

Classroom Device Checklist

Having issues with setting up your technology devices for the upcoming school year? Please try some of the following tips to see if they help!

Devices Not Powering On?

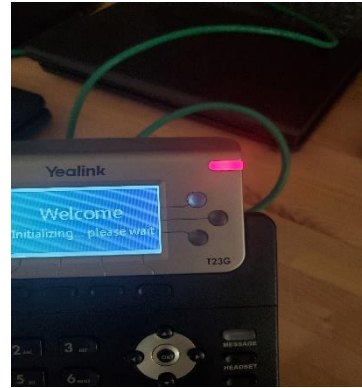
Verify devices are plugged in and have power (indicated by a power LED on the device as shown below)



Computer (front)



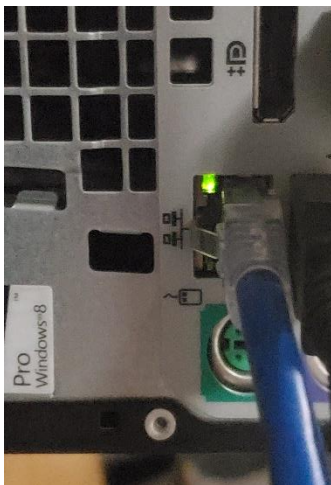
Monitor (front)



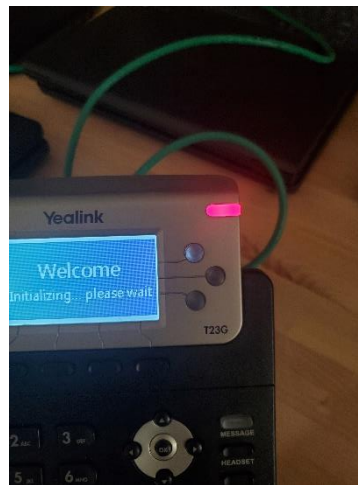
Phone (front)

Unable to Login to a computer, print, or make a phone call?

Verify devices have a network connection (indicated by a green or amber connection LED)



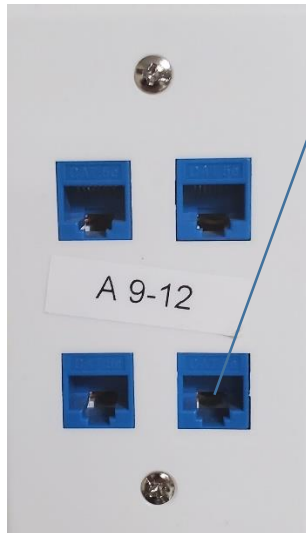
Computer / Printer (rear)



Phone (front, same LED as power)

Not getting a network connection LED?

☐ Verify the network port you are using is active. This can be done by plugging into an alternative network port located nearby.



Only specific ports may work in an individual classroom. Try a different port if your device is not getting network connectivity.

Still not getting power or a network connection?

Don't worry! If you have another device available please enter a ticket for technology support at <http://support.pittschools.org>

Helpdesk Support

Have an immediate need? Chat and Phone support are also available via the *PCS Helpdesk*. Chat support can be reached at <http://go.pittschools.org/fag> and phone support is available by dialing (252) 830-4222.

Support Hours are: Mon-Fri, 8am-12pm and 1pm-4pm*

*The helpdesk is closed on PCS recognized holidays. Hours may change depending on staffing.