

## 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:

<b>Laptop Manufacturer:</b>	<b><i>Dell Inc.</i></b>
<b>Laptop Model Number:</b>	<b><i>G3 15 3579</i></b>
<b>Amount of RAM:</b>	<b><i>32 GB</i></b>
<b>Size of the Hard Drive:</b>	<b><i>1 TB 5400 RPM HDD</i></b>

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://www.dell.com/en-ph>***

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://www.dell.com/support/product-details/en-ph/product/g-series-15-3579-laptop/overview>***

***-This link has different tabs, the first one from the left most side is the "Get Started" that has some starter guide for the laptop like the manual. The second tab is about Troubleshooting and Diagnostics which can be used to check updates, run quick tests and used to search error codes. The third tab shows popular problems and solutions. The fourth tab can be used to find articles, manuals and other support resources.***

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.

***What I found in the service notice is about driver updates. The driver updates are for the different devices. These driver updates include ones for the bios, hard drive, etc.***

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.

*The websites I found at the top of the Google search results are the main dell website, reddit/r/dell, technibble, diy-laptoprepair, tom's guide forum, autodesk, and tom's hardware. The reddit/r/dell is a forum dedicated to Dell products, not only to laptops. Diy-laptop repair forum is about laptop repairs and support. Technibble, tom's guide forum and tom's hardware is a tech support website meaning it is not exclusive to laptops but also for pc and other mobile devices.*

### **Conclusion:**

From the lessons, I learned more about different preventative and troubleshooting methods for laptops. How they need to be cleaned, like fiber cloth should be used cleaning the touch pad and laptop's display. In this activity, I learned how to find support details for a laptop on the main manufacturer's website. Mostly for me, I just search on the internet on how to troubleshoot my device but because of this activity, I think I will first search for the main website of the laptop to look for the fixes. On how I did this activity, I am pretty unsure if the service page and the support page are the same because they are different tabs in the main website but when searching on the internet for the service for the laptop given, I get the support website as the top result. But overall, I think I have sufficed the instructions of this activity.