

# FAQ'S

At Wayne Network we are asked lots of technical questions. We have put some together here with the typical answer to the problem. You might want to try some of these the next time your computer decides to have a hissy fit!

Q) Help my pc has frozen what should I do?

A1) Firstly try the good old fashioned "ctrl/alt/del" combination of keys to bring up your task manager. You should from here be able to disable any programmes or services that have caused your computer to freeze.

A2) If the above does NOT work then press and hold your "power" button for about 10 seconds. This should shut down your computer. I would recommend leaving with the power off for about a minute before turning back on.

**\*\* PLEASE NOTE: by using option 2 you could lose any unsaved data / work!\*\***

Q) My broadband is slow / has stopped working, what can I do.

A) Shut down your computer saving any data / work first. Turn off your modem/router. Leave everything OFF for about 2 minutes. Restart your router. Wait for all the lights to be on and for the connection to be made. Now turn on your computer. This solves 90% of connection problems.

Q) Can I connect more than one computer to my broadband connection?

A) Yes you can. Depending on the type of equipment you have will depend on how you do this but generally most modern router/modems have multiple ports on them for connecting up to 4 computers by Ethernet (can add more) and others by wireless or even in some cases USB.

Q) My CD/DVD drive is jammed and I can't get my disc out. What do I do?

A) If you look closely on the front of the drive you will see a tiny hole. Use a straightened out paper clip and insert it into the hole gently. You will feel some resistance when you reach the mechanism. Push a little further and the drive tray will "pop" out.

Q) My computer is on but my monitor is blank. Please help!

A) There could be many reasons. First check ALL connections. Is the monitor turned on? Can you see the power light on? Check power to the monitor if not. If possible check with a different working monitor. If this does not cure the problem check your graphics card is fitted correctly. If you still have problems it is likely to be an internal fault with your computer. Call one of our engineers!