ProTech Professional Technical Services, Inc.

Apple Device Technician

Course Summary

Description

The ADT course is a 3-day course that enables students to learn how to effectively troubleshoot and support iPhone & iPad. Interactive discussions and hands-on exercises guide students through the setup, navigation, features, and associated services of Apple mobile devices. Students also learn how to maintain, troubleshoot, and repair Apple mobile devices.

Students' knowledge and skills are tested and reinforced by working through real-world scenarios and optional hands-on labs. Training is available to technicians who work at or wish to work at Apple-authorized service facilities or support mobile devices in an institutional environment.

Objectives

At the end of this course, students will be able to:

- Identify and explore the controls on various iOS and iPadOS devices and practice navigating on them
- Identify the iOS devices that have Apple-specific components, such as NFC, the Secure Element, the motion coprocessor, and the Taptic Engine
- Describe various iOS and iPadOS features, including mailboxes and VIPs, audio source on iPhone, alerts and notifications, passcode options, and privacy settings
- Define and explore iOS and iPadOS services, such as Apple ID and its function within the Apple ecosystem, iCloud and its associated services
- Describe the steps in the device setup and activation process, including any issues that may arise
- Describe the benefits of and requirements for iCloud backups
- List common resolutions for battery-related issues
- Discuss how to use engaging questions to better troubleshoot an end-user issue, including appropriate open and closed questions and overall logical question progression
- Describe how to use the tools and resources that are available to evaluate the device and issue
- Discuss specific questions that help to identify the problem category of an end user's issue (educational, environmental, software, or hardware opportunities). Use Apple documentation, approved tools, and appropriate service strategies

Topics

- Introduction to Mobile Hardware
- Device Activation and Setup
- Device Usage

- Device Backup and Syncing
  Understanding Warranty coverage Mobile
  Device Management fundamentals

Audience

This is an FMC-custom designed course delivered online intended for anyone wishing to advance their skills troubleshooting and repairing the late model Apple mobile devices. All repair demonstrations will be live online using multi cameras illustrating the details of each repair. Students will have the option to do optional lab work at home.

Prerequisites

There are no prerequisites for this course.

Duration

Three days