

Parent FAQs
Best Practices for Troubleshooting Your Dell Laptop
from the South Fayette School District Technology Department
March 26, 2020

Troubleshooting

Please be sure your laptop is charged and that you are using the correct charger.

If the laptop does not turn on:

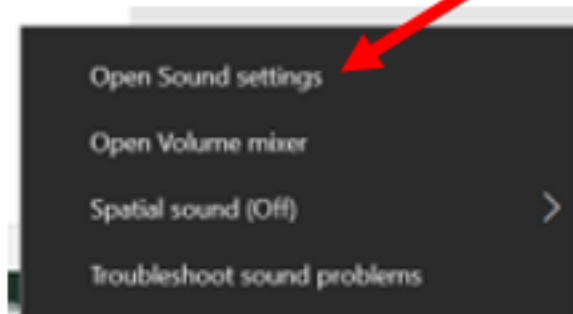
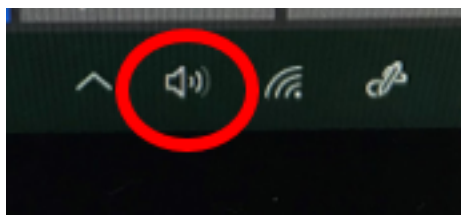
- Unplug the charger
- Press the power button in for 30 seconds
- Plug the charger back in and press power button

Audio issues:

- If your headphones/earbuds are not working, try another pair.
- If your microphone is not working, be sure it is not on 'mute' -
 - Press Fn+F4 keys simultaneously.

If sound issues continue, try the following:

- Right click on the Audio icon in the lower right-hand corner of your taskbar and select 'Open Sound settings'



- Make sure your 'Output Device' is set at Speakers/Headphones (Realtek Audio):

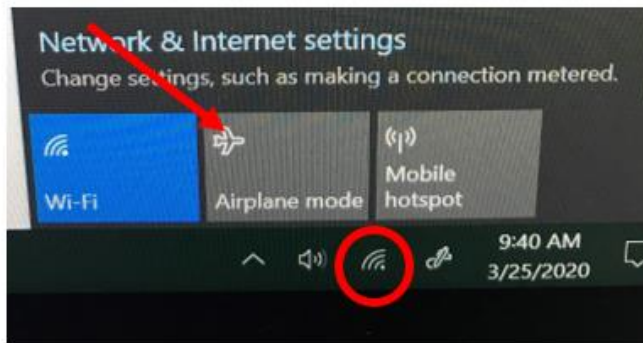
🏠 Sound

Output

Choose your output device

Speakers / Headphones (Realtek Au... ▾

WiFi/Wireless Internet issues:

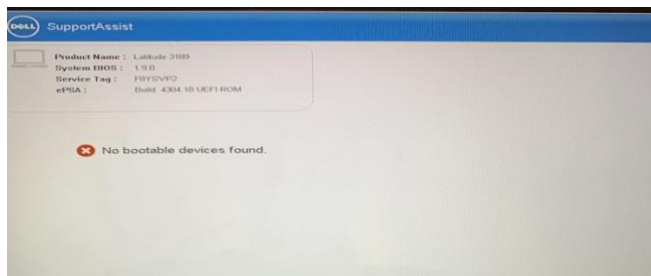


If the WiFi says to sign in manually try these steps:

- Click the WiFi on the lower right corner on toolbar
- Turn Airplane mode off and on
- Hold the Fn & Home key down and click it a few times
- After a few times, click the WiFi again

Error messages:

The error message below 'No bootable devices found' means that your laptop will need to be repaired. Please follow the instructions at the bottom of this page, a member of the Technology Team will reach out when the repair process is in place.



What to do next

If you continue to have issues, please submit a Help Desk request by emailing TechSupport@southfayette.org. Please include your student name, student ID number, grade level, and detailed problem.

Currently, since we are not able to enter the school buildings due to the Governor's stay-in-place order, we are not able to perform laptop repairs. We have put you on our repair list so that when we are able to proceed, we will let you know.

Accessing school software on home devices

Students and families may use their own devices to access Google Classroom and Classlink, which provide links to assignments and applications. Classlink is accessible at the following address <https://launchpad.classlink.com/southfayette>.

If you continue to experience these issues, please know that all assignments will be available in a hard copy format for any student without Internet or laptop access. The packets will be distributed to families via U.S. Mail. We ask that any families without Internet service or a working computer, please call 412-221-4542, Ext. 862. You will receive a voice message asking you to leave your name, phone number, and mailing address so that we may contact you. This will enable us to provide learning materials and resources so that all students will have access to the curriculum. The same is true for students who do not have their devices at home or have devices that are not working.