

## ASK THE COMPUTER SURGEON

### **Protecting equipment from power outages**

Barbara from Wadsworth wonders "...Should you or should you not turn a computer on and off during the day? I turn mine on in the morning and turn it off at night. My son on the other hand turns his on and rarely turns it off. Forget about the use of electricity, I'm just wondering about the computer itself."

Carl from Nova also has questions, he writes "When I put my computer to sleep, it comes right back on. While I am using it, there is a constant yellow light that keeps flashing. When I first got my computer and printed something out, there was a little icon that showed how much ink was still left in the cartridge. I have had to replace the cartridge several times but it doesn't show how much ink is left in the cartridge anymore."

Barbara, your question is very popular. I addressed it, in some detail, in my column printed 7/16/06. Please check out [www.compusergeon.com](http://www.compusergeon.com). Click on the Articles menu and then click on the 7/16/06 article link. The article should appear in pdf format. If you do not have the Adobe PDF Reader installed on your computer, click on the Adobe download link on that page and follow the instructions for installation. This reader is a free utility program developed by Adobe Systems. PDF stands for Portable Document Format. It is an "open" file format.

Carl, I am not confident that I fully understand your problems. I think that you are asking two questions.

I believe that your first question is related to putting your computer to sleep and having it wake right back up. There are numerous potential problems at work here. Some computer makers and different versions of operating systems behave differently in the area of power management. Have you tried disconnecting all your USB devices prior to putting your machine to sleep? I have encountered a number of sleep disturbances being related to improper functioning USB devices. If this suggestion doesn't help, please have someone experienced in diagnosing the problems look at your computer. Then, please send us the results of your experience so we can all learn.

Without more specific information related to what make and model of printer you are using, I have difficulty answering your question specifically. I will share my experiences and see if any of them fit your situation. First, download the latest driver for your printer from your printer manufactures WEB site. Bug fixes and updates are usually released for several months after a printer hits the market. Usually the printer is sold with an old version of drivers accompanying it. It is always a good idea to keep your drivers updated. Second, be sure to follow the instructions that came with the printer when changing cartridges. There may be a button to press or a check mark to click on that tells the computer when you install a new cartridge. It is important to note that the computer does not "read" the ink level in the cartridge. It just remembers the number of pages printed since a new, supposedly full cartridge was installed and decrements the graphic image accordingly. This information also explains why some of you experience dry cartridges when the computer says that there is ink in them.

Questions? Comments? Suggestions? Please contact us at [questions@compusurgeon.com](mailto:questions@compusurgeon.com).