

## Your Digital Partner LLC :: Computer Troubleshooting Flowchart

**PROBLEM**  
No picture on the monitor

Check the little green light on the right side of the monitor. Is the monitor getting power? On a laptop check to see if the power indicator light is on.

Check the cables. There is one to the computer and one to an outlet for power. Make sure they are both plugged in snugly.

Check the display settings. There are usually buttons on the front of the monitor. Has the monitor been dimmed so it looks black?

**PROBLEM**  
All the icons are really big and the graphics don't look right.

Go to **Start > Settings > Control Panel > Display**. Compare the settings in each of the windows to a computer nearby that looks OK. Usually the problem is in the number of colors or in the resolution of the monitor. Both of these are found in the **Appearances** tab.

**PROBLEM**  
The whole computer is frozen. It will not do anything.

Try pressing **Control+Alt+Delete**. Doing this twice will shut down the computer. If it does not shut down hold the on-off switch until the computer shuts down. Wait for 10 seconds before starting the computer again.

**PROBLEM**  
The mouse will not move.

Another possibility is a problem with the mouse. Swap with a mouse that is working on another computer to check.

The program may have "hung." Press **Control+Alt+Delete** once. The Task Manager will appear. Choose **End Task**. Sometimes this must be done more than once. After the program shuts down re-open it and start again.

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**PROBLEM**  
The computer will not do something that it has done before.

Ask: Is this the only program having a problem? Is it possible that it is a software problem of one application rather than a problem with the computer itself?

**PROBLEM**  
When clicking on a file attached to e-mail it opens up the wrong program. (i.e., Netscape instead of Internet Explorer)

A "file association" is what Windows uses to figure out which program should open a particular file. File associations can be changed permanently or for only one instance.

To change the default file association:

1. Select a file.
2. Hold the Shift key while right-clicking the file.
3. Select "Open With..."
4. Select a program.
5. Place a checkmark next to "Always use this program to open this type of file" to permanently change its file association.
6. Click OK.

**PROBLEM**  
The computer hangs during the shut down process. It has to be turned off by the on-off switch all the time.

Make sure only one anti-virus program is installed on the computer.

**PROBLEM**  
All icons are black.

1. Right click on the desktop,
2. Click the Effects tab.
3. Uncheck the box that says "show icons using all possible colors."
4. Click OK.
5. Restart the computer.
6. Return to the same menu and recheck "show icons using all possible colors."
7. Click OK.
8. Restart the computer again.

**PROBLEM**  
The computer reports a Windows Update is needed when it starts up.

These updates keep computers secure from hackers. It is important to download the CRITICAL UPDATES. Choosing "yes" to this question will lead to a website that lists updates for the Windows operating system. The ONLY two downloads required for the security of a computer are CRITICAL UPDATES and SERVICE PACKS. They can be downloaded and even when a user does not have time to complete the whole download and installation of the changes. Minimize the browser as a reminder to do so later.

Sometimes the virus protection program hangs when it is trying to scan files during the shut down process. Turn off "scan at shutdown." Look for instructions in the Help menu of the virus control program.