

What to do if the computer is not turning on?

The issues can range from power supply failure to virus infection.

Kindly follow the steps below that might resolve the issue.

1. Check the power supply

2. Make sure the monitor or display is functional

If you can see that your PC has power, because the fans start-up or the power lights come on, but nothing else happens, there are a couple of possible faults.

If you have a desktop PC connected to an external monitor, it could be the display that's faulty. Check the power connection to the monitor and that it's properly connected to your PC. Try disconnecting it and reconnecting it. If that doesn't work, try connecting a different monitor, if possible. That way you'll be able to either determine it's the monitor's fault or rule it out.

If you have a laptop, or if you've ruled out the external display, it could be that your PC is in sleep mode and is having trouble waking. To check that, shut it down completely and restart from cold. To do that, hold down the power button for 5 seconds and then press it again to start your PC.

3. Eliminate external hardware

However considering you have already purchased Restoro and would like us to assist you in doing that utilizing a remote session, please contact our support and we are happy to help you.

Email: support@restoro.com

Phone: 1-888-575-7583

Revision #1

Created 3 years ago

Updated 3 years ago