**4.6 I can assess when there is a problem with collaborative technologies and when to get expert help**

Hardware issues that may occur:

* Device speaker not working or making static noise

Static noises or distorted noises while playing audio, may be caused by water damage or rust formation, connecting to external speakers or headphones may verify this failure.

* Keyboard keys not functioning partly or fully

Missing characters while typing is a noticeable issue. Certain keys or the entire keyboard not responding to any actions may mean a keyboard failure.

* Mouse or touchpad not working

No control of the mouse/ touchpad, cursor jumps around randomly and erratically

* Screen distorted/ dimmed

Motherboard failure, accidental dropping of device, wrong handling, can cause screen problems.

* Battery not charging/ doesn’t last long

Battery age may be the main factor here, and incompatible batteries.

* Incompatible accessories/parts, causing problems or not working

Foreign branded or fake accessories and parts such as wires, mouse, speakers and batteries. It is best to only purchase genuine, to avoid damage to device and health and safety.

* Hard drive problems

Most computer hardware will fail eventually. They’ll need a repair or a replacement. Some habits can prevent hard drives to go into premature failure, such as, keeping the inside clean for affective cooling, backing up data to prevent data loss, in case of sudden hard drive failure, running diagnostics from time to time, even if computer/laptop is running fine, checking hard drive space.

For most of the issues listed above, you could check on trusted website forums online for advice/solutions, check on the manufacturer’s website for advice and further help. While issues might be easy to identify straight away, some repairs might be too complicated for the average computer user. Repairs like motherboard or keyboard replacements can be quite risky and difficult, or you might not have the right tools for it. Taking your computer to an authorised service centre or a third-party repair service would be your next option.

Software issues:

Software problems are usually easier to fix, than hardware issues. Through uninstalling and reinstalling programs, running repair programs, or updating your software and apps. Software problems can be caused by viruses, inaccurate data edits, glitches in out-of-date installed programs, access permissions, incompatible software or even a mistake in a computer’s coding. Here is a forum on which a software update issue is addressed:

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