Simple Solutions to Common Technology Problems

Most of the time, problems can be fixed using simple troubleshooting techniques, like **closing** and **reopening** the program. It is important to try these simple solutions before resorting to more extreme measures. If the problem still is not fixed, you can try other troubleshooting techniques.

## Problem: Power button will not start computer

- **Solution 1:** If your computer **does not start**, begin by checking the power cord to confirm that it is plugged securely into the back of the computer case and the power outlet.

- **Solution 2:** If it is plugged into an outlet, make sure it is a **working outlet**. To check your outlet, you can plug in another **electrical device**, such as a lamp**.**

- **Solution 3:** If the computer is plugged in to a **surge protector**, verify that it is turned on. You may have to **reset** the surge protector by turning it off and then back on. You can also plug a lamp or other device into the surge protector to verify that it is working correctly.

- **Solution 4:** If you are using a **laptop**, the **battery** may not be charged. Plug the **AC adapter** into the wall, then try to turn on the laptop. If it still does not start up, you may need to wait a few minutes and try again.

Problem: An application is running slowly

- **Solution 1**: Close and reopen the application.

- **Solution 2**: Update the application. To do this, click the **Help** menu and look for an option to check for **Updates**. If you do not find this option, another idea is to run an online search for application updates.
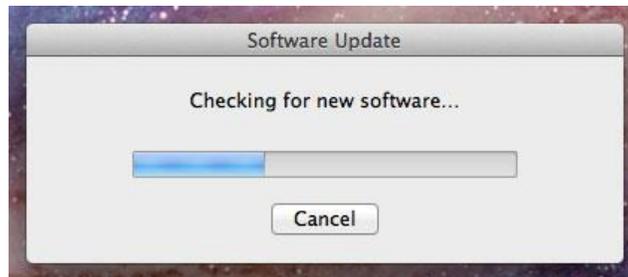
Problem: An application is frozen

Sometimes an application may become stuck or **frozen**. When this happens, you will not be able to close the window or click any buttons within the application.

- **Solution 1**: Force quit the application. On a PC, you can press (and hold) **Ctrl + Alt + Delete** (the Control, Alt, and Delete keys) on your keyboard to open the **Task Manager**.
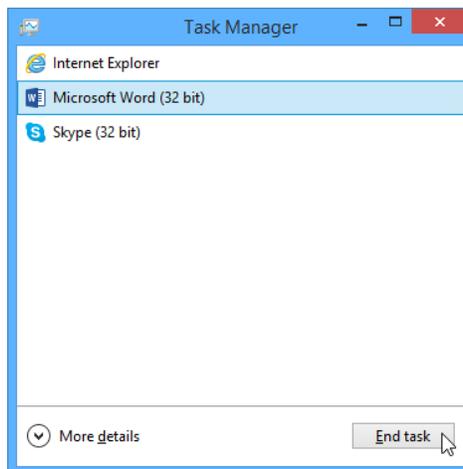

- **Solution 2**: Restart the computer. If you are unable to force quit an application, **restarting** your computer will close all open apps.

Problem: The computer is frozen

Sometimes your computer may become completely unresponsive or **frozen**. When this happens, you will not be able to click anywhere on the screen, open or close applications, or access shut-down options.

- **Solution 1 (Windows only)**: Restart Windows Explorer. To do this, press and hold **Ctrl + Alt + Delete** on your keyboard to open the **Task Manager**. Next, locate and select **Windows Explorer** from the **Processes** tab and click **Restart**. You may need to click **More Details** at the bottom of the window to see the Processes tab.


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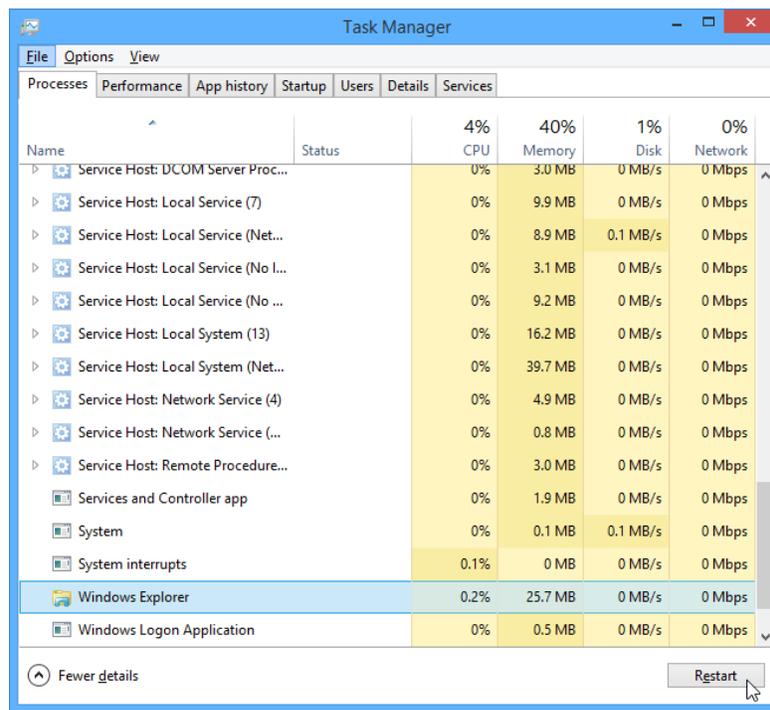
- **Solution 2**: Press and hold the Power button. The Power button is usually located on the front or side of the computer, typically indicated by the **power symbol**. Press and hold the Power button for **5 to 10 seconds** to force the computer to shut down.

- **Solution 3**: If the computer still will not shut down, you can **unplug the power cable** from the electrical outlet. If you are using a laptop, you may be able to remove the battery to force the computer to turn off. **Note**: This solution should be your **last resort** after trying the other suggestions above.

Problem: The mouse or keyboard has stopped working

- **Solution 1**: If you are using a **wired** mouse or keyboard, make sure it is correctly plugged into the computer.

- **Solution 2**: If you are using a **wireless** mouse or keyboard, make sure it is turned on and the batteries are charged.

Problem: The sound isn't working

- **Solution 1**: Check the volume level. Click the audio button in the top-right or bottom-right corner of the screen to make sure the sound is turned on and that the volume is up.

- **Solution 2**: Check the audio player controls. Many audio and video players will have their own separate audio controls. Make sure the sound is turned on and that the volume is turned up in the player.
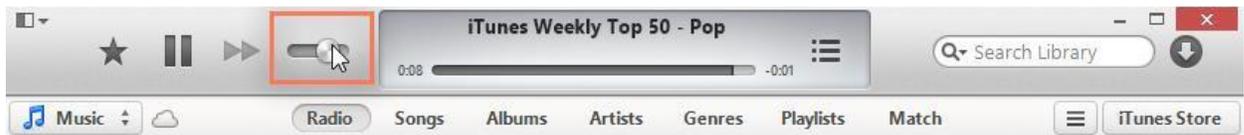
- **Solution 3**: Check the cables. Make sure external speakers are plugged in, turned on, and connected to the correct audio port or a USB port. If your computer has **color-coded** ports, the audio output port will usually be **green**.

- **Solution 4**: Connect headphones to the computer to find out if you can hear sound through the headphones.

Problem: The screen is blank

- **Solution 1**: The computer may be in **Sleep** mode. Click the mouse or press any key on the keyboard to wake it.

- **Solution 2** Make sure the computer is **plugged in** and **turned on**.

Solving more difficult problems

If you still have not found a solution to your problem, you may need to ask someone else for help. We recommend sending an email to all of your teachers explaining the problem. This will do two things; first, it will let your teachers know you may have difficulty meeting timelines for the course and secondly, one of the staff members will be able to get you some help.