

There are very few things more frustrating than having a computer that is acting up, or not operating properly. Before you are at your wit's end, try some of these trouble-shooting tricks to see if they alleviate the issue.

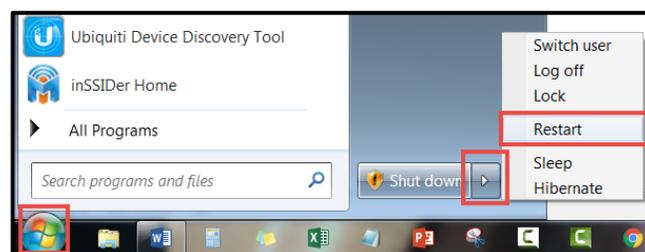
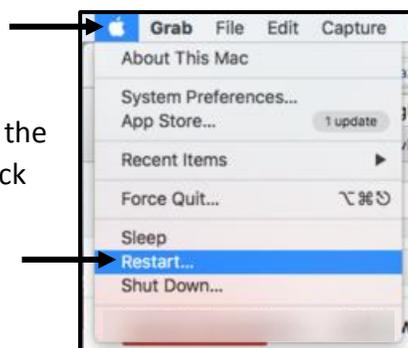
REBOOT/RESTART

Is your computer running slower than normal? Does your Internet connection seem slow? Are applications freezing up on you more so than normal? Good chance is that your machine needs to be rebooted, or restarted. Rebooting is not only a great tool of defense for your computer, but it can also help with your other devices, such as:

- Mobile Phones
- Printers/Faxes/Copiers
- Modems/Routers
- Tablets (Androids and iPads)

1. To reboot your computer, click the **Start** button and click the **Shut Down Arrow** and click **Restart**.

On a Mac, click the Apple icon and click on **Restart...



NOTE: If your computer is FROZEN and you are unable to move your mouse, do a HARD reboot of your computer by pressing (and HOLDING) the power button for 10 or so seconds until your computer screen goes BLANK. Press the power button once more to restart your computer.

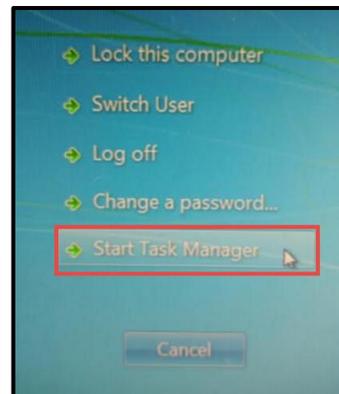
NOTE: It is a good practice to restart your computer on a semi-regular basis, (at least once a week.)

LAUNCH THE WINDOWS TASK MANAGER

Windows Task Manager is a program that enables a user to view each of the tasks currently running on the computer, each of the processes, and the overall performance of the computer. It is a trouble-shooting tool you can use to “kill” programs that have either become unusable or are acting inconsistently.

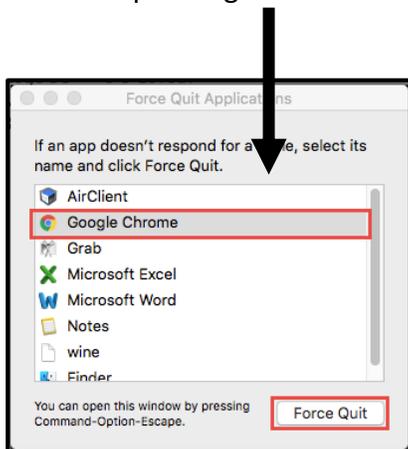
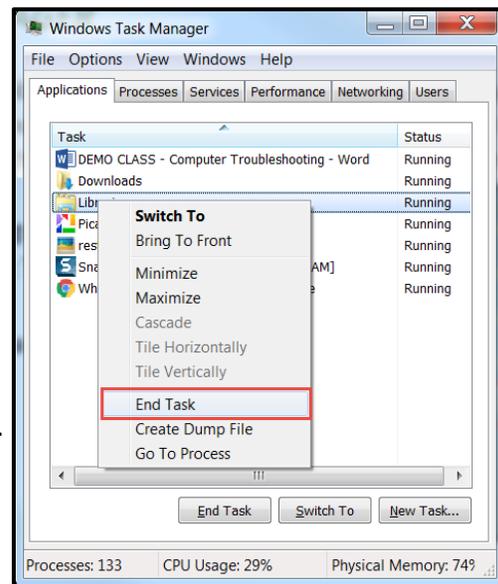
1. To launch the Task Manager, press **Ctrl+Alt+Del** on your keyboard and select **Start Task Manager** from the choices.

NOTE: An easier way to launch Task Manager is to press **Ctrl+Shift+Esc**.



2. If a program is “frozen” or not responding, you can right-click on that program and choose “End Task” to kill the processing for that program.

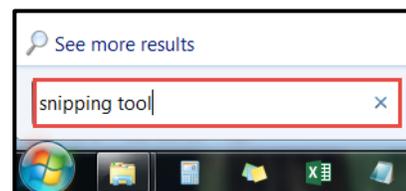
NOTE: The Mac equivalent is “**Cmd+Option+Esc**.” Select the program that is not responding and click on **Force Quit**.



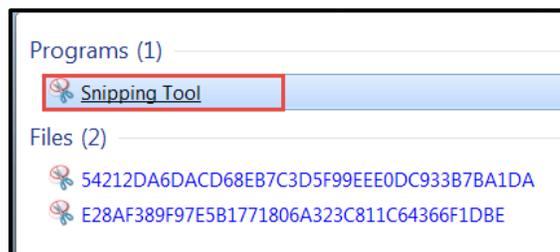
SNIPPING TOOL FOR SCREENSHOT CAPTURES

If you ever have an error-prompt pop up on your screen, use the Snipping Tool on your computer to take a screenshot of it so that when you contact the Help Desk, you'll have the exact message that your computer brought up.

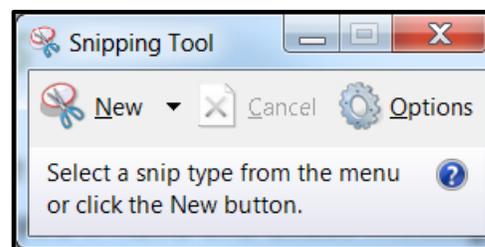
1. To launch the Snipping Tool, click the **START** button and type in **"Snipping Tool"** in the Search Programs search field.



2. Under the **Programs** section, click on **Snipping Tool** to launch it.

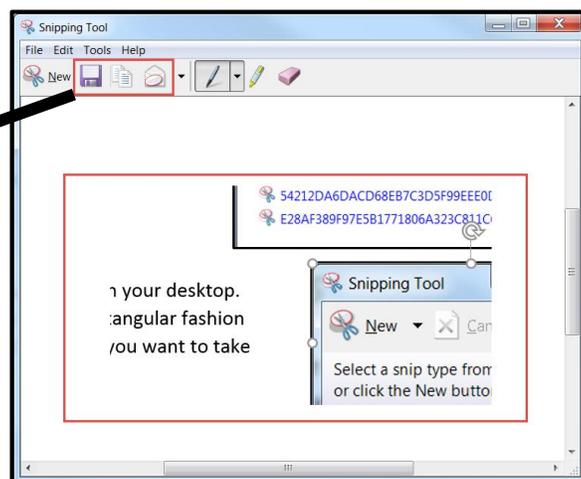


3. The Snipping Tool is now "open" on your desktop. Click and drag your mouse in a rectangular fashion to "highlight" the text, or window you want to take a screen shot of.



Your screenshot now appears within the Snipping Tool app. You can click the following buttons on the toolbar to:

-  Press this button to save your screenshot to a folder on your computer.
-  Press this button to COPY the image to the clipboard (for pasting)
-  Press this image to attach the screenshot to an email message.



PRINTER ISSUES

If your printer is acting up, try these basic trouble shooting tricks to try and solve the issue before contacting someone for help.

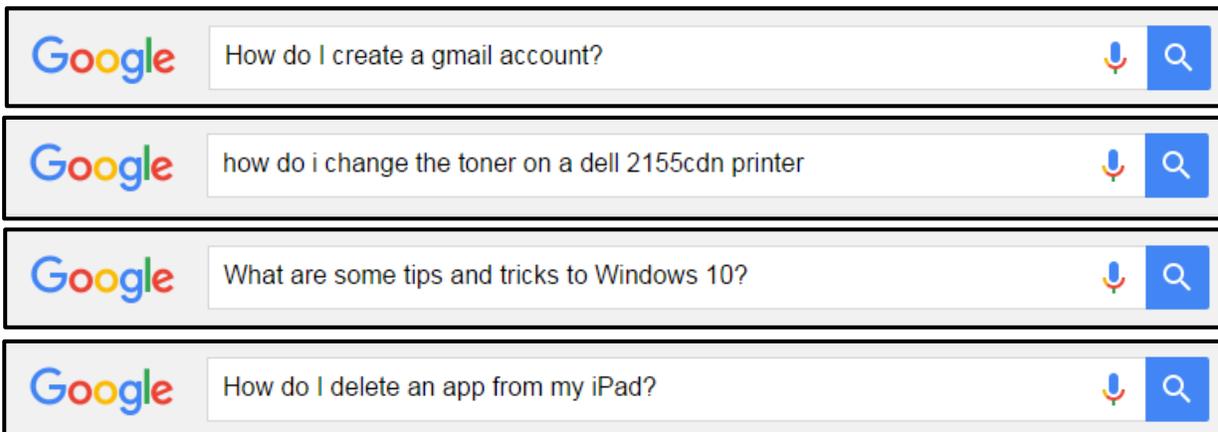
Things to check for:

- Is the printer turned on? (Don't laugh... we've ***all*** forgotten this step.)
- Is the printer cord connected to the computer? (and the printer?)
- Have you tried turning the printer off and back on? (Rebooting it)
- Disconnect the printer cable from the computer and plug it back in to see if that solves the issue

GTS!! (GOOGLE THAT STUFF!)

Chances are that if you are running into an issue with a specific computer program (Word, Firefox, Excel), or device (Epson printer, Bose Wireless Speakers), someone else has as well and you may be able to do a little research using Google's search engine to find the solution to your problem.

1. Launch your internet browser and type in the following URL: www.google.com



Remember to visit our website at:
www.inviacom.com/how-to.html for Quick Reference Documents
and Instructive Video Lessons