Technology and Information Services Branch

List of Supported and Unsupported Equipment

As of Winter 2018

Type of Equipment	Supported	NOT Supported
Computers		
PC (Windows)	HP desktops and laptops running Windows 7, 10 2 GB RAM or better	Windows XP (reasonable effort[1]) Windows 98 All Gateways Intel processors less than iSeries i3 Dell towers, eMachines
Apple	OSX 10.9 and above 1 GB RAM or better Intel processor	Any OSX less than 10.9 Less than 1 GB RAM (minimum effort) White iMac Flat Panel (2007) eMACs iBooks
Mobile Devices		
iPads	iPad 3+ iOS 9 and above	Less than iOS 9.3.2 iPad (first generation), iPad 2
Chromebooks	HP Chromebook 11 G4 - G6 Chrome OS 59 and above	
Surface	PRO 3 and above	
		Wireless 802.11b is not supported
Printers	HP printers/plotters Lexmark Ricoh Xerox	HP Office Jet HP Deskjets[2] Epson inkjet printers[3]
Software		
Internet Browsers	Firefox 45+ Chrome 54+ Internet Explorer 11+ Safari 7 +	Anything less than the versions on the left or other types of browsers
Microsoft Office	2013+ (Windows) 2016+ (OSX)	
Audio-Visual		
Video	Epson Projectors Elmo Document Cameras	Projectors: Samsung, Infocus, Hitachi, Mitsubishi

[1] Reasonable effort up to 6/30/18, after which it will be unsupported
[2] Reasonable effort, no longer supported when HP indicates is unsupported (see resources at end of this document)
[3] Purchase & setup may be approved – no repair, limited effort in troubleshooting

	Supported	Unsupported
	Flat Panel Televisions: LG, Vizio, Samsung	Document Cameras: Lumens, Dukane Overhead, Film projectors Laserdisc players Analog video recorders ⚔ DVD/VCR players ⚔ Tube based televisions
	Apple TV 3rd generation and newer	Apple TV 1st and 2nd generation
Audio		CD Boom Box players ⚔ Analog speakers/bells Phonograph players

⚔ **Reasonable effort**: a technician will attempt to keep the hardware running "as is" without repairing or replacing parts, or installing new software applications.

Personal devices

➢ Personal computers at home or at the District cannot be serviced, repaired or have software installed or updated by LBUSD technicians
➢ Personal mobile devices can connect to the LBUSD wireless network using "LBUSD-WEB", but cannot be diagnosed, serviced, repaired or updated by LBUSD technicians
➢ Personal computers, switches, routers and other networking equipment are not to be connected directly (plugged in) to the LBUSD network.

Donated devices

➢ Donated devices are not supported

Purchasing new devices for District use from Grants or Donations

➢ Please use funds (from grants or donations) to purchase technology equipment through the established LBUSD Purchasing channels to ensure supportability

Miscellaneous Equipment

➢ Devices that are not listed above that are purchased for specific programs and do not have on-going support agreements with the vendor or are beyond "end of life" can only be supported via reasonable effort (see above) by LBUSD technicians.

Resources

HP Windows 10 Supported Printers: https://support.hp.com/us-en/document/c04658195

Firefox support on OS X: https://support.mozilla.org/en-US/kb/firefox-osx

Apple Computer obsolete and vintage list: https://support.apple.com/en-us/HT201624