





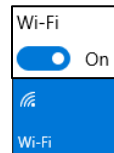
## Common Technical Issues and Solutions

### Network Connection Issues (Can't connect to Wifi/Ethernet)

1. Navigate mouse to the bottom-right corner of screen and select whichever network connection icon is currently displayed    to check 'Wi-Fi Settings' or 'Ethernet Settings.'  
(Alternate option: Click on the Search Bar located at the bottom-left of the screen, next to the 'Start' button , type in and select 'WiFi Settings' or 'Ethernet Settings')

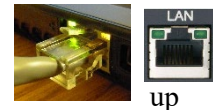
#### For Wi-Fi Connections:

2. If your computer is not connected, select which network you want to use and click 'Connect.'  
Check the box next to 'Connect Automatically.'
3. If your computer is connected, verify that you are connected to the correct Wi-Fi network. If you are connected to the correct network, turn off Wi-Fi and turn it back on using either of the buttons pictured to the right.
4. If this does not work, you should restart your computer.
5. If you are still having trouble connecting, the issue could be with your router or internet provider. At this point you should unplug your router/modem, wait 30 seconds, and plug it back in.
6. You can check other devices that connect to Wi-Fi (such as a phone or tablet) to see if the network is working for those devices. If your router/modem is not providing internet service correctly, contact your Internet Service Provider.




#### For Ethernet Connections:

2. Check to make sure both ends of Ethernet cable are properly connected to the Ethernet ports. If they are properly connected, unplug them and plug them back in.
3. Verify that the LED lights at the top corners of the Ethernet port are lit up.
4. If the LED lights next to the Ethernet connection on your router are not lit green/yellow, unplug your router/modem, wait 30 seconds, and plug them back in. Wait for the router/modem to start back up, and try again.
5. If you think your Ethernet cable could be the issue, try using a different Ethernet cable.
6. If you suspect that your router/modem are causing the issue. Contact your Internet Service Provider.
7. If none of the provided steps solve your network issues, send a detailed email to program director.



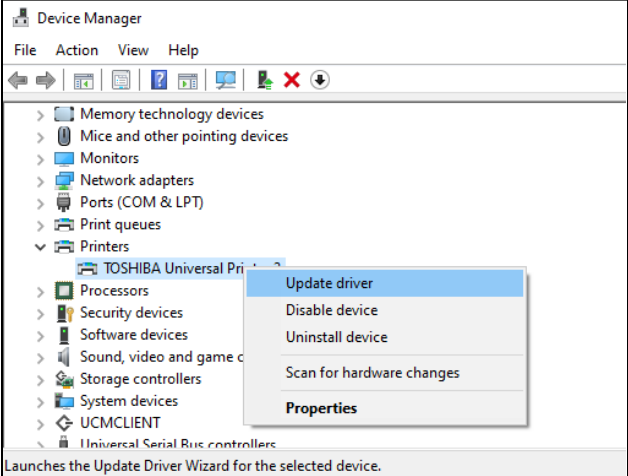



### Where/How to locate your Computer Name

Navigate to 'Start'  > Select 'Programs' > Click 'Splashtop Remote' > Select 'Splashtop Streamer' (Or enter 'Splashtop' into Search Bar, and click 'Splashtop Streamer'.)



## Printer Connection Issues

1. If your printer is turned on and is not working, check to make sure both ends of the USB cable are properly connected to your computer and printer.
2. If your cables are connected properly, click on the 'Start' button  > Select 'Control Panel' > Select 'Device Manager.' > Double Click 'Printers' > Right-Click the name of your printer > Select 'Update Driver' (**Alternate option:** Click on the Search Bar located at the bottom-left of the screen, next to the 'Start' button , and type in 'Device Manager.' Click 'Device Manager.')
3. Check to see if printer is working.
4. If not, click the 'Start' button and select 'Printers.' (Or navigate to the Search bar and type in 'Printers.' Then select 'Printers and Scanners')
5. Look under the Name and Icon of your desired printer to see if its status is 'Offline.'
6. If your printer is 'Offline,' you should unplug the printer's USB cable from your computer.
7. Right-click the printer icon and click "Delete."
8. Plug the USB cable back into the computer.
9. If the printer is not automatically installed: Navigate to the 'Start'  menu > 'Printers' > 'Add a Printer' > Select the Printer Name > 'Next' (**Alternate Option:** Navigate to the search bar and type 'Printers.' Select 'Printers & Scanners' and click 'Add a printer or scanner')
10. After the installation is complete, your printer should be functioning properly.
11. If none of the provided steps solve your printer issues, send a detailed email to program director.

## Change Display Settings

1. Right-Click on the background of your desktop screen, select 'Display Settings.' (**Alternate Option:** Navigate to the search bar and type 'Display Settings')
2. Scroll down to 'Multiple Displays'
3. Select 'Extend these Displays' instead of 'Duplicate these Displays.'
4. Click 'Keep changes.'
5. If you want to switch the side that your external monitor is located in relation to your laptop screen, go back to 'Display Settings'
6. Under 'Select and rearrange displays' click and drag display 1 to the location of display 2. (To identify which of your displays is display 1 and which is display 2, select 'Identify.')
7. If the changes are to your liking, select 'Keep Changes.'

