

TROUBLESHOOTING GUIDE FOR STF/TEACHERS

*The **FIRST** thing to 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**.

Restart Procedures:

- Always try to restart the computer using proper shutdown procedures. (Start/Shut Down/Restart)
- If the computer is frozen, hit the reset button or power button.
 1. **Older Dell machines:** The bottom, smaller button on the front of the CPU is the reset. Pressing this should automatically restart the computer. If nothing happens, hold in the larger, top button for about 10 seconds. This will shut down the machine. Wait a few seconds and press it again to turn the computer back on.
 2. **Newer Black Dell machines:** There is no reset button on these machines. Hold down the power button for about 10 seconds until the machine shuts down. Press again to restart.
 3. **Other Brands:** Several schools have a variety of older equipment. Some brands like Kenitec, Compaq, and P.C. Warehouse have a power switch on the back of the machine in addition to the power and reset buttons on the front. It may be necessary to flip the switch on the back to restart.
- **If ALL ELSE FAILS....** unplug.

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

KEYBOARDS	
<u>Typical Problems</u>	<u>What To Try</u>
Individual keys stop working or “type” the wrong letter.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Turn off the computer, unplug and re-plug all keyboard connections.
Problems persist	<ul style="list-style-type: none"> • Try the keyboard on another computer to determine if the persisting problem is with the keyboard or with the system.
Keyboard error on boot or no response from keyboard at all.	<ul style="list-style-type: none"> • Check the pins on the keyboard plug. One may have become bent. You may have to replace the keyboard.

MICE	
<u>Typical Problems</u>	<u>What To Try</u>
Unusual cursor movements and/or jerky response.	<ul style="list-style-type: none"> • Clean the mouse.
No mouse response at all, a black hole where the mouse cursor should be.	<ul style="list-style-type: none"> • Restart the computer: If the problem persists, it is probably a bad mouse, or a software driver issue.
Problems persist	<ul style="list-style-type: none"> • Try the mouse on another computer to determine if the problem is with the system or the mouse.

MONITORS	
<u>Typical Problems</u>	<u>What To Try</u>
Bad or irregular color	<ul style="list-style-type: none"> • Re-connect the monitor cables: Restart the computer.
Shrinking pictures, skewed pictures	<ul style="list-style-type: none"> • Re-connect the monitor cables: check the picture control buttons: Restart the computer.
Scrolling uncontrollably	<ul style="list-style-type: none"> • Re-connect the monitor cables: Check the vertical and horizontal hold buttons: Restart the computer.
No picture	<ul style="list-style-type: none"> • 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>Typical Problems</u>	<u>What To Try</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 into 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	
<u>Typical Problems</u>	<u>What To Try</u>
Printer won't print	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • The printer cable might be bad. • Try another cable. • Save your document, turn off the printer and restart your computer.

HP printers often get ‘confused’ with Novell. If the printer is printing single lines of strange characters, follow these steps:	<ul style="list-style-type: none"> • Purge the print jobs. (there may be many) If you don’t purge all jobs, step three will take loooonger. • Clear the print queue in Novell (if the printer is networked) • Allow the printer to continue printing the strange characters until it stops. (It may take a while, but this step must be completed)
Poor print quality	<ul style="list-style-type: none"> • The ink cartridge may need cleaning or may need to be replaced.
Frequent paper jams	<ul style="list-style-type: none"> • Damp paper. • Something is obstructing the paper path.

SOUND	
<u>Typical Problems</u>	<u>What To Try</u>
<p>No sound. (Power issues)</p> <p><i>Insert a music CD. Click Start/ Programs/ Accessories/Entertainment/CD Player. Leave the CD playing while you troubleshoot the problem.</i></p>	<p>First, check for power to the speakers. Depending on the system, try these steps:</p> <ul style="list-style-type: none"> • Monitor mounted speakers sometimes get their power from the monitor. Check the power supply from speaker to monitor. These speakers rarely have a light to indicate power, but they rarely come unplugged. • The Dell M781 monitor sits on a speaker ‘pedestal’, which has a power supply directly to the wall. It also easily becomes unplugged when you move the monitor. Check to see that both ends of the power cord are plugged in. A green light should be lit on the front of the speaker pedestal. • Un-mounted speakers need power from a wall outlet and should have a green power indicator on one or both of them.
<p>No sound. (PC connection issues)</p> <p><i>Insert a music CD. Click Start/ Programs/ Accessories/Entertainment/CD Player. Leave the CD playing while you troubleshoot the problem.</i></p>	<p>If you know you have power, check the connection from the speakers to the CPU.</p> <ul style="list-style-type: none"> • Both ends of the wire should have the Mini Stereo Plug. (The same as Walkman headphones.) • Plug one end into the back of the speakers. (There should be only one choice.) • Plug the other end into the CPU’s sound card. There are usually three choices (speaker in, microphone in, and speaker out) You want speaker in. If there is no picture or color-coding, try all three while sound is playing.
<p>No sound. (Windows issues)</p> <p><i>Insert a music CD. Click Start/ Programs/ Accessories/Entertainment/CD Player. Leave the CD playing while you troubleshoot the problem.</i></p>	<p>Open the Windows volume control.</p> <ul style="list-style-type: none"> • If there is a tiny speaker icon in the lower right-hand corner of the desktop, double click it. • If not, click Start/ Programs/ Accessories/Entertainment/Volume Control and make sure that none of the ‘Mute’ boxes are checked.

NETWORKS	
<u><i>Typical Problems</i></u>	<u><i>What To Try</i></u>
System boots, but then doesn't login to the network. Might get a message such as "file server not found."	<ul style="list-style-type: none"> • Turn off 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 lights on the network adapter. (Where the network cable is plugged into the computer.) Green or amber lights should blink with network activity. • Check for a "broken" network connection. • Check for power to the switches. The lights should be blinking. If they are solid, Track-It.
System tells you that your login is invalid and won't allow you to connect.	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Check with your network sysop. Track-It.