

## Managing Students with Computers

# Hardware Troubleshooting Checklist

### **Problem**

My computer won't start. There is no green light power indicator on the front of the computer and no fan noise.

### **Solution**

Check all power cords to make sure they are connected. If you suspect a faulty cord, test it with another computer that you know is working. Also check outlets with the functioning computer, and make sure to turn on wall outlet or power bar switches. If you are using a Macintosh, try the front power switch as well as the keyboard power switch.

### **Problem**

My monitor won't come on.

### **Solution**

Be sure the monitor is plugged in and the green indicator light is on. Try the on/off switch a few times. If it still does not come on, call your technology department.

### **Problem**

My mouse pointer won't move.

### **Solution**

Check that the mouse is securely plugged into the keyboard ADB port or into the back of the computer. Your mouse may also be dirty -- remove the mouse ball, clean it as well as the rollers inside the mouse.

### **Problem**

My computer is on but nothing happens when I press the keys on my keyboard.

### **Solution**

Make sure that the keyboard cable is securely plugged into the keyboard port.

### **Problem**

Extensions aren't disabled when I press the shift key at startup.

### **Solution**

Wait until the mouse pointer first appears on screen before you press the shift key to disable extensions.

### **Problem**

My computer continually freezes.

### **Solution**

You may have too many programs open at once or have too many browser windows open, which can overload the computer's memory.