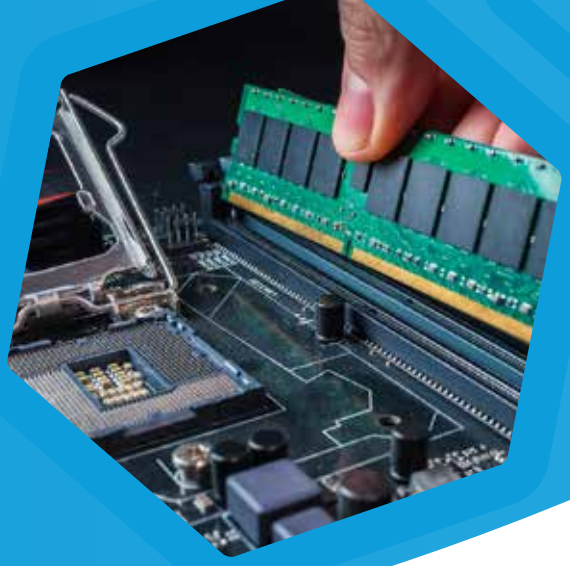

IT Fundamentals

Scenario - Keyboard Problem

Aligns to Lesson 2.2.1 - Peripheral Devices

What is the Problem?

Amy Lee's wired keyboard is unresponsive. Occasionally the mouse is unresponsive too, but the main issue seems to be the keyboard. She informs you that she purchased this keyboard in 2016 and she doesn't want a different keyboard because she loves the slight bend it has. She also points out that the keyboard was purchased from Japan and she just ignores a few of the extra keys that "serve no purpose".

Solution to the problem (Keep from students):

There is a small piece of "crud" keeping the alt key indented. With the alt key held in, the computer thinks a command is being entered and hasn't finished. Removing the piece of "crud" frees the key and everything functions normally.

Research: "Insignia USB Ethernet connector not connecting"

- The keyboard is damaged
- Driver issues
- Reboot computer
- Blow away dust and debris
- Incompatible/damaged USB port
- Power settings are poorly configured
- A major Windows update caused the issue

Testing Theories (lots of possible theories that students can have)

Slide 6 – Test for a Damaged Keyboard

Slide 7 – Reinstall Keyboard Drivers

Slide 8 – Reboot the Computer

Slide 9 – Blow away dust and debris

Slide 10 – Incompatible/Damaged USB port

Slide 11 – Adjust Power Settings

Slide 12 – Check for recent Windows updates

Slide 13 – Test the keyboard with another computer

Document Findings:

- Why wasn't the keyboard working?
    - Debris was keeping the alt key indented
- How can a user check to see if this is their issue?
    - Closely inspect for debris and see if any keys are indented more than they should be
- What are the steps to fix this issue?
    - Use canned air or a blow dryer to blow away loose debris
    - A toothpick can be used to remove firmer pieces of debris