

Macintosh Troubleshooting Frequently Asked Questions (FAQ)

Q. My computer won't turn on.

A. Check the following:

- a. Power cord is plugged in to the electrical source
- b. Power cord is snugly seated in the back of the computer
- c. If you use a power strip—it is turned on (check for glowing light)
- d. Depending upon the age of the computer—the power switch on the back of the machine is on (line = on, circle = off)

Q. Keyboard or Mouse won't respond

A. Check the following:

- a. Keyboard or Mouse is plugged into the proper port (match the pictures)
- b. Unplug and replug the device
- c. Try a different port (if device is a USB device)
- d. Check mouse for light if it is a optical mouse
- e. Check that mouse is clean if it is a roller mouse
- f. Is the mouse or keyboard cable frayed or kinked?
- g. Try a different mouse or keyboard that is known to work in order to isolate problem

Q. How do I connect to a printer?

A. Depending on the operating system you are using the answer varies--

-If you have a rainbow apple in the upper left corner of your screen (You are running 9.2.2 or earlier):

- a. Click on the rainbow apple
- b. Select "chooser"
- c. If the printer is a laser printer select LaserWriter 8
 - i. Choose the printer from the list available under LaserWriter 8
- d. If the printer is not a laser printer select the model from the choices available

-If you have a blue apple in the upper left corner of your screen (You are running OS X or later):

- a. When you get to the print window, select the printer from the list given

