

TECHNOLOGY - DEVICES
Instructions for Care and Use of Division Devices

1. Always shut the device off prior to putting it in a bag or transporting it.
2. Only clean the screen and keyboard with a monitor wipe or a damp cloth. Do not spray the screen or keyboard with any cleaners.
3. Only use your device on a hard surface to provide the best cooling possible. Things like blankets and carpet can plug off the ventilation ports on the bottom of the device.
4. Keep liquids and food away from your device.
5. Ideally keep the device in a clean and dust free environment, including away from animals.
6. Keep your own hands as clean as possible for protection of the keyboard and surfaces.
7. If you pop a key off, please have a division Computer Technician fix it as many permanently broken keys are from users attempting to push them back on.
8. Hold and lift the device only by its base (never by the lid or LCD screen).
9. Do not place heavy objects on top of the device.
10. Do not leave your device in a vehicle for an extended period. High or low extreme temperature swings are damaging due to rapid expansion or contraction of components.
11. Let your device warm up before turning it on if it has been sitting in the cold.
12. Be aware of cables linked to the device (power, USB, etc.) and care for these sockets and inputs in regard to foreign matter or stress on the cables and the input jacks.
13. Ensure that the device is plugged into power when you are connected to your USB docking station to use the monitor, keyboard, and mouse on your desk. If not, when you close the lid the monitor(s) will power off.
14. Be sure the power plug is fully seated in the device. If not this may trigger bitlocker which is the data encryption tool for the laptops.
15. If bitlocker is triggered, you will get a black window with text asking you to “Enter the recovery key for this drive”. First try shutting down by holding the power button, then booting back up. If that does not work, call tech support at 5555.
16. If you get the windows repair screen when booting up, always select “START WINDOWS NORMALLY”.