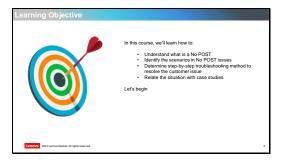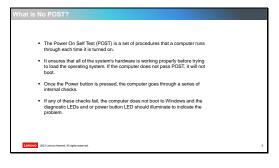# NO POST ISSUES

Participant Guide

Welcome again!! We all have used computers. At some times, the computer will not turn on. Have you wondered why? Well! in this course, we'll learn

- Understand what is a No POST
- Identify the scenarios in No POST issues
- Determine step-by-step troubleshooting method to resolve the customer issue
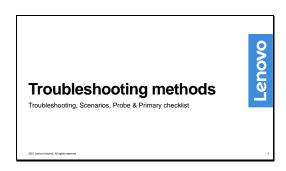- Relate the situation with case studies

Let's begin

- The Power On Self Test (POST) is a set of procedures that a computer runs through each time it is turned on.

- It ensures that all of the system's hardware is working properly before trying to load the operating system. If the computer does not pass POST, it will not boot.

- Once the Power button is pressed, the computer goes through a series of internal checks.

- If any of these checks fail, the computer does not boot to Windows and the diagnostic LEDs and or power button LED should illuminate to indicate the problem.

•There is an error message on the screen.

•Only power light is on. There is nothing on the screen (No post, no display, no video).

•Black screen with blinking cursor on the upper left corner of the screen.
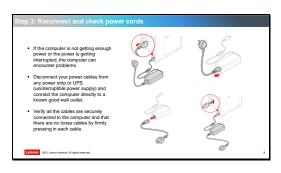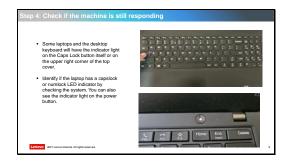

- If any new hardware was recently added to the computer, remove that hardware to make sure it is not causing your issue.

- If your computer works after removing the new hardware, it can mean a few things.

- Either the new hardware is not compatible with your computer, a system setting needs to be changed, or the new hardware is defective.

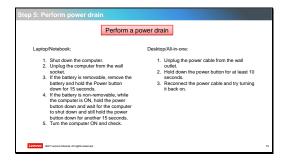- It can either a new graphic card, CPU or motherboard

- USB cable being plugged into USB port on laptop or desktop.

- Remove any disks, CDs, or DVDs that are in the computer. If any USB devices (iPods, drives, phones, etc.) are connected, disconnect all of them as well.

- Reboot the computer and see if anything changes.

- If the computer is not getting enough power or the power is getting interrupted, the computer can encounter problems.

- Disconnect your power cables from any power strip or UPS (uninterruptible power supply) and connect the computer directly to a known good wall outlet.

- Verify all the cables are securely connected to the computer and that there are no loose cables by firmly pressing in each cable.

- Some laptops and the desktop keyboard will have the indicator light on the Caps Lock button itself or on the upper right corner of the top cover.

- Identify if the laptop has a capslock or numlock LED indicator by checking the system. You can also see the indicator light on the power button.
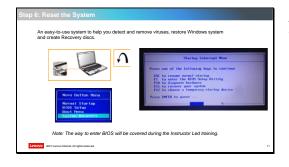
Laptop/Notebook:

- Shut down the computer.
- Unplug the computer from the wall socket.
- If the battery is removable, remove the battery and hold the Power button down for 15 seconds.
- If the battery is non-removable, while the computer is ON, hold the power button down and wait for the computer to shut down and still hold the power button down for another 15 seconds.
- Turn the computer ON and check.

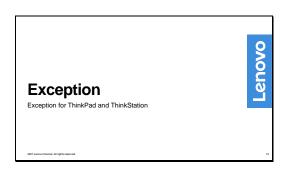Desktop/All-in-one:

- Unplug the power cable from the wall outlet.
- Hold down the power button for at least 10 seconds.
- Reconnect the power cable and try turning it back on.
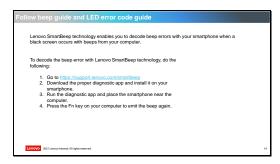

An easy-to-use system to help you detect and remove viruses, restore Windows system and create Recovery discs.

- Access BIOS.

- Load default settings by pressing F9 key.

- Check if hard drive is primary boot device.

Exception

Exception for ThinkPad and ThinkStation

Follow beep guide and LED error code guide

Lenovo SmartBeep technology enables you to decode beep errors with your smartphone when a black screen occurs with beeps from your computer.

To decode the beep error with Lenovo SmartBeep technology, do the following:

1. Go to https://support.lenovo.com/smartbeep
2. Download the proper diagnostic app and install it on your smartphone.
3. Run the diagnostic app and place the smartphone near the computer.
4. Press the Fn key on your computer to emit the beep again.

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Smarter technology for all

thanks.