Computer is not starting up:

- There are a host of problems that can cause this issue so first thing to do is keep your cool and start with the basics.
- Check all the cables, connectors, and power cords to make sure they're plugged in securely. A lot times a loose cable or connector can cause of the computer not to boot up.
- If you have everything plugged into a power strip or a surge protector, make sure it's on and that it works. A surge protector may not be working because it is designed to self-destruct. When an electric jolt is too much, your surge protector takes the hit saving your hardware from the voltage.
- Try plugging something else into power outlet to make sure that it is not a power issue you are dealing with.
- Make sure that your Monitor is on. I know this is a funny thing to put here but more times than not when we panic its an easy fix we are just overlooking.

No network access or Internet access:

- Check to see if anyone else around you is having a similar problem. If so, there may be a service outage affecting a wider area.
- Check to make sure the network cable is connected to both the computer and the wall or router.
- Check where the network cable connection is made to the back of the computer, you should see a little green light right where the cable connects. If the light is not flashing then you are not getting any signal to your computer.
- Now take a look at the router in your house or office. The router should be rebooted when above steps have already been done and still not getting access to internet. You can reboot most routers by just turning the router off and back on. If there is no shut off button on router you can simply unplug it and re-plug it back in.
- Finally call your ISP provider if you still cannot access internet after above checks.

Windows boots up but computer appears to be frozen:

- Try tapping on the Num Lock key. It's located on the right-hand side of the keyboard above the number 7. When tapping the Num Lock key, you should notice whether or not the Num Lock light goes on and off. If it doesn't, the computer is locked up. You should then reboot computer. If it does give it some time to see if computer will boot into window or load the program that is hanging up.
- When the application on the monitor appears to be frozen, the first step to troubleshoot the issue is to determine whether only the current program is frozen or Windows is entirely unresponsive. Move the mouse and watch the screen to see if the cursor moves or

appears. If the mouse cursor is present and moving, the problem is with the single program being used.

- After above step you can also try to use the ALT-F4 function. This can shut down a frozen window and bring the computer back to life.
- When you press the Ctrl-Alt-Delete buttons together, you will bring up a control panel where you can select "Task Manager." Click the Applications tab at top left to see if any of the programs are shown as "not responding". Highlight program not responding and press END TASK at bottom right side of screen. If this does not work you will have to reboot computer.

The BLUE SCREEN!:

- The dreaded "Blue Screen of Death". If you computer boots up into a Blue screen with white writing there is only one solution. Reboot computer. If the problem persists then this indicates either you have a hardware problem or an extreme software problem and should contact a support technician.

The Computer is on but not getting any sound:

- Check to make sure the speakers if external are plugged in and turned on. Also check on back of computer to see if the speaker cable is plugged into the green hole.
- Now check lower right corner of computer by date and time. You should have a speaker icon there. Double click the **speaker** icon to bring up the audio controls for the computer. See if any of the volume controls have been muted or turned all the way down. Uncheck any **Mute** boxes that are selected.