Troubleshooting

01: The Laptop showing slow performance and possible freezes
- Download and install Windows Update by following below steps.
- Step 01: Right-click Start and click Settings.
- Step 02: In the Settings panel, click Update and Security.
- Step 03: In the left panel, select Windows Update.
- Step 04: On the right panel, click Check for updates.
- Step 05: Restart the PC after downloading and installing the updates. If the problem persists please contact the technical support team.

02. USB devices not detected or recognized.
- Check for any physical damage on USB cable or USB port. If there is any physical damage, please contact the technical support team.

03. The Laptop showing Black Screen of Death (BSOD)
- Force Shut down the Laptop by following below steps.
- Step 01: Disconnect all external devices or peripherals (such as a printer, Bluetooth, or USB devices).
- Step 02: Power off the Laptop by pressing the Power button for about 10 to 20 seconds.
- Step 03: Press the Power button to turn on your laptop. If the problem persists please contact the technical support team.