

# Troubleshooting

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## Troubleshooting

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### Your Notebook Does Not Respond

If your notebook 'locks' and does not respond to your pressing keys or touching the touch pad, hold the **power button** until the notebook turns off (this may take at least four seconds). Press the **power button** again to restart your notebook. Any unsaved data may be lost when your notebook is not shutdown via Windows.

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### A Program Stops Responding

Press and hold the **Ctrl, Shift, Esc** keys or **Ctrl, Alt, Delete** keys.

When the **Windows Task Manager** dialog box appears, select the program that is not responding.

Click the **End Task** button.



*If you need to restart your notebook, you can do so from the Windows Task Manager window. First close all programs to ensure you do not lose unsaved work, then click Shut Down to reveal a drop-down menu.*

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## Updates

Documentation updates may be included with your notebook. These describe changes to your notebook or software. **Always** read these updates before consulting any other documentation, as they contain the most up-to-date information.

Readme files, which may be installed on your hard drive or found on CDs, provide last-minute updates about technical changes to your notebook, or advanced technical material intended for experienced users or technicians.

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## Microsoft Windows Help

Click **Start -> Help and Support** or, if that option is not available, right click **Start -> Search -> Information in Help and Support**.

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## Microsoft Windows Guide

For more information on using the Windows operating system, see the Microsoft Windows documentation that came with your computer.

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## Devices and Programs

For help on using your computer's devices (such as a modem) and options you purchase separately from your notebook, refer to the accompanying documentation.

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## CD-ROM, DVD, CD-RW or CD-RW/DVD HELP

Depending on the CD-ROM, DVD, CD-RW or CD-RW/DVD Drive installed on your computer, you will be supplied with accompanying software (for example, Easy CD Creator, for writing CDs; WinDVD for playing movies). Refer to the separate documentation appropriate to your configuration.

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