

# Basic Computer Troubleshooting

## Any Problem Ever

The first thing you should do whenever a computer is not doing what you need it to do, is to **restart the computer**. That will almost always fix the problem.

Windows 2000 and XP: Press Ctrl, Alt, Delete and choose Shutdown.

If Ctrl, Alt, Delete doesn't work (for any version of Windows), hold in the power button for a few seconds until the computer goes off.

## No network access

If you can't access E-Class Grades **and** Internet Explorer, you have no network access.

First, make sure the network cable is plugged into the back of the computer. (It looks like a fat phone cord.)

Next, if you're in a classroom with switches, look at the switch on the shelf or desk and check the lights. All lights should be **green**. If you don't see that, check for power to the switch-all cords and connections.

If the cables are securely plugged in, unplug the switch (from the power) for about a minute and then plug it back in.

If you still have no network access, contact your campus tech representative to check out your computer.

Elementary – Michelle Fowler

Intermediate – Vickie Ripley

JH/HS – Russell McAllister

If your campus tech representative is unable to correct the problem he or she will submit a work order to Carole Upchurch, Technology Department.

## Printer problems

If you're using a networked printer

make sure your computer is logged into the network

If you cannot see any printers (Start – Settings – Printers) then you are not logged into the network

then check to see that the network cable is plugged into the printer

turn the printer off for a few seconds, and then turn it back on

If your printer is not networked (most Deskjet printers). . .

Check the USB cable or parallel printer cable.

Unplug the printer, or turn it off. After a few seconds, plug it back in or turn it back on.

For **any printer**, check for paper jams, and make sure the paper tray or trays are not empty.

If there is no green light or the yellow or red light is blinking you may have a paper jam.

**DO NOT KEEP TRYING TO PRINT** over and over again. If you do that, once the printer is working again, you will have wasted paper and toner when several copies of the same item print.

If none of these steps work contact your campus tech representative.

Elementary – Michelle Fowler

Intermediate – Vickie Ripley

JH/HS – Russell McAllister

If the tech representative can not fix the problem he or she will submit a work order to Carole Upchurch Technology Department.

### **If the Keyboard and Mouse will not respond**

Shut down the computer.

If unable to shut down, for Windows XP: Press Ctrl, Alt, Delete and choose Shutdown.

Unplug the black power cord from the back of your CPU (computer)

Wait for three or four seconds.

Plug the black cord back in and power on the computer.

**NOTE: NEVER unplug the mouse or keyboard and try to plug either back in while the computer is running!!!! This can blow the port and cause damage to the motherboard.**