GRCHS MacBook Air and MacBook Pro Troubleshooting Guide

**Macbook Pro or Macbook Air**

**MacBook Air or Pro doesn’t respond or the pointer doesn’t move**

On rare occasions, an application might “freeze” on the screen. Mac OS X provides a way to quit a frozen application without restarting your computer. Quitting a frozen application might allow you to save your work in other open applications.

To force an application to quit:

Press Command (x)-Option-Esc or choose Apple () > Force Quit from the menu bar. The Force Quit Applications dialog appears with the application selected.

Click Force Quit.

The application quits, leaving all other applications open.  
If you need to, you can also restart the Finder from this dialog.

Next, save your work in any open applications and restart the computer to make sure the problem is entirely cleared up.

If you are unable to force the application to quit, press and hold the power button for a few seconds until the computer shuts itself down. Wait 10 seconds and then turn on the computer.

If the problem occurs frequently, choose Help > Mac Help from the menu bar at the top of the screen. Search for the word “freeze” to get help for instances when the computer freezes or doesn’t respond.

**If your MacBook Air freezes during startup, or you see a flashing question mark, or the display is dark and the sleep indicator light is glowing steadily (not in sleep)** The flashing question mark usually means that the computer can’t find the system software on the hard disk or on any disks attached to the computer.

Wait a few seconds. If the computer still doesn’t start up, shut it down by pressing and holding the power (®) button for about 8 to 10 seconds. Disconnect all external peripherals and try restarting by pressing the power (®) button while holding down the Option key. When your computer starts up, click the hard disk icon, and then click the right arrow. After the computer starts up, open System Preferences and click Startup Disk. Select a local Mac OS X System folder.

**MacBook Air or MacBook Pro doesn’t turn on or start up**

Try the following suggestions in order until your computer turns on:

* + Make sure the power adapter is plugged into the computer and into a functioning power outlet. Be sure to use the 45W MagSafe Power Adapter that came with your MacBook Air. If the power adapter stops charging and you don’t see the indicator light on the power adapter turn on when you plug in the power cord, try unplugging and replugging the power cord to reseat it.
  + Check whether the battery needs to be recharged. If the light on the power adapter glows amber, the battery is charging. See “Running Your MacBook Air on Battery Power” on page 34.
  + If the problem persists, return the computer to its factory settings by pressing the left Shift key, left Option (alt) key, left Control key, and the power button simultaneously for five seconds.
  + Press and release the power (®) button and immediately hold down the Command (x), Option, P, and R keys simultaneously until you hear the startup sound a second time. This resets the parameter RAM (PRAM).

**Network Related Computer Issues**

**If your Macbook Air or MacBook Pro will not connect to the network**

First, try turning the wi-fi off and leave it off for approximately 10 seconds. Turn it back on and see if you are connected.

If turning the wi-fi off and on does not work, reboot the computer.