

# SYNECTICS



SYNERGY TRAINING COURSES

# WELCOME

At Synectics, we offer a range of Synergy courses covering engineer, supervisor/manager, and operator training.

Our CPD-certified training courses can be held in our Sheffield-based training suite, on-site or remotely for a maximum of six delegates per course.



Will Carr  
Technical Trainer



# OPERATOR TRAINING

This half day course provides operators with the training they need to effectively and efficiently use Synergy. Once completed, delegates will be able to use the features and functionality needed in their day-to-day role.

## COURSE OUTLINE

- System components
- Screen layout
- Mapping
- Live video
- PTZ camera control
- Recorded video
- Capturing stills
- Incident creation



## LEARNING OUTCOMES

By the end of this course you will be able to:

- Understand all system components and functions
- Use various methods to select cameras
- Select up to 16 cameras to view – live or recorded
- Understand the mapping scheme
- Go back in time to review recordings
- Use Investigation Mode
- Create exported footage clips
- Create stills for inclusion on Synergy Incidents



Sheffield Training Centre, remote or on-site



0.5 days



Maximum of six

# SUPERVISOR / MANAGER TRAINING

This course provides supervisors and managers with the training needed to get the most from their Synergy system. Once completed, delegates will be familiar with the advanced features within Synergy to optimise operator efficiency and provide detailed management reporting.

## COURSE OUTLINE

- Incident exporting
- Bulk upload
- Device groups
- User groups and permissions
- Creating Users
- Customising the Synergy desktop
- Monitor sequences
- Presets and tours
- Patrols
- Intro to writing macros
- Handover notes
- Reports



## LEARNING OUTCOMES

By the end of this course you will be able to:

- Create and export bulk uploads
- Use device groups to find the right camera faster
- Manage Synergy users
- Customise the Synergy desktop
- Create named presets for PTZ cameras
- Create monitor sequences for 24/7 monitoring
- Create Macros for rapid search for example
- Use handover notes to make shift handovers more efficient
- Make effective use of reports



Sheffield Training Centre, remote or on-site



1 day



Maximum of six

# CERTIFIED ENGINEERING COURSE

This four-day course covers the full range of installation, configuration, operation and maintenance tasks relating to the Synergy platform. Once completed, delegates will be able to use the features and functions of the Synergy platform and understand the core system architecture and design considerations.

## COURSE OUTLINE

- Core product overview
- System architecture
- System and network design considerations
- System configuration
- Alarms
- System automation and responses
- System status and reporting
- System maintenance and support
- Create macros and workflows
- Configure the mapping system



**Certified for 3 years**

## LEARNING OUTCOMES

By the end of this course you will be able to:

- Configure live and recorded video, as well as playback options and camera control
- Create user and device groups to grant appropriate permissions and access to specific features and functionality
- Set up alarms and system automation for basic notifications and cause-and-effect
- Configure system elements and tailor parts of the system to suit an installation
- Modify cameras and recording setup to update and maintain the system
- Undertake essential maintenance and troubleshooting tasks



Sheffield Training Centre, remote or on-site



4 days



Maximum of six

# OUR SERVICES

Synectics offers a comprehensive range of services, providing customers with the tools they need to maximize what their solution can offer.

For example, our in-depth training courses can be tailored to your specific solution, while our knowledgeable technical staff can assist in the design of your surveillance system to ensure that it meets your exact needs. Our experts are on hand at every step of your project journey.

## PROJECT MANAGEMENT



We provide a complete project management and engineering service, including documentation pack production and systems testing. This service can be augmented by further services such as system configuration, FATs, and IFATs.

## SYSTEM DESIGN AND CONSULTATION



Synectics' experts are on hand to provide design and consultation services to develop solutions that meet your exact site requirements. This can be carried out at any stage in a project, from initial design stage through to RFQ.

## FACTORY ACCEPTANCE TESTING



Every Synectics solution undergoes comprehensive Factory Acceptance Testing (FAT), which can be witnessed by a customer or a third-party inspector, and is only dispatched when a customer is completely happy.

## COMMISSIONING



Our highly skilled teams of engineers ensure complex project requirements are met, and our solutions deliver optimum performance from day one. This includes installation supervision, site acceptance testing (SAT), and multiple options for on-site engineering support.

## MAINTENANCE & SOFTWARE SUPPORT



In addition to basic support options, our software support contracts offer a variety of benefits, including priority access to online and telephone support, enhanced response times for support tickets, and scheduled preventative maintenance visits and system checks.

## REPAIRS AND RMA



We have the capability to repair equipment down to component level in-house.

We can repair or replace the necessary equipment and quickly return your system to full operation.

## Synectics

[sales@synecticsglobal.com](mailto:sales@synecticsglobal.com)

[synecticsglobal.com](http://synecticsglobal.com)

Specifications subject to change. E & OE.

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