

## Boot-up

*(Won't boot, or error on boot)*



- **Nothing on the screen:**
  - Is the computer connected to a live power source?
  - Is the monitor connected to the computer?
  - Is the monitor turned on?
- **Error message on the screen**
  - Is there a disk in the drive (floppy, CD)?
  - Are the keyboard and mouse plugged in?
  - Record the message and send it to tech support.
- **Won't boot all the way into Windows**
  - Can you boot into safe mode? (Press [F8] at startup)
  - If you can boot into safe mode, will it let you reboot?
  - Does the computer have a virus?

## Monitor

*(funny colors, no display)*



- Is the monitor plugged into the computer fully?
- Is the monitor connected to a live power source?
- Is the monitor turned on?
- Is the computer turned on and active?
- Are the display settings correct (contrast, brightness, etc.)?
- If the monitor has a discoloration, does degaussing fix the problem?

## Network

*(can't log in, can't surf Internet, not getting email)*



- Is the network cable plugged in?
- Is Caps Lock turned off when typing password?
- Has the network connection been disabled? (Check Control Panel > Network Connections)
- Does rebooting solve the problem?
- Are the lights on the network card lit up? If not, contact tech support.

## Printer

*(poor print quality, not printing, printing garbage)*



- **Uneven colors, light print out**
  - Is the printer low on ink / toner?
  - On a laser printer, does shaking the cartridge fix the problem?
- **Won't Print**
  - Is the printer connected to the computer?
  - Is the printer connected to a live power source?
  - Is the printer turned on?
  - Has the printer been paused? (see printer information in Control Panel)
- **Printer is going crazy (printing garbage)**
  - Can you cancel the print job from the computer?
  - Does turning off the printer fix the problem?
  - Does unplugging the printer for about 30 seconds fix the problem?

## Program Lock-ups

*(Program stops working or misbehaves)*



- Can you press [Ctrl] [Alt] [Del] and end the program?
- Does rebooting the computer solve the problem?
- Does the computer have a virus?

## Sound

*(No sound from speakers)*



- Are the speakers plugged into the correct computer port?
- Are the speakers plugged into a live power source?
- Are the speakers turned on?
- Is the volume turned up loud enough on the speakers?
- Is the volume turned up loud enough on the computer?
- Has the audio been set to “Mute” in the computer settings?