

PC UNRESPONSIVE / HANG – WORK AROUND

1. Problem Description (possibilities)

- Mouse not responding
- Keyboard not responding
- Windows/Applications not responding
- Entire system hangs

2. Possible Root Cause

- High system resource usage
- Application/system crash
- Driver conflict
- Corrupted Microsoft Windows files
- Hardware failure (Mouse, keyboard etc)
- Disk/storage issue
- Overheating
- Malware or unstable update

3. Resolution

- Force restart PC
 - press power button for long until whole PC/laptop shutdown. Wait for 10 secs n power on PC/laptop
- Close unresponsive applications and re-open
- If still unable to resolve contact IT for assistance (screenshot any message prompted if persist)

4. Steps of User Guide:

Step 1 — Wait Briefly

Wait 1–2 minutes:

- A. System may recover from temporary freeze.
- B. Check if keyboard keys like Caps Lock respond (can see on the screen, or CAPSLOCK led light on keyboard).



Step 2 — Try Keyboard Shortcuts (If keyboard functionable)

Attempt:

- Ctrl + Alt +Delete

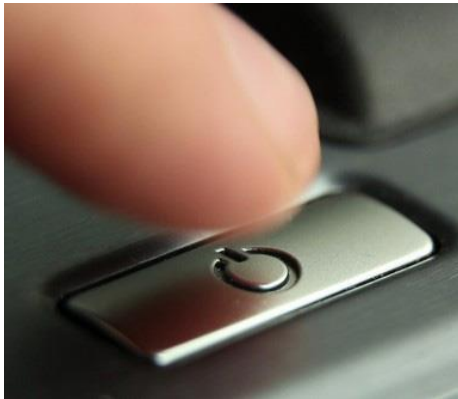
If successful:

- A. Press Tab until power icon selected 
- B. Press Enter
- C. Select **Restart**

Step 3 — Force Restart

If system remains frozen:

- A. Press and hold the computer power button for 10 seconds.



- B. Wait 15 secs or until no LED light appear on the power button.
- C. Power the computer back on (wait for 10 secs).

Step 4 — After Restart

Check:

- Mouse and keyboard functioning normally
- Can login Windows and use as usual
- No recurring freezes

Escalate to IT support If still not resolved