



South Western Communications, Inc.

Detention Electronics Group

Training Service Bulletin March 2012

Any time a new system is installed, staff training is a priority. Some systems are simple and operation is intuitive to learn. Others may be complex and time consuming to figure out. Training leads to true understanding of the proper methods in operating a system, adding efficiency and reducing frustration. Morale is improved when operators know how to open doors, select intercoms, make announcements and select cameras for display. Operator understanding is essential in case of an emergency situation and has a direct influence on response time and staff safety.

System administrators and supervisors need to understand the systems well enough to create access cards that open doors assigned to the cardholder, play and archive video recordings, make system backups, and train their alternates. Senior staff also needs to be familiar enough to train new employees. Maintenance personnel will be more comfortable with new systems if they have a basic understanding of system operation, configurations and power sources.

SWC provides formal training to facility staff when new systems are installed and functional. Additional training is offered at any time during the life of the systems. The sessions are offered on entire integrated systems or any specific part of the system to meet the needs of the facility. Maintenance staff training has proven to be beneficial. System understanding makes routine maintenance and repairs more efficient, especially if personnel have changed.

Prior bulletins on various subjects may be reviewed at <http://www.swcdec.com/Bulletins.htm>

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