

Computer Smoke in your Eyes...

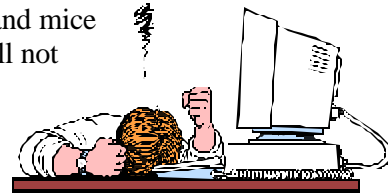
by Bill Jones, Desktop Support



Who do you call when your computer crackles and smokes? Not Ghostbusters and, hopefully, not the fire department! What you have is a hardware problem and you will want to call the Help Desk. From there, the call will be routed back to Desktop Support. Desktop Support provides hardware maintenance for computers, printers, scanners, monitors, and other peripherals attached to your computer.

Desktop Support can configure and recommend hardware equipment by logging a request with the helpdesk. This service is especially helpful to not only provide pricing, but also let you know if the items you want will be compatible and supported in your area. Vendor pricing quotes are generally good for 30 days while you make your purchasing decisions.

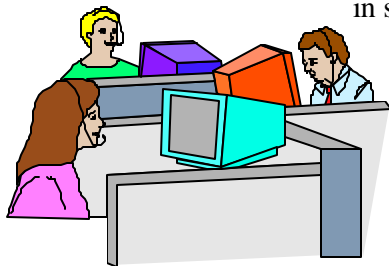
Desktop Support provides the expertise to restore the functionality of the computer. An inventory of components, that commonly fail, is maintained in a secured area. Floppy drives, power supplies, and other internal components are kept on-hand for quick replacement. External components such as monitors, keyboards, and mice are also kept in inventory so that the loss of a peripheral device will not cause prolonged downtime.



In some cases, the component cannot be easily replaced, such as a bad motherboard. If Desktop Support does not have a needed part, it can be obtained from one of our vendors. Additional memory and larger hard drives can be ordered and installed in your computer as well. Peripherals, such as monitors, can be replaced when repairs or age exceed the cost of repairs on the unit.

Another service Desktop Support provides is assistance with equipment/employee moves. With sufficient notice, we are happy to assist with moving computers, printers, and any other computer device. Part of our service is to make sure everything is hooked up correctly and the computer is functioning properly. Of equal importance is to ensure that proper inventory paperwork is prepared for Property Accounting to accurately report our assets. Paperwork is also included with the service of moving equipment by the Desktop Support Team.

For those of you with printers please refer to our website for a variety of toners and ribbons kept in stock. If there is an item that you don't see on this menu, just send a message to the helpdesk@domail.maricopa.edu account and the information will be gathered for you. Maintenance kits for many of the printers are kept in stock as well.



As you can see, Desktop Support is ready to address all your hardware problems and minimize your downtime. Who you gonna call? Desktop Support!!!