

Hardware Tips for Personal Computer and Printer Failures

Personal Computer failures are: No power, no display, frozen display, inability to boot or no keyboard response.

If your personal computer has one of these types of failure, try the following:

1. Check your power connections and insure all cables are plugged in.
2. Check all power switches and insure they are turned on.
3. Rotate the brightness control knob on the monitor, in both directions.
4. Check your cables connecting the monitor to the PC and insure they are plugged in.
5. Check your keyboard and/or mouse or trackball cables and insure they are plugged in.
6. Try pressing the **ESC** key, **CTRL-BREAK** key or **CTRL-C** keys.
7. Turn your Personal Computer off and wait 30 seconds before restarting. If you have a floppy drive, make sure to remove the disks from the drives.

If the above tips do not solve the problem, contact the **InfoSys Service Desk**.

Printer failures: No power, frozen print head, no ink transfer, not printing, and paper jams.

If your printer has one of these types of failure, try the following:

1. Check your power connections and insure all cables are plugged in.
2. Check your connections from PC to printer and insure all cables are plugged in.
3. Check all power switches and insure that they are turned on.
4. Check the select switch and insure printer is on-line.
5. Turn printer off and wait 30 seconds before turning back on.
6. Change ribbon/cartridge.

7. Check to see if any paper or foreign objects are blocking the print head path.
8. Check ribbon/cartridge for ink and proper installation.
9. Check print head adjustment.
10. Adjust tractor feed, and insure the paper path is unobstructed and in proper alignment.

If the above tips do not solve the problem, contact the [**InfoSys Service Desk**](#).