

# Service 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 Service Master Class will train your operators or maintenance crew:

- General information on LCD and signal technology
- How to use all functions of your Barco display products
- How to maintain your Barco products and perform front-line support

The Service Master Class is a 2- to 3-day (depending on the type of display) interactive and hands-on training course that will allow your personnel to confidently perform front-line maintenance (LRU/SRU replacement). Having attended the course, your engineers will have full understanding of the technology and the display so that troubleshooting and repair can be performed on site in record time. Only in exceptional circumstances (e.g. a broken glass), the product 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
- Display technology and benefits
- Display manufacturing overview
- Return Authorization Request procedures
- Display adaptation and spare kits
- Unpacking, connecting and setting up the unit
- Extended warranty

## Day 2: General user \*

- Technical display information and specifications
- On-Screen Display (OSD) structure
- BIT
- OSD hands-on training (exercises on alignments, status checks, etc.)
- LRU/SRU swap
- Firmware updates
- Communication protocol (Barco, DDM, ...)

## 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

\* The program may vary depending on the product type.



Ref. D-5-SER-1205

Photography by courtesy of Northrop Grumman, Elizabeth L. Burke and Michael W. Pendergrass  
Technical specifications are subject to change without prior notice

# Service 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 Service 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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