

**I can't log onto the laptop?**



1. Check if cart's plugged into power source and all switches turned on
2. LEDs on wireless router & switch (if applicable) should be flashing or steady
3. Turn on laptops after cart is powered and LEDs are lit
4. Make sure you are using "studentX" NOT "classX" account
5. Check if numberlock is on

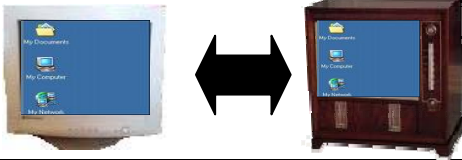
**The laptop logged in but I have no desktop icons?**

check to make sure wireless says connect "WCSWireless"  
log off and log back on to redownload profile

**The laptop wont power on/off?**

Hold down the power button for 10s to force power off then turn on

**My TV doesn't show computer screen?**



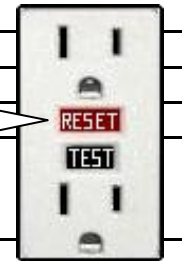
1. Have the TV on
2. Check the switchbox and make sure computer button is pressed
3. Check that there is a cable plugged into that spot on the switchbox
4. Reboot the computer
5. Still nothing, consult the specific directions for you model computer

**My computer says its "Locked"?**

Press Ctrl Alt Del and type in password of account that locked it,  
the locking account will be already entered

**Everything is plugged in but still no power?**

Check if the plug is a GFI and if so press the reset button



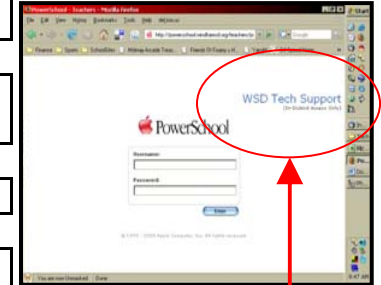
**I can't get a DVD to play on tv but plays on pc?**

Make sure you are using PowerDVD to play movie  
Check that computer is cloned correctly,  
Should see desktop icons on tv



**My printer is not printing?**

Check that ethernet cable is plugged into wall jack or switch port  
Check for any blinking or steady red/amber lights  
If no red lights, delete all print jobs from your pc and resend the one you want  
If solid red light its out of ink or has a jam, send a tech request ticket



**Still stuck?????**

