

Basic Computer Troubleshooting



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Welcome to the Basic Computer Troubleshooting presentation.

Computer issues are common, but with the right troubleshooting techniques, you can resolve them quickly.

In this presentation, we'll cover some common problems and how to fix them.

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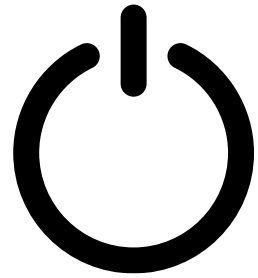
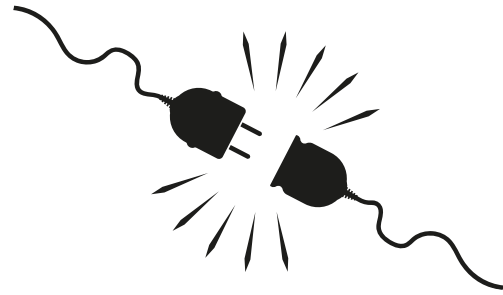
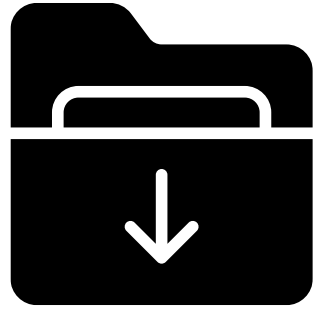
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01



Basic Troubleshooting

- Always start with the basics: check power connections and ensure the device is plugged in.
- Save your work before troubleshooting to avoid data loss.
- Restart the computer as it can resolve many minor issues.

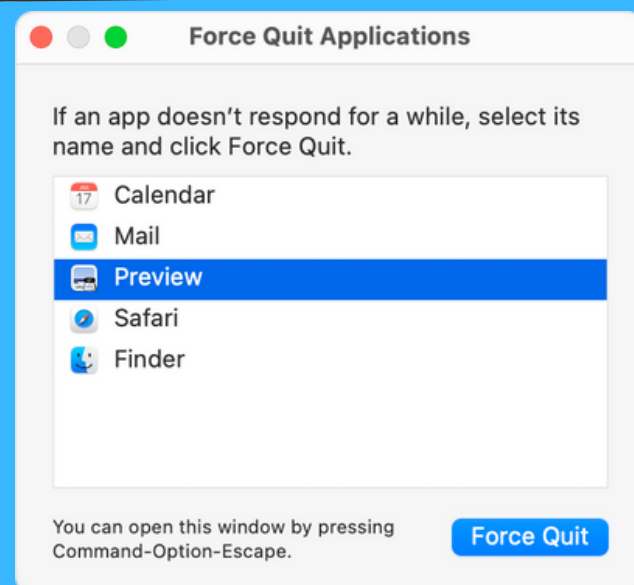
02

Frozen Programme

MAC

Press Command + Option + Escape (Mac) to open the Force Quit

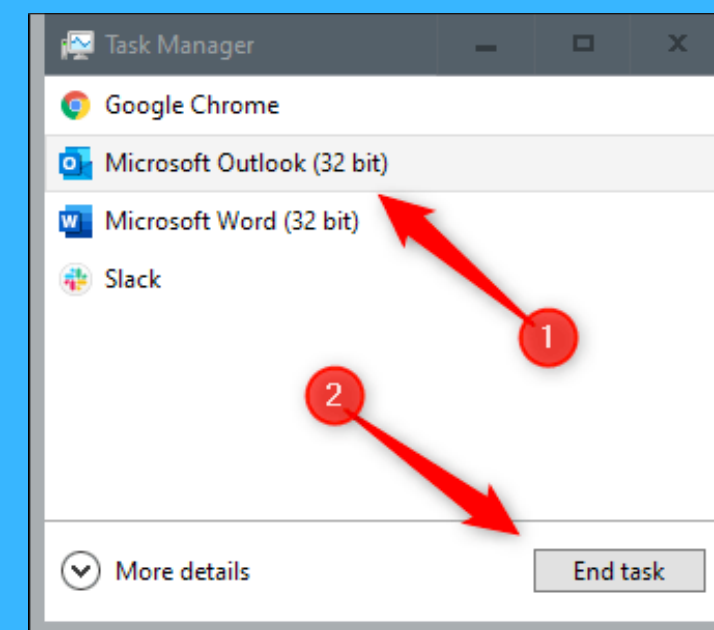
Select the unresponsive program and click "Force Quit" (Mac)



Window

Press Ctrl + Alt + Delete (Windows) to open the Task Manager

Select the unresponsive program and click "End Task" (Windows)



03

Slow performance



✓ Identify problem

Identify background processes that might be consuming resources.

✓ Take action

Close unnecessary programs and browser tabs to improve performance.

✓ Regular clean-up

Run a disk cleanup and disk defragmentation (Windows) or optimize storage (Mac).

04

Internet connectivity

There are a lot of possibilities for weak Internet connection. However, we can sort out the problems, each one consisting of a number of varying steps.



Check network

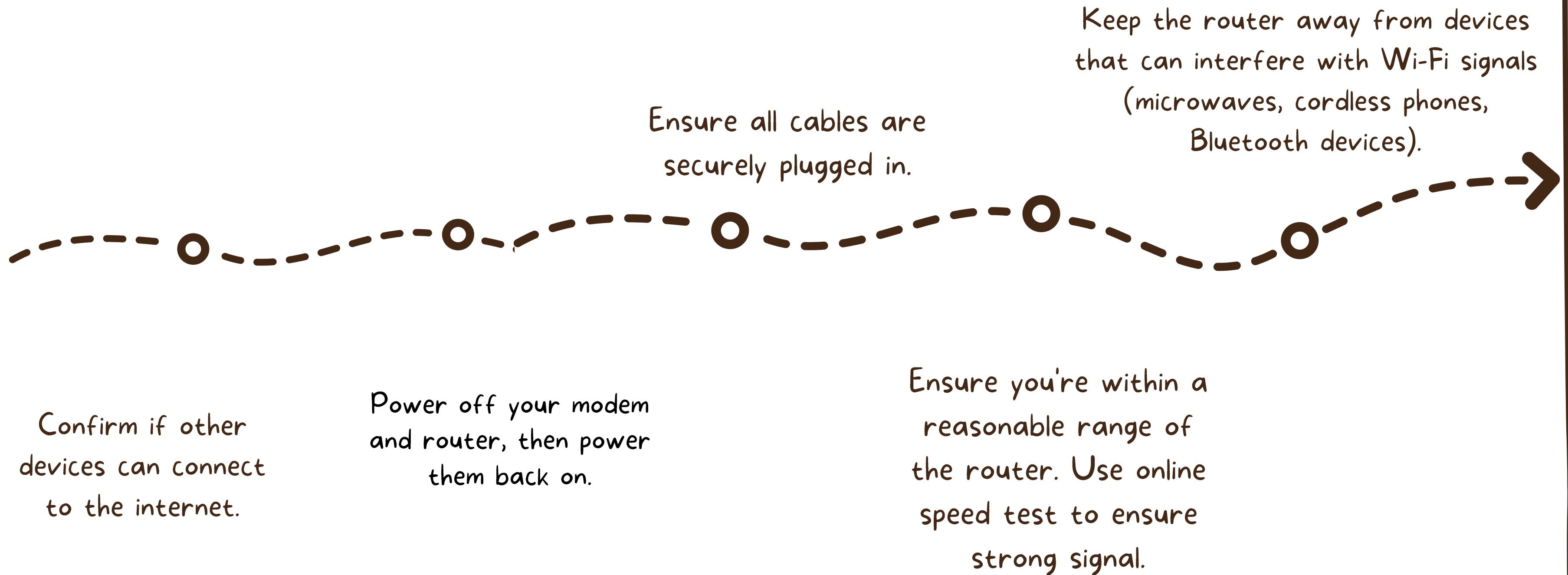
Addressing network-related factors is crucial when troubleshooting internet connectivity issues.



Check device

When experiencing internet connectivity problems, examining your device's settings and configurations can provide valuable insights for resolution.

Check network



Check device

Reboot your computer to refresh network settings.

On Mac, go to "System Preferences" > "Network" > select your network connection > click "Assist me" > "Diagnostics." Follow the steps.



Connect your computer directly to the router with an Ethernet cable.

On Windows, right-click on the network icon in the taskbar and select "Troubleshoot problems." Follow the prompts.

Reset network settings on your device to default. Be aware that this might require reconfiguring Wi-Fi connections and passwords.

05

Sound issue

- Check the volume settings on your computer and speakers.
- Ensure that the correct audio output device is selected.
- Update or reinstall audio drivers if necessary.



Self-checking questions

- How can you quickly access Task Manager or Force Quit during a frozen program?
- How do you identify resource-consuming background processes for slow performance?
- Why is it crucial to check whether other devices can connect to the internet when troubleshooting connectivity issues?





Troubleshooting might require trial and error; don't be discouraged.

Online tech support forums and knowledge bases can provide additional help.

When in doubt, seek assistance from IT service desk / Open a ticket at Top Desk.