website for current classroom schedules: http://safetyproductstraining.com

Curriculum Path:

Designed for students who service and program
Simplex 2120 Multiplex Systems.

PREREQUISITES

1. Working knowledge of fire alarm systems, including general terminology and industry codes and standards.

2. Working knowledge of basic electrical wiring

2120 MULTIPLEX HARDWARE COURSES

- 2120 BMUX (TSPI_FA410)
- 2120 BMUX Boards Part 1 (TSPI_FA406)
- 2120 BMUX Boards Part 2 (TSPI_FA403)
- 2120 BMUX Boards Part 3 (TSPI_FA411)
- 2120 BT and FABT (TSPI_FA402)
- 2120 CDT (TSPI_FA404)
- 2120 Control Boards (TSPI_FA412)
- 2120 ET (TSPI_FA409)
- 2120 Status Command Center (TSPI_401)
- 2120 Service Diagnostics (TSPI_FA400)

2120 MULTIPLEX PROGRAMMING COURSES

- 2120 Programming—Priorities (TSPI_FA405)
- 2120 Resident Editing (TSPI_FA408)
- 2120 SMPL Programming (TSPI_FA407)
- 2120 Add/Edit SMPL Programs (TSPI_FA180)
Autocall TFX Curriculum

Target Audience:
Technicians

Description
This curriculum consists of a few online courses. You will focus on basic programming to meet the desired system operation for an AUTOCALL TFX fire alarm system.

Enrollment
On-line enrollment is available through the Tyco training site: http://www.tyco-training.com

Training Locations
The Autocall TFX Curriculum does not have a classroom component. All courses are online.

ONLINE TIME | CLASSROOM TIME | TOTAL CEUs
---|---|---
3 Hours | None | 0.6

PREREQUISITES
1. Working knowledge of fire alarm systems, including general terminology and industry codes and standards.
2. Working knowledge of basic electrical wiring

AUTOCALL TFX CURRICULUM COURSES
- TFX Basic Programming Overview (TSPI_FA088)
- TFX Group Programming Overview (TSPI_FA089)
- TFXnet Network Hardware (TSPI_FA093)
- TFXnet Network Topology/Troubleshooting (TSPI_FA065)
- TFXnet Hardware Programming (TSPI_FA091)
- TFXnet Network Programming & Bell Mapping (TSPI_FA092)

Check our website for current classroom schedules: http://safetyproductstraining.com
Healthcare Curriculums
**EZCare/VITALTouch with TCP/IP Gateway Nurse Call System**

**Target Audience:**
SimplexGrinnell Technical Representative

<table>
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<th>ONLINE TIME</th>
<th>CLASSROOM TIME</th>
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<tbody>
<tr>
<td>6.0 Hours</td>
<td>9 days</td>
<td>5.4</td>
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**Description**

This curriculum consists of a five online courses and one classroom course. In the online courses, you focus on TCP/IP and VoIP network concepts as well as required and optional hardware, functions and technical features related to an EZCare/VITALTouch with TCP/IP Gateway System. In the classroom course, you focus on installing, operating, configuring, programming and servicing an EZCare/VITALTouch with TCP/IP Gateway Nurse Call System.

**Enrollment**

On-line enrollment is available through the Tyco training site: [http://www.tyco-training.com](http://www.tyco-training.com)

**Training Locations**

The EZCare/VITALTouch with TCP/IP Gateway Nurse Call System (classroom portion) is available in our Westminster, MA training center only.

**Curriculum Path:**

Designed for students who service and program EZCare/VITALTouch systems using the TCP/IP Gateway Nurse Call System and require certification.

**PREREQUISITES**

1. Working knowledge of basic electrical wiring
2. Basic Computer Skills
3. Working knowledge of healthcare systems, including general terminology and industry codes and standards.

**HEALTHCARE/EZCare WEB COURSES**

- Intro to HealthCare Communications (TSPI_HC380)
- EZCare Product Overview (TSPI_HC090)
- EZCare System Architecture (TSPI_HC091)

**SKILLSOFT WEB COURSES**

- Windows 2000: Core Technologies - TCP/IP (112522)
- Introducing Voice Over IP (236232)

**EZCare - VITALTouch - Gateway Service Training CLASSROOM COURSES**

- EZCare/VITALTouch with TCP/IP Gateway Nurse Call System (TSPI_HC250)

**Check our website for current classroom schedules:**

[http://safetyproducttraining.com](http://safetyproducttraining.com)
Zettler Sentinel 500 Technician Curriculum

Target Audience:
Technicians

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<th>ONLINE TIME</th>
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<tbody>
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<td>3.5 Hours</td>
<td>4 days</td>
<td>2.8</td>
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Description

This curriculum consists of several online courses and one classroom course. In the online courses, you focus on the main hardware, features, functions and basic operations related to Zettler’s Zetcom I and Sentinel 500 Touch Nurse Call Systems. In the classroom course, you focus on installing, operating, programming and configuring the Zettler Sentinel 500 Nurse Call System.

Enrollment

On-line enrollment is available through the Tyco training site: [http://www.tyco-training.com](http://www.tyco-training.com)

Training Locations

The Zettler Sentinel 500 Technician Curriculum (classroom portion) is available in our Westminster, MA training center only.

Check our website for current classroom schedules: [http://safetyproductstraining.com](http://safetyproductstraining.com)

Curriculum Path:

Designed for students who service and program Zettler Sentinel 500 Nurse Call Systems.

PREREQUISITES

1. Working knowledge of basic electrical wiring
2. Basic Computer Skills
3. Working knowledge of healthcare systems, including general terminology and industry codes and standards.

EXECUTONE/ZETTLER WEB COURSES

- Intro to Healthcare Communications (TSPI_HC380)
- Executone-Zettler Nurse Call Systems (TSPI_COM605)
- Zettler Nurse Call Systems (TSPI_COM386)
- Zettler Nurse Call System ZETCOM1 (TSPI_COM387)
- Zettler Nurse Call System Sentinel 500 (TSPI_COM388)

HCP/CARECOM IIE CLASSROOM COURSES

- Zettler Sentinel 500 (TSPI_31908)
Courses

Standalone Courses
<table>
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<th>COURSE:</th>
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<th>CEU:</th>
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<tbody>
<tr>
<td>TSPI_FA033</td>
<td>Inspecting &amp; Testing Fire Alarm Systems</td>
<td>3 days</td>
<td>1.0</td>
</tr>
</tbody>
</table>

This instructor led course targets those who perform inspection & testing on their own fire alarm systems. Focus is on learning and implementing the skills required to conduct inspection & testing according to NFPA 72 standards.

Students will learn roles and responsibilities outlined in this standard, as well as interpretation of sections of this code. You will learn how to assemble and operate all test equipment required, and use this equipment to perform testing on your own assigned panel.

You will inspect & test the FACP, power supplies, initiating devices including sensitivity testing, notification appliances including Db testing, annunciators, alarm and supervisory circuits, and interfaced equipment. You will learn how to interpret these results and generate the proper documentation.