

Device Guidelines

- 1) Devices need to be charged every night and brought to school every day that you come to school.
- 2) School issued headphones need to remain at school for in-person use.
- 3) Do NOT eat or drink while using your device. Crumbs, grease or liquid will damage the keyboard, which will not be covered under warranty.
- 4) Devices need to be Shut Down (Power Off) every night. This will ensure that the device operates most effectively.
- 5) The device should not be used or moved around while it is charging. This can cause damage to the charging port, which will not be covered under warranty. Every night, shut it down, plug it in and put it somewhere safe for the night.
- 6) The screens are very sensitive and “crack” easily. Cracked screens are not covered under warranty. It is important that your device is handled and stored carefully. If they are dropped, stepped on, closed too hard, or something heavy is put on it, it can crack.
- 7) Make sure that updates are applied to your computer when they are available. (If you shut it down every night, this will happen automatically.) **Do not do anything with the computer while it is updating.** Just leave it open and let it finish.
- 8) If you get a message at the top of the screen in TEAMS that it needs to be updated. Click on the link to download the file and then click on that file to install it. Otherwise TEAMS may not work properly.
- 9) Consider purchasing the district provided insurance, to avoid being faced with a costly repair. You can find the insurance information here:
<https://www.bridgeportedu.net/Page/15995>

Troubleshooting Tips

Charging problems

- 1) **Very dead!** - When you plug it in, if the orange light is blinking, it needs to charge for about 30 minutes before it can be turned on. Once the light turns white, it will still need to charge, but should turn on.
- 2) **Defective Charger** - When you plug it in, if no light comes on, it could be the charger. You can test this, if you have another charger in the house. If not, we can check it here. If it is determined to be the charger, it can be replaced with a new one. We must receive the old charger before we can give you a new one.
- 3) **Damaged Port** - If it is not the charger, then it could be the charging port. If that it is the case, you will be responsible for the repair of the device.
- 4) **Deep Sleep** – If the device is charged and it appears not to turn on, hold down the power button for at least 30 seconds, until the power button light goes off. Then hold the button down again until it turns on.
- 5) **Lost Charger** – If you lose your charger, you will need to replace it. You can get one here: [Amazon.com: 45W Type USB C Laptop Charger for Lenovo Chromebook c330 s330 c340 s340 100e 300e 500e Series, ThinkPad T480 T480s T580 T580s E480 E580 GX20M33579 4X20E75131Adapter Power Supply Cord: Computers & Accessories](https://www.amazon.com/s?k=45W+Type+USB+C+Laptop+Charger+for+Lenovo+Chromebook+c330+s330+c340+s340+100e+300e+500e+Series,+ThinkPad+T480+T480s+T580+T580s+E480+E580+GX20M33579+4X20E75131Adapter+Power+Supply+Cord%3A+Computers+%26+Accessories)

Storage Problems

- 1) Limit the number of photos you take on the device and delete them when you are through with them.
- 2) If you get a message saying you have no storage, it is best to bring it to school to have Ms. Blaszczyński look at it. If you are remote and can not bring it in, contact her and she will try to assist remotely.

Wifi Issues

- 1) If you are having trouble in a meeting, try turning your camera off and/or leaving and rejoining the meeting.
- 2) If you continue to have problems, you can try to restart your router.
- 3) If you have Optimum, you can get a free router from them, here's the information https://www.optimum.net/FAQ/#/answers/a_id/3590
- 4) We can also lend you a hot spot. Contact the school if you need one.