**Laptop Customer Service Booklet**

**Welcome to Laptop Customer Care**

Thank you for choosing a laptop. This booklet provides essential information on setup, usage, troubleshooting, and customer support. Follow these guidelines to ensure optimal performance and longevity of your device.

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**1. Getting Started**

* **Popular Laptop Brands:** Dell, HP, Lenovo, ASUS, Acer, Apple, MSI.
* **Key Features:** High-resolution displays, powerful processors, extended battery life.
* **Common Accessories:** External mouse, laptop stand, cooling pad, USB hubs.

**2. Setup & Configuration**

* Unbox and connect the laptop to a **power source** before first use.
* Install the latest **OS updates and drivers**.
* Set up **Wi-Fi and user accounts** for personalized use.
* Adjust **display settings** and configure battery modes.

**3. Performance Optimization**

* Enable **performance mode** in power settings.
* Update **BIOS and firmware** regularly.
* Use **SSD storage** for faster load times.
* Keep **at least 20% free storage** for smooth system operation.

**4. Maintenance & Cleaning Tips**

* Clean the **keyboard and screen** using a microfiber cloth.
* Avoid placing the laptop on **soft surfaces** to prevent overheating.
* Apply **thermal paste** every 1-2 years for optimal cooling.
* Store the laptop in a **cool and dry place** when not in use.

**5. Troubleshooting Guide**

|  |  |  |
| --- | --- | --- |
| **Issue** | **Possible Cause** | **Solution** |
| Slow performance | Background apps, malware | Close unnecessary apps, run antivirus scan |
| Overheating | Dust accumulation, high CPU/GPU load | Clean vents, use cooling pad, reduce load |
| Battery draining fast | High-performance mode, background processes | Adjust power settings, disable unused apps |
| No sound | Driver issues, incorrect settings | Update audio drivers, check sound settings |
| Wi-Fi connectivity issues | Network adapter problem | Restart router, update Wi-Fi drivers |

**6. Battery & Cooling Management**

* Use **battery saver mode** when not performing intensive tasks.
* Avoid charging the laptop **overnight**.
* Keep fans and air vents **clear of dust**.
* Enable **fan boost mode** for cooling when needed.

**7. Warranty & Support**

* **Warranty Period:** Typically 1-3 years (varies by brand).
* Covers **manufacturing defects**, excludes accidental damage.
* Check warranty status on the **manufacturer’s website**.

**8. Customer Care Contact Details**

For brand-specific support, contact your manufacturer:

* **Dell:** 1800-425-2067
* **HP:** 1800-425-7737
* **Lenovo:** 1800-419-7555
* **ASUS:** 1800-209-0365
* **Acer:** 1800-103-3311
* **Apple:** 1-800-MY-APPLE
* **MSI:** 1800-102-4660

For additional assistance, visit the official website of your laptop brand.