

Laptop Troubleshooting Guide

If your student is experiencing streaming issues while on a Zoom call, see below for some suggestions. This advice is provided by Mrs. Foley and Mrs. Martin at Oakland School. We do not claim to know all of the ins and outs of tech, but wanted to share our suggestions to help students and families navigate common issues.

ISSUE	SUGGESTIONS
<p>"Internet connection unstable" message pops up.</p> <p>The computer screen freezes or the video stream is choppy.</p> <p>You are kicked out of the Zoom meeting.</p>	<p>This is likely due to your internet provider. Try moving the laptop closer to your home router. Mrs. Foley experienced this over the summer during Zoom workshops. She has Metronet and was on the plan with 200 mbps upload / 200 mbps download speeds. Since then she upgraded to 500/500 and has not had any issues with streaming during Zoom meetings.</p>
<p>The sound stops working.</p>	<p>This could be because of your earbuds/headphones. Try unplugging your audio connection and plugging back in. Check the "mute sound" icon at the bottom of your screen in the Windows notification area (by the clock). Also check the headphone cords are intact. Sometimes students chew on the wires and this can interfere with the function. You can also close all programs and re-start the computer. If this doesn't work, contact your teacher.</p>
<p>The video stops working.</p>	<p>This is likely an error with your laptop's camera feature. Try closing all programs and re-starting the computer. If this doesn't work, contact your teacher.</p>
<p>The charger isn't working.</p> <p>The device won't power on.</p>	<p>Double check the charger brand matches the laptop brand (Dell or HP). Make sure all parts of the charger are completely plugged in. Try a different outlet, and let the device sit for at least 30 minutes. If this doesn't work, contact your teacher.</p>

If you need any help, always reach out to your student's classroom teacher, and he/she will try to help in the moment or during a break. We thank you for your patience and flexibility! Hopefully these technology kinks will be worked out in the next few days and our lessons will move at a more regular pace.