

## Newsletter - December 2017 Troubleshooting 101 Redux

Quick: what do you do when the inevitable happens and your computer does not work? Long Time readers will recognize parts of this newsletter, with some updates to match current conditions.

### Tip #1: Don't fiddle with the controls/settings

Whether it's email not coming in, a printer that won't print, or you can't surf the internet, most people's reaction to a computer failure is to change settings. **Changing settings is the last thing you should do.** Think of it this way: if the settings for email, internet, printers, or whatever worked yesterday, they should work today. Look for other signs of trouble first before changing settings. Check all the status lights first – modems, printers, etc.

- are all the lights on?                      -have you rebooted yet? (see Tip #2)                      -is the printer on? Ink/toner full?
  - anything blinking Red?                      -has anyone else fiddled with settings?                      -are any cables disconnected/loose?
  - check with your Internet provider, maybe they are down, not you...
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### Tip #2: Reboot

I can hear the collective groans and crying already. Yes, it's a pain to stop what you're doing and wait for a reboot. But sometimes it is the "magic potion" that works when nothing else does. Reboot applies to computers, printers, smartphones, and any other electronic devices. It also works wonders for Cable Modems, ATT U-Verse Routers and other internet connection equipment. **A Reboot means:** *removing the power from a device so that it may restart with the same settings as when it was last powered on.* Hint: I am defining Reboot for a reason: see Tip #3 about the difference between Reboot and Reset...

- ATT U-Verse Tip:** just pull the power plug from the rear of the unit: leave out for 1 minute, plug back in.
  - COMCAST Tip:** pull the power plug from rear of unit, and un-screw the threaded cable connector from the rear of the cable modem. Leave both unplugged for 10 minutes: no cheating, I mean 10 minutes. Then reconnect power and threaded cable and try again.
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### Tip #3: Reset IS NOT the same as Reboot

In the computer world, precise language, spelling, and punctuation is paramount. One misplaced comma in a program can cause incredible trouble. So it is with the meaning of words. In the computer world, **A Reset means:** *erase all custom settings, and revert to factory default.* If you reset a Cable Modem, U-Verse router, or any other networking equipment like Access Points, it will go back the way it was at the factory, and all your custom settings are gone. Now you have a much bigger problem – you must put your custom settings back first before troubleshooting anything else! (Did you record your custom settings?)

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### Tip #4: Keep a log of problems

If you feel like déjà vu' for some issues, keep a log of what happens, when it happens, and hopefully you have already made a record of custom settings you have made, so that you can go back if needed. Over time, you may see a pattern develop of when things go awry. This will help pinpoint the problem...

-John Becker