



Computer and Printer Troubleshooting

Problem	Solution
<p><i>Networking:</i></p> <ol style="list-style-type: none"> 1. Can't log on 2. Can't find my file 3. No internet connection 	<ol style="list-style-type: none"> 1. Check that Caps Lock is off, no spaces exist in any fields, and domain name is correct; check network cable connection. 2. Check server name (shared, student or personal); check sort order if files viewed as list; scroll down; use Find File command. 3. Check all cables and connections. (Not having Internet access does not affect your ability to receive district email or to use the server to access your files)
<p><i>Printer:</i></p> <ol style="list-style-type: none"> 1. Printer will not print 2. Splotches/ink blobs, missing horizontal lines, missing color, faded print/vertical fade, vertical lines 3. Paper feed problems 	<ol style="list-style-type: none"> 1. Check connections, power, paper; check that correct printer is selected. Check printer monitor or print dialogue box to see if printing has been paused or a print job is stuck. 2. Clean ink cartridges (Epson printers). Replace print cartridge (email tech mentors). 3. Submit tech request.
<p><i>Monitor:</i></p> <ol style="list-style-type: none"> A. Not working B. Monitor flickering or color shift 	<ol style="list-style-type: none"> A. Check all cables, connections, and power button B. Check connections; submit tech request
<p><i>Computer Problems:</i> A computer "crash" is typically the result of a software bug — a bad instruction that confuses the computer and causes it to freeze up. In most cases it is not the user's fault, nor is it a hardware problem with the computer. Crashes that are <i>repeatable</i> (i.e. they can be consistently replicated by certain actions) are typically the result of software conflicts or a hardware problem.</p>	

The following table contains some strategies for dealing with a frozen computer.

Windows 95/98 PC	Macintosh
<p>1. Wait patiently for at least a minute. The computer may be waiting for something, such as a response from a printer or a network server. It will keep trying to communicate for a period of time and may appear “stuck” until it gets a response or gives up trying. If you start clicking the mouse on different things on the screen, you will only delay the process as the computer will record these clicks and will wait to respond to them.</p>	
<p>2. After you have waited, see if you can open a menu item at the top of the screen. The File Menu is always a good choice. Remember, don’t start madly clicking! If the menu does not respond, you have one of two possible problems that you should test in order.</p>	
<p>3. PROBLEM 1: Program freeze Often a computer crash only affects the program you were using at the time. The computer is actually still working, as are other programs that may be running at the same time. In this case you need to force the crashed program to quit in order to regain control of the computer.</p>	
<p>A. First, try switching to other programs that may be running by clicking the item in the task bar (bottom of the screen). If you can switch, save all documents that may be open in other programs. Then switch back to the frozen program to see if it is responding.</p> <p>B. If you still have no response, hold down the Ctrl and Alt keys and then press the Del key at the same time. This will bring up the task manager.</p> <p>C. Check if any of the listed programs are marked as Not Responding. If this is the case, select that program and click the End Task button. If it is not, select the program that sounds most like the one you were using when the computer froze and click End Task. (Windows 98 gives an easy to use list. In Windows 95, Microsoft Word might be listed, for example, as Winword.exe.)</p> <p>D. Another window will typically appear saying that the program is not responding. You should click End Task again to close the program immediately.</p>	<p>A. First, check the Application Menu (in the upper-right corner) to see if you can switch to any other program that is running. If so, switch to other programs and save all documents. Then switch back to the frozen program to see if it is responding.</p> <p>B. If you still have no response, hold down the Option and Command (⌘) keys and then press the Esc key at the same time.</p> <p>C. A dialog box should appear asking if you want to force the application to quit. Click the Force Quit button. Note that you will lose anything you were working on that had not been saved.</p> <p>D. If the Force Quit button stays pressed, or the dialog box does not go away, or the computer still does not respond, then you have a more serious problem and should reboot the computer (see item 4). If the above steps quit the crashed program and returned control of the computer to you, you should still restart by choosing Restart from the Special Menu to insure no further problems.</p>

<p>E. If the computer is still not responding, then you have a more serious problem and should reboot the computer (see item 4). If the above steps quit the crashed program and returned control of the computer to you, you should still restart to insure no further problems: choose Shut Down from the Start button, then select Restart the Computer and click the Yes button.</p>	
<p>4. PROBLEM 2: Computer Operating System Freeze If the steps above had no effect and your computer is still frozen, the crash is probably in or affecting the operating system which means you will need to reboot (restart) the computer. All unsaved work will be lost.</p>	
<p>A. Hit Ctrl-Alt-Del as in Step 3A. If the Task Manager comes up, hit Ctrl-Alt-Del a second time. B. The screen will go black and the computer will restart. C. If this does not work, turn off the computer using the power switch. Always wait about 30 seconds before turning the computer back on.</p>	<p>A. Hold down the Ctrl and Command (⌘) keys and then press the power key on the keyboard. The power key is usually at the top of the keyboard and has either a left facing arrow ↵ or a power symbol ⏻ on it. B. If the computer does not respond, try pressing the power button on the computer. C. If you are still having no luck, many Mac models have a restart button on the computer. It is also marked with a left facing arrow. On iMacs, this tiny button is located in the recessed area on the right side where the keyboard plugs in. (You will need to use an untwisted paper clip to press the button through the tiny hole.) On older Macs, the restart button is often on the back of the computer.</p>
<p>5. If none of these options seems to work, you will need to unplug the computer. This is the most drastic measure as you are forcibly cutting power to the computer. Be careful when pulling the plug that you do not get shocked. Wait about a minute before plugging the computer back in and starting it up.</p>	