

Acer TravelMate FAQ/Troubleshooting

Machine boots to a black screen: If the laptop boots to a black screen where the screens backlight is on but no image presents, press and hold the power button for 10-15 seconds until the screen turns off. Release the power button and quickly press and release the power button. Allow up to 30 seconds to pass for the laptop to turn on

Machines does not turn on: If the laptop is not powering on with a press of the power button, 1.) press and hold the power button for several seconds and release if the screen turns on. If that does not work 2.) Plug the laptop in and verify the orange light on the side turns on, let the laptop sit for a half hour before trying to power on the unit.

Laptop lid LED is blinking orange: The laptop is in sleep mode. Opening the lid will wake the machine and bring you to the log in screen. If it does not wake up when the lid is opened, quickly press and release the power button. If this does not wake up the machine, press and hold the power button for 15-30 seconds, release, and press quickly.

Laptop lid LED is red: The battery is depleted completely or under 10% charge. Plus the unit in and let charge for 30 minutes before attempting to power on the unit.

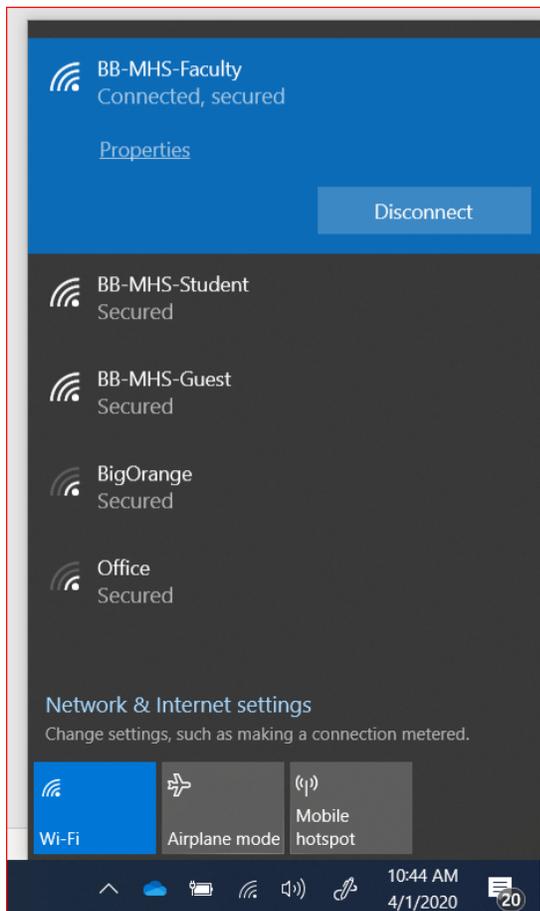
Account cannot sign in: Double check password and username. Accounts need to be signed into once every days at minimum or the account will be deleted, requiring bringing the machine back to the school. Please be sure to log in weekly at minimum.

Connecting to internet: There are two main ways to connect these laptops to internet. The most common will be wireless. To connect the laptop to wireless you'll want to click on the wireless icon in the toolbar located in the lower right of the screen.

It looks like this:



When you click on the wireless icon, you'll see this window, which lists your available wireless networks:



Select your network from the list, if your network has a password, you will be prompted to enter it before joining.

If you do not have a wireless network but have internet, you can connect the laptop to your modem with a network cable that'll plug into the port on the left side of the laptop by the power jack.

If you do not have internet, please see included paper.