Frequently Asked Questions (FAQ) for Macbook Users

Frequent issue	Steps to be taken
Why is my MacBook not turning on?	Ensure the charger is connected properly. Try a **force restart** by holding the **Power button** for 10 seconds. If the issue persists, reset the **SMC**** (System Management Controller).
How do I reset my MacBook?	Go to **System Settings > General > Transfer or Reset > Erase All Content and Settings**, then follow the prompts. For older macOS versions, restart in **macOS Recovery** (Command + R at startup) and select **Reinstall macOS**.
Why is my MacBook running slow?	Close unused apps, clear storage under **System Settings > General > Storage**, update macOS, and check **Activity Monitor** for resource-heavy processes. Restarting also helps.
How can I free up storage on my MacBook?	Delete large or unused files, empty the trash, clear caches, remove unused apps, and enable **Optimize Storage** in **System Settings > General > Storage**.
Why is my MacBook overheating?	Ensure proper ventilation, close unused apps, avoid using it on soft surfaces, and check **Activity Monitor** for apps consuming high CPU. Clean the vents to improve airflow.
How do I update my MacBook?	Go to **System Settings > General > Software Update** and install the latest macOS version if available. Ensure your Mac is plugged in.
How do I reset my MacBook's SMC?	For Intel MacBooks: Shut down, press **Shift + Control + Option + Power** for 10 seconds, then release and turn it on. (Not needed for Apple Silicon Macs).
Why is my MacBook battery draining quickly?	Reduce screen brightness, close background apps, disable Bluetooth/Wi-Fi if not needed, and check **Battery Usage** in **System Settings > Battery**. If the issue persists, check battery health under **System Settings > Battery > Battery Health**.
How do I connect my iPhone to my MacBook using Continuity?	Ensure both devices are signed into the same Apple ID and have **Wi-Fi & Bluetooth** enabled. Enable **Handoff** in **System Settings > General > AirDrop & Handoff**.
Why is my MacBook not detecting Wi-Fi?	Restart your Mac and router, forget and reconnect to the network under **System Settings > Wi-Fi**, and reset **Network Settings** if needed.

If you need further assistance, Create a support ticket—we're always 😊 happy to help!

**How to Reset SMC Based on Your MacBook Model:

For Apple Silicon Macs (M1, M2, M3)

👉 **No SMC reset needed. Just shut down your Mac, wait 30 seconds, and turn it back on.**

For Intel Macs with a T2 Chip (2018 and later)

1. **Shut down your Mac.**
2. **Hold Control (ˆ) + Option (⌥) + Shift (⇧) (left side of the keyboard).**
3. **While holding these, press and hold the Power button for 10 seconds.**
4. **Release all keys and wait a few seconds.**
5. **Press the Power button to turn on your Mac.**

For Older Intel Macs (2017 and earlier, no T2 chip)

1. **Shut down your Mac.**
2. **Hold Shift (⇧) + Control (ˆ) + Option (⌥) (left side of the keyboard).**
3. **While holding these, press and hold the Power button for 10 seconds.**
4. **Release all keys and wait a few seconds.**
5. **Press the Power button to turn on your Mac.**

◆ **To check your Mac's chip:**
Click Apple logo () > About This Mac and look for Processor (Intel or M1/M2/M3).