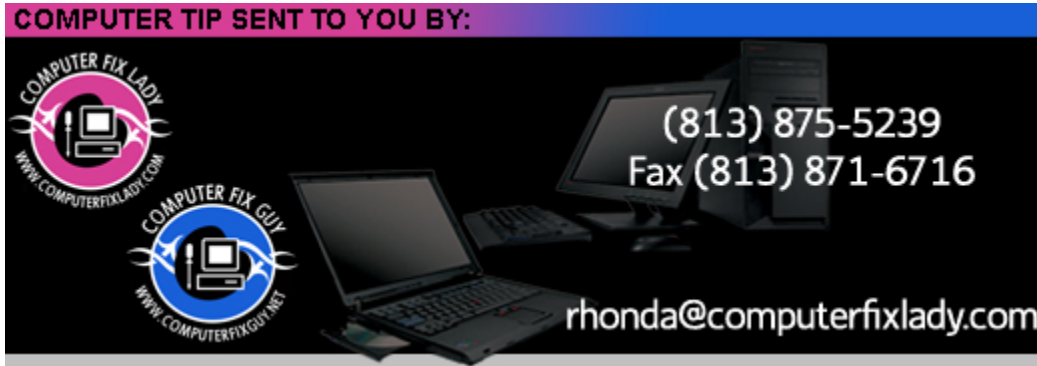


## Rhonda Hodgdon

---

**From:** Rhonda Hodgdon [rhonda@computerfixlady.com]  
**Sent:** Wednesday, July 21, 2010 9:34 PM  
**To:** rhonda@computerfixlady.com  
**Subject:** Computer Tip #38 - What should I do before calling a technician?



This is not an attempt to sell you anything and you can be removed from the email list at any time by unsubscribing [here](#).

### TIP # 38

#### What should I do before calling a technician?

Answer:

If your computer will not turn on at all (you get no lights on the front of the computer):

- Check to make sure all the cables are plugged in properly.
- Make sure that the surge protector is turned on.
- If your computer has an additional power switch on the back make sure that it is in the on position.
- Try another outlet.

If your computer is on but you are not getting internet:

- Restart your computer.
- Unplug the modem and/or the router for 30 seconds and the plug them back in. Starting with the router first.

If you are still having a problem. Write down what you were doing when the problem occurred and any error messages that you received and call a technician.

If you know someone who would like to receive these tips, have them sign up [www.computerfixlady.com/Tip.html](http://www.computerfixlady.com/Tip.html)