

Lap Top Troubleshooting

Spinning Beach Ball



Laptop is unresponsive and the “spinning beach ball” causes the app to slow or become unresponsive.

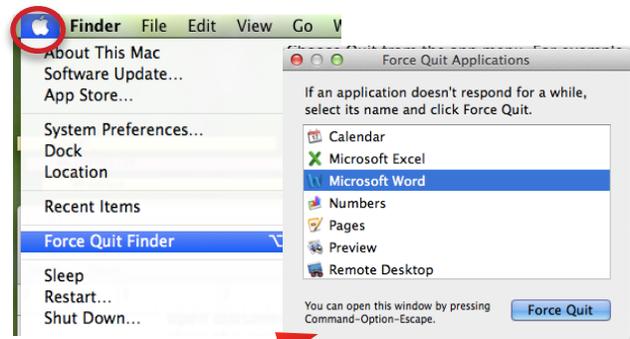
Using the Force Quit feature of OS X makes an application close, even when it is not responsive.

Important: Normally you should not need to force quit an app to close it. When an app is forced to quit, any unsaved changes to open documents are not saved, so try these methods to normally close the app first:

1. Choose Quit from the app menu. For example, in Safari, choose Safari > Quit Safari.
2. Choose Quit by right-clicking (or control-clicking) on an app's icon in the Dock.

If your app does not close using the steps above, use any of these steps to force the app to quit:

- Switch to another app, such as the Finder, then choose Force Quit from the Apple menu. Select the unresponsive app in the Force Quit window, and click Force Quit.



- Press Command-Option-Esc, then select the unresponsive app from the Force Quit window that appears, and click Force Quit.

- Hold down the Control and Option keys on your keyboard, and click the icon of the unresponsive app in the Dock. Select Force Quit from the menu that appears.



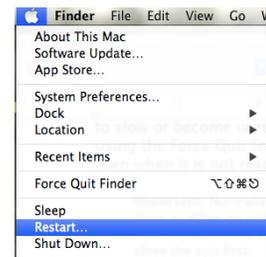
- If you cannot switch from the unresponsive app, press Command-Option-Shift-Esc for three seconds to force it to quit. This key combination tells OS X to force quit the frontmost app.



Laptop is Unresponsive

If the pointer freezes on the screen or your Mac becomes unresponsive, you may have to restart manually.

- To restart normally, choose Apple menu > Restart. If the login window is open, click the Restart button.



- To restart manually, hold down the power button on your Mac until it shuts off. After a moment, press the power button again to start your Mac. Important: If you restart manually, you may lose unsaved changes in open documents.



- To force your Mac to restart, press Control-Command (⌘)-Power button.



Laptop won't wake or Black Screen

If your laptop won't wake after sleep or has a black screen:

- Click any key to wake the screen
- Increase the brightness by pressing the F2 button at the top of the keyboard.
- Try plugging the computer in with the AC adaptor, then click any key to wake the screen.
- If there is still no change, try to force your Mac to restart, press Control-Command (⌘)-Power button.



If the screen is still black after a restart, bring the laptop to the Help Desk at school.