

Windows laptops & PCs | Medium | 2 min read

Blue screen error: what to do

A blue screen means Windows hit a problem it could not safely carry on with, so it stopped and restarted. One blue screen is usually nothing to worry about. Repeated ones need attention.

Quick fixes to try first

- Write down or photograph the words on the screen, especially the **stop code** in capital letters, such as a phrase with underscores. This helps us a lot.
- Let the laptop restart on its own and see if it behaves.
- Unplug USB sticks, printers and other devices, then restart.
- Think about what changed recently: a new program, a driver, a Windows update or a new device.

Step by step

1. Once Windows has started, open **Settings**, then **Windows Update**, and install anything waiting. Restart afterwards.
2. Check you have free space. Windows 11: **Settings, System, Storage**. Windows 10: **Settings, System, Storage**.
3. If it began after installing a program, uninstall it from **Settings**, then **Apps**.
4. If it began after an update or change, try **System Restore**. Search the Start menu for **Create a restore point**, then choose **System Restore**. This does not remove your personal files.
5. Run a **Windows Security** scan to rule out unwanted software.

If that did not work

- If the laptop blue screens before you can sign in, it should show a recovery screen after a few failed starts. Choose **Troubleshoot**, then **Advanced options**, then try **Startup Repair** or **System Restore**.
- Try starting in Safe Mode and see whether the problem stops. If it does, a program or driver is the likely cause.

Avoid downloading free driver updaters or repair tools from the internet. They often cause more trouble than they fix.

When to get more help

Stop and email us if blue screens happen more than once or twice, the laptop cannot reach Windows, or you hear clicking from the drive. Please back up what you can first if the laptop will start. Include the stop code, what you were doing, and anything you changed recently.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.