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## Device is unresponsive

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**Issue: Device has become unresponsive or frozen.**

Please try the following steps :

**Wait:** Sometimes, the system may be processing a large task and can become temporarily unresponsive. Wait for a few minutes to see if it resolves itself.

**Disconnect External Devices:** Sometimes, external devices such as USB drives or peripherals can cause freezes. Try disconnecting these devices and see if the system becomes responsive again.

**Try a Soft Restart:** If the system is completely frozen, try pressing and holding the power button for several seconds (around 30 seconds) to force a shutdown. Then, wait a few moments and power the device back on.

**Contact IT Support:** If none of the above steps resolve the issue, contact your IT support team for further assistance. They may need to perform additional troubleshooting or repairs to resolve the problem.