



BASIC KNOWLEDGE – FOR SERVICE AND SUPPORT

This workshop provides a practical introduction to the fundamental aspects of the DESIGNA world. The focus is on the interaction between hardware, software and operation. Participants gain a comprehensive overview of the technical fundamentals of the systems, as well as their configuration and operation. Special emphasis is placed on the safe use of the WinOperate operating software. The workshop covers basic settings, configuration options and typical service tasks.

TARGET AUDIENCE

Service technicians and support staff who wish to learn the technical concepts in order to handle service cases more effectively.

PREREQUISITES

To participate in this training, you must have successfully completed Trainee Modules 1 through 3 in the eCademy.

PROGRAM

The workshop is deliberately not designed as a rigid training program with a fixed schedule. Instead, it alternates between technical presentations, hands-on exercises, group work, and joint debriefings. Participants work on realistic scenarios—ranging from basic operation and commissioning of individual devices to systematic troubleshooting and system repair.

The focus is on hands-on learning. Questions, personal experience and current challenges from the participants' day-to-day work are expressly encouraged and actively integrated into the training. This fosters a lively exchange with direct relevance to daily service and support practices.

DESIGNA eCademy

A worksheet for the workshop is available in the DESIGNA eCademy. The relevant documentation, technical manuals and corresponding solutions are also available in the eCademy. It serves as the central learning and reference platform for the workshop.

FOCUS AREAS

- Hands-on instead of lecture-style training
- Group work with real-world tasks
- Confident use of WinOperate.
- Performing configurations independently
- Service and support activities in daily operations
- Opportunities for questions and sharing experience

OVERVIEW

- **Duration:** 3 days
- **Location:** Kiel / Krefeld or on-site
- **Accommodations:** DESIGNA can provide hotel recommendations. Participants are responsible for booking and arranging their own accommodations.
- **Meals:** Refreshments during the training; lunch break to be coordinated with the organizers.
- **Cost:** Price and ID number as per the current training schedule / quote.
- **Registration:** via email to TechnicalTraining@designa.com