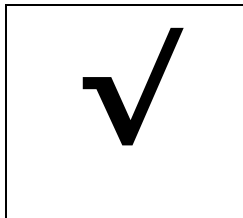


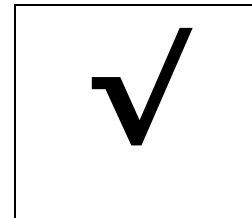
Quick Computer Trouble-shooting Tips

Getting into the habit of making the following simple checks can save time, money and frustration. Please share with any and every computer user in your building.



✓ Quick Check

	Power On?
	Power Strip on?
	Cable Connections?
	Shut Down, Unplug!
	Re-plug, Restart!



<input type="checkbox"/>	If the computer does not turn on, check the power.
<input type="checkbox"/>	If the computer appears unresponsive, shut down the computer and restart. If you cannot shut the computer down the normal way, press the on/off button and hold it for 15 seconds to turn it off. Unplug the power cord to the computer. Count to 30. Re-plug the power cord and turn the computer back on.
<input type="checkbox"/>	Did you attach any new hardware? If so, disconnect the hardware.
<input type="checkbox"/>	If there is a power strip, is the power strip light on? If not, check to see that it's turned on and plugged in.
Troubleshooting Sound	
<input type="checkbox"/>	Check the headphone cable connections. Check the volume control on the headphone cord.
<input type="checkbox"/>	Is there a speaker icon next to the clock on the taskbar? If so, right click the speaker icon and select Open Volume Controls. Uncheck any Mute boxes that are selected.
Troubleshooting Peripherals	
<u>Note:</u> a peripheral could be anything attached to the computer.	
<input type="checkbox"/>	Are all of the cables connected?
<input type="checkbox"/>	-Power
<input type="checkbox"/>	-Monitor
<input type="checkbox"/>	-Mouse
<input type="checkbox"/>	-Keyboard
<input type="checkbox"/>	-Headphones
<input type="checkbox"/>	Network cable—check for the blinking light on the back of the computer indicating network connection.

	<p>Is the keyboard or mouse acting erratically? It might need to be cleaned. To clean a keyboard, turn it upside down and shake any debris out of it. You can also spray compressed air between the keys. To clean a mouse (one using a roller ball), remove the cover on the bottom of the mouse. Clean the mouse ball with rubbing alcohol. Gently use a cotton swab to clean any debris off of the guides inside the mouse.</p>
	<p>Is the peripheral STILL not working? If so, plug it into another computer. If it does not work on the other computer, there is likely something wrong with it. If it does work on the other computer, there is likely something wrong on the computer.</p>
<p>Troubleshooting the Printer</p>	
	<p>Is the printer turned on? If not, turn the printer on.</p>
	<p>If the printer is on, turn it off, unplug the power cord to it, wait 15 seconds and re-plug it to the power, turn it on and retry. It may also be helpful to restart your computer at this time.</p>
	<p>Does the printer display say it is offline? If so, press the green button to put it online.</p>
	<p>Are all of the cables connected to the printer?</p>
	<p>Is there paper in the printer? If not, replace the paper.</p>
	<p>Is the toner cartridge empty? If so, replace the cartridge.</p>
	<p>Is there a paper jam? If so, remove the stuck paper.</p>
	<p>Does the printer print from some programs and not from others? If so, it is most likely a software issue.</p>
	<p>Is the printer getting power? If there are no lights, check to see that the surge protector is plugged in and turned on.</p>