

Hardware Trouble Shooting

For really tough hardware problems:

Click START, HELP, CONTENTS, TROUBLE SHOOTING

My disk won't come out

First - copy important files from the disk to the hard drive because the disk is going to have to be discarded (the disk has a terminal illness). The problem is that the metal side is bent out slightly - and always will be. Slide a thin knife or lab spatula in at the sides, top or bottom until disk releases. Do not force. Throw away the disk

My disk won't go in

Turn it over

Can I leave my computer on?

Yes. It is often easier on it to leave it on rather than heat and cool the parts by turning it off. You must guard against lightning and power surges. Turn it off during predicted electrical storms. You can turn the monitor off while leaving the computer on. A compromise is to leave the computer running until bedtime (one boot each day).

My printer prints strange characters

- Likely the wrong printer was selected in Windows.
 - Click START, SETTINGS, CONTROL PANEL, PRINTERS
 - Check that the default printer is the one being used.
- In Word you can also check:
 - Click File, Print, and check printer listed.

My keyboard has a key stuck

Carefully pry it off with a knife or screwdriver and clean out the area under it.

My mouse is sticking or erratic

Unscrew retaining rim around ball and dump out the ball. Clean off the two rollers inside; carefully scrape with knife. Clean ball with soap and water or rubbing alcohol. Reassemble

Every time I press the TAB key my window changes to a different program

Your ALT key is stuck. Strike both of them sharply a couple of times.

My number keys do not work

Press the NUM LOCK key