Quick Troubleshooting Tips

Laptop

Microphone not working

1. Make sure mic is not muted Fn+F4 on keyboard.
2. Restart your computer. This is an easy quick way to start troubleshooting.
3. Run Windows updates – Search – Updates – Check for updates
4. Try using the Voice Recorder application on your laptop. Are you able to record and play it back?
5. Use the Zoom app - if not already installed, install from Software Center
6. When you first try to join, you should be prompted to "Join Computer Audio". If you don't choose that, zoom friends will not hear you speak.
7. Check the audio settings. Click on the carrot/up arrow next to "Mute". Where it say Select a microphone, try BOTH the Microphone Array (Realtek Audio) and Same as System. If headphones or earbuds are plugged in, should choose that option. (See the attached "audio settings" screenshot).
8. Open a browser and test the camera and microphone at zoom.us/test. If that doesn't work, students have the option to call in. Choose Audio Option at the bottom of the list. Students may have to disconnect from computer audio and then choose Phone Call. Call the number and follow the prompts to join. (See the attached "Audio initial setup" screenshot.)

Camera not working

1. Restart your computer. This is an easy quick way to start troubleshooting.
2. Run Windows updates – Search – Updates – Check for updates
3. Try using the Camera application on your laptop. Does it open and can you see yourself??
4. Open a browser and test the camera and microphone at zoom.us/test
5. In Zoom, make sure that the video is set to Integrated Webcam

Headphone jack not working

Run the Realtek Audio Driver in Software Center - it takes awhile and may fail but should fix the issue.

Laptop does not turn on

1. Unplug anything that is plugged into the laptop, and press the power button. If nothing happens, press and hold the power button for 15 seconds.
2. Check the "brick" connection that is the black box that connects the laptop to the plug, and be sure the connection is tight/secured. If removable, sometimes these connections become loose.
3. Plug the computer back into power and tap the power button once to see if the indicator light on the button becomes bright. If it does not power on, tap it again one more time.
4. Leave the computer plugged into power for about an hour and try again. If the battery could have completely been drained of power, it will need to be plugged in for a while.

Laptop at Blue Recovery Screen

1. Press F8 at the Recovery screen to get to the Startup Settings
2. At the startup settings, press 4 to Enable safe Mode
3. Your laptop will now boot to safe mode. Now restart your laptop. It should now be back to normal mode and you can login

iPad

iPad does not charge

1. Verify that you are using the Apple Power adapter and cable that we supplied with the iPad
2. Check the connections between your adapter and cable and iPad
3. Plug directly into a working wall outlet
4. Let your iPad charge for 30 minutes
5. Force Restart your iPad - Press and hold the power button on the top right of the iPad until a slider appears to power off. https://support.apple.com/en-us/HT211203

Some of the apps are greyed out or do not load

Tap and hold the app which should pop up a menu – Select Cancel downloading the app. The app should disappear from the iPad. Install from Self Service or need tech help??

How do I find my child's password?

If your student does not know his/her district password, passwords were delivered via secure doc in an email from **West Chester Area Schools**. You will need your student's id to access the secure document. The Student id can be obtained by logging into your Parent Portal on the report card or from your school secretary.

Visit our Tech Support @Home webpage for additional support