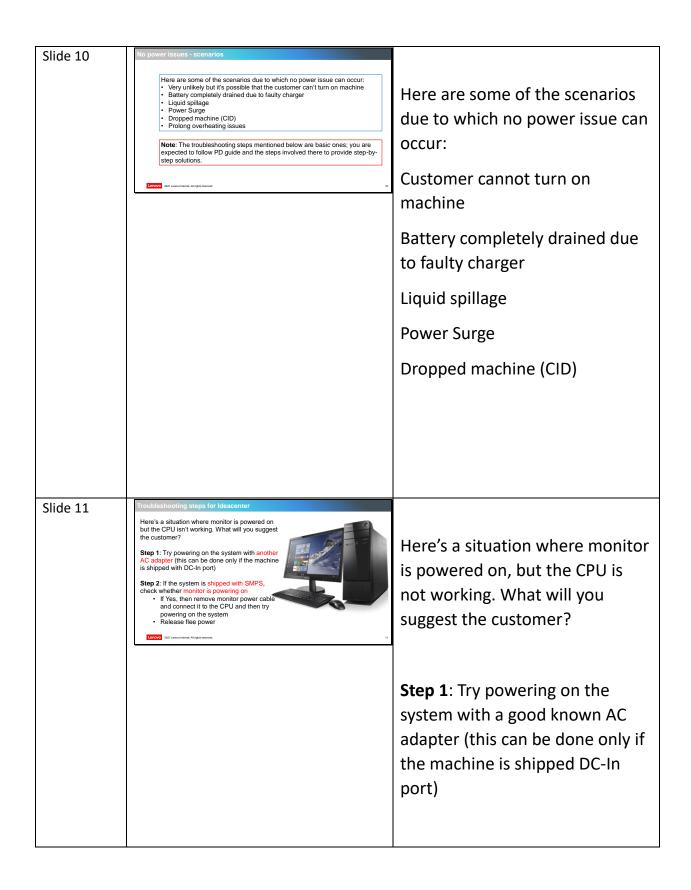
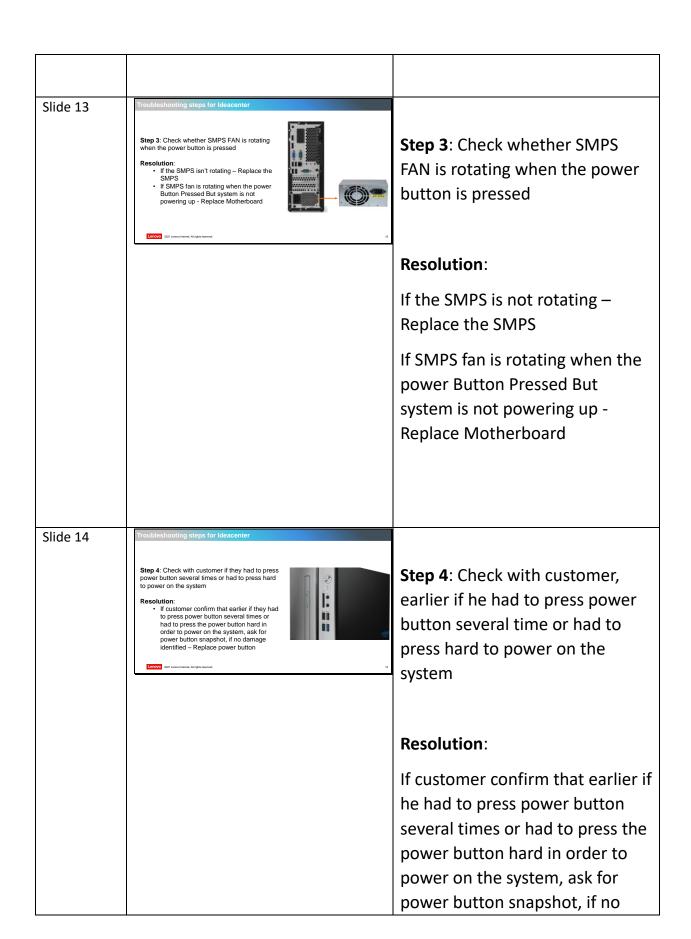
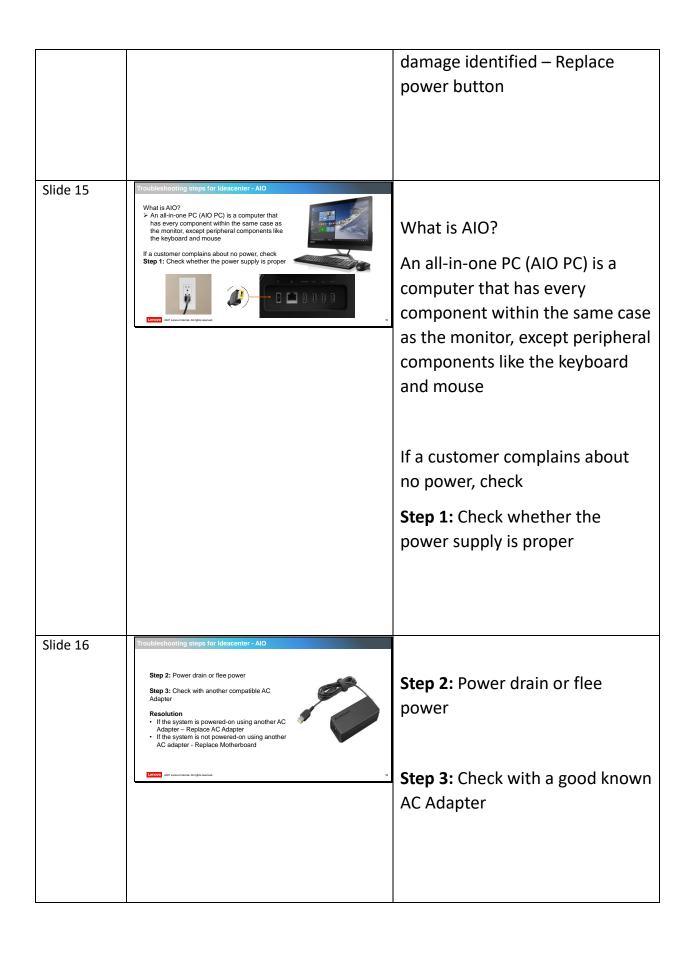


Slide 8	Ask the customer to Check power source Check AC adapter Swap AC adapter Swap AC adapter Press reset hole to reset the battery (for ThinkPad only) and try press Power button again With AC adapter unplugged, press and hold the Power button for 15 to 20 seconds and then plug in the AC adapter  Ask the customer to Press the power button and check for any LED indication Check Hard drive sound & Fan spinning sound and beep sound Check ODD is ejecting or not, if applicable Check for IDI (customer induced damage) Check for any Hardware or Software changes	These are the things you'll need to check first with the customer:  Ask the customer to  Check Power Source  Check AC Adapter  Swap AC Adapter  Ask the customer to  Press the power button and check for any LED indication  Check Hard drive sound & Fan spinning sound and beep sound  Check ODD is ejecting or not  Check for CID (customer induced damage)  Check for any Hardware or  Software changes
Slide 9	Scenarios of no power issues Cases and troubleshooting steps	



**Step 2**: If the system is shipped with SMPS, check whether monitor is powering on If yes, then remove monitor power cable and connect it to the CPU and then try powering on the system Slide 12 Here's a situation where monitor is powered on, but the CPU isn't If system gets powered-on with good AC Adapter - Replace AC Adapter working. What will you suggest the customer? **Step 1**: Try powering on the system with a good known AC adapter (this can be done only if the machine is shipped DC-In port) Step 2: If the system is shipped with SMPS, check whether monitor is powering on If yes, then remove monitor power cable and connect it to the CPU and then try powering on the system





## Resolution If the system is powered-on with a good known AC Adapter -Replace AC Adapter If the system is not powered-on with good known AC Adapter -Replace Motherboard Slide 17 Step 4: Check with customer if they had to press power button several times or had to press hard to power-on the system **Step 4:** Check with customer if Resolution: If they had to press power button several times or had to press the power button hard in order to power-on the system, ask for power button they had to press power button snapshot If no damage identified – Replace power button several times or had to press hard to power-on the system **Resolution:** If they had to press power button several times or had to press the power button hard in order to power-on the system, ask for power button snapshot If no damage identified -Replace power button

## Slide 18 If the customer complains about no power on their ThinkPad, Ask the customer to connect the power adapter and check the status of the system status indicator If the indicator blinks 3 times, it signifies If the customer complains about no power on their ThinkPad, that the system board is receiving power that the system board is receiving power and the adapter is working fine Perform a power reset and try to switch the ThinkPad ON If the issue persists, this points to a power button issue, hence dispatch power button after checking for physical damage Ask the customer to connect the power adapter and check the status of the system status indicator If the indicator blinks 3 times, it signifies that the system board is receiving power and the adapter is working fine Perform a power reset and try to switch the ThinkPad ON If the issue persists, this points to a power button issue, hence dispatch power button after checking for physical damage Slide 19 blink at all, system board or power adapter or the If the indicator blinks less than 3 DC-in connector may be faulty power reset and try powering on the ThinkPad Ask the customer to check with a different adapter times or does not blink at all, If the ThinkPad powers on with another adapter, suspect issue with system board dispatch adapter/power chord post checking for damage If the ThinkPad does not power on with another or power adapter or the DC-in adapter, check if the battery on the machine is removable connector Perform power reset and try powering on the ThinkPad Ask the customer to check with a different adapter

## Resolution

If the ThinkPad powers on with another adapter, dispatch adapter/power chord post checking for damage

If the ThinkPad does not power on with another adapter, check if the battery on the machine is removable

## Slide 20

- Check for any damage or loose connection at the DC-In connector end
   If the DC-In connector is a separate entity,
- dispatch the part
  If the DC-In connector is not a separate entity,
- If the DC-in connector is not a separate er dispatch system board after checking the resources
   If the battery is not removable or another adapter/ battery is not available, dispatch system board

Check for any damage or loose connection at the DC-In connector end

If the DC-In connector is a separate entity, dispatch the part

If the DC-In connector is not a separate entity, dispatch system board after checking the resources

If the battery is not removable or another adapter/ battery is not available, dispatch system board

