Procedures for Obtaining Hardware Maintenance

If you are having problems with a computer the first thing you need to do is determine whether the problem is hardware or software related. You will most likely need assistance determining this. County offices and state office personnel should contact the Call Center.

Hardware vendors will not be able to help with problems associated with Zimbra, Microsoft Office, Symantec Endpoint, Banner, or any of the Extension written software (i.e. AIMS, Cedar, etc.).

Once it is determined that you do have a hardware problem you will have to contact Dell if the computer is still under warranty.

**Dell Warranty Information**

1. You must have the Service Tag or Express Service Code before you contact Dell. The tag is a sticky label located on the outside of the computer. To retrieve the Service Code, in the lower left taskbar of the desktop, choose <Start> <Programs> <Dell Accessories> and select <Express Service Code>.

2. For WEB help go to Dell Support, put in your Service Tag and select <GO>.

3. For telephone support, call 1(800)822-8965 and follow voice prompts.

**DataFix Service Procedures**

Once a computer or printer problem has been determined to be hardware you will have to call Datafix or your local vendor if you are set up with one. You will also need to fill out the MS Word template Misc-119 available in the Template section of Extension’s website. This form will be sent to Datafix with the equipment being repaired so they can attach it to the invoice and the proper Fund and Org number will be charged for the repair.

**DataFix Locations and Contact Information**

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Little Rock</td>
<td>5101 W. 65th Street</td>
<td>501-562-3554</td>
</tr>
<tr>
<td></td>
<td>(Corp. Office) Little Rock, AR 72209</td>
<td>501-562-3554</td>
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<tr>
<td></td>
<td>800-300-7704</td>
<td></td>
</tr>
<tr>
<td>Springdale</td>
<td>1409 North Thompson</td>
<td>479-756-2800</td>
</tr>
<tr>
<td></td>
<td>Springdale, AR 72764</td>
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<tr>
<td>Jonesboro</td>
<td>1203 Nettleton Circle</td>
<td>870-972-5330</td>
</tr>
<tr>
<td></td>
<td>Jonesboro, AR 72401</td>
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</tbody>
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[Data-Fix Website]
Examples of Problems Encountered

Hardware Problems:

- CD drive will not read CD’s
- Error reading
- C drive Disk I/O error
- Computer doesn’t recognize hard drive
- Computer has no power

Software Problems:

- This program has performed an illegal operation.
- Blue screen errors (System is busy, General Protection Fault).
- Any program that refuses to open, but other programs work fine.

Printer Problems:

Printer problems are usually easy to tell apart. If a printer refuses to print but it can do a self-test print, this is usually a cable or driver software problem. Most hardware malfunctions are indicated by an error code on the LCD screen of the printer or all the lights flashing on an inkjet printer.

The call center may have to help determine the nature of the problem if it is not evident.