BCA3RD

PC ASSEMBLY & TROUBLESHOOTING

DIAGNOSE & TROUBLESHOOTING OF COMPUTER SYSTEM H/W & S/W & OTHER PERIPHERAL EQUIPMENT:

Approches to solve a PC Problem

Many people are faced with computer problems every day. Some computer problems are easy to fix, but might go undiagnosed. This is how teaches you how to diagnose common computer problems on a Windows Computer.

Computer system problems & Solutions

Problem 1: Power button will not start computer

Solution 1: If your computer **does not start**, begin by checking the power cord to confirm that it is plugged securely into the back of the computer case and the power outlet.

Solution 2: If it is plugged into an outlet, make sure it is a **working outlet**. To check your outlet, you can plug in another **electrical device**, such as a lamp.

Problem 2: An application is running slowly

Solution 1: Close and reopen the application.
Solution 2: Update the application. To do this, click the **Help** menu and look for an option to check for **Updates**. If you don't find this option, another idea is to run an online search for application updates.

Problem 3: An application is frozen

Sometimes an application may become stuck, or **frozen**. When this happens, you won't be able to close the window or click any buttons within the application.

Solution 1: Force quit the application. On a PC, you can press (and hold) **Ctrl+Alt+Delete** (the Control, Alt, and Delete keys) on your keyboard to open the **Task Manager**. On a Mac, press and hold **Command+Option+Esc**. You can then select the unresponsive application and click **End task** (or **Force Quit** on a Mac) to close it.

Solution 2: Restart the computer. If you are unable to force quit an application, **restarting** your computer will close all open apps.

Problem 4: All programs on the computer run slowly

Solution 1: Run a **virus scanner**. You may have **malware** running in the background that is slowing things down.
Solution 2: Your computer may be running out of hard drive space. Try **deleting** any files or programs you don't need.

Problem 5: The mouse or keyboard has stopped working

Solution 1: If you're using a **wired** mouse or keyboard, make sure it's correctly plugged into the computer.
Solution 2: If you're using a **wireless** mouse or keyboard, make sure it's turned on and that its batteries are charged.

Problem 6: The sound isn't working

Solution 1: Check the volume level. Click the audio button in the top-right or bottom-right corner of the screen to make sure the sound is turned on and that the volume is up.

Solution 2: Check the cables. Make sure external speakers are plugged in, turned on, and connected to the correct audio port or a USB port. If your computer has **color-coded** ports, the audio output port will usually be **green**.

Solution 3: Connect headphones to the computer to find out if you can hear sound through the headphones.

Problem 7: The screen is blank

Solution 1: The computer may be in **Sleep** mode. Click the mouse or press any key on the keyboard to wake it.

Solution 2: Make sure the monitor is **plugged in** and **turned on**.

Solution 3: Make sure the computer is **plugged in** and **turned on**.

THANK YOU