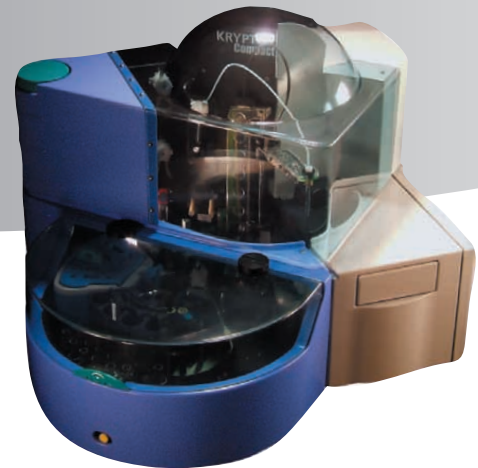


AS  
KRYPTOR  
Customer Service



The KRYPTOR Application team offers you a wide range of training programmes. From basic application to expert level training, you will find the programme to meet your needs.

NEW

## KRYPTOR compact AS **Advanced** Training

### Prerequisite Requirements:

- Fluent in English
- 6 months of experience on KRYPTOR compact system
- Dedicated to experienced AS or FSE who wish to improve their troubleshooting skills

### Training Objectives:

To prepare Application Specialists to better support daily operations of the KRYPTOR compact.

This will include:

- First Level Troubleshooting
- Using AS troubleshooting tools

- Complaint Handling (Lotus Notes, spare part process)
- Lab interface with KRYPTOR compact (KIM)

### Learning objectives:

- Review of software updates
- Use of troubleshooting tools (KRYPTOR demo/fiaview)
- Introduction to log files
- Use of new troubleshooting guide with case studies
- Description of main functions (reading/pipeting)
- Review of major issues encountered by AS
- Spare parts process
- Introduction to new Lotus Notes database

**Training Time: 4 days**

NEW

## KRYPTOR compact **Technical** Training for Application Specialists

### Prerequisite Requirements:

- Fluent in English
- 6 months of experience on KRYPTOR compact system

### Training Objectives:

To prepare Application Specialists for trouble-shooting technical issues on KRYPTOR compact.

This will include:

- Introduction to FSE activities
- Technical troubleshooting

- Complaint Handling (Lotus Notes, spare part process)

### Learning objectives:

- Description of instrument and sub-assemblies
- Troubleshoot main technical issues
- Use of software service troubleshooting tools (FT, KCD)
- Case studies (demo software / fiaview)
- Spare parts process
- Introduction to new Lotus Notes database

**Training Time: 5 days**



## KRYPTOR compact AS **Basic** Training

### Prerequisite Requirements:

- Fluent in English
- Knowledge of immunoassays / medical diagnostic devices

### Training Objectives:

To prepare Application Specialists to train end-users on the KRYPTOR compact. This will include:

- Presentation of KRYPTOR compact
- Basic troubleshooting

- Complaint Handling (Lotus Notes, spare part process)
- Lab interface with KRYPTOR compact (KIM)

### Learning objectives:

- Learn how to operate the KRYPTOR compact (theory and practice)
- Train end-users
- Use of basic troubleshooting tools
- Spare parts process
- Introduction to new Lotus Notes databases
- KIM software

**Training Time: 5 days**

**NEW**

## KRYPTOR classic **Technical** Training for Application Specialists

### Prerequisite Requirements:

- Fluent in English
- 6 months of experience on KRYPTOR classic system

### Training Objectives:

To prepare Application Specialists for trouble-shooting technical issues on KRYPTOR classic.

This will include:

- Introduction to FSE activities
- Technical troubleshooting

- Complaint Handling (Lotus Notes, spare part process)

### Learning objectives:

- Description of instrument and sub-assemblies
- Troubleshoot main technical issues
- Use of software service troubleshooting tools (FT, fdm on xpc)
- Case studies (demo software / fiaview)
- Spare parts process
- Introduction to new Lotus Notes databases

**Training Time: 5 days**

## KRYPTOR classic AS **Basic** Training

### Prerequisite Requirements:

- Fluent in English
- Knowledge of immunoassays / medical diagnostic devices

### Training Objectives:

To prepare Application Specialists to train end-users on the KRYPTOR classic.

This will include:

- Presentation of KRYPTOR classic
- Basic troubleshooting

- Complaint Handling (Lotus Notes, spare parts process)
- Lab interface with KRYPTOR classic (KIM)

### Learning objectives:

- Learn how to operate the KRYPTOR classic (theory and practice)
- Train end-users
- Use of basic troubleshooting tools
- Spare parts process
- Introduction to new Lotus Notes database
- KIM software

**Training Time: 5 days**