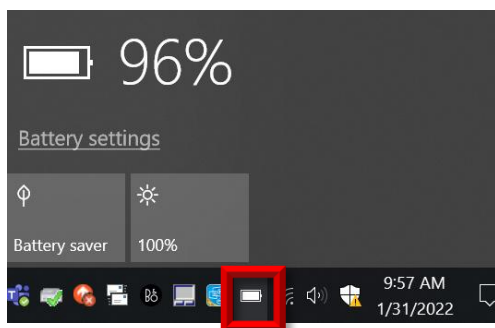


High School & Middle School Student Laptop Troubleshooting Tips

Bring laptop to school with a fully charged battery. Click the battery icon to check battery status.



You can get assistance with laptop issues at the Help Desk, which is located in the Media Center. Before you visit the Help Desk, try these troubleshooting tips.

Restart your laptop ...

- if your laptop was on when you entered school. If you don't, you may not be able to connect to wireless.
- if your laptop is sluggish, slow, mouse is skipping.
- if programs won't open. Word freezes. Sound is choppy.
- system is low on resources error

Laptop won't turn on – It's plugged into power and no lights are on.

1. Make sure the two pieces of the power cord are connected.
2. If it's plugged into a wall outlet, try a different outlet.
3. If it's plugged into a surge protector, make sure it's plugged into an outlet and the surge protector switch is on.
4. Try a different surge protector.
5. Try a different power cord. If the laptop powers on, go to the Help Desk to get a replacement.

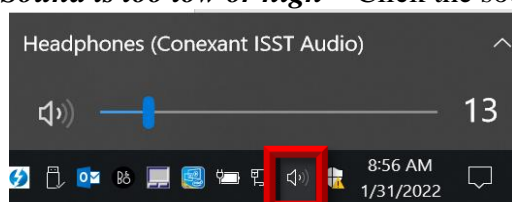
Laptop won't hold a charge – Laptop has been plugged into power for more than an hour and when you unplug from power it turns off. Go to the Help Desk.

Can't logon to the network– Take the laptop to the Help Desk and plug a network cable in to it. Restart with the cable connected. Then try to login to the laptop.

No Wi-Fi – Push the key that has a picture of an antenna to turn Wi-fi back on. If there is still no Wi-Fi plug a network cable in to the laptop and and restart.

Laptop won't boot to Windows - Press and hold the power button for 45 seconds (make sure the power light turns off) then release the power button. Turn it on.

Sound is too low or high – Click the sound button and adjust the sound.



No sound - Make sure your sound is not muted. It shouldn't have an X on it.



Black screen and power light is slowing blinking – It means your laptop is in sleep mode. To wake it up press the power button.

Function keys not working – It means the functions keys are locked. To unlock, press and hold the function key and then press the shift key (fn lock)

No logon servers available error message – Count to 10 and try again. If it still doesn't work, plug the laptop into a network cable and try again.

This copy of Windows is not genuine error message – To activate you must be in a school building or in a parking lot at one of these buildings: EHS, NHS, WHS, EMS, NMS, WMS, Bryant, Irving, or Liberty. Connect to SCSCHOOLS wireless network. Leave laptop on for at least 10 minutes.

Trust relationship error message – Take the laptop to the helpdesk

FYI

To use keypad – Press num lk key.

Set Chrome as default browser – In the lower left hand corner at “Type here to search”, type default app and press Enter. Scroll to Web browser. Click the browser below it. Click Google Chrome. Close the window.