

**Question: What if the student netbooks do not show up on my Teacher Console?**

**Answer:** Make sure that:

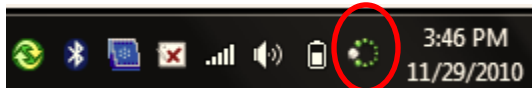
- Teacher computer is on i21 Wireless
- Student computer is on i21 Wireless



**Question: I am still not seeing all my student computers. They are on and logged in. What else can I do?**

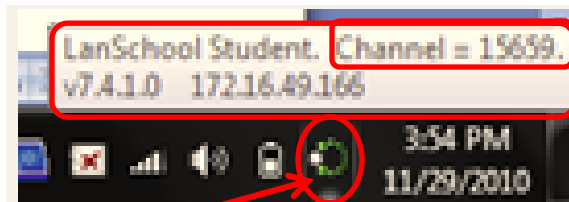
**Answer:** There are 3 more trouble shooting techniques you can still try.

1. Press F5 on your computer. This will refresh your screen.
2. Check that LanSchool has been installed on the student netbook



This icon on the student netbook shows you LanSchool has been installed. If you do not see this icon, call the help desk at 619-725-7500. They will need to know your school, room number, your name, the combination to your netbook cart, and the number of the computer and the C-Tag (white sticker with C0000000, etc district id)

3. Check that the teacher and student computer are on the same LanSchool Channel.



By hovering over the LanSchool icon on the student netbook, you can see what channel the computer is on. This number should match the channel on the teacher computer. You can check the teacher channel the same way, by hovering over the LanSchool icon.

If the student netbook is not on the same channel as the teacher, call the help desk at 619-725-7500