**🧊 Issue: Laptop Freezes or Hangs Frequently**

💡 **Problem:**  
System becomes unresponsive during use or startup; mouse/keyboard stops working temporarily.

🛠️ **Try These Steps:**  
✅ **Step 1: Check for Overheating**  
• Touch the laptop's base — if too hot, let it cool.  
• Avoid using on beds/cushions, which block airflow.

✅ **Step 2: End High-Usage Tasks**  
• Press **Ctrl + Shift + Esc** → Task Manager  
• End apps using high CPU or memory (e.g., Chrome, heavy games).

✅ **Step 3: Scan for Malware**  
• Run **Windows Defender**.  
• Malware can cause resource hogging.

✅ **Step 4: Check RAM & Storage Health**  
• Open **Windows Memory Diagnostic** → Restart & scan RAM  
• Check if SSD/HDD is full → Free up at least 15% space.

✅ **Step 5: Update Drivers and Windows**  
• Go to **Settings > Windows Update**  
• Update all drivers via **Device Manager**.

🧑‍🔧 **Still Facing Issues?**  
Frequent freezing may indicate hardware issues. Contact **Ention Support** for in-depth troubleshooting.