

CFISD Technology Services

Laptop Repair I

Instructor	Frank Adian (281) 807-8941	Cy-Fair Learning Management System	
Location	Technology Service Center 11330 Falcon Road Houston, TX 77064	Course First Offered	November 2014
		GR8 Expectations	4.A, 4.C

Description:

The Technician will learn to identify non-Warranty laptop issues, and how to repair them.

Goals:

- Identify laptop models in use in the district.
- Determine the warranty of a laptop using Hayes TipWeb.
- Identify tools necessary for repair: Phillips head screwdrivers (multiple sizes), flathead screwdriver
- Learn the steps to replace laptop keyboards.
 - Warranty vs. Technology Service Center: Number of keys missing
 - Verify 'type' of keyboard – not all created equal
- Learn the steps to replace laptop LCD screens.
 - Warranty vs. Technology Service Center: Non-working screen vs. physical damage

Resources:

[iSupport](#): Shared Views > Knowledge Entries > 1516 Technician Knowledge Base

Evaluation:

The Technician will remove and replace a laptop LCD screen and keyboard under supervision.