

# How to Manage Your Computer Problems

## “The Printer Doesn’t Work!”

### WARNING:

Whatever you do, do not send the document to the printer again until you have identified and corrected the problem.

Sending documents through numerous times clogs the network communication system and compounds the original problem.

Check whether you logged onto the network correctly and/or whether you are still yourself with your username. If you are not properly logged on, the network system will not recognize you as a legitimate user and refuse to connect your computer to the printer. Save your document, close the program and log on correctly.

Check the printer. It may be OFFLINE or there may be a paper jam. The paper tray may need to be refilled too.

Check the computer-printer or computer-network connection at the back of the system as it may have loosened somehow and severed communication between the computer and the printer.

## “My Mouse is Dead!”

- The average life expectancy of a mouse is about two years, so it may really be dead and in need of replacement.
- Check if the mouse is plugged in correctly or, it may have loosened
- Exit the program you are using, turn the computer off and then reboot it

## “My Computer is Very Slow”

- Delete all the files and folders from the Recycle Bin to have more space on Drive C
- You can delete unwanted programs and files which will be helpful in increasing the speed by using this path: Start → Programs → Accessories → System tools → Disk clean up utility
- You can delete all temporary internet files and cookies to get a better speed by using this path: Internet Explorer → Tools → Internet options → General → Browsing History → Settings → View files
- By increasing the RAM in your system you can get exceptional speed of your computer
- Windows Defragmenter Utility: You can use this utility by using this path Start → Programs → Accessories → System Tools → Disk Defragmenter. This will automatically analyze the empty disk space on the hard disk and defragment all scattered files

## References

[www.online-tech-tips.com/cool-website](http://www.online-tech-tips.com/cool-website)

[www.district279.org/sec/pcsh/ComputerTroubleshootingTips.htm](http://www.district279.org/sec/pcsh/ComputerTroubleshootingTips.htm)

[www.microsoft.com/atwork/maintenance/](http://www.microsoft.com/atwork/maintenance/)

## Nursing Informatics

- @ nursinginformatics@hmc.org.qa
- ☎ 4439 5206 / 9
- ☎ 4439 5280

© 2011 Hamad Medical Corporation



11\_0081

## How to manage your Computer problems



### “The Computer Doesn’t Work!”

- Check if the computer and monitor are plugged in
- If you are using a power board, plug the computer directly into an outlet instead
- Plug the computer into a different outlet (there may be a blown circuit)

### Frozen Keyboard

This usually happens when the computer tries to do too many things at the same time, gets lost and then starts wandering around, trying to remember what it is supposed to be doing

- Press Ctrl + Alt + Del (all three keys at the same time) to bring up the Task List. Select any program that says ‘Not responding’ and click the End Task button. Repeat until all tasks are ended
- Check if the keyboard is properly connected to the computer. Unfortunately you will have to shut the system down and then reboot before continuing your work
- If all else fails, turn the power ‘off’. Wait a couple of minutes before turning the computer back ‘on’

**WARNING:** You will probably lose any unsaved changes to your documents if you restart the computer system.

### Out of Memory Error

There are few things that could be happening: you could have too many applications running, or you could have too many documents with graphics open.

- Acknowledge the error message; then check the taskbar to see what applications are running. Close the applications that you are not using
- If you don’t have extra applications running, check the window menu of the application that is running to see what documents are open. Close those documents you are not using (remember to save changes to the documents) and then try completing your task
- If you still get the message, exit everything and reboot the machine

### “My Document Just Disappeared!”

You could have accidentally told your computer to create a new document (a plain blank page) creating the impression that the work you had on your computer is gone.

Look at the title bar of your screen to determine what document you are working with. Minimize the ‘new’ document (do not just close it) and the original document should return to the screen. If does happens, don’t panic! You may have accidentally selected text and then pressed another key on the keyboard while the text was highlighted.

What you actually did was tell your computer to replace the selected text with the character you had pressed. Reverse the action by using the program’s undo feature.



### “The Screen is Blank”

- Check whether the monitor is ‘on’
- Ensure that the monitor is plugged in at the back of the system unit
- Turn the monitor ‘off’ and then back ‘on’
- Check the knobs that control the brightness and contrast – they may have been adjusted

### “I Deleted my File from the Disk!”

This usually happens when you try ‘cleaning things up a bit’, but unless you’ve emptied the Recycle Bin, your document should still be unharmed. Display the desktop and double-click on the Recycle Bin icon to locate the file.

### “I’ve been Denied Access to my File.”

When you try to work on a file while it is open, you may be told by the system that access is denied. Generally speaking, only one copy of a document can be opened at a time, hence the message. Check your taskbar and Window menu to see what programs you have opened.