Guide for Lenovo Laptop that does not turn ON or has Power ON issue

If you're experiencing power-on issues with your Lenovo laptop, there are several troubleshooting steps you can take to identify and potentially resolve the problem. Here's a comprehensive guide to help you through the process:

Step 1: Check the Power Source

1. Ensure the Laptop is Plugged In:

o Make sure your laptop is connected to the power adapter and that the adapter is plugged into a working outlet. If the battery is completely drained, it may take a few minutes before the laptop shows any signs of life.

2. Inspect the Power Adapter:

o Look for any signs of damage on the power cord and adapter. If you have access to another compatible power adapter, try using it to see if the issue persists.

3. Try a Different Outlet:

o Sometimes, the outlet you are using may not be functioning properly. Switch to a different outlet to rule that out.

Step 2: Remove External Devices

1. Disconnect All Peripherals:

o Unplug all external devices (USB drives, external monitors, etc.) from the laptop. Sometimes, faulty peripherals can prevent a laptop from booting.

Step 3: Perform a Power Cycle

o Disconnect the power adapter.

o Press and hold the power button for about 15-20 seconds. This helps discharge any residual power.

o Reconnect the power adapter, then try turning the laptop on again.

Step 4 : Reset The Laptop

 Emergency Reset Hole:

Some Lenovo laptops have an emergency reset hole at the back of the laptop. If yours does, use a straightened paperclip to press the button inside for a few seconds while disconnected from power.

• Hard Reset (Force Restart):

If you can't find a reset hole, try holding the power button for 30 seconds to force a

shutdown. Then, try powering it on again.

Step 5: Check for Indicator Lights

1. Observe LED Indicators:

o Look for any LED lights on the laptop. If the power indicator light is on, it may

indicate that the laptop is receiving power. If it's blinking or off, there may be a

hardware issue.

If the troubleshooting steps did not resolve your issue, please raise a helpdesk request in Voice

portal at

https://prodaptcloud.sharepoint.com/sites/voiceportal/SitePages/Helpdesk-3.0.aspx in the

ticket category below:

1. Category: Select "Technical Issues".

2. Sub Category: Choose "Hardware Problems"

3. Type: select "Laptop

Guide for Microsoft Surface Laptop that does not turn ON / Power ON issue

1.Check Battery Status:

Connect the Surface laptop to a power source using the original charger that came with your device. Make sure that the power adaptor is securely plugged in, and the charging indicator light is on. Let it charge for at least 30 minutes before attempting to power it on again.

2.Perform a Soft Reset:

Press and hold the Power button for 15-20 seconds, then release it. Wait 10 seconds, then press the Power button to turn on the Surface laptop.

3.Check Display Connections:

If you use any external monitor, disconnect it from your Surface laptop and try turning it on again. A faulty connection can sometimes interfere with device turning on.

4.Try a Hard Reset:

If the soft reset method didn't work, you could try a hard reset.

1. Press and hold the Power button for about 30 seconds, then release it.
2. Press and hold the Volume Up button and the Power button simultaneously for about 15 seconds, then
release both buttons.
3. Wait for 10 seconds, then press the Power button to turn on the Surface laptop.

If the troubleshooting steps did not resolve your issue, please raise a helpdesk request in Voice portal at
https://prodaptcloud.sharepoint.com/sites/voiceportal/SitePages/Helpdesk-3.0.aspx in the category
below:
1. Category: Select "Technical Issues".
2. Sub Category: Choose "Hardware Problems"
3. Type: select "Laptop" as the type of device you're experiencing issues with.

Other brands Laptop Power ON issue

If your laptop is not turning on, there are several troubleshooting steps you can take to identify and potentially resolve the issue. Here's a comprehensive guide to help
you:
Step 1: Check the Power Source
1. Ensure the Laptop is Plugged In:
o Confirm that the laptop is connected to the power adapter and that the adapter is plugged into a working electrical outlet. If the battery is completely drained, it may take a few minutes before the laptop shows signs of life.
2. Inspect the Power Adapter:
o Examine the power cord and adapter for any visible damage. If possible, try using another compatible power adapter to see if that resolves the issue.
3. Try a Different Outlet:
o The outlet you are using may not be functioning correctly. Switch to a different outlet to rule that out.
Step 2: Remove External Devices
1. Disconnect All Peripherals:
o Unplug any external devices (USB drives, external keyboards, mice, etc.) connected to the laptop. Sometimes, faulty peripherals can prevent the laptop from booting.
Step 3: Perform a Power Cycle
1. Power Cycle Your Laptop:
o Disconnect the power adapter and, if applicable, remove the battery.
o Press and hold the power button for about 15-20 seconds to discharge any residual power.
o Reconnect the battery and power adapter, then try turning the laptop on again.
Step 4: Check for Indicator Lights
1. Observe LED Indicators:
o Look for any LED lights on the laptop. If the power indicator is lit, it may indicate that the laptop is receiving power. If it's blinking or off, this could point to a

hardware issue.

If the troubleshooting steps did not resolve your issue, please raise a helpdesk request in Voice portal at

https://prodaptcloud.sharepoint.com/sites/voiceportal/SitePages/Helpdesk-3.0.aspx in the ticket category below:

1. Category: Select "Technical Issues".
2. Subcategory: Choose "Hardware Problems"
3. Type: select "Laptop"