

# Non-Standard Equipment FAQs

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- Q. Why does the district only purchase certain hardware?
- A. The District's hardware selections are always changing as is the hardware. However, in order to be more efficient with District resources, we generally test new hardware prior to implementation. In addition, we limit the types of devices/products that we can support. This enables us to limit the amount of parts necessary, the number of personnel needed to support the equipment, the amount of training that our technicians need to be able to support the devices, and enables us to be more cost-effective/efficient in finding software and network solutions for the various devices.
- Q. Why are our machines more expensive than those at local stores like Best Buy?
- A. Technology only purchases commercial grade devices. These devices have consistent parts and are designed for more rugged use by students. Consumer grade machines will have different parts in each unit which makes support much more difficult and can cause compatibility issues. We generally receive favorable pricing because we purchase large quantities.
- Q. What if I purchase the devices myself?
- A. If you are using a personally owned device, Technology cannot provide hardware support for the device. If something goes wrong, we cannot repair the unit. We can also not guarantee that it will work with all other hardware in the district.
- Q. Is anything different if the device is donated?
- A. Although we do receive donations from time to time, we generally discourage accepting donated devices that are not models or devices we currently support (processor, network, parts, or software). When equipment is donated, it does become the property of the District.

However, the District may not be able to support the use of equipment if it requires additional support beyond our capacity. It is always best to speak with the Technology Department prior to accepting any donations so that there are no misunderstandings about if/how the equipment can be used.