



## Clinical Information Center Series Technical Service Class

### Course Summary

This technical service class, for the **Clinical Information Center (CIC)** and peripherals, illustrates the practical skills needed to configure and troubleshoot the complete system. Participants are involved in basic clinical software navigation and the comprehension of software configurations and service tools. The course provides a detailed explanation of the individual hardware and software components, planned maintenance procedures and troubleshooting techniques to improve service skills. Learn about integration and interconnectivity with Patient Monitors, Citrix servers, MUSE CV Web and other Monitoring Solutions components to expand system capabilities. Participants will learn hands-on skills in labs designed to reinforce principles reviewed in class.

### Intended Audience

Technical service personnel who have attended training more than 2 years ago, new hire personnel and those that are looking for more advanced training on the Clinical Information Centers (CIC).

### Customer Requirements

Customers are required to bring a laptop to class. The laptop will be used to view electronic documentation and operate software service tools, which are provided during class.

Laptop Recommendations:

- **Hardware:** PC based {not MAC}; Network Card
- **Operating System:** Windows 2000 and XP Professional only
- **Software:** Adobe Reader {latest version}, Internet Explorer ver5.5 or greater, Latest Flash plug-ins)

### Course Length

- 5 days

### Required IT Skills

The following skills are required for successful completion of this class: IP Addressing, Subnetting, Hard Drives, Hardware Replacement, Hubs, Switch Port Configuration, Switch VLAN Configuration, Switch Troubleshooting, Router Configuration, Router Access Control Lists, Router Troubleshooting, POST, Access Point Configuration, Troubleshooting Wireless Networks, Network Connectivity, Communication Paths, Network Troubleshooting and Back-up Systems.



## Course Location

- Waukesha, WI

## Course Objectives

Upon successful completion of the course, participants will be able to:

- Assess different configuration options relating to hardware and software for the CIC Series products from material presented in the course.
- Explain the CIC Series products software and hardware version differences.
- Demonstrate proficiency of course material for configuration and operational navigation through completion of hands-on labs.
- Analyze and successfully troubleshoot any failures, using service documentation, course material, and troubleshooting tools demonstrated during class.
- Perform repair/replacement procedures for Field Replaceable Units (FRUs) on the CIC Series products as directed.
- Demonstrate proper use of all special tools and test equipment during all hands-on service procedures.
- Perform calibrations as required for service and Planned Maintenance.
- Explain and demonstrate the Post Service checkout procedure to validate operation after installation, repair, or replacement procedures.

## Course Equipment

- CIC Tower PC platform(s)
- CIC Desktop platform
- Software versions 3 and 4
- PRN50/50M

## Related Courses

APEX PRO CH TELEMETRY TECHNICAL SERVICE CLASS

APEX PRO FH TELEMETRY TECHNICAL SERVICE CLASS

DASH SERIES TECHNICAL SERVICE CLASS

INTEGRATED PATIENT MONITORING TECHNICAL SERVICE CLASS

SOLAR SERIES TECHNICAL SERVICE CLASS