r/MiniPCs • 3 days ago
llek1000

HP EliteDesk 800 G4 MINI - No post/beeps after BIOS reset

Troubleshooting

Hello, I have recently got my hands on three HP EliteDesk 800 G4 MINIs from a local recycler, I tried booting them after I got them, they were without RAM, but I had some. I tried all of them, and they all booted to Windows 10 - I could not however get into the bios, it was either windows 10, or netboot (probably some fastboot bull...t). Later I realised, I could've probably gone through the Windows Repair menu, but it was too late.
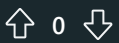
After resetting the minipcs by taking out the CMOS battery and pushing the yellow button in the front, I am completely unable to get any kind of output from the PCs, all three of them. This is what happens now, I plug in the mini pc, turn it on, it turns on for about a second, turns of, then turns of again for about 2 minutes and turns off. I am now unable to turn the pc on, if I press the power button, only a small green LED (HDD activity indicator) turns on while I hold the power button. If I hold it long enough, I can press it again to turn the PC on again, but it will just turn off after the 2 minutes.

Oh and I tried the VGA output as well as both display ports, and the plugged in keyboard remains dead.

I have tried to take out the wifi card, tried different RAM modules, and slots, and tried to take out the RAM completely, and this resulted in the normal beep and blink code for missing RAM.

I am now completely stuck and do now know what to do next, please, any help is much appreciated!

Just as a side-note, I did this on my HP EliteDesk G2s without any problems.

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Dark_World_Blues • 2d ago

Did you reinstall the CMOS battery?

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llek1000 OP • 2d ago

Yes, I reinstalled it after doing the reset. But I tried both with it and without it.

⊖ ⬆ 2 ⬇   💬 Reply   •••

Dark_World_Blues • 2d ago

2   Reply   ...

llek1000 OP • 2d ago

Of course, it's fine, thank you very much for trying anyways!

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taw94 • 2d ago

Here's the service manual:

[Maintenance and Service Guide - HP EliteDesk 800 G4 Desktop Mini](#)

Troubleshooting starts on page 59. Holding F10 before power up might help.

Also, are you using the same power supply for all computers? Maybe swap it to be sure it's not faulty

2   Reply   ...

llek1000 OP • 2d ago

I've tried 3 slightly different HP power supplies, the one for my EliteDesk G2, which definetly works, and has the same voltage, and two others, one is specifically for this system, and another one for an HP laptop.

I tried to hold F10 on my keyboard before powering up the Pc and keep holding it, but nothing - even the keyboard backlight remains dead. I think that the only option is to try and reflash the bios using a programmer, I have done this previously, but I don't currently have a 16-pin clip.

Oh and also, this Pc is supposed to have HPs sure start, which apparently does nothing. It's supposed to recover the bios by itself, but it does not do it.

Thanks for your answer!

1   Reply   ...

taw94 • 2d ago

Does the desktop show a wattage requirement on the bottom? I think some are 35W and some are 65W.

https://i.imgur.com/QzgC2vn.png

Also, have you tried new CMOS battery?

⊖ ⌃ 2 ⌄   💬 Reply   ⋯

llek1000 OP · 2d ago

The Pc has 35W on the bottom, I tried 65W, 120W and 180W PSUs, voltage is 19.5V on all three of them and all of them are branded HP.

I actually did not try a new CMOS battery, I am going to and will update you.

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ukman6 · 2d ago

I think you may need to go into a pure diagnostic bare bones mode, ie disconnect and remove everything not required.

pci-e cards, gpus, nvme and hdd and storage, all usb devices just 1 monitor display etc

You only need 1 memory module, cpu+heatsink and power supply connected to that mainboard for it to come on

I would disconnect even the atx power sw and other hdd, reset wires just use a flat head screw driver on the power sw to trigger it on and off or just use the power sw cable on its own.

Id even remove the entire mobo out the case to check its not being shorted out.

Also worth triple checking ram is slotted in and so is the power supply cpu and 24 pin cable and its fully inserted in. Also make sure the cmos jumper is on the correct pins (1-2 usually) its 2-3 which are the reset cmos. You also don't need to remove the battery usually only the jumper to pins 2-3.

Normally with pcs a cmos removal and re-inserting it back in should default the pc and it should be ok to turn back on so it feels like something else has gone wrong.

⌃ 1 ⌄   💬 Reply   ⋯