

# Laptop and Desktop Issues

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# FAQ: How do I resolve issues with my Surface Laptop 5?

## Issue:

Users may encounter various problems with their Surface Laptop 5, such as the keyboard and mouse not working, the screen not responding, or the computer not turning on properly.

## Common Surface Laptop 5 Issues and Solutions:

1. **Keyboard and Mouse Not Working**
  2. **Screen Not Working**
  3. **Computer Shows Logo but Does Not Turn On**
  4. **Computer Does Not Turn On**
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## Common Solution for Display and Input Issues:

If you are experiencing display problems or issues with the keyboard and mouse, try the following steps:

1. **Close the laptop lid** completely.
  2. **Reopen the lid** to wake the device.  
In many cases, simply closing and reopening the lid can resolve issues with the display, keyboard, or mouse not responding.
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## Additional Help:

If this method does not resolve your issue and you're still experiencing problems, please **contact us** for further assistance.

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**Source:**

This solution has been discussed and verified by users in the Surface community. For more details, you can view the conversation on Reddit: [Surface Laptop 5 Keyboard and Touchpad Issues](#).

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# FAQ: Surface Laptop 5 Crashing or freezing.

If you're experiencing crashing or freezing on a Surface Laptop 5, while this issue is not common, it can still occur with some new devices. To fix this problem, ensure that all updates are installed, especially the "Crash Defender" update from Microsoft.

## **What to do if your Surface Laptop 5 keeps crashing and you can't get updates:**

If your device crashes frequently and you're unable to install updates, it can be challenging. Fortunately, there's a script available that can help update your system automatically.

### **Steps to resolve the issue:**

1. Download the update script from [here].
2. Right-click the script and select "Run as Administrator."
3. The script will install necessary components, such as NuGet, and update your Windows system.
4. Your device will restart automatically after the process is complete.

**Note:** You may need to repeat this process until all updates are successfully installed.

If your screen goes blank during the update, just wait—it should reboot automatically once all updates are finished. If the reboot doesn't occur right away, try [closing and reopening the laptop lid](#), as this is a known solution for Surface Laptop 5 users.