

**6** Diagnose these faults and provide advice on each problem.

- 1 My laser printer produces very faint copies.
- 2 When I print, three or four sheets come through the printer at the same time.
- 3 My spreadsheet does not seem to add up correctly.
- 4 Everything I type appears in capitals.
- 5 My PC is switched on but the monitor screen is blank.
- 6 I tried to print a document but nothing came out of the printer.
- 7 My monitor picture is too narrow.
- 8 My monitor screen flickers.
- 9 My mouse responds erratically.
- 10 The time display on my computer is one hour slow.
- 11 When I print out a page, the first two lines are missing.
- 12 My computer sometimes stops and reboots itself. The lights dim at the same time.

**PROBLEM-SOLVING**

**7** As a class, find out how many had problems with any of these items of hardware in the last twelve months. Calculate the percentages and compare results with these findings from a national survey.

% of users reporting problems in the last 12 months

	Your class	Other users
Hard disk		17
CD-ROM drive		15
Modem		15
Mouse		13
Monitor		12
Motherboard		11
Sound card		7
Cooling fan		7
Battery		7
Keyboard		6
Power supply		6
Memory		5
Graphics/Video		5
CPU		3