Device Troubleshooting

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.

Solution 3: If the computer is plugged in to a surge protector, verify that it is turned on. You may have to reset the surge protector by turning it off and then back on. You can also plug a lamp or other device into the surge protector to verify that it's working correctly.

Solution 4: If you are using a laptop, the battery may not be charged. Plug the AC adapter into the wall, then try to turn on the laptop. If it still doesn't start up, you may need to wait a few minutes and try again.

Problem: 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 computer is plugged in and turned on.

Problem: Most issues

Solution 1: Be sure to restart your machine. This will and can fix most problems. It allows all drivers to reload and most importantly any updates that may have not been completed finish.

Solution 2: Power your device off then turn it back on. This also allows updates to finish their install. Some updates require a complete power down.

Problem: 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 audio player controls. Many audio and video players will have their own separate audio controls. Make sure the sound is turned on and that the volume is turned up in the player.

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

Problem: No internet

Solution 1: Check to verify you are connected to an access point by clicking on the network icon in the bottom right hand corner.

Solution 2: If not connected look in the list of networks, choose the network that you want to connect to, and then select Connect.

Solution 3: You can right click on the wireless connection icon in the bottom right hand corner and click on troubleshoot. This will reinitialize your adaptor and may fix any problems with the connection.

If none of the above-mentioned solutions fix your device, please call the Superintendent's office at 812-438-2655 Monday-Friday between the hours of 8-11 or 1-3.

Thank you