

TROUBLESHOOTING GUIDE FOR TEACHERS

*The **FIRST** thing to always try when something that has been working correctly suddenly stops working is to go to **START** and **SHUT DOWN** to **TURN EVERYTHING OFF AND START OVER.**

If the computer continues to have problems, locate the problem on the troubleshooting guides below:

| KEYBOARDS | |
|---|--|
| <u><i>Typical Problems</i></u> | <u><i>What To Try</i></u> |
| Individual keys stop working or “type” the wrong letter. | Turn off the computer, unplug and re-plug all keyboard connections |
| Really weird input appears on screen from the touch of a single key, or no response at all. | Turn off the computer, unplug and re-plug all keyboard connections |
| Problems persist | Try the keyboard on another computer to determine if the persisting problem is with the keyboard or with the system. |

| MICE | |
|---|--|
| <u><i>Typical Problems</i></u> | <u><i>What To Try</i></u> |
| Unusual cursor movements and/or jerky response | Clean the mouse |
| No mouse response at all, a black hole where the mouse cursor should be | Restart the computer: If the problem persists, it is probably a bad mouse, or a software driver issue. |
| Problems persist | Try the mouse on another computer to determine if the problem is with the system or the mouse |

| MONITORS | |
|-------------------------------------|---|
| <u><i>Typical Problems</i></u> | <u><i>What To Try</i></u> |
| Bad or irregular color | Re-connect the monitor cables: Restart the computer |
| Shrinking pictures, skewed pictures | Re-connect the monitor cables: check the picture control buttons: Restart the computer |
| Scrolling uncontrollably | Re-connect the monitor cables: Check the vertical and horizontal hold buttons: Restart the computer |
| No picture | Is there a screen saver installed?: Restart the computer; Check the brightness and contrast buttons: Is the power light on? Check the power cord and plug |

| SYSTEM UNITS (CPUs) | |
|---|--|
| <u><i>Typical Problems</i></u> | <u><i>What To Try</i></u> |
| Won't power up | Is it plugged in? Is the surge protector on? Is the reset button on the surge protector tripped? Is the power cord connected? Is there actually power to the outlet? Try another power cord. Plug the computer in an outlet you know works |
| There is an indication of power, but nothing happens. No beeping or anything | If you get a power light and hear the fan, do you "hear" the hard drive spin up? Or, if it spins-up and nothing happens, it is probably a processor problem. You will need a technician |
| The system starts to boot and instead of the normal 1 beep, you hear a series of beeps. | An unusual number of beeps indicates a hardware problem. Note the sequence and report it to the technician. |
| Problems persist | Write down as many symptoms as you can and call a technician. |

| PRINTERS | |
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| <u>Typical Problems</u> | <u>What To Try</u> |
| Printer won't print | Make sure the print station is on (the computer that the printer is hooked to). If it still doesn't print, restart the print station. |
| Won't power up | Is it plugged in properly and is there power to the outlet? |
| Strange characters are being printed. Unusual line spacing or no line spacing at all. Nothing is printed and the computer seems to continue as if everything should have printed OK. | The printer cable might be bad. Try another cable. Save your document, turn off the printer and restart your computer. |
| Poor print quality | The ink cartridge may need cleaning or may need to be replaced. |
| Frequent paper jams | Damp paper. Something is obstructing the paper path. |

| NETWORKS | |
|---|---|
| <u>Typical Problems</u> | <u>What To Try</u> |
| System boots, but then doesn't login to the network. Might get a message such as "file server not found." | Turn of the computer, unplug and re-plug all network connections and try again. Many times "wiggling" the network cable will get a connection that used to work, working again. Check for a "broken" network connection. |
| System tells you that your login is invalid and won't allow you to connect. | Try typing slower and re-enter your login account and password. Most systems will respond with a generic message the problem could be with either the account name or the password. |
| Problems persist | Check with your network sysop. |