You Will Learn:

- The skills necessary to pass the Warranty Parts Direct “Foundations” and the DCSE exams
- Standard components and technologies used in Dell Desktop, Workstation, and Portable computers
- Disassembly/reassembly of Dell Desktop, Workstation, and Portable computers.
- Troubleshooting of Dell Desktop, Workstation, and Portable computers.

Who Should Attend:

- IT Professionals who are seeking technical expertise in diagnosing and servicing Dell computer systems
- Dell customers who use a Help Desk for service dispatch
- Dell customers who are self maintainers or third party maintainers

Recommended Prerequisites:

Before taking this course, we recommend that learners complete the following courses or have the following experience:

- 6-months of hands-on Hardware Maintenance and Troubleshooting experience

Course Length:

- 2-days (Approximately 14 hours plus two hours for self-directed activities or taking the examination(s))

This two-day, instructor-led training course teaches students basic Dell™ desktop and portable troubleshooting techniques to help customers quickly and effectively identify problems and implement the correct solution to help ensure maximum availability of their equipment. It covers the current catalog of Dell Dimension™ and OptiPlex™ desktops, Precision™ workstations, and Latitude™ and Inspiron™ portables. 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 provide for the immediate practical application of knowledge.

COURSE OBJECTIVES:

Module 1: Desktop Features, Functionalities, and Components

Lab One: Desktop Configuration using BIOS
Lab Two: Desktop Teardowns (and reassembly)

Module 2: Troubleshooting Desktops

Lab Three: Troubleshooting Desktops (Scenario-based, hands-on)

Module 3: Portable Features, Functionalities, and Components

Lab Four: Portable Teardowns (and reassembly)

Module 4: Troubleshooting Portables

Lab Five: Troubleshooting Portables (Scenario-based, hands-on)

Module 5: Course Conclusion

- Self-directed study participants are given the opportunity to do additional teardowns using the various desktops and portables available. They may also use this time to ask questions of the instructor, prepare for their exam, or take their exam.

PRICING:

2-day instructor-led course
Instructor-led at Dell facility in Austin
Instructor-led at customer location

SKU | Price
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982-4129 | $995
982-4137 | $6,995 (limited to 10 students)

To learn more about Dell Training & Certification, contact your Dell Account Executive or any of the following:
Website: www.LearnDell.com
Email: US_Training@Dell.com
Phone: 1.866.360.3506 (US & Canada only)

Visit www.LearnDell.com for more information.

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