

Computer Troubleshooting Checklist

Problem	Solution	√
Computer will not turn on.	Make sure all cables are securely attached to computer and plugged into outlet. If plugged into a power strip, check to see if power strip has power.	
Computer boots and gives a 301 or Keyboard Error.	Make sure that keyboard is plugged in securely and nothing is lying on top of the keyboard.	
Computer boots and gives a pointing device error.	Make sure the mouse is securely plugged in and is plugged into the correct port.	
Computer boots and gives a 1692 or 1720 error.	You have a bad hard drive call for help.	
Computer boots and gives a non-system disk error.	Take your floppy disk out of the floppy drive.	
Computer seems to be powered on, but the monitor screen is blank or black.	Move mouse or tap space bar to wake machine up. If this does not work be sure the monitor is securely connected to the computer and to a power outlet and that the power light is on.	
Computer is locked up and will not power down.	Press and hold the power button in for 30 seconds then wait 5 seconds and power back on. If computer will still not power down unplug power cable from computer and then plug back in.	
Computer continuously beeps while powered on.	Make sure nothing is lying on the keyboard.	
Keyboard does not work.	Make sure that the keyboard is securely connected to the computer and is in the proper port.	
Check signal cable.	Make sure monitor cable is plugged in securely to computer.	
Mouse cursor on screen moves, but moves slowly or is jerky.	Mouse ball or rollers are probably dirty. Remove the mouse ball, clean away dirt and other accumulation, and replace the ball and test.	
Mouse cursor on screen doesn't move and/or clicking the mouse doesn't do anything.	Make sure the mouse is securely connected to the computer and in the proper port.	
Computer will not login to the network or get message "tree or server cannot be found".	Check to see that network cable is plugged into computer and the wall outlet.	
Computer will not login to the network or you get message "The system could not log you into the network...."	Check to see that you type your username and password correctly and that your caps lock key is off and num lock key is on.	
Printer does not print, or there are error messages when attempting to print.	Check to see if printer is out of paper. Check the power cable and be sure that the power light is on. Check for jammed paper or other items in the paper path. Check that the printer is on-line, (look for a light on). Turn printer off, wait 15 seconds, and turn it back on.	
Printer is out of ink, toner or paper.	Contact your building person for supplies. We do not furnish these supplies.	
Can not receive E-mail.	Close Outlook and the Network Programs window and wait 5 minutes and try again.	
Random Problems.	Before you report a problem or call a technician, reboot the machine and check to see if the problem persists.	

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