

## Mr Hotz's Summer Hours

Mr Hotz will be in the technology office sporadically through the remainder of the summer  
Please email [ghotz@ihanj.com](mailto:ghotz@ihanj.com) with any issues or to arrange a time to come in.

Laptops can also be left at the Office for repair during Office hours.

Class of '20 must bring laptops to IHA for hardware issues since AppleCare has expired.

Accidental damage (liquid spill, cracked screen) repairs CAN be handled at the Apple Store (Class of '21 and '22). There is a \$99 or \$299 fee. If it is your first repair, IHA will pay that fee only if it is handled by the school.

Software problems for all CAN be handled at the Apple Store but be advised that if they re-install the OS, they will not back up or transfer your files and the new Drive will not have MS Office, IHA printers, proxy server settings.

### Quick Do-it-Yourself repairs

- 1 Restart the laptop while holding **command, option, P and R**. Continue holding these keys for about a minute. Laptop should restart several times ('21 and '22 will only see screen turn very slightly blue). This process resets many functions and cannot hurt.
- 2 If the machine won't turn on or fan is loud, hold **shift, control ,option and the power button** for 10 seconds. Then try restarting.