

HIGH SCHOOL OF FASHION INDUSTRIES

Hilda Nieto, Principal

TECHNOLOGY DEPARTMENT






Mr Joseph Tallone, APO/AP Technology

R. Abdallah, Tech Coordinator



TROUBLESHOOTING A COMPUTER

The following is a list of simple tasks anyone can do, that **should be done before** filling out a Computer Service Request Form. Here you will find a list of problems and **easy solutions**.

PROBLEM	EASY SOLUTION	What it Looks like
<p>No green light on Computer You should see a light on the computer usually green.</p> 	<ul style="list-style-type: none"> • Make sure both the computer and monitor are turned on (<i>look for green light on both</i>) if not press power button on computer and/or press power button on monitor • Make sure all plugs are firmly plugged in to the monitor and the computer/ make sure all plugs are firmly plugged into the wall • Lastly make sure the electrical outlet is working by plugging in something you know that works. 	<p>If computer is plugged into a surge(see below)</p>  <p>make sure the surge itself is plugged into the wall</p>
<p>Mouse or keyboard does not work</p>	<ul style="list-style-type: none"> • Follow the wire from mouse or keyboard and make sure it is firmly seated in the proper jack on the computer. • Make sure the mouse or keyboard wire is plugged into the proper port on the computer (they are usually color coded/green wire goes in green port and purple wire goes in purple port etc 	 <p>Regular (PS2) mouse port pictured above. USB mouse below.</p> 
<p>Can not connect to the Internet or getting a strange warning about connecting</p>	<ul style="list-style-type: none"> • Make sure the <u>ethernet cable</u> is plugged into the <u>computer</u> or printer and the <u>wall jack</u> (<i>the way a wall jack looks may look different</i>) 	<p>Ethernet cable and wall</p> 