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

Whilst it’s less-common than it used to be to encounter difficulties in using modern and official technology, the onslaught of fake products and unsatisfactory copies means that increasingly problems are still had when using one third-party tech with another device.

One problem with hardware can result from simply not having the right connection. An example of this is trying to plug a male USB connector type A into a type C port, or an android cable into an Apple phone. You might also find that a device bought cheaply online might not work at all or with another official/ authentic device. This is because manufacturers often install into their products checks that need to be satisfied in order for them to be used. Alternatively, a piece of hardware may not work as a result of damage to it or an error in the manufacturing process. In this case there may be little that I could do myself to resolve the problem directly so would need assistance.

In the case of a hardware problem, a resolution can typically be reached by searching for what does work well with the product you are trying to buy for. Manufacturers commonly release accessories or other products which work with their own devices, but these might be at a higher cost than alternatives. If the device simply doesn’t work it may be necessary to contact the seller to let them know of the problems.

Software problems, again less common than they used to be, can often be resolved by searching for the error code or message that is given to you when trying to do something. It is uncommon, unless you’ve an error with a brand-new system, for your issue to not have been had by another and talked about online. If searching the internet cannot help, again you could check the manufacturer’s website for guidance, of speak to a professional.

Many problems can be resolved by turning off and then back on a device. In determining whether it is a user-problem or a system one, you should see if other people or other devices are experiencing the same problem. If they are not, then it’s almost guaranteed if not very likely that if you tried another course of steps you would not encounter the issue.