

# Laptop Troubleshooting

## **Laptop is not powering on:**

The most common reason for a laptop not powering on is a dead battery. Try plugging in your AC adapter and then try to power on the computer. Most AC adapters have their own power light to indicate whether they're functioning. If this light doesn't come on the adapter may need to be replaced.



## **Laptop won't hold a charge:**

Over time the laptop battery will eventually degrade to the point where it no longer holds a charge. Fortunately laptop batteries are made to be replaced and are typically not very expensive. Should you need a new battery, feel free to contact the IT department for a price quote.

## **No image on the screen or projector if attached:**

Laptops have a keyboard key for alternating the display between the laptop, a projector, or both. If nothing shows on the laptop display or connected projector, hold the Fn key and press the display key.

Repeated presses will cycle through the available display options. The key should have a symbol such as this:



**No wireless connection:**

Most laptops either have a keyboard key or switch to enable and disable wireless. If there is no wireless icon in the system tray or if the computer displays a message such as “Wireless is disabled by hardware switch” then you need to turn the wireless on. Look for a keyboard key or a button with the wireless symbol:



Some laptops have a physical switch to turn off wireless rather than a key or button. This will usually be found on the side of the laptop:



1	Off Position	3	Momentary Position
2	On Position	4	Wireless Activity Indicator

**Accidental spills in laptop:**

Should a spill occur, power down the laptop immediately and disconnect the power supply. Also remove the battery from the bottom of the laptop. Leave the laptop lying upside down (with the keyboard facing down) to drain any liquid from inside. After allowing the laptop to dry for at least 24 hours you can attempt to power it on again. Spills don't always destroy a laptop if you act quickly.

**When all else fails:**

If possible, always reboot your computer. This will resolve many issues without any further troubleshooting. If your laptop is completely locked up, hold the power button for several seconds to shut it down and then try powering it back up. Should you still have issues, have a supervisor submit a work order to the IT Department. We are always happy to help!