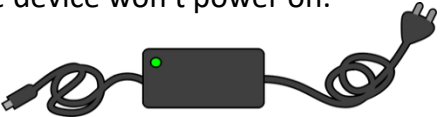




Laptop Troubleshooting Guide

If your student is experiencing laptop or streaming issues, see below for some suggestions.

ISSUE	SUGGESTION
<p>The charger isn't working.</p> <p>The device won't power on.</p> 	<p>Double check the charger brand matches the laptop brand. Make sure all parts of the charger are completely plugged in. Try a different outlet, and let the device sit for at least 30 minutes. If this doesn't work, contact your teacher. You may need a replacement device.</p>
<p>"Internet connection unstable" message pops up during a Zoom call.</p> <p>The computer screen occasionally freezes or the video stream is choppy during a Zoom call.</p> <p>You are kicked out of a Zoom call.</p>	<p>This is likely due to your home internet connection. If multiple people are using the Wi-Fi, your signal will be weaker. Try moving the laptop closer to your home router (or hotspot). You can also plug the laptop into the router with an Ethernet cable or install a Wi-Fi booster/extender. In addition, you can try turning off the camera. If this does not work, you may need to call your internet provider to check/upgrade your service.</p>
<p>The sound stops working.</p> 	<p>This could be because of your headphones. Try unplugging your audio connection and plugging back in. Check the "mute sound" icon at the bottom of your screen in the Windows notification area (by the clock). Also check the headphone cords are intact. Sometimes headphone wires fray from excessive use or chewing. You can also close all programs, sign out, shut down, and restart the computer. If this doesn't work, contact your teacher. You may need a replacement device.</p>
<p>The video stops working (green, black, glitchy).</p> 	<p>This may be an error with your laptop's camera feature. Try closing all programs, signing out, and restarting the computer. If this doesn't work, contact your teacher. You may need a replacement device.</p>

If you need any help, always reach out to your classroom teacher, and he/she will try to help in the moment or during a break.
We thank you for your patience and flexibility!

