

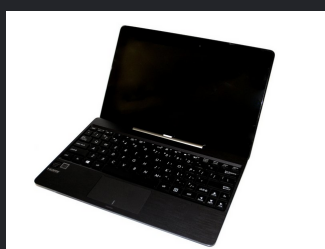
# TIGER TECH TIPS



**If the below tips do not resolve the issue, bring your school device to the school. Do NOT attempt to fix it yourself or take it anywhere else to be repaired!**

## BATTERY LIFE CONCERNS?

When devices are not in use, the device must be shutdown to preserve battery life. (Simply closing the device will NOT work.) To shutdown, go to Windows icon in the lower left corner of your screen, select the power icon, and then select shut down.



## DEVICE WON'T POWER ON?^

Device is charged and LEDs are on, but it won't power on? Complete these steps:

- Plug device in
- Hold the power button for 1 minute (yes, a full 60 seconds!)
- Release power button & turn on

^ When this happens it is often because the battery was almost drained.

## NO SOUND?

If you have the sound at 100%, but can not hear anything, do the following:

- Shut down the device (don't use restart)
- Wait 30 seconds
- Power device back on



## LOCKED OUT?

If you are certain of your password and just made a typo or had caps lock on, wait 15 minutes and the system should reset and allow you to log in. If you forgot your password, change your password at [Password Reset](#).

Digital Device Loan Agreement: Students who lose or damage a digital device (e.g., tablet, laptop) beyond future use will be disciplined in accordance with the student "Code of Behavior" and may be required to make financial restitution to the school-based finance officer. Charges for lost or damaged digital devices will be determined by the principal (or designee) and will be communicated to parents/guardians.