

Senior Geek Guide to Fixing You Own PC

Turn It Off

- Touching the power button does not turn your PC off
- Click on the Windows symbol
- Click on the Power button
- Shutdown/Restart
- Hold computers On/Off button down for count of 10
- Once a week

Don't' Get Hacked

Problem

You get an email saying you owe money or that someone has died or it says click here to see picture or a joke

Solution

DO NOTHING !!!!!!!

Never call a phone number or click on a link in an email. Even if it is just a joke that a friend has supposedly sent you.

For billing for things you did not order just watch your Credit Card statement. If a charge ppears call the credit card company and dispute the charge. DO NOT CALL THE PHONE NUMBER IN THE EMAIL OR TEXT MESSAGE.

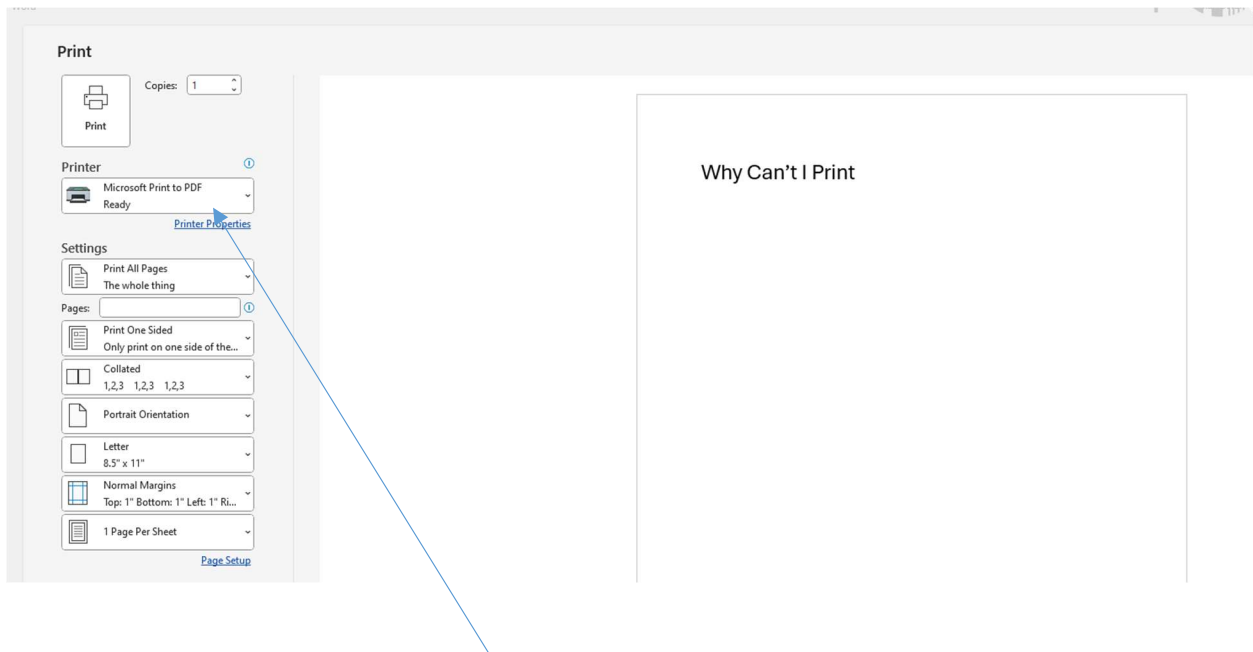
Tech Support phone numbers

- Amazon: 888-280-4331
Microsoft: 800-642-7676
Yahoo - 866-769-2466
Apple: 800-275-2273
Google: 650-253-0000

(Facebook)Meta: 650-543-4800 (Heads up: It's hard to get someone to answer)
Roku: 816-272-818106
Samsung: 800-726-7864
PayPal: 888-221-1161

Problem - - You tell the PC to print and nothing come out of the printer

Solution



Look what the name of the printer is. It must show your printer's name not Print to PDF. Click on the drop down arrow and select your printer.

Problem – My printer has lost its connection to my PC

Solution

First see if your printer shows in Settings in your PC.

On your keyboard press the Windows key and the letter I – This will open settings.

Click on Bluetooth and Devices

Click on Printers and Scanners



Look at what the screen shows. This screen shows that I have a Brother printer that is connected and an HP that is not.

Click on the device that is Offline and Remove Device

Now determine if your printer is connect to your PC via USB using a cable or wirelessly.

Look in the back of the printer for a USB cable and follow it to your PC. Unplug it plug it back in

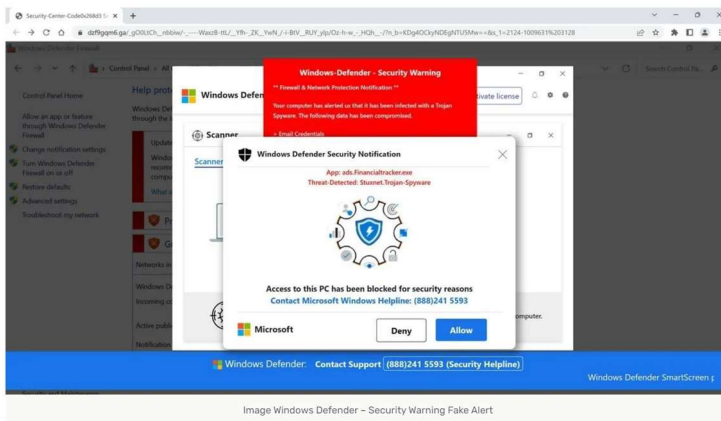
Then click Add device

If there is no cable look and see if there is a wireless symbol showing on the display on your printer. You will need to retore the wireless connection before you can use Add device to put it back.

Problem - My PC is infected with a Virus

Here are 2 examples

The **Windows Defender – Security Warning** fake alert is a browser-based scam that displays bogus messages to trick you into calling a Tech Support Scam phone number.



The "**Call Microsoft Technical Support Immediately**" page is a browser-based scam that displays fake error messages to trick you into calling a Tech Support Scam phone number.



Solution

Step One

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Problem Your screen is black, and you have no icons.

Solution

Leave the computer on for a few hours. Your computer may be installing a large Windows Update.

If that does not complete hold the computers On/Off button down for count of 10. After it shuts off restart it.

Right click with you mouse on the black screen and select View > Show Desktop icons

Problem

I get all kinds of pop-up ads on my screen when I look at things on the internet.

Solution

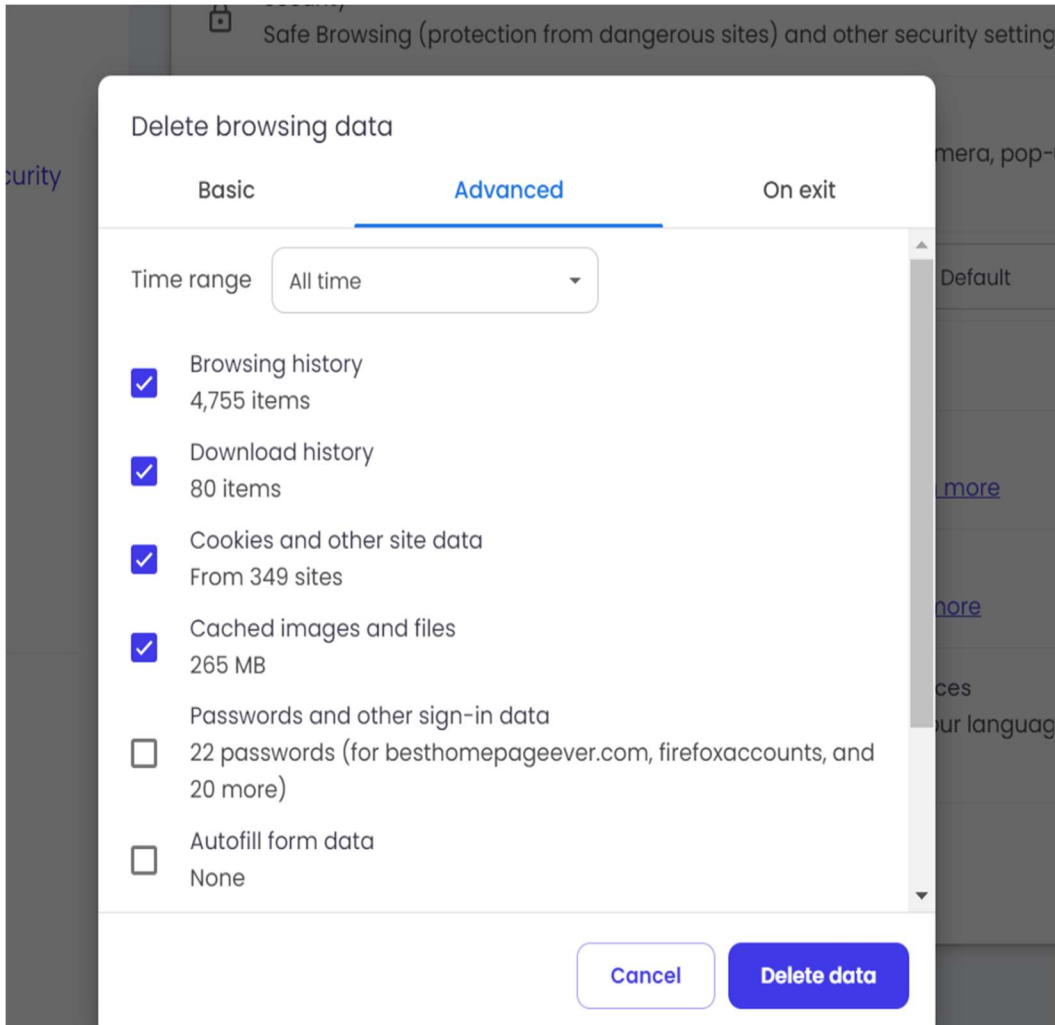
With your internet browser open press Ctrl + Shift + Del and choose All Time and Delete Data

Restart your computer.

- WARNING – Doing this will sign you out of Facebook, Nextdoor and any other websites you might have been logged into. Make sure you know your Login name and password for all these sites before performing this function.

I am getting all kinds of pop-ups when I use the Internet

- You need to reset your browser
- Microsoft Edge
- Firefox
- Chrome



I have no sound from my Speakers

Is there an X next to the speaker symbol in the lower right corner of your screen? Remove it.