

APPENDIX A: TABLET COMPUTER FAQ'S

1. What is the configuration of the Gateway M285 or M295 tablet computer? (HS)

Operating System: Genuine Windows Vista Business (32-bit)
Processor: Intel® Core 2 Duo Processor T5500 (1.66GHz, 667MHz FSB, 2MB L2 Cache)
Memory: 1024MB 667MHz DDR2 SDRAM (1-1024MB module)
Hard Drive: 80GB 5400rpm Serial ATA hard drive
Optical Drive: 24x/10x/24x CD-RW / 8x DVD Combo Drive
Display: 14.0" WXGA TFT Active Matrix (1280 x 768 max. resolution) w/ Gateway Executive Stylus w/ Continuous Sensing Technology
Chassis: Chassis w/ Integrated Intel® Graphics Media Accelerator 950, 945GM Chipset
Battery: Primary 12-Cell Lithium Ion battery w/ 1 Yr. limited battery warranty
Adapter: 65 Watt AC Adapter
Wireless Network: Integrated Intel® 3945 802.11a/b/g wireless networking
Mobile Technology: Features Intel® Centrino® Duo Mobile Technology
Media Card Reader: 7-in-1 media card reader (Memory Stick®, MemoryStick Pro®, MultiMediaCard™, Secure Digital™, xD-Picture Card, Mini Secure Digital®, RS-Multimedia Card™)
External Ports: (3) USB 2.0, VGA, IEEE 1394 (FireWire)
Keyboard and Mouse: Full-Size Keyboard and EZ Pad® Pointing Device
Sound: Integrated sound and stereo speakers, headphone/speaker jack, and mic jacks
Modem: Integrated V.92 56K modem
Network: Integrated Intel® 10/100/1000 Ethernet Adapter
Warranty: Notebook Total Protection Plan -- 3 year part/labor/NBD on-site/3 year technical support w/ 3 year ADP
Carrying Case: Gateway® Notebook Backpack (fits 17" screens)

2. **Can I use the tablet computer and software throughout my career at Oak Grove?** Yes. While the rapid pace of computer technology guarantees that more advanced units will be available before you graduate, your unit will be powerful enough for your classroom work throughout your career at Oak Grove Lutheran School. The available software will be usable in upper level as well as entry-level course work. Of course, just as upper level courses require different textbooks, you may need additional software as you move through the curriculum.
3. **What if I already have another model or brand of laptop or tablet computer?** *You will be required to use Oak Grove Lutheran School's issued tablet computer for school purposes.* This is necessary to ensure that you have a computer that gives you network capability and the ability to run the software that you will need in your courses. Oak Grove is also limited to provide maintenance service or assistance for only the Gateway M285 tablet computer. *For these reasons, other laptops or tablet computers will not be used on the Oak Grove Lutheran School network at school.* Student computers will not be allowed to be connected to the Oak Grove Lutheran School network unless written permission by the Technology Director has been given and filed.
4. **Can I have my tablet computer this summer?** No. All tablet computers will be collected at the end of the school year for general maintenance, cleaning, and software

installation and upgrade purposes. Students will receive their tablet computer again at an orientation session in the fall to ensure that everyone receives complete information about the computer, including its warranty, insurance coverage, software usage and Oak Grove Lutheran School's policy regarding the ethical use of computers.

5. **Where do I find a MPC/Gateway authorized service technician?** Oak Grove Lutheran School has a hired technician working in the Technology Center to be certified by the computer's manufacturer to do warranty repair work. If you have a question or a service need, take your tablet computer to the Help Desk located in the Technology Center.
6. **What about insurance against theft or breakage through carelessness?** Your tablet computer is very portable and very valuable, making it an attractive target for thieves. Therefore, Oak Grove Tablet Computer protection is recommended. The protection covers the tablet computer for a \$50.00 payment. You will be responsible for paying an additional charge of \$500.00 for each theft or loss claim. Once a claim is made on Oak Grove insurance and a new computer is issued, Oak Grove will no longer insure that tablet. The newly issued tablet is now the responsibility of the student and parents. If the newly issued tablet is lost or stolen, the cost, in full, is due to Oak Grove by the student or parents.

The best insurance is to take care of your tablet computer. Do not leave your tablet computer in the building, classroom, concourse, or car unattended. Always know where your tablet computer is. Above all, take your computer home each night.

SPECIAL NOTE: In December of 2008, Gateway/MPC filed for bankruptcy, and with this, Oak Grove lost its accidental coverage for repairs. This puts all the responsibility on Oak Grove to not only pay for the parts, but make the repairs. Oak Grove requests that extra care is given to the computers. Please realize that not everything on the tablets will be made. These are used computers and need to be taken care of.

7. **Does Oak Grove Lutheran School provide maintenance on my Gateway M285 tablet computer?** Yes. The Help Desk staff will coordinate maintenance for students. Students enrolled at Oak Grove Lutheran School will be covered by a maintenance agreement for items described in the Gateway warranty agreement and Accidental Protection Plan. Please consult the warranty agreement so that you understand what is and what is not covered.
8. **What will I do without a computer in my classes if my tablet computer unit is being repaired or while I am replacing it if it is lost or stolen?** Oak Grove Lutheran School stocks a limited number of tablet computers that can be loaned out on a first come, first-served basis. You will be able to apply for a loaner unit at the Help Desk in the Technology Center, the same area where you will go for service on your tablet computer. *If you are in possession of a loaner, treat it as if it were your own computer. You will be responsible for any damage to the unit or for its loss.*

- 9. If I purchase software in addition to the available software provided through Oak Grove Lutheran School, will the Technical Help Desk staff load it for me?** To be determined by the Oak Grove Administration. They are working on a policy to possibly allow for this in the future.
- 10. Do I need a printer?** You need not need one since printers are located near classrooms, in the library, and in computer labs. If you want to connect to a printer at home with the school tablet computer, you will need to visit the technology Help Desk and ask to have your printer software installed.
- 11. Will I need to buy a modem?** No. A modem is built into the Gateway M285.
- 12. How do I connect to the Internet at home?** You may connect to the Internet using a cable Ethernet connection or wireless Ethernet connection. Please check with your local service provider for details on how to connect the tablet at home.
- Dial-up Internet connections will not work on the school tablet computer until the Oak Grove Lutheran School technicians format your tablet computer for a dial-up connection. Please take your tablet computer to the technology Help Desk if you want your tablet computer configured for your home dial-up Internet access.
- 13. Will there be facilities to back up the files I create on my tablet computer?** Yes. When you save your documents to the *Home Directory* folder or your *SharePoint Directory*, your files are automatically saved to the school storage server. You are also encouraged to save your documents to a removable memory card that can be inserted into the 7-in-1 memory card reader on the tablet computer. Backups are NOT made to workstations on campus. It is up to the individual student to be responsible to get their personal data off of computers and into their *Home Directory* or alternate storage device.
- 14. What if I want to add options to my tablet computer later?** Only Oak Grove Lutheran School is authorized to add options and upgrades to your tablet computer. However, these upgrades will only be done if it is necessary for operation of the computer.
- 15. What if I want to run another operating system on my tablet computer?** Only the operating system chosen by Oak Grove Lutheran School will be authorized to run on a student-issued tablet computer.
- 16. Will I be given a new battery if mine goes bad?** The tablet battery will be replaced by the manufacturer for defects. You will be responsible for charging your battery and proper battery maintenance. If you need to borrow a battery for class, you may check a battery out at the Help Desk. The battery must be returned before the end of the school day; a charging fee may be assessed if personal use of school back-up batteries is frequent.

- 17. What has the school done to help prevent students from going to inappropriate sites?** Oak Grove has a software product within our firewall which is designed to help monitor all Internet sites that students attempt to access. Certain sites are automatically blocked from access, and the list is always growing and changing. ***If the tablet computer is connected to another internet connection (outside of Oak Grove), the Oak Grove Lutheran School firewall is no longer in effect. It is up to the family to monitor this activity while not on the Oak Grove network.*** If a student accidentally brings up an inappropriate site, it is expected that this student will report this activity immediately to the teacher, school administrator, or technology director.
- 18. Are computers subject to school “snooping;” what if they bring their computer in for repairs and “objectionable data” is detected?** Oak Grove will monitor all files and activity on the network. Inappropriate material on tablet computers should be reported to the classroom teacher, principal, or Help Desk immediately upon identification. Students who have “objectionable data” on a school computer but have failed or chosen not to report it, will be referred to the Principal’s Office.
- 19. If the accessories to my tablet computer are lost or stolen, how much will it cost to replace them?** In the event that tablet computer accessories are stolen, you should report the lost items to the Help Desk or Assistant Principals’ office. The cost to replace specific accessories is listed below:
- a. AC adapter & power cord: \$35.00
 - b. Battery: \$99.00
 - c. Stylus: \$40.00
 - d. Backpack: \$90.00