

اسس التصحيح

I

- a) Preventive maintenance.
- b) Corrective maintenance.
- c) Preventive maintenance.
- d) Perfective maintenance.
- e) Adaptive maintenance.

II

1. The diagnosis.
2. The initial restoration, the development of the Plan Maintenance Quality (PQM).
3. The installation of the tools.
4. The taking into account of the tasks.
5. Interventions under control.
6. Autonomy.

III

1. Explain the purpose of data protection.
2. Gather Data from the Customer.
3. Verify the Obvious Issues.
4. Try Quick Solutions First.
5. Gather Data From the Computer.
6. Evaluate The Problem and Implement the solution.
7. Close with the customer.

IV

Troubleshooting Process

1. Restart the printer.
2. Disconnect and reconnect the cables.
3. Restart the computer.
4. Check printer for paper jams.
5. Ensure printer doors are closed.
6. Check that the correct printer is set as the default printer.
7. Check that the correct services are running.
8. Check that the printer is configured correctly.

V

- Identify appropriate cleaning procedures.
 - o Use right products and procedures.
 - o Read all warning labels.
 - o Clean the screen with isopropyl liquid and don't use any other detergents.
- Identify optimal operating environments.
 - o Dust, temperature, and humidity can affect laptop performance.
 - o Avoid eating and drinking while using the laptop.
 - o Place the laptop away from radio transmitters.
 - o Do not store the laptop in a temperature below 5° c
- Describe how to troubleshoot laptops
 - o When troubleshooting problems determine the best course of action
- Check for external problems, such as connection errors, power errors, and function key errors.

Others:

- Place the laptop on a flat surface.
- Do not block the air intakes with any obstacles.
- Do not hold the laptop by the lid (screen).
- Do not place heavy items on the laptop.
- Remove the battery before storing or transmitting the laptop.
- Do not place any item between the lid and the laptop.

VI

- a) RAM, Motherboard, Video card, CPU, Power supply...
- b) Can usually be resolved by installing updated firmware for a critical component.