



Sapphire/Topaz VASC Classroom Certification



Registration Information

Sapphire/Topaz VASC Classroom Certification

GENERAL INFORMATION

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

- Prior to registering for the Sapphire/Topaz VASC Classroom Certification program students must have successfully completed the Sapphire/Topaz VASC Pre-Course Certification. Information regarding this program can be found on VeriFone's premier portal.
- Sapphire/Topaz VASC Classroom Certification is 6 days in length; 5 days of 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 Sapphire/Topaz VASC Classroom Certification, the student will be given a Sapphire/Topaz VASC Entrance Exam. Should they fail this test it will be recommended the student not stay for the remainder of the week. Tuition will be forfeited. It is *strongly* recommended the attending technician review the Sapphire/Topaz VASC Pre-Course Certification modules no more than 3 days prior to attending the Classroom Certification.
- 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 Sapphire/Topaz VASC Classroom Certification simply complete the Student Information Form *and* the Order Form and fax to Teri Watson at (210) 507-0960.

We will process the registration within 5 business days. A confirmation letter will be sent to the student and manager when the registration has been completed.

NOTE: *Prior to registering for the Sapphire/Topaz VASC Classroom Certification program students must have successfully completed the Sapphire/Topaz VASC Pre-Course Certification. Information regarding this program can be found on VeriFone's premier portal.*

NOTE: *DO NOT make travel arrangements until a confirmation letter has been received.*

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REQUIRED MATERIALS

Minimum Hardware Requirements (Laptop Computer)

- Pentium II, 450 MHz
- 128 MB of RAM or more
- 1.0 gig hard Drive or larger
- CD-Rom
- 9-Pin serial port, **MALE** connection

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

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

- 25-Pin parallel port or USB port (for Topaz Manager HASP key)
- Mouse (external-option, but much easier to move around)
- At least 500 MB of hard drive space
- Ethernet Port

Software Requirements

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 DOES NOT constitute as installed.

- Windows 2000, XP, or Vista
- Microsoft Internet Explorer, v6.0 or higher
 - **NOTE: Other Internet Browsers (Firefox, Netscape, etc.) are not compatible with VeriFone required applications.**
 - **NOTE: Internet Explorer must be a "clean" installation. Some Providers (such as AOL and CompuServe) and Browser Helpers and Add-Ins will hijack browser operations and prevent the application from loading and/or functioning properly.**
- Acrobat Reader, v6.0 or higher
- WinZip
- GemStall v2.52
- Backup/Restore Utility
- GemCom32

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Please ensure the student has downloaded and installed (unzipped) the most current copy of the VASC Service Manual.

- Any changes needed to the VASC Service Manual are published to VeriFone's premier portal on the first Monday of each month. The version of the VASC Service Manual is located on the homepage, upper left hand side above the hyperlinks. The format is: **YY.MM.DD**

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. In the past we have had participants attend school with faulty monitors, keyboards, peripherals, and incorrect start-up settings and Ethernet configurations. It is not the responsibility of VeriFone to configure, correct, or repair the technician's devices/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 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.***
 - VASC Service Manual – **most current copy**

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SAPPHIRE/TOPAZ VASC CLASSROOM CERTIFICATION SCHEDULE January – December 2010

Class Date	
February	22 through 27
April	19 through 24
June	14 through 19
August	9 through 14
October	11 through 16
December	6 through 11

Other classes may be scheduled if enough interest is exhibited. We can also offer remote training classes at you facilities. Contact Marcus Shelton at 817-528-3750 or e-mail at vasctraining@upump.com for more details.

The above schedule is for the Sapphire/Topaz VASC Classroom Certification Schools located at:
United Pump Supply
721 N. Great Southwest Parkway
Arlington, TX 76011
Office: (817) 530 - 1917
Training: (210) 507-0875

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

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Class Outline

Day One

- Sapphire/Topaz VASC Entrance Exam
- Sapphire Hardware
- CPU6 Upgrade
- GemPro Software Installation and Configuration/Trouble-shooting
- NewPro Software Installation and Configuration/Trouble-shooting
- Gemcom32/Backup & Restore Utility (Ruby)
- Practice Exercises

Day Two

- Morning Quiz
- Review
- Basics of Ethernet Communications
- VFI Router Configuration and Connectivity
- VeriFone Routing Requirements
- Ruby/Sapphire/HPV-20 Connectivity & Communications
- GemCom32/Back-up & Restore Utility (Sapphire)
- PA/PCI-DSS Overview and Merchant/VASC Impact Discussion
- Practice Exercises

Day Three

- Morning Quiz
- Review
- Sapphire Management Suite (SMS) – Overview
- Sapphire Management Suite (SMS) – Configuration Manager
- Sapphire Management Suite (SMS) – Advanced Programming
- Practice Exercises

Day Four

- Morning Quiz
- Review
- Topaz Hardware
- Topaz Software Installation
- Topaz/Sapphire Connectivity
- Topaz Diagnostics/Troubleshooting
- SMS Configuration Manager – Topaz Specific
- Topaz Fundamentals and Basics
- Topaz Sales and Operations
- Practice Exercises

Day Five

- Morning Quiz
- Review
- Journal Browser
- Transaction Viewer
- Report Navigator
- Advanced Router Configuration & Sapphire Remote Connectivity
- Installation & Service Considerations
- System Backup and Restore – HPV-20
- Practice Exam

Day Six

- Sapphire/Topaz VASC Certification Exam

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Attn: Teri Watson

Fax To: 210-507-0875

STUDENT INFORMATION FORM

Please use one form for each student

Date of School you wish to attend: _____

VASC Certification Number: _____

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:

Administration Use:

1. Entered into InfoTrax on: _____
2. E-Mailed Notification to Student on: _____
3. Entered into VeriOrder on: _____
4. Entered into BroadVision on: _____
5. Copy given to Sales Support on: _____

Have questions about your registration?

Call our Training Center at: 210-507-0875 or e-mail us at: vasctraining@upump.com

ORDER FORM

1. Please complete the entire form.

Published Date: 01/01/10

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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
		Sapphire/Topaz VASC Classroom Certification <i>Required for each student</i>	\$1,500.00	
			Total:	

BILL TO:

Company:			
Street Address:			
City:		State:	Zip:
Phone:			
Purchase Order #:			
Date:			

Order Authorized By (Signature Required):