OVERVIEW
This two-day, instructor-led training course has been designed to teach students basic Dell desktop or laptop troubleshooting techniques to help students quickly and effectively identify problems and implement the correct solution to help ensure maximum availability of their equipment. The desktop course covers the current catalog of Dell desktops and workstations. The laptop course covers the D-series Latitude™ laptops, as well as the Latitude XT tablet PC and Dell’s latest family of laptops, the E-Series. This course integrates hands-on disassembly/reassembly and scenario-based troubleshooting labs with theory of operation, component removal and replacement procedures, and hardware troubleshooting training to help provide for the immediate practical application of knowledge.

COURSE DETAILS
DESKTOP CONFIGURATION AND TROUBLESHOOTING
MODULE 1: Desktop and Workstation Families
Overview of Dell desktops and workstations.
Lab One: Desktop configuration
MODULE 2: Key Components
Desktop computer components common to the Dell desktop and workstation models
Lab Two: Desktop teardowns (and reassembly)
MODULE 3: BIOS
System BIOS function, settings, access, settings and diagnostics
Lab Three: Using the BIOS
MODULE 4: Troubleshooting
Tips and techniques for troubleshooting Dell desktops using Dell diagnostic tools
Lab Four: Teardown simulation
MODULE 5: Systems Management
Dell Client Manager, client instrumentation, the Client Manager model, remote management
MODULE 6: Navigating Dell Information and Tools
Dell System E-Support Tool, support.dell.com, learmdell.com

LAPTOP CONFIGURATION AND TROUBLESHOOTING
MODULE 1: Laptop Families
Overview of Dell laptops and the Dell ProSupport Fast Track Dispatch program
Lab One: Laptop configuration
MODULE 2: Key Components
Laptop computer components common to the Dell laptop models
MODULE 3: Troubleshooting
Tips and techniques for troubleshooting Dell laptops using Dell diagnostic tools
Lab Two: Laptop teardowns
MODULE 4: Systems Management
Dell Client Manager, client instrumentation, the Client Manager model, remote management
MODULE 5: Dell Latitude XT
Key components, BIOS, the Latitude XT LCD, applications, troubleshooting
MODULE 6: Dell Latitude E-Series Technology
Overview, chipset, display, memory, DDR2/DDR3, storage, LCD display, common components, diagnostic tools, PSA+ Diagnostics
COURSE HIGHLIGHTS

WHO SHOULD ATTEND

• IT Professionals who are seeking technical expertise in diagnosing and servicing Dell systems
• Dell customers who use a Help Desk for service dispatch
• Dell customers who want to receive Dell ProSupport FastTrack Dispatch certification.*

*Additional testing requirements apply. See www.learndell.com/prosupport.

YOU WILL LEARN TO:

• Diagnose and troubleshoot Dell laptops, desktops, and workstations.
• Configure and manage your Dell laptops, desktops, and workstations.
• Identify and understand the Dell laptop, desktop, and workstation hardware and software components.
• Understand the basics of the different Dell laptops and desktops.
• Understand the functionality and capabilities of Dell laptops and desktops.

DELL EDUCATION SERVICES

Hardware Training and Certification: Comprehensive training programs that cover Dell systems and include Dell servers, Dell OpenManage and Dell | EMC storage solutions, as well as desktop and notebook configuration and troubleshooting.

Software Infrastructure Training and Certification: Training and certification on our most popular software applications such as Microsoft® Exchange, Red Hat® Enterprise Linux, Oracle®, and VMware®.

PC Skills and Professional Development: End-user training to help increase productivity on Microsoft Office 2007 and the Windows Vista® operating system.

Learning Management Systems: The right combination of simplicity, cost-effectiveness and manageability in one convenient solution.

To learn more about Dell Education Services training courses, contact your Dell Account Executive or any of the following:

• Website: www.learndell.com
• E-mail: US_Training@dell.com
• Phone: 1.866.360.3506 (US and Canada only)

DELL DESKTOP AND NOTEBOOK CONFIGURATION AND TROUBLESHOOTING

<table>
<thead>
<tr>
<th>FEATURES</th>
<th>DELL DESKTOP AND NOTEBOOK CONFIGURATION AND TROUBLESHOOTING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Course</td>
<td>Instructor-led with hands-on labs</td>
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<tr>
<td>Class Length</td>
<td>2 days (12+ hours)</td>
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<tr>
<td>Number of Students per Class</td>
<td>• Up to 10 students at customer site</td>
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<td></td>
<td>• Up to 10 students at Dell location</td>
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<tr>
<td>Who Should Attend</td>
<td>• Dell customers who use a Help Desk for service dispatch</td>
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<tr>
<td></td>
<td>• System administrators</td>
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<tr>
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<td>• IT Professionals</td>
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<tr>
<td>Skill Level</td>
<td>Minimum 6 months of hands-on hardware maintenance and troubleshooting experience</td>
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<tr>
<td>Suggested Prerequisites</td>
<td>• Dell PowerEdge Configuration and Troubleshooting course</td>
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<tr>
<td>Price</td>
<td>• $995/person at Dell facility</td>
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<td>• $6,995 at customer location (limited to 10 students)</td>
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<tr>
<td>SKU</td>
<td>• 982-4129 Austin</td>
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<td></td>
<td>• 982-4137 Onsite</td>
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</tbody>
</table>

SIMPLIFY YOUR IT TRAINING AT LEARNDELL.COM.

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