

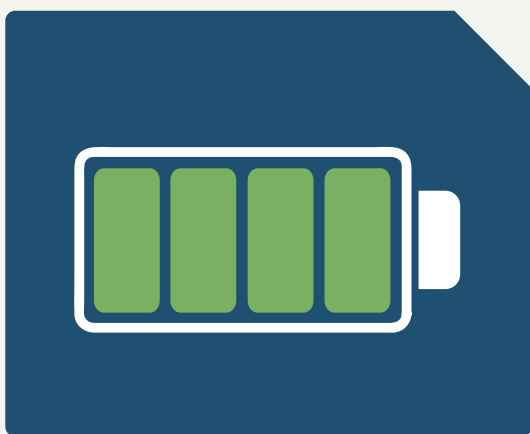
# LAPTOP TROUBLESHOOTING TIPS

Issues with your 1:1 Device? Try these helpful tips before swapping it out.



## Touch Screen Malfunction?

- Restart the laptop
- Check for visible damage to screen
- Fold laptop to tablet mode then back to desktop mode
- Use a soft cloth to clean your laptop screen (No Chemicals)
- Use provided stylus or your finger when using the touchscreen



## Extending Your Battery Life

- Reduce screen brightness
- Close apps not being used
- Turn off Bluetooth if not using
- Close browser tabs not being used



## Battery Not Charging?

- Test with known functional charger
- Reduce screen brightness
- Close apps not being used
- Turn off Bluetooth if not using
- Close browser tabs not being used



## WiFi or Internet Issues?

- Restart the laptop
- Make sure Wi-Fi is turned on, check the signal meter
- Make sure airplane mode is **OFF**
- Make sure you are connected to FUSD Network

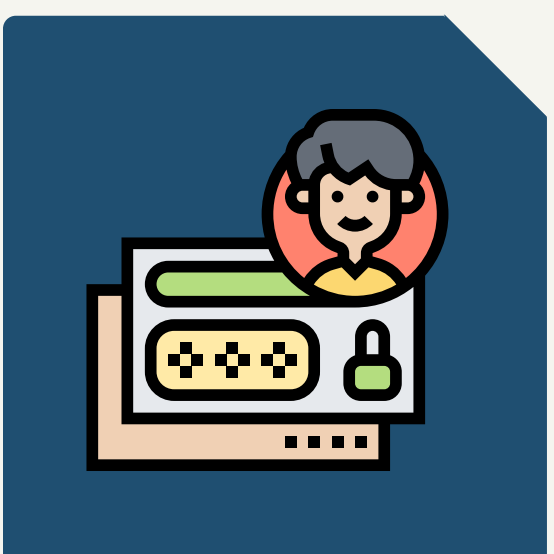


## Speaker Issues? 🗣️

- Restart the laptop
- Find the Software Center icon on the desktop and install the "Fix Audio Issues"
- Confirm correct audio output is selected (Right click audio icon in tray)
- Confirm the volume is not muted for external speakers (Right click audio icon in tray)
- If headphones have mute function, make sure the headphones are not muted

## Microphone Issue?

- Are the headphone plugged in all the way?
- Make sure the right input setting is selected



## Login Issues?

- Make sure your Username is your student ID number
- Make sure you are typing in your password correctly
- Forgot your password (**Teachers, Office staff, Librarians** can reset your password)

Still having issues?

**VISIT YOUR LIBRARY TO HAVE YOUR LAPTOP EXCHANGED**