

Digital Bridge Milwaukee Troubleshooting Your Computer

If your computer is not working properly, try the following troubleshooting steps:

- Restart your computer
- Search the issue online
- Use System Restore
- Reset your computer

Restart your computer

Restarting your computer will solve most issues and should be the first troubleshooting step you try when you encounter a problem. Follow these steps to restart your computer:

- 1. Press the Windows key **=** or click the Start button in the lower left corner of your screen to open the Start menu.
- 2. Click the Power icon 🕐 and then click **Restart**. Your computer will shut down and automatically restart.



NOTE – If your screen is frozen or your mouse is not responding, press the Ctrl, Alt, and Delete keys at the same time. On the screen that appears, click the Power icon in the lower right corner and then click **Restart**.

If that does not work, hold down the power button on the front of your computer for 10 seconds to turn it off. Press the power button again to turn it back on.

Search the issue online

If restarting your computer does not solve your issue, try opening Firefox or your preferred web browser and entering a description of your issue into a search engine such as Google. For example, if you had trouble seeing things displayed on your screen even at 100% brightness, you could visit <u>www.google.com</u> and search for the phrase "screen brightness too low at 100%". In many cases, you will find a solution for your issue by clicking and reading through the results of your search.

Use System Restore

If you cannot find a solution for your issue online, try restoring your computer to the way it was at some point in the past by using a System Restore point. Restore points are created when you install a new app, driver, or Windows update. Restoring does not affect your personal files, but it does remove any apps, drivers, and Windows updates installed after the restore point was made.

Restore your computer to a System Restore point

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You can use System Restore to restore your computer to a System Restore point when you encounter an issue. Follow these steps to restore your computer to a System Restore point:

- 1. Press the Windows key f or click the Start button in the lower left corner of your screen to open the Start menu.
- 2. Start typing "recovery" to search, and then click **Recovery** when it appears as a result. The Control Panel appears with the Recovery window open.

Recovery Х DF. \square ۲ Filters \checkmark Best match ↑ 🧑 « All C... → Recovery ~ Ō Search Control Panel 🔎 Recovery options U 2 ° System settings **Control Panel Home** Advanced recovery tools Settings Recovery 💎 Create a recovery drive Create a recovery drive to troubleshoot problems Create a recovery drive when your PC can't start. Create a restore point Open System Restore Undo recent system hanges, but leave files such as description unchanged. Reset this PC documents, pictures, and music unchanged. Ransomware protection Search suggestions Configure System Restore Change restore settings, manage disk space, and > create or delete restore points. Apps (1) Store (1) If you're having problems with your PC, go to See also Settings and try resetting it File History 𝒫 recovery options • 0 w

NOTE – Be sure to click the **Recovery** result and not **Recovery options**.

3. Click **Open System Restore** on the Recovery window. The System Restore window appears.

System Restore		×
	Restore system files and settings System Restore can help fix problems that might be making your computer run slowly or stop responding. System Restore does not affect any of your documents, pictures, or other personal data. Recently installed programs and drivers might be uninstalled.	
	< Back Next > S	9

- 4. Click **Next >** on the System Restore window.
- 5. Choose your desired restore point, click **Next >**, and then click **Finish** to restore your computer to the selected restore point.

🌮 System Restore	×	🜮 System Restore		×
Restore your computer to the state it was in before the sele	ected event		Confirm your restore point Your computer will be restored to the state it was in before the event in the Description field below.	
Current time zone: Central Daylight Time	Type		Time: 8/28/2018 10:15:50 AM (Central Daylight Time) Description: Manual: Manual Restore Point	
8/28/2018 10: 15:50 AM Manual Restore Point	Manual		Drives: Local Disk (C:) (System) Ecan for affected programs	
	Scan for affected programs		If you have changed your Windows password recently, we recommend that you create a password reset disk. System Restore needs to restart your computer to apply these change Before you proceed, save any open files and dose all programs.	s.
< B:	ack Next > Cancel		< Back Finish Car	ncel

Enable System Restore

System Restore should be enabled when you receive your computer. However, if for some reason it gets turned off, you must enable System Restore while your computer is still functioning properly. Otherwise, you may not be able to use it when you encounter an issue. Follow these steps to enable System Restore:

- 1. Press the Windows key **=** or click the Start button in the lower left corner of your screen to open the Start menu.
- 2. Start typing "restore" to search, and then click **Create a restore point** when it appears as a result. The System Properties window appears with the System Protection tab open.



3. Click the **Configure...** button on the System Properties window. The System Protection for Local Disk window appears.

System Protection for Local Disk (C:)	×
Restore Settings	_
By enabling system protection, you can undo undesired changes by reverting your computer to a previous point in time.	
C Disable system protection	
Disk Space Usage	_
You can adjust the maximum disk space used for system protection. As space fills up, older restore points will be deleted to make room for new ones.	
Current Usage: 0 bytes	
Max Usage:	1
10% (23.79 GB)	
Delete all restore points for this drive. Delete	
OK Cancel Apply	

- 4. Select the **Turn on system protection** radio button on this window and choose the maximum amount of disk space you would like to use for storage of restore points.
- 5. Click **OK**. System Restore is now enabled.

Reset your computer

Update & Security Windows Update, recov

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If all else fails, you can reset your computer to resolve your issue. Resetting your computer automatically restores it to how it was when you first received it. When you reset, you can choose to either keep or remove your files. In most cases, you will want to keep your files. Follow these steps to reset your computer:

1. Press the Windows key **=** or click the Start button in the lower left corner of your screen to open the Start menu.

Settings					-
			Windows Sett	ings	
		Find a	setting	Q	
	System Display, sound, notifications, power	Bluetooth, print	ers, mouse	Phone Link your Android, iPhone	Network & Internet Wi-Fi, airplane mode, VPN

Personalization Excreme, colors E Apps Uninstall, defaults, optional features Apps Uninstall, defaults, optional features Apps Courts, email, sync, work, femily applied appli

Same bac, DVR, broadcasting, Game Mode Contrast Contrast

2. Click the Settings button . The Settings window appears.

3.	Click Update &	Security	and then	on the	left sidebar	click Recovery.
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\leftarrow Settings	
命 Home	Recovery
Find a setting ρ	Reset this PC
Update & Security	If your PC isn't running well, resetting it might help. This lets you choose to keep your personal files or remove them, and then
${\mathcal C}$ Windows Update	reinstalls Windows.
Windows Security	Get started
↑ Backup	Advanced startup
B Troubleshoot	Start up from a device or disc (such as a USB drive or DVD), change Windows startup settings or restore Windows from a system
S Recovery	image. This will restart your PC.
 Activation 	Restart now
凸 Find my device	More recovery options
🖁 For developers	Learn how to start fresh with a clean installation of Windows
평 Windows Insider Program	

4. Click the **Get started** button to open the Reset this PC window. Choose whether you would like to keep your files or remove everything, and then follow the prompts on this window to finish resetting your computer.

	option				
Keep my files Removes apps a	nd settings, but	keeps your p	ersonal files.	⊳	
Remove everyt	hina				
Removes all of y	our personal file	es, apps, and	settings.		