

Dear Value Added Resellers,

This communication is to inform you of some very important changes that we have recently made to our OnGuard Certification Program.

The Lenel VAR Technical Certification Program has been updated to revision 6.4

- The new Lenel VAR Certification Program includes information regarding new products that the technician/engineer will need to become certified in order to gain access to Lenel Technical Support commencing Q1 2011.
- We will sponsor two webcasts for VARs interested in learning about the new program, a brief Q&A session, and time to allow attendees to provide feedback on the update.

OnGuard 2010 6.4.500 Technology Update 1

- We have launched the OnGuard 2010 Technology Update 1 DL course for students who have successfully completed the initial 6.4.500 classroom and Distance Learning courses. Students will be required to complete a brief, web-based course lasting 30 minutes within the next 120 days of release. This course will describe the exciting new features introduced in the Technology Update, along with two new Elective Certification Courses for advanced features added to the Technology Update 1. For those who require this course to maintain your certification, you will be receiving an email describing how to register for this brief no-charge course.
- The OnGuard 2010 6.4.500 DL course will now include the Technology Update 1 features for students who have not yet attended the 6.4.500 DL course.

We are introducing several new courses in alignment with the new Certification Program. Certain new features added to OnGuard will require that the technician/engineer successfully complete the associated course to become certified on the feature. Course pre-requisites apply independently for each course. See our Global Education web site for more information.

These courses are:

- CR6100, DL6100 and EL6100 – NGP Security Series Hardware
- CR4400, DL4400 and EL4400 – SkyPoint Video
- CR5650, DL5650 and EL5650 – ILS Installation and Configuration

As the Certification Elective Courses are launched and made available, we will honor a 120 day grace period (ending March 5th, 2011) to allow the proper education to occur. In addition, the new courses will be made available at no charge through the end of 2010.

Regards,

Kurt M Brooks
Director of Global Education
Lenel Systems International Inc.
A UTC Fire & Security Company

Lenel Systems International, Inc.

OnGuard Authorized VAR

Global Technical Certification Program

Version 6.4

Effective
November 5, 2010

Table of Contents

1. The Lenel Certification Programs
 - 1.1. Program Introduction
 - 1.1.1.What is Lenel Certification?
 - 1.1.2.Why does Lenel require me to certify?
 - 1.1.3.What value and benefits does the program provide me?
 - 1.2. Additional Certification Programs
 - 1.2.1.System User Technical Certification
 - 1.3. Determining Your Certification Requirements
 - 1.3.1.What type of certification do I require based on who I am?
 - 1.3.2.What type of courses do I need to attend to become certified?
 - 1.4. General Overview of Certification
 - 1.4.1.What levels of certification does Lenel offer?
 - 1.4.2.Are there other requirements beyond attending required courses?
 - 1.5. Lenel Global Education Course types
 - 1.5.1.Base Certification Courses (Required knowledge)
 - 1.5.2.Elective Certification Courses (Optional required knowledge)
 - 1.5.3.Elective Courses (Suggested knowledge)
2. Certification Policies
 - 2.1. General Terms and Conditions
 - 2.1.1.Program Logistics
 - 2.2. Technical Support
 - 2.2.1.VAR of Record
 - 2.2.2.Access to Technical Support
 - 2.2.3.Violations of the Certification Program
 - 2.3. Lenel Global Education
 - 2.3.1.Technical Certification
 - 2.3.2.VAR Education Investment Protection
 - 2.3.3.Investment Protection Re-Enrollment Process
 - 2.3.3.1. Education Investment Protection Form
 - 2.3.3.2. Certification Re-Enrollment Form
 - 2.3.4.Maintaining Certification through Distance Learning
 - 2.3.5.Certification Testing
3. Certification Course Registration
 - 3.1. VAR Certification
 - 3.2. Elective Certification Course Support Requirements
 - 3.3. Levels of Certification
 - 3.3.1.Silver Level
 - 3.3.2.Gold Level
 - 3.3.3.Platinum
 - 3.3.4.Base Elective Courses
 - 3.3.5.Master
 - 3.3.6.Certification Elective Courses
4. Appendices
 - 4.1. Program Release History
 - 4.2. Legacy Global Education Course Cross-reference Chart
 - 4.3. Distance Learning and eLearning Courses
 - 4.4. Certification Program FAQ's

1.1 Program Introduction

1.1.1 Lenel Systems International, Inc., in conjunction with its network of OnGuard VARs, is committed to providing world-class products and services to every OnGuard System User. A major element in the delivery of this world-class service is OnGuard system installation, configuration, troubleshooting and maintenance, provided in harmony by both the OnGuard Value Added Reseller (VAR) and the Lenel Corporate Services team.

Until the deployment of this certification program, Lenel did not have a mechanism by which to assist VARs who embraced and invested into this world class service philosophy through Lenel educational advancement courses.

1.1.2 The basic concept behind this certification program is simple. Lenel recognizes that a major portion of our success and the satisfaction of the OnGuard System User is highly dependant on the professional installation, configuration, management and maintenance provided by OnGuard VAR. The more capable a VAR technician/engineer has become through education and practical experience, the better suited he or she is in providing the level of service required to satisfy the customer. This program is designed to reward those OnGuard VAR who invest in the education of their technicians/engineers.

The following OnGuard Authorized VAR Technical Certification Program is designed to recognize and reward OnGuard VARs by providing additional or enhanced benefits beyond the standard support entitlements to individual Certified OnGuard VAR Technicians/Engineers.

1.1.3 This program's primary objective has been designed to achieve the following goals:

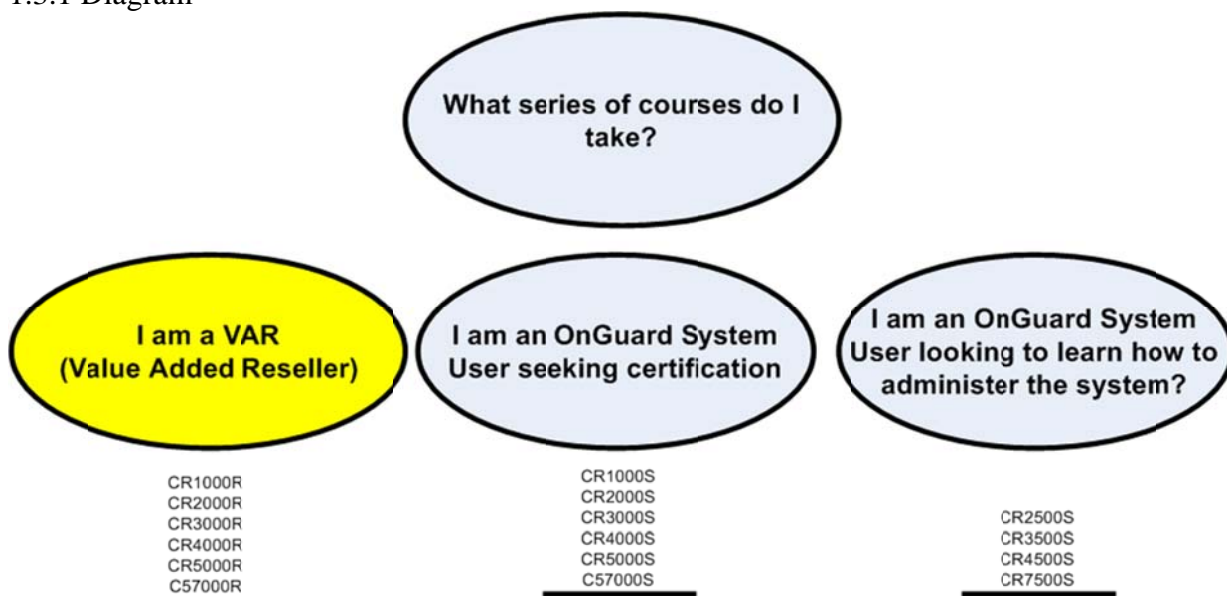
- Increase the proficiency of the OnGuard VAR Partner's technical staff which in turn enhances the satisfaction of the OnGuard system owner
- Provide enhanced technical support "time to respond" by prioritising technical support requests from certified callers
- Reduce the risks each OnGuard VAR realizes when investing in OnGuard educational services
- Provide rewards and additional incentives to OnGuard VARs who certify their technical staff
- Increase the efficiency of the Lenel Technical Support Group by limiting calls from untrained technicians/engineers
- Enhance the lifecycle of the owner's OnGuard system through increased system optimization

1.2 Additional Certification Programs

1.2.1 In addition to the VAR Technical Certification Program, your customers (referred to as OnGuard System Users), are able to become certified by attending a separate and equivalent series of OnGuard System User courses as the VAR Certification Courses. These courses, in conjunction with the purchase of a Direct Support SUSP (Software Upgrade Support Plan) entitle the Certified OnGuard System User to gain access to Lenel Technical Support. Please refer to the OnGuard Authorized OnGuard System User Global Technical Certification Program for more details.

1.3 Determining Your Certification Requirements

1.3.1 Diagram



1.3.2

This certification document contains information concerning *only* the
OnGuard Authorized VAR
Global Technical Certification Program

Please review the OnGuard Authorized System User Global Technical Certification Program for OnGuard System Users seeking direct access to Lenel Technical Support.
(Requires the OnGuard System User to have a Direct Support SUSP and have successfully completed the required certification courses)

OnGuard System Users seeking education on the administration and operation of the OnGuard System may attend the appropriate courses, but are not considered certified.

1.4 General Overview of Certification

1.4.1 There are four base levels of certification, and subsequent certification benefits for each level:

1. Silver Certification
2. Gold Certification
 - a. Gold Advanced Access Control
 - b. Gold Digital Video
3. Platinum Certification
 - a. Platinum Digital Video
 - b. Platinum Enterprise Edition
4. Master Certification

1.4.2 There are additional elective certification for Silver, Gold and Platinum Certifications, and subsequent certification benefits. There are various combinations to certification. Technicians/Engineers may achieve certification levels by passing the appropriate course(s). A technician/engineer can achieve multiple certifications such as Silver certification, Gold certification, or Platinum certification with elective courses. The goal is to provide benefits for those who have achieved certification, while allowing an OnGuard VAR to customize their education with the implementation of OnGuard systems they will be supporting.

1.5 Certification and Elective Courses

Lenel offers two major categories of courses:

Certification Courses

- **1.5.1 Base Certification Courses (Mandatory)**

Certification courses are required courses to educate the student on the fundamental components of the OnGuard system

Training begins by attending classroom training at one of our approved training facilities for the initial education.

- Lenel training facilities

- Regional training facilities

- On-site training at VAR location

Continuing education on new commercial releases is required to maintain certification through instructor led web-based Distance Learning.

- **1.5.2 Elective Certification Courses**

Elective Certification courses are available to allow the student to become certified on OnGuard features that require a more in-depth education that is not covered in the standard Certification Courses. These additional Certification Courses may also be required for certain aspects of initial certification education, and specific features not covered in the classroom certification education. These courses may be delivered as classroom education at one of Lenel's training facilities, or as web-based education (Distance Learning or eLearning).

The student must successfully complete the course in order to gain access to Lenel Technical Support for issues associated with the feature.

Elective Courses

1.5.3 Elective eLearning courses are not required to maintain the student's certification, and are designed to educate the student on less commonly used features of OnGuard.

Elective courses are not covered under the terms of the VAR Certification Program.

- These courses are charged at published rates unless otherwise specified.
- Certification discounting does not apply to Elective eLearning Courses.

2. Certification Policies

2.1. General Terms and Conditions

The OnGuard Authorized VAR Technical Certification Program is being offered as a benefit to Lenel's VAR partners under the following conditions. Lenel reserves the right to alter, modify or discontinue any aspect of the program at any time and as Lenel, in its sole discretion, sees fit. Lenel further reserves the right make any factual or discretionary determinations with respect to the program, including but not limited to "severity levels" and eligibility of individuals or VARs for the benefits outlined in this document. The general terms and conditions contained in the Authorized OnGuard Value Added Reseller agreement ("VAR Agreement") between participating VARs and Lenel govern this program, and nothing herein shall be interpreted to override, limit or alter the terms of such VAR Agreement. Any inconsistencies between this document and the VAR Agreement shall be construed in favor of the VAR Agreement. Any claims or disputes arising under this program shall be governed by the laws of the State of New York, and are under the exclusive jurisdiction of the federal and state courts located in the County of Monroe, State of New York. Lenel's total liability under this program, irrespective of the theory of liability, shall be limited to the total sum paid to Lenel by VAR for training during the twelve (12) months preceding the claim.

2.2.1. Program Logistics

This program was initially distributed to all Authorized VARs on April 13, 2004. The program was distributed in advance to allow our VAR partners the chance to acquire the appropriate training for their people prior to the program implementation.

The full implementation of this program was July 1, 2004

Lenel initially scheduled and conducted a series of conference calls aimed at answering any and all questions concerning this program. Each VAR receiving this program was also notified of the date and time of the conference calls.

In an attempt to provide the highest level of service, the certification program is evaluated annually and adjusts may be made based on customer feedback and other factors.

Certification is not transferable to any organization that is not an authorized Lenel VAR with a valid VAR agreement in place or a System User that is not currently utilizing a Lenel OnGuard system as its primary security management system. This is solely a requirement for the transfer of Technical Certification and does not supersede any and all agreements, which may be in force between the employee and the employer as part of any agreements entered into prior to, during or after the term of employment. This is controlled by and at the discretion of Lenel as it pertains to utilization of benefits from receiving Lenel Technical Certification.

2.2. Technical Support

2.2.1. VAR of Record

It is Lenel's policy to protect and restrict access to information concerning an OnGuard user's system to the calling VAR of Record. This protection will remain intact with the certification program.

The VAR of Record is determined by the following criteria:

1. During the one year warranty period, the VAR who sold the "system server."
2. After the warranty period, the VAR who sold the SUSP.

In order to change the VAR of Record, a letter to Lenel from the OnGuard System User is required stating the change or additional VAR of Record.

At times, several VAR's of Record may be associated to a single OnGuard system user.

2.2.2. Access to Technical Support

Lenel will support every technical support request made by an authorized VAR technician/engineer under the following conditions:

1. **A New Installation** - Before an OnGuard product is shipped from Lenel to the VAR, the VAR must have at least one technician/engineer certified at a level that matches the minimum level of certification required to adequately install and configure the system to be shipped:
 - a. If the system is an ES or ADV level, the VAR must have at least one technician/engineer with a minimum Silver Certification on staff.
 - b. If the system is a PRO level, the VAR must have at least one technician/engineer with a minimum Gold Certification on staff.
 - c. If the system is an Enterprise level, the VAR must have at least one technician/engineer with a minimum Platinum Certification on staff.
 - d. If any of the systems above, or a stand-alone system, is sold with one of Lenel's Digital Video products, the VAR must have at least one technician/engineer with Digital Video Certification on staff.
 - e. If any of the systems above, or a stand-alone system, is sold with one of Lenel's extended products, the VAR must have at least one technician/engineer with Extended Products Certification on staff.

Note: In the case where the VAR has multiple office locations, the certified technician/engineer must be in the office closest to the installation.

2. **An existing installation or system conversion** – a VAR technician/engineer calling for technical support must meet the following:

- a. The site must have a valid Software Upgrade and Telephone Support Plan (SUSP). If a valid SUSP is not in place, the support request **will not** be processed.
- b. The technician/engineer must have a valid certification that meets or exceeds the existing system level for which the call is placed.
 - i. **Note:** If a technician/engineer does not have a valid certification level equal to the existing system, the technician/engineer will be asked to provide a method of payment (MasterCard or Visa credit card) prior to support being provided at prevailing published rates, and the support request will be handled at the “no certification” level.

2.2.3 Violations of the Certification Program

Note: Violation of the program, where an unauthorized technician/engineer calls in using another technician/engineer’s certified ID, will result in:

- 1. A 30-day revocation for the first reported incident
- 2. Permanent revocation on a subsequent incident

2.3 Lenel Global Education

2.3.1 Technical Certification

Getting Started

Effective April 1 2009, the following guidelines determined certification status:

- Any technician/engineer successfully completing the appropriate courses is automatically certified at the appropriate level.
- Any technician/engineer that took and passed Lenel course work prior to July 1, 2003, will be required to successfully complete all corresponding Distance Learning Courses prior to receiving their certification.

Note: It is the responsibility of the technician/engineer to register and complete the DL courses if certification is to be achieved.

On-going Certification

Moving forward beyond the initial implementation of the program, the certification program will look at both the Classroom course and/or Distance Learning course dates to determine the students' certification status.

- If the student achieved certification at the same software version commercially available, the student will be considered certified. As a new commercial release/build is made available, the student will be notified that Distance Learning is available for the new release/build in advance of the DL release date. The student will then have 120 days from the date of availability of the DL course to enroll into the appropriate Distance Learning course(s), to remain certified.
 - If the certification has lapsed beyond one hundred twenty (120) days, the student must contact Lenel Global Education for the proper course of action to reinstate the certification.

2.3.2 VAR Education Investment Protection

Although the authorized OnGuard VAR Technical Certification Program benefits enable individual certified technician, the certification itself belongs to the OnGuard VAR. The technician's certificate is no longer valid once the technician/engineer leaves the company for whom the certificate was issued.

In the event that a currently-certified technician/engineer has left the "investing OnGuard VAR" – this OnGuard VAR becomes entitled, under the benefits of this program, to receive an education "token" to be used towards future Lenel Global Education course(s).

Education tokens will be granted exclusively for factory based centers for certification courses or web-based certification courses only. All eligible classroom and DL courses include courses that have been successfully completed and have been paid in full two calendar years from the date of the VAR Investment Protection request form submitted to Lenel.

To receive this token, the VAR must contact the Lenel Global Education Training Coordinator and submit the VAR Investment Protection form found in the Appendix A of this document. Tokens expire twelve months after they are obtained.

Note: The token has no cash value and cannot be exchanged for anything other than an OnGuard course of equal or lesser duration than the original course. Tokens may not be used for Custom courses.

Note: Custom or on-site courses do not qualify for the investment protection program

2.3.3 Investment Protection Certification Re-Enrolment Process

In the event that a certified technician/engineer has left the investing OnGuard VAR and wishes to receive certification benefits as an employee of another VAR, the payment of a re-enrolment fee will be required prior to the reactivation of technician certification benefits.

If a certified technician/engineer has allowed his or her certification to lapse, a re-enrolment processing form found in Appendix B of this document must be submitted to Lenel and a fee paid before the technician/engineer can receive certification benefits. The technician/engineer will also be required to purchase and attend all “missed” DL courses on new OnGuard versions made commercially available during the lapse period.

If the technician/engineer was certified more than two years prior, the technician/engineer must either re-attend the required courses for the desired certification level or complete the requirements of the re-certification testing before attending the current DL courses.

2.3.3.1 Education Investment Protection Form

The Education Investment Protection program provides the ability for a VAR to certify a replacement employee at no charge, if a certified technician/engineer leaves the VAR's employment. The VAR will receive a Lenel Global Education course token(s), good for two years commencing on the date that the technician/engineer departs the original VAR employment. The token(s) will represent Lenel courses of equal or lesser duration than the original course, and cannot be exchanged for anything other than a Lenel course(s) than what the departing student was originally certified.

Student Information

Student ID _____

Student Name _____

VAR Information

VAR Holding Certification _____

Address _____

City, State, ZIP (Postal Code) _____

Country _____

VAR Authorization

Printed Name _____

Signature _____

Title _____

Date _____

Terms:

- The token has no monetary value
- Tokens are good for factory based certification and/or Distance Learning courses only
- Custom or on-site courses do not qualify for Investment Protection program tokens

2.3.3.2 Lenel Certification Re-Enrollment Form

Lenel student VAR certificates and all materials received while attending training are the property of the company named on the certificate. Certificates are non-transferable to any other Lenel VAR. By completing this form, the certified student is able to reapply for certification under another authorized Lenel VAR. The student will then be certified with his/her new company. Please refer to the Lenel VAR Pricing guide for associated re-enrollment fees.

Student ID	_____
Student Name	_____
New VAR Company	_____
Address	_____
City, State, ZIP (Postal Code)	_____
Country	_____

Conditions of re-enrollment:

The technician/engineer must apply for re-enrollment within twenty four months from the date of certification expiration. Students requesting reinstatement beyond this time will need to re-attend the appropriate classroom courses in order to become certified.

This form and the re-enrollment fee must be submitted and approved by Lenel Learning Solution prior to reinstatement of certification privileges. Lenel Global Education will send a confirmation of receipt and where appropriate, advise which DL programs are required for reinstatement. All Distance Learning programs offered during the lapse period must be completed prior to reinstatement.

Lenel Internal Use Only	_____
Courses Attended	_____
DL Courses Attended	_____
Date Form Received	_____
Date Certification Reinstated	_____

2.3.4 Distance Learning Education for Maintaining Certification

Lenel Global Education offers web-based Distance Learning (DL) update training for certified VAR technician/engineer seeking to maintain their certification status. A series of Distance Learning courses have been created to provide certified technician/engineer the ability to learn the new features of OnGuard. These courses, which are short, instructor/student interactive sessions, are designed to educate the certified technician/engineer on version/build changes in the OnGuard commercial releases. Each certification level has coinciding DL courses. Distance Learning courses will be available as instructor led Distance Learning, for a two release basis as new software releases are made commercially available; then retired to an Elective eLearning course. It is therefore critical to take DL courses while they are available in order to take advantage of the live instructor led interaction, and also maintain access to Lenel Technical Support.

Once a technician/engineer has achieved a level of certification, it will be valid until the next commercial release/build. The technician/engineer may renew his or her certification by attending *all* appropriate distance learning sessions made commercially available for that particular level of certification. Lenel requires that the certified VAR technician/engineer attend the DL courses associated with any new commercial OnGuard release, as they are made available. This will assure the technician/engineer is familiar with new features and products that may be associated with the release.

If the students' certification lapses, Lenel will allow one hundred twenty (120) days to complete the required Distance Learning courses, otherwise all certification benefits at that level will cease and the re-enrollment process must be completed prior to the technician/engineer receiving certification status and benefits. Each Distance Learning course will require the student to enroll prior to two (2) business days before the beginning of the session. Enrollment is available via the Lenel website or by contacting the Lenel Global Education Coordinator.

In order to understand the DL policy, it is important to understand the terminology concerning software version, release and build.

Example: 6.3.249 (V.RR.BBB)

V – Version

RR – Release

BBB - Build

Lenel Global Education will offer new DL courses for each build (BBB) of software, as builds often include additional features as well as software updates. Students will be required to attend new DL courses as they are made available. As long as the student has been trained on the Version and Release, there is no cost for a previously trained student to attend a DL course corresponding to a build (BBB) increment. Charges for DL courses are only incurred when a version (V) or Release (RR) is incremented.

Distance Learning course attendance alone does not imply or guarantee the continuance of certification benefits. Each course will include a mandatory testing component that will determine if the student retains his or her certification. A passing score of 75% or better is required for the continuation of certification benefits.

2.3.5 Certification Testing

Many VAR technician/engineer have completed previous OnGuard courses years ago and have been working with OnGuard products. Until the implementation of this certification program, our policy in regards to accessing Lenel Technical Support had been that a technician/engineer must have successfully completed the appropriate course within the past two versions of the current OnGuard software release in order to have access to Technical Support, regardless of his or her past achievements and field experience. This policy, in essence, required a VAR technician/engineer to attend a minimum of one, one-week course.

The new certification program takes into consideration the situation of technician/engineers who have completed the certification criteria in years past and who possess the skills and knowledge offered in the current training curriculum. For those technician/engineers there is now a vehicle for obtaining current certification without the requirement of re-attending a previously completed course. Successful completion of the certification test and the completion of the most recent coinciding DL course(s) will allow the previously educated technician/engineer to bypass the requirement to retake the training course(s) and will certify the technician/engineer accordingly. Participation in the certification test does not require travel but does involve a nominal fee, and web access for the DL component of the training. Contact the Lenel Global Education Training Coordinator for details, limitations, and the schedule of testing times available. Prior to accepting an order to participate in certification testing, a determination must be made to identify individual eligibility for certification testing. Upon determination, the certification testing applicant must register for testing through the Lenel Global Education coordinator.

The following criteria must be met to be eligible for certification testing:

1. Technician/engineers are able to be certified for only Lenel-sanctioned courses taken and passed in previous years. Course structures have changed over the last few years, however Lenel is able to match up current courses (or certification levels) with past courses for the purposes of matching previous certification levels.
2. Technician/engineers may re-certify at CR1000 and CR2000 courses only, at this time.
3. Technician/engineers are allowed one attempt every twelve months at certification.
4. Technician/engineers whose certification has been expired more than twelve months may not apply for certification testing and may not bypass the re-enrollment process
5. Once a technician/engineer has been re-certified, he or she can never be re-certified again. Access back into the certification program after re-certification (allowing certification to lapse twice) requires re-attending the full Lenel Global Education courses.

6. Certified technician/engineers must take and pass the most current and applicable Distance Learning course after passing the certification test prior to receiving certification benefits.
7. The technician/engineer must complete and receive a score of 80% or better on the applicable certification test for the certification level desired.

3. Certification Course Registration

3.1 VAR Certification

Each level of certification is effective the day that the Lenel Global Education course is successfully completed and expires 120 days after the next release/build of software is made commercially available.

Each level of certification may be maintained by successfully completing the corresponding OnGuard DL course or attending the classroom training course for each new software release. Certified technician successfully completing a DL update course will continue to receive the prior level of benefits earned.

Note: It is imperative to understand that if a certified caller (regardless of certification level achieved) is requesting technical support on a product that they have not been certified on, no certification benefits will be available and time and material charges may be required prior to Lenel providing support assistance.

3.2 Elective Certification Course Support Requirements

Access to Lenel Technical Support requires that the technician/engineer has completed the appropriate Elective Certification Course for which they are seeking support after March 5, 2011.

Lenel Global Education is offering specific Elective Certification Courses at no charge through March 4, 2011 to allow the technician/engineer to become certified on these new product and product families. Please visit our Global Education web site for course details and to register for these courses.

Note: Silver, Gold Platinum, or Master Level Certification must be achieved prior to qualifying for the Elective Certification courses based on published course pre-requisites.

3.3 Levels of Certification

Overview

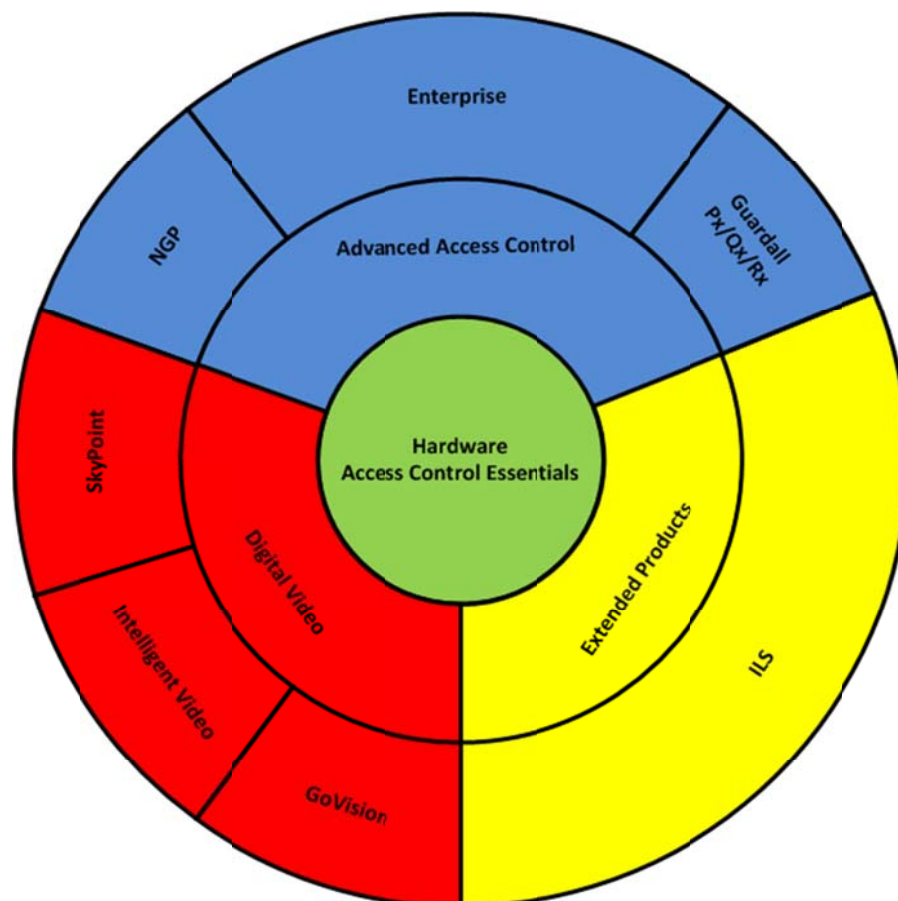
Lenel Global Education has structured the VAR Certification courses to allow the student to progress from Silver Certification through Master Certification based on:

- The need to do so, based on products types sold by the VAR
- The available time the student may be away from their work responsibilities at one time

Basic Education – Silver Certification
Shown in green center

Advanced Education – Gold and Platinum Certification
Shown in middle band

Enterprise and Elective Level Education – Master Certification and Elective
Certification
Shown in outer band



3.3.1 Silver Level

Certification Requirements

To achieve Silver Level Certification, the technician/engineer must successfully complete the following courses

CR1000R Access Control Hardware
CR2000R Access Control Essentials

To maintain Silver Level Access Control Essentials Certification, the technician/engineer must successfully complete the following Distance Learning Courses within 120 days of a new commercial release of OnGuard

DL1000R Access Control Hardware Distance Learning course
DL2000R Access Control Essentials Distance Learning course

Silver Level Access Control Essentials Certification Benefits Entitlements

- Toll free access to Technical Support where available
- Technical support for all OnGuard access control and ID management systems with a valid warranty or SUSP. Excludes: Enterprise master and region software and features covered in CR3000R, 4000R, 5000R, and 7000R.
- Call queue priority over non-certified VAR callers
- VAR Investment Protection
- Flat rate charge at the current published price for DL courses

3.3.2 Gold Level

Certification Requirements

To achieve Gold Level certification, the technician/engineer must have current Silver Level Certification.

The certified technician/engineer must successfully complete the following course within the last 18 months or must have previously completed similar legacy course content (Example: TR-200) along with meeting the Silver Level certification requirements.

CR3000R Advanced Access Control

OR

CR4000R Digital Video

To maintain Gold Level Advanced Access Control Certification, the technician/engineer must successfully complete the following Distance Learning Courses within 120 days of a new commercial release of OnGuard

DL3000R Advanced Access Control Distance

OR

DL4000R Digital Video

Gold Level Advanced Access Control Certification Benefits

- Toll free caller access to Technical Support where available
- Technical support on OnGuard systems with a valid warranty or SUSP.
- Call queue priority over certification Silver Level calls and non-certified callers
- VAR Investment Protection
- Flat rate charge at the current published price for DL courses.

Note: When Gold Level certification is achieved, a 25% discount off the VAR list price will be applied to future Lenel Global Education **certification** courses taken by the certified technician/engineer.

3.3.3 Platinum Level

Certification Requirements

To achieve Platinum Level certification, the technician/engineer must have current Gold Level Certification prior to Platinum Level certification.

The certified technician/engineer must successfully complete the following course within the last 18 months or must have previously completed similar legacy course content along with meeting the Gold certification requirements.

CR4000R Digital Video Training
OR
CR7000R Enterprise Edition Training

To maintain Platinum Level Enterprise Certification, the technician/engineer must successfully complete the following Distance Learning Courses within 120 days of a new commercial release of OnGuard

DL4000R Digital Video Distance Learning course
OR
DL7000R Enterprise Edition Distance Learning course

Platinum Level Enterprise Edition Certification Benefits

- Toll free access to Technical Support where available
- Technical support on OnGuard systems with a valid warranty and/or SUSP.
- Call queue priority over Gold Level certification calls
- VAR Investment Protection
- Flat rate charge at the current published price for DL courses

Note: When Platinum Level certification is achieved, a 50% discount off the VAR list price will be applied to all future Lenel Global Education **certification** courses taken by the certified technician/engineer

3.3.4 Base Electives for Silver, Gold and Platinum Levels

Certification Requirements

Note: Silver, Gold or Platinum Level Certification must be achieved prior to qualifying for the Elective Certification

Extended Products Elective Certification Requirements

To achieve Extended Products Elective Certification, the technician/engineer must successfully complete the following courses

CR5000R Extended Products Training

To maintain Silver Level Extended Products Certification, the technician/engineer must successfully complete the following Distance Learning Courses

DL5000R Extended Products Distance Learning course

Extended Products Elective Certification benefits

- Toll free access to Technical Support where available
- Technical support on OnGuard systems with a valid warranty or SUSP
- Call queue priority over non-certified VAR callers
- Flat rate charge at the current published price for DL course

Gold and Platinum Elective Certifications

Due to the fact that Gold Certification may include either the CR3000 or CR4000 courses, once the requirement is met for Gold Certification, either the CR3000 or CR4000 course not completed may be attended as a Gold Elective Course.

Due to the fact that Platinum Certification may include either the CR4000 or CR7000 courses, once the requirement is met for Platinum Certification, either the CR4000 or CR7000 course not completed may be attended as a Platinum Elective Course.

3.3.5 Master Level

Certification Requirements

The Master Level OnGuard Master certified technician/engineer must have Platinum Certification prior to Master Level certification.

The certified technician/engineer must be currently certified on the following courses along with meeting the Master Level certification requirements.

CR1000R	Access Control Hardware
CR2000R	Access Control Essentials
CR3000R	Advanced Access Control
CR4000R	Digital Video Products
CR5000R	Extended Products
CR7000R	Enterprise Edition

Master Level Certification Benefits

- Toll free access to Technical Support where available
- Technical support on OnGuard systems with a valid warranty or SUSP
- Call queue priority over Platinum level calls
- VAR Investment Protection
- A 50% discount off the VAR list price will be applied to all future Lenel Global Education **certification** courses
- No charge for DL courses to maintain certification. The student will be incur a flat rate charge at the current published price during the DL course registration, refunded once the course is attended.

Note: Lenel is continuously adding new courses. If a new course that is required to be Master certified, the technician/engineer must enroll in the new courses within 120 days of release in order to maintain Master level certification.

3.3.6 Elective Certification Courses for All Certifications

Elective Certification Requirements

Note: Either Silver, Gold, Platinum, or Master Level Certification must be achieved prior to qualifying for the Elective Certification courses based on published course prerequisites.

NGP Security Series – CR6100 or DL6100

To achieve NGP Elective Certification, the technician/engineer must successfully complete the following courses prior to attending

- CR1000, CR2000, (CR3000 is recommended)

GoVision – EL4450 (TBD)

To achieve GoVision Elective Certification, the technician/engineer must successfully complete the following courses prior to attending

- CR1000, CR2000, CR4000

SkyPoint - CR4400 or EL4400

To achieve SkyPoint Elective Certification, the technician/engineer must successfully complete the following courses prior to attending

- CR1000, CR2000, CR4000

ILS – EL5650

To achieve ILS Elective Certification, the technician/engineer must successfully complete the following courses prior to attending

- CR1000, CR2000

4.1 Program Release History

Version 3.12

Release date - April 13, 2004 distributed by e-mail

Initial announcement to VAR channel

Version 4.0

Release date – September 1, 2004 distributed by e-mail

Version 5.0

Release date – October 1, 2009 distributed by e-mail

Version 6.1

Release date – November 5, 2010 distributed by e-mail

4.2 Legacy Global Education Course Cross-reference

The following matrix cross-references courses that have been offered by Lenel Global Education.

Current Course Offering	Previous Course Offering	Original Course Offering
	CR10 Networking	
CR1000 Access Control Hardware	CR20 Hardware	TR-400 Hardware
CR2000 Access Control Essentials	CR30 Access Control	TR-100 Software
CR3000 Advanced Access Control		TR-200 Advanced
CR4000 Digital Video	CR40 Digital Video	
CR5000 Extended Products	CR50 Extended Products	TR-500 Digital Video and Extended Products
	CR60 Intrusion Detection	
CR7000 Enterprise	CR70 Enterprise	TR-300 Enterprise

4.3 Distance Learning and eLearning Courses

Classroom	Distance Learning	Currently Supported Live DL Versions
CR1000	DL1000	6.3.249, 6.4.500, 6.4.500 TU1
CR2000	DL2000	6.3.249, 6.4.500, 6.4.500 TU1
CR3000	DL3000	6.3.249, 6.4.500, 6.4.500 TU1
CR4000	DL4000	6.3.249, 6.4.500, 6.4.500 TU1
CR5000	DL5000	6.3.249, 6.4.500, 6.4.500 TU1
CR7000	DL7000	6.3.249, 6.4.500, 6.4.500 TU1

Example:

John was trained on CR1000 and CR2000 version 5.12.110. In order to certify, John will need to attend DL1000 and DL2000 for versions 6.0.148, 6.1.222, 6.3.249, 6.4.500 and 6.4.500 TU1.

DL courses are administrated DL1000 to DL7000 on a per version basis. Only one version is taught per day. Please visit the Lenel Global Education Global Web Education web site for schedule and registration information.

Self paced EL courses are available for DL1000 to DL7000 on a per version basis. Only one version is taught per course. Please visit the Lenel Global Education Global Web Education web site for registration information.

Classroom	Currently Supported EL Legacy Versions
CR1000	EL5.12.110, 6.0.148, 6.1.222
CR2000	EL5.12.110, 6.0.148, 6.1.222
CR3000	EL5.12.110, 6.0.148, 6.1.222
CR4000	EL5.12.110, 6.0.148, 6.1.222
CR5000	EL5.12.110, 6.0.148, 6.1.222
CR7000	EL5.12.110, 6.0.148, 6.1.222

4.4 FAQ's

What is the certification program?

This is a program launched by Lenel Corporate Services in order to fairly process call handling to Lenel TSG, and to increase the technical competency through training of the VAR technician/engineers servicing Lenel OnGuard system accounts.

I am not currently certified, can I get TSG support today?

Lenel Technical Support will service your request on a Time and Material basis. The request will be processed on the lowest priority queue, and an is billed hourly using a credit card.

I am not at the proper level of certification for the question I am asking, what should I do?

A technician/engineer certified for the level of problem for which you are experiencing will need to contact us, or you can be handled on a time and material billable basis and placed into the appropriate call queue.

What do I need to do to become certified, or renew my certification?

Consult the certification program document, contact one of our Lenel Global Education administrators.

I took Lenel Global Education classes several years ago and have been working with OnGuard for years; do I have to attend the classes again to receive certification?

Absolutely not. Lenel has created tests that you can take to become certified. You will however be required to attend Distance Learning courses to initially obtain and maintain your certification. See the Certification Testing section for more details.

We have recently lost an OnGuard Certified technician/engineer to another OnGuard VAR, how do we apply for the investment protection credit?

Complete and return the VAR investment protection form which you can obtain by contacting Lenel Global Education coordinator or by visiting the secure side of our website.

How do you calculate what courses are eligible to receive a token under the VAR Investment Protection Program?

All Rochester-based Lenel Global Education courses and Distance Learning courses that are required for the new technician/engineer to become certified at the same level as the technician/engineer who has terminated employment are eligible.

Are regional course eligible for using in conjunction with the investment protection credit?

Generally the regional courses are booked to capacity with first time students. If space becomes available, the ability to use the token may be approved and used.