# Windows and Troubleshooting

The Operating System and Common Problems

Basics

▶ The most basic thing to do to try to fix an issue is to restart the device. Restarting gives your device a chance to receive updates that help it work better. You must use the **restart** button to do this-**it will not work if you choose shut down**.

▶ The restart button can be found in the start menu. To view the start menu, click this button:
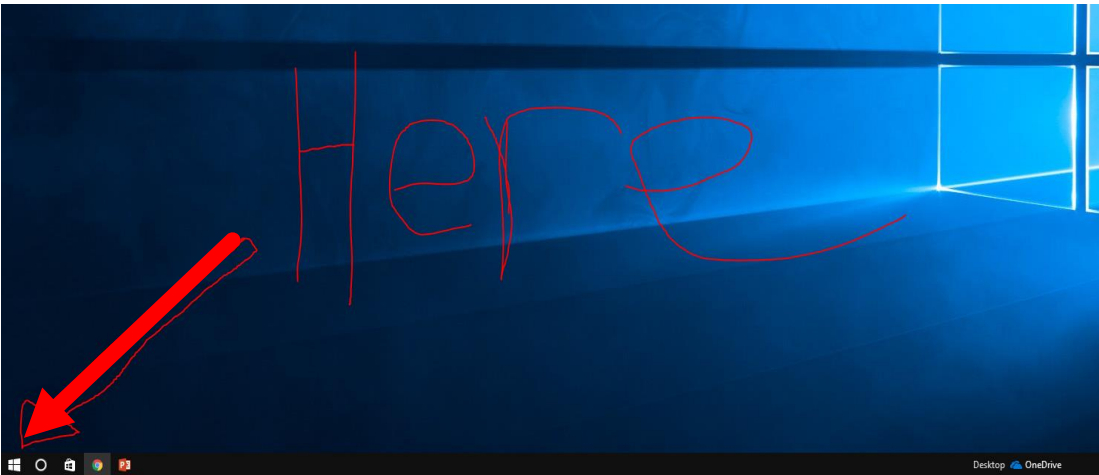
▶ If your Surface is not turning on, make sure it is plugged into the power block! A hard reset by pushing the **Power** button on top of the device may be necessary.

Audio

▶ For audio issues, the first thing you can do is see if your volume is muted. To do this, just look at the audio signal in the bottom right of the screen. Make sure it doesn't have an "x" next to it. If it does, click it, then click the speaker.

▶ Right click the audio logo and click "troubleshoot sound problems."

▶ If this doesn't work, right click the audio logo, and choose "playback devices." A window like this should show up.

▶ Unless you have headphones or external speakers plugged in, there will be only one thing that shows up.

▶ Make sure the headphones or speakers are enabled by right clicking them looking for an option to enable. If there is an option to disable, those speakers are enabled.

▶ If your audio is still not working, make sure all audio devices besides the desired one are disabled, then right click the desired device and click "test." If you don't hear sounds, try different speakers or headphones.

▶ After repeating the process listed above with different speakers/headphones, if you hear a sound, either your speakers are broken, or you have to install new audio drivers. Unfortunately you can't do this one without admin access. All updates will be installed after a restart.
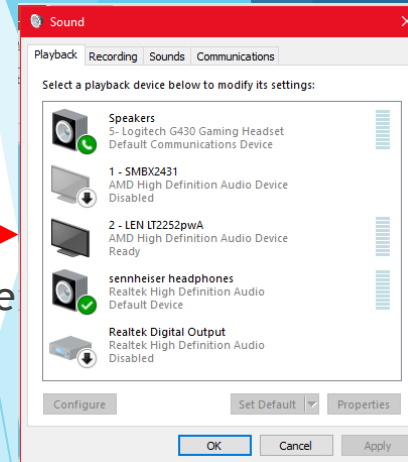
Wi-Fi

► Restart your device. You may have to do this more than once.

  ► Restart your Surface by going to the **Start Menu**, selecting **Power**, and selecting **Restart**.

► Login. Device Login Info:

  ► Username: studentID#@fcstu.org

  (studentID# is the student's lunch code)

  ► Password: Birthday (MM/DD/YYYY)

► Make sure you are using FCS Wi-Fi.

  ► Tap on the WiFi icon at the bottom, right corner of your screen. Select FCS-WiFi.

Saving to OneDrive

▶ In order to save files to OneDrive, your Surface must be connected to OneDrive-Fulton County Schools.

▶ To make sure your Surface is connected, open **Word**. Then, select **File** and **Open**. You should see the option to open a file from OneDrive- Fulton County Schools. If you do not have this option, then you need to select **Add a Place** and then select **Office 365 SharePoint.**
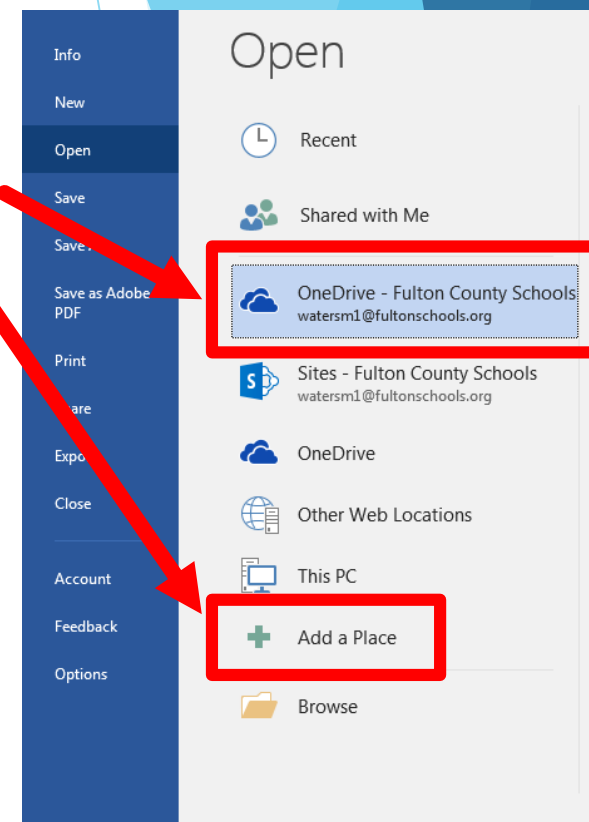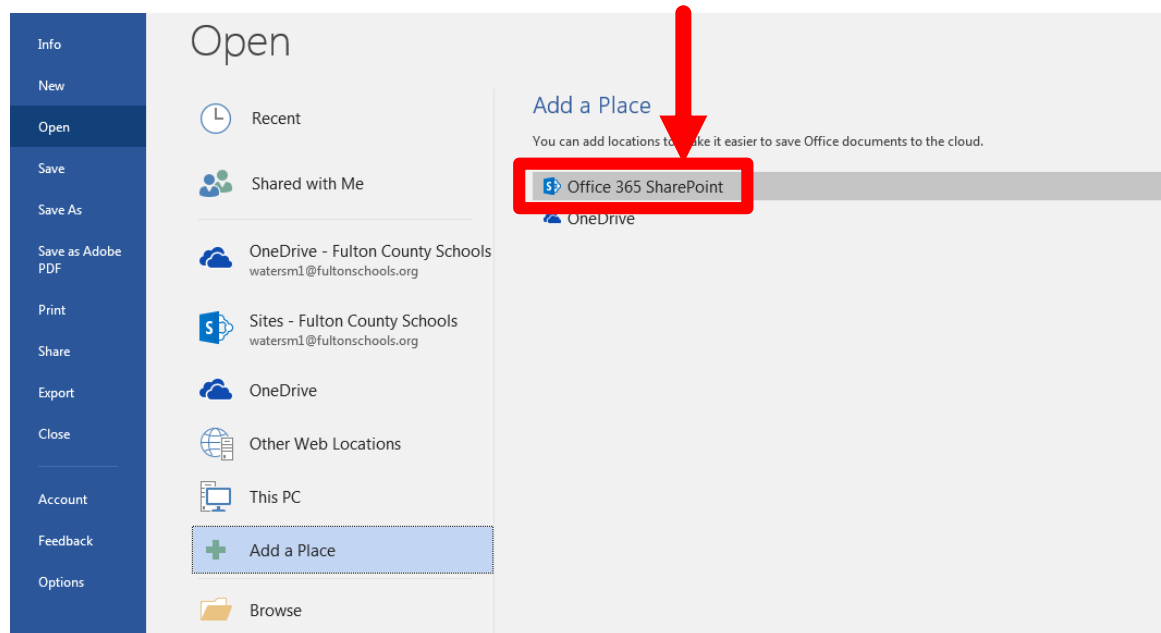
▶ This will add OneDrive-Fulton County Schools to your Surface as an option for opening and saving files.

Simple Shortcuts

▶ **Ctrl+Alt+Delete** brings you to a menu where you can log out, shut down, sleep, or restart your PC. You can also open task manager with this. This shortcut should be used if your computer glitches out or freezes.

▶ **Ctrl+C** and **Ctrl+V** is copy and paste. Remember, paste is not **Ctrl+P**, that is print.

▶ Press **F1** on PowerPoint, Word, etc. to bring up a Help Menu, where you may learn all about that program.

▶ **Alt+F4** closes a program.

▶ **Ctrl+X** is cut.

▶ **Ctrl+B**, **Ctrl+U**, and **Ctrl+I** are **bold**, underline, and *italics* respectively.

▶ **Ctrl+F** is the best shortcut of all, in my opinion. You can do the command, then type in a word, and it will highlight each use of that word on the page. For example, if you were on a website talking about rivers in Asia, you could **Ctrl+F** and type "Mekong" to find any instance of that word.

Bonus Shortcuts

▶ If you accidentally closed a tab on Edge or Chrome, hit **Ctrl+Shift+T** and it will open previously closed tabs.

▶ To copy and paste text, (if you don't want the text to keep it's original format) hit **Ctrl+Shift+V**.

▶ To quickly logout, hit the **Windows key+L**.

▶ To quickly delete words, hold **Ctrl** while you hit **Backspace**.
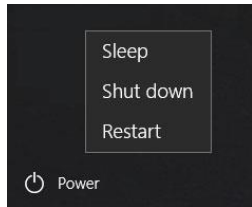
Getting Familiar with Windows

▶ The taskbar is the where you will find your start menu (on the left) and status like time, wifi, sound, and notifications (on the right).
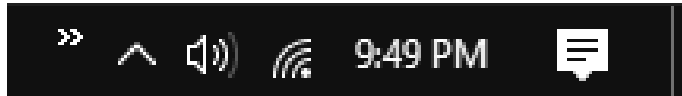
▶ The start menu is where you can find your programs, by searching or by scrolling through the alphabetized list.

▶ You can also access power (shut down, restart, sleep) here.

▶ There are three buttons on the top-right of every window. The "X" closes the window, the square makes it full screen, but if it's already full screen, there will be two squares, which exits full screen. The dash minimizes the window, where you can click on the logo on the taskbar to bring it back up.

Troubleshooting Scenarios

The following slides include some of the most common device issues the Help Desk fixes each day. Now that you've been given some troubleshooting tips, let's see if you can describe how to fix these issues!

Scenario #1:
My Surface Won't Turn On!

▶ A student brings her Surface to the Help Desk and explains that she was trying to do research for a presentation in social studies class, but she can not turn on her device. What should she do?

Scenario #2:
I Don't Hear Any Sound!

▶ A group of students bring their Surfaces to the Help Desk and explain that they are trying to watch a YouTube video for math class, but that the sound isn't working. What should they do?

Scenario #3:
The Internet Isn't Working!

- A student brings his Surface to the Help Desk and explains that he can't get Wi-Fi on his device. Without it, he won't be able to review for his science test. What should he do?

Scenario #4:
I Can't Log In!

► A student brings her Surface to the Help Desk and explains that she is totally locked out of her device. What should she do?

Scenario #5:
I Can't Find My Work!

▶ A student brings his Surface to the Help Desk and explains that he saved his language arts essay to his device but now he can't find it. You suggest he save his work to a folder in OneDrive from now on, but he isn't sure how to do that. What should he do?

If your Surface issues persist even after troubleshooting, then bring your device to the Help Desk in the Media Center. The Help Desk is open every day in the Media Center before school from 8:15-8:40 and during the last ten minutes of each class period.