



Speed up your
computer or device

Let's look at some computer or device speed problems and see how we could trouble-shoot them

Problem: computer has slowed down

Symptom:

My computer takes so long to do even the simplest things and frequently freezes ...



<https://www.flickr.com/photos/hikingartist/5726836277>

Risks:

- What impact will this problem have on your business processes?
- Is the computer speed a vital business function? That is, is it critical to the success of the business?

- What should you do first?
- Reboot
 - If your computer has not been rebooted recently, make sure to reboot it before you do any other problem solving.



What else could you do?

Hard drives (HDD) are getting larger and larger, but somehow they always seem to fill up. This is even more true if you're using a solid-state drive (SSD), which offers much less hard drive space than traditional mechanical hard drives.

- To help you free up space for important files and programs you can:
 - Run Disk Cleanup
 - Run Disk Defragmenter
 - Use Windows Help Centre

Working in an EIT centre?

Because of organisational requirements within EIT, you cannot actually run Disk Clean or Disk Defragmenter on our computers.

Windows 7 users,
click to go to next slide:

Note: for Windows 10 users,

key **15** <enter>

and you will jump to your slides

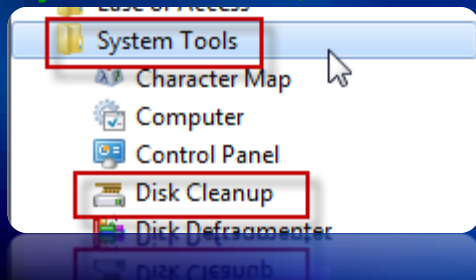
Disk Cleanup Windows 7

This will scan the disk and calculate how much space you can free on the disk by running the Disk Cleanup utility

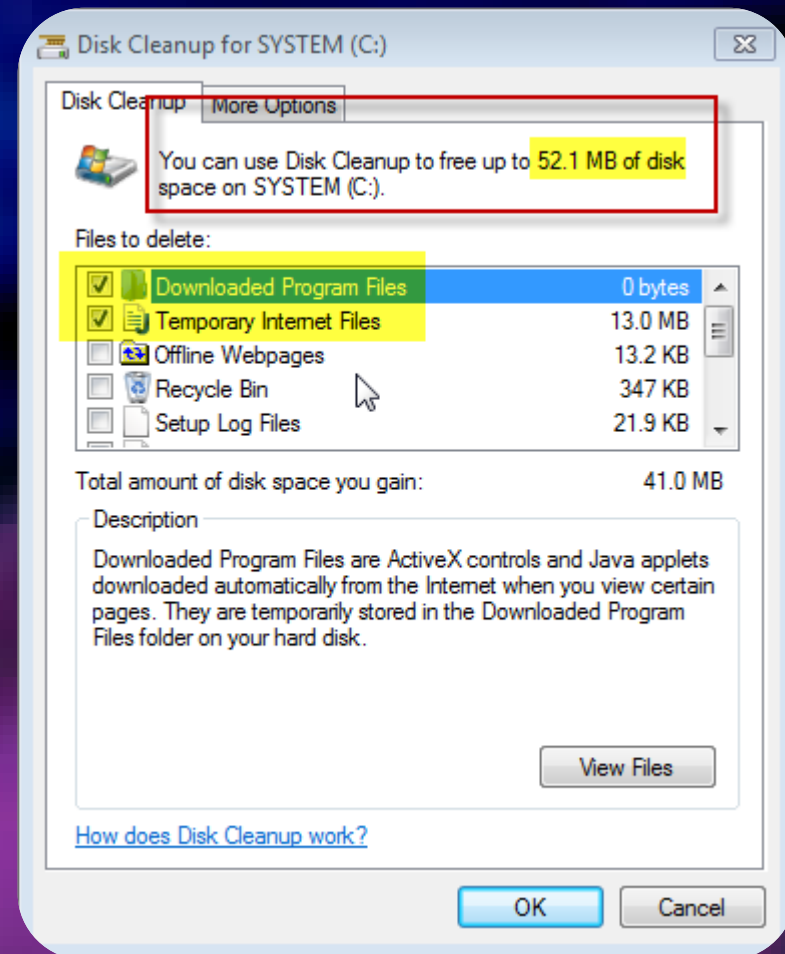


- **Disk Cleanup** is a utility in Windows system software

- Click on Start, All Programs, Accessories, choose System Tools, Disk Cleanup



- You will see what is going to be cleaned and how much free disk space this will give you

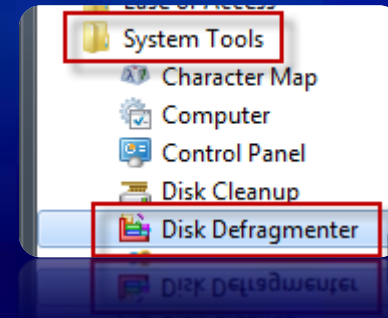


Disk Defragmenter Windows 7

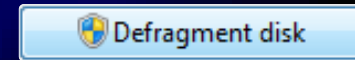


This rearranges files, programs, and unused space on your computer's hard disk, so that programs run faster and files open more quickly.

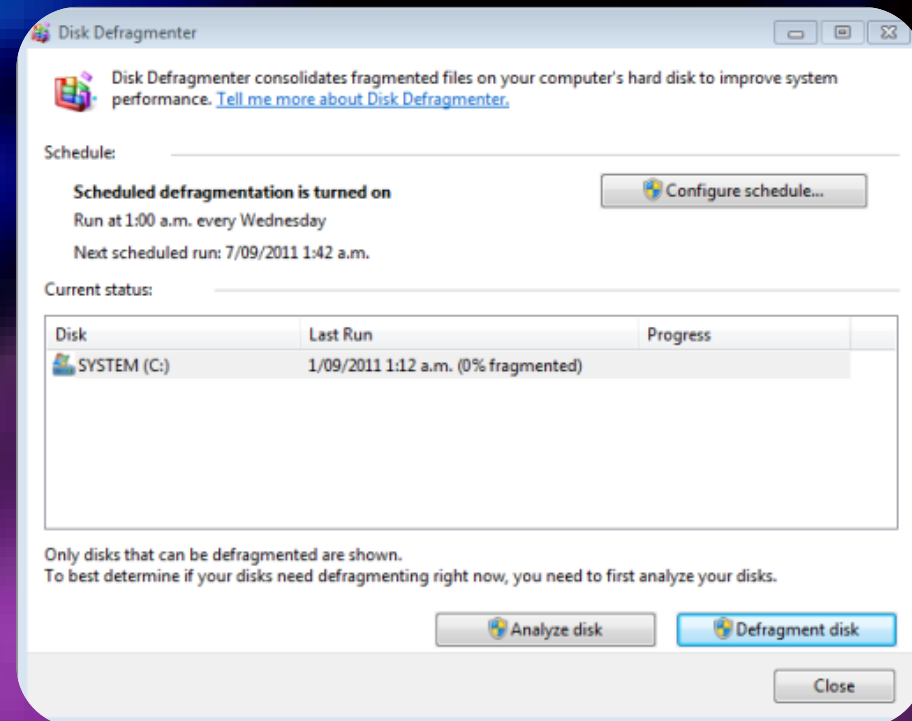
- Click on Start, All Programs, Accessories, choose System Tools, Disk Defragmenter



- When you choose Disk Defragmenter, a window will open showing you the drives which can be defragmented
- Choose the drive you want to defragment then click on Defragment disk



- The first time you defragment a drive MAY take ages BUT
- regular defragging means that the PC will work better all the time, and it will only take a small amount of time each time you defrag the disk in the future.

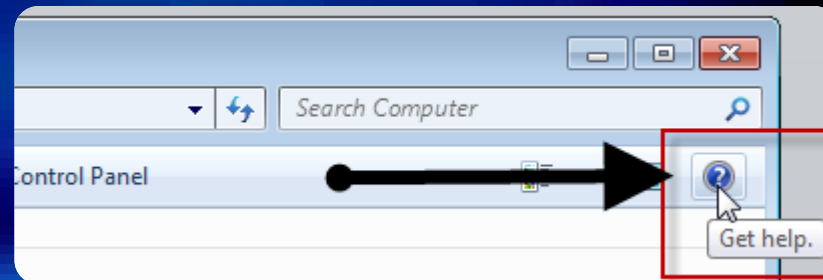


Use Windows 7 Help ...

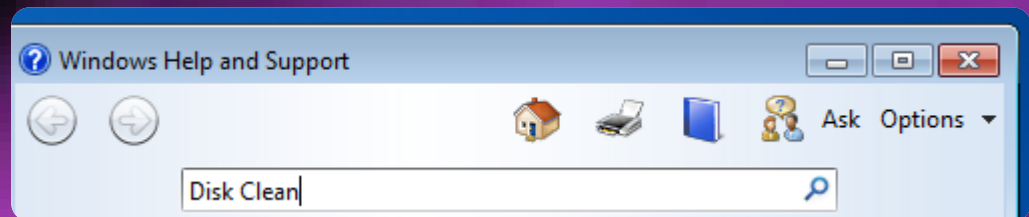
Double click on
Computer



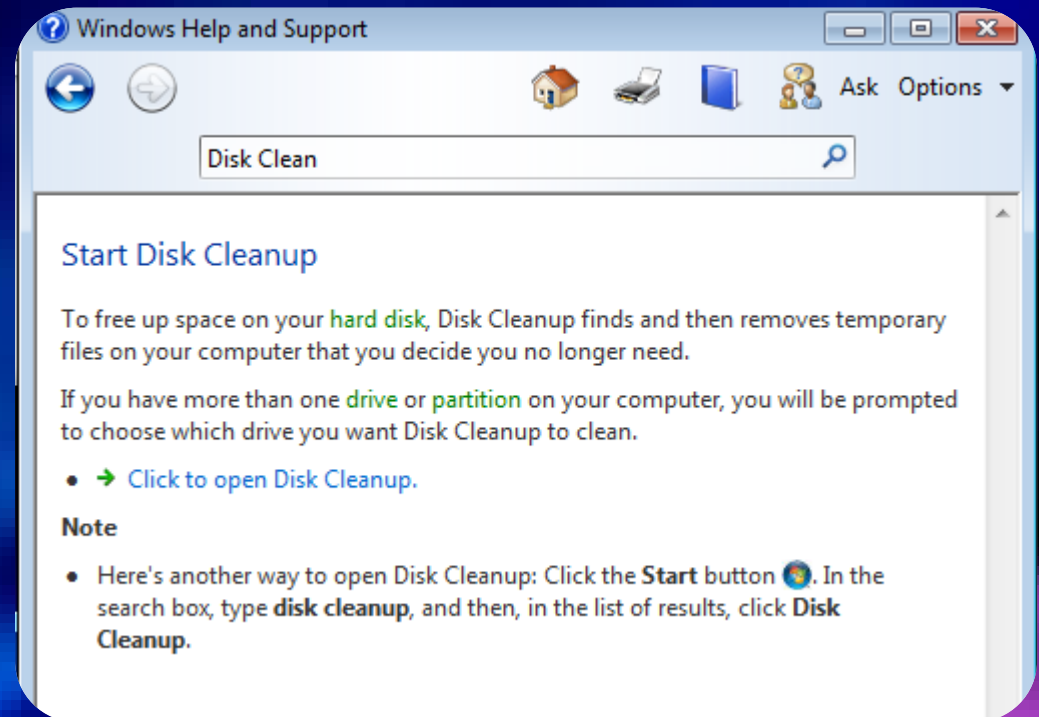
Choose Help



Key in Search criteria



- Results of the search will appear
- Follow the instructions given and click on a result to read the information



- If the information doesn't help, try another result
- Begin again if you don't find the help you need

Windows 7 users,

key **21** <enter>

to go to your next slide

Windows 10
users:

Disk Cleanup Windows 10

This will scan the disk and calculate how much space you can free on the disk by running the Disk Cleanup utility



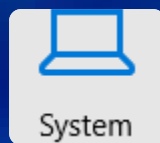
Disk Cleanup Windows 10...

- **Disk Cleanup** is a utility in Windows

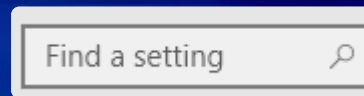
click on



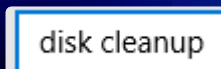
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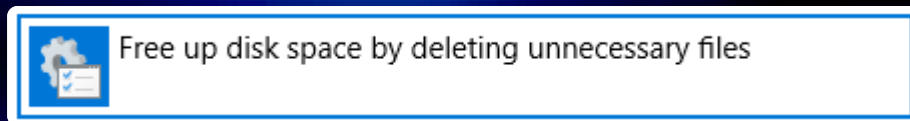
click in the Search area



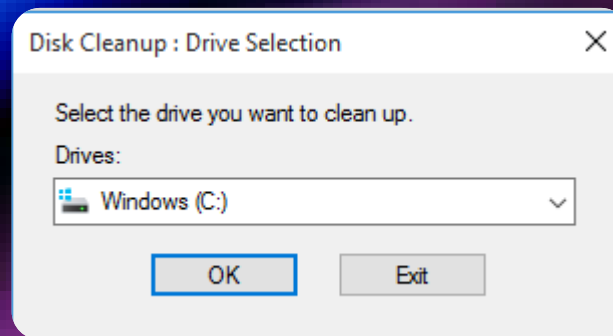
key



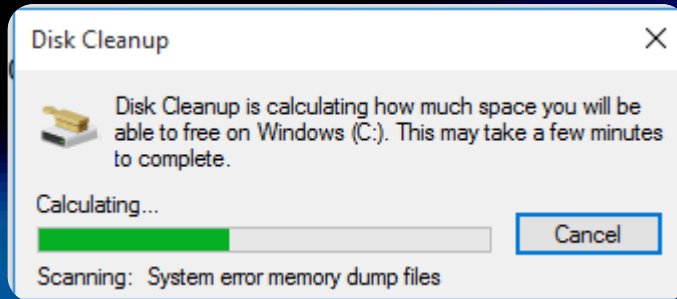
choose



choose the drive to clean

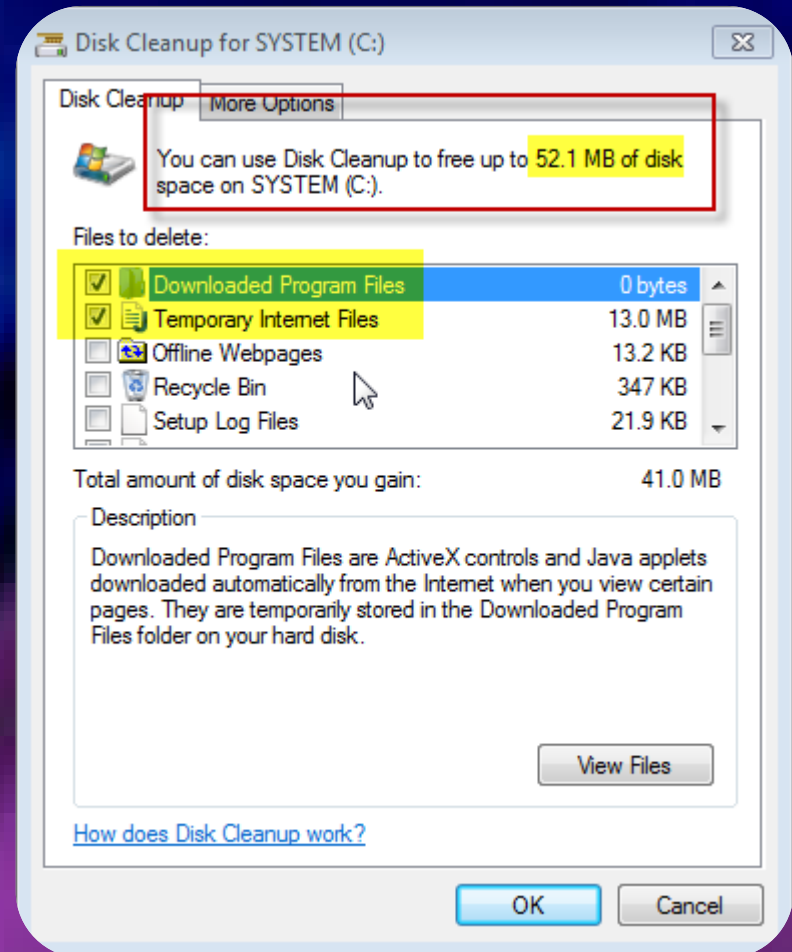


- the utility will then calculate what can be cleaned on your drive



it will then show you how much space will be cleared – you can choose which areas to clean (see the ticks)

click on OK for this to happen



Disk Defragmenter Windows 10



- **This** rearranges files, programs, and unused space on your computer's hard disk, so that programs run faster and files open more quickly.

- **Defragmentation** is a utility in Windows

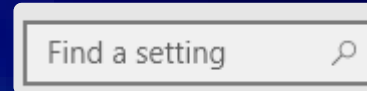
click on



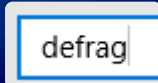
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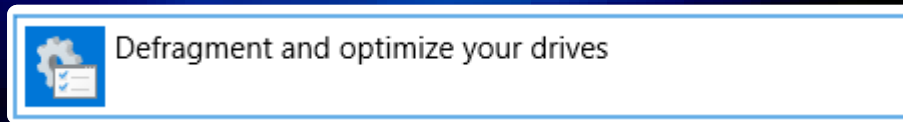
click in the Search area



key



choose



choose the drive to clean

| Drive | Media type |
|---------------------|-----------------|
| Windows (C:) | Hard disk drive |
| Recovery Image (D:) | Hard disk drive |
| Data Files (E:) | Hard disk drive |
| Windows RE Tools | Hard disk drive |

click on



then click on OK to defrag – note: this may

take a long time to complete if you have not done this for some time.

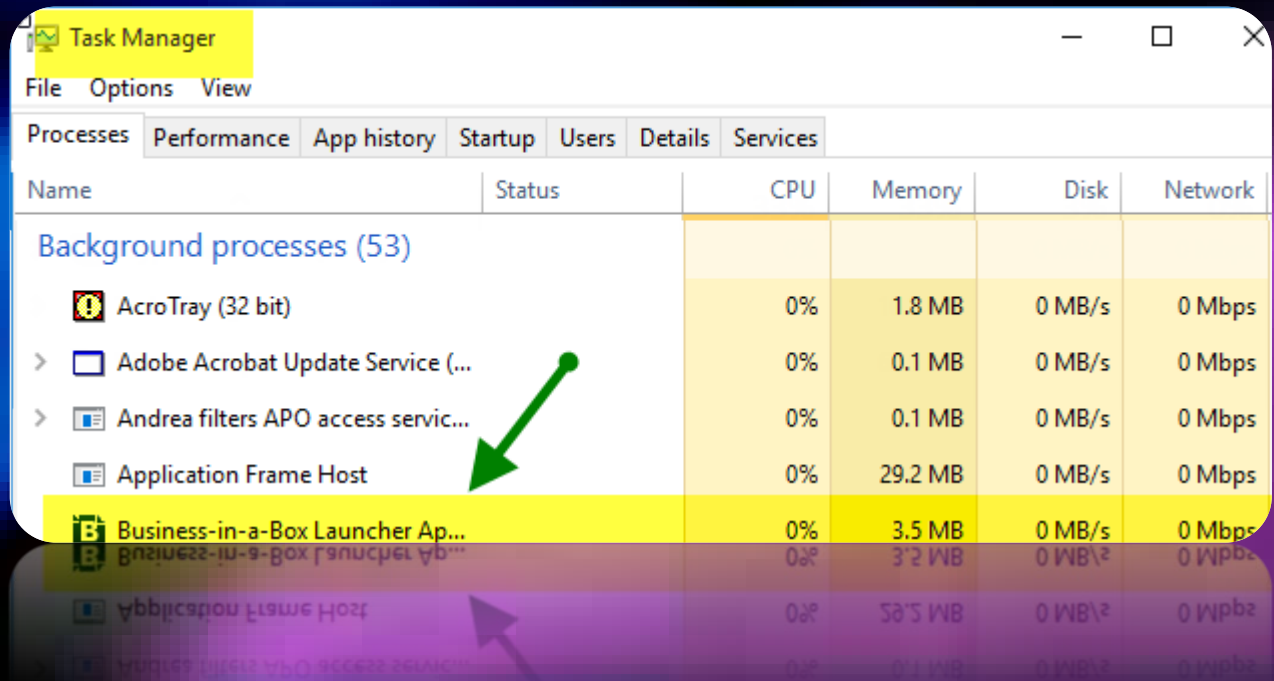
Problem: computer has slowed down

If you have run Disk clean and Defrag, what else could you do for your computer or device?



We love them!

- One of the most common reasons for a **slow device** eg laptop, are programs (apps) running in the background.
 - To see what programs are running in the background and how much memory and CPU they are using, open Task Manager. (See previous slides for your Windows Version). Click on Task Manager. See if there are any programs you can remove. **IF YOU ARE NOT SURE THEN DON'T DO IT!!!!**

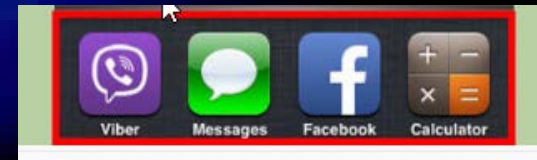
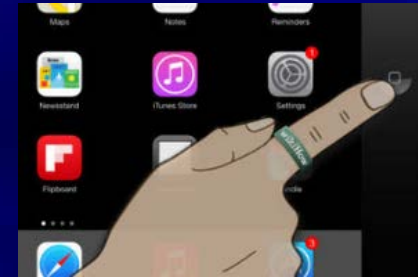


The screenshot shows the Windows Task Manager window with the Performance tab selected. The 'Background processes (53)' section is expanded, showing a list of running applications. A green arrow points to the 'Application Frame Host' process, which is highlighted in yellow. The 'Business-in-a-Box Launcher Ap...' process is also highlighted in yellow.

| Name | Status | CPU | Memory | Disk | Network |
|---------------------------------------|--------|-----|---------|--------|---------|
| Background processes (53) | | | | | |
| AcroTray (32 bit) | | 0% | 1.8 MB | 0 MB/s | 0 Mbps |
| > Adobe Acrobat Update Service (...) | | 0% | 0.1 MB | 0 MB/s | 0 Mbps |
| > Andrea filters APO access servic... | | 0% | 0.1 MB | 0 MB/s | 0 Mbps |
| Application Frame Host | | 0% | 29.2 MB | 0 MB/s | 0 Mbps |
| Business-in-a-Box Launcher Ap... | | 0% | 3.5 MB | 0 MB/s | 0 Mbps |

What could you do for your iphone?

- **Double-click your home button.**
This will cause small screenshot-like displays of all your running apps to appear or Dock will appear at base



- **Swipe to find the apps to close**
Swipe screenshot up the screen to close

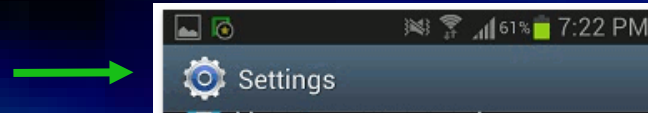


- **OR on Dock, Press and hold app icon**
till red & white icon appears
tap this to close app

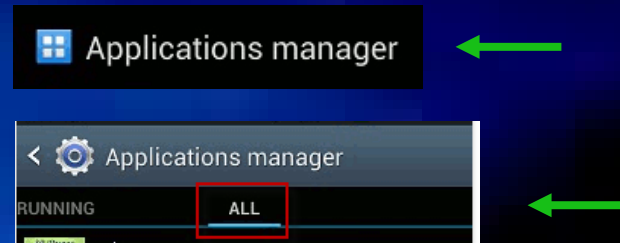


What could you do for your android phone?

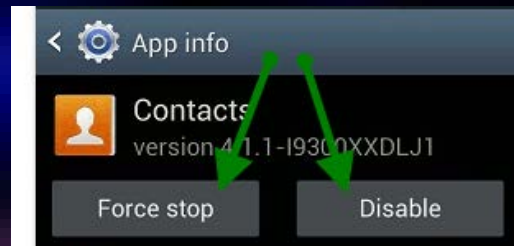
- Go to Settings



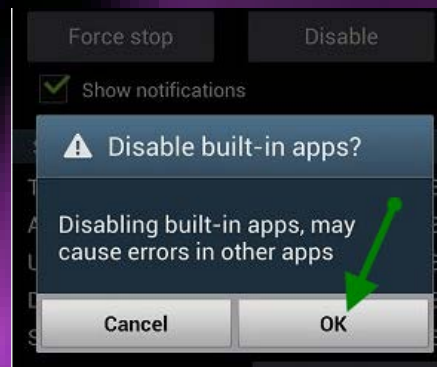
- Scroll down and choose
- Swipe right to left to “All Applications” Tab



- Tap on the app to be disabled and you will see two buttons
Tap on Disable

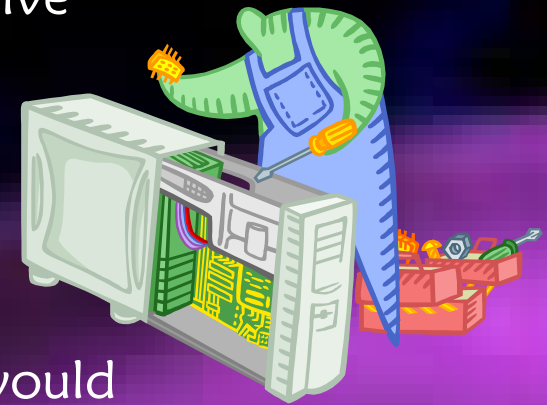


- Click on OK to complete



And remember ..Problem solving and Problem resolution ...

- If you checked the **power** is on, checked all the **plugs** and **switches**, used the System tools – **Device Manager**, **cleaned** and **defragmented** your disk drive and followed up on any **other suggestions**



and you still cannot find the solution, then you would need to **Report** the fault to your Help Desk as per organisation requirements in a work situation or **contact an IT** professional at home so that they could resolve your problem.

Go back to your workbook and
complete the questions