

## Microsoft Surface Pro

### FAQ2

The following documents and instructional guides are available on the Tech233 webpage at <http://technology.olatheschools.com/microsoft/surface-pros/>

- Setting up your new Surface Pro
- Accessing T: (and other) Shared Drives from Surface Pro and desktop computers
- Printing Instructions
- Wireless Projection Instructions
- Guide to Your Surface Pro Hardware
- Fee Scale for Lost or Damaged Devices
- Spring 2018 FAQ
- PD Points for Microsoft Innovative Educator (MIE)

#### How do I turn my device on?

The device may be powered on using the power button in the upper left corner. Press and hold for 3 seconds. Holding down the power button longer results in resetting the device. The device may be put into sleep mode by closing the type cover or pressing the power button.

#### What is the dock?

The dock is located on your desk. It plugs in the wall and has inputs for ethernet, USB, monitor, mouse, keyboard, sound, and extra USB ports. When you connect your Surface Pro to your dock using the power cable, you can do everything you used to do with your desktop (project, use your keyboard, play music, have a hardwired internet connection, etc.). This also functions as a second charging cord in addition to the one you received with your device.



#### What is the Surface pen?

The Microsoft Surface pen is a Bluetooth device that allows for inking, handwriting, and drawing. To pair the pen, use the printed instructions that came with your pen. You may change your pen settings in the Bluetooth and pen settings. The pen may be clicked once, twice, or held to create different responses

(such as opening apps), and these settings are customizable. The district will neither replace nor charge staff for lost pens.

### **What is the type cover?**

The type cover is your keyboard, and it is secured by magnets to your device. To remove it, just pull on it. It can also be wrapped around to use as a tablet, and it can be flipped around so that the keys face the outside or inside. When the type cover is wrapped around the back of the device, it is disabled, so pressing keys accidentally won't interfere with your work.

### **Am I getting a case?**

We have ordered cases and expect to deliver them soon. The Surface Pros are well protected and durable without the case, but the case does provide pen storage and an extra layer of protection. Until the cases arrive, we ask that staff carefully keep track of their Surface pen.

### **What are the damage fees if the device is lost or broken?**

The first instance of damage will result in a \$25 fee. The second instance will be a 25% replacement fee. The third instance will result in a full replacement fee. If you damage or lose your device, submit a School Dude work order. This policy applies to the Surface Pro, type cover, iPad, and other hardware issued to you.

### **Can I project wirelessly?**

Surface Pros can be projected using the dock and/or wirelessly. The 2016 Bond issue provides new projectors that allow for wireless projection. As our existing projectors fall out of warranty, they will be replaced with new projectors that allow for wireless projection with your Surface Pro. Several elementary schools already have the new projectors, and all schools will have them by next fall.

### **How do I print?**

Please go to <http://technology.olatheschools.com/microsoft/surface-pros/> to download these instructions.

### **Where is Internet Explorer?**

Internet Explorer is installed on your machine and can be accessed in four ways: as an icon in your Start grid, as an app in your Start Menu under the letter I, as a search in the menu bar (located next to the Start Menu), or as a desktop/taskbar shortcut that you create.

### **Where is my H: drive?**

Your H: drive is still active but is not accessible from your Surface Pro. Staff are encouraged to use a desktop computer (such as the ones in your computer lab) to transfer/upload the contents of your H: drive to your OneDrive. Doing so gives you access to all your files from any computer at any location.

## Where is my T: drive (and other shared drives)?

Building principals have received instructions for accessing shared drives from Surface Pros and desktop computers. Your building's T:, S:, and U: drives have been set to read-only to avoid confusion. These drives have been moved to a cloud-based storage drive and can be accessed through a browser. Surface Pro users will see their drive listed in the Start Menu (bottom left corner) in alpha order by school name (e.g. Cedar Creek will appear under the C's). Once you've accessed the drive, you can upload, edit, and manage shared drive files.

## Can I sync my hard drive with my cloud-based OneDrive?

Currently, the option to sync your cloud-based OneDrive with your hard drive is disabled for mobile devices. Unlike DropBox, the OneDrive sync client is a much more powerful tool that allows for the syncing of entire software programs and hard drives, resulting in a significant number of School Dude tickets for mobile devices (MacBooks, Surfaces, and HPs) that are slow or inoperable due to the downloading of entire hard drives from other machines. We will continue to examine the opportunity to allow for OneDrive syncing in the future.

## What is "Life in the Cloud"

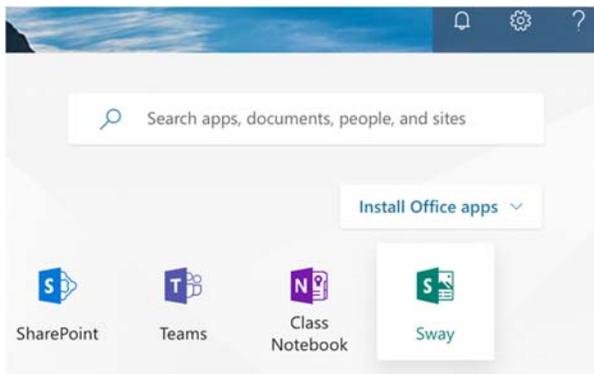
We encourage users to create, edit, and store files in OneDrive – and to access/edit them from the online versions of Office software (Word, PPT, Excel, etc.). The fewer files and software programs you store on your hard drive, the less you have to worry about the loss of files if your mobile device is lost or damaged.

## What about SMART Notebook?

The older version of SMART Notebook previously available to district staff is not compatible with Windows 10. This is not a district decision – SMART no longer supports the older version and has switched to a per-user paid version. Elementary principals were asked to survey staff to determine usage, and the number of SMART Notebook users is very low compared to the per-user fee. A free, online version of SMART Notebook is available from their website, and older files may be uploaded.

## How do I install Office 2016?

Staff and students may install Office 2016 on up to 5 personal or district devices by going to <http://office.com> and signing in (upper right corner) using their district email and password (always choose "Work or School account"). Select "Install Office Apps" to begin the installation process.



**How do students access their Office 365 accounts?**

All students in the district have Office 365 accounts. Students sign in at <http://office.com> in the upper right corner using their full sign in (e.g. 99730cjs18@stu.olatheschools.org) and district password. K-5 students do not have email access even though their sign in looks like an email address.

**What about devices for subs, CLAs, interns, and student teachers?**

Each building receives 10 additional Surface Pros to provide to non-certified staff as needed. The building principal will manage the distribution of these devices.

**What about CDs and DVDs?**

The Surface Pros (as well as new desktop computers) do not have optical drives for playing CDs and DVDs. The DVD and VCRs in the classrooms will remain in place. Each building will receive 5 external CD/DVD drives that can be connected via USB for check-out purposes.

**Where do I get additional software?**

The Microsoft Store appears in your taskbar (bottom row of icons) and looks like a shopping bag with the Microsoft logo. Staff may download and install any app from the store, similar to their iPad.

**Are iPads or Apple TVs going away?**

No. We are making no changes to iPads or Apple TVs for students or staff. Any substantial changes to our current 2:1 environment (including the opportunity for 1:1, different devices, devices for specials, etc.) would be through a future bond issue. Any recommended changes would include extensive surveys of staff, students, and parents.

**What about student devices?**

All laptop carts in our elementary schools will be upgraded with Dell 3189 inking devices that include tablet modes (wrap the keyboard behind the screen to hold like a tablet). These are the same devices our high school students will use as part of the 1:1 initiative.

**Are we replacing Google and/or Apple with Microsoft?**

No. Microsoft and Office 365 are our recommended solutions for classroom instruction. However, our support for Google and Apple remains strong, and we will continue to support and promote these platforms as much as possible. Staff and students will not see any reduced access to Google and Apple, but they will see a substantial increase in support, PD, and resources for Microsoft and Office 365.

**What is the “Appbassador Challenge?”**

Office 365 provides more than 30 outstanding software apps for students and staff. Although it is impossible for us to provide deep levels of training and support for all 30+ apps, each building can ask for volunteers to become experts on the apps that seem relevant for professional use. As opportunities arise for apps to become relevant in classroom instruction and/or professional collaboration, the building expert on that app can provide training. A wide variety of PD resources for all apps are available on the Microsoft Educator Community, YouTube, and web searches.