PPSD Troubleshooting Guide

This guide is an all-purpose general guide to some of the most common issues and questions in our district. The objective is to give you a better understanding of your classroom equipment and a reference point for figuring out your issues quickly. So please use the guide below to help you find what you are looking for. Use the ctrl+f command to find any keywords & jump to it.

Index

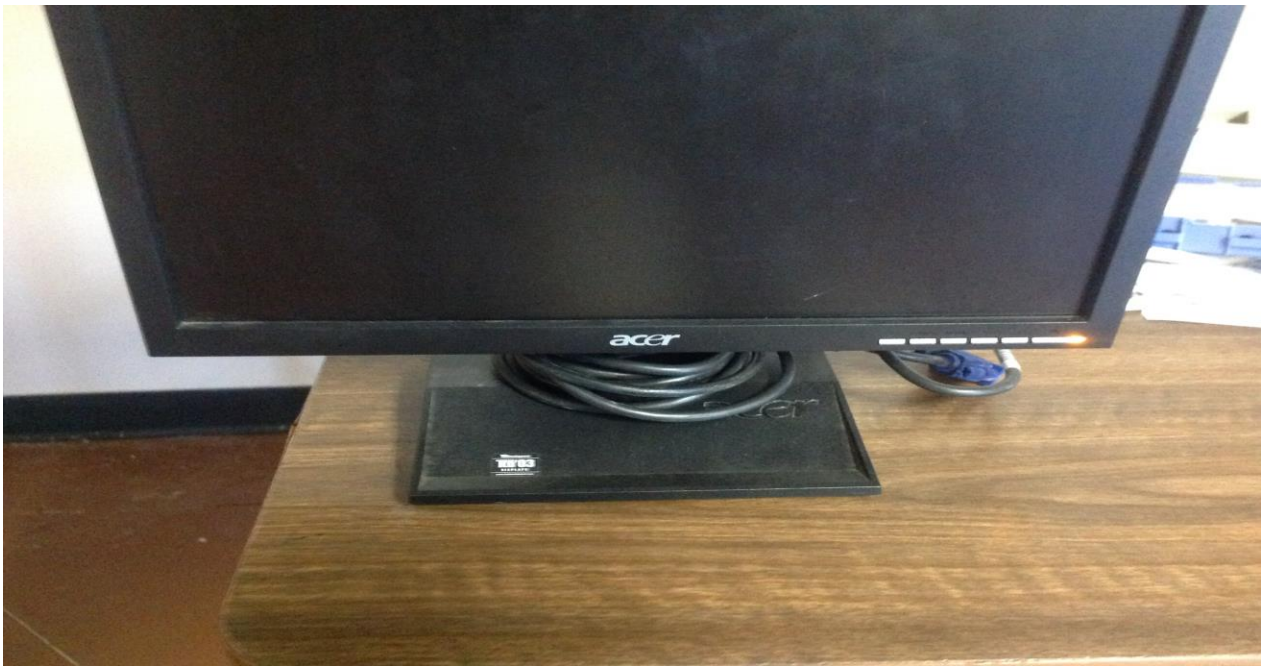
- Desktop Issues
  - Monitors pg.2
  - Headphones pg.4
  - Not Booting pg.5
  - Common Issues/Fixes pg.5
    - Trust Relationship Error
    - No Login Servers
    - Blue Screen
- Laptop Issues
  - Problems Booting pg.6
  - Screen Not Displaying Correctly pg.7
  - Playing DVD's pg.8
- Projector/Interactive Boards
  - Calibrating the Board pg.9
  - Connect Laptop to Board pg.10
  - Projector Errors pg.11
  - New Active Panels pg.11
- Printers
  - Printer Hookup pg.12
  - Power Cycle pg.13
  - Common Issues/Fixes pg.13
- Internet Connection
  - Wifi
  - Desktop Network Connection
  - Wireless Access Points
  - Iboss
- Email
  - Mobile Setup
  - Common Issues/Fixes
- Website Issues
  - Change your Homepage
  - Change your Default Browser
  - Clear Internet Cache
  - Common Issues/Fixes

Desktop Issues

This section will cover common issues with the physical desktop setup in your room. This includes the monitor, keyboard, mouse and headphones. If you are not sure what section your issue falls under please use the ctrl+F key command and type in a keyword as to what you are looking for.

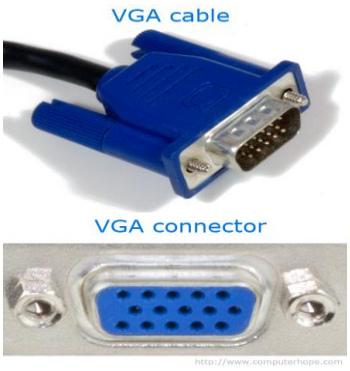
Monitor Issues:

- "*Computer is on but the screen is not showing anything*"- This issue is usually due to the power cable on the monitor not being plugged in or not all the way in. In some case the power cord might be plugged into a surge protector so make sure that the surge protector is on as well.



What you want to see if that the monitor is getting power. Most all monitors will have some sort of power light in the bottom right hand corner. If this is on it means the monitor is getting power and it is something else.

- "*Monitor is on but showing no signal*"- This issue is usually due to the cable from the monitor to the computer is unplugged or bad. So you will need to locate this cable (which is called a VGA cable) and make sure it is plugged in properly. This also applies to projectors.

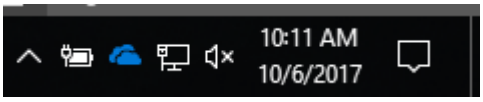


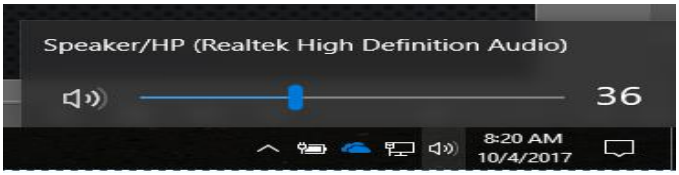
This is what you will be looking for, the blue and black cable up above. One end will run to the computer the other end will run to the monitor. It has two screws on the sides so make sure once you plug it in the right way that you secure it down with those screws. Once that is set in place the right way you should regain picture.

- "*My screen is all kinds of funny colors*"- This is usually do to something similar to the fix above. The VGA cable is loose or about to come undone. Use the steps above and make sure that cable is hooked up nice and snug.
- What the Lights Mean
    - None: The monitor is off or has no power. Check that it is plugged in and the power button is on. Also on some monitors there is a switch on the back where the plugs are make sure that is on as well.
    - Yellow: This usually means the monitor has gone into sleep mode. You can wake it by wiggling the mouse or hitting the keyboard.
    - Blue: This usually means everything is working properly and the monitor is on.
    - Blinking Blue: If you see this light try unplugging the monitor for a few minutes and plugging it back up. If the issue continues please let us know in Technology. It usually means the monitor is dead and needs to be replaced.

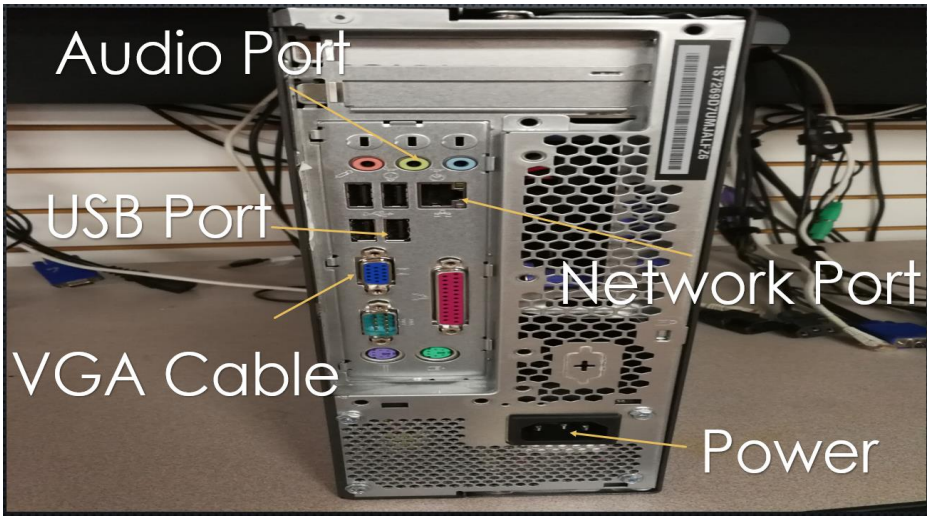
Headphone Issues:

- "*Headphones are plugged in but I can't hear anything*"- This is a loaded one because there are several different possibilities so we will start from easiest to hardest.
    - Check volume nob on the actually headphones- A lot of headphones have a little volume nob on the cord or hear piece. Make sure that is turned up, the kids mess with it all the time.
    - Check the volume on the computer- Sometimes the volume on the computer will be muted. To check look in the bottom right corner there will be a little X over the volume icon. Click that and just adjust the volume to an rang for it to come back on. (Note: Students accounts cannot do this so you may have to login as a teacher).





    - Check a different headphone port- There are two headphone ports on all desktops one in the front and one in the back. Sometimes what may happen if you plug headphones into the front and none of the steps above work is that someone has broken the end of another set of headphones and a piece is stuck in the port. This will cause the new headphones not to make contact. So try the port on the back, and if you are lucky that will work.



    - "*None of that worked*"- Most likely the only other thing it can be is that the set of headphones are bad. A quick test is to try it on another computer, if it works they are fine if not then you have your culprit.

Computer Not Booting

- "*My computer turns on but nothing happens*"- With this the easiest thing to try is to unplug the power from the computer. Once it has no power try to turn it on, this clears any power from the computer and shuts it completely down. Leave it for around 30 sec, now plug the power back in and power on the computer. That will usually fix most issues. This is a good solution for most computer problems.

Common Issues

- "*I get a Trust Relationship Error when I go to login*"- No your computer is not trying to break up with you, this just means it needs to think about all the good times. This issue is one that we will have to fix so just put in a ticket to get it resolved. The short of it is that the computer has sit too long off the network or has been off awhile and needs to be reconnected. You see this a lot at the start of a new school year.
- "*I get No Logon Servers Available when I go to login*"- This issue is an early way to tell that you may not have an internet connection. Sometimes this can be resolved by just waiting a few minutes. Sometimes the computer boots up and the network connection is trying to catch up. If after a minute or two you still get the same error please refer to the network section of this document to make sure you have a network connection. Pg.
- "*When I turn my computer on all I get is a black screen with a blinking bar*"- This is a simple one (most times). This usually is due to the computer trying to boot to something other than what it is supposed to. Thinks such as Flash drives, CDs, ect. So make sure you do not have a flash drive in the computer, if you do take it out. Reboot and that should fix it.

Blue Screen of Death

This one is pretty common and the short of it is, put in a ticket. There are several different causes for a BSOD. Sometimes you can reboot and everything is fine, other times it takes something more. So if after a reboot you still see this message, let us know. These error will give you a code so if you feel like it through that error in the ticket or take a screenshot, it will helps us out.

Laptop Issues

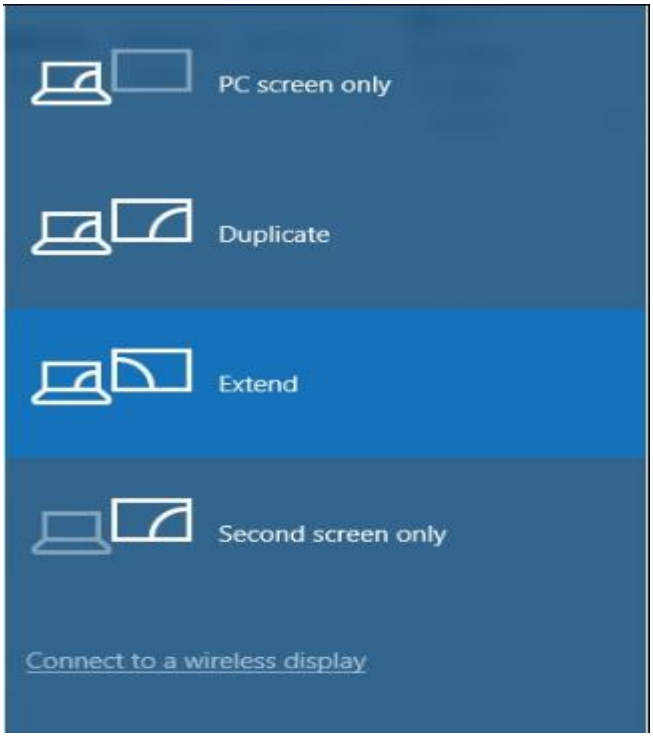
This section will cover common issues with the physical laptop setup in your room. This includes booting issues, displaying issues and DVD issues. If you are not sure what section your issue falls under please use the ctrl+F key command and type in a keyword as to what you are looking for.

Problems Turning On

- "*I power on my laptop and the light is on but it doesn't load*"- This fix usually works for a lot of laptop issues. First what you will want to do is make sure the laptop is off. So if the red dot on the Lenovo logo is lit up then hold the power button down until it goes completely off. Then what you will want to do is removed the charger from the laptop so that it is not plugged in. Then remove the battery as well, this makes it to where no power is coming to the device. Then try to turn the laptop on a few times, it will not come on because of course it has no power but this will drain any left over power that it has. So with no power on the device plug the charger back in. (Don't but the battery back in just yet). Boot up the laptop and see if everything works. Then put the battery back in. That should resolve the issue. If it continues after that point there may be a bigger issue. So please feel free to report that info to us.

Screen Not Displaying Correctly

- "*When I try to display to my projector or Elmo it doesn't show up right*" – This issue is very common (more common in newer computers). This happens for a few different reasons so just find the one that pertains to you.
    - "*No Picture at all*"- If you have no display at all there could be a few things. First check that all cables are plugged in correctly and that the projector is on VGA 1 or computer 1 input. There should be a input button on your remote just hit that til it goes to computer 1. The other option could be that the laptop is set to laptop display only, which can be changed using the same steps below.
    - "*I have a picture but it is just my background and doesn't match what is on my screen*"- This issue is very common in new laptops. To fix this you can do one of two things.
        1. Hit the windows key+P this will bring up the projection window. (The windows key is the key between ctrl and alt)
        2. Hit the Fn key+ which ever key at the very top of the keyboard has a projector Icon. Usually F8.



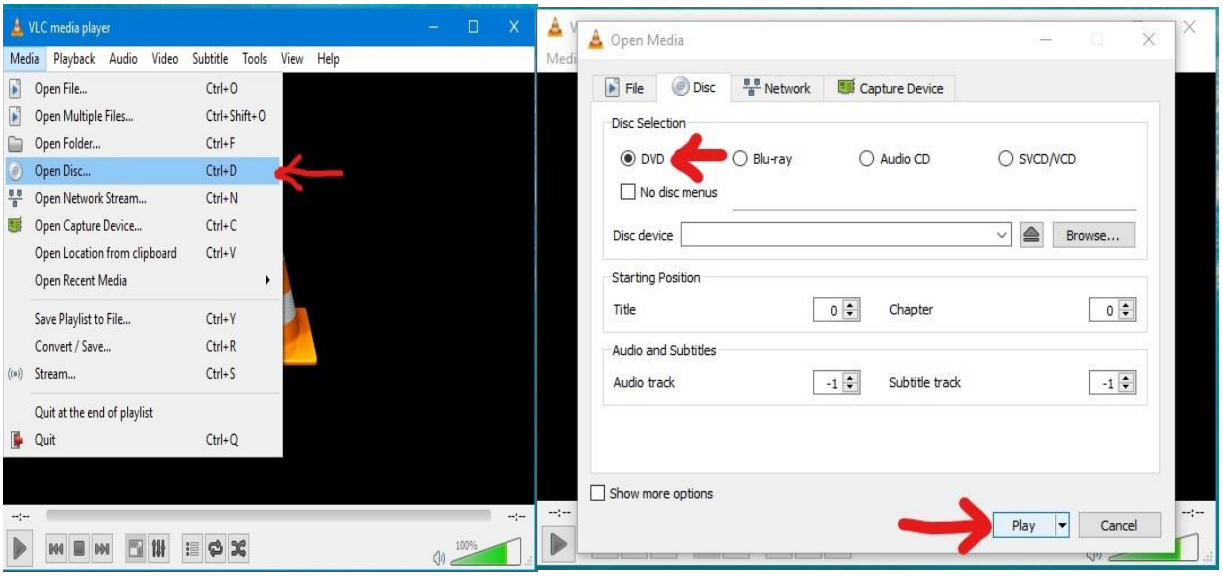
        3. That should bring up this box. There are 4 options here and you will just select which everyone you want. Try to refrain from selecting Second Screen only.

- PC screen only- Displays only the laptops screen, doesn't so on an other devices. This is good for when you need to do grades and don't want the kids to see your screen.
- Duplicate- This is the most common, this displays your laptop screen on to an external devices (Projector, TV, ect). Select this if you want to so exactly what you see on your laptop on the projector.
- Extended- This option is kind of tricky but can be useful when you figure it out. Extended mode makes it to where you basically have two screens. The laptop screen being the main one and then the projector screen the second. So if you have a window open on your laptop it will not show on the projector but if you drag that window off of the laptop screen it will show up on the projector. Think of it as having one huge screen to the right of your laptop screen.

4. Once you select the proper mode everything should display back to normal. If you are not sure which mode choose Duplicate.

Playing DVDs

- "*When I put in a DVD nothing happens*"- This happens a lot. So once you put in a DVD there should be a pop up window or a program should launch. If not then try hitting the Windows icon in the bottom left of the screen and go to computer. There you should see a DVD option on the left side. If it see what is on DVD you will know and you can right click it and say play.
- "*There is no software to play movie on my laptop*"- This can happen because Microsoft has stop putting movie players on their systems but put in a help desk ticket and we can get one installed for you.
- "*VLC pops up but I cant find the movie*"- VLC is the software we use for movies, it has a little traffic cone logo. If your movie doesn't automatically load, you can launch VLC and use the steps below to find your DVD and play it.

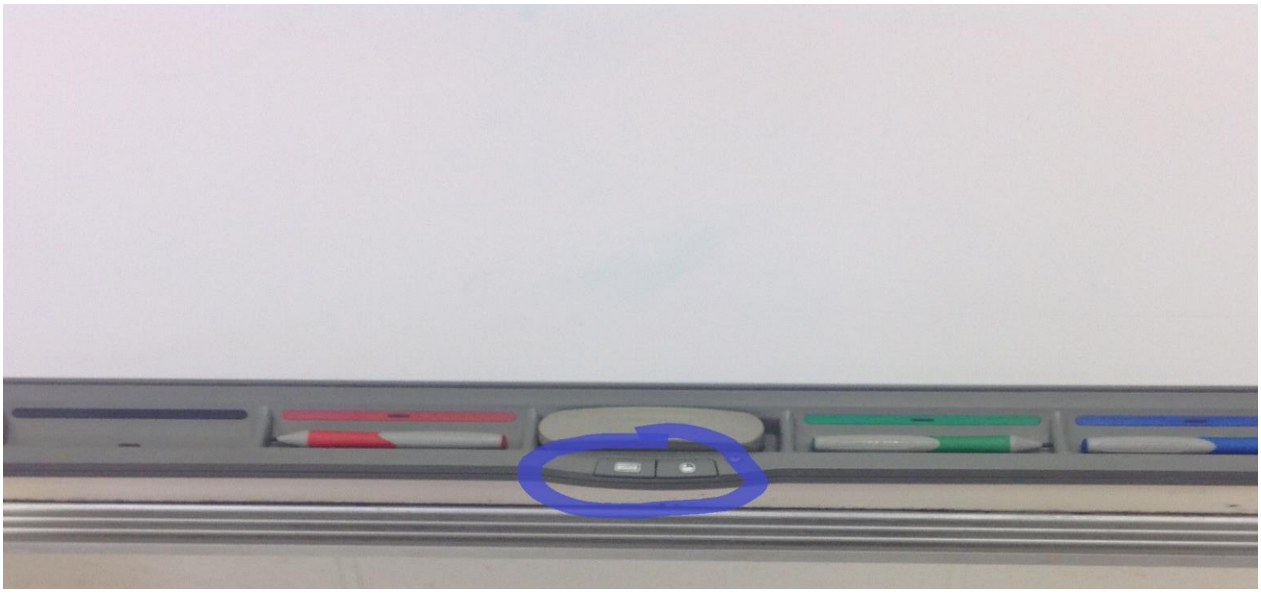


Projector/Elmo Issues

This section will cover some tips and solutions to common projector and Elmo issues. It will be mostly directed to people with Smartboards and Elmo document cameras.

Calibrating Smartboard

1. First check and makes sure the light in the bottom right corner of the smartboard is solid green.
2. Next on the tray where the pens are located. There should be two buttons. Press both of them at the same time.



3. Another way to achieve this is to go on the laptop and in the bottom right tray where the date and time are hit the up arrow. This will show all the icons for programs running. There should be one that looks like a blue book for Smart and a white book for Active Inspire, right click on this and select calibration.
4. Once you do this you should get a white screen with blinking Xs on it. Go to the board and select all the points to calibrate the board.
5. Done, this shouldn't have to be done a lot but any time the projector or board is moved or your writing gets a little off.

Connect Laptop to Projector

1. You should only need one cable for this. Be aware some setups maybe different.
2. You should have a VGA port on your laptop along with a VGA cable in your room. If not we can provide one upon request.

3. You will need to plug one end of the VGA cable into the laptop and the other end into the box on the wall that goes to your projector.

Projector Errors

- "*My projector is flashing red*"- This usually means to the projector is due for a new bulb. This doesn't mean that it needs one, just that it is programed to warn you after so long. If you see this just let us know and we can come out and get rid of the error and see if it needs to be replaced or not.

- "*My projector is giving a temp warning*" –This usually means that the projector is dusty and is getting to hot. Let us know about this as well so we can come clean the projector and get it going again.

New Active Panels

If you are lucky enough to have one of the new active panels we will not cover them in this guide. They will have their own guide completely with cleaning tips, calibration, ect. Please check the solution page for this more in depth guide.

Printers

Hooking Up a Printer

1. When hooking up a printer you will need two cables and the printer itself.

2. The first cable is the USB cable, it lets the computer communicate with the printer. The next is the power cable.
3. First turn the printer around so that you can see all the ports.
4. Plug the USB cable into the laptop and the end that is shaped like a house into the printer. Then plug the power cord into the printer and the other end into the wall.

5. As soon as the printer comes on the computer should see it and let you know with a little sound. And most new computers and printer will install themselves.
6. Done!

Note: When setting up a printer the most preferred way is with a USB cable. We cannot setup printers on the wireless because it slows down the network and causes some issues. If you would like it on the network and have the available network connections (See networking section of guide for this info) in your room then we will be happy to set that up.

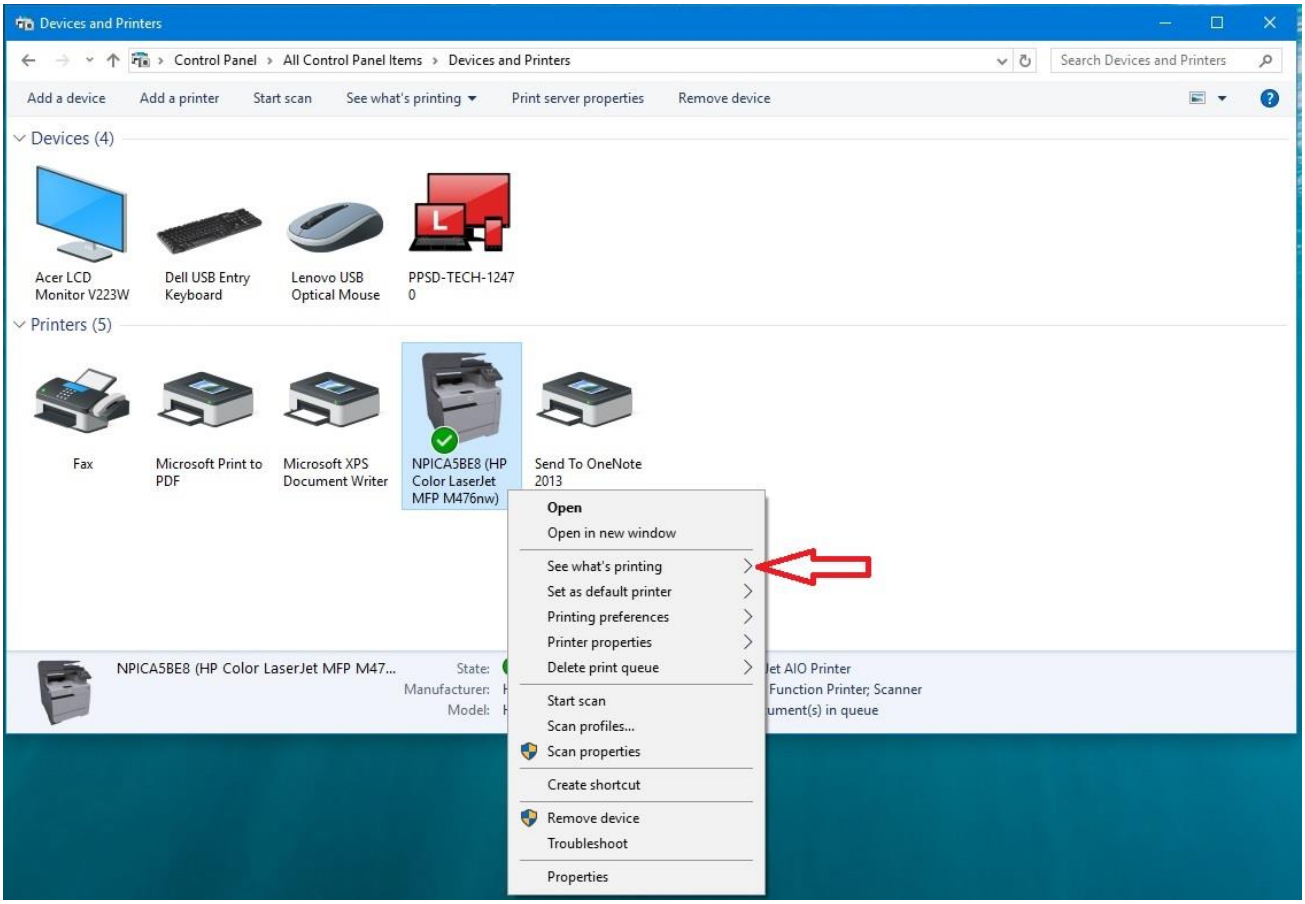
Power Cycle a Printer

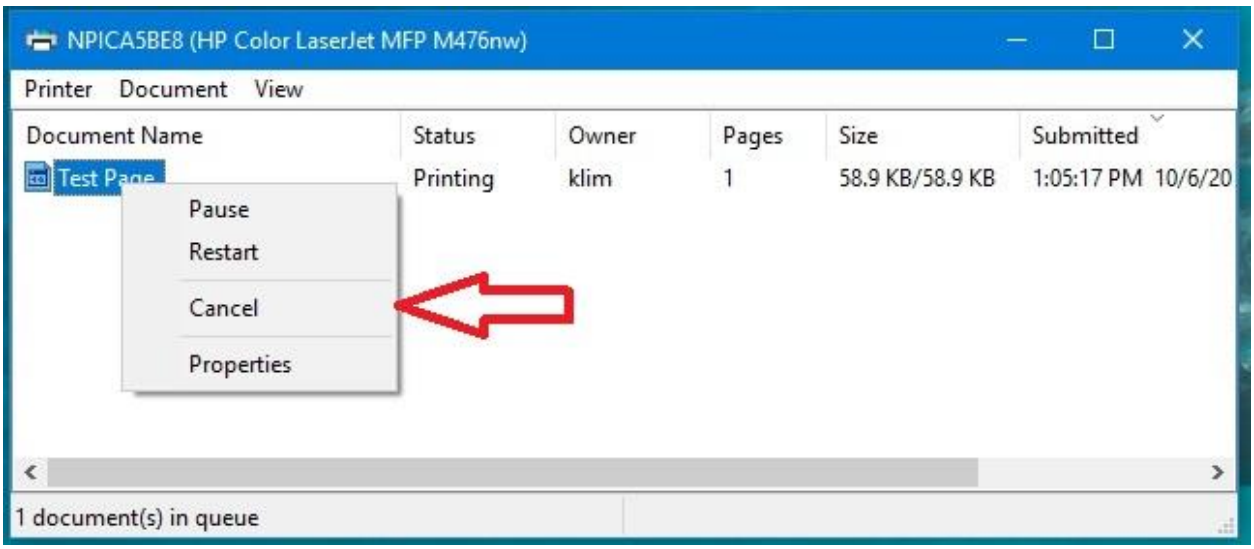
A lot of issues with printers can be solved by clearing power and rebooting it. So if you run into any issues with a printer try this first.

1. First pull the power cord from the printer. It should be a square black cable.
2. Once the printer has turned off try to turn it back on without the power cord. This cause all power to release and clear any errors.
3. Wait 30 secs and then plug the power cord back in and turn the printer on.
4. Done!

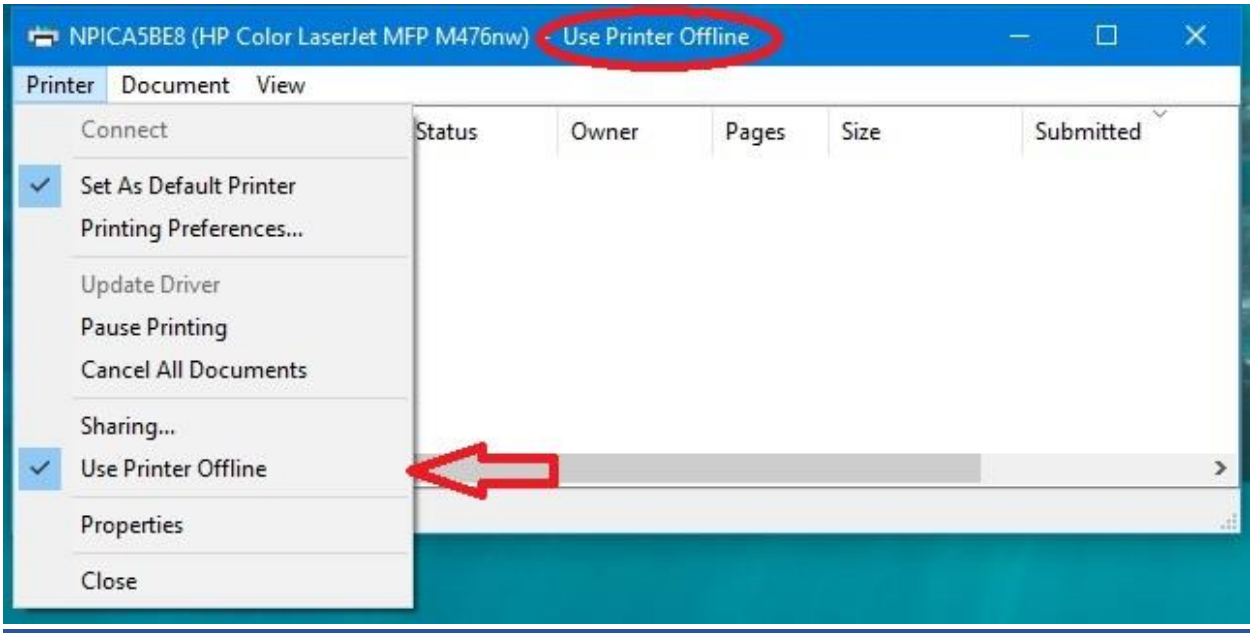
Common Issues/Fixes

- "*I hit print but nothing ever printers*"- What happens in this case is that the printer has gone offline somehow. There are several ways this can happen.
    - USB Cable is unplugged. Check all your cables and make sure that the usb cable from the printer to the computer is actually plugged in.
    - The printer needs to be power cycled. Please see the section above for help with power cycling the printer.
    - An old document is stuck. Not physically but when you tell the computer to print it keeps a digital "take a number" system so if a document is still waiting in line the other documents cannot print. To fix this you will need to clear all the old documents. Hit the Windows icon in the bottom left of the screen and use the search bar to search for devices and printers. Once there you will need to right click on your printer and select "See what's printing". There will be a list of all the documents trying to printer. Remove all of them and try to print again.


Devices and Printers
Control Panel › All Control Panel Items › Devices and Printers
Search Devices and Printers
Add a device
Add a printer
Start scan
See what's printing
Print server properties
Remove device
Devices (4)
Acer LCD Monitor V223W
Dell USB Entry Keyboard
Lenovo USB Optical Mouse
PPSD-TECH-1247 0
Printers (5)
Fax
Microsoft Print to PDF
Microsoft XPS Document Writer
NPICA5BE8 (HP Color LaserJet MFP M476nw)
Send To OneNote 2013
Open
Open in new window
See what's printing
Set as default printer
Printing preferences
Printer properties
Delete print queue
Start scan
Scan profiles...
Scan properties
Create shortcut
Remove device
Troubleshoot
Properties
NPICA5BE8 (HP Color LaserJet MFP M47...
State:
Manufacturer:
Model:
Jet AIO Printer
Function Printer; Scanner
ument(s) in queue


NPICA5BE8 (HP Color LaserJet MFP M476nw)
Printer
Document
View
Document Name
Status
Owner
Pages
Size
Submitted
Test Page
Printing
klim
1
58.9 KB/58.9 KB
1:05:17 PM 10/6/20
Pause
Restart
Cancel
Properties
1 document(s) in queue

- The printer has been switched to offline mode. To switch this use the steps above and go to see what's printing. From here hit the Printer menu in the top left of the box. A drop down box will appear, there will be an option that says Printer Offline that will be check. Uncheck it and try to print again.



TO BE CONTINUED……