BYOD Warranty FAQ’s

What are the requirements for BYODD/T
The minimum requirements for BYOD devices are outlined in the document given to all parents entitled ‘BYOD Device Requirements Checklist’.

How can I tell if the device is 2.4 and 5GHz Compatible?
All wireless devices must conform to a standard called 802.11. Inside that standard are a number of different types of wireless. These are based on speed and the frequency the wireless can use. **At a minimum, a device must be 5GHz compatible**

- To be **5GHz compatible** on the schools network the computers must have wireless 802.11a/n
- To be **2.4GHz compatible** on the schools network the computers must have wireless 802.11g/n
- A device that has **802.11 a/g/n is compatible on both 2.4 and 5GHz**
- A device that has **802.11 a/b/g/n or a device that has 802.11 a/b/g/n/ac are both compatible on 2.4 and 5GHz** (ac is a future standard that we will be using)

Examples:

<table>
<thead>
<tr>
<th>Network interface</th>
<th>Realtek Ethernet (10/100/1000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wireless</td>
<td>Broadcom 802.11a/b/g/n (2x2) and Bluetooth® 4.0 Combo</td>
</tr>
<tr>
<td>Energy efficiency</td>
<td>ENERGY STAR® qualified</td>
</tr>
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**General Points**
- All devices must have a warranty if purchased in Australia
- Make sure you are given a copy of the warranty
- Warranties are for HARDWARE faults only. If you install a program (software) on the device and it stops working because of that the warranty will not apply.
- If the problem is found to be software, you will most likely be charged a significant amount for the repair
- There are a wide range of warranties available and not all devices have all warranties available. Below are listed the most common warranties for a student device.
- There are legal requirements for a warranty and the legal requirements over-ride any manufacturers’ warranty.
• The warranty only covers defects in manufacturing NOT damage from use e.g. broken screens, broken cases if it is dropped or any repair if it has been in water, coffee etc. Often this excludes keyboard keys coming off
• If you open the device case itself the warranty is void and no longer applies

What are the types of Warranties I can have?

Next Business Day (NBD)
This does not mean that the device will be repaired the next business day. What it means is the technician will be in contact with you to arrange a repair on the next business day. In most cases they will ask you to perform some troubleshooting so that they can bring the correct parts with them.

On-site
The technician will go to a place nominated by you to repair your device - more on this later. Note some on-site warranties change to return to base after a specific time.

Next Business Day On-site
A combination of the above two options

Return to Base (RTB)
You must return the device to a place nominated by the manufacturer. You need to be quite careful with this type of warranty, particularly if you buy the device overseas or in online auction sites.

NOTE: It is advisable to keep the packaging in case you have to return it as the packaging is more likely to protect it that you just wrapping it up.
   1. Where is the device to be sent i.e. another city? another state? another country?
   2. Who pays for the freight to the repair centre?
   3. Who pays for the return of the device?
   4. Is the device insured in the mail - i.e. if it is lost or damaged is it replaced?
   5. What is the timeframe from receipt of the device till it is returned to your address

With some Apple warranties, the device is exchanged for another unit at an Apple Store - see Backing Up Your Device below

Advance Replacement
The manufacturer ships a replacement unit to the user before the defective unit is returned.

NOTE: If the user does not return the defective device within a nominated time period they are required to pay for the replacement device.

How long do Warranties last?
All devices must come with a warranty. The length depends on manufacturer and the type of device. In most instances, your device will be expected to last a minimum of two years and a maximum of three before it is replaced. This will vary from school to school

Extended warranties are available i.e. an extra year or two years. Once again, be sure you understand what you are buying.
   1. A three year extended warranty does NOT mean an extra three years, it DOES mean three years in total.
   2. Is the extended warranty supplied by the manufacturer or another party?
   3. Is the extended warranty identical to the manufacturer's warranty? E.g. is the extended warranty return to base when the original was on-site
   4. Are there any exclusions/ e.g hard drive or screen in the extended warranty? e.g. It is highly unlikely the battery is covered
   5. Does this extended warranty cover just labour or parts and labour?

What happens if the company supplying the warranty stops trading?
The warranty ceases to exist.
How do I backup my device?
There are a range of answers for this, once again depending on the device.
1. PC's and Macbooks require hard drive or online backups
2. Ensure you find out how to backup and restore your device when you purchase it
3. You are responsible for backing up the device
4. The manufacturer takes no responsibility for anything lost or deleted when the computer is repaired
   Backup your work every night to the cloud or an external hard drive

What information do I need when I call the warranty line?
You will need to provide the following information where possible:

1. Contact Name and Number
2. Invoice Number
3. Product Name and Serial Number
4. Fault Description
5. Location Details and contact there, if service is required

What will your school do to assist with warranties?
If you have an ON-SITE warranty, you have the option of arranging for the repair to be carried out by the manufacturer during schools hours.
NOTE: It is critical that you understand, the school is simply providing a workspace for the computer to be repaired; the school is not involved in any part of the repair process.

The process to follow is:
1. The owner of the device calls the manufacturer, carries out the troubleshooting as required and informs the technician that the device will be at the school for repair between school hours
2. The owner of the device completes a "Warranty Repair Form"
3. The student brings the computer to school and follows school processes for the repair of the laptop, giving the laptop to the school ISO with the Warranty Repair Form. The ISO will not accept a machine without the completed form
4. The school ISO provides a workspace for the technician
5. The ISO will return the device to the student after the technician has repaired it

What is your school ISO forbidden to do?
1. The school ISO may not undertake any repairs to a BYOD device
2. The school ISO may not have any discussions with the technician who repairs your computer
3. The school ISO cannot recommend a place to repair any out of warranty damage but may provide a list of places for you to choose from. The school does not guarantee that any of the places will repair the device