

# COMPUTER TROUBLESHOOTING 101



GULFPORT SCHOOL DISTRICT

Technology Support Services



## Troubleshooting Tips

Your computer does not come on...

- Make sure the power button on both the computer and monitor is on.
- Make sure that all plugs to computer, monitor, and outlet are fully seated.
- If you are plugged into a power strip, make sure it is on.
- If plugged into a power strip, try plugging it directly into the wall or another power strip.

The screen is blank...

- Make sure your monitor is on.
- Make sure the monitor is plugged into the system unit.
- Turn the monitor off and back on.
- Check the brightness and contrast adjustments on the monitor.

A program is frozen (not responding)...

- Press Ctrl+Alt+Del; look for any program that says "Not responding" and click the End Task button. Repeat until all non-responding programs are ended.

The mouse or keyboard is not responding...

- Check to be sure they are plugged in.
- If plugs aren't fully seated, plug them in fully and restart the computer.
- Try another mouse/keyboard on the computer. Then, restart the computer.

The printer doesn't work...

- Check the printer. It may be offline or there may be a paper jam.
- Check the computer-printer/network connection.
- Go to Start/Control Panel/Printers and double click on the printer icon.
  - Click on Printer and make sure that Pause Printing is not checked or Use Printer Offline is not checked.
- If the computer indicates that a job is printing, but nothing is actually printing, the print job may be corrupted. Go to Start/Control Panel/Printers and double click on the printer icon. Select the first print job by left clicking on the print job. Then, depress the Delete key on your keyboard to delete it.

Cannot connect to the Internet...

- Try going to another web address like [www.abcnews.com](http://www.abcnews.com) or [www.google.com](http://www.google.com). If you can access other sites, it could be a problem with your home page.
- Make sure your network cable is plugged in fully to your computer and into the wall. If not, wait a minute or so before trying to access the Internet again.

The computer has no sound...

- Make sure the speakers are connected and are turned on.
- Single click on speaker icon on system tray and increase sound. Make sure mute is not checked.

A Few Tips & Trick

- Save often!
- Avoid having more than 3 programs open at one time.
- Always sign-in/login and sign-out/log-out.
- Always stop a USB device before unplugging it. (Look for the green arrow on the system tray and single left click; then, left click on Safely remove....)
- Don't use school e-mail for personal business.
- To create a program short-cut on desktop, right click on program and select Send to. Then, select Desktop (create shortcut).
- To create a shortcut to a website on desktop, go to File/Send and select Shortcut to desktop.
- Depress Alt+F4 to do a quick shutdown of your computer.

## **Resources**

Busting the Biggest PC Myths

<http://pcworld.about.com/magazine/2208p107id116572.htm>

PC Troubleshooting Tips

<http://www.district279.org/sec/pcsh/ComputerTroubleshootingTips.htm>