

How to fix System Error Messages or Unresponsiveness (Freeze Black Screen White Screen during usage)

- **Remove external devices and update Windows packages and drivers on your computer to the latest versions**

- Remove external devices, such as external hard drives, printers, memory cards, including adapter cards in card readers, etc.
- Updating software often helps with system stability and optimization, so we recommend that you check and frequently update to the latest version in your PC

- **Problems after installing or updating software, including drivers, applications, or Windows updates**

- If problems occur after installing or updating the software, try removing or rolling back to a previous version.
 - How to roll back to a previously installed driver via Device Manager:
 - 1. Right-click the [Start Menu] icon, and then click [Device Manager].
 - 2. Check the arrow next to [Display Adapter] (620), then right-click [Intel® UHD Graphics] and select [Properties].
 - 3. Select [Driver] and then select [Rollback Driver].
 - 4. Select [Why rollback?] and click [Yes]. The system will begin rolling back to the previously installed driver.

- **Improve Windows performance**

- See Microsoft recommendations for checking and setting up in Windows to learn more about tips for improving your PC's performance in Windows.
 - <https://support.microsoft.com/en-us/windows/tips-to-improve-pc-performance-in-windows-b3b3ef5b-5953-fb6a-2528-4bbbed82fba96>

- **Restore system via system restore point**

- o If the problem started recently, and if you have previously created a system restore point or an automatic restore point created by the system, you can try to restore the system to a point in time before the problem started to solve the problem. Learn more [How to restore your system from an established system restore point]. If the problem persists, continue to the next section of troubleshooting.

- **System Restore**

- o If all troubleshooting steps are completed but the problem persists, please back up your personal files and then perform a system restore to restore your computer to its original system. learn more:
 - How to restore your system and remove personal files, apps and settings
 - How to restore your system and keep your personal files

- **Reinstall Windows system**

- o If all troubleshooting steps have been completed but the problem persists, please back up your personal data and then reinstall your system. Learn more:
- o Reference: [How to reinstall the system]

- **If your problem is not resolved, please contact us for further information.**

