

Excerpts from  
“8 PC Emergencies”  
An Article in  
*Smart Computing*, July 2009

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### Suggestions for when:

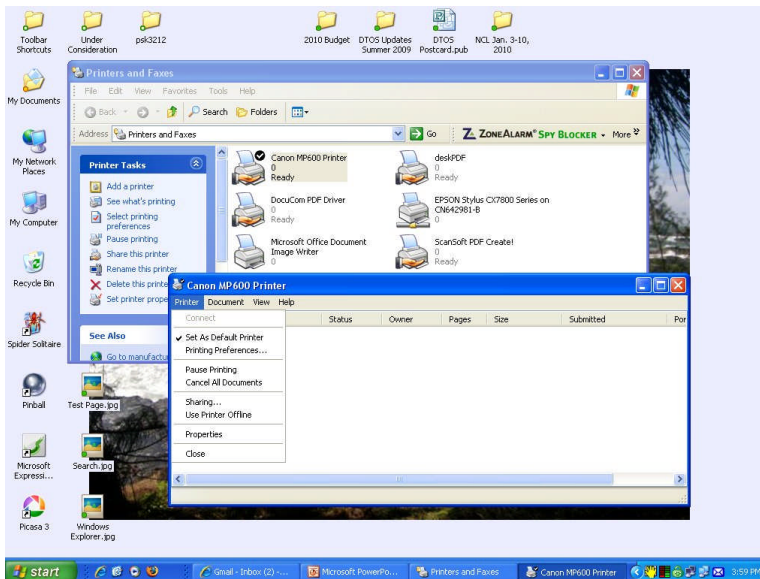
- Your computer does not power on
- Your printer freezes
- Your monitor is blank
- Your keyboard or mouse doesn't respond
- An application won't start
- Some emails don't reach your inbox
- You can't find an important file
- You can't open a document

### Computer Doesn't Power On

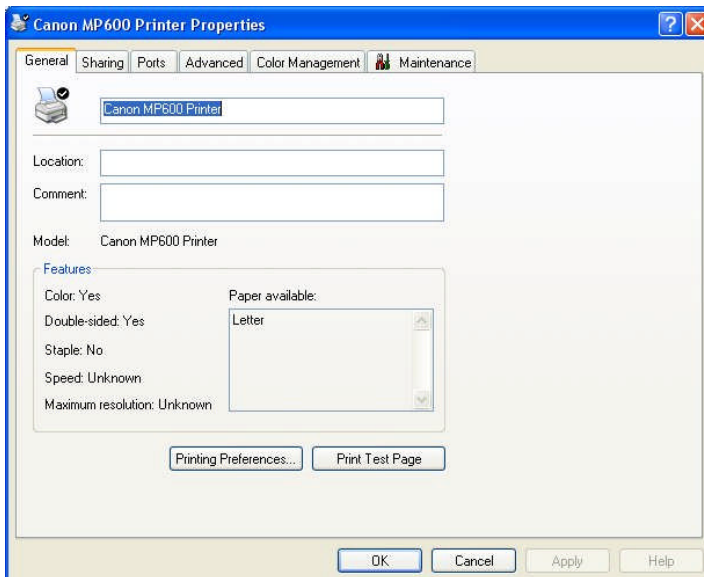
- Check all the plugs and cables
- The AC power cable plugs into the PSU  
– Power supply unit (aka a transformer)
- Most PC's have an on/off switch on the back. Check to see that the switch is in the 'on' position
- If you have a surge protector or power strip, check it to see if it needs to be reset
- Check house circuit breaker

### Your Printer Freezes

- Make sure your printer is on and that it's set as the default printer
- Your printer may be confused. Turn it off; wait a minute; turn it back on
- Print a test page from the printer dialogue box
- If the test page prints, your program may not be directing your document to this printer
- If your printer is wireless, make sure your printer and computer are communicating



Dialogue Box for Printers



Printer Properties

## Your Monitor Is Blank

- Check the plugs and cables.
- Reboot your computer
- If the monitor still doesn't work, shut down your computer and unplug from the wall
- Did you move the computer? The video card may have come unseated.
- New video card? You may need the latest drivers for the card and operating system
- Quick fix: Some HDTV's have video inputs compatible with graphic adapters

## Keyboard or Mouse Doesn't Work

- Check the connections
- If your keyboard or mouse is wireless, test another USB port
- Check the battery in a wireless device
- Keep wireless devices in range
- Clean your keyboard and mouse
  - Compressed air, a gentle shake, & a damp cloth
- New ones are relatively inexpensive

## Application Won't Start

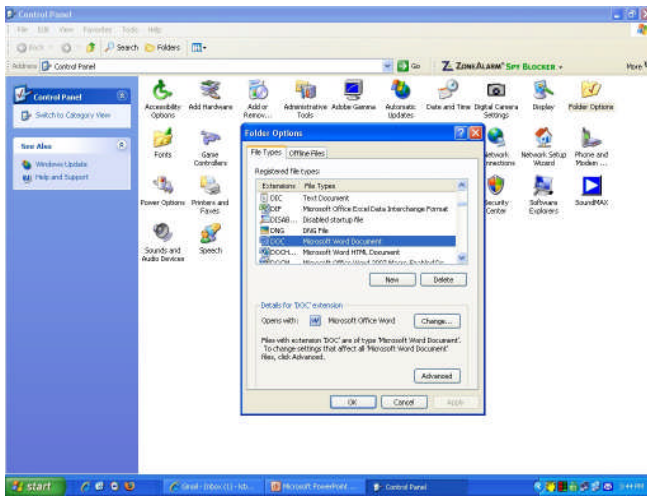
- Applications are 'programs' -- i.e. software
- Programs often rely on Windows files so keep Windows updated
- Shortcuts get "broken". Make a new one
- New program? You may need to reboot
- Uninstall/Reinstall Uninstall correctly!
- There could be a conflict. Use only 1 antivirus product and 1 firewall

## Emails Don't Reach Inbox

- Determine if the problem is from everyone or just one contact by sending yourself an email
- Everyone = check with your ISP
- One contact = attachment too big or considered spam?
- Check with the sender to see if he/she is using the correct email address.
- Have the sender send from another account

## Can't Find a File

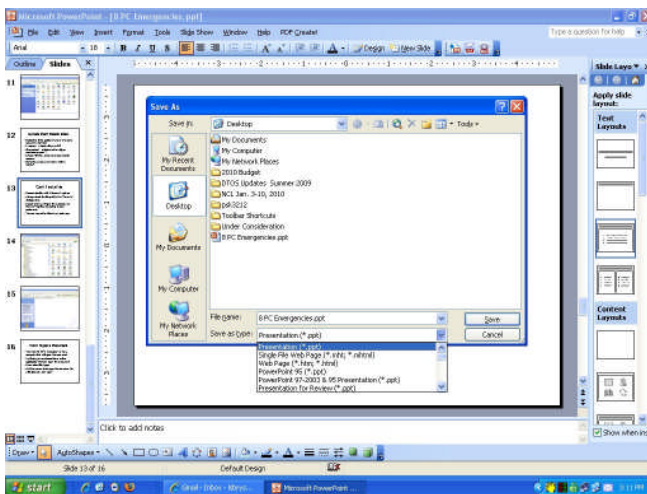
- Become familiar with Windows Explorer (not Internet Explorer)
- Always check the file path in the 'Save As' dialogue box
- I recommend saving to the desktop and then moving files according to your preference
- You can search for files in several ways using Windows Search
- Google Desktop is a free search program for locating files on your computer



Folder Options; File Types

## Can't Open a Document

- You may not have a program on your computer that will open the document
- Try finding a downloadable or online application that can open the document
- File extensions provide important info
- Ask the sender to change the document to a file type you can open



“Save to” & “Save as Type”

## To Sum It Up...

- The computer is a machine
- Think like you would for any other machine and check the plugs and connections.
- Remember to set a restore point when adding new hardware or software so that you can “go back”
- Keep your antivirus and other security software current