



Commander: Site Controller

VASC Classroom Certification

Cortland Pump and Equipment  
Registration Information

2018

## GENERAL INFORMATION

The objective of this course is to enable service technicians to become certified on the Commander: Site Controller solution in order to complete new installations, warranty and repair work and perform software upgrades.

- Prior to registering for the Commander: Site Controller VASC Classroom Certification program students must have successfully completed the Commander: Site Controller VASC Pre-Course Certification. This packet will allow the user to register for the classroom certification only.
- The Commander: Site Controller Pre-Course may be registered for on VeriFone's Premier Portal. The registration link is found under the Learn tab and Register for Training link. Alternatively, you may fill the packet manually and fax your request. The packet is located under Learn and Petro Training Information.
- The Commander: Site Controller VASC Pre-Course must be completed within 90 days of the VASC attending the classroom certification. Should a student not attend class within 120 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 Commander: Site Controller VASC Classroom Certification is 4 days in length; 3 days of classroom training and 1 day for the certification exam. Each day will include 2 short breaks and a lunch break.
- 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.

## **REQUIRED Hardware**

### **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
- External Mouse (strongly encouraged)
- Functional Ethernet Port
- 9-Pin serial port, **MALE** connection
  - Built-in Serial Port
  - USB to Serial Converter
  - PCMCIA Serial Card
  - Express Card (SYBA SD EXP15010 recommended)

***Students must have a correctly configured and working serial communications device PRIOR to attending Commander: Site Controller VASC Classroom Certification***

### **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
- Windows 10

#### Internet Explorer, IE 11 or higher

- o Other browsers not supported for SMS usage

#### Acrobat Reader, v6.0 or higher

- o 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

- o HyperTerminal
- o PuTTY is a freeware program that can be downloaded from the internet.
- o Please ensure one of these is on the service laptop prior to attending school.

#### Verifone Router Configuration Utility

- o Download the latest version from the Premier Portal under **Connect > Petro Downloads > PC Based Applications.**

#### JAVA

- o Java is a free program that can be downloaded from Java.com
- o 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

- o The download can be obtained from Premier Portal > **Connect > Petro Downloads > Sapphire > Sapphire Utilities.**
- o Follow the instructions for the Backup and Restore Utility guide in the same section for instructions about the installation.

***Please ensure the student has downloaded and installed (unzipped) the most current copy of the VASC Service Manual. Commander: Site Controller VASC Classroom Certification***

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.

What To

## **REGISTRATION**

To register for the Commander: Site Controller VASC Classroom Certification simply complete the Student Information Form and the Order Form and fax to 585-340-6076.

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.

**Travel arrangements should not be made until a confirmation letter has been received.**

**NOTE: Prior to registering for the Commander: Site Controller VASC Classroom Certification program students must have successfully completed the Commander Pre-Course Certification within the last 90 days.**

### **Commander: Site Controller VASC CLASSROOM CERTIFICATION SCHEDULE 2018**

March 20 <sup>th</sup> thru March 23 <sup>rd</sup>
April 24 <sup>th</sup> thru April 27 <sup>th</sup>
June 5 <sup>th</sup> thru June 8 <sup>th</sup>
August 14 <sup>th</sup> thru August 17 <sup>th</sup>
October 23 <sup>rd</sup> thru October 26 <sup>th</sup>
December 4 <sup>th</sup> thru December 7 <sup>th</sup>

The above schedule is for the Commander: Site Controller VASC classroom certification schools located at the VeriFone Training Center located in **Rochester, NY**

**The Commander: Site Controller VASC classroom certification will certify the technician on Commander, Ruby2 and Topaz. It does not certify the technician on Ruby or Sapphire POS.**

A complete listing of Commander: Site Controller VASC certification schools are located on VeriFone's Premier Portal (<http://Premier.VeriFone.com>), within the **Learn** section and the **Petro Training Information** link, you will find a link for "2018 Commander: Site Controller VASC School Schedule – Master List".

**Fax to : 585-340-6076 Att: Jim MacDonald or Michael Hines**

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**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@cotrpump.com](mailto:jimm@cotrpump.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.

QTY	PART NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
		Commander: Site Controller VASC Classroom Certification <i>Required for each student</i>	1800.00	\$
			<b>Total:</b>	\$

**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): \_\_\_\_\_

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