**AuraLaptops Troubleshooting Guide**

**Blue Screen (Blue Screen of Death - BSOD)**

When a customer reports encountering a Blue Screen error, first ask them if they noted any error codes or messages displayed on the screen. Advise them to try restarting their AuraBook immediately if it hasn't done so automatically, telling them to press and hold the power button until the laptop shuts down, then power it back on. Once restarted, guide them to check for any pending Windows updates in Settings > Windows Update, as outdated drivers or system files often cause these errors. Also, suggest they run a quick scan with their antivirus software to rule out malware, explaining that infections can lead to system instability and BSODs. If the issue persists, inform them we might need to explore Safe Mode or more advanced diagnostics.

---CHUNK\_BOUNDARY---

**Overheating**

If a customer's AuraBook is overheating, first ask about their usage – are they running demanding applications, or is it hot even with light use? Advise them to ensure their laptop is on a hard, flat surface, explaining that soft surfaces like beds or laps can block the ventilation vents. Tell them to also check the laptop's vents for any visible dust or obstructions, and if safe, gently clean them with a soft brush or compressed air. Suggest they close any unnecessary background applications and reduce the screen brightness to lessen the workload. Remind them that prolonged, extreme overheating can damage components, and if the problem continues, we may need to investigate fan operation or thermal paste.

---CHUNK\_BOUNDARY---

**Cannot Connect to Wi-Fi**

When a customer can't connect to Wi-Fi, start by having them toggle Wi-Fi off and on in their AuraBook's Quick Settings or Network & Internet settings. Then, advise them to restart their router and modem at home, instructing them to unplug both devices for 30 seconds before plugging them back in. Once the router is back online, tell them to forget their Wi-Fi network in their laptop's Wi-Fi settings and then try to reconnect, re-entering the password carefully. Finally, guide them to run the Windows Network Troubleshooter (right-click the Wi-Fi icon in the taskbar > Troubleshoot problems). If these steps fail, we may need to check for driver issues or discuss their network configuration further.