

## Basic Troubleshooting for PC Users

- **Any issues - restart.**
  - Restarting solves a lot of problems.
- **No power?**
  - Check the surge protector.
  - Check that the machine is plugged in securely.
  - Check another socket on the surge protector.
- **No logon server?**
  - Check that the ethernet cable is securely plugged in.
  - Check that the wireless switch is not turned off.
- **Cannot log in**
  - Check username and password in Skyward
  - Caps lock?
- **Cannot print**
  - Is printer turned on?
  - Is printer jammed?
  - Is there paper in printer?
  - Is there toner in printer?
  - Which printer are you printing to?
- **No sound**
  - Check to see if the sound icon has a mute symbol through it
  - Use the keyboard to raise the sound level
  - Are external speakers attached and turned on?
  - Is mute button enabled on projector? (If audio is running through projector)
- **No Display**
  - Check to see if monitor is turned on
  - Check to see if cable at the back is secure
  - If computer has dual monitor cable, check to make sure monitor is plugged into number "1"
- **Smartboard not touch sensitive**
  - Make sure USB cable is connected to machine
  - Try a different USB port
- **Smartboard - no audio**
  - Make sure speakers are powered on
  - Make sure speaker connection is plugged into appropriate port on machine or docking station (use USB on back of docking station)
- **Smartboard - no video**
  - Check that VGA cable is connected
  - Go to "connect to a projector" and be sure that "duplicate these displays" is chosen

- Check if there is a red light under the projector - that could indicate a failed bulb. Open a work order to get a replacement.