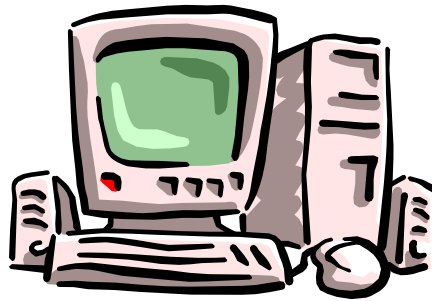


## I can't connect to the network/Internet/E-mail/!

- Before anything, try rebooting the computer.
- Are you connected?
- Did you login? [f applicable]
- Is the network down?
- Check your cable from the network card (NIC) to the wall [drop activated?]
- Tight? No fray?
- If you checked the ends, check the middle (vacuum cleaner cuts!)
- Green light on the NIC [no green means no go]
- Flashing yellow lights? [note :not all NICs have yellow (activity) indicators)



- Is your computer properly configured? [use logic]
- Email Only:
  - Is your email application properly configured?
- Is the email system up and running?



## Basic Troubleshooting for the Computer!



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## My Computer won't work

Won't Come on? Check the cables

- Connections (tight ?)
- Power cable
- Power strip
- Power to power strip

Is it just the Monitor?

- Power LED indicators
- Monitor power cable
- Cable to computer
- Brightness/contrast

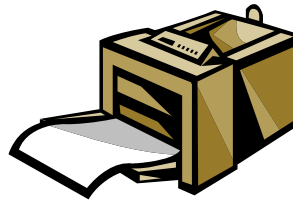


## I can't print! (Remember, try rebooting first.)

-**Local printer** [connected directly to your computer]

-Check your connections & power.

-Cable from your computer.



-Check your driver (printer software).

-Test Print?

Try the print troubleshooter.

-Are you set up for the right port? [usually LTP1]

## NETWORK PRINTER

[Shared via the network, usually directly attached to the network]

- Did you login to the network?
- Are you connected to the network? (check your NIC)
- Do you have access/privileges to the printer?
- Is the printer on? [If attached to a "print station," is the print station on?]
- Is the printer plugged into the network? [check the cable as shown above]