



Curriculum Development Team Training

Instructional Scenario

Title Ideas: Basic Troubleshooting Techniques

Duty/Concept Area(s): 6670/57-68 Maintaining, Upgrading, and Troubleshooting Computers

Scenario:

You are trying to print out invitations for a birthday party, but the printer isn't working. You have some ideas about what could be causing this, so you go through them one-by-one to see if you can eliminate any possible causes.

1. Check the printer to make sure that it's turned on and plugged in to the surge protector. It is, so that's not the issue.
2. Check to make sure the printer's ink cartridge still has ink and that there is paper loaded in the paper tray. Both are full, so you know the issue has nothing to do with ink or paper.
3. Check to make sure the printer and computer are communicating correctly. If you recently downloaded an update to your operating system, it might interfere with the printer. But you know there haven't been any recent updates and the printer was working yesterday, so you'll have to look elsewhere.
4. Check the printer's universal serial bus (USB) cord. It's not plugged in. You must have unplugged it accidentally when you plugged something else into the computer earlier. Once you plug in the USB cord, the printer starts working again. It looks like this printer problem is solved!

Big Question:

- Has your computer downloaded the latest upgrades?

Focused Questions:

- Do you know what to do if your screen goes blank?
- What do you do if you can't seem to close an application or can't hear any sound from your speakers?

SOL Correlation:

Computer Technology 9-12.16 A; 9-12.11 A, A, C
English 9.5, 9.8

Resources:

- Have your school's instructional technology resource teachers (ITRT) come in to educate the class on the specific configurations of the classroom computers?