# lease-tek

General Hardware issues

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Computer Hanging/ Slowing down/ behaving strangely

Restart the computer

Restarting your computer can solve many issues quickly and easily. The best method of doing this being doing a soft reboot where the computer is turned off and on gracefully. This done as follows.
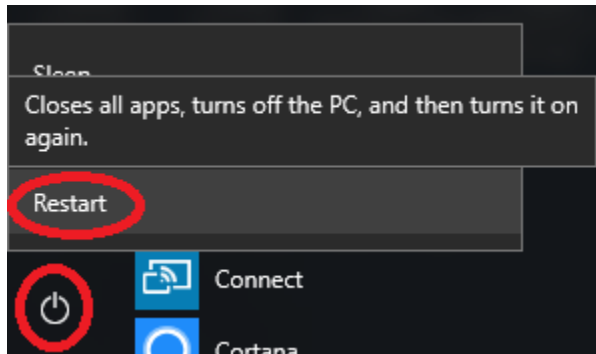
If possible close any running programs by clicking the X on any open windows.
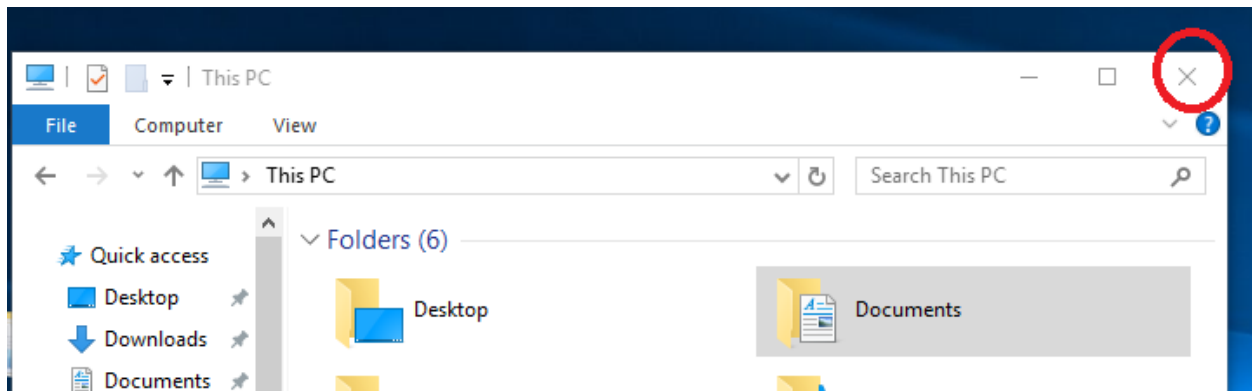
Point your mouse to the Windows key located on the bottom left of your screen and click with the left mouse button.

Now click on the Power button and click restart.

Note that windows may require updates to be installed at this point, so may say 'Update and restart' Click this if it does.

Unable to do a soft reboot

A program may have become unresponsive. It may be using a large amount of resources and may have hung.
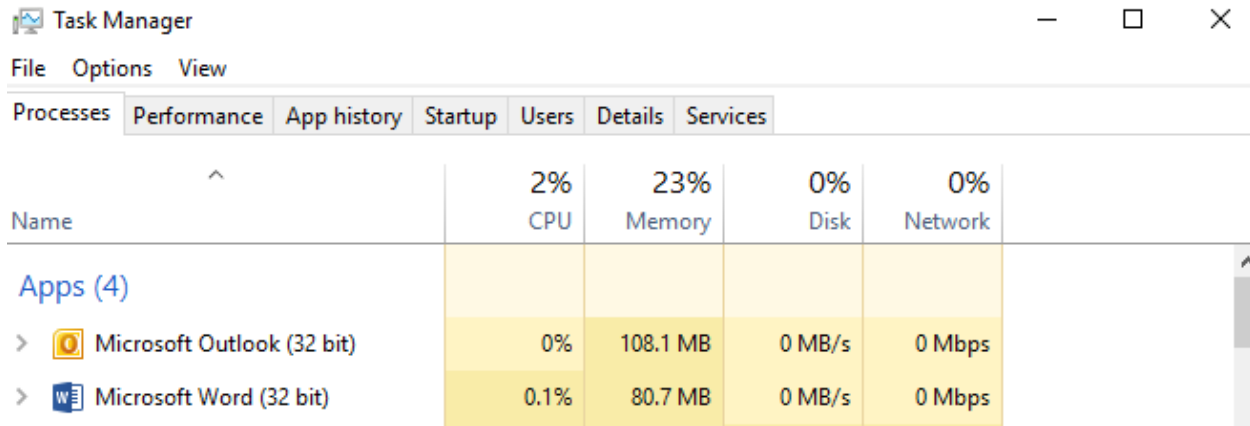
To check for this press the CTRL, ALT and DEL keys at the same time.

From the screen that appears, click on the 'Task Manger' selection.

This may open in minimal view and show running process. (Your processes will be different of that in the following picture)

If it does, click the 'More details' button. This will bring up more information in Task Manager, such as CPU, memory, Hard disk and network usage.

Task Manager				
File Options View				
Processes Performance App history Startup Users Details Services				
Name	2% CPU	23% Memory	0% Disk	0% Network
Apps (4)				
> 🧿 Microsoft Outlook (32 bit)	0%	108.1 MB	0 MB/s	0 Mbps
> 📄 Microsoft Word (32 bit)	0.1%	80.7 MB	0 MB/s	0 Mbps

If a process is using 100% of CPU, memory or Disk for more than a minute or so, there is a high probability that the program has hung.

In this case, with your mouse, right click the program that is using a high amount of resources and click 'End task' from the new context menu.

Hard reboot

In the event these steps do not restart the computer, hold in the power button of the computer until all power is off. Press the button again, to power on the computer.

My computer doesn't power up

For laptops

- Check all power cable is properly plugged into the device
- Check connection from plug to adapter is connected securely.
- Check plug is pushed in securely to power outlet and switched on
- Check to see if there are any light on, for example, charge indicator, wireless, hard drive indicator lights.
- If none are present, plug the laptop into an alternative power point that is known good.
- Remove laptop from power supply, remove battery. Hold power button down for 20 seconds. (This gets rid of residual current in the laptop) Plug battery back in and reattach to adapter and plug into power supply. Power on.
- If there is still no power, contact Lease-tek support.

For PC's

- Check cable is plugged securely into PC.
- Check cable is plugged securely into monitor.
- Use a different power socket or extension if neither PC nor monitor is powering on.
- If the machine is powering on, but no video on monitor, it is probably a monitor issue.
- Check video cable from PC to monitor to ensure they are securely plugged in at each side.
- If monitor has power light, and power and video cables are secure and still no power to PC – contact Lease-tek support.

Non system disk or disk error at boot

- Remove any media from the device such as USB sticks or CD/DVD's and restart
- If unusual noises are coming from the device, the hard drive may be physically faulty, stop using the device and contact Leasetek-support.

Keyboard/mouse does not working

- Make sure the keyboard or mouse is securely plugged in
- Try plugging into a different USB slot
- Restart computer if possible and notice if indicator lights display on keyboard as computer reboots. If not keyboard may be faulty.
- On mouse, if optical, check that the light is displayed at the underside of the mouse and the light is clear of obstacles.
- If wireless keyboard/mouse is in use. Ensure it is connected in Windows and that the batteries are in good order.