

CRAIG'S LAW:

"A restart fixes 85% of all IT related problems."

This applies to your computer, printer, phone, router, email and more.
It sounds obvious — but more than likely, it will work!

Problem	Try this first	If that doesn't work
No sound	Unmute volume; check output device	Right-click speaker icon > Sound settings
Printer won't print	Turn printer off/on, restart computer	Settings > Printers > Remove & re-add printer
Wi-Fi dropping out	Restart modem (unplug 30 sec, replug)	Move closer to router or add a Wi-Fi extender
Running slowly	Restart! Close unused browser tabs	Run Disk Cleanup, disable startup programs
Computer frozen	Wait 2 mins, move mouse	Ctrl+Alt+Delete > Task Manager > End Task
Screen too dark	Fn + brightness key (sun symbol)	Settings > System > Display > Brightness
Text too small	Ctrl + Plus (+) to zoom in	Settings > Accessibility > Text size
Can't print	Check paper, ink/toner, all cables	Clear print queue in Printers settings
Blue screen	Wait for auto-restart, then check	Call Craig if it happens repeatedly
Internet not working	Restart computer AND modem	See Topic 2 guide at seniorsguide.net.au

HANDY KEYBOARD SHORTCUTS

Ctrl + Z

Undo last action

Ctrl + Alt + Del

Task Manager (frozen computer)

Ctrl + Shift + Esc

Open Task Manager directly

Ctrl + C

Copy

Windows key + D

Show desktop

Ctrl + V

Paste

Win key + .

Emoji panel

Need more help? Call Craig on 0411 147 909 | seniorsguide.net.au

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