5 COMMON HARDWARE PROBLEMS

- MY COMPUTER WON'T TURN ON
    - Make sure it is plugged in
    - Make sure the outlet is working
    - Make sure the surge protector is on if it is plugged into one
- Computer is frozen
    - Try a hard reboot: Hold down the power key until the computer shuts off completely. Wait 10 seconds and turn the computer back on

5 COMMON HARDWARE PROBLEMS (Cont.)

- I CAN'T PLAY THE DVD I INSERTED INTO MY DRIVE:
  - Check to make sure you have software that plays DVD's. Many computers do not come with it. If it's not installed look in the appstore for the appropriate download

5 Common Hardware Problems (cont.)

- MY KEYBOARD IS NOT WORKING
  - Make sure it is plugged into the computer. If it is unplug and replug to reset the connection. If still not do a hard reboot of the computer
- MY SCREEN IS BLANK
  - Try pressing some keys to see if it is in sleep mode
  - Try restarting the computer with a hard reboot

5 COMMON SOFTWARE PROBLEMS

- **ZOOM IS JUST CIRCLING AND NOT RUNNING:**
  - Try unplugging your webcam and see if this fixes the problem
  - If not, press Ctrl+Alt+Del and select Task Manager. In Task Manager, right click on Zoom and click "End Task". Then restart Zoom.
  - If still not, restart the computer and see if it's still a problem

5 COMMON SOFTWARE PROBLEMS (cont.)

- MY COMPUTER SUDDENLY RESTARTED AND NOW I LOST ALL OF MY WORK
  - This is something that you can be proactive about for the future. Always work with your documents saved on the cloud. You can use OneDrive for this, or google file stream. A great way to prevent losing work
  - If you were working in a Microsoft Office program, you can try opening that program and seeing if the document recovery shows up on the left side. It may have saved your work for you

5 COMMON SOFTWARE PROBLEMS (cont.)

- EVERYTHING IS RUNNING SLOWLY ON MY COMPUTER
    - Hard Reboot
    - If that doesn't help run a virus scan and make sure that there are no viruses on your machine

- BROWSER IS RUNNING SLOWLY
    - Completely shut down all browser windows you have open. You can do this by going to Task Manager (using Ctrl+Alt+Del) and selecting the browser, right clicking and selecting "End Task"
    - If still slow when you open back up, go to browsing history, find the option to delete all browsing data, this usually helps speed things up significantly.
- THE PROGRAM I AM USING KEEPS ON CRASHING
    - Go to Add or REmove Program. Uninstall the program completely. Find the installation files (Often can be found online). Reinstall the program.
    - If that doesn't help contact the support team for that particular product.

3 Recommendations for Maintaining your Computer

- Make sure that your operating system is up to date. You can either set this to work automatically or go to start and type "Check for Updates". This will open up a box with options for updating anything that needs to be.
- Do not eat or drink while using the computer
- Every now and then do a full restart. Shut down your computer completely. Wait a minute or two. Then start up the computer.

2 COMMON NETWORKING ISSUES

- COMPUTER THAT IS PLUGGED STRAIGHT INTO THE NETWORK NOT CONNECTED TO THE INTERNET:
    - Make sure your plug is in correctly and tightly on both ends, by the router and by the computer
    - Check your modem. Make sure that you actually have a connection to the internet, and that the internet is not down in the area or that your bill has not been paid.
    - If they are, go to start and type "Network Status". There you will see "Network Troubleshooter". Click this and go through the steps. Sometimes this will fix your problem
    - If neither of these work, try a different cable and see if that works
    - If you still have no internet, call your internet provider for help
-
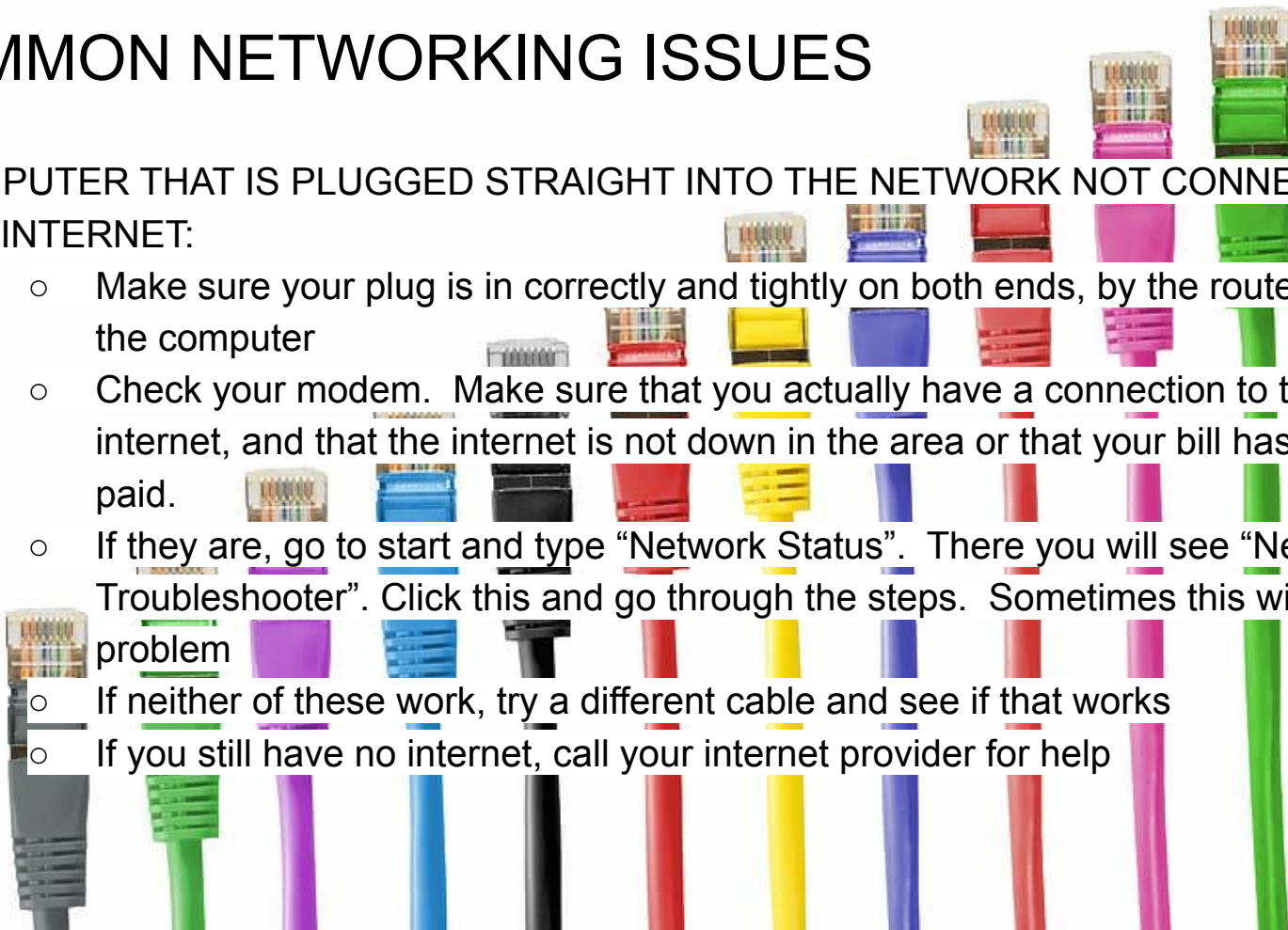
2 COMMON NETWORKING ISSUES (cont.)

- **COMPUTER ON WIFI IS NOT CONNECTED TO THE NETWORK**
  - **Make sure WIFI is turned on on your computer**
  - **Make sure your router/model actually has service. Try another device on the wifi and see if it works**
  - **go to start and type "Network Status". There you will see "Network Troubleshooter". Click this and go through the steps. Sometimes this will fix your problem**
  - **If you still have no internet, call your internet provider for help**

COMMON ISSUES WITH PERIPHERALS

i.   MY DOCUMENT WON'T PRINT
   a. Make sure the Printer is on.
   b. If it's on sometimes it helps to turn it off, wait a minute or 2 then turn it back on again
   c. Check to make sure your cables are plugged in correctly to both the printer and the computer
   d. Unplug and replug cables on both ends
   e. Make sure that you have the correct drivers for your printer on your computer. Go to the printer company website and search for the drivers for your operating system
   f. Reboot your computer. Sometimes this helps restart the print queues

COMMON ISSUES WITH PERIPHERALS (cont.)

2. **THE SOUND IS NOT WORKING**
   a. Make sure the speaker has power. Check the plugs
   b. Make sure the sound is plugged into the correct audio jack (usually it's green)
   c. Make sure the volume is up high enough
   d. Try plugging in a different speaker that you know works and see if that one works
   e. If you are using a bluetooth device, make sure the bluetooth is working correctly. Disconnect and reconnect.

MINI GLOSSARY OF TECHNOLOGY SYSTEMS

- **HARD REBOOT:** reboot of the computer that entails shutting it down by holding down the power key for about 5 seconds until it turns off. Waiting about 15 seconds and restarting the computer. Gives the computer a fresh start, can fix many issues that come up
- **TASK MANAGER**: Central management of apps on your computer. To get to it, type Ctrl+Alt+Del and select Task Manager. This gives you access to abruptly end programs that may be causing problems and can give you a general overview of the health of your computer
- **ROUTER/MODEM**: The internet connection box from your house to the outside world. Usually installed by the internet company. This is where all communication routes through before heading out.

MINI GLOSSARY OF TECHNOLOGY SYSTEMS (cont.)

- **ETHERNET CABLE**: Cable that connects your computer to the internet
- **VGA/ DVI/HDMI/DIRECT CABLE**: Cable that connects your computer to an external screen. There are 4 different types, and depending on the screen you would need the type that matches.
- **BROWSER:** Software that enables you to browse the internet. Some examples include Googlec Chrome, Microsoft Edge, and Mozilla Firefox
- **PERIPHERAL DEVICES:** External devices that attach to your computer. Some examples are speakers, keyboards, mouses, printers….