



## TROUBLESHOOTING TIPS

If you are experiencing problems in making everything work on your computer workstation, try the following troubleshooting tips, and you may have success in solving the problem.

### General

Have you:

- Made sure it is turned on?
- Checked to make sure the hardware device is plugged in?
- Re-seated all cords in the back of the computer as well as the peripheral?
- Changed the plug into a different slot on the surge protector? (May be a bad cell), and checked that it is turned on?
- Checked the small pins located in the plugs to make sure none are bent or missing?
- Switched out the cord/peripheral/monitor with a fellow teacher who has the same equipment?  
(This will help narrow down the source of the problem, and determine what needs replacing or repairing.)
- Checked the manual for the hardware/software, and followed the troubleshooting tips presented?
- Hold down Ctrl. Alt. Delete to End Task?
- Shut down and re-started the computer?
- Run Scan Disk? (located in Programs, Accessories, System Tools -making sure you check automatically fix errors)
- Uninstalled and re-installed software?
- Read all the screen? Remember R.A.T.S. (Read All The Screen)
- Written down error messages and noted the task in which they occurred?
- Asked a co-worker to lend their expertise, or help you troubleshoot/brainstorm?( Each school has a designated H.O.T.T. team member who may be of help).

No Sound?

Have you:

- Checked to see if the speakers are plugged in, and turned on with volume up?
- Made sure that the speaker is plugged into the correct port in the back of the computer?  
(The 3 holes can be confusing - try each one)
- Clicked on the speaker icon on the bottom right of the task bar and moved the volume button up?
- Tried a different piece of software to determine if the problem is within the software itself instead of the hardware?
- (If using headphones) checked to see if the volume is up, and they are plugged in correctly?

No Picture, or Distorted?

Have you:

- Switched out the cords/monitor with another set to determine the source? (If another monitor works with your computer, the problem is most likely the monitor, if problem persists, the problem may be the video card. Note this on your form.)