

**Troubleshooting Guide**  
**for WINDOWS**

<b>Problem</b>	<b>Probable Cause(s)</b>	<b>Possible Solution(s)</b>
<b>Computer will not turn on.</b>	No Power Cables loose Monitor is off or broken Computer is broken	<i>Plug in, check the power strip</i> <i>Check the cables</i> <i>Check the monitor</i> <i>Repair (but try others first)</i>
<b>The computer is "frozen" (move mouse, nothing happens).</b>	Mouse unplugged Too many programs open (check Task Bar for list of Windows/Programs that open)	<i>Check mouse cable</i> <i>Try ALT F X (to exit from the program)</i> <i>Try CTRL ALT DEL (End Task)</i> <i>A second CTRL ALT DEL may restart the computer</i>
<b>New printer is purchased, but won't print.</b>	No power Cables loose No driver installed Tape still on ink cartridge Note: Drivers are installed differently on Mac and Windows	<i>Plug in</i> <i>Check the cables</i> <i>Install driver (check the CD that came with printer or download from web)</i> <i>Take tape off cartridge</i>

<p><b>Computer is working but the LCD monitor will not turn on.</b></p>	<p>No power Cables loose LCD monitor is OFF Monitor Adaptor is broken On display-screen settings on the monitor has an adjusting problem Monitor or LCD screen is not compatible with the computer LCD monitor is broken</p>	<p><i>Plug in the LCD monitor to the computer</i> <i>Check the power strip</i> <i>Check the cables to the monitor from the computer</i> <i>Check the adaptor of the monitor</i> <i>Check and adjust the on display-screen settings</i> <i>Install the LCD monitor driver (Check the CD that came with the LCD monitor or download it from web)</i> <i>Take it to the LCD monitor or computer repair shop if the warranty is over. (but try the others first)</i></p>
<p><b>There is no sound coming from the speakers.</b></p>	<p>Speakers are unplugged Speaker cables loose The sound is turned off on the computer The volume is too low Speakers are on mute mode No speaker driver installed The speakers are off mode (if there is a “on/off” switch on the speakers) Speakers are broken</p>	<p><i>Plug in the speakers</i> <i>Check the speakers cables coming from the computer</i> <i>Check the sound and volume settings on the computer</i> <i>Turn on the volume</i> <i>Check the sound settings on the computer</i> <i>Install the speaker driver (Check the CD that came with the speakers or download it from web)</i> <i>Check the “on/off” switch on the speakers.</i> <i>Repair (but try others first)</i></p>

<b>Problem</b>	<b>Probable Cause(s)</b>	<b>Possible Solution(s)</b>
<b>Computer will not turn on.</b>	No Power Cables loose Monitor is off or broken Computer is broken	<i>Plug in, check the power strip Check the cables Check the monitor Repair (but try others first)</i>
<b>The computer is "frozen" (move mouse, nothing happens).</b>	Mouse unplugged Too many programs open (often happens to new Mac users because closing a window <b>does not</b> quit a program)	<i>Check mouse cable Try; Command . Command Q, Option Command ESC Restart the computer Note: The Command key has an Apple on it.</i>
<b>New printer is purchased, but won't print.</b>	No power Cables loose No driver installed Tape still on ink cartridge Note: Drivers are installed differently on Mac and Windows	<i>Plug in Check the cables Install driver (check CD that came with printer or download from web) Take tape off cartridge</i>

<p><b>External USB hard disk drive for backup is not showing up on the desktop anymore.</b></p>	<p>No power  Cables loose  External HDD is unplugged  Not enough power is going to the power supply and hard drive to make it work properly  Hard disk drive has a “click to death” problem  Adaptor or power supply is failed or broken  External hard disk drive is failed or broken</p>	<p><i>Plug in and check the power supply and strip</i>  <i>Check the cables to the external drive</i>  <i>Turn off and wait for 1 minute and turn on the external drive back.</i>  <i>Check the “System Profiler” (under the “Apple” menu, open “About this Mac” and click on “more info” and then click on Hardware section and then USB panel.</i>  <i>Replace the external hard disk drive if the warranty is over</i>  <i>Take it to the Data Recovery center in order to rescue the important data from the failed external hard disk drive (but try others first)</i></p>
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<b>Weird, clicking and scratching noises coming from the computer.</b>	Cables loose Not enough power coming from the outlet Hard disk drive has a “click to death” problem Hard disk drive is failed or broken Computer is broken	<i>Check the cables, power and strip Turn off the computer and wait for 1 minute and turn it on back. Plug in the computer to another outlet Check the “System Profiler” (under the “Apple” menu, open “About this Mac” and click on “more info” and then click on Hardware section for hard disk drive Take the computer to the computer repair shop if the warranty is over. Replace the hard drive inside the computer (but try others first)</i>
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