

1. Slow Performance

Solution - Laptops tend to slow down over time due to various factors. Accumulated junk files, outdated software, and insufficient memory can all contribute to this problem. To boost your laptop's speed:

- **Delete Unnecessary Files:** Remove unused programs and files to free up storage space.
- **Upgrade RAM:** Adding more RAM can significantly improve performance.
- **Software Updates:** Ensure your operating system and software are up to date.
- **Disk Cleanup:** Use built-in tools like Windows Disk Cleanup to remove temporary files.

2. Overheating

Solution - Laptop overheating is often caused by dust accumulation in the cooling system or inadequate ventilation. To prevent overheating:

- **Clean the Vents:** Regularly blow out dust and debris from the laptop's cooling vents.
- **Use a Cooling Pad:** These devices can help improve airflow and reduce heat buildup.
- **Avoid Soft Surfaces:** Placing your laptop on soft surfaces can obstruct airflow; use a hard, flat surface instead.

3. Battery drainage

Solution - If your laptop's battery doesn't last as long as it used to, try these solutions:

- **Adjust Brightness:** Lowering screen brightness conserves battery life.
- **Turn Off Background Apps:** Close unnecessary background applications.
- **Battery Calibration:** Occasionally calibrate your battery to ensure accurate charge readings.

4. Blue screen of death

Solution - When faced with a 'Blue screen of death', take the following steps:

- **Note the Error Code:** This can provide valuable information about the issue.
- **Update Drivers:** Outdated or incompatible drivers may cause BSODs.
- **System Restore:** Use System Restore to revert your laptop to a previous stable state.

5. Wifi connectivity problems

Solution - To resolve Wi-Fi issues:

- **Restart Your Router:** Rebooting your router can resolve temporary connectivity problems.
- **Check Network Settings:** Ensure you're connected to the correct network and that airplane mode is off.
- **Update Network Drivers:** Outdated drivers can cause connectivity issues.

6. Computer won't wake up from sleep mode.

Solution -

1. Remove external devices:

- Disconnect all external devices such as USB devices, printers, scanners, external hard drives, etc.
- Try waking the computer again. If the problem is resolved, one of the removed devices might be causing the issue.

2. Update BIOS, Windows packages, and drivers:

- Visit ASUS Support Center or the Windows Update page to download and install the latest BIOS, Windows packages, and drivers for your computer.

3. Restore BIOS settings to default:

- Access your computer's BIOS setup.
- Look for an option to load default BIOS settings or reset BIOS to factory defaults.
- Save the changes and exit the BIOS.

4. Reset the system:

- If none of the above solutions work, you may need to reset your system.
- This can be done through Windows Recovery Environment or by using a recovery disc.

7. Asus laptop won't go to sleep mode properly

Solution -

Open the **Control Panel**:

- Press **Win + S** and type "Control Panel" into the search bar.
- Select **Control Panel** from the search results.

Go to **Power Options**:

- In Control Panel, select **All Control Panel Items** to view the full list.
- Click on **Power Options**.

Choose a Power Plan:

- In the **Power Options** window, you will see a list of power plans.
- Select either **Asus Recommended** or **Balanced** as your power plan.

Adjust Sleep Settings:

- Once you've selected a power plan, click on **Change plan settings** next to the chosen plan.
- Set your preferred time for the display to turn off and the computer to go to sleep.

Save Changes:

- After adjusting the sleep settings, click **Save changes** to apply the new configuration.

8. Touchpad not working on Dell laptop

Solution -

1. Disable and Re-enable the driver:

- Search for Device Manager in Start and locate the device with the error under the "Human Interface Devices". It should be named "I2C HID Device" with a yellow triangle error icon.
- Disable the driver and re-enable it.

2. Uninstall the driver:

- Same steps as above but instead choose Uninstall.
- Go to Actions > Scan Hardware for Changes (You need to select any driver first otherwise it won't appear).
- Restart your computer.

3. Update your drivers:

- Go to Windows Update and make sure you got the latest drivers installed.
- You can also download your manufacturer's latest drivers manually from their website.
- Make sure Intel Serial I/O Drivers are installed.

4. Uninstall and Reinstall Intel Serial I/O Drivers:

- Go to Device Manager > View > Devices by connection.
- Find the driver with yellow error icon.
- Uninstall the related I/O connection (eg. *Intel 06E9 Host Controller*).
- Download and install the latest Intel Serial I/O Drivers for your device.

5. Reset your BIOS settings to default.

6. Update your BIOS.

9. Cannot shrink volume beyond the point where any removable files are located.

Solution - The reason why Windows won't let you shrink the volume is as the message shown in Disk Management suggested, because there are immovable system files at the very end of the volume. There are multiple things you could try to work this around.

1. Run the Disk Cleanup Wizard, making sure to remove the hibernation file and all restore points.
2. Disable System Restore
3. Disable the pagefile - Open up System in Control Panel, then Advanced System Settings \ Advanced \ Performance \ Advanced \ Change \ No Paging File.
4. Disable kernel memory dump. In the same Advanced Settings, go to Startup and Recovery \ Settings and then change the Write debugging information drop-down to "None" to disable the kernel memory dump.
5. Disable Hibernation mode in your power options \ advanced power options screen. Reboot the machine, and then delete your c:\pagefile.sys file.

10. Windows 11 - Realtek 3.5mm jack not detecting headset mic and Realtek Audio Console not opening.

Solution - Open **Device Manager**:

- Press **Win + X** and select **Device Manager** from the list.

Update the Realtek Audio Driver:

- In Device Manager, expand **Sound, video and game controllers**.
- Right-click on **Realtek (R) Audio** and select **Update driver**.

Open Realtek Audio Console:

- Press the **Windows button** and search for **Realtek Audio Console**.
- Open the Realtek Audio Console.

Connect Your Headset:

- Ensure that your headset is connected to your device.

Adjust Settings in Realtek Audio Console:

- In Realtek Audio Console, go to **Device advanced settings**.

- Change the **Headphone** setting to **Headset**.

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