



AppleCare Technician Training

Get training from the Apple experts, then become one yourself. This in-depth training programme covers the spectrum of knowledge you need to become an Apple-certified technician. Learn the essential skills for troubleshooting Mac hardware and Mac OS X.

Key Features

Apple-developed, Apple-approved certification training

- Teaches you to support and troubleshoot Apple products
- Prepares you for Apple Service Certification exams. Certification provides:
 - Industry-recognised proof of your technical competence
 - Competitive advantage in the job market¹

Comprehensive online curriculum

- Covers Apple products and technologies
- Provides tools for diagnosing and preventing problems
- Includes extensive reference materials based on Apple's own technical information
- Provides one year of access to online resources

Self-paced, easy-to-use modules

- Gives you complete control over your learning schedule
- Makes it easy to absorb new concepts and information

AppleCare Technician Training provides all the information you need to prepare for the Apple Service Certification exams for desktop and portable systems. This easy-to-use, self-paced programme includes training materials, diagnostic tools and extensive information from Apple's own technical library. Most importantly, the Macintosh service training curriculum was developed by the people who know Apple systems best.

Easy-to-use, self-paced technician training

AppleCare Technician Training provides a comprehensive curriculum covering Apple products and technologies and includes Apple-developed diagnostic tools to help you diagnose and prevent problems.² The modules cover such topics as general computer terminology, Apple-specific computer architectures, and Mac troubleshooting and preventive maintenance in a logical, straightforward format that makes it easy to absorb new concepts and information. In addition, the training is self-paced, so you have complete control over your learning schedule.

Up-to-date web-based resources for one year

Extensive reference materials based on Apple's own technical information are available online through AppleCare Service Source.² Here you'll find vital resources including basic servicing information; troubleshooting flowcharts; adjustment procedures; take-apart, upgrade and repair processes; product specifications and exploded-view diagrams. Through AppleCare Technician Training, you receive a year of access to this online resource.

Preparation for supporting and servicing Macintosh computers

The information in the training gives you valuable background knowledge to support and troubleshoot Apple computers and selected peripherals and prepares you for the Apple Service Certification exams. Once you pass the exams, you'll have a competitive advantage in the job market as an Apple-certified service technician.¹

Training Curriculum

AppleCare Service Source training topics are updated frequently to include new Apple products and their associated technologies.

Hardware course topics include:

- Basic Computer Theory and Terminology
- Service References
- Diagnostic Tools
- Troubleshooting Theory
- Component Isolation Troubleshooting
- Underlying Technologies
- CRT Displays*
- CRT iMac and eMac*
- LCD Displays
- iMac (Flat Panel)
- Power Mac G4
- Power Mac G5
- PowerBook
- iBook
- Power Management
- Networking
- AirPort, AirPort Extreme

Mac OS course topics include:

- Installation
- Users and Permissions
- File Systems
- Networking
- File Sharing
- Peripherals
- Startup Process
- Troubleshooting

Apple Service Certification Exams

On completion of AppleCare Technician Training, you'll be prepared to take an Apple Service Certification exam at a worldwide Prometric test centre. Service certifications require that you pass a hardware exam and a Mac OS X exam. Apple recommends that candidates have access to an appropriate Mac system when preparing for these exams. (Examination fees apply.)

The following exams are available:

- Apple Desktop Service Exam
- Apple Portable Service Exam
- Mac OS X Exam

¹The use of AppleCare Technician Training materials and the successful completion of Apple Service Certification exams do not imply any authorisation by Apple to perform repairs or to conduct business directly with Apple or on its behalf. Results from Apple Service Certification exams are used by Apple Authorised Service Providers to assess the competence of repair technicians seeking employment in servicing Apple computers and selected peripherals. ²Use of diagnostic software and access to AppleCare Service Source is subject to acceptance of separate terms and conditions. ³In Denmark, Finland, Ireland and Norway, please replace the "uk" in this URL with "dk", "fi", "ie" or "no", respectively. ⁴In Denmark, please call 802 408 35. In Finland, please call 0800 922 72. In Ireland, please call 1800 92 38 98. In Norway, please call 800 33 034.

*A cathode-ray tube (CRT), such as the picture tube in some Apple displays and all-in-one computers, operates at very high voltages and contains a high vacuum. Follow all safety procedures in the AppleCare Technician Training and AppleCare Service Source to prevent serious injury or death.

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For More Information

For more information about Apple support options, visit www.apple.com/uk/support/products³ or call 0800 039 1010⁴

System Requirements

To use AppleCare Technician Training, you'll need the following:

- An Apple computer with a PowerPC processor and a CD or DVD drive
- Mac OS 9.1 or later; built for Mac OS X
- A display capable of at least 800-by-600-pixel resolution and thousands of colours
- An Internet connection (fees may apply)
- Safari or Microsoft Internet Explorer 5.0 or later with JavaScript on and cookies enabled
- QuickTime 5.0 or later
- Adobe Acrobat Reader 4.0 or later

Ordering Information

AppleCare Technician Training

Order number M9312Z/B

Package includes Getting Started Card, AppleCare Service Source access code and diagnostic CDs.²