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Dell Laptops Troubleshooting Guide

Issue	Cause	Remedy
1. The laptop shuts off automatically	Suspend function puts the laptop "to sleep" if there is no use after 30 minutes	Press an arrow key on the keyboard, move the mouse, and if that doesn't work hold the power button for about 3 seconds and wait 1 minute for the laptop to resume normal functioning
2. The image on the screen won't project on a data video projector	CRT/LCD mode	Press <i>Function-F8</i> on the keyboard to toggle between screen & projector, screen only, and projector only mode
3. The higher end applications (Adobe & Macromedia products) don't work	These are keyserver applications for which the campus only has a certain number of licenses	You must be connected to the Cal Poly network (via ethernet or the modem pool) to use these applications ; if you are, call the ITS Help desk for support @ 756-7000
4. Where is the floppy drive?	It's included in the case but is not connected to the computer	Either connect the supplied cable to the back of the drive and the parallel port to the back of the laptop or while the computer is off, remove the CD drive and replace it with the floppy drive
5. The wireless internet doesn't work (for GI & GK designated laptops only)	Wireless networking & internet is only supported in the library and University Union ; it may work but is not supported on some college specific wireless networks	Using the supplied ethernet cable, connect to the campus network in any supported classroom or building using an ethernet port found on the wall
6. The image on the screen is distorted (weird lines & shadows)	Some of the laptops have been through a lot of wear and tear	Gently pinching the black frame all around the LCD screen should return the image back to normal
7. How can I burn CDs on the CD writer (for GK designated laptops only)?	CD burning software is not installed on the laptop	CD burning software is usually available on the web for free download
8. I need a Zip drive	MDS also has 100mb & 250mb Zip drives	Come back to MDS and see if there is one available

For additional questions please call Media Distribution Services in Building 2 at 756-7198