

Verifone[®]

Training Partner

Ruby-Sapphire-Topaz

VASC Classroom Certification

Registration Information

Cortland Pump and Equipment

2017

Registration Information

GENERAL INFORMATION

The objective of this course is to enable service technicians to become certified on the Ruby, Sapphire and Topaz terminals in order to complete new installations, warranty and repair work and perform software upgrades.

- Prior to registering for the Ruby/Sapphire/Topaz VASC Classroom Certification program students must have successfully completed the Ruby/Sapphire/Topaz VASC Pre-Course Certification. Information regarding this program can be found on VeriFone s Premier Portal.
- The Ruby/Sapphire/Topaz VASC Pre-Course must be completed within 90 days of the VASC attending the classroom certification. Should a student not attend class within 90 days of completing the pre-course exam, the pre-course must be purchased again at full price and the student will need to pass the pre-course exam again prior to attending class.
- The Ruby/Sapphire/Topaz VASC Classroom Certification is 5 days in length; 4 days of classroom training and 1 day for the certification exam. Each day will include 2 short breaks and a lunch break.
- On the first day of the Ruby/Sapphire/Topaz VASC Classroom Certification, the student will be given an entrance exam. Should the student fail the test with less than a 60%, the student s service manager will be notified.
- Concepts delivered in pre-course are expanded upon in class. As a result, students will need to study the pre-course materials heavily, it is expected that students know the pre-course material prior to attending class.
- All classes and documentation are in English.
- Cancellations made 15-30 days before class will result in the option to reschedule or the tuition will be credited to your account. **Cancellations (or rescheduling) made 14 days or less in advance of class date will result in forfeiture of tuition.**
- Please remember all expenses, including hotel, meals, and transportation are the responsibility of the attending student.
- After each day of school it is the technician s responsibility to contact their supervisor or manager to discuss the day s events and practice test scores. If an instructor observes the technician is performing below the standard or if the instructor feels the school is beyond the technician s comprehension the instructor has the right to call the supervisor or manager to advise the student not continue with the training.

REGISTRATION

To register for the Ruby/Sapphire/Topaz VASC Classroom Certification simply complete the Student Information Form *and* the Order Form and fax to the appropriate VeriFone Training Center.

Registrations will be processed within 3 business days. A confirmation letter will be sent to the student and manager when the registration has been completed. Confirmation letters are only sent when the class has at least 4 students set to attend. Classes that do not meet the minimum number of students will be cancelled and any students that were scheduled to attend will be advised of the cancellation. **Travel arrangements should not be made until a confirmation letter has been received.**

NOTE: Prior to registering for the Ruby/Sapphire/Topaz VASC Classroom Certification program students must have successfully completed the Ruby/Sapphire/Topaz VASC Pre-Course Certification within the last 90 days. Information regarding this program can be found on VeriFone's Premier Portal.

REQUIRED MATERIALS

Minimum Hardware Requirements (Laptop Computer)

1 Giga-Hertz (GHz) 32-bit (x86) processor or 1-GHz 64-bit (x64) processor

1 GB of Ram

5 GB Available HDD Space

DVD R/W optical drive

External Mouse (strongly encouraged)

Functional Ethernet Port

9-Pin serial port, **MALE** connection

Built-in Serial Port

USB to Serial Converter

PCMIA Serial Card

Express Card (SYBA SD EXP15010 recommended)

Students must have a correctly configured and working serial communications device

PRIOR to attending Ruby/Sapphire/Topaz VASC Classroom Certification **NOTE: Many laptops are no longer manufactured with a 9-Pin serial port. Should this be the case there are several options, including:**

- USB to Serial Converter
- PCMIA Serial Card
- Express Card (SYBA SD EXP15010 recommended)

Students must have a correctly configured and working serial communications device PRIOR to attending Sapphire/Topaz VASC Classroom Certification

Software Requirements

REQUIRED Software

Please ensure the following programs have been installed on the student's laptop PRIOR to attending training. Zipped files simply copied to the laptop hard drive ARE NOT installed.

Supported Operation Systems

- Windows Vista Business
- Windows Vista Ultimate
- Windows 7 Pro
- Windows 7 Ultimate

Internet Explorer, IE 11 or higher

- Other browsers not supported for SMS usage

Acrobat Reader, v6.0 or higher

- Acrobat Reader is a free program that can be downloaded at adobe.com. This program is needed when displaying and viewing Verifone documentation.

Terminal Emulator

- HyperTerminal
- PuTTY is a freeware program that can be downloaded from the internet.
- Please ensure one of these is on the service laptop prior to attending school.
 - Verifone Router Configuration Utility
- Download the latest version from the Premier Portal under **Connect > Petro Downloads > PC Based Applications.**

Gemstall

- Gemstall is downloaded from Premier Portal under **Connect > Petro Downloads > PC Based Applications.**
- Gemstall v2.52 will only operate on Windows 32-bit operating systems. It is recommended to download the latest Gemstall version prior to attending class.

Gemcom32

- Downloaded from Premier Portal under **Connect > Petro Downloads > PC Based Applications**

JAVA

- Java is a free program that can be downloaded from Java.com
- Check the release notes for Gemcom32 to find out what version is required. The release notes are found in the same location as the Gemcom32 download.

Backup and Restore Utility

NOTE: It is the responsibility of the attending technician to ensure the laptop is in good working order and functioning properly. This includes all software listed above and any peripheral equipment. *If a technician attends school with faulty equipment (i.e. faulty monitors, keyboards, mouse, incorrect settings, etc.), VeriFone has the right to refuse instruction.*

What To Bring To Class

When students attend the Ruby/Sapphire/Topaz VASC Classroom Certification they **must** bring the following:

Laptop

The laptop MUST conform to the above requirements and MUST have all the above listed programs fully installed PRIOR to attendance

RUBY/SAPPHIRE/TOPAZ VASC CLASSROOM CERTIFICATION SCHEDULE January – December 2017

March 27 th thru 31 st
May 22 nd thru 26 th
July 10 th thru 14 th
September 18 th thru 22 nd

The above schedule is for the Sapphire/Topaz VASC Classroom Certification Schools located at **Cortland Pump and Equipment, 45 Mushroom Blvd. Rochester, NY 14623**

For a complete list of all Ruby/Sapphire/Topaz VASC Classroom Certification Schools please refer to the Premier Portal (<http://Premier.Verifone.com>). In the **Learn** section under **Petro Training Information** you will find a link for 2017 Ruby-Sapphire-Topaz VASC School Schedule – Master List.

All technicians must successfully complete the Ruby/Sapphire/Topaz VASC Pre-Course Certification **PRIOR** to registering for the Ruby/Sapphire/Topaz VASC Classroom Certification.

Ruby Sapphire Topaz Class Outline

Day One

- Ruby/Sapphire/Topaz VASC Entrance Exam
- Gemcom32/Backup & Restore Utility (Ruby)
- Sapphire GemPro Software Installation Review
- Ruby Only Configurations & Navigation Review
- Ruby Software Installation Review
- Sapphire NewPro Software Installation Review
- Ruby/Sapphire/HPV-20 Connectivity & Communications
- Practice Exercises

Day Two

- Morning Quiz & Review
- VeriFone Routing Requirements & Router Configuration
- GemCom32/Back-up & Restore Utility (Sapphire)
- Sapphire V910 /Smart Fuel Controller Installations
- Software Application Upgrades (GemPro)
- Software Review Fuel/DCR/Network/Registration
- Sapphire Management Suite Review
- Practice Exercises

Day Three

- Morning Quiz & Review
- Ruby Hardware Troubleshooting
- Sapphire Hardware Troubleshooting
- Topaz Hardware Review
- Topaz Software Installation Review
- Topaz/Sapphire Connectivity
- Topaz Diagnostics & Hardware Troubleshooting
- SMS Configuration Manager Topaz Specific
- Topaz Operations Review
- Practice Exercises

Day Four

- Morning Quiz & Review
- Peripheral Integration & Troubleshooting
- Advanced Router Configuration & Sapphire Remote Connectivity
- Installation Best Practices & Service Considerations
- Information Resources & Support Review
- Practice Exam & Review

Day Five

- Final Exam (Ruby/Sapphire/Topaz)
- V910 Online Exam

Attn: Training Administrator

Fax To: 585-340-6076

STUDENT INFORMATION FORM

Please use one form for each student

Date of School you wish to attend: _____

Student Information:

Name:

Phone:

E-mail Address:

Special Needs or Other Comments:

Company Information:

Name:

Street Address:

Phone:

City or Province:

State:

Zip:

Country:

Manager's Information:

Name:

Phone:

E-Mail Address:

Have questions about your registration?

Call our Training Center at: 585-340-6066 or e-mail us at: jimm@cortpump.com

ORDER FORM

1. Please complete the **entire** form.

2. This order will be entered in accordance with the prices, terms, delivery method, and specifications listed below.

Payment is required in full prior to attending class

QTY	PART NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
	999-PCS-40059	Ruby/Sapphire/Topaz VASC Classroom Certification <i>Required for each student</i>	\$1900.00	\$
			Total:	\$

BILL TO: All Training costs must be paid prior to attending class

Company:

Street Address:

City:

State:

Zip:

Phone:

Purchase Order #:

Date:

Order Authorized By Signature Required):