

FAQ:

1. How to set the static IP Address in Windows 8?

Ans:- Below are the steps for setting up your Windows 8 computer with a static IP address:-

- i) From the Start Menu ,click on Search.or press the Windows Key + C and Search or Windows key+X from the Start Menu to open the "classic" menu and choose Control Panel, then choose Network and Sharing Center).
- ii) In the Search box type Network to search for any network related options
- iii) From the View Your Active Networks section, select Local Area Connection. Go to Properties.
- iv) The Local Area Connection Properties screen appears.
- v) Highlight Internet Protocol Version 4 (TCP/IPv4) and click on Properties.
- vi) The Internet Protocol Version 4 (TCP/IPv4) Properties screen appears. Click Use the following IP address.
- vii) IP Address: 10.0.3.x (where x is a number)
Subnet mask: 255.255.252.0 (Depends upon VLAN Configuration at Switch)
Default gateway: 10.0.3.1
DNS (Domain Name Servers): 10.10.0.10, 10.10.0.12
- viii) Enter these numbers in the appropriate fields and click OK.
- ix) Continue to click OK or Close as appropriate until you return to the Network Connections screen. The Local Area Connection icon text should now say "Enabled".
- x) Test your TCP/IP Settings: Launch your web browser. If you have completed the configuration successfully, the browser opens at your designated home page. If you have not completed the configuration,you will receive an error message that says that your browser was unable to connect properly. Go back and check your settings.

2. My computer does not turn on, what do I do now?

Ans:- First check the computer's power cord to make sure it is completely plugged into the wall socket. If you are using a plug strip, make sure it is completely plugged into the wall socket

and that the power switch on the plug strip is turned on. Some plug strips also have a built in circuit breaker which usually looks like a black or red button near the power switch. Press the button to reset it and see if that solves the problem.

3. There is no display on the monitor, what do I do now?

Ans:- Make sure the monitor is on. If no power light (green or orange light) is seen on the monitor

display try pressing the power button until it comes on. If your computer monitor was on and you stepped away from the computer and upon returning it was black it's likely that the

computer is asleep. Try moving your mouse, clicking the mouse buttons, and/or pressing

any key (space bar) on the keyboard to wake it up. Make sure that the monitor is connected properly to the back of the computer.

4. I get a 'no signal input' message, what do I do?

Ans:- Verify that the monitor is properly connected in the back of the monitor as well as to the back of the computer. If the monitor appears to be connected properly, verify that a cable is

not loose by disconnecting all cables that can be disconnected in the back of the monitor. Next, disconnect the data cable connected to the back of the computer and then reconnect the cable. When connecting the cable in the back of the computer ensure the cable connection is tight. Most computers will also have screw ends that can be screwed in to hold the connector in place.

5. I can't delete a file because it is being used by Windows?

Ans:- Close all programs running on the computer and try again. If after closing all programs running on the computer you are still encountering the same issue when attempting to delete files, load the computer into Safe Mode and delete the files.

6. How do I fix a paper jam?

Ans:- Turn off the printer. Inspect the location or tray the printed paper ejects to. If the stuck paper is visible manually remove it. Remove all paper trays and any paper that may be stuck between the tray and the printer. If the stuck paper is visible manually remove it. Open the printer door that allows you access to the printer ink cartridges or toner and look for any stuck paper. If the stuck paper is visible manually remove it. Turn the printer back on.

7. What do I do if the image on screen is distorted or skewed?

Ans:-You may receive a distorted image when the cable is loose or defective. Disconnect the video cable going from the back of the computer and verify that no pins are bent, burnt or broken. Once verified re-connect the monitor cable. If the refresh rate is not properly set the monitor may have a wavy or an appearance that lines are going down or across the monitor slowly or fast, this may also cause a flickering affect. A distorted image can be caused by magnetic or other types of interference. Verify no speakers, fans or other magnetic devices are close to the monitor.

8. How do I get into safe mode?

Ans:- To get into the Windows 2000 / XP Safe mode, as the computer is booting press and hold your "F8 Key" which should bring up the "Windows Advanced Options Menu". Use your arrow keys to move to "Safe Mode" and press your Enter key.

9. How to perform browser optimization?

Ans:- Most browser are packed with many plugins, extensions, toolbars that you don't really need. Often times, they slow down your internet browsing speed and performance. Disable plugins and extensions directly from your browser. Clear browsing cache and cookies

10. How do I delete the contents of my Temporary Internet Files folder?

To delete your temporary Internet files using Internet Explorer:

1. Open Internet Explorer browser
2. Select **Tools** from the top menu and click **Internet Options**
3. In the "Temporary Internet files", click **Delete Files**
4. Check **Delete all offline content** to delete all temporary Internet files including offline content that is stored on your local drive.
5. Click **OK**
6. Click Apply and **OK** to finish

To delete your temporary Internet files at the command prompt:

Note: Procedure below may delete all temporary Internet files including Cookies files.

1. Press **Start** and select **Run**.
2. Type **cmd** and click **OK**. The command prompt appears on screen.
3. At the command prompt type:

```
c: [ENTER]
cd\ [ENTER]
del "%Userprofile%\Local Settings\Temporary Internet Files\*.*" [ENTER]
```

A message appears such as

"C:\Documents and Settings*Username*\Local Settings\Temporary Internet Files*.*, Are you sure (Y/N)?"

Enter **Y** to confirm. Then, all temporary Internet files are deleted.