Hardware troubleshooting

When your computer is acting peculiarly, turn off the computer. Click on the Start button, select the Shut Down option, and then choose Shut Down. Leave the PC off for 1 to 2 minutes. Turn the PC back on again.
An unresponsive PC

• First check the cable. Unplug it from the computer and the outlet. Re-plug in both sides and try booting it again.

• Check the wall outlet. Plug something else into the outlet and see if it works.

• Turn the system off and wait 30 seconds and then try again.

• Reach behind the machine and see if you feel air blowing out of the power supply. If you do, then you know the machine is getting some power.

• Look at the keyboard for the indicator lights being lit up as the machine boots.

• Sometimes the monitor has something to do with the system acting up. Unplug the power cord from the monitor and the wall and re-plug it. Unplug the cable from the computer to the monitor and re-plug it into the monitor. Try rebooting.

• Listen to identify a beeping series if there is one to report it to the technical help.
Monitor troubleshooting

**Symptom**
The monitor screen is blank

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Check to see if the computer turned on.

- Is the computer turned on? There is a light on the CPU. If the computer is on, it will be lit.

Check to see if the monitor getting power.

- If no lights appear on the front of the monitor at all, it is not getting any power from the power source. Check to see if ALL plugs are secure.
- Power cord from the computer to the power strip.
- Power strip to the wall socket.
Check to see if the Power Strip turned on.

- There is a light on the strip. If the strip is on, the indicator light will be on.

Check to see if the monitor getting a signal from the computer.

- There is a light on the monitor. If the monitor is on, it will be lit. If it is turned on, check the contrast and brightness buttons to see if they have been tampered with.

- A green light on the front of the monitor would indicate that it is getting a signal from the computer.

- An orange light would indicate there is not signal from the computer. Make sure the computer is on and you see lights on the front of it. Check the cable that runs from the monitor to the computer to see if it has worked loose.
Check to see if the brightness has been turned entirely down.

- Make sure you check the brightness and contrast buttons or settings on the monitor.

Check to see if the computer in Power Save or Sleep mode.

- Move the mouse or press any key on the keyboard to see if the computer will "wake-up."

Check to see if all peripherals plugged in.

- Verify that all cables and cords leading in to and out of your computer to insure they are all in tight and not disconnected.

Secure the following to the computer:

- Monitor
- Mouse
- Keyboard

Check to see if the monitor goes black just as Windows is loaded.

- This could indicate a problem with the video card driver or settings in Windows. Since you can't see to get to the settings, this is difficult to fix without a visit from technical support.

**Symptom**
The screen is shaking

- Move all objects that emit a magnetic field, such as a motor or transformer, away from the monitor.
- Check if the specified voltage is applied.
- Check if the signal timing of the computer system is within the specification of the monitor.

**Symptom**
The screen is not synchronized

- Check to make sure the signal cable is firmly connected in the socket.
- Check that the output level matches the input level of your computer.
- Make sure the signal timing of the computer system is within the specification of the monitor.

**Symptom**

The screen is too bright or too dark

- Check if the Brightness or contrast control is at the appropriate position, not at the maximum or minimum.
- Check if the specified voltage is applied
- Check if the signal timing of the computer system is within the specification of the monitor.
- Especially, check the horizontal frequency.
Printer troubleshooting

Symptom
The Printer is not printing

Check to see if the printer getting power

- If there are no lights or no display on the front of the printer, the printer is not getting electricity or power. Check to make sure the power cord is plugged in both to the wall or power strip and to the back of the printer. Wiggle the power cord where it plugs into the back of the printer to make sure it is not loose. Some models of desk jets have a two part power cord. In this case, check along the length of the power cord to make sure both parts are plugged in together.

- If the printer is still not getting power, plug the power cord into a different outlet on the power strip. If this does not work, try plugging the printer into a different wall outlet.

Check to see if there is paper in printer. Is there a paper jam?

- If the printer has paper in the paper tray, the paper may be jammed or not feeding properly. Take the paper out of the paper tray and check to see that the top piece of paper is not crinkled or bent.

- If the printer is a DeskJet, lift open the front cover and look to see if a piece of paper is halfway fed through. If it is, remove paper gently from the top and close.

- If the printer is a LaserJet, open the top of the printer and check for paper underneath the toner cartridge. If there is paper there, gently remove it, and replace the toner cartridge.
Symptom

The printer is printing streaks on the page

- If the printer is a DeskJet, go to the HP DeskJet Utilities menu in the Program menu. Choose the "Clean the Print Cartridges" option. If this does not work, try replacing the ink cartridge. If the new cartridge does not help the streaking, place the cartridge back inside the original packaging and save it until the other cartridge has been used up. This just tests to see if the ink cartridge is defective.

- If the printer is a LaserJet, try changing the toner cartridge. If the new toner cartridge does not improve the streaking problem, return old cartridge to the printer and place the new toner cartridge back in its original packaging for later use.

- If neither option works, please visit contact desktop support.

CD/DVD troubleshooting
Symptom

The computer won't read the CD

Check to see if the CD be read from the CD Rom drive of another computer

- If the CD can be read from another computer's CD ROM drive, the CD ROM drive may be bad and need to be replaced.
- The CD ROM drive may also have dirt or debris inside. Try cleaning the drive with a standard audio CD player cleaning kit. After cleaning the drive, try to read the CD again.

Check to see if the CD scratched or dirty

- CD, CDR, or CDRW drives read discs by shining a laser onto the CD and then measuring the amount of light that gets reflected back. Most of the time a small scratch won't matter.
- If the CD is dirty, you can clean the CD using a CD Cleaning kit or you can also use a mild detergent, like dish soap, and warm water, wash the CD and dry with a soft cloth. Once the CD is fully dry, insert the CD into the CD ROM drive and try to read it.
- If the CD is not dirty, you can try to clean the CD Rom drive using a professional CD cleaner kit.

Check to see if the CD is a CD-R or CD-RW that was burned
A number of older CD drives cannot read some types of CD-R CDs. Try using a different CD-R disk with a different dye under the reflective layer. You will have noticed that some CD-R disks are blue, gold, green, or even silver colored. Some of the colors have a lower light reflectivity value and an older CD Rom drive may have difficulty reading that brand of CD-R media.