

PC Troubleshooting

Course Objectives:

This is a “hands on” course designed for PC end-users who are responsible for maintaining small networks and computer equipment. Delegates will be introduced to the principles of hardware maintenance and how to diagnose, repair and replace faulty components. Delegates will also develop a firm understanding of common software problems, as well as gain valuable hands-on experience of resolving common network and printer issues.

Prior Knowledge Required:

The course contains some technical content, so a good basic understanding of computers is required.

Course Duration: 2 days, but course contents can be tailored if required.

❑ What is Hardware?

An explanation of the various system components and their functions.

❑ Hardware Problems

An explanation of the most common hardware problems and how to overcome them.

❑ Operating Systems

A look at some different operating systems (MS DOS, Microsoft Windows, Linux, MAC OS and Unix). Learn how to install an operating system and then how to maintain and upgrade it.

❑ Modem Troubleshooting

Learn how diagnose and repair modem problems quickly and effectively.

❑ System Tools

Understand how to use the various Windows diagnostic and repair tools.

❑ Network Connectivity

Gain an understanding of network connectivity including cables, switches, and routers.

Delegates will also gain an understanding of a variety of network protocols including TCP/IP

❑ Troubleshooting Microsoft Office

Diagnose and repair common problems with Microsoft Office applications, such as Word, Excel and Internet Explorer.

❑ Installing and Maintaining a Printer

Learn how to install a printer and how to undertake preventative maintenance. Learn how to overcome common problem areas such as paper jams, and installing toner cartridges.



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