



## Standards for Proper Laptop Care

This document is an important addendum to the *Laptop Computer Use Agreement*. Read it carefully prior to signing the *Acknowledgement Form*. You are expected to follow all the specific guidelines listed in this document and take any additional common sense precautions to protect your assigned Computer. Loss or damage resulting in failure to abide by the details below may result in full-financial responsibility.

Read the manual that comes with the laptop. Following Apple's advice and the standards below will lead to a Computer that will run smoothly and serve as a reliable, useful and enjoyable tool.

### Your Responsibilities

- Treat this equipment with as much care as if it were your own property.
- Bring the Computer and charging unit to Urban during every school day. (If you forget them, substitutes will NOT be provided.)
- Keep the Computer either locked (i.e., locked in your school locker, home or other secure place where others do not have access) or attended (with you or within your sight) at all times. Keep the Computer stored in a secure place (i.e., locked in your school locker) when you cannot directly monitor it. For example, during athletic events, games, practices and trips, store the Computer in your school locker and arrange to return to school to retrieve it after the activity.
- Laptops left in bags and backpacks, or in unattended classrooms are considered "unattended" and may be confiscated by school personnel as a protection against theft. Unattended and unlocked equipment, if stolen – even at school, will be your full financial responsibility.
- Avoid use in situations that are conducive to loss or damage. For example, never leave Computers in school vans, in the gym, in a locker room, on playing fields or in other areas where it could be damaged or stolen. Avoid storing the Computer in a car other than in a locked trunk.
- Do not let anyone use the Computer other than your parents. Loss or damage that occurs when anyone else is using your assigned Computer will be your full responsibility.
- Adhere to Urban School's Computer Use Policy at all times and in all locations. When in doubt about acceptable use, ask the Laptop Facilitator or Director of Technology.
- Back up your data. Never consider any electronic information safe when stored on only one device. Use your school-provided external back-up drive on a regular basis. Establish a routine at home – preferably nightly. You can also back up time-sensitive, large, image-based files using the built in CD-RW drive. Blank CD-R discs are available upon request from the Laptop Facilitator. Smaller files may be backed up using your FirstClass communications system.
- Read and follow general maintenance alerts from school technology personnel.

### How to Handle Problems:

- Promptly report any problems to the Laptop Facilitator or Director of Technology.
- Don't force anything (e.g., connections, popped-off keys, DVD/CDs); seek help instead.
- When in doubt, ask for help.

## **General Care:**

- Do not attempt to remove or change the physical structure of the Computer, including the keys, screen cover or plastic casing. Doing so will void the warranty, and families will be responsible for 100% of the repair or replacement cost.
- Do not remove or interfere with the serial number or any identification placed on the Computer.
- Do not do anything to the Computer that will permanently alter it in any way. (You can apply stickers so long as they are completely removable.)
- Keep the equipment clean. For example, don't eat or drink while using the Computer.

## **Carrying the Computer**

- Always completely close the lid and wait for the Computer to enter Sleep mode before moving it, even for short distances. Movement while the Computer is on can result in permanent damage to the hard-drive and therefore the loss of all data. Sleep mode is sufficient – there is little reason to actually shut-down the laptop other than on an airplane or during extended days of inactivity.
- Always store the Computer in the laptop bag provided. NEVER store it in your backpack without the case – pressure from books can damage the screen and hinges. Note: do not store anything (e.g., cords, papers or disks) in the area within the laptop case designed for the Computer other than the Computer itself, as this may damage the screen.
- We recommend that you carry the laptop bag inside your normal school pack. The “vertical sleeve” style laptop case was chosen expressly for this purpose. Simply slide the Computer in and out while leaving the case within the school pack. Do not over-stuff your pack – extreme pressure on the laptop can cause permanent damage to the screen and other components.
- Do not grab and squeeze the Computer, as this can damage the screen and other components
- Never move the Computer while a CD or DVD is actively being used.

## **Screen Care**

- The Computer screen can be easily damaged if proper care is not taken. Broken screens are NOT covered by warranty and cost over \$800 to replace. Screens are particularly sensitive to damage from excessive pressure. Do not touch the Computer screen with anything (e.g., your finger, pen, pencil, etc.) other than approved Computer screen cleaners.
- Clean the screen with a soft, dry anti-static cloth or with a screen cleaner designed specifically for LCD type screens only. A KlearScreen brand cleaning kit is available upon request from the Laptop Facilitator. You can use this same product to clean the keyboard.
- Never leave any object on the keyboard. Pens or pencils left on the keyboard are guaranteed to crack the screen when the lid is closed, thus resulting in a charge of over \$800 to the family.

## **DVD/CD-RW (Optical Drive)**

- Never force a disc into the slot. This can cause permanent damage and voids the warrantee.
- Keep discs clean and store them in a cover to prevent dust from entering the Computer.
- Always remove CDs and DVDs when they are not in use – this preserves battery life.
- Avoid using CDs or DVDs unless the Computer is connected to a power source with the charging unit – CD/DVD use dramatically lowers battery life.

## **Battery Life and Charging**

- Arrive to school each day with a fully charged battery. Establish a routine at home whereby each evening you leave your Computer charging overnight.
- Avoid using the charger in any situation where you or another is likely to trip over the cord.
- Don't let the battery completely drain. Immediately shutdown if you are unable to connect to the charger.

- Close the lid of the Computer when it is not in use, in order to save battery life and protect the screen.

### **Personal Health and Safety**

- Do not use your laptop while riding on mass transit or in other highly public spaces. Although extremely rare, there have been incidences of theft, especially when an escape route for the thief is immediately available.
- Avoid extended use of the Computer resting directly on your lap. The bottom of the laptop can generate significant heat and therefore cause temporary or permanent injury. Use a barrier—such as a book or devices made specifically for this purpose—when working on your lap. Also, avoid lap-based computing while connected to the power adapter, as this will significantly increase heat production.
- Avoid lengthy use involving repetitive tasks (such as typing and use of the track-pad). Take frequent breaks and alter your physical position (typing while standing, sitting, leaning, etc.) to minimize discomfort. If possible, set up a workstation at home with an external keyboard and mouse that allows you to situate the screen at eye-level and keyboard at lap-level.
- Read the safety warnings included in the Apple user guide.
- Initial, sign and return the *Student Laptop Program Acknowledgement Form* indicating that you have read this document and agree to its stated conditions.

Please retain this document for your records.

*Revised May 21, 2008*