

Troubleshooting the Dell Venue Carts

Please follow the steps below in the event you experience a problem with one of the Venues. The instructions below should cover MOST issues that may occur.

1. If device will not power on or come out of sleep mode, press and hold power for approximately 10-15 seconds. Then press and hold power for about 3-5 seconds. The device should restart and power on. You may have to repeat this process 2-3 times in extreme cases.
2. The Power button is on the right. The Volume adjustments are on the left.

Ex.- Fred Smith, 987654, Dec. 7, 1997 Username- 987654 Password- Fr1997Sm07

3. Login for users-
Teachers- Use your normal computer login.
Students- Username- Your ID# (6-digit number)
Password- (1st two letters of your first name w/first letter capitalized)(4-digit birth year)(1st two letters of your last name w/first letter capitalized)(2-digit birth date)
4. If the password won't work, you may have to Switch User or restart.
5. From the Start screen, if you see a "red x" over the Network icon, please restart at least once and try again.
6. If you can't get the device off a particular screen or to navigate where you need, move the cursor/mouse to the bottom left to get back to "Start."
7. If there is an issue that doesn't get resolved for a specific device, please place a work order and include which Cart (ABCD) and Device (1-30), as well as a description of the issue. Pictures, screenshots, and specific error messages are always helpful.