

Devices

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Computer Troubleshooting

This guide covers common issues with FVSD Windows computers and basic steps to try before contacting IT.

Computer Won't Turn On

1. Make sure the **power cable is connected** — check both ends (wall outlet and computer)
2. If it's a portable computer, plug in the charger and wait a few minutes — the battery may be drained
3. Press and hold the **Power button** for 10 seconds, then release and press it again
4. If using a docking station, try connecting the power cable directly to the computer instead

If it still won't power on, contact IT.

Computer Is Slow

1. **Restart your computer** — this fixes many performance issues. Use **Start > Power > Restart** (not Shut Down, as Restart clears more temporary data)
2. **Close programs you're not using** — too many open applications use up memory
3. **Close extra browser tabs** — each tab uses resources
4. **Check for Windows updates** — go to **Settings > Windows Update** and install any pending updates, then restart

If your computer is consistently slow after restarting, contact IT.

Screen Is Black or Frozen

Screen Is Black

- Press a key or move the mouse — the computer may be asleep
- Check that the monitor cable is connected (if using an external monitor)
- Try pressing **Ctrl + Alt + Delete** — if a menu appears, the computer is on but the display may have an issue

Computer Is Frozen

1. Wait a minute — it may be processing something
2. Try **Ctrl + Alt + Delete > Task Manager** — close any applications marked "Not Responding"
3. If nothing responds, hold the **Power button** for 10 seconds to force shut down, then turn it back on

Keyboard or Mouse Not Working

Wired (USB)

- Unplug and replug the USB cable
- Try a different USB port
- Restart your computer

Wireless (Bluetooth)

- Check that the device is turned on and charged
- Try turning Bluetooth off and on: **Settings > Bluetooth & devices**
- Restart your computer

No Sound

1. Check the **volume** — click the speaker icon in the taskbar and make sure it's not muted or set to zero
2. Make sure the correct **output device** is selected — right-click the speaker icon > **Sound settings** > choose the right device under Output
3. If using headphones, try unplugging and replugging them
4. Restart your computer

Docking Station Issues

If your monitor, keyboard, mouse, or network aren't working through a docking station:

1. **Unplug the docking station cable** from your computer, wait 10 seconds, and plug it back in
2. Try connecting your computer's charger directly (not through the dock) to rule out a power issue
3. If a specific device isn't working (e.g., monitor), check that its cable is firmly connected to the dock
4. Restart your computer

If the dock is still not working, contact IT.

Contact IT

Contact IT if:

- The issue persists after trying the steps above
- Your computer has **physical damage** (cracked screen, broken keys, etc.)
- You see **error messages** you don't understand
- Your computer was **lost or stolen** — report this immediately
- **Submit a ticket** through the IT helpdesk
- **Email:** helpdesk@fvsd.ab.ca

Please include:

- Your **name and school**
- A description of what's happening
- The **computer name or asset tag** if you know it
- Any error messages you see

Chromebook Troubleshooting

This guide covers the most common Chromebook problems and how to fix them.

Chromebook Won't Turn On

1. **Plug it in** — connect the charger and wait at least 5 minutes. The battery may be completely drained.
2. **Check the charger** — make sure the charging light comes on. Try a different charger if available.
3. **Hard restart** — hold the **Power button** for 10 seconds, release, then press it again to turn on.

If the Chromebook still won't turn on after charging, bring it to your **school librarian**.

Chromebook Is Frozen or Unresponsive

1. Hold the **Power button** for 10 seconds until it shuts off
2. Wait a few seconds, then press the **Power button** to turn it back on

"This Device Is Managed" or Enrollment Screen

If you see a message that the Chromebook is managed or you're stuck on an enrollment screen:

- **Do not attempt to unenroll or powerwash the device** — FVSD Chromebooks are managed by the division and need to stay enrolled

- If the enrollment appears broken or the device won't proceed past this screen, bring it to your **school librarian**

Can't Log In to the Chromebook

- Make sure you're using your **FVSD Google account** (e.g., `jsmith@fvsd.ab.ca`)
- Check that you're entering the correct password — your Google password may be different from your Windows password
- Make sure the Chromebook is connected to **WiFi** before trying to log in
- If you recently changed your password, use your **new** password

WiFi Won't Connect

1. Click the **clock/battery area** in the bottom-right corner
2. Click the **WiFi icon**
3. Make sure WiFi is turned **on**
4. Select your school's WiFi network
5. If it still won't connect, restart the Chromebook and try again

Screen Is Black but Chromebook Is On

- Press a key or tap the touchpad — it may just be asleep
- Try adjusting brightness with the **brightness up key** (top row of keyboard)
- Hard restart: hold **Power button** for 10 seconds

Chromebook Is Very Slow

1. Close any tabs you're not using — too many open tabs slow things down
2. Restart the Chromebook (shut down fully and turn back on)
3. Check if a system update is available:
4. Click the **clock/battery area** > **Settings** (gear icon) > **About ChromeOS** > **Check for updates**

Need More Help?

If the steps above didn't fix the issue, **bring the Chromebook to your school librarian**. They will troubleshoot the device and submit a ticket to IT if needed.

Please let the librarian know:

- What's happening with the Chromebook
- Any steps you've already tried

Smartboard and ViewBoard Setup and Troubleshooting

This guide covers connecting to and troubleshooting interactive displays (ViewSonic ViewBoards, Promethean boards, and other smartboards) used in FVSD classrooms.

Connecting Your Computer to the Display

Using an HDMI Cable

1. Plug one end of the HDMI cable into your **computer**
2. Plug the other end into the **HDMI input** on the display
3. The display should automatically detect your computer
4. If the screen doesn't appear, press **Windows key + P** and select **Duplicate** or **Extend**

Using a USB-C Cable

Some newer displays and computers support USB-C:

1. Connect the USB-C cable from your computer to the display's USB-C port
2. The display should show your computer screen automatically

Wireless Display (Screen Mirroring)

If your display supports wireless casting:

1. On your computer, press **Windows key + K** to open the Cast panel
2. Select your classroom display from the list
3. Choose **Duplicate** to mirror your screen

Note: Wireless display may have slight lag — use a wired connection for video playback or presentations with animations.

Display Shows "No Signal"

1. Check that the cable is firmly plugged in at **both ends**
2. Make sure the display is set to the **correct input** — use the remote or the buttons on the display to switch inputs (HDMI 1, HDMI 2, USB-C, etc.)
3. Try a different cable if one is available
4. Press **Windows key + P** on your computer and select **Duplicate**

Touch Screen Isn't Working

1. Make sure the **USB cable** is connected from the display to your computer — the HDMI cable handles video only, the USB cable enables touch
2. Try unplugging and reconnecting the USB cable
3. Restart your computer with the cables connected

If touch still doesn't work after reconnecting, contact IT.

No Sound From the Display

1. Right-click the **speaker icon** in your taskbar (bottom-right)
2. Click **Sound settings > Output device**
3. Select the display (it may appear as the display model name or "HDMI Audio")
4. Make sure the volume is turned up on both your computer and the display itself

Display Is On but Screen Is Black

1. Move the mouse or press a key — your computer may be asleep
2. Check the cable connection
3. Try switching the display's input source and switching back
4. Restart the display by turning it off, waiting 10 seconds, and turning it back on

ViewBoard Specific Tips

- **Updating the ViewBoard:** ViewBoards occasionally need firmware updates. If you see a prompt to update, you can proceed — or let IT know and we'll handle it during your next available time.
- **Frozen ViewBoard:** Hold the power button on the side of the unit for 10 seconds to force a restart.
- **ViewBoard toolbar not appearing:** Tap the small arrow on the side of the screen to pull out the toolbar.

Contact IT

Contact IT if:

- The display has physical damage
- Cables are missing or broken
- The issue persists after trying the steps above
- **Submit a ticket** through the IT helpdesk
- **Email:** helpdesk@fvsd.ab.ca

Please include:

- Your **school and room number**
- The **type of display** (ViewBoard, Promethean, etc.) if you know it
- What's happening and what you've tried