



NCR Personas SLM Training	
Course Number	TL1021
How long does it last?	4 Days
How many students are there per course?	The course is set to a maximum of 4 people to enable the optimum instructor to student ratio.
What is it about?	Instructor-led training based around TTW and lobby ATMs. The course is 90 per cent hands on for the students and involves module operating theory, removal of modules, strip down to field repairable levels, reassembly and refitting followed by testing using ATMdesk diagnostics. Common failures and troubleshooting is covered for each module.
Who is it aimed at?	ATM field technicians, support engineers, ATM trainers, help desk support staff, rework centre technicians.
What should you know before attending?	Basic electrical theory is a prerequisite for training. The student needs to understand volts, amps, and ohms and the difference between AC and DC. They must be able to use a multimeter to read resistance and voltages.
What will you achieve?	If successful, after the course the student will be able to: <ul style="list-style-type: none">• Diagnose ATM faults down to module level and below• Replace any part or module• Test the ATM using diagnostics• Carry out recommended adjustments• Carry out recommended preventative maintenance
Which models are covered?	5684, 5685 ,5870, 5871, 5874, 5875, 5884, 5885, 5886, 5887, 5877, 6674, 6676





Which modules are covered?	<ul style="list-style-type: none">• Dispensers: Pre IE, IE, Enhanced, M series(P86), Hawk spray (P70), Angel and EP53• Card Readers: SCRW, IMCRW, DIP• Printers: Dot matrix, Thermal, EJ• PC Cores: Pele 2, Pivat, Talladega• Monitors: CRT, LCD• Depositories: P75 PPD, P86 PPD EPPs: V1, V2, V3
What about software?	<p>Software varies greatly from FI to FI so a general guide to APTRA menu systems is covered. OS/2 can also be shown.</p> <p>Ideally the customer's own software can be loaded to our ATMs during the training for complete coverage. ATMdesk diagnostic software is covered comprehensively during the course.</p>
How do you measure effectiveness?	<p>All students will have a half to one day fault finding session combined with a written exam. Certificates will be issued subject to a pass mark of 75% or more.</p>
Where and when?	<p>If held at our Poole facility, the course runs from 09:00 to 16:30 daily.</p> <p>Lunch will be provided.</p>
Can you train at my site?	<p>Yes, we can train anywhere subject to the instructor checking the ATMs and equipment prior to the start of the course.</p>
Any more questions?	<p>Please contact sales@testlink.co.uk or +44 (0)1202 621100.</p>

We look forward to seeing you.