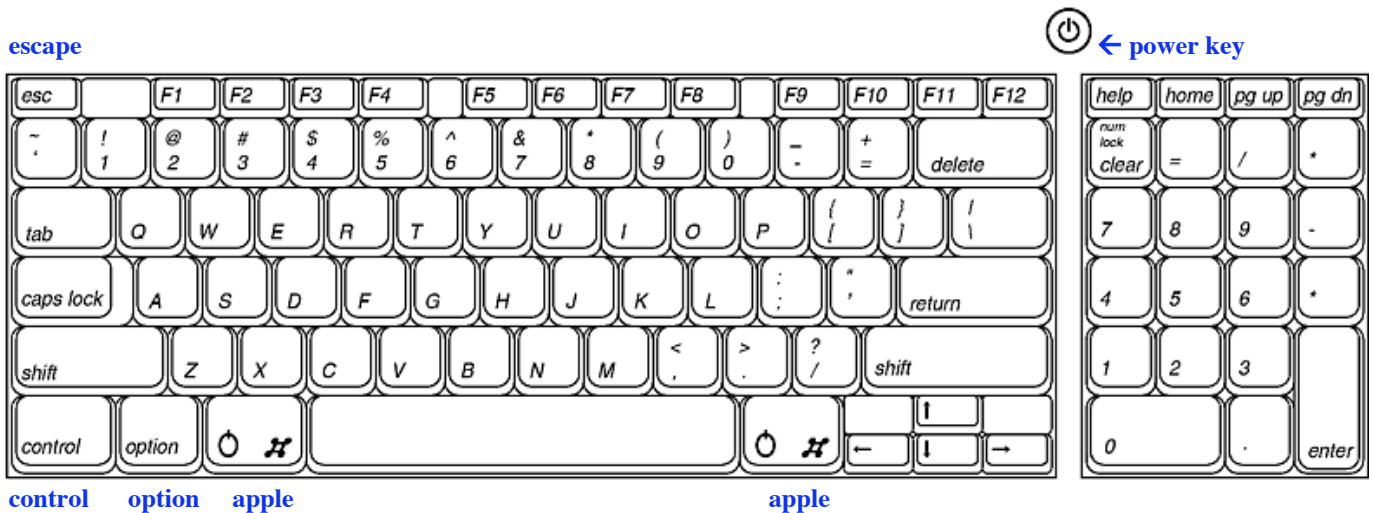


# Troubleshooting & Keyboard Shortcuts



## 1. Check all wires

Make sure that the device you are using is plugged in and on.

## 2. Force Quit

Hold down **⌘+option+esc** keys all at once

Before doing this step, wait a minute to see if the program starts up on its own again. It may have been “thinking” or “processing” information. Be patient. If you waited a couple of minutes, and the program you were using is still frozen even though the mouse is still moving, then Force Quit.

## 3. Force Restart

Hold down **⌘+control+power** keys all at once

First try a Force Quit. Then, if the screen goes blank or the computer freezes or you cannot move the mouse, then Force Restart the machine. If this does not work, unplug/plug-in the machine.

## 4. Use the built-in Help Menu !!!

When a problem arises, or you have a question about how to do something, try using the “Help” option in the top menu bar. The Help Center is an excellent resource for all kinds of helpful hints and information about iMacs, iBooks, the Macintosh Operating System (Mac OS) and specific software programs.

## 5. Useful Shortcuts

Copy ⌘+C	Paste ⌘+V	Cut ⌘+X	Undo ⌘+Z	Find ⌘+F	Open ⌘+O	Close ⌘+W
Quit ⌘+Q	Print ⌘+P	Select All ⌘+A	Screen Snapshot ⌘+shift+3	Partial Snapshot ⌘+shift+4		