Ticket Submission:
When submitting tickets,
- Please have the correct model number of the computer, printer, or monitor
- Enter the asset tag of the CPU
- Enter the room number when submitting tickets.
- Please only have one item per ticket.
- If possible please place a copy of the ticket on the item needing service. This is very helpful in the labs and classroom, so the tech will not have to search for the item.
- Please explain in detail the problem with the item and ensure the contact information is complete with the telephone number and email address of the end user or tech person.
- Ensure that the room number and serial number provided are correct because an incorrect room number and/or serial number will cause a ticket to be placed in the more info status or even closed.

There are three repair techs and each has over 42 sites to service. We strive to complete the repairs as quickly as possible. Every ticket is a priority.

Monitors:
If a monitor is defective we will need information such as:
- the computer manufacturer and
- the model number (exp. Lenovo 2756-BB2 or Dell Optiplex 9020).
  - Most Lenovo computers have the model numbers and serial numbers located on the front right bottom corner with the exception of some of the newer ones.
  - Dell computers have a service tag instead of a serial number.
- We will need the service tag of the computer which is going to be seven digits and also alpha-numeric.
- If the problem is with a monitor on a Dell system we will need the service tag number of the computer as well as the CN number located on the side and/or rear of the monitor.
- When submitting tickets for monitors be specific and explain in detail (exp. no video, flashing light but no video, bad color, loud noise coming from monitor).
  - For example, “Bad monitor” in the problem description is too vague.
- On Dell CPUs the service tag is located on the right side, left side, & rear of the CPU.
- Do not put the express service code on the ticket.

Mice/Keyboards:
- Please do not send mice through the courier, but submit a ticket for all mouse problems. If you have numerous missing mice, you will need to contact the person at your school that buys these items for the school.
- We will support no more than three mice and three keyboards missing in an entire school year.
- Items that appear to have been damaged intentionally may have to be purchased by the school.

Printers:
When submitting a ticket for a printer:
- you will find the model number of the printer on the front (exp. HP Laserjet 1022).
- You will find the serial number located on either the inside of the top cover of the printer or on the rear of the printer.
- Give as much detail as possible as to the problem (exp. “Printer not working” does not explain the problem).
- Laser printers may smoke (giving off visible vapor) for a while when printing. This is normal because of humidity.
- Please ensure that the paper trays are properly aligned and have the correct type paper in the tray.
- If at all possible don’t run labels through the printer because they often get stuck and are very difficult to remove.
The cost for the replacement of all ink, toner cartridges, fusers, and transfer belts are the sole responsibility of the schools because these items are considered consumables. However after the problem has been determined repair will install these consumables once they have been purchased by the school.

Transparencies should not be used in laser printers for whatever reason.

AveryKeys:
- Also we do not support aver keys. If they are the cause for no video, they will be removed and the monitor will be plugged directly into the computer.

Vandalism:
- There has been an increase in vandalism of the computers.
- It has been observed that some of the labs have little or no supervision. Candy and other items have been located inside various parts of the computers.
- Also there have been instances of computer parts missing such as RAM and keys from the keyboard, there are a very large number of CD-Rom drives missing the drive belts that open and close the CD-Rom tray.

Televisions:
- We do not repair or remove CRT TV’s (non-flat panel TV).
- Some of the newer model TV’s (LCD) flat panels are still under warranty
- If so please submit a help desk ticket with the information on the TV such as the serial number, model, & manufacture.
- Remotes must be available for a repair or replacement.

Projectors:
- We service projectors and overheads that are unmounted and that are no longer in warranty.
- If a bulb needs replacement, please have bulb prior to submitting a ticket.
- We recommend that you purchase a bulb that is made by the manufacture and not a third party bulb because they do not always fit and sometimes blows out as soon as they are installed.
- You can distinguish the difference mainly by price. If you have a projector that shows stars (symptom of a bad DLP chip), it is of no use to submit a ticket, unless your school is willing to purchase a new DLP chip which cost nearly $300.00 and it has a ship date of up to 6 months.
- Purchasing a newer system that costs around $525 would be a better option than repairing an older system for $300.
- We recommend that a ticket be submitted for all bulb replacements since there is other maintenance that has to be done to the projector to keep it running longer.
- **DO NOT ATTEMPT TO CHANGE THE BULBS ON YOUR OWN.** This is only to be done by a skilled repair technician.

Laminators:
- We also repair laminators, if there is doubt as to how to install the paper, please feel free to give us a call or submit a ticket.

AV Equipment:
- We also repair other smaller electronic items such as boom boxes, VCRs, etc.
- If you are unsure, please feel free to give us a call at (336) 378-8817.

**WE DO NOT REPAIR SCOREBOARDS OR SCANNERS OF ANY TYPE.**
Frequent Problems and Causes

- **No video** - Monitor not plugged in. Power switch changed from 115 to 230. Aver key not plugged in properly. Computers unable to boot because the keyboard or mouse are not plugged in.

- **CD ROM will not read CD’s** – Loading a DVD instead of CD. Using a CD with a lot of fingerprints or scratches on it.

- **No sound**– Muted on computer. Plugged into the incorrect port in the back of the computer or volume turned down on monitor or computer. Headphone jack broken off into a sound port on the computer. No power to sound bar. Some newer computers do not have speakers attached.

- **Video upside down**– Someone has changed the display settings on the computer.

- **Printer will not print from computer**– The printer queue is jammed and it must be cleared from all the computers attached. Ensure that all cables are connected properly and that the printer is turned on and have paper in the paper tray and a toner cartridge installed.

- **Smoke coming from printer (giving off visible vapor)** - This happens with laser printers when the humidity or moisture in the paper reacts with the fuser assembly that heats up to several hundred degrees. This is normal for a short time depending on the paper and its dampness.

- **Projector not showing any picture**– Ensure that the lens cap is removed and that the cables are connected properly.

**Streaks, smudges, lines, & spotty powdery residue down the paper are due to a bad toner cartridge. Please replace the toner cartridge. This may take up two or three different toners, since they are refurbs.**

Any questions please call Alonza Ollison (336) 378-8817 or email: ollisoa@gcsnc.com