



# Simple computer problems to solve

# Remember ... First things to check if you have any problem

- Is the power on at the wall?
- Are all the plugs plugged in correctly? Are the plugs firmly seated?
- Are all the switches turned on - check the system unit, VDU, printer



Let's look at some simple  
computer or connectivity  
problems and see how we can  
trouble-shoot them

**Problem: Screen not working**

## Symptom:

The monitor **power light is on** but nothing is appearing on the screen – your desktop is blank ...

## Risks:

- What impact will this problem have on your business processes?
- Is the use of a monitor a vital business function? That is, is it critical to the success of the business?

Can't see a thing! Can't do a thing! Sorry management, you can't have this urgent report – the video conference will have to be cancelled!





- What will you check first?
  - check the plugs are correctly plugged in
  - check the brightness and contrast using the controls at the bottom of your screen
- If you plug the plugs in correctly and adjust the controls for brightness and contrast, you may correct the fault – problem solved
- That didn't work so, is the screen faulty?

# Check the device

## System tools Windows 7 users

- use Start, Accessories, **System Tools**

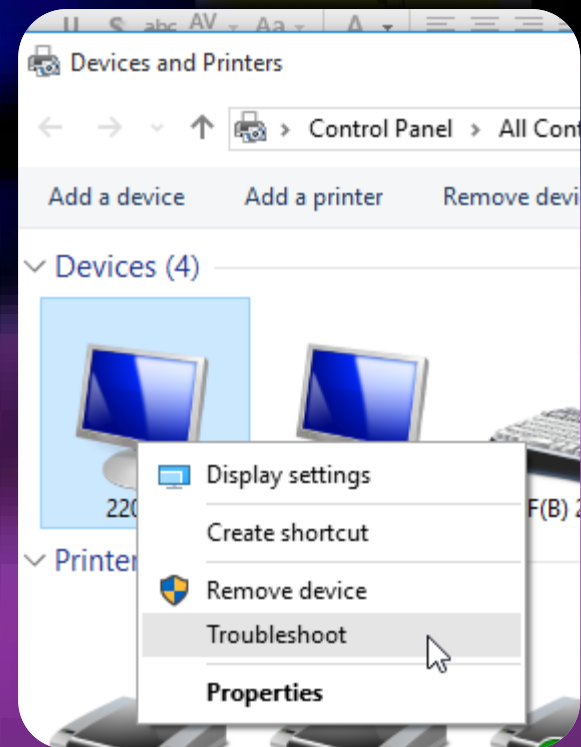
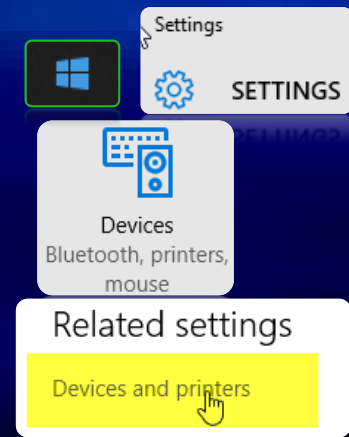
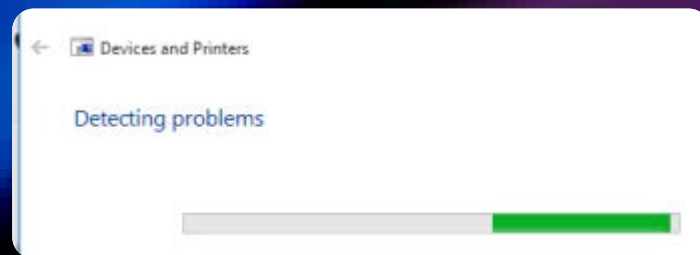
when

- **A device behaves erratically**
- **Software does not run properly**

Windows Help and support utility software can also be used to find out why things are going wrong

# Windows 10 users .....

- Go to Start, Settings, Devices
- Scroll down to Devices and Printers
- Right click on your Monitor choose Troubleshoot
- Device will be examined for problems





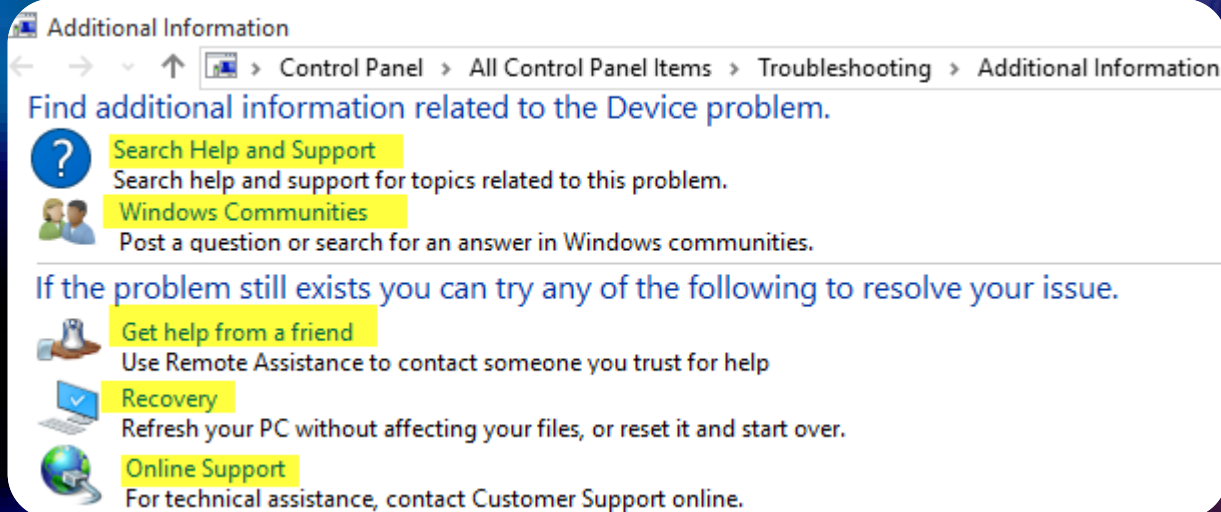
- If there are any identified problems they will appear here or you can explore additional options

Troubleshooting couldn't identify the problem

You can try exploring other options that might be helpful.

→ Explore additional options

→ Close the troubleshooter



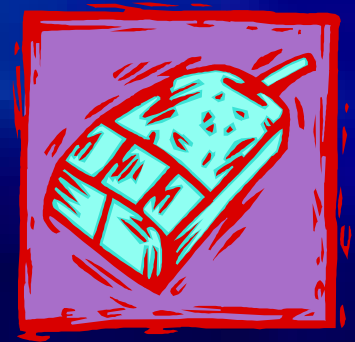
- If you cannot find the solution, then you would need to **Report** the fault to your Help Desk as per organisation requirements in a work situation or contact an IT professional (eg 0800 Mr FixIt) at home.

# More complex monitor faults ...

- Check your graphics card drivers are current and update them if necessary.
- Check your graphics card is working properly through Device Manager.
- Use an Online Monitor test  
<http://tft.vanity.dk/>



**Problem: Mouse moving erratically**

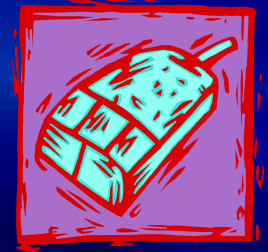


Symptom:

When the mouse is moved, the cursor moves in a jerky way ...

Risks:

- What impact will this problem have on your business processes?
- Is the use of this mouse a vital business function? That is, is it critical to the success of the business?



- What will you do first?
  - does the mouse need cleaning?
  - do you have a clean mouse pad or clean desk? And the right type of surface?
  - is the plug loose?
  - replace the batteries?
  - change the USB port
- If you clean the mouse and pad, and push the plug in correctly, and change the batteries and try another port, you may correct the fault

But ....

Windows 7: Use Start,  
Accessories, System Tools

That didn't work so, is the mouse faulty?

- Go to Start, Settings, Devices
- Scroll down to Device Manager

Related settings

Devices and printers

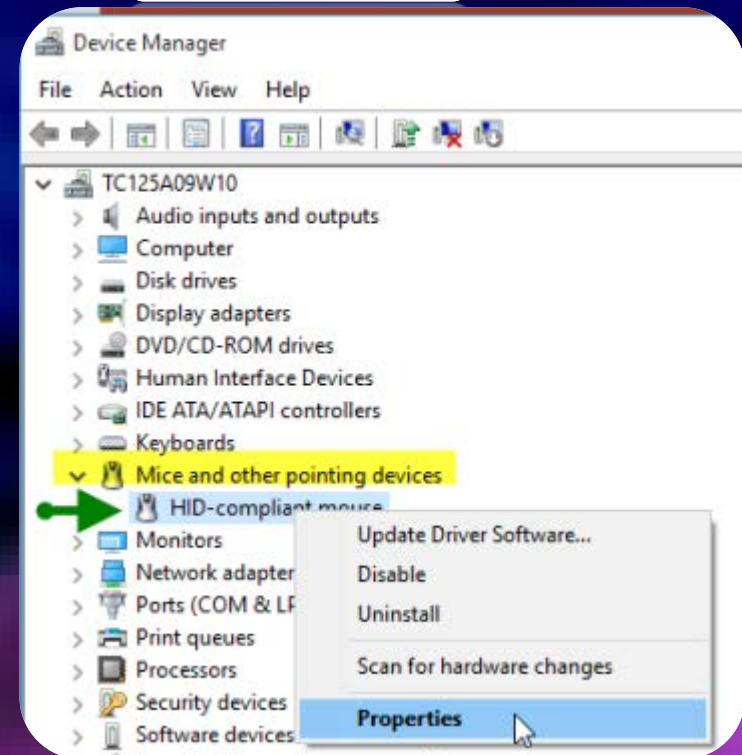
Device manager

- Right click on the Mouse, choose Properties
- Device will be examined for problems

Device status

This device is working properly.

- You may need to go to help for more advice



- If you cannot find the solution, then you would need to Report the fault to your Help Desk as per organisation requirements in a work situation or contact an IT professional at home eg 0800 Mr Computer.



## Keyboard Error



Keyboard not responding. Press any key to continue.

Yeah  
right!



**Problem: keyed data not appearing on screen**



## Symptom:

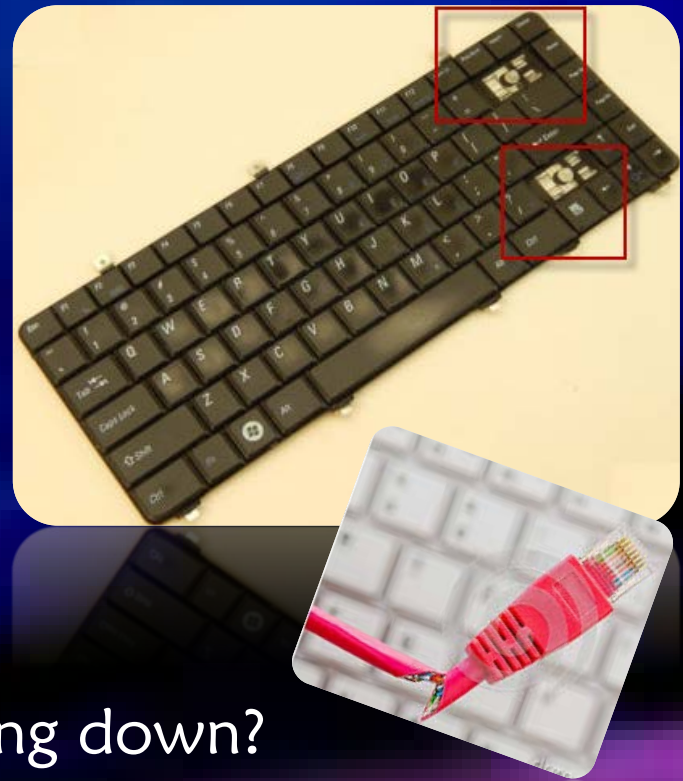
When I key data using the keyboard it is not appearing on the screen although I can see my desktop and the application I am using ...

## Risks:

- What impact will this problem have on your business processes?
- Is the use of the keyboard a vital business function? That is, is it critical to the success of the business?



- What will you do first?
  - are there any keys missing?
  - Is the keyboard power plug loose or broken (image from dreamstime.com)?
  - Is the keyboard dirty and keys sticking down?
  - You could also check that the system unit is on and main power is on.
- If you make sure the keyboard is correctly plugged in and clean, you may correct the fault.

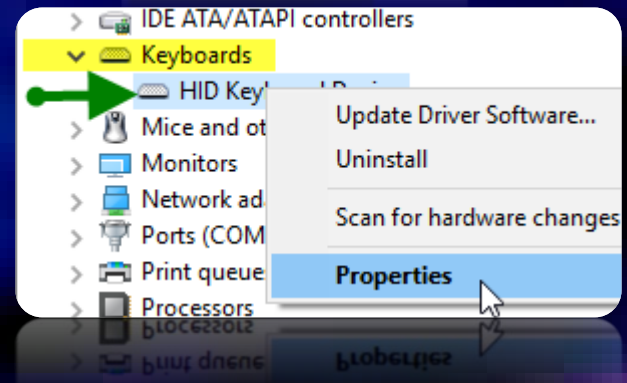
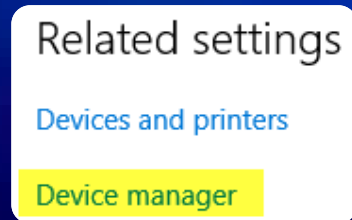


But .....

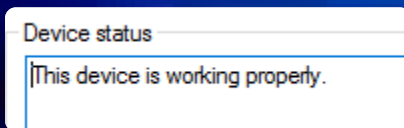
Windows 7: Use Start,  
Accessories, System Tools

That didn't work so, is the keyboard faulty?

- Go to Start, Settings, Devices
- Scroll down to Device Manager
- Right click on the Keyboard, choose Properties
- Device will be examined for problems



- You may need to go to help for more advice

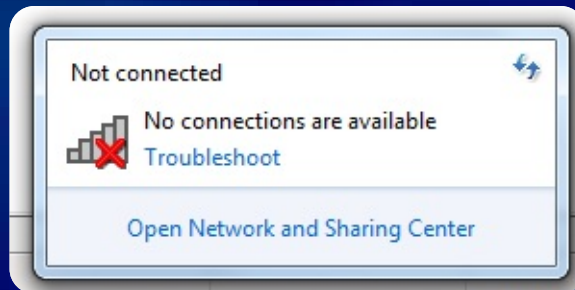


- If you cannot find the solution, then you would need to Report the fault to your Help Desk as per organisation requirements in a work situation or contact an IT professional at home.

**Problem: WiFi not connecting**

# When you try to use the Internet .....

## Message tells you that you have no Internet Connection



Risks:

What impact will this problem have on your business processes?

Is the internet connection a vital business function? That is, is it critical to the success of the business?



- What should you do?

- Check the WiFi has power on
- Reboot your computer AND your wireless router AND your wireless MODEM. If you still cannot connect the computer or device, then reboot the computer or device again.
- If you have another device, check whether this is working
- Contact your ISP and they will check connections from their end
- YouTube also has tutorial videos eg <https://www.youtube.com/watch?v=SfWazCPo44w>

How to Solve Windows 10 Wifi Limited Access problem -  
Troubleshoot WiFi Not Connecting in Windows 10

**Problem: Printer related error messages**

- When you click on print .....
- CPU sends printing job to the printer driver (the printer driver is a program)
- The driver translates the data into a format that the printer can understand and checks to see that the printer is online and available to print
- The printer receives the data from the computer and stores the data in printer memory until it is ready to process the job
- The printer checks that it has paper and prints a hard copy

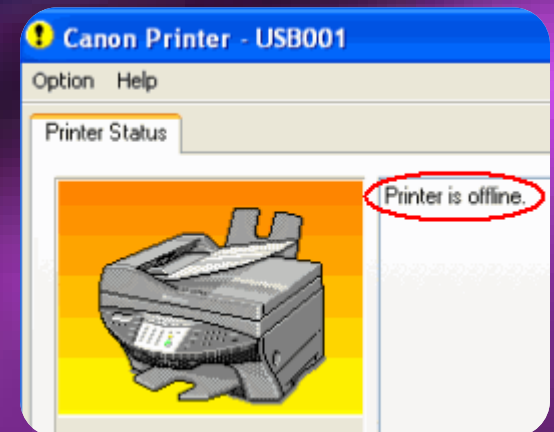


- **Connectivity error**

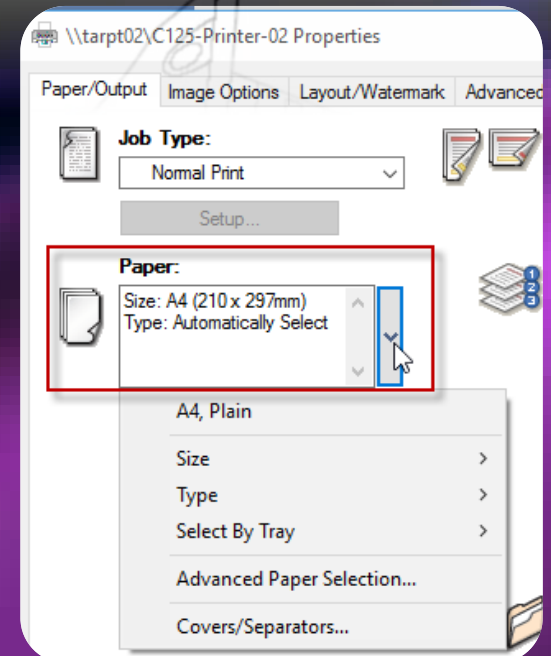
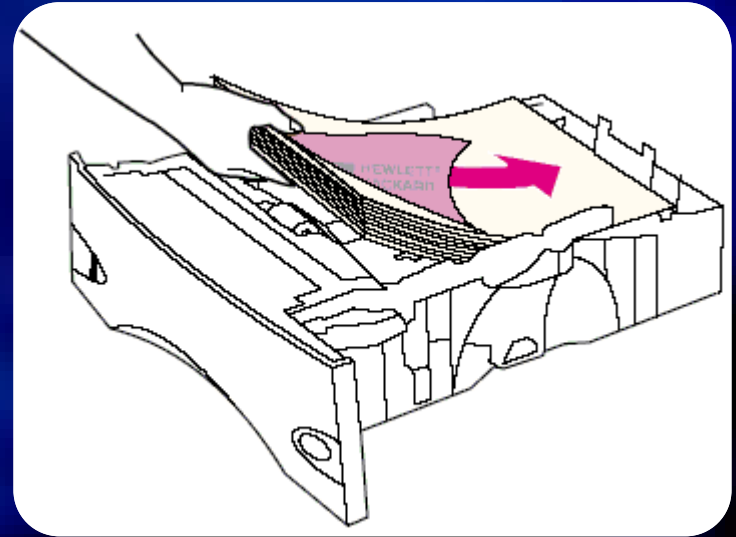
- If your printer is NOT on-line (not connected to the computer) the On Line display light will NOT be showing on your printer



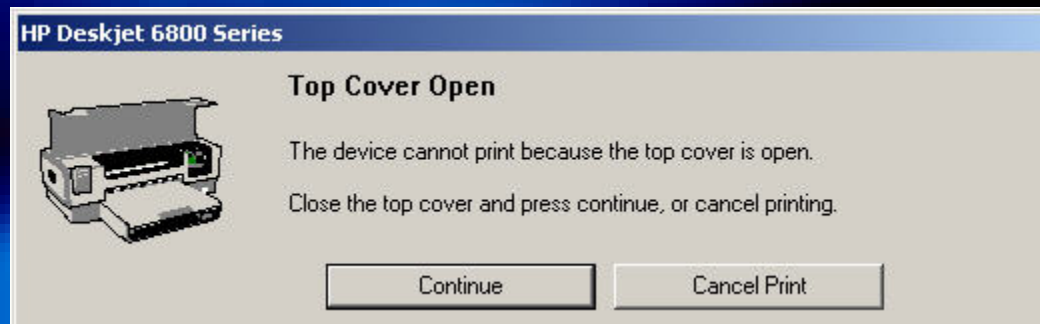
- How do you fix this?
  - Check the plugs
  - Check the printer is turned on
  - Press the On line display button
  - Go to Device Manager and check the printer is working correctly



- No paper
  - Printer will display message Load A4 or Load Paper or Load Tray 1
- How do you fix this?
  - Load paper of the correct size into the correct tray
  - If printing to the wrong tray, change the Print Options



- **Cover open**
  - Many printer error messages actually give you a solution

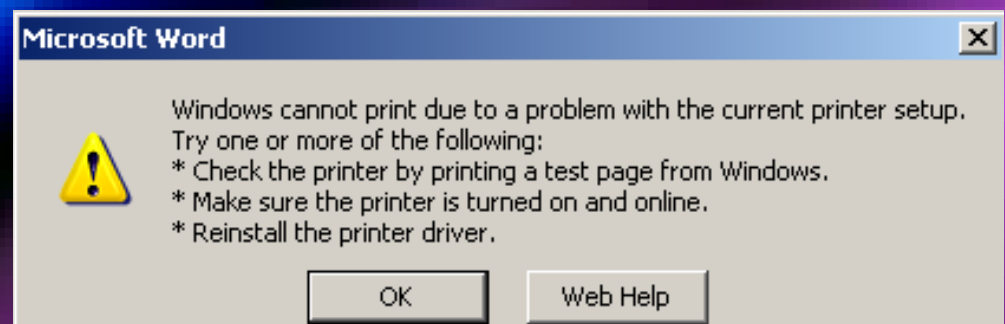


# You MAY get an error message ...



**Can't connect** to the printer –  
probably a new printer

**Can't print** from  
Word



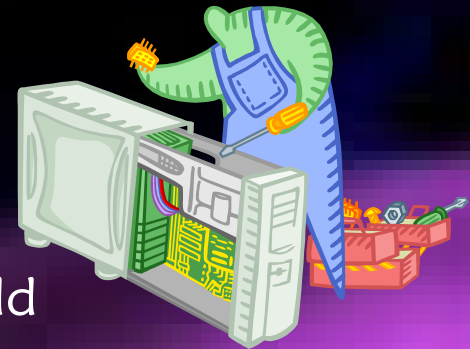
**Follow all of the suggestions to see if you can fix the printer error**

# Problem solving and Problem resolution ...

- If you checked the **power** is on, checked all the **plugs** and **switches**, used the System tools – **Device Manager**, and followed up on any **other suggestions**

.....

and you still cannot find the solution, then you would need to **Report** the fault to your Help Desk as per organisation requirements in a work situation or **contact an IT** professional at home so that they could resolve your problem.



Go back to your workbook look at the  
simple computer connectivity problems  
and answer the questions