

Frozen Screen

When you are unable to move your mouse you have a “FROZEN SCREEN”

NOTE: You will lose any information that has been entered into the application you are working on. In the future remember to save your work approximately every 5 minutes so that you lose only a minimal amount of work. This is a good “rule of thumb.”

Getting out of freezes

A plus sign (+) means keys are held down together.

Press these keys	To do this
	Turn your computer on and off. Your work will be saved before the computer shuts down.
 + 	Cancel an operation in progress.
 +  + 	Force a program to quit. Unsaved work will be lost.
 +  +  + 	Restart or shut down the computer (on some models). Unsaved work will be lost.
 +  + 	Force the computer to restart. Unsaved work will be lost.

1. If you use the “force quit” command, restart computer before opening up the application again.
2. If the force quit does not work you will need to restart the computer. On Indigo iMac hold the start button down to quit All other computers will have to be unplugged to shut down if key commands do not work.