

Tech Tips

Troubleshooting Peripherals

A peripheral is any external component that either send information to or receives information from a computer.

Troubleshooting a Mouse and Keyboard



- Verify the connection. Check all the keyboard's plugs to make sure that there are no loose connections. Connect the keyboard to your computer by using a different USB port.
- Download the latest drivers or software
- If the keys do not strike correctly, make sure that the keyboard is free of dust, dirt, and foreign matter.
- If you spill a drink or some other liquid on the keyboard, immediately turn the keyboard upside down to let the liquid drain out, and then remove as much liquid as possible.

Troubleshooting Monitors



If you start up your computer and the **monitor(s)** is black/blank, you can try these options to try to fix it:

- Make sure the **monitor** has power and the power light is on.
- Make sure the correct cable is plugged into the **monitor** and the computer.
- You can disconnect all devices except for the mouse, keyboard and **monitor**, and reboot your computer. If the computer starts up and a display is produced on the **monitor**, then one of the devices you disconnected may be causing the problem.
- Try unplugging the **monitor(s)** power cable for 20-30 seconds and plug it back in.

If none of the above troubleshooting steps resolve the issue, then it is likely the monitor has gone bad and needs to be replaced.

If you start up your computer and the **monitor(s)** display is rotated/flipped, you can fix it by doing the following steps:

Windows Operating System

- Right Click on the Desktop and select **Display Settings**
- Select **Landscape** from the orientation menu
- Click **Apply** (or **OK**)
- Then click **Keep Changes** if prompted

Source of Reference: <https://support.microsoft.com/en-us>

Troubleshooting Printers



Setting up a printer in your home can seem complicated to some people. Follow these general steps to help you set up your printer at home:

- First, what you need to do is plug your printer into an outlet, and into the back of the printer.
- Next, in order to set up your printer, you are going to need to connect your computer to your printer. To do this take the included cable, which is typically a USB cable. (If you are using a wireless printer, this process may be different.)
- With Windows 10, your printer may be installed automatically. It is still good to verify the latest drivers and software were used. Refer to the manufacturer's website.
- Within your computer, you will need to locate the printer settings. If you are using a Windows computer, the settings will be in the control panel. However, if you are using a Mac, you will find this in System preferences.
- You will need to look for the **Add a printer option**. Then you will need to follow the instructions that appear on the screen.
- Now, you will need to print a test page to verify successful printer installation and connection. The test page can be printed from the printer settings page or from within the printer software.

Some common problems that people run into are:

- Nothing happens when you are attempting to print.
 - Make sure the printer is turned on.
 - Make sure that the printer has paper
 - Make sure that the paper is in the correct tray
 - Make sure that there is no paper stuck inside of the printer
 - Make sure the printer is installed with proper software.
- Your printer is working but it seems to be printing poorly.
 - When this happens, it usually means you need more ink. Your manual that came with the printer should identify which type of ink cartridge you will need for the printer.