

Lakeside Middle School Technology Cheat Sheet

Log-on Problems

I'm getting "FCSS Domain not available" message


- Is the network cable **firmly** plugged into the back of the computer and also into the data port on the wall? You should see blinking green and yellow lights if there is connectivity. If no lights, borrow a known *working* computer's network cable. Look for the light again. You may need a new network cable.
- If the network cable is good, then the ITS or site technician will need to help. Submit Unity.

Can't login to computer.

- Is the user name and password correct? Students may not have typed number correctly. (Ex: Bobby Jones would be Bj12345! – last 5 digits of SS #. See Consent Tab in IC for the 5 digits noted in the Student Portal box)

Whiteboard and Projector Related Problems

My stylus won't work on the whiteboard.

- Is the whiteboard hardware cable plugged into your laptop? >>>>>>>>>>
- Is whiteboard itself plugged into the electrical outlet in the wall? >>>>>>>>>>>>>>>>>>>>>>>>>>>>
- Do you have a "red X" over the ActivInspire icon at the bottom of your screen? . If so, right click on the icon, choose Control Panel. Click the **FIND** button and it should connect and stylus should now work.
- Have you tried shutting down your laptop and reconnecting all cables?
- Perhaps your stylus bad? Try "known working" one from another room. Try your stylus in another room. See ITS for a new stylus



I see only a blue screen on my whiteboard

- Make sure video cable is plugged into your laptop. >>>>>>>>>>>>>>>>>>>>>>>>>>>>
- Press both the Fn and the F4 keys together once or twice until it shows your image.



My whiteboard is dark yet my projector is turned on.

- Do you have the remote (set on Computer 1 and not on Video or Computer 2?)
- Do you have the remote still set on "no Show?"
- Does your projector shut itself down within a few seconds? (Projector bulb may be burned out). Submit Unity.

Printer Problems

- Try turning the printer off and back on.
- Is the network cable plugged into the printer and network wall port snugly? There should be blinking lights near the area where the network cable is plugged into the back of the printer if there is connectivity.
- Is the printer plugged into an electrical outlet?
- Is the printer you are trying to print to, listed in your printer choices? Choose Print from the File menu and look for the name of the printer.

- If you need to add a network printer to your laptop or desktop, open the Internet, type **coprint1** in the URL box, When the login box comes up, the username is **fcss-teachers** and the password is **Printers!** Choose a room printer and check the Default box only if you wish this to be your main printer.