

LAPTOP SUPPORT WHILE ABROAD



The University encourages all students to take their University issued laptop with them on their study abroad experience. In the event that you experience technical difficulties with your laptop or if your laptop is stolen while you are abroad, follow the steps below to secure fast and reliable service. Please note worldwide power requirements below.

Laptop Support and Repair

- **Hard Drive Failure**
Contact the Laptop Program Manager @ 610-519-7777 or email: support@villanova.edu with contact information to receive a new hard drive. The Laptop Program Manager will send the new hard drive, return shipping information and installation instructions.
- **Other Hardware Issues**
Call US Dell Technical Support @ 512-728-7407 (LCD, System Board, Battery, etc). After you call Dell Technical Support then call or email the Laptop Program Manager and provide the computer's serial number, contact information, and Dell incident number. The Laptop Program Manager will expedite the service process with Dell once this information is supplied.

Laptop Theft

- Provide country specific Local Police Report to Laptop Program Manager. The student is responsible for any loss, damage or theft up to \$1000 for the first incident. We recommend that the student place their laptop under their parent's homeowners insurance or seek out renters insurance if available.
- Provide an address to a safe location and the replacement laptop will be shipped with signature required upon delivery.
- For more information, please visit the following link:
<http://www.villanova.edu/unit/laptopprogram/policies.htm>

Power Adapter Requirements Worldwide

- Use an AC adapter, a plug adapter, and a power cable that are compatible with the local AC power source.
- The AC adapter sold with the Latitude systems will work with AC power sources worldwide. The AC adapter can handle **90-276 VAC 50-60 Hz, which means that the AC adapter will auto switch to adapt to a voltage current between 90 and 276 volts.** The AC adapter will function properly without risk of damage as long as the current does not surpass this range.
- You must obtain the appropriate **plug adapter** that will accommodate the type of power outlet particular to your travel destination(s).
- Before using AC power in a foreign country, you may need to obtain a new **power cable** that is rated for use with the level of electrical voltage in that country. The power cable supplied with Dell notebook systems sold in the United States is rated to handle **115 volts.**