

31 Aug 2011

Philips Remote Technical Assistance Center (RTAC)  
(Customer Care Solutions Center) Pre-deployment Training

**Opportunity:** Philips offers a two week, in the field, hands on training opportunity at their Remote Technical Assistance Center (RTAC) now called Customer Care Solutions Center in Alpharetta, Georgia. During this two week training opportunity, soldiers will receive refresher training and work with a senior Philips CT Field Engineer.

**Important:** This training is for soldiers that are *deploying* and have *completed* the 3 week Brilliance CT Training Course (CT3810C). There is no tuition cost for the training, but the soldier must pay TDY costs (Lodging and travel expense).

The agenda for this training is listed below.

# Pre-deployment Training for BMET's (2 Week Program)

## Week #1

### Day 1:

1. RTAC "Meet & Greet", including:
  - a. Facility Tour
  - b. Introduction to RTAC Operations
  - c. Key Modality Contact & Support Personnel
  - d. Quiz
2. Explain Tier 2 Call-In and Call Tracking Procedures, including:
  - a. Importance and Use of Case Numbers
3. Verify BMET Laptop Set-Up, including:
  - a. IST Account Set-Up
  - b. Access to InCenter
  - c. Off-Line Media Pack
  - d. Philips Software Troubleshooting Tools
4. Provide Additional Hardware & Troubleshooting Tools, including:
  - a. Confirm following tools
  - b. Smart Card
  - c. Firmware drivers

### Day 2:

1. Refresher Training on Obtaining Main System Information , including:
  - a. Collecting Bug Reports
  - b. Analysis of Important System Data
2. Explain Process for Sending Bug Reports to CT-RTAC
3. Refresher Training on Philips Software Tools, including:
  - a. "Service Tools"
  - b. "Service Docs"
  - c. "InCenter"
  - d. Offline Media pack
  - e. Electronic Spare Parts Finder (E-SPF)

**Day 3:**

1. Refresher Training on Analyzing System Logs and Sequence of Events During System Boot Process, including:
  - a. logger.mdb
  - b. cantrace.mdb
  - c. usplog

**Day 4:**

1. (Morning) Analysis of Actual Error Logs Sent to RTAC
2. (Afternoon) Refresher Training on Host Computer, including:
  - a. Common Failures
  - b. Troubleshooting Tips
  - c. System Tables Backup
  - d. Networking

**Day 5:**

1. (Morning) Analysis of Actual Error Logs Sent to RTAC
2. (Afternoon) Refresher Training on RECON Computer, including:
  - a. Common Failures
  - b. Troubleshooting Tips
  - c. Service Diagnostics, e.g. ACQ & BP Diagnostics
  - d. Event Viewer Log

(End of Week #1)

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## **Week #2**

### **Day 1:**

1. Field clinical training
  - a. Preventative Maintenance
  - b. Overview of Troubleshooting Methodology

### **Day 2:**

1. (Morning) Analysis of Actual Error Logs Sent to RTAC
2. (Afternoon) Refresher Training on High Voltage Generator, including:
  - a. Common Failures
  - b. Troubleshooting Tips
  - c. Service Diagnostics

### **Day 3:**

1. X-ray Refresher
  - a. Smart Card Setup
  - b. Field Change Order Review

### **Day 4:**

1. (Morning) Analysis of Actual Error Logs Sent to RTAC
2. (Afternoon) Complete Preventative Maintenance Inspection & Verify Calibration of a CT System in a Field Environment (6 – 8 hours)

### **Day 5:**

1. RTAC Summary/Review of Entire 2-Week Course
2. Final Questions & Answers

3. Provide Additional Reference Information for OCONUS Assignment, including:
  - a. RTAC Contact List
  - b. Philips OCONUS Service Delivery Plan
4. Philips Send-Off & Wishes for a Successful Overseas Assignment

(End of Program)

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