

Common Equipment Problems

Computer

Computer will not turn on - check the surge protector or no-break, check the power outlets, check the power cord.

Computer turns on, but no image appears on screen - check the monitor cable or VGA cable.

Computer restarting on its own - check the internal temperature of the enclosure, scan for viruses, spyware among others, check for dirt on contacts, check the electrical installations.

Computer turns on, but the screen goes black and beeps - check if the video card and other cards are firmly placed in the slots.

The operating system clock is delayed - check the battery and replace it.

The computer is slow or crashes - check if the processor is heating up, scan for viruses, spyware among others, check if the boards are firmly placed, check if the hard drive is too full, check if the power grid has problems.

The surge protector or no-break does not turn on - check for power problems, check fuse or internal capacitor.

Webcam

Webcam does not work - check the connection to the computer, verify the configuration, verify that the installation program has been properly installed.

Virus

Computer viruses, spywares and others - see if an anti-virus program exists and that it is up to date, check if there is an *anti-spyware* program, update it and run it on the machine, check for other programs to combat threats.

Printer

Printer does not print - check the connections to the computer, verify configuration, verify that the installation program was properly installed, check if there is paper in the input tray, check if the paper is jammed.

Sign On

The Internet is not working - verify that the modem is connected, make sure the cables are securely attached, restart the computer, restart the modem.

Slow Internet - check the browser's configuration, check your equipment and your Internet connection, scan for viruses, spyware, and others.

WiFi does not work - check if the WiFi equipment is connected, restart the computer; restart the router (to properly restart the router, unplug it from the outlet, wait 30 seconds and plug it again), change the location of the router.

Web Tools

Flash videos will not run - install or update plug-ins.

The movie in Windows Media Player has no picture or sound - install a codec (software that encodes and decodes media files, favoring compression for storage and decompression for playback. When you use any media file, you are using a codec without even knowing it).

PDF file will not open - install Adobe Reader. The PDF format means *portable document format* and is widely used in the market for compression (size). Virtually all equipment can read this file type.