Troubleshooting - Mobile Labs (Revised Sept. 1, 2009)

Issue: Wireless won’t connect/Student cannot log in

* Check the wireless “button” above the keyboard – it should be blue. If it is yellow press the button to turn on the wireless card.
* Restart the computer and see if it connects afterward.
* If ALL the computers will not connect:
  + Check that the cart is plugged in for both power and data.
  + Check the power switch on the back above the cable hooks. It should be in the “internal” position.

Issue: Computers shutdown due to running out of battery.

* The last user did not plug the power cord all the way into the laptop.
* The last person to put the cart into storage did not plug the cart in to power or left the switch in the wrong position. (This will typically mean ALL the laptops will be short of power until the cart recharges for hours).

Issue: num lock

* Cannot log in because the password is incorrect, even though it was typed correctly. When typing keys on the right side of the keyboard produce numbers and symbols
  + Check for a blue lock symbol with the numeral 1 next to it on the bar above the keyboard near the speaker mute button. If it is on, press the fn key and the scroll/num lk key (at the same time) to turn off num lock.

Issue: screen source/blank screen

* The computer seems to be on, but the screen is blank
  + Press the fn key and the f10 key (at the same time) to turn up the brightness.
  + Press the fn key and the f4 key (at the same time) until the screen comes on.
  + Turn the computer off and back on. If the screen still does not show up report it to the help desk.

Issue: Someone is still logged in

* The last user did not completely log out, so now when the student tries to log in the laptop gives the message *“Only <username> or an administrator can unlock this computer.”*
  + Press and hold down the power button until the computer shuts down, then turn it on again.