

# Troubleshooting – Things to Try

## DEVICE

### The device is charged but unresponsive.

1. Wake the device by pressing the keyboard, screen or power button.
2. Hold the power button for 5+ seconds to force a shut down before attempting to restart again. This will lose any unsaved work.

### The device freezes or has a Blue Screen error

1. Hold the power button for 5+ seconds to force a shut down your before attempting to restart again.

## POWER

### The device will not turn on, or has shut down after warning of low battery.

Has the device been used for a long period of time or intensive use without a charge?

1. Charge the device.

## INPUT

### Keyboard, mouse or stylus not working as expected.

1. Check to see if Number or Scroll Lock are turned on and turn off as required.
2. Check device settings to ensure keyboard is set to correct language.
3. For wireless devices ensure they are connected (via Bluetooth for example) charged or change their batteries.

## DISPLAY

### Nothing shows on the display

1. Wake the device by pressing the keyboard, screen or power button
2. On Windows devices check the screen projection settings by pressing windows key (⊞) +P
3. Disconnect any external screens.

## NETWORK

### Unable to connect to the wifi network?

1. Ensure Wi-Fi is on & then disconnect and reconnect to the appropriate network.
2. Restart your device.

### Web pages slow to open

1. Issue may be external. Refresh the web page and try other sites.
2. Restart your device.

## APPLICATION

### Application not working as expected

#### Web Sites / Applications

1. If a web site/application, is anyone else experiencing the same problem?
2. Are you using the correct username and password?

#### Locally Installed/Downloaded Applications

1. Application may be conflicting with other applications & need reinstallation.
2. Restart the device.