

## **FASTFACTS**

### *Seven Screen Symptoms*

1. Your monitor has its own On/Off switch and it has not been turned on.
2. The monitor power cord is not plugged in securely to the wall or system unit outlet.
3. The cable from the monitor to the computer is not connected securely.
4. The brightness and/or contrast control have been turned down. Adjust them to see if the cursor returns.

Items 5, 6 and 7 are actual hardware problems. If you have carefully checked items 1 to 4 and still do not have a cursor, call the Microcentre for service.

5. The video controller card inside the system unit has worked itself loose from its socket.
6. The video controller card is damaged.
7. The monitor itself is damaged.

### **3.1.3 Your System Doesn't Start**

There are two separate situations here.

The first is easy to confuse with the monitor problem. If your system simply doesn't start, the only immediately noticeable symptom is that there is no cursor on the screen. There are other symptoms, however. If you cannot hear the fan (most of them are loud enough to hear), or if, after a minute or so, there is no disk drive activity, then your system is probably not starting.

Two things you CAN check are:

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### *Two System Power Checks*

1. Is the power cord connected at the wall outlet AND at the computer?
2. If your system is connected to a Power Bar, is the Power Bar connected to the wall outlet AND switched on?

**If neither of these steps clears up the problem, call the Microcentre.**

The second situation is easy to detect. If, during the power-on test procedure, the system discovers a component failure (and that failure is not related to the monitor), an error message