

Smart Checklist

Check off these items before calling a Crystal Solutions technician.

Troubleshooting the Computer – General Tips:

- Turn the computer off. Count to 30. Turn the computer back on. Did this solve the problem?
- Is the surge protector light on? If not, check to see that it's turned on and plugged in.

Troubleshooting Sound:

- Check the headphone cable connections. Check the volume control on the headphone cord.
- Is there a speaker icon next to the clock on the taskbar? If so, right click the **speaker** icon and select **Open Volume Controls**. Uncheck any **Mute** boxes that are selected.

Troubleshooting Peripherals:

Note: The keyboard is used as the example in the following examples, but a peripheral could be anything attached to the computer.

Are all of the cables connected?

- Power
- Monitor
- Mouse

- Keyboard
- Headphones
- Network cable
- Is the keyboard or mouse acting erratically? It might need to be cleaned. To clean a keyboard, turn it upside down and shake any debris out of it. You can also spray compressed air between the keys. To clean a mouse, remove the cover on the bottom of the mouse. Clean the mouse ball with rubbing alcohol. Use a cotton swab to clean any debris off of the guides inside the mouse.
- Is the keyboard not working? If so, plug it into another computer. If it doesn't work on the other computer, there is likely something wrong with the keyboard. If it does work on the other computer, there is likely something wrong on the computer.

Troubleshooting the Printer:

- Is the printer turned on? If not, turn the printer on.
- Are all of the cables connected to the printer?
- Is there paper in the printer? If not, replace the paper.
- Is the toner cartridge empty? If so, replace the cartridge.
- Is there a paper jam? If so, remove the stuck paper.

Troubleshooting the Network:

- Are all of the network cables plugged in to the computers, printers, and switch?
- Is there a light on the switch that corresponds to every cord that is plugged into it? If not, try plugging the cable that doesn't have a light into another outlet on the switch.
- Is the switch getting power? If there are no lights, check to see that the surge protector is plugged in and turned on.

Still having problems? Call us at 604.985.7778

We'll be happy to help.