Checklist for Verifying Mobile Device Issues

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Have the student's description of the problem nearby as reference.

Log in to device as the student who brought it in.

Devices with physical damage will need to be collected and kept at the school until there are a large amount to send over to the LPS Help Desk.

- A Help Desk ticket or email request must be created before sending anything out to the LPS Help Desk.

Chromebooks

Common Issues

1A: Checking for power

- Connect the device to a charger and then to a power source. If the status light is **ORANGE** this means the battery is charging. (the status light usually located on the right side of the device)

- If the status light is **WHITE** this means the battery is charged fully and the device should power on.

- If the status light is **ORANGE** or **WHITE** and device is still not powering on after 5 minutes of charging please test the device with new charger.

- Unplug the current charger > hold power button for like 20seconds > plug a different charger back in and try to turn it on.

- Look for any physical damage to the charger or charging port and take note of it in a ticket to the LPS Help Desk.

- Any **<u>non-powering</u>** Chromebooks may be swapped out for a working one. The device must be labeled **"no power per guide 1A-*SCHOOL*-*TICKET NUMBER*"** (if applicable) before sending to the Help Desk.

1B: Camera/Microphone issues while in Zoom

- Please make sure the microphone and camera are allowed in the Chrome browser Site Settings.

- To access the Site Settings, click the **3-vertical dots** at the top right of the Chrome browser and select **Settings**.

- Scroll down and click **Advanced**, then select **Privacy and Security** on the left side of the page.

- Select **Site Settings**, then **Microphone** or **Camera**.

- Under **Allow**, make sure **Zoom.us** is there. Also, make sure the default is set to the built-in microphone and camera.

- Make sure **Ask before accessing (recommended)** is toggled on. You may close this tab when finished.

- Verify the built-in camera and microphone work.

- Click on the **Chrome Launcher** located in the bottom-left of the Chromebook screen.

- Type **Camera** in search bar then select the **Camera** app**.**

- If you see a **white** status light on the Camera then it should display whatever is front of the Chromebook.

- If you do not see **white** status light or any video being displayed in the app then the camera is faulty/defective.

- Select **Video** and start recording audio to test out the **microphone**.

- When finished recording please click the bottom right circle to play back the recorded video.

- If you do not hear any sound please make sure the Chromebook audio volume is set correctly.

- Any **<u>non-working</u>** Camera/microphone devices may be swapped out for a working one. The device must be labeled either **"bad mic per guide 1B-*SCHOOL*-*TICKET NUMBER*** OR **"bad camera per guide 1B-*SCHOOL*-*TICKET NUMBER*** (if applicable) before sending to the Help Desk.

1C: Slow, Non-responsive, crashing websites on Chromebook

<u>**Update Chrome OS**</u>

- Click on the Chrome browser icon on task bar if Chrome is not already opened.

- Click on the **3-vertical dots** at the top-right of the Chrome browser window then
select **Help** -> **About Google Chrome**.

- Click **Chrome OS settings**, then click the button labelled **Check for updates**.

- The device will automatically update to the newest version of Chrome OS (this may take a few minutes
depending on their current version and will ask you to restart after updating).

<u>Close out unused open tabs</u>

- Having many opened tabs can create an issues on Chromebook devices as each tab will use up system resources.

- Click on the **X** next to any tab to close it. If you do not see the **X** you may need to click on the tab.

<u>Clear history/cookies/cache/saved passwords in the Chrome browser</u>

- Click on the **3-vertical dots** at the top-right of the Chrome browser window then select **More Tools -> Clear Browsing Data**.

- A new window will appear.

- From the **Time range** drop-down, select **All Time**.

- Check boxes for: **Browsing history**, **Download history**, **Cookies and other site and data**, and **Cached images and files**.

- Click on the button labelled **Clear data**. This process may take a few minutes and the window will close when it is done clearing.

- Once the window closes you will taken back to the Settings screen. Under the **Autofill** section Click on **Passwords**.

- Click in the search field at the top-right of the Passwords window. Type "**lawrence.k12.ma.us**" in the field and remove all saved passwords that appear.

- Restart Chrome (close all tabs and close browser window).

1D: Checking the clock

- Click on the time display in the bottom right part of the logon screen.

- Click on the date display in the menu.

- a window named "**Check your system time**" will show up.

- enter in the correct time and date.

- click **Done.**

1E: Testing the keyboard and touchpad

- The keyboard can be tested without logging in to a Chromebook.

- At the initial log in screen click **Sign in with a different account**.

- Press all the keys on the keyboard to make sure they work.

- Next, test the touchpad by making sure there is no dust or dirt on the surface of the touchpad.

- Press the **Esc** key several times.

- Drumroll your fingers on the touchpad for ten seconds.

- Turn the Chromebook off, then back on again.

- Any **<u>non-working</u>** keyboard/mousepad devices may be swapped out for a working one. The device must be labeled either "**bad mouse per guide 1D-*SCHOOL*-*TICKET NUMBER***" OR "**bad keyboard per guide 1D-*SCHOOL*-*TICKET NUMBER***" (if applicable) before sending to the Help Desk.

Ipads

A: Checking for Power

- Plug iPad to charger and wait for Apple logo to appear. This will signal that the iPad is booting up.

- If logo does not appear, wait at least 5 minutes and then try another known-working charger.

- Also look for any physical damage to the charger or charging port on the device and make note of it in a ticket to the LPS Help Desk.

- Any **<u>non-powering</u>** iPads may be swapped out for a working one. The device must be labeled "**no power per guide 2A-*SCHOOL*-*TICKET NUMBER***" (if applicable) before sending to the Help Desk.

B: Camera/Microphone issues while in Zoom

-Tap open iOS **Settings** app.

-Tap **Privacy**>Tap **Camera** or **Microphone**.

-Toggle **Zoom** access on (**green**).

-Verify the built-in camera and microphone work.

-Tap open the **Camera** app and the Camera should then display whatever is in front of the iPad.

-Tap open the **Voice Memo** app to record/test the built-in microphone.

-Record and hear back the audio you recorded.

-Any non-working Camera/microphone devices may be swapped out for a working one. The device must be labeled either **"bad mic per guide 2B-SCHOOL-TICKET NUMBER** OR **"bad camera per guide 2B-SCHOOL-TICKET NUMBER** (if applicable)"** before sending to the Help Desk.

How do I know if the issue is Wifi or Zoom?

Zoom

- If Zoom crashes test the WiFi by opening a new tab and going to any website (*ex: YouTube, CNN, LPS website, etc.)*

- If the page loads then this means WiFi is working and there may be an issue with Zoom.

- Gather the following details to send to the **LPS Help Desk** email:

1. Date & time of the incident
2. Zoom meeting ID
3. What device(s) are being used? (provide the make and model)
4. Any relevant error message that pops up

WiFi

 - If the pages do not load then this means there is an issue with the WiFi.

- Gather the following details to send to the **LPS Help Desk** email:

1. Date & time of the incident
2. What device(s) are being used? (provide the make and model)
3. Any relevant error message that pops up
4. Room number

- Please include at least **ONE** serial number from a student Chromebook that is experiencing an issue

- Please include the computer name of the LPS staff laptop that is experiencing into an issue.

Online URL: https://kb.lawrence.k12.ma.us/article.php?id=1047