

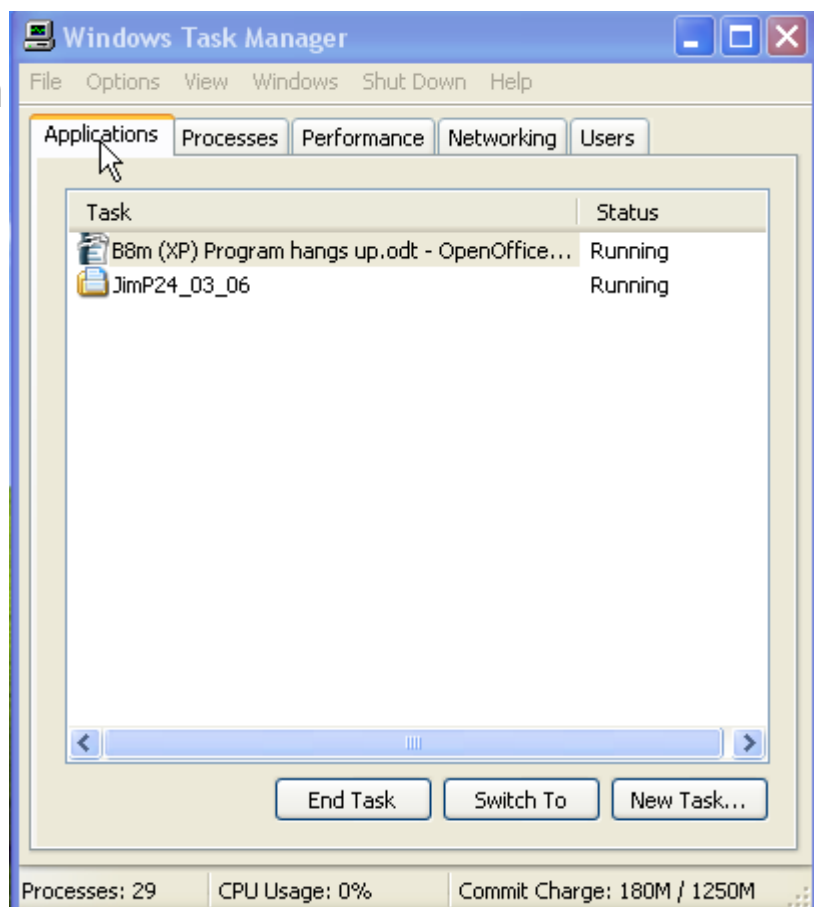
What to do if a Program hangs up, using the Mouse (Windows XP)

1. If you find that a program "freezes" ie whatever you do with mouse or keyboard won't have an effect on that program, the program is said to have "hung up".
2. Right-click an empty space on the **taskbar**,



and then left-click **Task Manager**. The Windows Task Manager will be shown.

3. Left-click on the **"Applications"** tab on the Windows Task Manager.



4. In the list of Applications on the Windows Task Manager left-click on the Program in Task column which is "hung up" (i.e. showing in Status column as "Not Responding") and then left-click on the **"End Task" button**.

Note: Left-click the Menu **View** and **Details** to select this view.

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5. Repeat by left-clicking on any other Program in Task column which is shown as Status "Not Responding" and then left-click on the **"End Task" button**.
6. Open up the Program which had "hung up" and proceed as normal again.
7. Otherwise press the computer **On/Off Switch/button** and hold it in for at least 5 seconds.
8. Leave the computer off for at least a minute to allow the hard disc to run down and power to drain.
9. Press the **On/Off Switch/button** to power up the computer.
10. After logging in then open up the Program which was "hung up" and try to access it again.
11. If it still fails to access the Program correctly then contact your usual source of help.
12. Ask yourself whether you have recently installed some new software or made changes to the hardware of the computer. This information will be useful to your source of help.