

UNABLE TO TURN ON PC (NO POWER SUPPLY) – WORK AROUND

1. Problem Description

- PC cannot power on
 - Black screen display
 - No light on CPU/laptop
 - Power button not responding
 - No startup sound or fan movement
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2. Possible Root Cause

- Power cable loose/disconnected
 - Power socket no power supply (Call Maintenance if no power supply)
 - Battery drained (Laptop)
 - Faulty charger or adapter (Laptop)
 - Power outage (Call Maintenance)
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3. Resolution

- Check power cable connection
 - Try another wall socket
 - Reconnect charger or power cable
 - Perform power reset
 - Remove external devices
 - Contact IT Support if still no power
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4. Steps of User Guide:

Step 1 — Check Power Connection

- A. Ensure power cable or charger is properly connected
 - B. Check wall socket power switch is ON
 - C. Try another wall socket if available
 - D. Verify charger indicator light is ON (for laptop)
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Step 2 — Check Power Indicator

- A. Press the power button once
 - B. Check for any light indicator
 - C. Listen for fan or start-up sound
 - D. Check if monitor screen changes
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Step 3 — Perform Simple Power Reset

For Desktop:

- A. Turn off wall socket
- B. Disconnect power cable
- C. Wait 30 seconds
- D. Reconnect power cable
- E. Turn on wall socket and try again

For Laptop:

- A. Disconnect charger
 - B. Press and hold power button for 15 seconds
 - C. Reconnect charger
 - D. Try turning on laptop again
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Step 4 — Disconnect External Devices

- A. Remove USB devices, printer, or external hard disk
 - B. Leave only monitor, keyboard, and mouse connected
 - C. Try turning on the PC again
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Step 5 — Escalate to IT support if still not resolved

- A. Try using another charger or power cable if available (contact IT support)
- B. Check if other devices can use the same wall socket.
- C. Do not open PC casing or replace hardware yourself.
- D. Contact Maintenance support if no power supply from power socket.
- D. Contact IT Support for further checking if above work around still unable to resolve.