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Apple Monitors Service Course: Description (1/94)

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TOPIC -----

This article describes the Apple Monitors Service Course.

DISCUSSION -----

In February, Service Training is introducing "Introduction to Apple Monitors Service" (IAMS), a new self-paced, prerequisite course for the "Apple Monitors Service" course due out this spring. IAMS covers topics such as CRT safety, CRT disposal, CRT theory, color theory and live adjustments on several representative Apple monitors. Students work through the content of the IAMS course CD, complete practice exercises at the end of each section, and then complete an on-line test.

Students will learn about:

- References that list specifications for Apple monitors.
- References, resources, and tools needed for diagnosis and repair.
- Resources that describe symptoms and identify cures, incompatibilities, and workarounds.
- Safety rules pertaining to the repair, adjustment, and devacuuming of Apple CRTs.
- External objects and conditions that cause interference.
- Adjustment procedures and how to use specified tools.
- Terms related to CRTs, video signals, and monitor parts and functions.
- Color theory, including color generation and mixing.
- Using non-technical terms to convey technical and non-technical information to customers regarding the repair, adjustments, and care of Apple Monitors.

Equipment Needed:

QuickTime-capable Macintosh (68020 microprocessor or better)
256 Colors
13" Monitor
CD-ROM drive
4 MB of RAM

Beginning February, you can order IAMS by referring to the Training,

Manuals, and Business Support Service Prices or by calling U.S. Customer Service (512-919-2775).

This April, Apple will introduce the Apple Monitors Service course, a one-day, facilitated self-paced, hands-on lab in which students will troubleshoot, repair, and adjust bugged units. Service Providers must successfully complete the IAMS course on-line test before registering for the AMS course.

Watch for a Service Notice introducing the "Apple Monitors Service" course or check the AppleLink network (Path: Service/Training icon, Training bulletin board, Training Schedules and Registration folder, Service Training folder) for availability and registration information.
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