Frequently Ask Questions
Connectivity

- **Can the laptops connect to school printers through the network?**
  A print server to service DER-NSW laptops for each school will be provided on the DIP server. This print server will need to have print queues set up for each individual school, and will support DET preferred network enabled printers from Fuji Xerox and HP.

- **Can the laptops print to local printers?**
  Only printers certified as Microsoft Plug n Play will connect and print.

- **Can I use my printer at home?**
  Yes, you can. You can only use your printer if it automatically installs when you plug it in, but you will not be able to use it if it requires other drivers.

- **Can the laptops connect to a local school network?**
  DER-NSW is aiming to provide a state wide and consistent learning platform for the lowest possible total cost of ownership. The ability to access files will be largely dependent upon the set up and infrastructure at each individual school. It is the program's intention that the DER-NSW laptops should be able to access local school resources depending upon the user being able to authenticate with the local school environment. However, due to the wide variety of set ups within schools, technical support will not be provided to resolve the issue if this authentication does not work. To address this issue in a uniform manner it is envisaged that schools' local file stores will be able to be migrated to the eBackpack in early 2010. Please note that there are no plans to provide support for Novell networks with the DER-NSW laptop.

- **I cannot access the internet at school? What should I do?**
  You should speak to your school TSO.

- **Can I still use my laptop when I'm not connected to the school network?**
  Yes. You can use your username and password to log in.

- **Is it true that the DER-NSW machines have wireless n, and n only?**
  No, the device is 802.11 a/b/g & n compliant.

- **Can I use the internet at home?**
  Yes, you can connect to an existing wireless network at home, or you can plug it into your router using an Ethernet cable. All data transmitted at home will be charged to you by your ISP and is not the responsibility of NSW DET.
- **Can the laptops connect to a home network?**
  Only if you have an existing 'internet service provider' (ISP) account. It can be accessed through an ethernet cable or a 'wireless access point' (wireless router or modem) transmitting all 802.11 a/b/g/n standards. Connectivity is dependent on the setup of the home network and support will not be provided.

- **Can I connect to an Ethernet or 802.11a/b/g/n wireless modem or router that has 3G connectivity?**
  Yes, as long as the installation of 3rd party software is not required (Telstra, Optus, Virgin, Three & Unwired offer this type of 3G connectivity).

- **Can I use a 3G USB modem?**
  No, the required software will not be able to be installed. Telstra, Optus, Virgin, Three and Unwired offer either an Ethernet or Wifi based 3G modem/router that does not require the installation of software. Please contact your 3G supplier for support and further information.

- **My wireless does not work? What should I do?**
  Read the article [Connecting your DER-NSW laptop to an external network](#). If you are still unable to connect you should ask your school TSO for advice.

- **My Bluetooth does not work? What should I do?**
  If you press Fn+F5 a menu will pop up. You can disable and enable the bluetooth card from this menu.

- **Can I plug in external USB or Bluetooth accessories?**
  Yes, as long as the device is Microsoft Certified Plug and Play.

- **How do I make the screen display on the projector?**
  Once you have plugged in the projector, you can press Fn+F3. Then you can keep pressing that combination of keys and it will change the mode. (See function commands)
  Depending on the screen resolution of the secondary display the resolution may not be able to be forced to both displays so the laptop may not dual display (display on both displays).

- **Can I connect my special games device, printer or scanner?**
  If it is a Microsoft certified 'Plug and Play' device then you will be able to connect and use. However, due to the multiple variables this may not be as seamless as we would like it to be.

- **I need a video camera that is compatible with the DER laptops. What should I buy?**
  The most compatible solution is a digital camera that records to a Flash memory card and does
not need drivers or software to transfer video files. Simply remove the SD memory card and insert it directly into the laptop or use an SD/USB card adaptor. Video cameras that require 1394/firewire or software installation to transfer or capture video are not compatible with the DER-NSW laptop. Be advised digital cameras that 'capture' video through a USB cable may produce low quality video, but 'transfer' through USB will not affect video quality.