



2019

Global Training Catalog

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What We Offer

Web-based/Online Training

For many of our products, we provide web-based learning programs and videos that are delivered through our Learning Management System (<https://my.jci.com>). These programs provide demonstrations and simulations of our software and hardware products, together with the latest product and technical information available.

Webinar Training

Facilitator-led training is brought directly to your desktop through a virtual environment where you can interact with subject-matter experts and your peers. You will have the opportunity to participate in surveys, quizzes, see live demonstrations and ask questions, all in real time.

Instructor-Led Training

Our instructors deliver Sensormatic Solutions training programs using a combination of expertly designed lectures, software and hardware demonstrations, and hands-on workshops for a collaborative learning experience. Many curriculums have self-paced training prerequisites that must be completed prior to attending the classroom programs. These curriculums are required to be considered certified in any of our solutions. Classes are taught in Sensormatic Solutions regional training centers. To schedule an instructor-led class please contact your regional training representative.

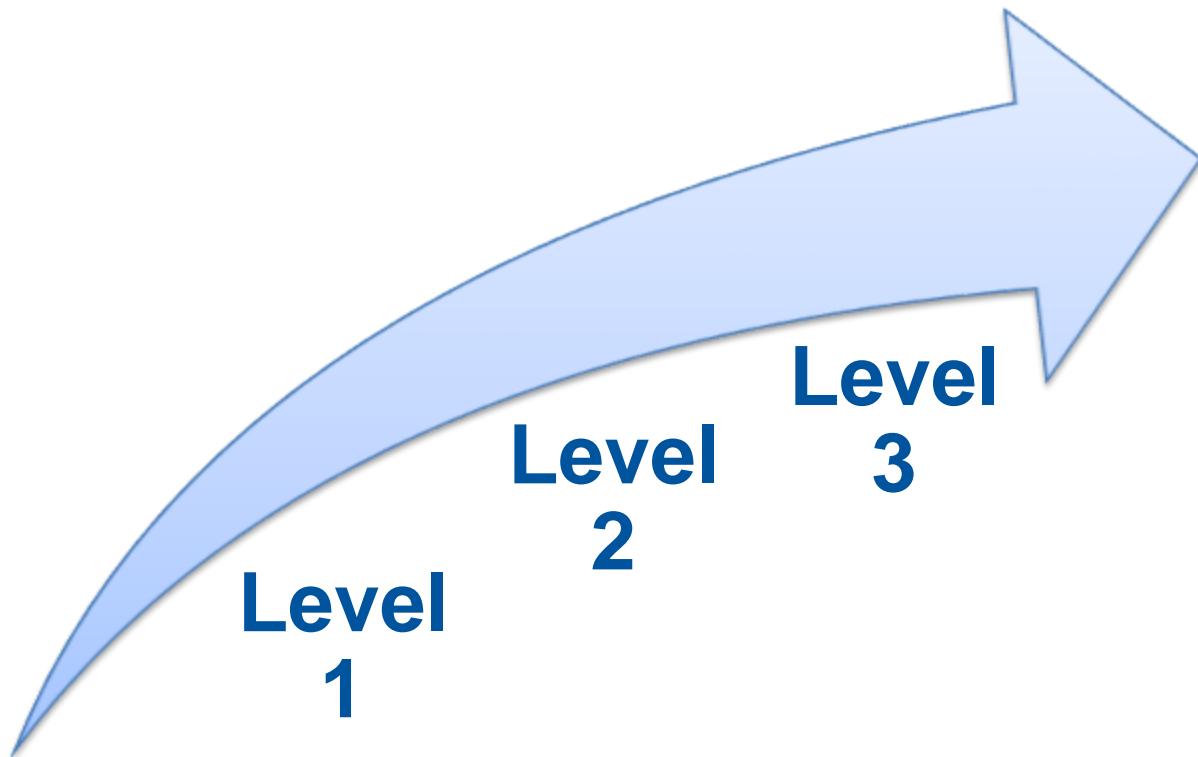
EN = English DE = German EL = Greek ES = Spanish FR = French IT = Italian JA = Japanese
KO = Korean NL = Dutch PL = Polish PT = Portuguese RU = Russian TZH = Trad. Chinese ZH = Chinese

Roadmap to Success

Level One - courses are designed for participants who are new to Sensormatic Solutions and provide fundamental overviews of our company, our technologies, and solutions.

Level Two - courses are designed for sales and technical associates as well as our Channel Partners who represent or support our products and solutions.

Level Three - courses contain advanced product and solution training and are certification courses for our sales, technical associates, and Channel Partners. These courses are instructor-led and available at our regional training facilities. To schedule an instructor-led class, please contact your regional training representative.



Finding our Courses in the JCI Learning Center

The courses in the Training Catalog are organized by and displayed under curriculums they belong to. Curriculums, which are listed in **bold**, may include a single course or a number of courses in one or several different languages.

Here's a sample page from the catalog:

Curriculum name

Languages available within the curriculum

SMaaS Sales Training			
SMaaS Overview	EN, ES, PT, ZH	1	
SMaaS Network and Integration	EN, ES, PT, ZH	2	
SMaaS Sales Training	EN, ES, PT, ZH	2	

Courses within the Curriculum

How to search for curriculums and courses in the LMS?

To search for any courses within the curriculum, either type in the name of the course or the name of the curriculum in the search field in the LMS. See the example below:

Type in the name of the curriculum

























SHOWING 20 OF 840 RESULTS FOR "SMAAS SALES"

Click the curriculum title

Courses within the curriculum will display here.

Loss Prevention

Technical Training

CURRICULUM NAME	LANGUAGES	LEVEL	FORMAT
Basic EAS			
EAS Primer for New Technicians	EN	1	
Networking 101	EN	1	
Deactivation			
AMB1200 Technical Training			
AMB1200 Service and Installation	EN, ES, ZH, FR, DE, IT	2	
AMB1200AM Update Service and Installation	EN, ES, ZH, FR, DE, IT	2	
AMB1220A Installation Video	EN	2	
AMB 1220-A Plus Adapter Kit	EN	2	
AMB2011 Service and Installation	EN, ES, ZH, FR, DE, IT	2	
AMB-9010-IPS (Internal Power Supply) Installation and Service Training	EN, FR, IT, DE, ZH, ES	2	
AMB5277A Installation (Into NCR7877 RealScan)	EN	2	
AMB5470 Installation (Into Zebra MP7000)	EN	2	
AMB5194 Low Inductance Deactivator Installation	EN	2	
AMB5290 Installation	EN	2	
ZK8178 Boot Deactivator Assembly	EN	2	
AMB 5212 Service and Installation	EN	2	
AMB 5212 Installation Video	EN	2	
AMB-5279 Technical Training	EN	2	
AMB 5279 Installation Video	EN	2	
AMB 5410 Service and Installation Training	EN	2	
AMB 5410 Installation Video	EN	2	
AMB 5120 Service and Installation	EN	2	
AMB 5120 Installation Video	EN	2	
Mobile Handheld Deactivator Technical Training			
Sync AP Technical Training	EN	2	
MT2070 Mobile Handheld Deactivator	EN	2	
DS6878 Mobile Handheld Deactivator	EN	2	



Web Based Training on LMS



Online Webinar




Instructor Led Class










Video

CURRICULUM NAME	LANGUAGES	LEVEL	FORMAT
Deactivator Installation Certification	EN	3	
Inditex Self-Checkout Installation	EN	2	

Detachers

MKAMK1000 Detacher Installation and Service	EN	2	
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Essentials

UltraPost 6 Technical Training	EN, ES, ZH, TZH, KO, JA, DE, IT, FR, NL, RU, EL, PT	2	
UltraPost Custom Ad Panel Kit Installation	EN	2	
AMS1140/AMS1150 Technical Training			
AMS1140 Installation and Service	EN, ES, IT, ZH	2	
AMS1150 Installation and Service	EN, ZH, TZH, FR, DE, JA, ES, EL, IT, KO, PT, RU, PL	2	
AMS1150 Split Installation and Service	EN, ZH, TZH, FR, DE, JA, ES, EL, IT, KO, PT, RU	2	
Ultra 1.8 Technical Training	EN, PT	2	
Ultra 1.8m Acrylic Pedestal Technical Training	EN	2	
Ultra 1.5m Technical Training	EN	2	
Ultra Series Technical Training	EN	3	
UltraPost 6 Installation and Service Training	EN, ES, ZH, PT, FR	3	

ProMax

AMS 9040 Controller Installation and Services Training	EN	2	
ProMax 5 Pedestal System	EN	2	
Digital DoorMax 4A Technical Training Webinar Update	EN	2	
AMS9040 Technical Certification	EN	3	

Shrink Management as a Service (SMaaS)

SMaaS Technical Configuration	EN, ES, ZH, PT, FR, JA, DE	2	
Wireless Device Manager Technical Training			
WDM – Introduction and Site Survey	EN	2	
WDM – Commissioning and Installation	EN	2	
WDM – Advanced Settings	EN, ES, ZH, PT, FR, JA, DE	2	
WDM and SMaaS Technical Certification	EN, ZH, FR	3	



Web Based Training on LMS



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Video

Synergy Series

CURRICULUM NAME	LANGUAGES	LEVEL	FORMAT
Synergy Series Technical Training			
Synergy Series Technical Training Overview	EN, ES, FR, DE, ZH	2	
Synergy Series Antenna Installation	EN, ES, FR, DE, ZH	2	
Synergy Series Enhanced Back Field Reduction	EN, ES, FR, DE, ZH	2	
Traffic Flow counting with Synergy	EN, ES, FR, DE, ZH	2	
Synergy Series Metal Foil Detection	EN, ES, FR, DE, ZH	2	
ZS1170 for Synergy Installation and Configuration	EN, ES, FR, DE, ZH	2	
ZS1190 Synergy Acrylic Pedestal Installation	EN	2	
Synergy Network Card Technical Training	EN, ES, FR, DE, ZH	2	
Synergy RFID Retrofit Kit Installation	EN, ES, FR, DE, ZH	2	
Synergy Camera Installation	EN	2	
AMS-9060 Installation and Service Training	EN, ES, FR, DE, ZH	2	
Synergy Customer Service Response Center Training	EN	3	
Synergy Remote Diagnostics Certification	EN	3	
Synergy Installation Certification	EN, ES, FR, PT, ZH	3	
RFID Overhead EAS Technical Training			
RFID Overhead EAS System Installation	EN	2	
RFID Overhead EAS System Device Configuration	EN	2	
RFID Overhead EAS System Diagnostics/ Validation	EN	2	
RFID Overhead EAS System Technical Certification	EN, ES, FR, ZH	3	 

System Phasing

Phasing Tool	EN	2	
Synchronization using the Phasing Tool	EN	3	

UltraExit

UltraExit 9050 Service and Installation Training for Technicians	EN, ES, ZH, TZH, KO, JA, DE, IT, EL, FR, PT, PO, EL, RU	2	
UltraExit 9050 Directional Alarms Product Training	EN, ES, ZH, TZH, KO, JA, DE, IT, EL, FR, PT, PO, EL, RU	2	
AMS 9050 Integrated Traffic Flow Product Training	EN, ES, ZH, TZH, KO, JA, DE, IT, EL, FR, PT, PO, EL, RU	2	
AMC7000/7010 Metal Foil Detection System Product Training	EN, ES, ZH, TZH, KO, JA, DE, IT, EL, FR, PT, PO, EL, RU	2	



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Concealed Systems Technical Training

CURRICULUM NAME	LANGUAGES	LEVEL	FORMAT
Concealed System Technical Training			
Concealed Systems Overview	EN, ES, PT	1	
2020-A	EN, ES, PT	2	
Site Survey Kit	EN, PT	1	
3004-A Technical Training	EN, PT, ES	2	
3004A Installation Video	EN	2	
3030A and 3031A Technical Training	EN, PT	2	
3030A Installation Video	EN	2	
Loop Systems Technical Certification	EN	3	



Web Based Training on LMS



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Video

Solution and Product Training

EAS

CURRICULUM NAME	LANGUAGES	LEVEL	FORMAT
EAS Solutions Overview	EN	1	
EAS Technologies	EN, ES, ZH	1	
EAS Basics			
Detection	EN, ES, ZH	1	
Deactivation	EN, ES, ZH	1	
Consumables	EN, ES, ZH	1	
Data Networking for Sales Professionals	EN, ES, FR, IT, PT, ZH	1	

Consumables

EAS Consumables Product Training	EN	2	
Visible Source Tag Recirculation Program	EN, ES, DE, IT	1	









Essentials

Essentials Product Training	EN, ES, ZH	2	
Essentials Detection	EN, ES, ZH	2	
Essentials Deactivation	EN, ES, ZH	2	
Essentials Tags and Labels	EN, ES, ZH	2	

Shrink Management as a Service (SMaaS)

SMaaS Product Training			
SMaaS Overview	EN, ES, PT, ZH	1	
SMaaS Network and Integration	EN, ES, PT, ZH	2	
SMaaS Product Training	EN, ES, PT, ZH	2	

Synergy

Synergy Series Product Training	EN	2	
Synergy Product Training	EN	2	
Pro-Max and Door-Max	EN	2	
Concealed Systems	EN	2	
Deactivators and Integrated Deactivators	EN	2	
Mobile Handheld Deactivator Training	EN	2	
RFID Overhead EAS System Training	EN	2	
EAS Solutions Product Certification	EN	3	



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Remote Diagnostic Center Training

CURRICULUM NAME	LANGUAGES	LEVEL	FORMAT
SMaaS Setup Technical Training One	EN	1	

Customer Training

CURRICULUM NAME	LANGUAGES	LEVEL	FORMAT
Synergy Customer Training Guide	EN		
Mobile Handheld Deactivator	EN	1	
Customer Training Guide for Essentials	EN	1	

Additional Training

CURRICULUM NAME	LANGUAGES	LEVEL	FORMAT
Regulatory Compliance Training	EN	1	



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Video

Traffic Insights

Technical Training

CURRICULUM NAME	LANGUAGES	LEVEL	FORMAT
Networking 101	EN	1	
Brickstream			
BIC1100 Installation and Service	EN, DE, ES, TZH, ZH	2	
BIC2300 Basic Traffic Flow Installation and Service	EN, DE, EL, ES, FR, IT, JA, KO, NL, PL, PT, RU, TZH, ZHEN, DE, EL, ES, FR, IT, JA, KO, NL, PL, PT, RU, TZH, ZH	2	
BIC2300 Advanced Settings and Troubleshooting	EN, DE, EL, ES, FR, IT, JA, KO, NL, PL, PT, RU, TZH, ZH	2	
BIC1100/BIC2300 EAS Enhancements	EN	2	
BIC2300 and 1100 Full LDM	EN	2	
Xovis			
Xovis PC2 Sensor Installation and Configuration	EN, FR, IT, DE, ES, ZH	2	
Traffic Flow Sensor Installation Certification	EN	3	
Orbit 8			
Orbit 8 Training			
Orbit 8 Self-Provisioning	EN	2	
Orbit 8 Installation	EN	2	
Orbit 8 Calibration and Configuration Videos	EN	2	
Orbit 8 Training	EN	3	
Operations Portal			
Operations Portal Training			
Reference Data Flow	EN	2	
Site Setup in Operations Portal	EN	2	
Orbit 8 Calibration and Configuration Videos	EN	2	
Retrieving Data from the Device	EN	2	
Re-releasing Traffic to ShopperTrak Analytics	EN	2	
RCT Inbox CFG	EN	2	



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Solution and Product Training

CURRICULUM NAME	LANGUAGES	LEVEL	FORMAT
Data Networking for Sales Professionals	EN, ES, FR, IT, PT, ZH	1	
Selling Cloud Computing	EN	1	
ShopperTrak Traffic Basics	EN	1	
Traffic Data Benefits	EN	1	
Understanding Conversion	EN	1	
Traffic Trends	EN	1	
ShopperTrak Analytics for Retail	EN	2	
Introduction to ShopperTrak Analytics	EN	2	
Retail Organization Summary	EN	2	
Retail Site Traffic	EN	2	
Retail Visitor Behavior and Usage of Areas	EN	2	
Retail Sales and Conversion	EN	2	
Entrance Traffic Data	EN	2	
ShopperTrak Analytics for Malls	EN	2	
Introduction to ShopperTrak Analytics	EN	2	
Organization Summary	EN	2	
Site Traffic	EN	2	
Visitor Behavior	EN	2	
Usage of Areas	EN	2	
Entrance Traffic Data	EN	2	
Traffic Insights Solution Certification	EN	3	 



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

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Inventory Intelligence

Technical Training

CURRICULUM NAME	LANGUAGES	LEVEL	FORMAT
Networking 101	EN	1	
Introduction to RFID	EN	1	
TrueVUE Fixed Infrastructure			
IDTM2100 AM/RFID Hard Tag Overview	EN, DE, EL, ES, FR, IT, JA, KO, NL, PL, PT, RU, TZH, ZH	1	
IDKM1000/1010 Detacher Installation	EN, ES	2	
Zara Store Hardware Installation	EN, DE, ES, FR, IT	2	
IDA3100 Antenna Installation	EN	2	
RFID Quad Patch Antenna Overview	EN	2	
Transition/Receiving Door Installation	EN	2	
Synergy RFID Infrastructure Installation Certification	EN, ES, FR, PT, ZH	3	
Zara Store Hardware Installation Certification	EN, ES, FR, PT, ZH	3	
Fitting Room 360 Technical Certification	EN, ES, FR, ZH	3	 
Inventory Mobile Device Infrastructure			
RFID Link Item	EN	1	
RFID Write Tag	EN	1	
BlueBird RFR900 RFID Sled Overview	EN	2	
Zebra RFD8500 RFID Sled Installation	EN	2	
TrueVUE Software Installation			
Installing TrueVUE Software	EN	2	
TrueVUE Software Installation Certification	EN	3	
TrueVUE Express Technical Certification	EN, ES, FR, PT, ZH	3	



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Solution and Product Training

CURRICULUM NAME	LANGUAGES	LEVEL	FORMAT
Data Networking for Sales Professionals	EN, ES, FR, IT, PT, ZH	1	
Introduction to RFID	EN	1	
Selling Cloud Computing	EN	1	
TrueVUE On-Premise Training	EN	2	
TrueVUE Overview	EN	2	
On-Floor Visibility	EN	2	
Fitting Room 360	EN	2	
Display Execution	EN	2	
Value of Professional Services	EN	2	
TrueVUE Inventory Intelligence Solution Certification	EN	3	
TrueVUE Express Product Certification	EN, ES, FR, PT, ZH	3	

Customer Training

CURRICULUMNAME	LANGUAGES	LEVEL	FORMAT
Cycle Counting Best Practices	EN	1	
Zebra RFD8500 RFID Handheld Training	EN	1	
BlueBird RFR900 RFID Sled Overview	EN	1	
Adding Stores to TrueVUE using Setup Express	EN	1	
Using TrueVUE Express for Inventory	EN	1	
Testing the Synergy RFID System	EN	1	



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OUR

vision

**We are committed to providing learning that matters
by training employees and customers to create a culture
of excellence and superior job performance.**

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