

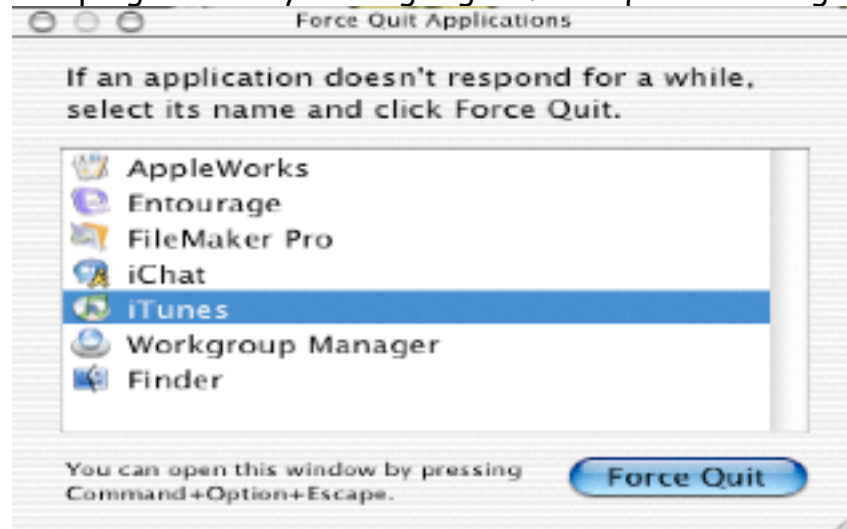
TROUBLESHOOTING

THE SPINNING BEACH BALL

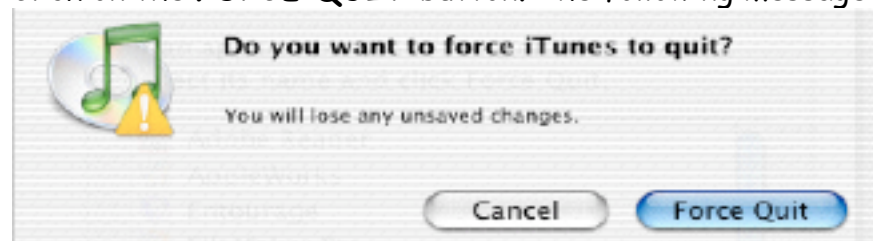
When a program freezes in OS 9.2.2, the computer freezes and you have to force restart the computer. You lose all of your work in all of the applications that are open when the computer freezes. In OSX, the computer does not freeze as often. Instead you will see the "spinning beach ball". The colored beach ball spins and spins. This usually indicates that the program is not responding. To get out of a freeze, **FORCE QUIT** the program. **DO NOT FORCE RESTART THE MACHINE AT THIS TIME.** In most cases you will only lose unsaved work in the program that stops responding.

TO FORCE QUIT A PROGRAM:

Hold down the **OPTION+APPLE+AND ESC** keys. You will see the following screen: The program that you are going to force quit will be highlighted in the window.



Click on the **FORCE QUIT** button. The following message will appear:



Click on **FORCE QUIT** and iTunes will force quit. The Force Quit Applications window will reappear and iTunes will no longer be listed. You do not need to force quit all of the applications listed in the window. **CLOSE THE FORCE QUIT APPLICATIONS WINDOW** by clicking on the red button on the upper left-hand corner. In OSX, it is much better to force quit a program than to force restart the computer. You can open the application again immediately and use it.

LOGOUT VERSUS RESTART

Occasionally a program will repeatedly quit for no reason. To solve this problem, log out and then log back in. **DO NOT RESTART**. Logging out solves a bunch of quirky little problems.

To log out:

- Be sure you have saved all of your work **BEFORE** you log out. Logging out quits all applications.
- Click on the blue apple to **LOG OUT**.
- Click the **LOG OUT** button
- You will be taken to your login screen but you will not see a login box in which to enter your password. Click on the picture beside your name. The login box will appear.
- Enter your password and hit return

TROUBLESHOOTING WINDOWS

Occasionally, the window you are working in will not allow you to access the scroll bar or the up and down arrows because the bottom of the page is off the edge of the window. If this happens, click the **GREEN** button on the upper left-hand corner of the screen

LOCATION

If you have trouble connecting to the server, follow these steps:

- Be sure you are using the correct location. Make sure **Wireless** is selected.
- The airport icon is a fan shaped symbol. You should see black lines in the fan shape if you are picking up an airport signal.
- If you still cannot connect to the network, logout and log back in.
- If you cannot connect to the network at this point, restart the machine.

WHAT TO DO IF AN APPLICATION QUILTS

If an application suddenly quits, you will see a message similar to the following: "AppleWorks has unexpectedly quit". Click on **Ok**. You can now go ahead and double click the application again and begin using it without doing anything else. If it quits again, logout and log back in. Should it continue to quit, restart the computer. If a restart does not fix the problem, call for assistance.

TROUBLESHOOTING FREEZES

STEP 1-FORCE QUIT- This is the preferred route to take if a program freezes. Always try this first

To force quit a program that is frozen, hold down **APPLE+OPTION+ESC**. Save any work

that you have not saved and continue work.

STEP 2- LOG OUT Go under the blue apple and select logout.

Then log back in.

RESTART Go under the apple to restart.

USE ONLY AS A LAST RESORT!

FORCE RESTART Hold down the **CTRL+APPLE+START KEY**

FORCE SHUTDOWN Hold the start button for 5-10 seconds