IT Essentials 5.0

12.4.1.5 Lab - Remote Technician - Fix a Laptop Problem

(Student Technician Sheet)

Print and complete this activity.

In this lab, you will gather data from the customer, and then instruct the customer on how to fix a laptop that will not display anything on a secondary monitor. Document the customer's problem in the work order below.

Company Name: Don's Delivery
Contact: Don Marley
Company Address: 11 E. Main Street
Company Phone: 1-800-555-0032

| **Work Order** |

| *Generating a New Ticket* |

Category Laptop   Closure Code ___   Status Open_____

Type: _____   Escalated Yes   Pending _____

Item _____   Pending Until Date _____

Business Impacting? X Yes   O No

Summary_____

_____

_____

Case ID#_____   Connection Type Ethernet_____
Priority ____2_____   Environment _____
User Platform Windows 7_____

Problem Description: _Laptop is powered on. Laptop screen shows Desktop__
properly. Second monitor plugged into laptop. Second monitor has a black
screen._____

Problem Solution:

(Student Customer Sheet)

Use the contact information and problem description below to report the following information to a level-two technician:

Contact Information
Company Name: Don's Delivery
Contact: Don Marley
Company Address: 11 E. Main Street
Company Phone: 1-800-555-0032

Problem Description
I am not able to view anything on my second monitor connected to a laptop. I tried turning the second screen off and back on, but the second monitor remains black. The second monitor worked fine yesterday, but now, nothing is displayed. Other employees use the laptop and second monitor during the day. What can I do to make my second monitor work?

(NOTE: Once you have given the level-two tech the problem description, use the Additional Information to answer any follow up questions the technician may ask.)

Additional Information
- Laptop and second screen are not moved around
- Tech support fixed a similar problem for a user last week