

Neuroworks Training For Support Professionals

The objective of the Natus Natus NeuroWorks System Support Training Course is to provide support individuals with the knowledge, resources, and tools to effectively maintain and troubleshoot Natus EEG, LTM and Sleep products. At the end of the course, the participant will:

- Have a basic working knowledge of how to operate the equipment.
- Have a good technical understanding of the main hardware and software components.
- Be able to assemble the hardware components into a functioning system, configure them and troubleshoot them. This includes components down to the level of user replaceable and maintainable parts such as cable assemblies, wire assemblies and third-party components. This does not include parts inside a Natus-manufactured product. A list of user-replaceable parts can be obtained from the Natus Technical Service department.
- Be able to probe and manipulate software components using diagnostic utilities.

The following are typical activities a course graduate will be able to perform:

- Replace a computer. This includes reloading and configuring the software.
- Replace an amplifier or an amplifier cable.
- Replace a camera or connecting cables.
- Correct a configuration problem in the network, a camera or an amplifier.
- Update amplifier firmware.
- Diagnose and locate a loose or disconnected cable.
- Initiate a remote support session.
- Monitor free disk space and adjust storage configuration as necessary.

Most significantly, upon graduation the course participant will have gained the knowledge of how to quickly determine a point of failure so that it can be either corrected or, if necessary, replaced as soon as possible.

Logistics

When: December 4 – 6, 2012
9:00 am – 5:00 pm – Day 1 and Day 2
9:00 am – 12:00 pm – Day 3
Where: Natus Medical Incorporated
One Bio-logic Plaza
Mundelein*, IL, USA 60060

**Mundelein is a suburb of Chicago
(~45 minutes north of Chicago)*

Tuition: \$3,815 per person
U.S. Customers - Please check with your Natus District Sales Manager to determine if the tuition cost has been prepaid with a recent acquisition. You will need the purchase order number.

International Customers – tuition will have been included in a recent acquisition. You will need the purchase order number.

If your tuition has not been prepaid with a recent acquisition, please make your tuition check payable to:

Excel-Tech Ltd.

Mail to: One Bio-logic Plaza
Mundelein, IL 60060
Attn: Ms. Carol Stone

OR

Submit your purchase order and reference p/n: **SVC 800BioMedTrain**

Lodging: Natus has negotiated a rate of \$95/night USD (without breakfast) / \$105/night (including breakfast) at the DoubleTree Inn by Hilton in Mundelein, IL, USA. Please ask for the Natus rate when making your reservation.

DoubleTree by Hilton
501 East Route 83
Mundelein, IL, USA 60060
+1 (847) 949-5100

Hotel amenities include free high speed wireless internet access in all guest rooms and public areas, indoor swimming pool, whirlpool, and fitness room. The hotel also provides a complimentary shuttle between the hotel and Natus/Bio-logic training site and return.

Registration: Space is limited, so please send your registration request at your earliest convenience. Registration must be received by October 31, 2012. **Please do not make travel arrangements until you receive an electronic registration confirmation. (Confirmations will be sent on or before October 31, 2012).**

To register: Please e-mail your registration form to Carol Stone at castone@natus.com.

Transportation: If you are not renting a car, taxis are available curbside outside of the baggage claim area in every terminal at O'Hare International Airport. Most taxis accept major credit cards, but you should ask the taxi driver prior to entering the cab. If possible, please use **American Taxi** – they serve the north shore area and will have better pricing than those serving the downtown area. They may be reached from the transportation telephones in the baggage claim area. You can also prearrange an AmericanTaxi by calling 1-847-255-9614.

Approximate Fares: American Taxi: \$50 each way
Other taxi service: \$85-90 each way
