Frequently Ask Questions
Laptop

- **What are the device specifications?**
  The device specifications are available from Know your laptop.

- **Can I connect a larger monitor or data projector?**
  Yes, the laptop has a standard 15pin VGA connection.

- **Will we have the same device for the life of the program?**
  Like all technology there will be changes, but the capabilities of the machine will remain relatively stable in line with the NSWDET specifications to Lenovo.

- **How was the brand chosen?**
  A tendering process led to Lenovo being selected.

- **Will this laptop play DVDs or CDs?**
  The laptop does not have a CD/DVD drive, but an external USB plug and play certified CD/DVD drive can be attached.

- **Will a laptop allocated as a “pool” device in RMU require reimagining or re-commissioning for every user?**
  No, the device will reset itself for each user. No data will be able to be stored locally so user data must be saved to an external memory device.

- **Why does it ask for my password when I close the lid or before it goes to sleep? Can I change that?**
  No, this is a security feature. If your laptop is taken or you walk away from your computer data cannot be stolen.

- **What is the K: drive?**
  A 2 GB storage network drive, which is local to your device and synchronised to a server. This will only occur when your wireless and server have been installed.

- **What do I do if I want more storage space?**
  Purchase a SD card, USB memory stick or external Hard Drive to save a backup.

- **Can I save to my K: drive at home?**
  Yes, then when you get back to the school it will synchronise to the server.
- **Can I create other profiles e.g. for my kids or friends?**
  
  No, additional users cannot be added on the device.

- **Can schools buy additional batteries and AC Adaptors?**
  
  Lenovo are offering a limited range of laptop accessories for schools to purchase. Currently the 2.8Ah Battery and the AC Adaptors are available, but the range will expand in the future. Products can be purchased from: Accessories for The Student Learning Device.

- **When will reimaging be available for T1 and S1 devices?**
  
  ITD are working on the upgrade plan for all T1 and S1 devices, and functionality is scheduled to be delivered by September.

- **Some laptops have the date and time out of sync. How can this be fixed?**
  
  This appears to a BIOS related problem. ITD are raising the issue with Lenovo and will be working on providing a fix. This is only a problem for the first 5 minutes, as the correct time is set once the device has successfully commissioned and a Domain Controller is found.

- **Will it be possible to monitor and control printing from laptops?**
  
  The print queues that can be enabled using the wireless infrastructure can be controlled from an access point by the school TSO. However, monitoring and reporting functions may lack some of the print management features of the software being run by schools. The Program is aware of a number of schools using Papercut, and is currently looking at how to provide the same level of functionality via the wireless print queue.

- **Can I use a different keyboard or mouse?**
  
  Yes, you can plug in a different USB or Bluetooth keyboard and mouse that are Microsoft certified Plug and Play.