Lab - Investigate Support Websites and Repair Companies (Instructor Version)

**Instructor Note**: Red font color or gray highlights indicate text that appears in the instructor copy only.

In this lab, you will investigate the services provided by a local laptop repair company or a laptop manufacturer’s support website. Use the internet or a local phone directory to locate a local laptop repair company or laptop manufacturer’s support website. Answer the following questions:

# Local Laptop Repair Company

**Instructor Note**: The information below was obtained from a national computer repair center company.

You can use any local repair company to complete this activity. Your answers may vary from the answers below.

* 1. What different types of services does the repair company offer?

Type your answers here.

Answers may vary: Mail-in repairs, help and FAQ, warranty and returns.

* 1. What brand(s) of laptop computers can be repaired at this repair company?

Type your answers here.

Answers may vary: Toshiba, IBM, HP, Compaq, and Sony

* 1. What type of warranty is offered at this repair company?

Type your answers here.

Answers may vary: They are an authorized service and warranty repair center for Toshiba, IBM, HP, Compaq, and Sony. As an authorized service and warranty repair center, they repair in-warranty laptops or notebooks. There are no parts or labor charges for in-warranty work. They also provide extended-warranty repairs for these brands.

* 1. Does the staff have industry certifications? If so, what are the certifications?

Type your answers here.

Answers may vary: The company maintains a staff of A+ certified and manufacturer-certified technicians who receive service updates from the manufacturers.

* 1. Is there a guaranteed completion time for repairs? If so, what are the details?

Type your answers here.

Answers may vary: Yes, a 24-hour completion time if the parts are in stock. If the part must be ordered, they offer a 3-business-day completion guarantee.

* 1. Does the repair company offer remote technical services?

Type your answers here.

Answers may vary: Yes. There is a minimum fee for all remote technical services.

# Laptop Manufacturer Support Website

**Instructor Note**:The information below was obtained from a national computer repair center’s website (<http://www.dell.com/>).

You can use other websites to complete this activity. Your answers may vary from the answers below.

* 1. What steps are required for locating device drivers for a laptop?

Type your answers here.

Answers may vary: Search for Drivers > Select Model > select product family Laptops > select product line XPS Laptop > select product model M1530 > Confirm.

* 1. What type(s) of support are offered for troubleshooting laptops?

Type your answers here.

Answers may vary: FAQ, search database, chat, forums, and discussion groups.

* 1. Does the manufacturer website offer remote technical services, if so what type(s)?

Type your answers here.

Answers may vary: Chat with technical support and on-site service.

* 1. What method(s) are used to located parts?

Type your answers here.

Answers may vary: Dell System Analyzer and Service Tag search.

* 1. What steps are required for locating manuals for a laptop?

Type your answers here.

Answers may vary: Select Model > select product family Laptops > select product line Precision Laptop > select product model M90 > Confirm > Get Manuals > English > select manual then download.

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