

Computer boots to black screen, or doesn't appear to boot up

COMPUTER WILL NOT BOOT

Issue:

A reboot didn't take, hard drive not being seen on boot up, windows updates stuck on boot up, or shut down. Device just boots to a black screen with cursor and doesn't go past the screen. Multiple standard reboots do not resolve. Power lights on, on the device but nothing on screen.

Resolution/Things to Check:

- 1: Power down the device completely (Desktop/Laptop)-This is not a restart-TURN OFF
- 2: Attempt to boot up/turn on while holding the 'F8' key (most common for safe mode, some computers might be different)
- 3: If the computer does boot up into safe mode, log into the machine as you normally would, and allow the device to boot up. Once logged on and after device shows ready to work
- 4: Restart the machine
- 5: If the above does not work;

Power down the device completely

If docking station, remove from docking station

Remove the battery from the device

Hold down the power button for 30 seconds with the battery out of the device

Wait fifteen minutes place battery back into the device

For desktops usually older models-there is a reset button/fuse on the back where the power cord plugs in. Use that reset button with the power button held in.

Boot up the machine

If the above steps fail the first time, please repeat the above steps one time, but the last step attempt to boot to safe mode first, and if that does work, restart and the machine should now be functional as intended.