Equipment

Purpose   To assist local agencies in equipment and problem resolution.

Policy   All equipment used for StarLINC shall be purchased by the local agency (LA) or the State Agency(SA) according to specifications established by the SA. Equipment is maintained throughout the service life of each unit through the use of StarLINC Help Desk, on-site visits, warranty service or local agency technical support.

Authority   CFR 246.4

Procedure   The NH WIC program provides equipment to operate the StarLINC system at the LA clinics from a number of companies. The brand names and models are carefully selected to provide reliable and consistent operation with minimal problems. Listed below are suggested steps to problem resolution.

1. Call the StarLINC Help Desk to determine whether or not the issue is related to the StarLINC application or a hardware issue. If the problem is resolved but reoccurs later, act quickly to contact the Help Desk staff again.

2. Involve local agency MIS/IT technical staff (if available) for help in determining the problem. Often local agency MIS/IT technical staff can:
• Help to resolve problems with non-StarLINC applications such as Microsoft Explorer,etc. and the local computer network.
• Check hardware problems that require someone to be onsite (i.e. open the computer box and re-seat a loose network card, etc.)
• Confirm hardware as the problem.

3. If the StarLINC Help Desk and local agency MIS/IT technical staff (if available) are unable to resolve the issue then determine if the equipment is under warranty. Note: The warranty period begins the date the item was received. If the equipment is under warranty, do the following:
• Call the warranty number listed below. Before calling for warranty service, you will need the express service code (for Dell equipment) or the serial number on the equipment.
• Have the person most familiar with the problem make the call.
• Explain the steps already taken to diagnose the problem.
• At the direction of the warranty staff, attempt any additional tests or adjustments that you feel comfortable with. DO NOT exceed your ability. Use local agency MIS/IT technical staff if the request is too complicated.

• If the issue is resolved over the phone, double-check that everything is working before you hang up with the warranty technician.
• Write down the name of the person you spoke to.
• If the problem reoccurs, act quickly to contact the warranty staff again.

Type of Equipment	Warranty	Telephone #
Dell PC & Notebook	3 years	1-800-981-3355

4. If the equipment is not under warranty, determine if the product is repairable and, if so, if it is cost effective to repair. Some questions to ask to determine cost effectiveness are:
• Is the cause of the hardware problem obvious and inexpensive? For example, replacing a power supply is cheap if you have an in-house person to replace it.
• Are all costs related to diagnose and repair the equipment more than 20% of the replacement cost?
• What is the age of the equipment? Is now an appropriate time to replace?

Agencies shall notify the State office when new equipment is received and ready for setup. The State office will then give MIS Contractor the go ahead to work with your agency in getting a subcontractor on-site. See policy #3, "Technical Support", for information regarding on-site visits.