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Computer does not turn on, or is stuck on the Dell logo screen



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Step 1: Check the Power button



Figure-1

Find the Power button located on the computer, as shown in Figure-1.

- If the power button is off, continue to Step 3 If the power button on the computer has color (Green, Blue, Amber, or White), continue on to Step 2

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Step 2: Power button has color



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Figure-2

Please choose one of the options listed below:

- If the power button on the computer has color (Green, Blue, Amber, or White), and will not proceed past the Dell Splash Screen, Figure-2, proceed to **Step 4**.

- If you are not on the Dell Splash Screen, Figure-2, and not able to access Windows. Proceed to No Boot Troubleshooting. [Click here for No Boot Troubleshooting.](#)

- If the power button on the computer has color (Green, Blue, Amber, or White), and you have a blank or black screen. Proceed to Monitor Troubleshooting.

Select one of the follow options to proceed to Monitor Troubleshooting:


[Click here if you are using a Laptop Computer.](#)
[Click here if you are using a Desktop Computer or External Monitor.](#)



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Step 3:	Power button does not have color.
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[Try a Known-good power outlet or Power Cord.](#)

 Note: Typically for Desktop system the power cord from a monitor is the same as the one from the computer.
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Step 4:	Unplug External Devices
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A piece of hardware may be interfering with the normal boot process of Windows.
 Except for the monitor, keyboard and mouse. Remove all external devices

especially the following:

- Printers
- Scanners
- Media Card Readers
- Small Media cradles (iPod, PDA, MP3 player, etc.)
- Digital Cameras and Video Recorders
- USB storage devices
- Remove the computer from the docking station, if you are using one.
- Remove any CD's or DVD's in the optical drive.

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Step 5:	Remove and Reseat Basic Hardware items
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Caution:

Before performing any of the procedures in this section, read and follow the safety instructions in Dell Knowledge Base Article: "[Precautionary Measures for Personal Safety](#)" Article ID: 339031.

Remove and Reseat the items below in the order mentioned. Please be sure the computer is off and not connected to any power when removing these items.

Laptop

1. AC Adapter
2. Battery
3. Memory
4. Hard Drive

Desktop

1. Power Cord
2. Memory
3. Hard Drive

For instructions on how to remove these items see the **Service Manual**.
[Click Here for the Service Manual.](#)

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Step 6:	Contact Us
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