Dell Laptop Quick Fixes

Turning on your laptop
Opening your laptop will automatically turn ON your laptop. It is not necessary for you to push the POWER button. (*Unless you have a Mr. Kelvas laptop*)

Most glitches can be corrected by simply powering off your laptop. This is done by following these steps:
Powering off your laptop*

1. Click the ***Windows* Icon** located in the bottom left corner of the screen
2. Click **Power**
3. Click **Shutdown**

Simply pushing the power button **will not** turn off your laptop.

Frozen or Dead Mouse Pad- Since the mouse pad is not working, please do the following:
- Hold the power button down for **60** seconds until the screen turns black. (simply clicking the button will **not** turn it off)
- To confirm that you have completely powered down**, scroll your finger over the mouse pad to ensure the laptop does NOT turn back on.**
- Wait one minute and turn the laptop back on. This should revive your mouse pad.

Poor Battery Life - Click here for some helpful tips to check your battery health.

- Don't just close your laptop. Rather go to the *Windows* icon and select "shut down" or "sleep".

Domain issue - A domain issue message may appear if you have not been in the school building for a few days. If the message appears, please "Power off your computer" (see above*). Wait one minute and restart your computer.

Laptop not charging- Please check your device charger and confirm all parts are fully connected and securely plugged into the wall. A **green light** will appear when fully plugged in appropriately.

Brightness
- Increase brightness click the F-7 key on the top of the keyboard.
- Decrease brightness click the F-6 key.

Keep in mind the brighter you screen, the more battery you will consume.

Test your Microphone and Turn Speakers on and off
1. Go to the search bar and type *Voice*, select *Voice Recorder*
2. Record a test message and play it back. Make sure your speaker is on.
3. The F-1 key will turn the speaker off and F-2 will turn the speaker on.
   You can also simply hold the mouse over the microphone icon located at the bottom right side of the screen.

If you are still having a sound/microphone issue, please email Mrs. Foiles at mfoiles@ccsd.edu.

Google Classroom streaming issues- if you are "dropped' from Google Classroom, or your teacher cannot hear you, it is possible your computer is re-buffering, and searching for WiFi strength. Please exit Google Drive and sign back in. Also, try to move closer to your internet router. If this is a chronic problem, contact your internet provider.

Other Student Technology Issues
- It is easy to forget your username and password if you haven't used it in a while. Remember your username is *first name, last initial and possibly a number* (i.e. johns9). Your password should be a minimum of 8 characters, including an upper and lower case letter and a number or character.
- When logging in to your laptop, use only your username, *not* the full @s.ccsd.edu extension. The @s.ccsd.edu is for your Google Drive account, a separate login.

If you need additional assistance, please complete the [Technology Issue Form](#).   The appropriate CCSD technology team member will respond and help resolve the issue.