Global Technical Support Training Agenda

2001/ 3/ 12 Day 1

Time	Topic	Content	Host/Instructor.
8:20 -8:30	Training Introduction	Agenda and course introduction.	Chi Lin
8:30 -9:00	Biscuit PC products training	General function, application, and road map. Including POS system	Charles Kang
9;00-9:30	ESD and OEM Process	Technical service, support function and OEM policies	Vincent Lee
9;30-9:55	PC/104 Modules training	Road map and application.	David Liu
9:55 – 10:05	Break		
10:05 -10:30	Slot PC product training	Function, Chassis application, and road map.	Oscar Lee
10:30-11:00	Card PC and SOM application training	application and adaptation for multi-purpose.	Jimmy Hsu
11:00 -11:30	Web COM product training	General introduction and special application	May Wang
11:30 -12:20	WAG/PPC product line training	Solutions for multiple oriented	Charley Tsai Charles Lee
12:20 -13:20	Lunch		
13:20 –13:40	Technical Support Policies	Support Chain and operating policies LCD, BIOS, debug technical service.	Chi Lin
13:40 –15:30	Embedded OS Solutions	Solutions, Global service model and policies.	Michael Feng
15:30 -15:45	Tea Break		
15:45 – 16:15	QA/CS system and Internet service	RMA and support service system and Web sites.	Jon-han Wu
16:15 – 17:30	Application Stories & Open Discuss	Interesting world-wide application examples	Isaac Hsu, David Lin; Chi Lin

2001/ 3/ 13 Day2

Time	Topic	Content	Host/Instructor.
8:30 -9:30	LCD Technical Training	LCD BIOS, Cabling, and Debugging	Alex Lin
9:30 -10:20	PPC quality problem debugging	General test procedure and debugging technique	Jamson Lee
10:20 -10:30	Break		

Time	Topic	Content	Host/Instructor
10:30 -11:30	Touch Screen Systems Technical Training	Controller, Driver , debugging technique	Richard Tsao
11:30 -12:00	BIOS Function and Application	BIOS structure and different function of application.	Grace Lee
12:00 -13:00	Lunch		
13:00 -14:00	Windows CE Testing Process	Installation, test and debugging.	Matthew Wood
14:00 -15:00	General Computing System Debugging and handling processes.	Debug technique and handling process.	Chi Lin
15:00 -15:30	Lab Section	System demo and practice 1. Touch screen debugging 2. LCD Lighting tools 3. BIOS modification 4. Win CE application 5. PPC Debugging	Richard Tsao, Grace Lee, Matthew Wood, Chris Chen, Alex Lin, Jamson Lee, Chi Lin; Michael Feng
15:30 - 15:45	Tea Break		
15:45 - 17:30	Lab Section	System demo and practice 1. Touch screen debugging 2. LCD Lighting tools 3. BIOS modification 4. Win CE application 5. PPC Debugging	Richard Tsao, Grace Lee, Matthew Wood, Chris Chen, Alex Lin, Jamson Lee, Chi Lin; Michael Feng

2001/ 3/ 14 Day 3 ESW's Embedded OS Solutions Training Agenda

Time	Topic	Content	Host/Instructor.
08:30 - 09:10	Windows CE 3.0 Introduction	Windows CE 3.0 Introduction	ESW RD
09:10 - 09:40	Windows NT Embedded Introduction	Windows NT Embedded 4.0 Introduction	ESW RD
09:40 – 09:50	Break		
10:00 – 11:00	Windows CE Embedded Evaluation Kit Traing	PCM-5820CE-000 Evaluation Kit Installation, Testing & Application Programming/Debugging	ESW RD
11:00 – 12:00	Windows NT Embedded Evaluation Kit Training	PCM-9550F Windows NT Embedded Evaluation Kit Installation, Testing & Application Programming	ESW RD

12:00 -13:00	Lunch		
13:00 – 15:30	PDK for Windows CE Training	Using Advantech Platform Development Kit to build Windows CE 3.0 image.	ESW RD
15:30 –15:45	Tea Break		
15:40 - 17:30	PDK for Windows NT Embedded Training	Using Advantech Platform Development Kit to build Windows NT Embedded 4.0 image.	ESW RD