

VACATION SURVIVAL KIT

2018

Presented by:

Keystone Computer Concepts



Introduction

Yes, it's true – we really are taking a vacation. Still, we don't want to leave you, our customer, in the lurch should a problem arise with your computer. Because there have been changes in the computer world since we published our first Vacation Survival Kit, we're sharing a new version – Version 2018! Within these pages, you'll find some things to try should an issue crop up with your computer. Important suggestion: **print out this guide now because you might not be able to get to it should something happen!**

Naturally, our hope is that you won't have any problems while we're away. But, if you do and if the things in this Kit don't bail you out, there are still four options:

- 1) Call our Main Office number at 772-408-4425 and leave us a message. If it's an emergency, we will return your call at the earliest possible time but the best we can guarantee is within 24 hours.
- 2) If you are an RTS PLUS customer, call the emergency phone number we've given you previously. If we can't answer right away, leave a message and we'll get back to as soon as possible – usually within an hour or so.
- 3) If you can get to email, you can send us an emergency email and we'll do our best to reply to your email as we are able. Send the email to:
john@4kcc.com.
- 4) Although we'd hate to have you call another computer company, we understand that computers are important to our daily lives and waiting for us to return from vacation just may not be possible. So, you might have to call another company. Should this happen, we apologize and hope that you'll check in with us after our vacation.

That all being said, here's our Vacation Survival Kit 2018. Don't forget to print it!

Phone Calls and Computer Pop-ups from Microsoft and/or Apple.

I can't emphasize this enough: neither Microsoft nor Apple will call you on the phone and tell you there's a problem with your computer. Also, neither company will cause a pop-up or a webpage to appear on your computer warning you have problems, telling you to not turn off your computer, and that you need to click on a link or call a phone #. **These types of "panic" messages are always fake.** Even though there might be a message warning you to NOT turn off your computer (the message might even be an audio messages through your computer speakers) because you might lose data, etc., turning off your computer is exactly what you want to do.

Do not, under any circumstances, call these scam artists and NEVER let them onto your computer. If you have to, hold down the physical button you use to start your computer for at least 10 seconds (don't stop holding just because the screen goes blank – hold for a full 10 seconds), wait 10 minutes and then restart your computer. In 99% of the cases, the fake warning will be gone.

Don't become a victim!

Problems and What To Do

Rule #1 – Whenever something strange happens to our computers, the very first thing to try is: turn the computer off, wait two minutes and restart it. (On restart, should the computer ask you whether you want to run startup repair or start normally, choose “start normally.”) Many times, whatever is wrong will be corrected simply by following this rule. Of course, your computer might be “frozen,” preventing you from shutting it off in the usual manner. If this is the case, holding in the physical button you usually use to start the computer will, in most cases, shut the computer off. Worse case, pull the AC plug (and take out the battery, if it’s a laptop). If Rule #1 doesn’t resolve your issue, read further:

INDEX OF PROBLEMS AND LINKS TO POSSIBLE SOLUTIONS

Problem	Possible Solution Page # (Clicking on the number will take you directly to solution)
Desktop: Mouse freezes	5
Laptop: Mouse freezes	6
Desktop: Can't Type	7
Laptop: Can't Type	8
Can't get online	9
Desktop: Computer won't shut off	10
Laptop: Computer won't shut off	11
Desktop: Computer won't start	11
Laptop: Computer won't start	12
Webpage tells me I have errors and/or viruses on my computer	13
Can't print	14
Laptop: some letter keys print numbers	14
Website tells me it can't display contents	15

DESKTOP: MOUSE FREEZES

Try Rule #1 first. If that doesn't work:

Is the mouse wireless?

If no: go to the next section.

If yes: make sure the On-Off switch (usually located on the bottom of the mouse), if the mouse has one, is in the ON position.

If yes: replace the battery/batteries and push the "Connect" button, if the mouse has one.

If yes and neither of these suggestions fix the problem: plug in a wired mouse and see if that works. If the wired mouse works, purchase a new wireless mouse.

Is the mouse wired?

If yes: check to make sure the mouse cable hasn't pulled out from the computer. If you find that it's out or partially out, plug it back in. You may need to restart your computer before it recognizes the mouse.

If yes and the cable was NOT unplugged: try a different wired mouse. Again, you may need to restart the computer before a different mouse works.

Wired and Wireless Mouse

If nothing listed above works, the issue may be with the computer itself and it may need to go to the shop for repair. Sorry. ☹

[Back to the Index](#)

LAPTOP: MOUSE FREEZES

Try Rule #1 first. If that doesn't work:

- 1) Turn your computer off the normal way. If your computer has "frozen" and won't allow you to do this, hold in the physical button with which you usually start the computer. Hold it for 10 seconds even though the screen goes black before that.
- 2) Disconnect the AC power from the laptop.
- 3) If the laptop has a removal battery (some don't), remove the battery from the computer. If you don't know how to remove the battery, please check your computer's manual.
- 4) Wait 5 minutes.
- 5) Reinstall the battery.
- 6) Hook the AC power back up to the computer.
- 7) Restart your computer. In many, many cases, your computer will now work properly.

If that procedure doesn't work:

Is the mouse wireless?

If no: go to the next section.

If yes: make sure the On-Off switch (usually located on the bottom of the mouse), if the mouse has one, is in the ON position.

If yes: replace the battery/batteries and push the "Connect" button, if the mouse has one.

If yes and neither of these suggestions fix the problem: try using the built-in touch-pad (assuming you haven't disabled it) OR plug in a wired mouse.

Are you using the built-in touchpad?

If yes: make sure you haven't accidentally turned it off. Many laptops have either a small button just below the Space Bar on the keyboard or use one of the F keys (F1, F2, F3, etc. – the top row of keys on most keyboards) to turn the touchpad off.

If yes and the touchpad isn't off: plug in a USB mouse and see if that works.

Wireless and Built-in

If nothing listed above works, the issue may be with the computer itself and it may need to go to the shop for repair. Sorry. ☹️

[Back to the Index](#)

DESKTOP: CAN'T TYPE

Try Rule #1 first. If that doesn't work:

Is the keyboard wireless?

If no: go to the next section.

If yes: make sure the On-Off switch (usually located on the bottom of the keyboard), if the keyboard has one, is in the ON position.

If yes: replace the battery/batteries and push the "Connect" button, if the keyboard has one.

If yes and neither of these suggestions fix the problem: plug in a wired keyboard and see if that works. If a wired keyboard works, you may need to replace your wireless keyboard.

Is the keyboard wired?

If yes: check to make sure the keyboard cable hasn't pulled out from the computer. If you find that it's out or partially out, plug it back in. You may need to restart your computer before it recognizes the keyboard.

If yes and the cable was NOT unplugged: try a different wired keyboard, if available. Again, you may need to restart the computer before a different keyboard works.

Wired and Wireless Keyboard

If nothing listed above works, the issue may be with the computer itself and it may need to go to the shop for repair. Sorry. ☹

[Back to the Index](#)

LAPTOP: CAN'T TYPE

Try Rule #1 first. If that doesn't work, try this

- 1) Turn your computer off the normal way. If your computer has "frozen" and won't allow you to do this, hold in the physical button with which you usually start the computer. Hold the button in for 10 seconds even if the screen goes blank before that.
- 2) Disconnect the AC power from the laptop.
- 3) Remove the battery from the computer, if it's accessible. If you don't know how to remove the battery, please check your computer's manual.
- 4) Wait 5 minutes.
- 5) Reinstall the battery.
- 6) Hook the AC power back up to the computer.
- 7) Restart your computer. In many, many cases, your computer will now work properly.

If that procedure doesn't work:

Are you using an external keyboard?

If no: go to the next section.

If yes: make sure the On-Off switch (usually located on the bottom of the keyboard), if the keyboard has one, is in the ON position.

If yes: replace the battery/batteries and push the "Connect" button, if the keyboard has one.

If yes and neither of these suggestions fix the problem: try using the built-in keyboard OR plug in a wired keyboard.

Are you using the built-in keyboard?

If yes: try plugging in a USB keyboard and see if that works.

Wireless and Built-in

If nothing listed above works, the issue may be with the computer itself and it may need to go to the shop for repair. Sorry. ☹

[Back to the Index](#)

CAN'T GET ONLINE

Try Rule #1. If that doesn't work:

Does your computer connect wirelessly?

If yes: make sure you haven't accidentally turned off your wireless connection. On most laptops, this is either a slide switch on the edge of your computer or it's one of the F keys (F1, F2, F3, etc.) either on their own or in combination with the Function (FN) key. You should know where this is before it accidentally gets turned off!

If yes: Can you see other wireless networks and, if so, is your wireless network listed? If you can see other networks but your network is not listed, the problem is with your network and not your computer. See the section below.

If yes: if your wireless router is in your home (some condos, etc., have wireless throughout the building and so you have no router in your home), try plugging your computer into the router via an Ethernet cord. This option may at least get you online so you can work.

If no: see the next section.

Does your computer connect via an Ethernet cord?

If yes: follow the procedure listed here:

Reset your modem and router...

If you have a modem or a modem/router combo:

- 1) Turn off your computer.
- 2) In the back of the modem (or combo), there is a thin cord which provides the electrical power to run the modem. Unplug this cord. All the lights on the modem should go out. If the lights don't extinguish, your modem may have a battery backup. (This is especially true if your phones are part of your Internet service.) If this is the case, you will need to drop the battery out as well.
- 3) Leave the power unplugged for 60 seconds.
- 4) If your modem (or combo) has a battery, reinsert the battery.
- 5) Plug the electrical cable back into your modem (or combo).
- 6) Wait 60 seconds.
- 7) Turn your computer back on.

8) Try your web browser to see if you can get online. If you can, you're all fixed! If not, call us!

If you have a modem and a separate router:

- 1) Turn off your computer.
- 2) In the back of the modem, there is a thin cord which provides the electrical power to run the modem. Unplug this cord. All the lights on the modem should go out. If the lights don't extinguish, your modem may have a battery backup. (This is especially true if your phones are part of your Internet service.) If this is the case, you will need to drop the battery out as well.
- 3) In the back of the router, there is a thin cord which provides the electrical power to run the router. Unplug this cord. All the lights on the router should go out.
- 4) Leave the power unplugged from both the modem and the router for 60 seconds.
- 5) Plug the electrical cable back into your modem. Make sure you are working with the modem and not the router.
- 6) Wait 60 seconds.
- 7) Plug the electrical cable back into your router.
- 8) Wait 60 seconds.
- 9) Turn your computer back on.
- 10) Try your web browser to see if you can get online. If you can, you're all fixed!

[Back to the Index](#)

DESKTOP: COMPUTER WON'T SHUT OFF

If your desktop computer won't shut off, you can try the following:

- 1) Press the button you normally use to start the computer in for 10 seconds. Most desktop computers are set to shut off when you do this.
- 2) If you want to restart the computer, wait 2 minutes before starting again. If you were shutting the computer down for the night, do nothing.
- 3) If holding the start button in doesn't shut the computer off, disconnect the electric and then follow the instructions in #2 above.

After using these methods to shut your computer off, when you restart the computer, you may get a screen telling you the computer wasn't shut down properly and asking you how you want to start it. Regardless of what is listed, click the option to start the computer normally.

The next time you go to shut the computer off, if it stalls and won't shut down on its own causing you to use these methods again, you should get in touch with us after we are back from vacation.

[Back to the Index](#)

LAPTOP: COMPUTER WON'T SHUT OFF

If your laptop computer won't shut off, try this procedure:

- 1) Hold in the button with which you usually start the computer and it should shut off after 10 seconds.
- 2) Disconnect the AC power from the laptop.
- 3) If your laptop has a removal battery, remove the battery from the computer. If you don't know how to remove the battery, please check your computer's manual.
- 4) Wait 5 minutes.
- 5) Reinstall the battery.
- 6) Hook the AC power back up to the computer.
- 7) If you were shutting the computer down for the night, do nothing.

After using this method to shut your computer off, when you restart the computer, you may get a screen telling you the computer wasn't shut down properly and asking you how you want to start it. Regardless of what is listed, click the option to start the computer normally.

The next time you go to shut the computer off, if it stalls and won't shut down on its own causing you to use this method again, you should get in touch with us after we are back from vacation.

[Back to the Index](#)

DESKTOP: COMPUTER WON'T START

If your desktop computer won't start, check the following:

Do any lights come on when you press the start button?

If yes: your problem might be the monitor. Swap monitors if you have another one in the house or if you can borrow one from a friend – just to try. If you hook up a different monitor and are then able to see the computer desktop, you just need to go purchase a new monitor. If nothing appears on the substitute monitor, your computer will need to be looked at in the shop.

If no: check to make sure that you actually have power to the computer. Look at the cords and verify that they are all in properly. Remove the power cord from the desktop tower and plug a lamp into the same outlet so you're sure there's actually

power to the outlet. If you have your computer plugged into an uninterruptable power supply (UPS) – which, of course, you should – temporarily unplug the computer from the UPS unit and plug it directly into the wall. (If the computer works, replace the UPS.) If you're sure you have power to the tower and it still won't start, the computer will need to go to the shop.

[Back to the Index](#)

LAPTOP: COMPUTER WON'T START

If your laptop won't start, check the following:

Do any lights come on when you press the start button?

If yes: follow this procedure:

- 1) Hold in the button with which you usually start the computer and it should shut off after 10 seconds.
- 2) Disconnect the AC power from the laptop.
- 3) Remove the battery from the computer. If you don't know how to remove the battery, please check your computer's manual.
- 4) Wait 5 minutes.
- 5) Reinstall the battery.
- 6) Hook the AC power back up to the computer. Start the computer again.

If this procedure still doesn't get you to your desktop but lights are still lit, the laptop needs to come to the shop.

If no: check the power adaptor to the laptop. Sometimes, they accidentally get unplugged causing the computer to run on the battery. Once the battery runs down completely, the computer will not start up. If the power adaptor was unplugged, once reinstalled into electricity, the computer will come on and the battery will start charging again. If the power adaptor is plugged into electricity and the laptop still won't come on, the computer will need to come to the shop.

[Back to the Index](#)

WEBPAGE TELLS ME I HAVE ERRORS AND/OR VIRUSES ON MY COMPUTER

If you receive a message on a webpage that your computer is infected, follow this procedure, paying particular attention to the information in red:

If you go onto a website which tells you it is scanning your computer and is finding viruses, malware, etc., **DO NOT click any of the windows from the website, as even a "No" can be a "Yes" allowing them to download their software (which IS malware) onto your computer.** In that regard, do not panic. If you have good anti-virus, your computer will not have all the viruses, etc., that the website is telling you are there. Instead, X out of the page. If that doesn't work, try stopping the browser's process.

Here's how to do that for Windows machines:

A) In Windows 7, use the CTRL-SHIFT-ESC combination (you simultaneously hold down the first two keys and then press the third) and the TASK MANAGER will appear.

In Windows 8, 8.1 or 10, use the CTRL-SHIFT-ESC combination and the TASK MANAGER WILL APPEAR. Click on MORE DETAILS.

B) Click on the PROCESSES tab and find the process for your browser. Click on the process to highlight it and then click on END PROCESS. (Here is a list of the most common browser process names:

Internet Explorer=iexplore.exe * FireFox=firefox.exe * Safari=Safari.exe

Google Chrome=chrome.exe * Opera=opera.exe)

C) Confirm by clicking YES.

The browser should close.

Here's how to stop the process on Mac OS X:

A) Click on the Apple menu and choose FORCE QUIT.

B) Highlight the browser process and click on the FORCE QUIT button.

C) If a confirmation window appears, click OK or YES.

Whether you are using a Windows machine or a Mac, if the procedures above don't close the webpage(s), hold in the button you use to start your computer for 10 seconds even if the screen goes blank before that. Wait 60 seconds and restart your computer.

Do NOT return to the same webpage.

[Back to the Index](#)

CAN'T PRINT

This is one of the most challenging problems because of the many reasons a printer might not print. Here are some things to check/do:

- 1) Try Rule #1– Whenever something strange happens to our computers, the very first thing to try is: turn the computer off, wait two minutes and restart it. (On restart, should the computer ask you whether you want to run startup repair or start normally, choose “start normally.”) Many times, whatever is wrong will be corrected simply by following this rule.
- 2) If the printer is a multi-function printer, will it print a copy? If not, then the issue is with the printer itself. If it will print a copy, continue reading.
- 3) Are there documents in the print queue waiting to be printed? If yes, delete all of the documents. You may need to restart the computer and the printer to get rid of all the documents. (How do you get to the print queue? That varies, depending on the printer. You might check the printer help which should be on your computer.)
- 4) If the print queue is empty, try printing from a different program. In other words, if you've been trying to print from Microsoft Word, try printing from Notepad or from email. If documents print from other applications, then the problem is just between the printer and the app that won't print.
- 5) If the printer is a wireless printer, it may be that the printer has lost its connection to your wireless router. Hook the printer up through a USB cord directly to your computer. If it prints, the problem is with the wireless connection and that may need to be reset. We'd be happy to help you with this when we return from our vacation.

[Back to the Index](#)

LAPTOP: SOME LETTER KEYS PRINT NUMBERS

Smaller laptops and netbooks usually don't have room for the “Accountant's Number Pad.” This is the separate set of numbers usually found on the right of most full-size keyboards. When there's no space to put this extra number pad, laptop/netbook manufacturers usually put the numbers on the same keys as some of the letters. This built-in number pad can be turned on and off – usually by clicking the NumLk (Number Lock) key. Sometimes, you need to tap the key in conjunction with the FN (Function) key wherein you hold the FN key down first, then click the NumLk. On some



computers the NumLk key is only identified by a symbol such as this:

WEBSITE TELLS ME IT CAN'T DISPLAY CONTENTS

If you receive a message in your browser (Internet Explorer, Safari, Firefox, Google Chrome, Opera) that it can't display the contents of a page, you should try the following:

- 1) Browse to another webpage – one of your favorites, perhaps. If other pages show up normally, then the issue is most likely with just the one page that won't show. Try the page a little later in the day and, most likely, the issue will be resolved.
- 2) If other webpages won't display either, check to make sure your computer is online. Follow the steps in the **CAN'T GET ONLINE** section.
- 3) If you use DSL to get online, look at your DSL modem and make sure that the DSL light is on solid. If it is blinking, you will never get online and you need to call your DSL provider.

[Back to the Index](#)