

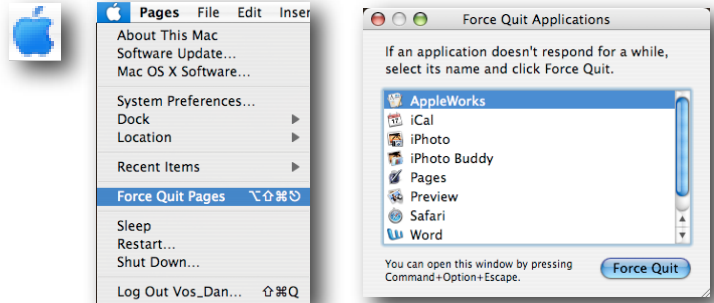
Troubleshooting

Spinning Beach Ball

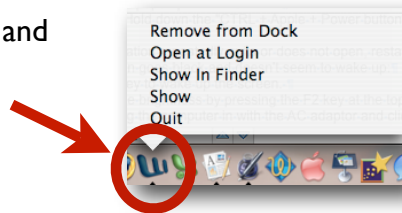


Laptop is unresponsive and the "spinning beach ball" causes the computer to slow or become unresponsive try Force Quitting applications until the spinning beach ball goes away. Force Quitting can be done in any of the following ways:

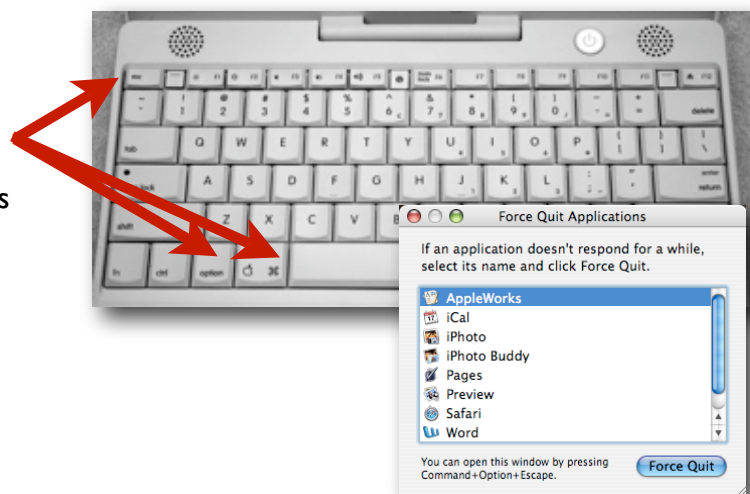
- Option 1:** Click on the blue Apple in the upper left corner of the screen and scroll down to "Force Quit." Then in the new window that opens click on the application and click the "Force Quit" button.



- Option 2:** Go to the dock and click and hold down on the troublesome application and in the menu that pops up choose "Force Quit."



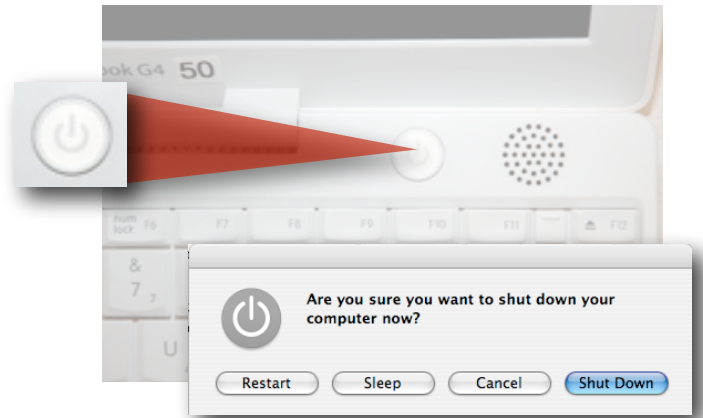
- Option 3:** Hold down the "Option + Apple + ESC" on the keyboard at the same time. In the window that pops up click on the application and click the "Force Quit" button.



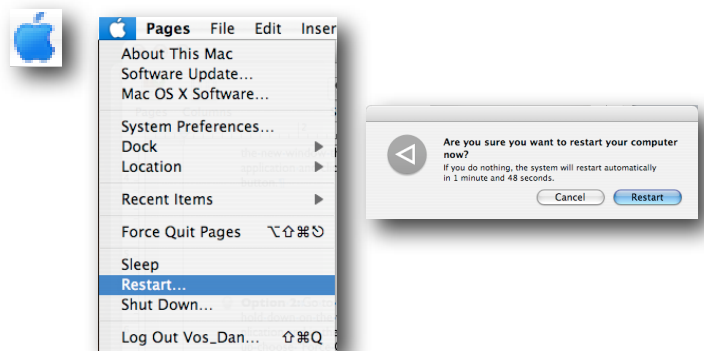
Laptop is Unresponsive

If the Laptop is not responsive to any mouse clicks, seems to be running slow or is behaving differently than normal try "Restarting" the laptop. Restarting can be done in the following ways:

- Option 1: Press the "Power button" and in the window that opens press "Restart."



- Option 2: Click on the blue Apple in the upper left corner and go to "Restart..." In the window that pops up click "Restart."



- Option 3: Hold down the "CTRL + Apple + Power button" and the computer should restart.



Restarting Laptop

If an application repeatedly quits or does not open, restart the computer. If the screen goes black and doesn't seem to wake up:

- 1 Click any key to wake up the screen.
- 2 Increase the brightness by pressing the F2 key at the top left of the keyboard.
- 3 Try plugging the computer in with the AC adaptor and click any key to wake up the screen.
- 4 If no change then restart the computer using "CTRL + Apple + Power button."



If the screen still is black bring the laptop into the students at the Help Desk.