General Tips If Your Device Isn’t Working

- **Restart your device when there is an issue:** This will help clear memory usage, removes temporary files that aren’t being used and are slowing down the device, stops memory leaks, resets your WiFi adapter and may fix connectivity issues. This will fix a lot of the basic problems. This should always be the first thing you try.

- **Turn off your device when not being used:** Devices need a break too and not just putting it in sleep mode or closing the screen; It needs to be shut off through the power menu. Performance can be impacted, and system issues can arise if the device is always on; Constant use a.k.a. always being on and never shut down puts added stress on components of the device and shortens their life cycle. It should be shut off at the end of the school day, and when not in use.

- **You may need to turn the computer off and bring it to a site with access to the BCPS Secure network:** Make sure the device is turned off before transporting it. The BCPS Secure network can be accessed at any BCPS school or BCPL. Once at the location, turn the device on, make sure you are connected to the WiFi, and then log in. Let it sit on the network for about 5 minutes to re-establish your user profile and connect the device to the BCPS domain.

- **If you need to work with the tech liaisons, or the BCPS helpdesk, you will need to be able to communicate with people who cannot always see your device:** Pictures of the errors are helpful and write down any other information that you have to share; make sure you that you can accurately describe the problem, what you have already tried, and any error messages you receive. The more information you can share the faster your issue can be resolved.

What to Do When You Have a Device Issue

1) Use self help resources (including this guide) to troubleshoot your issue

2) Use the internet to look up other solutions to your issue

3) If the issue only occurs for a class or teacher, then contact that person. It is possible that they posted something to BCPSOne/Schoology incorrectly.

4) Contact the Overlea Tech Liaisons (Mr. Benedetto and Ms. Peyton). Submit your request through this link (It can also be found on the Overlea HS website)

5) If it cannot be resolved, Mr. Benedetto and/or Ms. Peyton will advise if a BCPS Serve Ticket is needed; Often we will submit one for you!
WIFI NOT WORKING?

1) Look at your F12 button; is there an orange light lit? If yes, then you turned off your WiFi.

**Solution**- Press and hold the FN button (lower left corner of the keyboard) + the F12 button; the light should turn off, and the WiFi should turn on.

2) If F12 is not lit, look for the WiFi icon in the lower right corner.

- Does your device have too few bars of WiFi?
  
  You may be too far away from your router. Move closer to it.

- Is it there and connected?
  
  If so, right click on it and a menu should pop open. Click “troubleshoot problems”. This will do a few things, including resetting your network adapter to reconnect you to the internet.

- Is it an airplane symbol instead?
  
  Left click on the airplane icon; a menu should pop up, click on WiFi.

- Are there any symbols on it like a red x?
  
  Right click on the WiFi icon and a menu should pop open. Click “troubleshoot problems”. This will do a few things, including resetting your network adapter to reconnect you to the internet.

3) Is your device the only thing at home that cannot connect?

**If yes**-

- Try turning off the WiFi on the device for 30 seconds, then re-enabling it.

- If that doesn’t work, delete your home network from your device’s saved networks, then re-connect to it.

- If that doesn’t work, Search for “network status”; From the menu, select “network troubleshooter”.

- If that doesn’t work, restart your device

**If no**- The issue may be with your home network, or your ISP.
### MICROPHONE NOT WORKING?

1) **Look at your F8 button; is there an orange light lit?** If yes, then you turned off your microphone

**Solution:** Press and hold the FN button (lower left corner of the keyboard) + the F8 button; the light should turn off, and the WiFi should turn on.

2) **The microphone is on, but teachers and other students say they cannot hear me.**

**Solution:** Physically move closer to the microphone when speaking. Also check the settings on your microphone (navigate to settings > system > sound), make sure the built-in microphone is the input device. In the settings, you can also test your microphone as well as troubleshoot it.

### TOUCHPAD NOT WORKING?

- **HP Revolve:** Look at the top left corner of the touchpad, is there an orange light? If yes, then you turned off your touch pad.

  **Solution:** Tap the corner where the light is to turn it off, and the touch pad should work.

- **HP Probook:** Look at your F2 button, is there an orange light on it? If yes, then you turned off your touch pad

  **Solution:** Press and hold the FN button (lower left corner of the keyboard) + the F2 button; the light should turn off, and the touch pad should work.

### SOUND NOT WORKING?

**Are you muted?**

**Solution:** Press and hold the FN button (lower left corner of the keyboard) + the F5 button; this will mute/unmute your sound.

### SCREEN TOO DARK/BRIGHT?

- **Too dark:** Press and hold the FN button (lower left corner of the keyboard) + the F10 button

- **Too bright:** Press and hold the FN button (lower left corner of the keyboard) + the F9 button

### OTHER TIPS:

**Do not save your work to the device: It should be saved to your OneDrive.** Look at the bottom right corner of your screen and find the cloud icon.

- If it’s greyed out, you are not signed into your OneDrive. Click on it and provide your BCPS credentials. When you open a word document or PowerPoint, you can turn on autosave (top left corner of the file). This will save your work to the OneDrive for you.

- If colored, go to BCPSOne > Instructional and Productivity Tools > Microsoft Online; Here you will find any work that you saved to the OneDrive.