

TROUBLESHOOTING COMPUTERS

Ottawa Library public computers are equipped with a program called Deepfreeze, which returns computer settings to the way they were originally when restarted. Therefore, many problems can be solved by restarting the computer.

COMPUTER BASICS	TROUBLESHOOTING	
PROBLEM	TRY	Information
Computer is locked up	1) Restart computer (Warm boot) Having lots of windows open can contribute to lock-ups, also chat & games	Alt-Ctrl-Delete End task
⇒ Still locked up?	2) Restart computer This will lose any information or site the patron was in. They may need to write down a web address.	Start-Shut Down- Restart-OK
⇒ Still locked up?	3) Restart computer (Cold boot) This will lose any information or site the patron was in. They may need to write down a web address.	Hold power button in until light goes off, wait 10 seconds & push again
At Closing time	Shut down	Start-Shut Down-OK
Internet site won't open	Try another browser.	
Printing	Go to File-Print Preview to see how many pages will print and how they will look	
Printer problems	1) Check paper supply	Fill with paper if needed
	2) Restart the computer	See above
	3) Turn printer off & on 4) Check routing switch to see if light is cycling, press reset button if not	This switch enables computers to share one printer
Out of ink	Replace printer cartridge	Leave a note if you use the last one!
	If all else fails, put an out-of-order sign on it (kept in drawer at desk) and leave a note for Hal	