

Helpful Hints From the Tech Team

Trackpad problems:

- Use **Fn+F7** to disable the trackpad, then hit these keys again to re-enable it. This often stops a spastic trackpad. If the problem is persistent, the laptop will need to go to the Tech Team.
- Clean trackpad with a wipe to remove greasy fingerprints.

Sound problems:

- Use **Fn+** up and down arrow keys to increase and decrease volume.
- Use **Fn+F8** to mute/restore.
- You can also change the volume in the top right hand corner of the screen by clicking on the sound



symbol and adjusting the sliding scale.

Screen brightness:

- Use **Fn+** left and right arrow keys to change brightness.

Wireless problems:

- RESET COMPUTER (see below). It should be using the LVUSD Devices network at school.

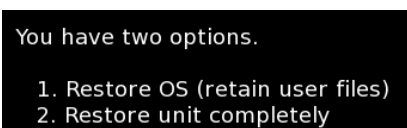
Machine not behaving properly (screen freezing, applications not loading, wireless won't connect, and all of the above issues can be solved) Reset Laptop to factory settings (see below).

Reset machine as follows: How to use the quick recovery features

1. If the machine is already off, press the power button to turn it on. If it is running, press the power button and choose "Restart" from the menu that appears.
2. Immediately after you see the system's splash screen the screen will go black and you will see a 3 second countdown timer - press ESC during those 3 seconds to enter the boot menu. Be prepared - you will only have 3 seconds to press the ESC key.



3. When you see the following screen, choose "Restore Factory Settings"
4. After a few moments, you will see the following screen.



5. Choose Option: "1" to preserve your files. Choose Option "2" to wipe all files. Hit ENTER.
6. If you chose option 2, type: yes ENTER to complete the restore process.
7. When it reboots, if it asks for a password, type **password**.