

TROUBLESHOOTING TIPS

Technology Devices- White
House Middle School



These are just some basic tips to help you troubleshoot your technology equipment in our school. This information will not cover everything, but hopefully answer some questions.

Please let Mrs. Brinn and/or I (Ms. Bauer) know if you need help.

Trouble Shooting your Desktop or Laptop Computer

NO POWER TO YOUR DEVICE

When you press the power button your computer does not power up.

- 1. Check your power cables and make sure they are plugged in securely from the computer to the power source (wall outlet or power strip)*



Make sure your power strip is turned on.

- 2. If the computer still does not come on there are possible problems:*
 - a. Bad power cable-can be replaced*
 - b. Bad Power Strip-can be replaced*
 - c. Problems with the wall outlet. Try another outlet.*
 - d. Problems with the computer itself. (Seek assistance)*

POWER COMES ON BUT NO PICTURE ON THE MONITOR

Desktop- Check your VGA cable and make sure it is tightened.



Check the power cable as well

*If you have a Laptop- Turn off the laptop and unplug the VGA cable (**Could be black or blue**). Turn on the laptop and then plug the VGA cable back into the laptop.*



If there is still no picture, a cable may need to be replaced. There are extra cables in the library.

COMPUTER POWERS UP AND YOU CANNOT REMEMBER YOUR LOGIN NAME AND/OR PASSWORD

This occurs a lot, especially when you come back at the first of the school year. If this happens-

- *Go to another teacher's computer who has logged in and look for the icon – "I forgot my password" (It has a yellow key on the icon)*
- *You will be able to reset your password if you answer your security questions correctly. If you cannot remember the answers to your security questions, you must call the Help Desk at 615-451-6513. They will send your reset information to Mr. Mills.*



Sumner County Schools Password Reset

A screenshot of a web browser displaying a "Welcome to Directory Password" page. The page has a blue header and a white main area. Under the heading "User Identity", there is a prompt: "Please enter your user name to continue". Below this are three input fields: "User Name" (a text box), "Domain" (a dropdown menu currently showing "SCS"), and "Type the code shown" (a text box). Below the text box is a CAPTCHA image showing the characters "KRL73" in a stylized font. At the bottom of the form is a "Continue" button. At the very bottom of the page, there is a small copyright notice: "© 2013 - Ithicos Solutions. All rights reserved Versaio".

You will have to update your security questions and Active Directory Password (login to your computer) from time to time. Go to this link, <http://www.sumnerschools.org/index.php/tech> and select "Password Reset Tool Instructions" for more information.

NO INTERNET AFTER LOGGING IN

1. You need to see if your Ethernet cable is connected to a port to the wall. This is usually a blue or yellow cable.



Note: It is better to have the Ethernet cord plugged into a wall port rather than using the Wi-Fi.

If you are having problems with your Ethernet cable, you may need to get a new one from the library.

Also your port in the wall may no longer be working. Let us know and we can check that for you.

Note: If plugged in properly a green light should display on your computer/laptop where you plug in your cable.

LCD PROJECTOR/ BRIGHTLINK AND/OR SMARTBOARD

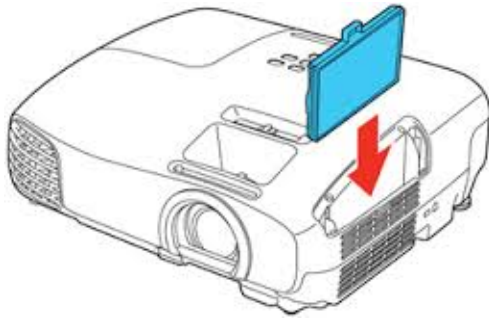
No picture

It is important to **turn off your projector** during the day **when you are not using it** to save on the bulb life.

1. Make sure all cables are in place from your computer to your Projector/Bright Link/Smartboard. Every device is different and it is good to label your cords so you can remember where each one is connected. Mrs. Brinn or Ms. Bauer can help you with initial setup.

2. *If you still do not have a picture...*

LCD Projector- *It may have overheated and the filter needs to be cleaned. **This requires a ladder and assistance.** They are usually located on the side of the projector. Projector needs to be unplugged from the back.*



The filter can be rinsed out with water and dried or remove the dust by taking it outside and shaking gently.

If you still do not have a picture- *The bulb may have gone out, especially if you heard a popping noise and there is a burnt odor. The library tries to keep extra bulbs in stock, so let Ms. Bauer know about your issue.*

Bright Link and Smart Board. *Please check cords and shut down and restart your computer. Ask for assistance.*

I pads

There are two iPad carts for check-out

IPad I has 34 IPad 2nd generation devices

IPad 2 has 30 -3rd generation or "Air" devices

Make sure you send Ms. Bauer or Mrs. Brinn an email requesting permission to check out the carts for the day. We will put you on the calendar. You can check the calendar on our school website under "Faculty".

When you come to get the iPads from the storage closet in the Library please know if you have iPad I or iPad II reserved. This helps with quick check-out.

Connecting to Wi-Fi

Always check to see if the iPads that you have checked out have automatically

connected to Wi-Fi.

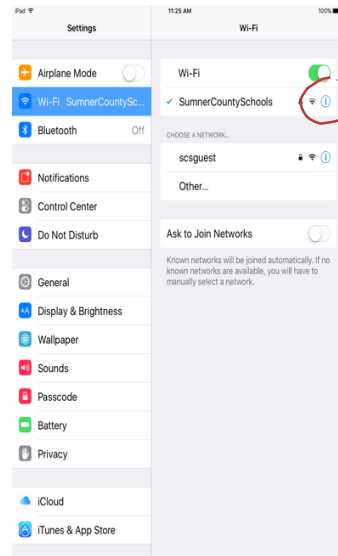


If they have not...

1. Settings

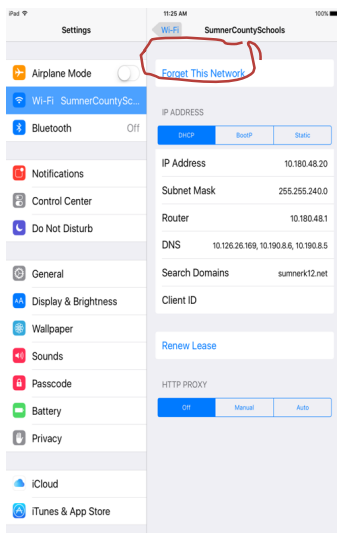


2. Wi-Fi
Must be
Sumner
County
Schools,



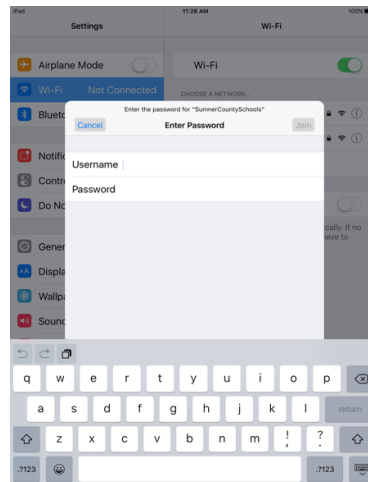
If you
cannot
join,
click
on the
little
blue
button

3. Click
on
"Forget
This
Network"

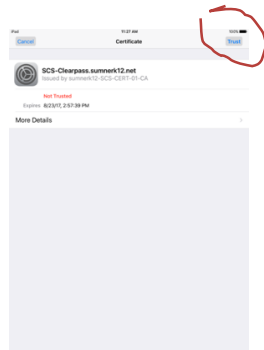


4. Put in your
login
information,

or the student
can put in
his/her lunch
number



5. Click
"Trust"

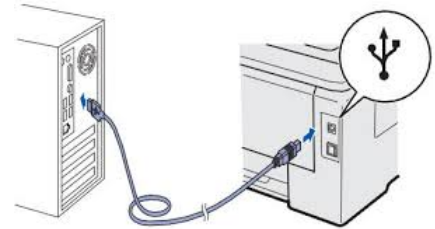


Still no Wi-Fi?

Let Ms. Brinn or
Ms. Bauer know
if you are still
having
problems.

Printers

We still have a wide variety of printers in building. If your printer does not work, please check your USB cable from your printer to your computer. Also make sure your power cord from your printer to power source is secure.

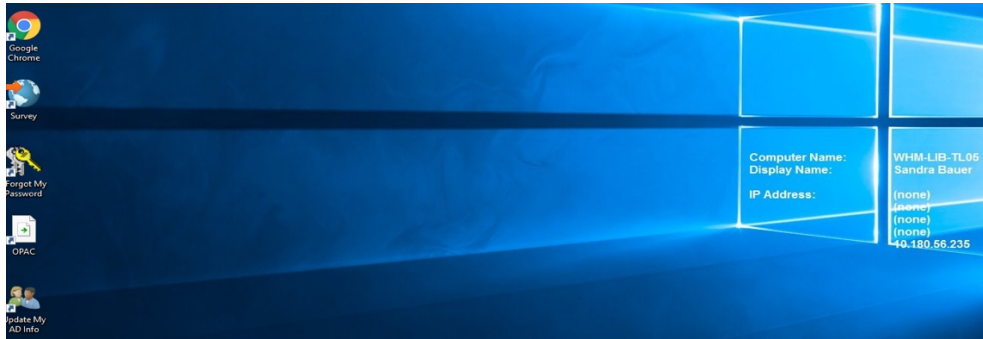


If you are using a network printer, (A printer that is networked to you, usually in another room that other people use), you must call the help desk at 615-451-5613. If you need help, let Ms. Brinn or Ms. Bauer know, and a work order can be placed for you to Technology.

CALLING THE HELP DESK

If you need some software installed or updates, Mrs. Brinn or Ms. Bauer will try to help you. If we cannot install the software you need, you will have to call the help desk at 615-451-6513. Besides your name and room number, Technology will need the following information:

Name of the computer and IP Address-Look at right-hand side of your desktop for the information you will need:



Computer
Name

IP Address

Technology can remote in (take control of your computer) if the computer is turned on. Hopefully they can install, fix a problem or refer your issue to a tech who will come out and help.

What if?

- "I do not feel comfortable calling the help desk?"
- "I do not have time to call the help desk?"
- "I am unsure whether or not to make this call?"

Mrs. Brinn or Ms. Bauer can call for you, or a work order can be submitted through the library.

EMAIL

If you need help with your email account or have forgotten your password, please call the help desk at 615-451-6513. Your password will be sent to Mr. Mills. Once you have your information, go to <http://mail.sumnerschools.org>. There you can reset your password.

Everyone, faculty and staff, needs a working email account.