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INFORMATION TECHNOLOGY FOR CLASS 11

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Troubleshooting and utilities

Troubleshooting Hardware Problem

1. **Monitor is not Showing any Display/** The Screen is Blank. The System is in Sleep Mode: The computer may be in Sleep mode. Click the mouse or press any key on the keyboard to wake it up. Check All Connections: For a desktop, ensure a proper connection of a cable connecting the monitor and a computer cabinet. Check that the power cables of the monitor and cabinet are plugged into the electric socket and the power is turned on. Laptop's Battery is Low: The laptop's battery could be very low, causing the laptop to switch off. Connect the charging cable to the laptop and plug it into the electric socket. The laptop will start charging, and in a few minutes, the laptop can be switched on.

2. **Keyboard Troubleshooting:-** If the keyboard is not responding, try the following: Check Connections: Check the connection of the keyboard to the computer. If it is not connected, or the connection is loose, connect it properly to the computer. Check for any Damage: Inspect the keyboard cord for any damage. If any damage is found, the keyboard may need to be repaired or replaced. Change Batteries: For a wireless keyboard, the batteries may have discharged. You may need to change the batteries. Keys are stuck: If one of the keys on your keyboard is stuck, you need to clean the keyboard. You will have to first turn off the computer. As the keyboard is stuck, you may need to use a mouse if required. Remove dust with the help of a brush, and wipe the keyboard clean with a damp cloth (water should not be dripping from the cloth).

3. **Mouse Troubleshooting:-** In case the mouse is not working, try the following troubleshooting options:

Check Connections: Make sure that the mouse is securely plugged into the computer.

Check for any Damage: Inspect the mouse cord for any damage. If the damage is noticed, the mouse may need to be replaced.

Check the Cordless Mouse: For a cordless mouse which is not working, switch off, and then switch on the cordless mouse. This should re-establish a connection with the system.

Clean the Mouse: Try cleaning the mouse with a damp cloth. Clean the area around the button located on the underside of the mouse.