


Computer Check List:

Before putting in a tech request use the following list to check a few things first

Here are somethings that you can check if you are having trouble before requesting help.

1. Check all power cables to ensure that they are connected.
2. If the computer is sluggish or not responding, restart your computer or try logging off and then back on.
3. If there is no internet activity, check to ensure the network cable is well seated.
4. If there is no monitor activity, check to ensure the power button is on and all cables are tight into the monitor & computer
5. If using a CD and it is not responding, open the tray and reseal the disk then close the tray. Check to see that the CD is not excessively scratched.
6. If you are not getting a printout to your desired destination, recheck that the document was sent to the correct destination.
7. If the Mimio pen is not working check to ensure that fresh batteries are in and hold up to your ear and see if you hear a buzzing sound.
8. If the phone is not working check that all cables are seated well and if you dial press the voicemail button and get the voicemail box, then the phone is connected correctly.
9. If you screen is not showing on the projector screen first check that all cables are tight into the computer and then press the "windows key"  along with the "P" key and make sure that it is on duplicate.

****If you still need help please put in a help desk ticket by sending an email to chip_help@tccsa.net. If you cannot send an email have someone do it for you****