

# Mini Computer troubleshooting Tip/FAQs

## Troubleshooting the Mini PC



**Q: The mouse is not moving on the screen. What should I do?**

1. Check to make sure your mouse is connected to one of the USB ports on the MiniPC.
2. If it is already plugged in, try to disconnect and reconnect the mouse.
3. If none of these work, unplug and replug in the pc.

**Q: The computer is frozen. What should I do?**

1. Move the mouse and double-check that the computer is frozen.
2. Try unplugging and replugging the computer.

**Q: It logged me out and it is not letting me sign back in.**

1. Make sure that you are pressing the student account.
2. Make sure you are typing in the correct password. The default login for the student account is (student).

**Q: The keyboard is not working. How do I make it work?**

1. Ensure that the button on the keyboard is turned on and that the USB is connected to the Computer.
2. Try restarting the pc.

**Q: The computer will not turn on what am I to do?**

1. Locate the power cable on the computer and make sure that it is fully plugged in.
2. Follow the cable to the other end and make sure it is completely plugged into the socket.

**Q: The TV is saying no signal.**

1. Locate the source button on the Monitor
2. Press it and make sure the input is the same as the HDMI that was plugged in.

**Q: Zoom will not open up. What am I to do?**

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1. Press on the zoom logo in the taskbar at the bottom of your screen.
2. If zoom continues to fail to open, restart the pc.

**Q:** Internet issues.

1. Lack of internet may cause many issues on your pc, such as Zoom not opening or connecting to a meeting.
2. Ensure that you are connected to the internet. You can check this by pressing the button on the top right of your screen.

**Q:** My monitor will not turn on or display the computer

1. Check to make sure that the power cable is connected to the monitor.
  2. Press the ON button.
  3. Make sure that the HDMI is connected completely.
- If there are any issues that are not resolved by these steps, unplug the PC, wait 30 seconds and then replug the PC into the wall.