



Troubleshooting

TIPS FOR TABLETS

1. Use the **EXPLORE NETWORK** as the **WI-FI** connection.

- Never disconnect from the Explore network. *(Some school networks have been set up to automatically change between Explore, MDCPS Student, and the MDCPS Teacher Networks without manually connecting. In these schools, it is acceptable for devices to be on any of the three networks. In all other cases, devices must remain on the Explore WI-FI when using a district device).*
- When using the home Wi-Fi, do not disconnect or forget the Explore network. Just switch over to the home WIFI network. The Explore network will automatically switch back while at school.



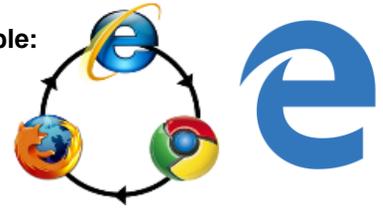
2. Use **PERSONAL CREDENTIALS** to log into the tablets.

- Generic school log-ins should not be used.
- Students and teachers log in the tablet the same way they log into the portal.
- If there are problems with usernames or passwords, create a HEAT Ticket.



3. Use the appropriate **WEB BROWSER** for certain programs. For example:

- Google Chrome: HMH Collections; iReady; Amplify; Agile Minds
- Internet Explorer: Carnegie Math; McGraw Hill
- Firefox: Carnegie Math



4. **RESTART** the tablet to receive updates and if there are issues connecting to the internet.

- Conduct a Search for Software Center on the device to see if updates are needed.
- Tablets must be on the Explore network to receive updates *(unless the school is using device recognition rather than log-in credentials to authenticate).*



5. **Keyboard Issues (10EE Model):**

- Take device on and off keyboard at least twice.
- If keyboard is still not responding, restart the device while off the keyboard.



6. **Stylus Issues (10EE Model):**

- Tighten the tip of stylus.
- If it is still not responding restart device.
- Stylus tips may be glued on permanently.

7. Do a hard **SHUTDOWN** if the tablet is frozen or the sad face error appears.

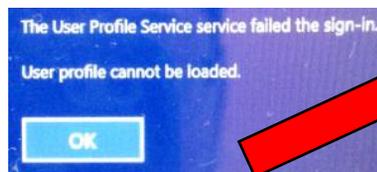
8. If the error message says **NO LOGON SERVERS...**



Click the bars to connect to **EXPLORE**.



9. If the error message says **USER PROFILE CANNOT BE LOADED** or the red X and the computer icon is seen...



COMPLETE A HEAT TICKET FOR THE DEVICE.

- Category: **HARDWARE**
- Include the serial number of the tablet in the ticket.
- Explain what the error message says and include a picture of the error.