

## What You Can Expect...

### The computer screen goes blank and the computer is still turned on?

**Reason:** You have not used the computer for a while and the computer has put the monitor into an energy saving sleep mode.

**How to 'wake up the monitor'?** Wiggle the mouse.

**How long will it take?** The computer screen should come back within 1-5 seconds.

**When will this happen?** Whenever the computer has not been used for a long period of time.

### The computer screen goes blank and the computer is still turned on, but wiggling the mouse doesn't have any effect?

**Reason:** You have not used the computer for a longer period of time and the computer has gone into an energy saving sleep mode/low power state.

**How do I wake up the computer?** Hit any key on the keyboard once. On some machines, especially laptops, you may have to push in the power button once.

**How long will it take?** The computer screen should come back within 5-15 seconds.

**When will this happen?** Whenever the computer has not been used for an extended period of time.

### The computer screen goes blank and the computer is not on?

**Reason:** The computer was left on past a time when computers would have normally been shut down.

**How do I wake up the computer?** The computer is in a low power state. Start the computer as normal by pushing in the power button once.

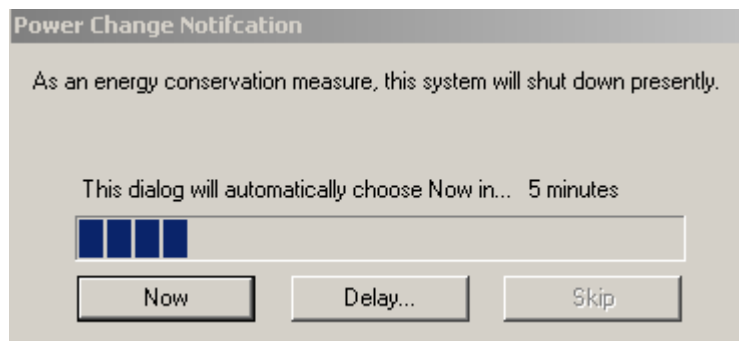
**How long will it take?** The computer should come back within 30 seconds to 4 minutes.

**When will this happen?** Whenever the computer has been left on past the time when it would normally have been shut down or put into a low power state.

### What happens when you are working on your computer at the scheduled shutdown time?

**When:** The scheduled low power state time will be at 7:00pm when the majority of computer users will have gone home, and the computers should therefore be shutdown or put into a low power state.

**What will happen at this time?** You will see the dialog below offering you options to "skip" or "delay" or continue the shutdown.



- ⏻ Doing nothing will put your machine into a low power state at the time specified.
- ⏻ Choosing "now" will put your computer into a low power state immediately.
- ⏻ Choosing "delay" causes the message to pop up again one hour later to see if you are still using the computer before shutting down.
- ⏻ Choosing "skip" causes the message to not come back until the next scheduled power down cycle.

**Your machine is on in the morning and the message “it is now safe to turn off Windows” appears on the monitor... now what?**

**Reason:** On rare occasions your Windows operating system may not shut the machine down properly.

**What should you do?** Hit the power button as you normally do to turn off the computer. Wait a few seconds and hit the power button again to turn it back on.

**Thank you for helping Wheaton save energy, the environment, and money!**