



Student Distance Learning Devices Troubleshooting Guide 2020-2021

About the Devices:	2
Home Access and Devices:	2
General Device Use and Care:	3
Expectations for Student Learning	5
Chromebook Simple Troubleshooting:	6

iPad Simple Troubleshooting:	12
Verizon Hotspot Simple Troubleshooting:	17
PLA Profiles	19
Lost, Missing, or Stolen Devices	19

About the Devices:

This guide contains information on using the school-issued devices, expectations for learning, care and handling of the device, and basic troubleshooting tips.

We provide devices to each eligible student in order to support their education. Each student receives devices and chargers.

Home Access and Devices:

Parents/Guardians who have signed the One2One insurance agreement, must be aware of the financial and behavioral responsibilities they are accepting. .

School administrators and the tech team may restrict home access.

General Device Use and Care:

Each device has unique identification numbers and is assigned to a specific person. The names and numbers on the device and case are registered. STUDENTS MAY NOT REMOVE ANY ID FROM THE DEVICE.

Devices should never be left unattended or in insecure areas (e.g., unlocked locker or classroom), and should never be stored in vehicles either on school grounds or away.

Handling:

- Use a soft and clean cloth to clean the screen.
- Do not expose the devices to extreme heat or cold.
- Be careful inserting cords or cables into the devices and remove them carefully as well.
- The charging cable must be treated gently, and should not be tightly wound, crimped, or pulled on. Rough handling of the cord will damage it to the point where it will no longer charge the device. Ideally, the charger will stay in a single location where the device will be plugged in for overnight charging.
- Have fully charged devices for School/E-learning every day.
- Do not mark the devices or cases with markers, stickers, or anything else.
- Chromebook and iPad screens are made of glass and are particularly sensitive to damage from impact and pressure. If the screen chips or

cracks, don't attempt to fix it but bring it to the attention of the School Point of Contact, Building Administrator, or IT.

- Use the Slim Folio iPad cases gently. If keys on the keyboard are broken or lost the case is more susceptible to damage, that can possibly be charged back to the parent.
- Do not open the sim card slot or remove the sim card off the Verizon Hotspot. Missing sim cards can be labeled as a missing device, which can also accrue charges.
- Do not remove any cases from the devices. The cases should be utilized to protect your device. If you did not receive a case for your device, please contact the Front Office.
- Do not misuse the Verizon Hotspot. There is 22 GB of data on every device with speeds of 4G LTE. Once that data is used you will experience slower speeds. Scholars can be subject to waiting for the next data cycle for full use.

Expectations for Student Learning

- Come to School/E-learning with a fully charged and working Chromebook.
- Bring it to all classes unless told specifically not to do so by a teacher, or by a member of the tech staff or administration.
- Students are responsible for getting course work completed even when participating in E-Learning.
- Use all school devices to accomplish tasks assigned by teachers and refrain from using it in a non-school setting.
- Report issues/concerns/questions to your school's front office or the **IT Tech Team: support@akacomp.com**

If any of the above requirements become problems, the student will be referred to the administration and the tech team.

Chromebook Simple Troubleshooting:

Many problems can be resolved fairly easily. Some common problems are discussed below. You can also email **support@akacomp.com** and someone will respond to you as soon as possible.

1. To **Change the Keyboard Setting**:

- a. At the bottom right, select the time.
- b. Select Settings  > Advanced.

Optional: To add another keyboard language, select Language > Add languages. Choose your language(s) and select Add.)

- c. In the "Languages and input" section, select the Input method > Manage input methods.
- d. Check the boxes next to the keyboard languages you'd like to use.
- e. Select Back .
- f. Select the keyboard language you want to use. You'll see "Enabled" listed under the current keyboard.

Optional: To see all your keyboard language options on your desktop, turn on “Show input” options on the shelf. Change language - Chromebook Help

2. If the **Home Screen is Rotated:**

- a. Ctrl-shift-reload/refresh will rotate the entire screen by 90 degrees each time they are pressed.



3. If you need to **remove a user** from a Chromebook:

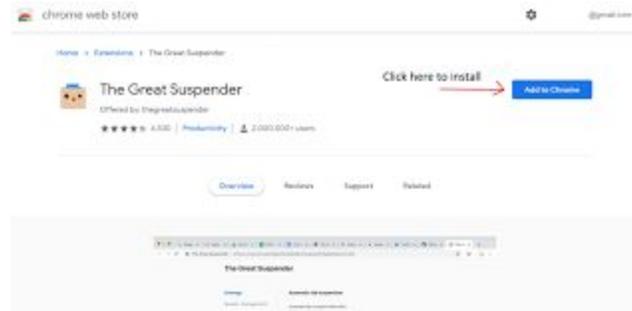
- a. On the Chromebook sign-in screen, select the profile you want to remove.
- b. Next to the profile name, select the Down arrow ▾.
- c. Select Remove this user.
- d. In the box that appears, select Remove this user.

Note: When you remove an account, it's only removed from the Chromebook. The Google Account itself, including its data and settings, will still exist.

<https://support.google.com/chromebook/answer/1059260?hl=en>

4. No **sound** on headphones:

- a. Make sure headphones are plugged in properly and there is no dirt in the plug.
- b. Make sure the mute button is not pushed.



5. Add an **app or extension**:

- a. Open the Chrome Web Store. 
- b. In the left column, click Apps or Extensions.
- c. Browse or search for what you'd like to add.
- d. When you find an app or extension you'd like to add, click Add to Chrome.



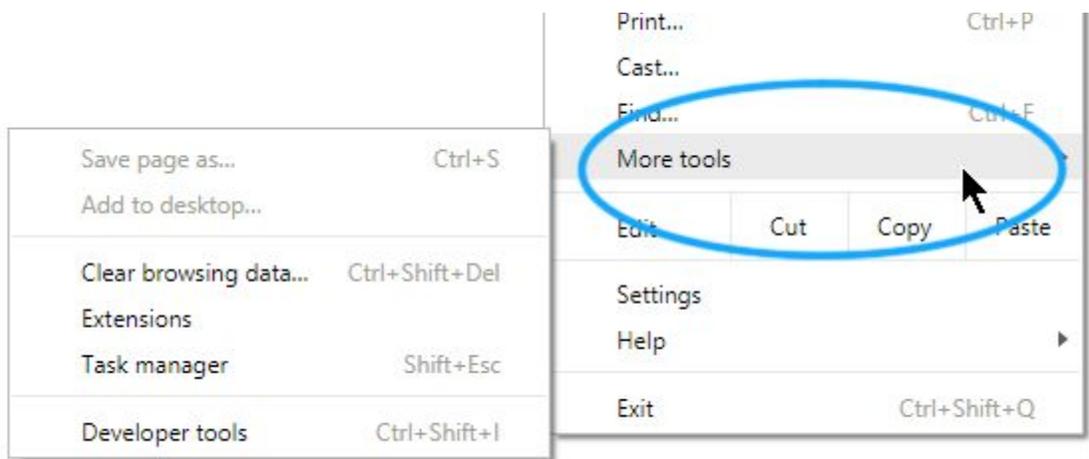
6. Manage your **extension settings**:

- a. In Chrome, click  > More tools > Extensions.

Note: You'll see your apps in your launcher, and your extensions in Chrome as buttons on the toolbar.

7. If your device is **running slow on the Chrome browser:**

- a. Open the Chrome menu by clicking on  on the top right of the browser toolbar.
- b. Select More Tools.
- c. Select Clear browsing data.



Note: In the dialog that appears, select the checkboxes for the types of information that you want to remove. (do all)

- d. Use the menu at the top to select the amount of data that you want to delete.

Clear browsing data

Basic

Advanced

Time range: Last hour

- Browsing history
Clears history and autocompletions in the address bar.
- Cookies and other site data
Signs you out of most sites.
- Cached images and files
Frees up less than 102 MB. Some sites may load more slowly on your next visit.

Cancel

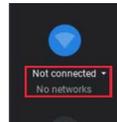
Clear data

8. Connect your Chromebook to Wi-Fi:

- a. At the bottom right, select the time.



- b. Select Not Connected



- Note: If you see your Wi-Fi network name and signal strength, your Chromebook is already connected to Wi-Fi.
- c. Turn on Wi-Fi. Note: Your Chromebook will automatically look for available networks and show them to you in a list.
- d. Select the secure Wi-Fi network
- e. Type in the network password.

Connect

f. Select Connect

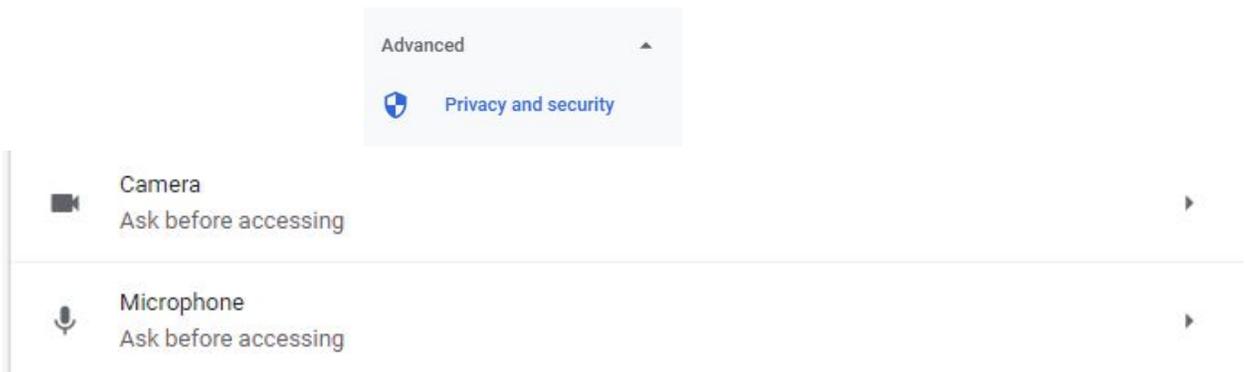
9. How to **enable camera and mic**:

- a. Open Chrome .
- b. At the top right, click More  > Settings > Advanced Settings.

c. Under "Privacy and security," click Site settings.



d. Click Camera or Microphone.



e. Turn on "Ask before accessing."

Ask before accessing (recommended)



Note: Review your blocked and allowed sites.

- f. To remove an existing exception or permission: To the right of the site, click Delete .



- g. To allow a site that you already blocked: Under "Blocked," select the site's name and change the camera or microphone permission to "Allow."



iPad Simple Troubleshooting:

1. Perform a **Reset**:

- a. Hold down both the Power button and home button until the screen goes black and an Apple appears on the screen.

- b. Release the buttons and wait for the iPad to restart.
2. When you find that a particular **app is crashing or freezing**:
- a. Shut the app down.
- b. Click on the home button  once to return to the home screen.
- c. Double click on the home button  to see all currently



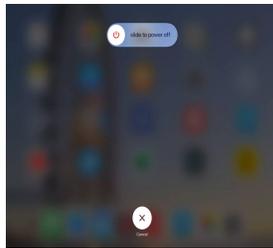
- running apps. (as seen in the figure below)
- d. Swipe up on the app that is giving you trouble, which will shut the app down.



e. Relaunch the app to see if the problem continues.

3. **Reboot** the iPad.

a. Hold down the **Sleep/Wake button** on the upper rim of the iPad to bring up a slider that will let you power off the iPad.



b. Once it is powered down, press the **Sleep/Wake button** again to turn the iPad back on.

4. Connect **iPad to a Wi-Fi network**:

- a. Go to Settings  > Wi-Fi, then turn on Wi-Fi.
- b. Tap one of the following:



- *A network*: Enter the password, if required.
- *Other*: Joins a hidden network. Enter the name of the hidden network, security type, and password.

Note: If  appears at the top of the screen, the iPad is connected to a Wi-Fi network. (To verify this, open Safari to view a webpage.) iPad reconnects when you return to the same location.

5. Perform a **screenshot**:

- Simultaneously press and then release the top button and the Home button.



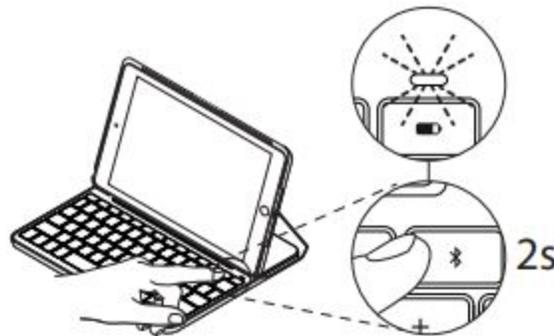
6. Connecting **Slim Folio Case** to iPads:

- Select Settings > Bluetooth > On.

- b. Select “Slim Folio” from the Devices menu.
- c. If your iPad requests a PIN, enter it using the keyboard (not on your iPad).
- d. When a successful connection is made, the status light turns solid blue for a short time and then turns off.

Or

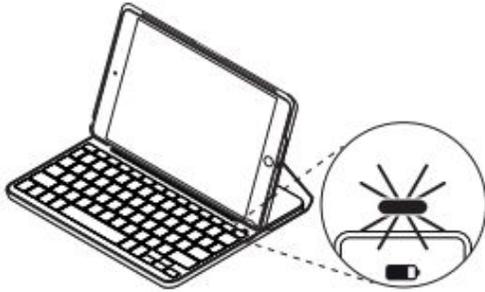
- a. Move the keyboard case into the typing position.
- b. Select Settings > Bluetooth > On.
- c. Press the Bluetooth connect button for 2 seconds until the status light blinks blue.



- d. Select “Slim Folio” from the Devices menu.
- e. If your iPad requests a PIN, enter it using the keyboard (not on your iPad).
- f. When a successful connection is made, the status light turns solid blue for a short time and then turns off.

Status light indicators

Your keyboard case's status light provides information about the battery power and Bluetooth connection:



Light	Description
Green	The batteries have an adequate charge.
Red	Battery power is low (less than 10%). Replace the batteries.
Blinking White	<i>Fast:</i> The keyboard is in discovery mode, ready for pairing. <i>Slow:</i> The keyboard is trying to reconnect to your iPad.
Solid White	Bluetooth pairing or reconnection is successful.

Verizon Hotspot Simple Troubleshooting:

Connecting to Your Jetpack Wi-Fi Name (SSID) and Password Your default Wi-Fi Name (SSID) and Password can be found on the Jetpack display upon initial power up.

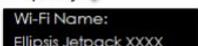
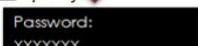
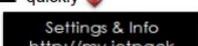
1. Viewing your **Wi-Fi Name and Password**:

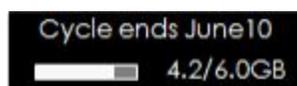
- a. Power on your Jetpack.
- b. Press  (Power/Menu) button quickly when the display is on.
- c. Press one time for data usage information.
- d. Press two times for the Wi-Fi name.
- e. Press three times for the Password.
- f. Press four times for Settings & Info URL guide.
- g. Press five times to return to the Home screen.

2. Monitoring **Data Usage**:

- a. Press the Power/Menu button one time to see data usage, and when your billing cycle ends.



	Main Screen
Press  quickly ↓	
	Data Usage displayed
Press  quickly ↓	
	Wi-Fi Name displayed
Press  quickly ↓	
	Password displayed
Press  quickly ↓	
	Web UI Guide displayed
Press  quickly ↓	
	Back to Main Screen



PLA Profiles

You Must have the PLA issued emails on your school-issued devices. They can be found under Settings. Do not attempt to remove any PLA issued profiles.

Lost, Missing, or Stolen Devices

From the time the device is issued to the student until it is returned to the school, the student is responsible for it. If the device is not recovered, the student will be charged for replacement. If the student has purchased insurance, the expense may be covered.

- If the device is **lost, missing or stolen**, the student/guardian must report it to the **School's front office**.