

HARDWARE TROUBLESHOOTING

DIY GUIDE

Frequently a system that will not power-up may have inadvertently become unplugged or possibly a cable may have become loose. The following checklist is intended to eliminate a power connection or disconnected cable as the cause for a system not powering up.

- Check to be sure that all power switches are in the on position. Check the back of the computer case. Many times there will be a power switch on the back of the computer near the location where the power cable attaches to the computer. Be sure that it is in the correct position.
- Check to see that the voltage switch is set correctly. In the U.S. it should be set to 110v/115v. You will find the voltage switch located on the power supply, which is normally located at the back of the computer also near the power cord.
- Make sure that the power cord to the computer is plugged securely into the back of the computer.
- For laptops make sure that the transformer is plugged into the laptop securely.

- Trace the power cord from the computer back to the receptacle in the power strip or wall and make sure that the receptacle is actually 'hot'. You can test this by taking a known working appliance such as a lamp and testing the actual receptacle that the computer is plugged into to make sure that it is actually working.
- If you see a power light or other L.E.D.'s on the computer case lighting up but the monitor is not showing a display then you may not have power to the monitor or the video cable may have become disconnected. Make sure that the power cable to the monitor is firmly plugged into the back of the monitor. Trace the power cable from the monitor back to the receptacle and be sure that it is connected to a live outlet.
- Check to see if the monitor video cable is secured to the back of the monitor and that the other end is securely attached to the video port on the computer.
- Still no luck? Try unplugging and re-plugging all cables. Remove all cables from the computer including power, monitor, mouse, keyboard, printer, network, and any other attached devices. Make sure that you know where the cables go back again! If not, label them.
- Now re-plug all the cords and cables and try powering up again.
- If you are still experiencing problems please call and speak to one of our certified technicians. 210-260-0045.

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