

New Hire Training Outline

Draft — built fast, needs review/trimming.

1. The Products

- Overview of the Finmon product line: Comon, Telemon, Cenmon, Dualmon, mi8/64, miPanic
- What each product actually does and where it's used (which panel types, which install scenarios)
- Physical hardware basics: what a unit looks like, serial cable colour coding (grey/red/pink), power requirements

2. Contact ID & Signal Fundamentals

(Enough theory to make the portal/app/panel sections make sense, not a standalone deep-dive)

- What Contact ID (CID) is, how a signal flows panel → radio → control room
- Account codes, partitions, open/close reporting
- Common event codes reps will see (panic, burglary, tamper, AC failure, opens/closes)

3. Support Process

- Ticket handling expectations
- What gets tracked (tickets by rep/customer/type)
- Loop back after a few weeks to see which ticket categories keep showing up — that's the signal for what training gaps actually matter

4. Getting Units Working on Various Panels

Walk through panel-specific programming, one section per brand (from the GSM Communicator Programming Manual):

- Caddx (Standard, NX)
- DSC (Generic, Neo)
- IDS (805, 806, 816, X64)
- Paradox (1738, MG5050/SP6000, Evo range)
- Texecom (412/816/832, MiAlarm mode)
- Orisec
- Risco
- Common install mistakes: leading zeros in account codes, forgetting to reboot after programming, wrong power source, connecting serial with panel powered up

5. Finmon Portal

- Logging in, navigating to a unit
- Looking up a unit's status, last dial-in, signal strength, assigned control room
- Using the portal as the first troubleshooting step before touching a panel
- Reading recent alarm/signal history for a unit
- What to check in the portal before escalating

6. App Training

- The mobile/companion app(s) — miAlarm, MiFinmon (whichever apply)
- App version requirements per panel type (this varies — flag it)
- Common app connection issues and fixes (remove/re-add panel, check user code, serial port setting)

7. Troubleshooting Checklist

- Panel not sending signals — universal checklist (power, serial, SIM, account code, dial attempts)
- Signals send once then stop
- Signal strength / antenna placement
- When to escalate vs resolve at first contact

8. Shadow/Practical Component

- Live walkthrough: portal lookup → app check → panel programming, on 2-3 common panel brands
 - Sit in on real support calls/tickets
 - First few tickets reviewed before closing solo
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