



DASH Series Technical Service Class

Course Summary

This technical service class for the **DASH** Series products 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 configuration 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 RAC2A, Unity Network ID, 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 interested in more advanced training on the DASH series patient monitors.

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, Hardware Replacement, Hubs, Switch Port Configuration, Switch VLAN Configuration, Switch Troubleshooting, Router Configuration, Router Access Control Lists, Router Troubleshooting, Access Point Configuration, Troubleshooting Wireless Networks, Network Connectivity, 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 DASH Series products presented in the course.
- Explain the DASH Series products software and hardware version differences.
- Demonstrate proficiency of course material for configuration and operational navigation through by the successful completion of hands-on labs.
- Configure, implement and operate a wireless network infrastructure to connect DASH units on a “mobile” Mission Critical network.
- 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 DASH 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

- DASH 3000, 4000, 5000
- RAC2A
- DASH Port 2
- 802.11 Access Point
- 802.11b Access Point
- Unity Network ID

Related Courses

APEX PRO CH TELEMTRY TECHNICAL SERVICE CLASS
APEX PRO FH TELEMTRY TECHNICAL SERVICE CLASS
CLINICAL INFORMATION CENTER (CIC) SERIES TECHINCAL SERVICE CLASS
PATIENT MONITORING CH TECHNICAL SERVICE CLASS
PATIENT MONITORING FH TECHNICAL SERVICE CLASS
SOLAR SERIES TECHNICAL SERVICE CLASS