

STUDENT LAPTOP ISSUES AND FIXES

- **Unlock Mic Mute if Light is On**

1. Log on to Windows with student password "Ria1234"
2. Once Windows is booted up press and hold the FN button



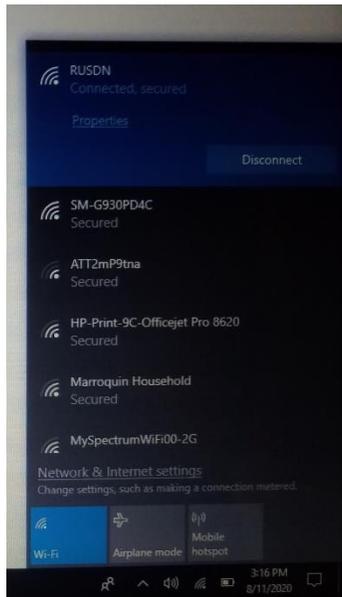
3. Now press the F4 button and the light should be gone activating the Mic.



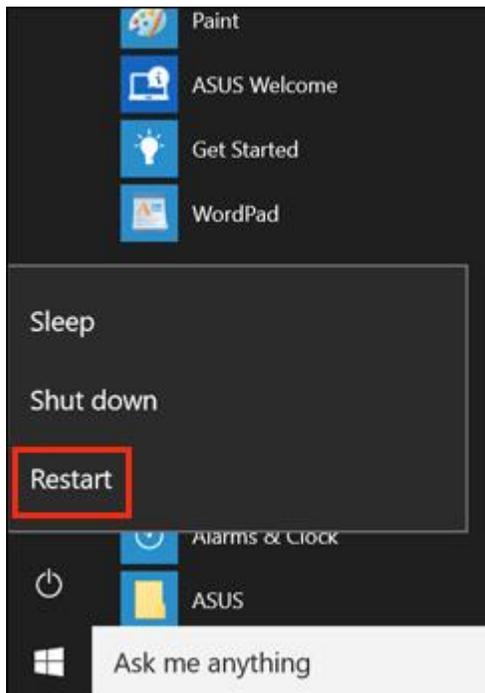
- **Windows License and Office is Expiring**



1. Drive up to Rialto High School and park in the lot
2. From your car turn on the laptop and make sure you are connected to the wifi "RUSDN"



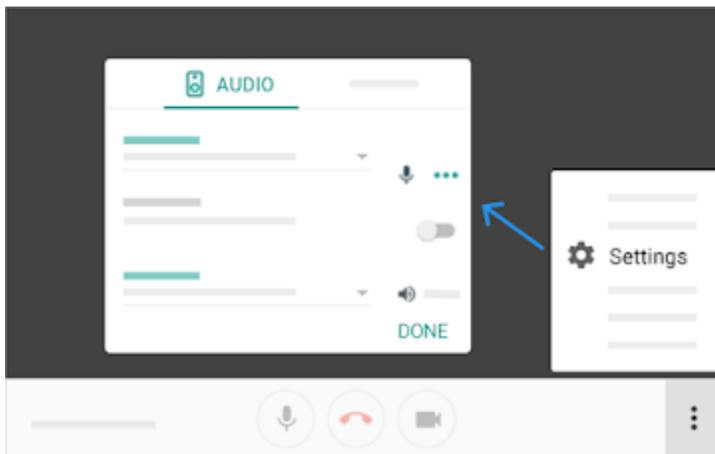
3. Once powered on, wait 1 minute and restart your computer.



4. Log back in using the Windows password "Ria1234"
5. Click on Microsoft Office Word, wait 15 seconds, and exit the application.
6. Repeat the last step one more time using PowerPoint and now your Windows license will be reactivated.

- **Google Meet Mic/Video Check**

1. Choose an option:
 - Before a meeting, go to <https://meet.google.com> > click Settings ⚙ > General.
2. Test Mic/Speaker to ensure its properly working
 - Microphone—Select your microphone device if its not working.
 - Speakers—To test your speakers, click Test. If its not working change the option to a different speaker and re-test it again.
3. Click Done.



To change the camera or the video resolution when using Meet on your computer:

1. In a web browser, open <https://meet.google.com/>.
2. Click Settings ⚙ > Video.
3. Choose a setting you want to change:
 - Camera—Select your camera device. If your camera is working, to the right of Video, you'll see your video feed.
 - Send resolution—The image quality from your device that others see.
 - Receive resolution—The image quality that you see from other participants.
4. Click Done.

