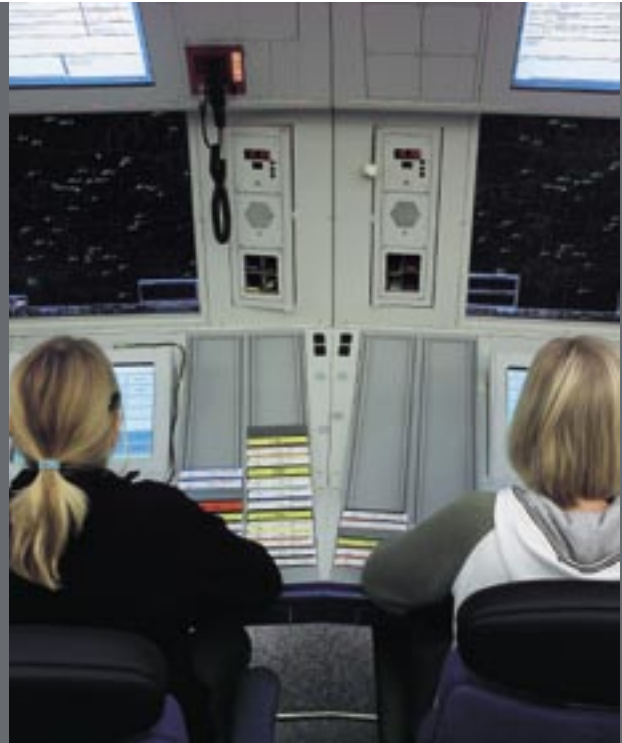


ISIS/Isona Master Class



A PRO.CARE support service

Main benefits

You will be able to perform front-line support yourself. By doing so you will:

- Increase uptime considerably
- Save costs on shipments, packaging and administration
- Reduce the risk of damaging (expensive) panels during shipment
- Be able to solve end-user problems on the fly
- Be a key person in communication between Barco and the end-user

Barco's ISIS/Isona Master Class will teach your operators or maintenance crew:

- General information on LCD and signal technology
- How to use all the functions of the ISIS and Isona displays
- How to maintain displays and perform front-line support

The ISIS/Isona Master Class is a 2 to 3-day, interactive and hands-on training course that will allow your personnel to confidently perform front-line maintenance and LRU replacement. Having attended the course, your engineers will have a full understanding of the technology of the ISIS and Isona main displays, so that troubleshooting and repair can be performed on-site in record time. Only in exceptional circumstances (e.g. a broken glass), the ISIS or Isona main display will have to be returned to a Barco repair center. The training can be organized at a Barco office or at the customer site.

Program

Day 1: General knowledge *

- Welcome
- Introduction to Barco and its products
- CRT versus LCD
- Flat panel technology
- ISIS/ISONA display technology and benefits
- PVS board, if applicable
- ISIS/ISONA manufacturing overview
- Return Authorization Request procedures
- ISIS/ISONA kits
- Unpacking, connecting and setting up the unit
- Extended warranty

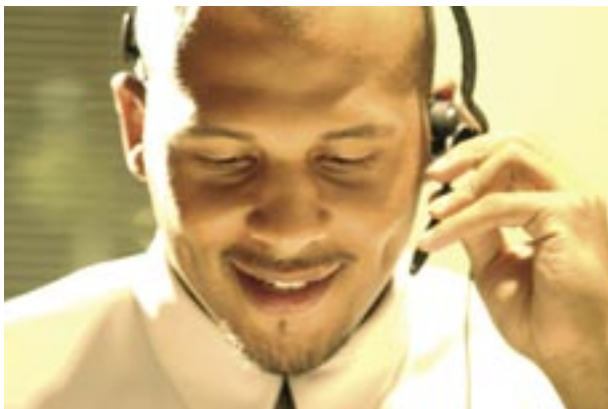
Day 2: General user *

- ISIS/ISONA technical information and specifications
- On-Screen Display (OSD) structure
- OSD hands-on training (exercises on alignments, status checks, etc.)
- Fan swap
- Backlight swap
- Firmware updates
- DDM protocol

Day 3: Advanced user *

- Fault diagnosis
- ESD and precautions
- Opening the unit
- Boards locations and board swapping
- Block diagrams
- Closing the unit
- Acceptance tests
- Maintainability and recommended spares
- Test your knowledge
- Wrap up and final discussion

* In case of the ISONA Master Class, the program is adapted to a 2 day schedule.



Ref. T-S-ISISMA-1205

Technical specifications are subject to change without prior notice

ISIS/ISONA Master Class practicalities

Due to the hands-on nature of the course, the number of participants (3 up to 12) per training course is directly linked to the number of training display units that are made available to Barco by the customer during the Master Class.

	3-4 participants	5-7 participants	8-12 participants
# Training units	1	2	3

The higher the number of participants, the lower the cost per participant per day. The cost includes the price of the training documentation (Service and maintenance manual on CD-ROM + training handouts)

The training can be organized at the customer site or at a Barco office. The content of the course can also be adapted according to your specific training needs.

PRO.CARE regional service centers

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