The Care and Feeding of your Laptop and Accessories

HOW TO USE THE LAPTOP, DOCKING STATION AND ACCESSORIES

FWPS IT DEPARTMENT
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What am I getting?

Video link https://vimeo.com/129577453

All certificated staff are receiving new HP Elitebook 745 Laptops, and a base set of accessories. The accessories include a docking station, 20 inch monitor, keyboard, mouse and the cables needed to connect everything. This equipment is leased for 3 years and will be returned to the leasing company at the end of the term in the summer of 2018.

Projectors and document cameras are provided on an as needed basis, which are determined by the requirements of each certificated position.
How Do I Get My Equipment?

Video Link [https://vimeo.com/130895925](https://vimeo.com/130895925)

All Laptops must be picked up, checked out and logged into while at the ESC, in the IT Department. This allows for all laptops to be accurately accounted for, additionally it provides staff with an opportunity to receive a brief tutorial.

ESC is located at 33330 8th Avenue South Federal Way next to the Federal Way Community Center.

The docking station, monitor, keyboard and mouse will be installed in the buildings by the vendor. Once you pick up your laptop you should be able to go to your building and dock your equipment. If you currently have a projector and document camera it will be connected to the docking station by the vendor.
How to Attach the HP-745 Elitebook Laptop to the Docking Station and Power it Up

Video link [https://vimeo.com/129823300](https://vimeo.com/129823300)

Step 1- Move your laptop to the docking station. Make sure the posts and holders are aligned.

Step 2- Place the aligned laptop on the docking station posts; ensure your station is securely on the pins.

Step 3- Push the docking station connection button to the left until the docking station is connected.
Step 4 - Press the power button on the docking station. The laptop screen and power button will light up.

Step 5 - Log into the laptop and use. The extended screens will power up upon log in, and should not require any changes to the setting to function. If the 20 inch extended monitor screen does not power up, check to see if the power button was turned off. The extended monitor screen can be left on, the system will turn it on and off automatically. The Epson projector will only turn on when you press the Epson power button.

To remove the laptop from a docking station, simply reverse the process.
Extended Screen Function and Basic Trouble Shooting

**Video Link** [https://vimeo.com/129917209](https://vimeo.com/129917209)

Attach the laptop to the docking station, power up and log on using your user login (ActiveDirectory credentials). The 20 inch monitor should automatically extend the desktop from the laptop upon logging in. Users can move software and documents between the screens by moving the cursor beyond the edge of the screen.

If the desktop does not automatically extend onto the 20 inch monitor make sure the docking station is fully connected and the monitor is powered on. If the monitor has power it should have the background screen and an illuminated light over the power button.
If the monitor is on but still not extending, right click on the desktop and open “Screen Resolution”. Check the settings and make sure they are set correctly. The image below shows the settings to send a duplicate image from the laptop screen to the projector, and have the 20 inch monitor function as an extension.

For more assistance trouble shooting your extended desktop screen contact your building tech lead or contact the Help Desk at EXT 2111.
Laptop Trouble Shooting FAQ

Q: My laptop works fine until I dock it to the station, what should I do?

A: If you have followed the directions on the handout contact your building tech lead for further assistance with the docking station. If you do not know who your Building Tech Lead is the Office Manager will be able to tell you who it is.

Q: How can I tell if my computer needs to be brought into the IT Department for a hot swap replacement?

A: Broken or missing keys, cracked or damaged screen, device will not power up, malfunctioning processes, broken hinge, a Building Tech Lead can confirm a broken device. However the user is responsible for returning it to the IT Department for a hot swap. Building Tech Leads will no longer be bringing malfunctioning laptops to the IT Department, this is a change in procedure that will reduce down time.

Q: My laptop is obviously broken, what should I do?

A: If you have a broken or malfunctioning laptop you will bring it the IT Department at the ESC the day it breaks. You will immediately be given a hot swap replacement laptop. All of the new district laptops are leased and covered under warranty, they should never be left out of order. The IT Department will maintain a supply of hot swap computers to provide users with an immediate replacement. Each user is responsible for bringing their own nonfunctional laptops to the IT Department, building tech leads are not responsible for bringing your laptop to the IT Department for replacement.

Q: I turned in a laptop to the IT Department when it broke, and was immediately given an identical hot swap replacement laptop. How long until I get my old laptop back? I had files and documents saved to the desktop that I want.

A: You will not receive the old laptop back, it will be repaired in house or sent to the factory for repair depending upon the severity of the issue. If it is serviceable the computer will be reimaged and added to the hot swap inventory. You will retain the new swapped laptop for the remainder of our lease term. Do not save anything you want to keep to the desktop, save everything you want to keep to the Z drive, Google Drive or another approved cloud storage system.

Q: I am going to be attending a district meeting, and need my laptop. What will my substitute use in my absence?

A: Take you laptop with you, the building will have a process for providing a laptop to your substitute.
Docking Station FAQ

Q: My laptop is docked and powered up but all I see on the additional monitor is a blue screen, what is wrong?

A: The extra monitor is an extended desktop, move the mouse to the side of the screen and watch it appear on the extra monitor. Programs and documents can be moved to this screen for additional work space. This is the normal configuration for this system.

Q: My docking station is not working, how long will it take to get a new one?

A: The IT Department will maintain an inventory of docking stations that are available for hot swap from the IT Department at the ESC. If you bring the broken or malfunctioning docking station to the IT Department it will be immediately replaced. If additional support is required for reconnecting the docking station to the accessories we recommend contacting your Building Tech Lead or calling the Help Desk at EXT 2111.

Q: My laptop is docked and powered up but all I see on the laptop screen and projector is a blue screen, and everything else is on the monitor. What is wrong?

A: The laptop screen and projector are duplicate images of each other, the start menu and icons should appear on the laptop screen and projector. If they appear on the additional monitor but not on the projector and laptop screen contact your Building Tech Lead for assistance in reconfiguring the screens.

Q: I move my mouse to the left of the screen towards the monitor but it appears on the wrong side of the monitor. What is going on?

A: The typical computer configuration is to have the laptop on the left and the monitor on the right. If you have physically changed the placement of the screens the mouse will not recognize the orientation until you change the settings in the “Screen Resolution” menu. See the Extended Screen Function document or video for directions, or contact your Building Tech Lead for aid. Additional assistance on screen orientation can be attained from the Help Desk by calling EXT 2111.

Q: I noticed my docking station is not powering up, charging my laptop or letting me type with the additional keyboard. What can I do?

A: The first thing to check is the power cord and power button. Turn the docking station on referring to the directions in the document titled How to Attach a HP 745 to a Docking Station and Power it Up. If the docking station has a power light make sure you have a good dock by disconnecting and reconnecting the laptop and sliding the connecting button firmly in place. If it is still not working contact your Building Tech Lead for assistance.

Q: My monitor turns off at random times without me touching anything, what should I do?

A: Contact your Building Tech Lead and have them look at the monitor to determine if it is a power saving setting or if the monitor is malfunctioning.