

Keyboard, Mouse, and Webcam Replacement

1. Locate a spare device and report to the classroom or location where the issue is occurring.
2. Open the instructor station, and remove the USB device that is not working properly.
- 3 Plug in the new device to test if the USB port in the back of the computer has failed.
4. If the port has failed and the computer is a Optiplex 3050 or 3060, we will need to replace the computer. Create a new ticket for this and assign to the appropriate pro staff.
5. If the port has failed and the computer is an Optiplex 3070, 3080, 3000 or 7010 you will need to connect a small USB hub in one of the working ports in the back and plug in any remaining USB devices.
6. Bring any suspected equipment back to the IT office to test if it is working properly.