

Troubleshooting Tips for Parents and Students

Below are helpful tips to assist you with some of the tech issues that may arise including **Troubleshooting Your Device**, **Internet Connectivity Issues**, and **Zoom Troubleshooting**.

Troubleshooting Your Device

Follow these steps to troubleshoot your personal or school-owned device.

1. Make sure the device is plugged in.
2. Make sure the device is powered on.
3. Make sure the device has an active internet connection.
 - a. See **Internet Connectivity Issues** below for more information.
4. Check for available system updates.
 - a. *For Mac, go to **System Preferences** → **Software updates***
 - b. *For Windows, go to **Settings** → **System updates***
5. Restart the device. *Reminder: please make sure to save your work prior to restarting.*
6. If the issue persists, the device might need additional tech support or to be replaced.
 - a. *For a personal device, contact the original equipment manufacturer (Dell, Apple, HP, etc.).*
 - b. *For an A.D. Henderson/FAU High School device, please follow school protocol by [submitting this form](#) to our technology department. Once we receive your request, a tech team representative will contact you for support in a timely manner.*

Internet Connectivity Issues

Follow these steps to troubleshoot your internet connection.

For Mac:

1. Click on the **Wi-Fi icon**  located at the top right corner of the screen near the date/time. Click **Turn Wi-Fi Off**. Count to 10. Then, click **Turn Wi-Fi On**.
2. Make sure the Wi-Fi has a **checkmark** next to your home Wi-Fi network.
3. To check the status of your internet connection, click on the **Wi-Fi icon**. 
Click **Open Network Preferences**.
 - a. Make sure the Wi-Fi is **connected** along with a green dot located at the top left of the window.
4. Unplug your home router. Count to 20. Plug the home router back in. Wait until all the lights come back on.
5. Restart your computer. *Reminder: please make sure to save your work prior to restarting.*
6. *If the issue persists, contact your home Internet Service Provider (Xfinity, AT&T, etc.).*

For Windows:

1. Check the status of your internet connection. Click on the **Wi-Fi icon**,  located at the bottom right corner of the screen near the date/time. This will display your home Wi-Fi network and status connection.
2. Click on the **Wi-Fi icon** . Click **disconnect** to turn Wi-Fi off. Count to 10. Click **connect** to turn Wi-Fi on.
3. Make sure you are connected to your home Wi-Fi network. If your network is not connected, the Wi-Fi icon may be grayed out or a red X may appear on the icon.
4. If the issue persists, **right click** on the **Wi-Fi icon**  for Windows Troubleshooting. Select **Troubleshoot Problems**. Follow the instructions based on these results.
5. Unplug your home router. Count to 20. Plug the home router back in. Wait until all the lights come back on.
6. Restart your computer. *Reminder: please make sure to save your work prior to restarting.*
7. *If the issue persists, contact your home Internet Service Provider (Xfinity, AT&T, etc.).*

Zoom Troubleshooting

Follow these steps to troubleshoot Zoom on your computer or mobile phone.

My video/camera isn't working.

[Read tips on troubleshooting a camera that won't start or show video.](#)

There is echo in my meeting.

Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same local. [Learn about common causes of audio echo.](#)

Audio isn't working on my mobile device.

[Read tips on troubleshooting audio that isn't working on your iOS or Android device.](#)

For other Zoom-related troubleshooting, visit [Frequently Asked Questions](#) for more information.

If you are still having issues, [please submit this form](#).

If you are still having an issue after you have followed these tips, you may request tech support from A.D. Henderson/FAU High School. **Please follow school protocol by submitting this form** to our technology department to receive support. Once we receive your request form, a tech team representative will contact you in a timely manner. The tech team can help you to resolve the following issues on school devices:

- Password Reset (Google, Canvas, Other Apps)
- Software (Issues with applications - Chrome, School Apps, Flash)
- Device (Hardware, trouble with device)
- ADHUS/FAU Email
- Internet Connectivity