**Company K Hardware/Device Troubleshooting**

**1. Purpose**

This document provides a comprehensive guide to troubleshooting common hardware and device-related issues that may occur while using company-approved laptops, desktops, printers, and mobile devices. The aim is to assist employees in resolving minor hardware issues independently before reaching out to IT support.

**2. Scope**

This guide applies to all employees at Company K who use company-issued hardware and devices for work. The troubleshooting methods outlined cover basic issues with computers (Windows/macOS), printers, monitors, and other peripherals. For more complex issues, employees should contact the IT department.

### **General Troubleshooting Steps**

Before diving into specific hardware problems, always follow these initial troubleshooting steps for most devices:

1. **Check Power Supply:**
   * Ensure that the device is properly plugged into a power source.
   * Verify that the power cable is securely connected to the outlet and device.
2. **Restart the Device:**
   * Power off the device, wait for 30 seconds, and power it back on. Many minor issues can be resolved by restarting.
3. **Check Cables and Connections:**
   * Inspect all cables (power, data, etc.) for damage and ensure they are properly connected.
4. **Update Software and Drivers:**
   * Ensure that your operating system, firmware, and drivers are up to date.
5. **Consult the User Manual:**
   * Refer to the device’s manual for specific troubleshooting advice related to that hardware.

### **Troubleshooting Examples**

#### **1. Laptop/Desktop Won’t Turn On**

This is a common issue where the laptop or desktop is completely unresponsive.

##### **Windows/Mac:**

**Step 1: Check Power Connection**

* Ensure the laptop/desktop is connected to a power source.
* For laptops, make sure the charging adapter is securely plugged in and that the charging indicator is lit.

**Step 2: Perform a Power Cycle**

* Disconnect the power cable, hold down the power button for 10-15 seconds to discharge any residual power.
* Reconnect the power cable and try turning on the device.

**Step 3: Check for Signs of Life**

* Look for any signs such as lights or fan noise. If there is no response, test with a different power adapter or outlet.

**Step 4: Battery Reset (Laptop)**

* On some laptops, hold down a specific key (e.g., F2 or F10) to perform a hardware reset if the power button alone doesn’t work.

**Step 5: Contact IT**

* If none of these steps work, submit a support ticket to IT for further assistance.

#### **2. Monitor Not Displaying**

If the monitor is powered on but not displaying anything:

##### **Step 1: Check Cable Connections**

* Ensure the monitor is connected to the computer via HDMI, DisplayPort, or VGA cable.
* Verify that the monitor is set to the correct input source (e.g., HDMI 1, DisplayPort 1).

##### **Step 2: Check Power Supply**

* Make sure the monitor is plugged into a power outlet and the power light is on.

##### **Step 3: Test with Another Device**

* Connect the monitor to another computer or laptop to determine if the issue lies with the monitor or the computer.

##### **Step 4: Update Graphics Drivers**

* For Windows, open "Device Manager," locate "Display Adapters," and update the driver.
* On macOS, ensure you are running the latest macOS version.

##### **Step 5: Restart the Computer**

* Sometimes restarting the computer can refresh the display settings and resolve the issue.

#### **3. Printer Not Printing**

Common printer issues include being unable to print or print jobs getting stuck in the queue.

##### **Step 1: Check Printer Connection**

* Ensure the printer is properly connected to the computer via USB or to the network for wireless printers.
* Verify that the printer is powered on and there are no error lights.

##### **Step 2: Clear Print Queue**

* On Windows, go to "Devices and Printers," right-click the printer, and select “See what’s printing.” If there are stuck print jobs, clear the queue.
* On macOS, go to “System Preferences,” then “Printers & Scanners,” and clear any stalled print jobs.

##### **Step 3: Check for Paper Jams**

* Open the printer and inspect for paper jams or misaligned paper in the tray.

##### **Step 4: Reinstall Printer Driver**

* Download and install the latest printer drivers from the manufacturer’s website. A corrupted driver can cause printing issues.

##### **Step 5: Restart Printer and Computer**

* Restart both the printer and your computer to refresh the connection.

#### **4. Keyboard or Mouse Not Responding**

If your keyboard or mouse isn’t functioning:

##### **Step 1: Check the Connection**

* For wired keyboards or mice, ensure that the USB cable is securely plugged into the computer.
* For wireless devices, check the battery level or recharge the device if necessary.

##### **Step 2: Test with Another Device**

* Plug the keyboard/mouse into another computer to see if the issue persists.

##### **Step 3: Reinstall Drivers**

* On Windows, open "Device Manager" and locate the keyboard or mouse under the "Keyboards" or "Mice and other pointing devices" section. Uninstall the driver and restart the computer; Windows will reinstall it.
* On macOS, go to “System Preferences,” then “Keyboard” or “Mouse” to adjust settings.

##### **Step 4: Replace Batteries (Wireless Devices)**

* Replace the batteries if using a wireless mouse or keyboard, as low battery levels often cause issues.

#### **5. External Drive Not Detected**

If your external hard drive or USB is not detected by your computer:

##### **Step 1: Check Connection**

* Ensure the external drive is properly connected to the USB port. Try plugging it into a different USB port or use another cable.

##### **Step 2: Check Drive on Another Device**

* Connect the external drive to another computer to determine if the issue lies with the drive or the computer.

##### **Step 3: Update Drivers (Windows)**

* Open "Device Manager" and check under “Disk Drives” for the external drive. If it appears with a yellow triangle, update the driver.

##### **Step 4: Use Disk Utility (macOS)**

* On macOS, open “Disk Utility” to check if the drive is detected. If it appears but isn’t mounted, try mounting the drive manually.

##### **Step 5: Format Drive (Last Resort)**

* If the drive is detected but still not accessible, you may need to reformat the drive. Be aware this will erase all data on the drive.

#### **6. Wi-Fi Connection Issues**

When your device cannot connect to Wi-Fi or experiences slow speeds:

##### **Step 1: Check Router and Modem**

* Ensure that the router is powered on and connected to the modem.
* Restart both the router and the modem by unplugging them for 30 seconds and plugging them back in.

##### **Step 2: Reconnect to Wi-Fi**

* Disconnect from the Wi-Fi network on your device and reconnect. You may need to re-enter the password.

##### **Step 3: Test with Other Devices**

* Check if other devices in the office are also experiencing Wi-Fi issues. If so, the problem may be with the network.

##### **Step 4: Forget Network (Windows/macOS)**

* On Windows, go to "Network & Internet Settings" and forget the network, then reconnect.
* On macOS, go to “System Preferences,” select “Network,” then “Wi-Fi,” and forget the network before reconnecting.

##### **Step 5: Contact IT for Network Issues**

* If you continue to experience connectivity issues, contact the IT department to check the company network or reset access points.

### **IT Support and Contact Information**

If you have tried the troubleshooting steps above and the issue persists, please contact the IT department for further assistance. You can submit a ticket through the internal IT support portal or reach the help desk at [it@companyk.com](mailto:it@companyk.com)