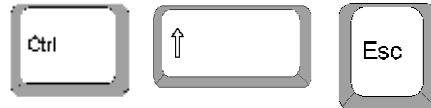


# What to do if a Program hangs up, using the Keyboard (Windows 7)

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. Press the keys Ctrl-Shift-Esc



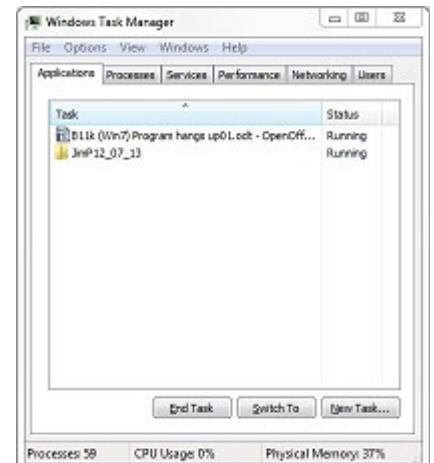
together to show the Task Manager Window.



If there is no response then go to Step 9.


3. Press the keys Ctrl-Tab together (if necessary)



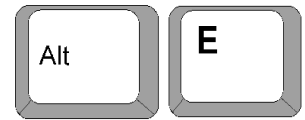
until the "Applications" tab on the Windows Task Manager is selected.



4. Press the Tab key  and down arrow key  until in the list of Applications on the Windows Task Manager a Program in the Task column is highlighted.

5. Press the down arrow key  (if necessary) until the Program which is "hung up" (i.e. showing in Status column as "Not Responding") is highlighted.

6. Press Alt-E together which will close the Program.



Note that you may get a message saying why the program can't be closed till you have responded e.g. when a Save is required.

7. Repeat with arrow keys for any other Program in Task column which is shown as Status "Not Responding" and then press Alt-E together again which will close the Program.

8. Open up the Program which had "hung up" and proceed as normal again.

9. Otherwise press the computer **On/Off Switch/button** and hold it in for at least 5 seconds. This will force the computer to switch off.

10. Leave the computer off for at least a minute to allow the hard disc to run down and power to drain.

11. Press the **On/Off Switch/button** to power up the computer.

12. After logging in then open up the Program which was "hung up" and try to access it again.

13. If it still fails to access the Program correctly then contact your usual source of help.

14. 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.