

Assistive Devices Resource Service

Frequently Asked Questions: Writing Aids

Q. My computer is slow. What should I do?

A. Try each of the following steps in order :

1. Ensure you have a valid antivirus/malware software that is up to date.
2. Execute a virus scan weekly.
3. Clean up and delete unwanted files.

Q. What do I do when my desktop computer will not turn on and I have a black screen?

A. Ensure all the connectors are connected properly to computer, outlet, and peripherals (e.g. mouse and keyboard). If computer still does not turn on, contact the hardware vendor.

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Q. What do I do when my computer will not start up properly into Windows or the Apple operating system?

A. Call Microsoft or Apple for support.

Q. What do I do if I forget how to do something with the software?

A. Try each of the following:

- Re-read the training notes
- Go to the software manufacturer website for more support
- If you still have questions, call your ADRS CTF

Q. My child has physical difficulties with using the device (keyboard, mouse, joystick, switch), what should I do?

A. Be sure you set up the device in the position recommended by your ADRS OT. If it is still a problem, contact your ADRS CTF.

Q. The microphone is not working, what should I do?

A. Try each of the following steps in order :

1. Ensure the microphone is plugged in, turned on, and in the position recommended by your ADRS OT
2. Unplug and reconnect it
3. Unplug microphone, uninstall the microphone software driver, and then reconnect the microphone to reinstall the driver
4. Uninstall the soundcard driver, and then reinstall the driver

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5. Call the vendor for possible sound card or microphone failure

Q. Touch screen is not working, what do I do?

A. Try each of the following steps in order :

1. Unplug and reconnect it
2. Unplug touchscreen, uninstall the touchscreen driver, reinstall the touchscreen driver, reconnect Touch screen and test it
3. Call the vendor for possible touchscreen failure

Q. What do I do if a piece of my mount is not tightening/broken?

A. Call the appropriate manufacturer for replacement parts.

*** If after trying these suggestions and you are not sure what to do next, call your ADRS CTF.***