



Trouble Shooting Solutions

Use these helpful hints and tips if you are experiencing problems with your computer.

Computer Stops Responding

If your computer is completely unresponsive (you cannot use the touch pad or the keyboard), do the following:

Press and hold the power button until the computer turns off. After the computer is turned off, restart the computer by pressing the power button.

Wireless Network is Not Connected

Make sure your Wi-Fi is enabled by doing the following:

- Use the **Wireless Hot Key** (F8 button) from your keyboard. (Press once to access the feature, twice to turn it on/off)
- Go to Settings and verify your Wi-Fi is turned on.
- Make sure you are connected to your home's network.

Wi-Fi Tips

- Turn OFF Wi-Fi on other devices not being used.
- Cell phones may be used as a back-up hot spot. Consult your cell phone provider for guidance.

Sound is Not Working or is Not Available

Verify that the **Volume** is not muted and is set to a proper level.

1. Use the Volume Control keys from your keyboard to control the volume.
2. Use the Volume Control buttons on the side of the computer to raise or lower the volume.
3. Go to Settings to make sure the sound is not muted and set the volume to a proper level.

USB Device is Not Recognized

If a device connected to the USB port is not working:

1. Verify the USB device works on another computer, if available.
2. Verify another USB device, if available, works on this computer.

An Application is Not Running Correctly

Ensure that the problem is not being caused by the application. Make note of any error messages.

Check the following:

1. Other applications run correctly on your computer.
2. The same application works when it is run on another computer.



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