

Supported Computers and Printers

The following tables list the currently supported models for Faculty, Students and Staff.

To submit a work order go to <http://pbheat9:8080/HeatWebUI/hss/HSS.html>

Use the links under Purchasing to look for new supported equipment.

Desktop Computers	Support Level	Purchasing	Work Order Requirements
<u>Dell</u> GX390, GX470, and newer <u>Dell</u> GX745, GX755, GX760, GX780 <u>Dell</u> GX520 (out of warranty)	Full	http://www.palmbeachschools.org/purchasing/bids/Purch/computer/standards.asp	The following MUST be included when submitting a HEAT ticket for a computer hardware issue : <ul style="list-style-type: none"> • Asset Tag # • Serial/Service Tag # • Make & Model (i.e. Dell GX745) • Location of computer • Description of problem ("doesn't work" is NOT sufficient!) • If the problem is with the monitor, provide all information above PLUS the monitor serial #. This is a lengthy # usually starting with CN.
<u>Dell</u> GX260, GX270, GX280	Limited		Only keyboards, mice, hard drives, RAM and CD Rom drives will be replaced in these models. Include same information as for fully supported models. No memory upgrades, only replacements.
Mice and Keyboards			Include same information as for fully supported models. A separate work order must be submitted FOR EACH computer needing a keyboard and/or mouse.
Vandalism			A Police Report # MUST be included in work orders when requesting replacement parts for vandalized equipment.
Locks			Specify quantity; Retrieve locks before sending old computers to warehouse
Laptop Computers	Support Level	Purchasing	Work Order Requirements
<u>Dell</u> D620, D630, D830 <u>Lenovo</u> R60, R61, T61, T61P, X61, X61T, T500, W500, X200 <u>Hewlett Packard</u> 8530P, 8540, 8730W, 2730P, 2740, 6730P	Full	http://www.palmbeachschools.org/purchasing/bids/Purch/computer/laptop/hplaptop.pdf	The following MUST be included when submitting a HEAT ticket for a computer hardware issue : <ul style="list-style-type: none"> • Asset Tag # • Serial/Service Tag # • Make & Model (i.e. Dell GX745) • Location of computer • Description of problem ("doesn't work" is NOT sufficient!)
<u>Dell</u> D600, D600M, D610	Limited		Batteries, keyboards, RAM, CD Rom drives only
<u>IBM</u> R52, <u>Dell</u> 505 and older	No Support		

Printers	Support Level	Purchasing	Work Order Requirements
<p><u>Lexmark</u> E-Series: E342dn, E360dn, E460dn and newer</p> <p><u>Lexmark</u> C series: C534dn, C762, C782n, C935dn and newer</p> <p><u>Lexmark</u> T-Series: T644dn and newer</p>	Full	http://www.palmbeachschools.org/purchasing/bids/Purch/computer/lexmark/printertoner.pdf	<p>The following MUST be included when submitting a HEAT ticket for a printer issue:</p> <ul style="list-style-type: none"> • Asset Tag # (if available) • Serial # (sometimes located inside front panel) • IP Address (for networked printers) • Location of printer • Description of problem ("doesn't work" is NOT sufficient!)
<p><u>Lexmark</u> E-Series: E312, E322, E323, E332 and older</p> <p><u>Lexmark</u> C-Series: C510, C522, C710, C720, C750, C752, C910, C912 and older</p> <p><u>Lexmark</u> T-Series: T520, T610, T620, T632 and older</p> <p>NOTE: IT only supports Lexmark monochrome or color laser printers. No HP or other brands are supported. No inkjet printers.</p>	No Support		

Questions about supported hardware can be directed via email to FieldTechSupport@palmbeach.k12.fl.us or via phone to PX 45252.

Last updated: March 3, 2011