



# Student Device Troubleshooting Guide



This document will guide you through various troubleshooting issues that may arise.

**First line of action** - restart your computer.

- Click the Windows icon , click the power icon , and click restart.
- OR - Perform a hard reset by holding the power button down until the device completely shuts down (about 10 seconds). Wait 10 seconds and turn back on.

**Second line of action** - see if your problem is listed below. If it is, follow those steps.

**NOTE:** At any time during this process, you may post tech help questions on the Canvas Discovery Explorers Tech Help Discussion Board. If you are a LaunchED student and your computer needs to be switched out, make an appointment with the front office by calling 407-384-1555. If you are a Face-to-Face student, you may come to the media center during 2nd or 5th period for tech help.

## Quick Links

[Computer won't turn on](#)

[Black screen](#)

[Mouse not working](#)

[Keyboard isn't working](#)

[Trackpad isn't working](#)

[Microphone isn't working](#)

[Computer won't charge](#)

[Computer is slow/freezing](#)

[Double typing](#)

[Websites aren't working properly/can't log into OCPS websites](#)

---

## Computer won't turn on

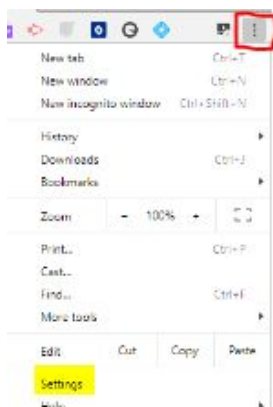
1. Plug the laptop in with the power cord.
  2. Check if the charging light comes on.
  3. Charge the laptop for 5 minutes.
  4. Try to turn on the laptop.
  5. Still doesn't work? Hold the power button down for 20 seconds, release and push the power button again.
- 

## Black screen (computer is on, but you can't see anything)

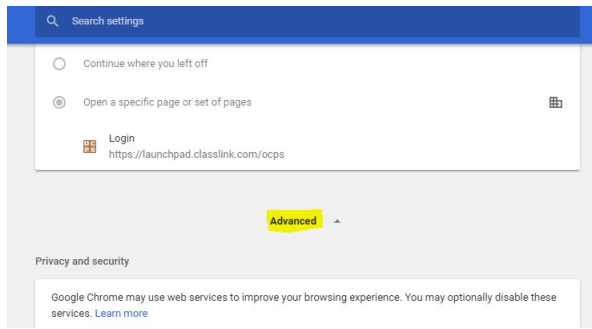
1. Plug the laptop in with the power cord.
  2. Check if the charging light comes on.
  3. Perform a hard reset by holding the power button down until the device completely shuts down.
  4. Wait 10 seconds and turn back on.
- 

## Mouse not working

1. Perform a hard reset by holding the power button down until the device completely shuts down.
2. Wait 10 seconds and turn back on.
3. If the mouse appears on the bottom toolbar, but NOT appearing when using Google Chrome:
  - Go to **Chrome settings** (3 dots in upper right corner).
  - Click **Settings**.



- Scroll down to **Advance Settings**.



- Select **Reset**.
  - Select **Clear Browsing Data** & select **Clear Data**.
  - **Close the Chrome browser** and **open Chrome again**.
4. If the mouse is still not appearing, go to the Media Center for tech assistance during the designated tech help periods.
- 

## Keyboard isn't working

1. Perform a hard reset by holding the power button down until the device completely shuts down.
2. Wait 10 seconds and turn back on.

**NOTE: If you have a Lenovo** and you can't type CTRL/Alt/Del to login, put the laptop in tablet mode and then return it to laptop mode. Try again

---

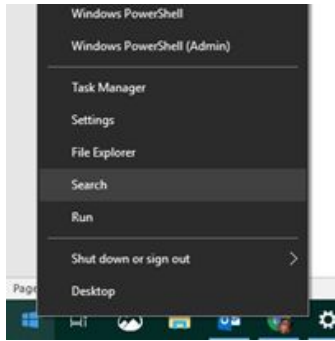
## Trackpad isn't working

1. Log into the computer using the touch screen.
  2. Put the computer into tablet mode. Screen should be facing the outside.
  3. When prompted **Do you want to enter tablet mode?**, click **Yes**.
  4. Make sure the dropdown says **Always ask me before switching**.
  5. Put the computer back into laptop mode.
  6. When prompted **Do you want to exit tablet mode?**, click **Yes**.
  7. The mouse should appear.
  8. Restart your computer.
- 

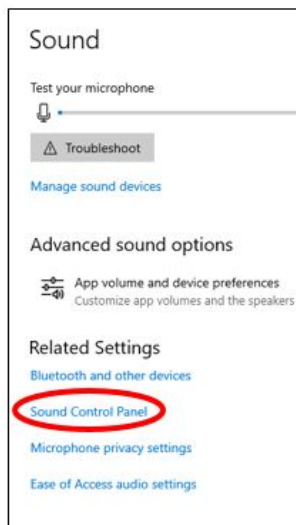
## Microphone isn't working

1. Check to see if the light on F4 is on. If it is, your microphone is muted. Try clicking F4 and if the light goes off, your microphone is no longer muted.
2. If the light stays on, try clicking Alt+Fn+F4. Then click Alt+F4. Test your mic using the camera application on the device. If that doesn't work, move on to step 3.

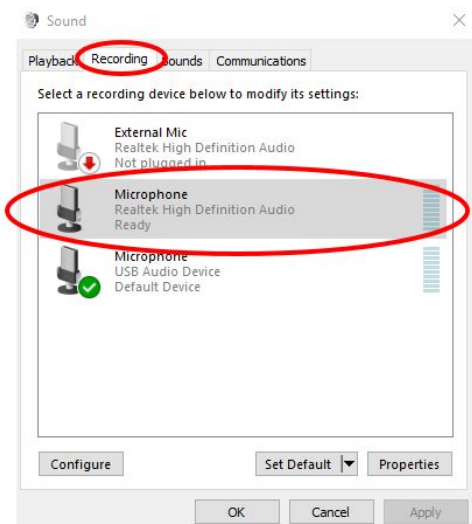
3. Right-click on the **Windows** icon  and click on **Search**.



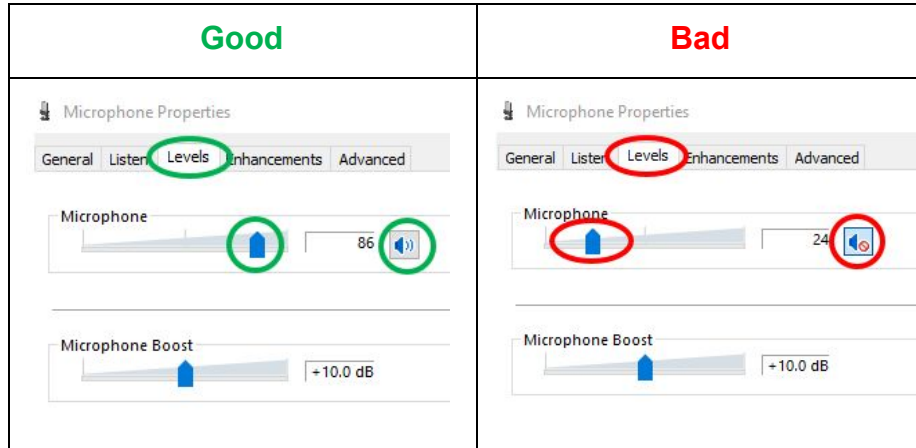
4. Type *Sound Settings*.  
5. Click **Sound Settings**.  
6. Scroll all the way to the bottom and under **Related Settings**, click **Sound Control Panel**.



7. Click on the **Recording** tab at the top. Double-click on **Microphone**.



- Click on the **Levels** tab. Make sure that your microphone is **not muted** (it should **NOT** have the little red circle/line by it) and that it is at a good level (at least 50). Click **OK**.



---

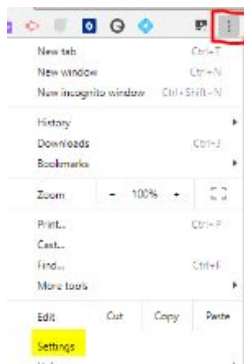
## Computer won't charge

- Inspect power port for burn damage or loose connection or material stuck inside.
- If it is damaged or you see material inside the power port, go to the Media Center for tech assistance during the designated tech help periods.

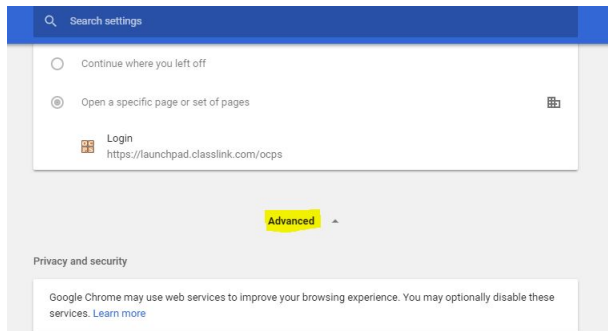
---

## Computer is slow/freezing

- Go to **Chrome settings** (3 dots in upper right corner).
- Click **Settings**.




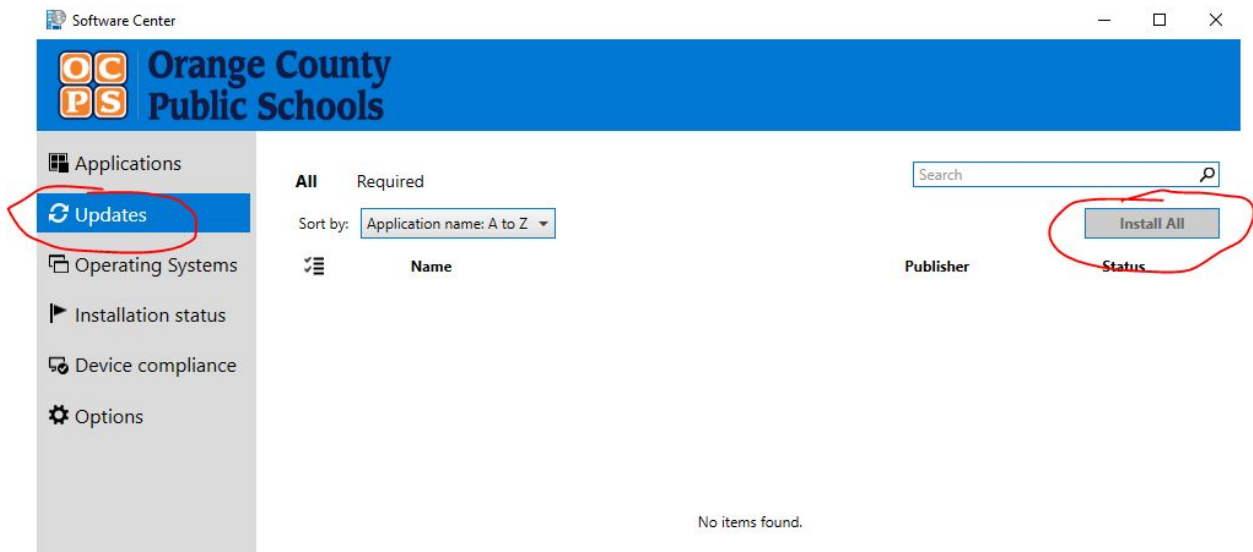
- Scroll down to **Advance Settings**



4. Select **Reset**.
5. Select **Clear Browsing Data** & select **Clear Data**.
6. **Close the Chrome browser and open Chrome again**
7. Restart computer.
8. If the computer is still operating slow, go to the Media Center for tech assistance during the designated tech help periods.

## Double typing (keys are “sticking”)

1. Click the Windows icon at the bottom of the screen. 
2. You won't click on anything, just start typing *software center* (there is no search box).
3. Click on **Software Center**.
4. Once it loads, click on **Updates**.
5. Click **Install All** (right side of the box). [In the example below, there are no updates waiting. If there were updates, they would be listed under Name.]

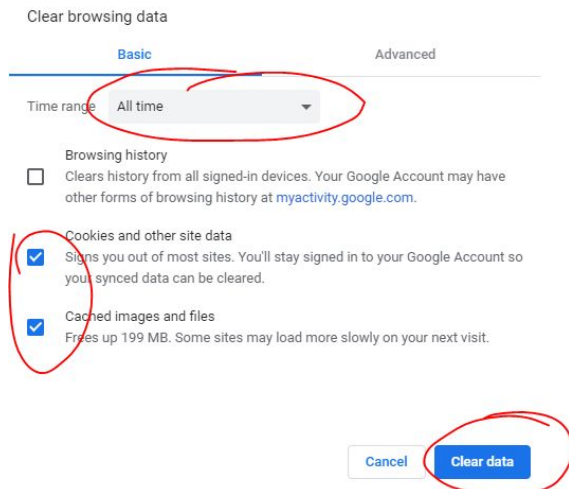


6. When updates are finished, restart the computer.

## Websites are not working properly

If any websites that you log into are not letting you log in or if they are not displaying properly, try the following:

1. Go to **Chrome settings** (3 dots in upper right corner).
2. Click **More Tools > Clear browsing data**.
3. Use the **Time Range** menu to select **All time**.
4. Check the boxes next to **Cookies and other site data** and **Cached images and files**.
5. Click **Clear data**.



6. You can also try updating your software in the [Software Center](#) or [Checking for Microsoft updates](#).