

## STUDENT LAPTOP ISSUES AND FIXES

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

There should not be a light on the F4 key. If you want to use the mic, follow these steps to turn off the light.

1. Log on to Windows with student password "Eis1234"
2. Once you are logged in and if you see the F4 key lit up, hold down the FN button



3. While holding down FN, press the F4 button. The light should be gone, which means the Mic is working.

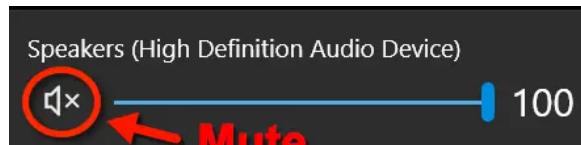


- **Speaker Issues**

1. Check the volume (on the task bar) and make sure it is not muted



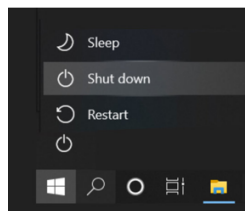
2. To check the volume, click on the speaker icon. (See picture above)



3. If it is muted, drag the volume to the right. **Don't go higher than 70%**, or you'll lose sound quality.

- **Power Tips**

- When you turn your computer on, give it time to load all the resources on it.
- Whenever you are done using it, be sure to power it down from the start button. When you click on the power key the option to shut down appears.

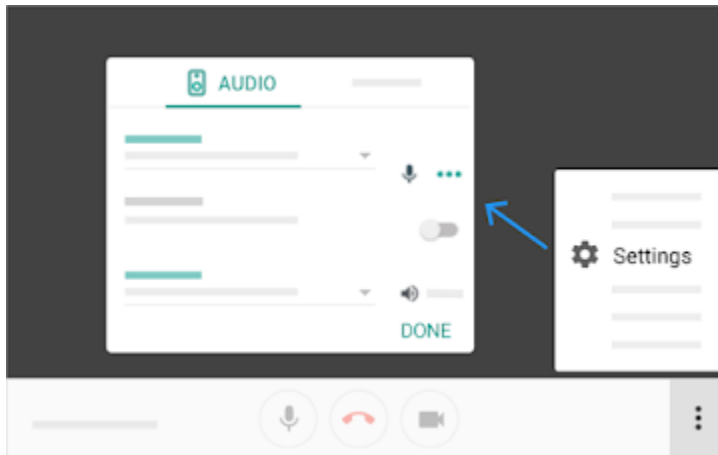


- Take care of the adapter. Use your laptop with your AC adapter. If you want to use it without the adapter, make sure to charge it when it gets to 50%. Do not let the battery completely discharge. It will shorten the life of the battery.



## • 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 it's properly working
  - Microphone—Select your microphone device if it's not working.
  - Speakers—To test your speakers, click Test. If it's 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.

