

Interface Field Operations Apprentice ONBOARDING ROADMAP

The objective of the onboarding program is to provide new hires with the tools and communication skills necessary to deliver the finest quality service to our Customers. At the same time, these skills will also enhance transactions with co-workers on a daily basis. At Interface, we want each employee to strive to earn each customer's trust and loyalty through the highest level of responsiveness. We offer a supportive and thorough Field Operations apprenticeship program to new hires with strong capability, continuing to strengthen our team and relentless customer service.


START

 **Learning Format:** Virtual Instructor Led & Interface U Lesson

Week 1: Building Your Core Knowledge

- First Aid
- Driver Safety
- Electrical Safety
- Wiring Installation
- Cable Types
- Intrusion Basic
- OHMS Laws
- Network Security Cameras
- Jobsite Safety
- DMP, OE, Yonyx registrations
- Interface Products & Service Overview


Week 2 Goal: The apprentice should develop proficiency in alarm systems, installation guides, equipment expectations, grounding, and network basics.

 **Learning Format:** Virtual Instructor Led/Interface U Lesson

Week 3: Open Eye Build, Portal, and Troubleshooting

- Open Eye Build Process/Portal/Troubleshooting/OWS

Week 4 Goal: The apprentice should develop proficiency in BoldNet Mobile setup, network configuration, intrusion issues, diagnostics, and battery safety procedures.


 **Learning Format:** Virtual Instructor Led/Interface U Lesson

Week 5: Mastering Alarm.com and DMP

- Alarm.com
- Alarm.com Integration
- DMP Integration Instructions
- DMP Troubleshooting
- DMP Virtual Keypad
- One View Edge
- Power Tool Uses
- AlarmNet Internet Connectivity
- Alarm.com & DMP Access & Intrusion

Week 6 Goal: The goal for Week 6 training is to provide the apprentice with hands-on experience in interactive systems, with a focus on reviewing and testing key components from previous weeks.


Week 1 Goal: The apprentice should learn about wiring, safety, electrical principals, troubleshooting, and familiarize themselves with Interface products and security technologies.

 **Learning Format:** Virtual Instructor Led/Interface U Lesson

Week 2 Training: Building Expertise in Field Operations

- Alarm.com
- DMP
- AlarmNet 360
- Installation Guides
- Multimeter V1.3
- Professionalism
- Vehicle & Inventory Expectations
- Basic Network Guides
- Yonyx Use
- Troubleshooting Video Systems
- Verify Earth Ground to the Panel


Week 3 Goal: The apprentice should gain a thorough understanding of the Open Eye build process, portal usage, troubleshooting techniques, and OWS.

 **Learning Format:** Virtual Instructor Led/Interface U Lesson

Week 4: BoldNet Mobile and Troubleshooting Fundamentals

- BoldNet Mobile- Quick Start Guide
- BoldNet Mobile Setup
- Network Configuration 101
- Troubleshooting Hands on Basics
- Troubleshooting Intrusion Alert Issues
- Safely Securing Panel Batteries and Disposal

Week 5 Goal: The apprentice should become proficient in Alarm.com and DMP systems, including access, integration, troubleshooting, and power tool applications.

 **Learning Format:** Virtual Instructor Led/Interface U Lesson


Week 6: Interactive

- Interactive Cabinet Overview
- IP7 Audio Zone
- IP7 FX Programming & Troubleshooting
- Two-Way Audio
- Audio Troubleshooting

Check out our Careers




Interface Field Operations Apprentice ONBOARDING ROADMAP Continued

 **LearningFormat:** Virtual Instructor Led/Interface U Lesson

Week 7: Hanwha, Video Systems, and Alarm Installations

- Setup A Hanwha Decoder & Encoder
- Video System Installation - Analog
- Video System Installation - IP
- Burglar Alarm Installation - DMP
- Burglar Alarm Installation - Honeywell

Week 8 Goal: The apprentice should master troubleshooting camera connectivity and audio, configuring access control, importing cameras, using web portals, and applying best practices for setup, installation, video export.

 **LearningFormat:** Virtual Instructor Led/Interface U Lesson

Week 9: Bosch Portal, Radionics, and Mac Mini Setup

- Mac Mini Setup
- Radionics
- Bosch Integration, Portal, & Troubleshooting


Week 7

Week 8

Week 9

Week 10

Week 7 Goal: The apprentice should develop proficiency in setting up Hanwha decoders and encoders, installing both analog and IP video systems, and installing burglar alarms for DMP and Honeywell systems.

 **LearningFormat:** Virtual Instructor Led/Interface U Lesson

Week 8: Advanced Camera and Access Control Systems

- Access Control & Alerts
- Adding Cameras via Import
- Web Portal Login Process
- Exporting Video
- LivePerson Agent Workspace
- Point Validation Process

Week 9 Goal: The apprentice should develop expertise in setting up Mac Mini, understanding Radionics, and troubleshooting Bosch integration and portal systems.

Week 10+ Goal: The goal for Week 10 and beyond is to gain practical field experience by working closely with a field technician mentor. Apprentices will apply learned skills in real-world scenarios, enhancing their technical abilities and problem-solving skills.

Check out
our Careers

