

Lab - Research Laptop Specifications

Laptops often use proprietary parts. To find information about the replacement parts, you may have to research the website of the laptop manufacturer.

Before you begin this lab, you need to know some information about the laptop.

Your instructor will provide you with the following information:

Laptop Manufacturer:	<i>ASUSTek Computer Inc.</i>
Laptop Model Number:	<i>ROG Strix G16 G615JMR-S5130WSM</i>
Amount of RAM:	<i>16GB 5600MHz DDR5</i>
Size of the Hard Drive:	<i>1TB M.2 PCIe NVMe SSD</i>

Answer the following regarding your laptop model.

1. Use the Internet to locate the website for the laptop manufacturer. What is the URL for the website?

<https://rog.asus.com/ph/laptops/rog-strix/rog-strix-g16-2025/>

2. Locate the service section of the website and look for links that focus on your laptop. It is common for a website to allow you to search by the model number.

List the links you found specific to the laptop and include a brief description of the information in that link.

<https://rog.asus.com/ph/laptops/rog-strix/rog-strix-g16-2025/helpdesk/>

Opening this link, it presents a menu containing the product name, customer ratings, and tabs containing the menus about the laptop. On the right, there is a message about registering the product for warranty, technical support, and repair status. Below that, there are five menus to navigate around the drivers, software, FAQ, documentation, warranty, and other services. Note that in the driver downloads section, it asks you to choose a specific model number for your laptop.

3. Briefly describe any service notices you found on the website. A service notice example is a driver update, a hardware issue, or a recall notice for a laptop component.

There are some service notices in the website, more specifically, in the Drivers & Tools section inside the support page. The page contains the driver version's current and past releases, Alongside the drivers, it also contains the BIOS downloads section with its respective updates and bug fixes. For now, there are no official reports surrounding hardware issues and recalls, however, there are some in the customer reviews section concerning defective components.

4. Open forums may exist for your laptop. Use an Internet search engine to locate any open forums that focus on your laptop by typing in the name and model of the laptop. Briefly describe the websites (other than the manufacturer website) that you located.

<https://forums.tomshardware.com/forums/laptop-general-discussion.40/>

<https://forums.tomshardware.com/threads/bsod-at-startup-or-shutdown.3883581/>

Tom's Hardware is a website that contains tech reviews and community forums dedicated to computers, laptops, and phones. The subforum, laptop general discussion, talks about buying guides, tweaks, fixes, updates of laptop models and drivers, and other posts related to laptops.

Conclusion/Learnings/Analysis:

Concluding this activity, I learned the ways to identify a laptop's manufacturer, model, and its specifications through using a web search engine and doing some research. The laptop's information is easy to find but finding the ways to fix some specific issues may require more time browsing and reading forum threads, service manuals, and tutorials on the internet. These issues may range from thermal and power throttling, performance issues, to security vulnerabilities. During the class discussions, I also realized even though laptops and desktops are similar in their architecture, uses, and their value, laptops require more time to research before buying, troubleshoot issues, and repair them compared to desktops since when you're buying a laptop, you're buying one product instead of building a desktop computer, which comes in components. But by learning more about laptops through reading the module, I can learn more about how to identify, troubleshoot, and solve problems in laptops.