



Manistee High School PowerLearning Program

Troubleshooting your Computer

Should you have trouble with your computer, there are a couple things you can try. If these do not work, you need to bring your computer into school and take it to the technology department. You will need to fill out a help request form. You will be asked if you have tried the items below. If you haven't tried the steps suggested in this document the tech department will send you away to try them. **YOU SHOULD NEVER TRY TO FIX THE LAPTOP YOURSELF BY REMOVING HARDWARE ACCESS PANELS OR ALTERING THE INTERNAL HARDWARE OF THE COMPUTER.**

NOTE: Save often and make sure you know where you are saving a file!! Is it in your Y: drive which is on the computer, your H: drive which is on the network, a USB flash drive, or your desktop, which is the C: drive? Pay attention to where you put files. Also, back up your files in a second location. You can't access your home directory off the school network so plan appropriately!

The first thing you should always try is to shut down the computer and reboot. Ninety percent of the time, that solves the problem.

Can't connect to the Network or Internet at school:

- If you are unable to log into the school network, here are some things to try.
 - Is the wireless on? Check to see that the wireless light is on in the upper left corner of the laptop by the keyboard. If not, turn it on by sliding the switch in the front of the laptop.
 - Hit the "Log on to:" it must say "MAPS" in the context box to log in and get network connectivity at school. If it does not, select "MAPS" and try again.
 - You have the "Log on using dial-up connection" box checked. Log off and log back in with the box unchecked.
 - Shut down the computer and reboot
- Find out if anyone else is having the same issue. It may be that the network or internet access is temporarily down.

Can't login or get on the internet at home or off campus

- Make sure that "log onto" box is listed as "ComputerName (this computer)"
- Use the same username and password you use at school to get on the network
- If you have internet at home and you have connected before:
 - Make sure your wireless access point/router is on or that the cable is connected
 - Go to Start, connect to, wireless network connection. Make sure the computer can see the network you are looking for. Try to disconnect and connect again.
 - Are other computers at home able to get on the internet?
 - It may be a problem with your Internet Service Provider if other computers in your home can't connect. Contact your ISP and get some tech help.

Can't turn the computer on:

- If you are trying to run it off battery power, make sure the battery is charged. If not, plug the computer's power supply in and try again.
- Try taking out the battery and re-insert it. Try again to start it up.
- It may be that you did not shut down the computer last time but put it to sleep. If it does not come up to a login, it may be shutting down. Make sure that all lights are off and try to turn it on again

Software issue:

If you are in a program and the computer has stopped responding:

- Wait for a minute to see if the computer catches up. If not...

- Hit CTRL-ALT-DEL, click "task list." If any of the programs are listed as not responding, click it and choose to end the program. Once it has cleared the box, try starting/using the program you were initially using (or wanted to use).
- Shutdown and reboot

Very Important: You need to make sure you are saving your work often. If a program freezes while you are using it, you could lose any work you have not saved!

We will make our best effort to post help documents and solutions to common issues on the PowerLearning website - www.honoredstudents.org/powerlearning. If have problems with a specific program or don't know how to use it, so an internet search to find help documents. There are also Microsoft tutorials at: www.microsoft.com/education/tutorials.mspix

Battery care:

Every laptop battery has a certain life and it's counted in cycles. One cycle is 100% discharge. If you run the battery down 50% and recharge it, you've used one cycle. Once a month, it's good to discharge it fully and then recharge it. Plug it in when possible. You will need to conserve your battery to get the most use out of your laptop during the day.

When the battery reaches "empty", the computer is forced into sleep mode. The battery actually keeps back a reserve beyond "empty", to maintain the computer in sleep for a period of time. Once the battery is truly exhausted, the computer is forced to shut down. At this point, any open files could be lost. Therefore, it is important that you find an electrical outlet and connect the adapter before the forced shutdown occurs.

Things that drain the battery more quickly:

- Leaving the screen brightness up.
- Running a CD or DVD--Even if you aren't playing the CD/DVD, if it's in the drive, it is draining battery power. Import a CD of music instead of playing the CD.
- Running the wireless connections--If you aren't connected to a wireless network, you can turn off the wireless connection by switching it off on the front of the computer.
- Leaving a USB device in the port when you aren't using it.
- Keeping the computer awake when you aren't using it.
- Keeping multiple applications open when you aren't using them.

Things to conserve power:

- Put the computer to sleep when you are not using it. (FN + F1)
- In the control panel, go to power options and choose settings that will save power
- Turn the brightness in your screen down (FN + up and down arrow)
- Don't leave USB devices plugged in or CD/DVD's in the drive.
- Be sure to charge your battery at night
- Read these internet sites for more tips:
 - <http://tech.yahoo.com/gd/conserving-your-laptop-s-power/153162>
 - <http://www.online-tech-tips.com/computer-tips/how-to-conserve-yourlaptops-battery-power/>
 - <http://www.microsoft.com/atwork/stayconnected/battery.mspix>

Hardware issue:

If there is a hardware issue, please bring the computer to the technology department and fill out a help request form. You may have to check out a loaner computer while yours is being fixed.

Your computer will be re-imaged as a first step to fixing it. That means that the C: drive on the laptop will be exactly the way it was when it was first handed to you. Any programs you have installed or files you have put on the C: drive will be gone. Your Y: drive and H drive will not be reimaged and will be safe.

Be sure to write down, copy or print any error messages or issues you are having before coming to the tech department. The more details you can give, the faster we can help you.