

## What to do if your computer hangs up

1. If you find that the screen “freezes” ie whatever you do with mouse or keyboard won't have an effect, or the mouse pointer won't move, the computer is said to have “hung up”.
2. Assuming that you cannot **Turn Off** in the usual way, if the computer has one, press the **reset button** to restart it. This sometimes requires eg a pencil to push it.
3. Otherwise press the computer **On/Off Switch/button** and hold it in for at least 5 seconds.
4. Leave the computer off for at least a minute to allow the hard disc to run down and power to drain.
5. Press the **On/Off Switch/button** to power up the computer.
6. The computer may power up correctly in which case proceed as usual.
7. Or it may power up in “Safe Mode”. In this case follow the on-screen instructions.
8. If the computer fails to power up correctly, try the procedure above again. If it still fails to power up correctly then contact your usual source of help.
9. Ask yourself whether you have recently installed some new software (eg Programs) or made changes to the hardware of the computer (eg added memory or a disk drive).

**PTO**

This information will be useful to your source of help.

10. If your source of help asks you to perform a System Restore then to access the System Restore Wizard, left click **Start**, and then left click **Help and Support**. Left click **Performance and maintenance**, left click **Using System Restore to undo changes**, and then left click **Run the System Restore Wizard**
  
11. Follow the on-screen instructions to **Restore my computer to an earlier time**.