

BASIC TROUBLE SHOOTING

My computer won't turn on.

- Check the power supply switch on the back of the computer.
- Check that power cord is properly connected to computer and plugged in.

My computer won't turn off.

- Press the **Ctrl** key, the **Alt** key and the **Delete** key at the same time
- You may need to repeat this 2 or 3 times before you get a dialog box that asks if you want to End Task, Shutdown or Cancel. Choose to **End Task**
- Try to Shutdown your computer again.
- If your computer will still not shutdown, repeat the task again.

The computer just beeps but never turns on.

- Perhaps a key on the keyboard is stuck. Check to make sure the mouse and keyboard plugs are properly connected in the back of the computer.

The monitor is blank.

- Make sure the monitor is on by checking for a green light on the bottom, front. Also, make sure the monitor cable is plugged in correctly on the back of the computer.
- Check that power cord is plugged in.
- Shutdown two computers—one with non-working monitor and one with working monitor
 - ✓ Disconnect the monitors and connect them to the opposite computer
 - ✓ Reboot both computers
 - ✓ This should help you to determine if the monitor is not working or the video card on the computer is not working properly

How do I know if my computer has crashed?

- Check for these signs:
 - ✓ The mouse pointer doesn't move.
 - ✓ When you move the mouse or type you hear a "beep".
 - ✓ Your screen changes to all blue w/ white text that describes an error. Try to follow the directions.
 - ✓ You get an error dialog box, or you see the words "not responding".

My computer is "frozen."

- Try Ctrl+Alt+Del keys. Hold all three keys down at once. A window appears with the problem area highlighted. Click on **End Task**. You may have to go through this several times and then shut down your computer.

I know the program has been installed on my computer but I cannot find it.

- Left click on **Start**. Select **Programs**. Find the name of the software program and double click on it. A program is available even if the icon is not found on the computer's desktop. *NOTE: you may not be able to see programs this way on all computers. It may be necessary for you to go through **Explorer** or **My Computer** – then **Program Files** before you can see your program.

I can't find a file I saved.

- Left click on **Start**
- Point to Find, then click on **Files or Folders**
- Type in file name or click on Browse to search C: drive for file name, or date of file creation.

My mouse won't work.

- Remove the ball from the mouse. Clean it with a Q-tip and alcohol.
- Inside the mouse, the guide bars may need to be cleaned. Carefully remove any lint or dust particles, but use no water or alcohol!

I cannot get on the Internet.

- Check these things:
 - ✓ An Internet cable is connected to your computer/laptop and is plugged into to the wall drop (looks like a phone jack).
 - ✓ The Internet cable is free of kinks and the end connector is securely fastened.
 - ✓ The icon "plug", located on the bottom left corner of your screen is connected. If not, left click on it to connect to the Internet.

I have connected my laptop to a multimedia projector but I cannot see the images on the laptop or projected surface.

- Be sure to:
 - ✓ First connect the VGA cord from the projector to the laptop.
 - ✓ Turn on the projector.
 - ✓ Boot up the laptop.
 - ✓ On the laptop, press keys Fn (on the bottom left) and F5 (top row) at the same time. You may need to do this several times to have images on both the laptop screen and the projected surface.
 - ✓ -or-
 - ✓ Press the Mode button on the top of the projector so it will "recognize" the computer connection. May need to press the Mode button several times.

My printer won't print from my computer/laptop.

- Make sure the printer software has been properly installed. To check, go to **File, Print**, look for the name of the printer in the top textbox.
 - ✓ You should see the name of the printer as an available choice. If you do not, then the printer needs to be installed.
 - ✓ If you see the name of the printer, click on that printer to place a check mark beside it.
- Check that the printer cable is properly connected to both the computer and printer.

The networked printer will not print from my computer.

- The sequence that must be followed is:
 - ✓ Turn on printer
 - ✓ Boot up computer that is connected to printer
 - ✓ Boot up all other computers on network
- If the connected computer was not booted up before turning on the printer, shut it down. Follow the above sequence.
- If you are trying to print from a network computer not connected to the printer, you will still need to make sure that the above sequence is followed before sending your file to the printer.

Who do I contact if I need help?

Research and Evaluation (427-3486) will assist with:

Software, software installation, Internet, CyberPatrol, drops for Internet, Networking, repairs

Instructional Technology (427- 3085) will assist with:

Email, training, instruction, media projector, educational technology, curriculum

Campus Web Master will assist with:

Update your campus web page, post to the web page

Campus Technologist will assist with Training