

Chapter 3

BASIC COMPUTER TROUBLESHOOTING

Computer is a machine whose hardware is manufactured and software is developed. Both are done by humans.

Like any other machine, computers can also malfunctioned.



Have you come across any computer problems before? If yes, Write them down.

1. _____
2. _____
3. _____
4. _____
5. _____

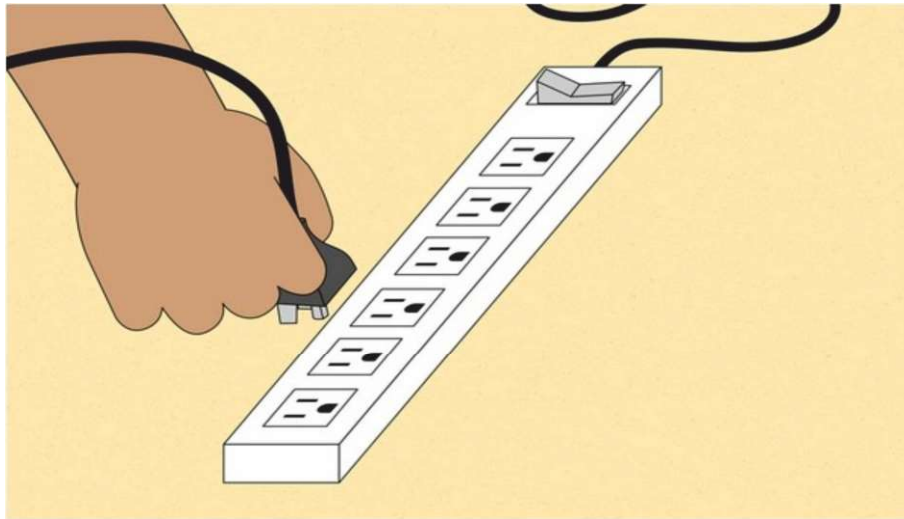
- ❖ Do you know what to do if your screen goes blank?
- ❖ What if you can't seem to close an application, or
- ❖ can't hear any sound from your speakers?

Whenever you have a problem with your computer, **don't panic!** There are many **basic troubleshooting techniques** you can use to fix issues like this.

We will learn some of them in this chapter.

Problem 1: Power button will not start computer

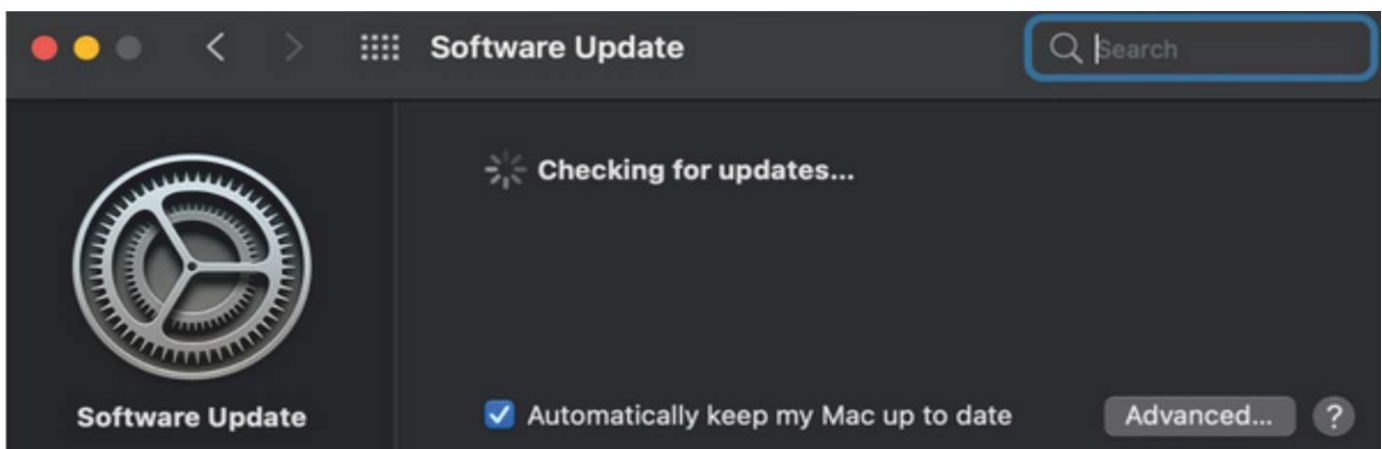
- **Solution 1:** If your computer **does not start**, begin by checking the power cord to confirm that it is plugged securely into the back of the computer case and the power outlet.
- **Solution 2:** If it is plugged into an outlet, make sure it is a **working outlet**. To check your outlet, you can plug in another **electrical device**, such as a lamp.



- **Solution 3:** If you are using a **laptop**, the **battery** may not be charged. Plug the **AC adapter** into the wall, then try to turn on the laptop. If it still doesn't start up, you may need to wait a few minutes and try again.

Problem 2: An application or Software is running slowly

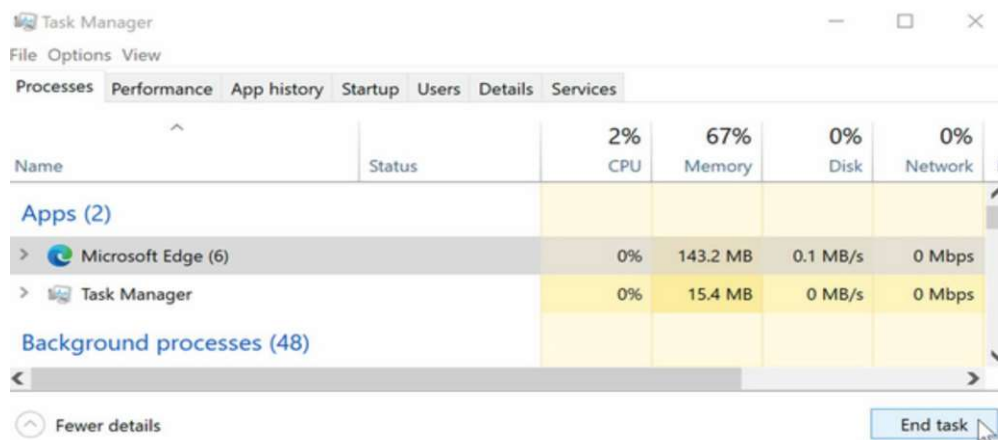
- **Solution 1:** Close and reopen the application.
- **Solution 2:** Update the application. To do this, click the **Help** menu and look for an option to check for **Updates**.



Problem 3: An application is frozen

Sometimes an application may become stuck, or **frozen**. When this happens, you won't be able to close the window or click any buttons within the application.

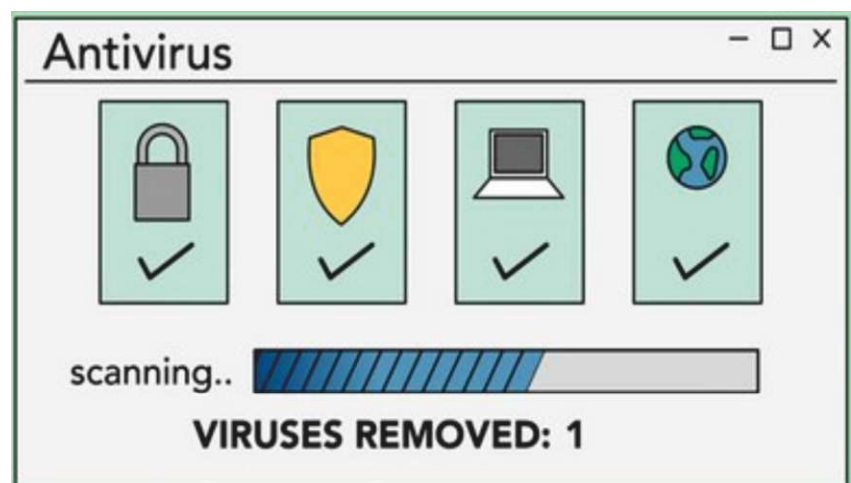
- **Solution 1:** Force quit the application.
 - On a PC, you can press (and hold) **Ctrl+Alt+Delete** (the Control, Alt, and Delete keys) on your keyboard to open the **Task Manager**.
 - You can then select the unresponsive application and click **End task** to close it.



- **Solution 2:** Restart the computer. If you are unable to force quit an application, **restarting** your computer will close all open apps.

Problem 4: All programs on the computer run slowly

- **Solution 1:** Run a **virus scanner**. You may have **malware** running in the background that is slowing things down.

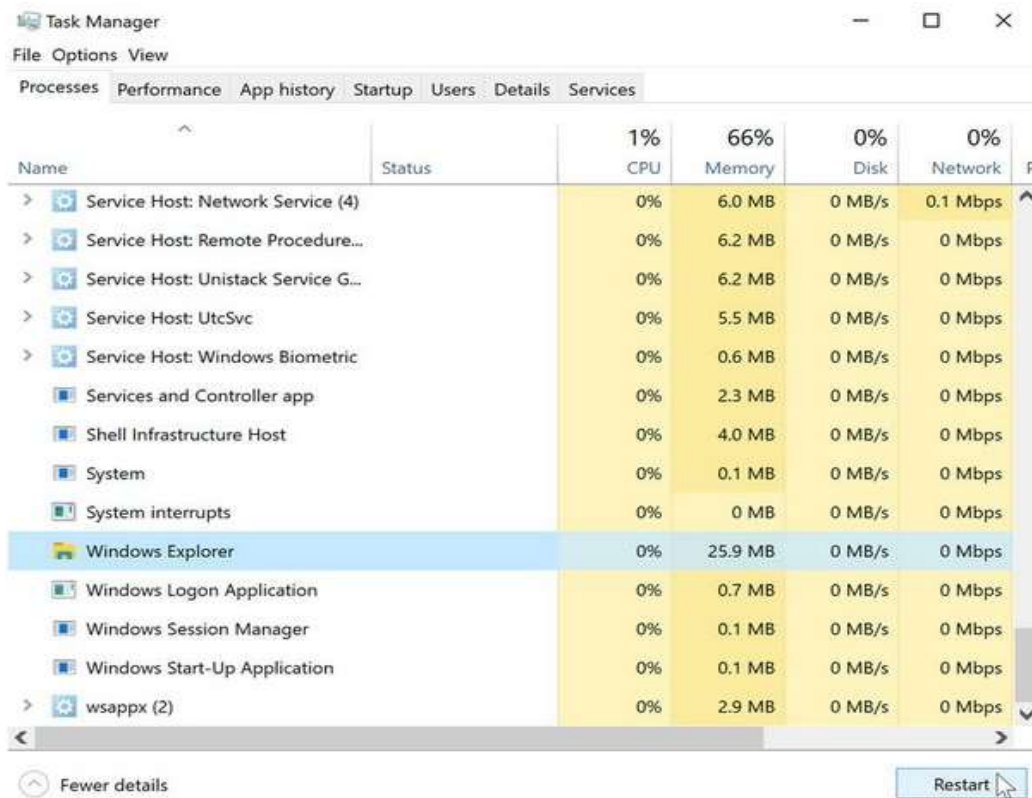


- **Solution 2:** Your computer may be running out of hard drive space. Try **deleting** any files or uninstall programs you don't need.

Problem 5: The computer is frozen

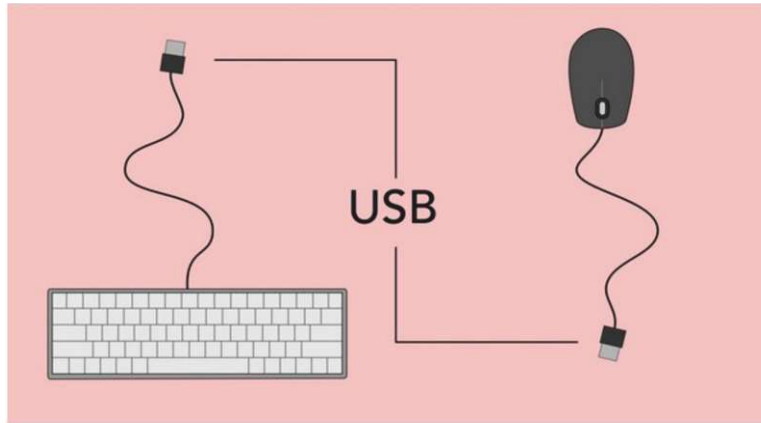
Sometimes your computer may become completely unresponsive, or **frozen**. When this happens, you won't be able to click anywhere on the screen, open or close applications, or access shut-down options.

- **Solution 1:** Restart Windows Explorer.
 - To do this, press and hold **Ctrl+Alt+Delete** on your keyboard to open the **Task Manager**.
 - Next, locate and select **Windows Explorer** from the **Processes** tab and click **Restart**.



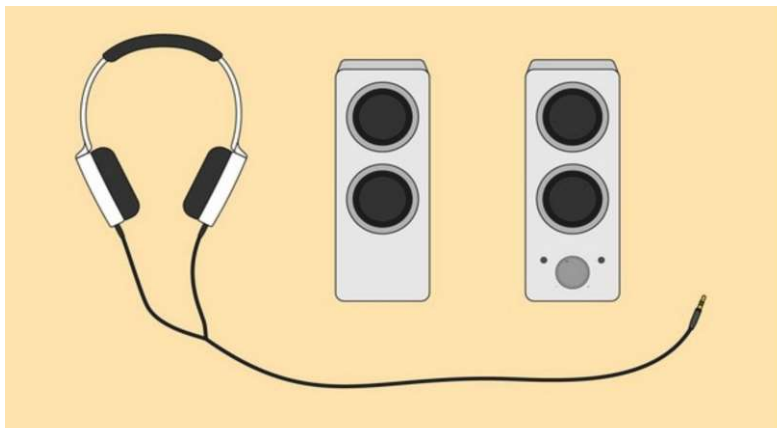
- **Solution 2:** Press and hold the Power button. The Power button is usually located on the front or side of the computer, typically indicated by the **power symbol**. Press and hold the Power button for **5 to 10 seconds** to force the computer to shut down.
- **Solution 3:** If the computer still won't shut down, you can **unplug the power cable** from the electrical outlet. If you're using a laptop, you may be able to remove the battery to force the computer to turn off. **Note:** This solution should be your **last resort** after trying the other suggestions above.

Problem 6: The mouse or Keyboard has stopped working



- **Solution 1:** If you're using a **wired** mouse or keyboard, make sure it's correctly plugged into the computer.
- **Solution 2:** If you're using a **wireless** mouse or keyboard, make sure it's turned on and that its batteries are charged.

Problem 7: The audio or sound is not working



- **Solution 1:** Check the volume level.
 - Click the audio button in the top-right or bottom-right corner of the screen to make sure the sound is turned on and that the volume is up.
- **Solution 2:** Check the audio player controls.
 - Many audio and video players will have their own separate audio controls. Make sure the sound is turned on and that the volume is turned up in the player.

- **Solution 3:** Check the cables.
 - Make sure external speakers are plugged in, turned on, and connected to the correct audio port or a USB port. If your computer has **color-coded** ports, the audio output port will usually be **green**.
- **Solution 4:** Connect headphones to the computer to find out if you can hear sound through the headphones.

Problem 8: The screen is blank

- **Solution 1:** The computer may be in **Sleep** mode. Click the mouse or press any key on the keyboard to wake it.
- **Solution 2:** Make sure the monitor is **plugged in** and **turned on**.
- **Solution 3:** Make sure the computer is **plugged in** and **turned on**.
- **Solution 4:** If you're using a desktop, make sure the monitor cable is properly connected to the computer tower and the monitor.

Keep in mind that most computer problems have simple solutions, although it may take some time to find them.

For difficult problems, a **more drastic solution** may be required, like reformatting your hard drive or reinstalling your operating system.

If you think you might need a solution like this, we recommend **consulting a professional** first. If you're not a computer expert, it's possible that attempting these solutions could make the situation worse.