

APS - Servicing HP Commercial Desktops, WS and Notebooks

Course Code 71291 (former 37391)

Duration 3 days

Audience

This course is intended for any individual required to provide basic hardware support for the purpose of restoring HP desktop, personal workstation, notebook, tablet PC and thin client hardware to factory operational levels.

Prerequisites and Exam

Please check requirements and exams in Smart Portal www.hp.com/eur/smartportal

Students Performance Objectives

The Servicing HP Desktops, Workstations and Notebooks course prepares service specialists for the remedial maintenance necessary to restore commercial hardware to operational levels.

- Module one is an overview of the current HP products and relevant options and accessories. Modules two and three review useful HP software tools and utilities and introduce essential HP resources and documentation.
- Module four discusses configuring and upgrading HP computers while modules five and six introduce the HP troubleshooting methodology and provide extensive troubleshooting and repair information.

Course Content

- Identify the products within the HP desktop, personal workstation, desktop, notebook, tablet PC and thin client product ranges.
- Use the appropriate tools and utilities to adequately troubleshoot and configure these HP products.
- Use the appropriate resources and service documentation to quickly and accurately find product-specific information.
- Demonstrate basic troubleshooting skills using the HP troubleshooting methodology.

