



Fall 2021 Opus College of Engineering Laptop Options

Place orders *before* June 1, 2021 and allow up to 5 weeks for delivery
Orders placed after July 1st may not arrive before the semester starts



Order online at pdspc.com/Marquette

	Standard	Pen-Based Convertible
Model	HP EliteBook 855 G7	Lenovo ThinkPad X1 Yoga Gen 5
Processor	AMD Ryzen 5 Pro 4650U	Intel Core i7-10610U
Memory	16GB 3200MHz DDR4	16GB 2133MHz LPDDR3
Hard Drive	512GB M.2 NVMe Solid-State Drive	512GB M.2 NVMe Solid-State Drive
Wired Network Adapter	No, separate USB-C to Ethernet adapter required	No, separate USB-C to Ethernet adapter required
Wireless and Bluetooth	Wi-Fi 6, Bluetooth 5.0	Wi-Fi 6, Bluetooth 5.0
Display	15.6" Full HD HP SureView	14.0" WQHD Touch Screen with built-in digital pen
Graphics	AMD Radeon RX Vega 6	Intel UHD for 10th Gen Intel Core U Processors
Battery (Est. Runtime)	3-cell, up to 21 hours	4-cell, 53Whr (up to 18 hours)
Operating System	Windows 10 Pro	Windows 10 Pro
Physical Aspects (W x D x H)	14.2 in x 9.2 in x 0.8 in @ 3.73 lbs.	12.7 in x 8.6 in x 0.6 in @ 3.0 lbs.
Included Warranty	Laptops include a 4-year Manufacturer Hardware Warranty with Accidental Damage Protection administered by PDS (see reverse for details)	
PDS Price (less tax, S&H)	\$1,268.00	\$2,025.00

Standard laptop has additional upgrades and accessories available at time of purchase, see pdspc.com/Marquette for details.

PDS Laptop Purchases:

Web: pdspc.com/marquette

Email: TeamGovEdu@pdspc.com

Phone: 800-966-6090

Warranty information located on reverse.

College of Engineering Technology Services:

Web: coetech.marquette.edu

Email: coetech@marquette.edu

Phone: 414-288-5140

In-Person: Engineering Hall, Room 254

Warranty & Support Summary



- PDS Client Care: 1-877-737-7211 (877-PDSPC11) or clientcare@pdsit.net
- Staffed 24 x 7 x 365. Requests received after normal business hours will be processed the next business day.
- When calling about an issue, the PDS tech will attempt to troubleshoot over the phone and order part if needed. PDS tech will go on-site to the Marquette campus once part is received, usually within 24 – 48 hours.
- Each laptop is allowed up to two accidental damage claims over the life of the warranty.
- Laptops include a 3-year battery warranty, with 1 replacement allowed over the life of the warranty.
- If the Solid-State Drive is damaged and replaced, **the student will be responsible for installing a new operating system.**
 - ◇ The IT Services Wired Office can assist with operating system installations; they are located in Cudahy Hall, Room 238.

Calls from students when out of state

If a student has an issue that requires a part to be replaced while they are off campus, please use the following process:

- Call the HP or Lenovo support phone number
 - ◇ HP Contract Support: **1-844-732-9070**
 - ◇ Lenovo THINK Support: **1-855-669-3600**
- When you call, please have the following information readily available:
 - ◇ Contact name, callback number, and shipping information
 - ◇ Device serial number
 - ◇ Brief description of the problem
- Support will go through basic troubleshooting, so have the device readily available.
- If the issue cannot be resolved over the phone, they may schedule an on-site repair. On-site service should be available within 1 – 2 business days depending on the device location, service volume, and part availability.
- In some cases, HP or Lenovo may dispatch a shipping box to return the device for repair. Turn-around time for this service varies, but generally it is completed within a week.