

Laptop Troubleshooting Guide


Remember:

Always use the laptop assigned to you.

Always shut down fully (all lights off) before closing the lid of your laptop.

Always plug the power cord back in when you put the laptop back in the cart.


Will Not Log In

1. Retype your user account and password.
 - a. User name – Usually it's the first letter of your first name and first four letters of your last name.
 - b. Students do not have passwords.
 - c. Make sure you don't have any spaces before, after or in your username or in the password box.
2. Check to see if there is a blue light by the wireless symbol  on the bar below the screen. It might be the wireless symbol itself that is blue. If it is any other color or not lit turn on the wireless connection by pressing the button or the symbol itself (depending on the laptop model).
3. If neither of those two things fixed it, try restarting the computer.
4. If it still won't work, let your tech guy know.

Will Not Turn On

1. Plug the laptop into the AC adaptor at the cart and try to turn it on.
2. If the laptop powers on, the batteries probably need recharging.
3. If the laptop still does not turn on, let your tech guy know.


Laptop Will Not Wake Up (or the screen remains off) while the power button light is on

1. Try pushing the space bar.
2. If the laptop remains asleep or the screen is dark, hold down the Function key (Fn) and press the F4 key once or twice (pause between presses to see if the screen comes on).
3. Press the power button  and the laptop should shut down. Restart.

Numbers Typed In Place Of Letters

1. Hold down the Function key (Fn) and press the "num lk" key (num lk is printed in blue). This should switch NumLock off and you should be able to type normal characters.

Will Not Shut Down Completely

1. Try turning off the laptop manually by pressing the power button .
2. If that doesn't work, hold the power button down for 15 seconds.
3. If that still doesn't work, let your tech guy know.

Remember 90% of all computer problems are solved by restarting the computer.