



CCPS Laptop Care Guide

Best Practices For Summer

Since you will be keeping your laptop over the summer to use for next school year, there are several things you can do to keep it in good working order.

Here are some guidelines for keeping your technology in the best shape for the start of next school year.

SAFE STORAGE

- ⇒ Avoid storing your laptop in extreme temperatures. Especially during the summertime, be mindful of spaces that may get excessively warm like closets, or in front of windows where it may be subjected to direct sunlight.
- ⇒ When storing your laptop, ensure that you do not stack other things on top of it. Too much weight on a laptop can cause the screen or case to crack.
- ⇒ Store both parts of the laptop charging cable together with the laptop and clearly labeled. Many other laptop chargers may look similar, but it is important to use the correct charger for the correct laptop to avoid damage.

UPDATES

- ⇒ Windows updates and other application updates are released at least once a month, and sometimes more frequently. Please turn your laptop on over the summer at least bi-weekly so your laptop can receive and install the necessary updates.
- ⇒ Because a shutdown, restart, or power on could take several minutes as updates are installed, please allow for a bit of extra time during these actions. If time permits, start your laptop at least 5-10 minutes before you need to use it for class so that any update actions are given time to finish.

POWERING YOUR LAPTOP

- ⇒ When using your laptop, be aware of the battery level and the low-battery indicator at the bottom-right of your screen. When you see that indicator, it is highly advised that you connect your computer to AC power immediately. Ignoring that indicator and continuing to work while the battery is low could cause loss of your work if the battery then fully depletes.
- ⇒ While it is necessary to plug in your laptop when it needs charging, it is also advised that you not leave it plugged in all of the time. When the battery has fully charged to 100%, please unplug it and work off of battery power. If the laptop rarely or never runs on battery power, then the usable life of the battery is shortened.
- ⇒ If you have powered off your laptop and have not used it for an extended period of time, the battery may have become dormant and you may be required to plug it into a power source before you can power it back on. After connecting it to AC power, the laptop battery is reactivated and will function as normal.



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SERVICE REQUEST

⇒ Contact your school's office to set-up an appointment to bring your laptop to school for service.

NEXT SCHOOL YEAR

⇒ Set a calendar reminder for several days before the start of school, summer recovery, or any other time that you anticipate needing to use your laptop. If you are storing your laptop for the summer, perhaps include a note in your reminder of the storage location.

⇒ Ensure that the laptop you have is yours and has not gotten mixed up with another student's. Confirm that you have both parts of the laptop charging cable.

⇒ Any laptops/adapters that are not verified will be considered lost and the family will be invoiced for the missing equipment.

⇒ Power on the laptop and sign into it to ensure that your username and password are correct and functioning. Allow all Windows and application updates to run, and follow any reboot prompts.

*Please note that if you are on a slower internet connection, these updates could take significant time to download. If you are on a slower or metered Internet connection, you may wish to find a location with a faster connection to the Internet. All CCPS schools have a CCPS-Guest network that is available from outside of the building, usually at the front of the school near the bus loop.



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CLEANING THE LAPTOP

CAUTION: Dell recommends powering off the laptop and disconnecting the power cables and other devices before cleaning.

- Clean your laptop often. Taking a few minutes to clean your laptop of dust, grime, residue, and so on, will make a massive difference in your laptop's lifespan. Focus on cleaning the LCD screen, keyboard, chassis, and air vents:
- LCD screen cleaning – Gently wipe the screen with a clean and soft microfiber cloth. Do not use window cleaner or any type of household cleaner on the LCD screen. Use a cleaner that is designed for an LCD screen.
- Keyboard or chassis cleaning – Wipe the surface gently with a clean and soft microfiber cloth.
- Air vent cleaning – Use a can of compressed air to clear out any possible dust or debris.
- For more information regarding how to clean your laptop
 See Dell knowledge base article: [Guidance for Keeping Your Dell Technologies Equipment Clean](https://www.dell.com/support/kbdoc/en-us/000133659/guidance-for-keeping-your-dell-technologies-equipment-clean).
 (https://www.dell.com/support/kbdoc/en-us/000133659/guidance-for-keeping-your-dell-technologies-equipment-clean)

BATTERY MAINTENANCE & CARE

NOTE: Like most laptops, Dell laptops use lithium-ion batteries, which can swell due to battery age, the number of charge cycles, or exposure to high heat. While a swollen battery pack does not represent a safety concern, you should not use damaged or swollen components. If you have an issue with a battery pack swelling, please discontinue use and report to the issue to your teacher or school administration.

- The battery charges in the laptop when the laptop is connected to a power source using the AC adapter. The charge time varies depending on the laptop. If the laptop supports ExpressCharge™, the battery typically will have greater than 80% charge after about an hour of charging, and fully charge in about 2 hours with the laptop powered off.
- The battery cannot be “overcharged.” Dell laptops are designed to stop charging the battery when it reaches full charge.

Thank you for your diligence in keeping your laptop in optimal condition.