



MOBILE LAB FAQ

Q: Which computer is the instructor computer?

- ✓ **A:** There is no longer a specific instructor computer, each of the laptops in lab Red & Blue are capable of connecting to the Projector and SmartBoard.

Q: How do I connect to the projector?

- ✓ **A:** First make sure you have unpacked the projector and connected the power plug as well as the monitor cable from the projector to the laptop. If there is not an icon on the desktop called "Connect to a Projector", open the Windows Start Menu, go to All Programs > Accessories and choose "Connect to a Projector" – This will then pop-up various options on how you would prefer to display the screen.

Q: A laptop is asking for a password to connect to the wireless router?

- ✓ **A:** Try rebooting the laptop first. If the problem continues, contact the TLN Helpdesk for further assistance. All of the laptops are set to automatically connect to the supplied wireless access point (AP). If it's asking for a password, someone may have manually disconnected from the AP and with the use of DeepFreeze, a reboot should resolve the issue.

Q: Can I install other applications on these laptops for my class?

- ✓ **A:** You are able to install special software as you see fit, however, the laptops use DeepFreeze to protect the initial state of the mobile lab so that anything that occurs on the laptop will be removed after a reboot. So to make any type of modifications to better suit your needs, the modifications will need to be made after every reboot of a laptop.

Q: Can I turn off DeepFreeze so that my changes will stay even after a system reboot?

- ✓ **A:** No you cannot. Because the lab is used by so many different people for different purposes, modifying the base TLN install is not permitted because there is no guarantee that TLN could restore the lab before it is sent to its next reservation site. Any suggestions you have for adding software to the base installation may be submitted through the helpdesk.