

Troubleshooting - If you cannot turn on the ASUS laptop

If you cannot turn on the laptop , you can refer to the solutions below based on your situation.

The power light is the indicator why your laptop does not power on.(marked in the red square in the image below)

Power light is ON, please refer to **solution #1**

Power light is OFF, please refer to **solution #2**



#### **Solution #1 :**

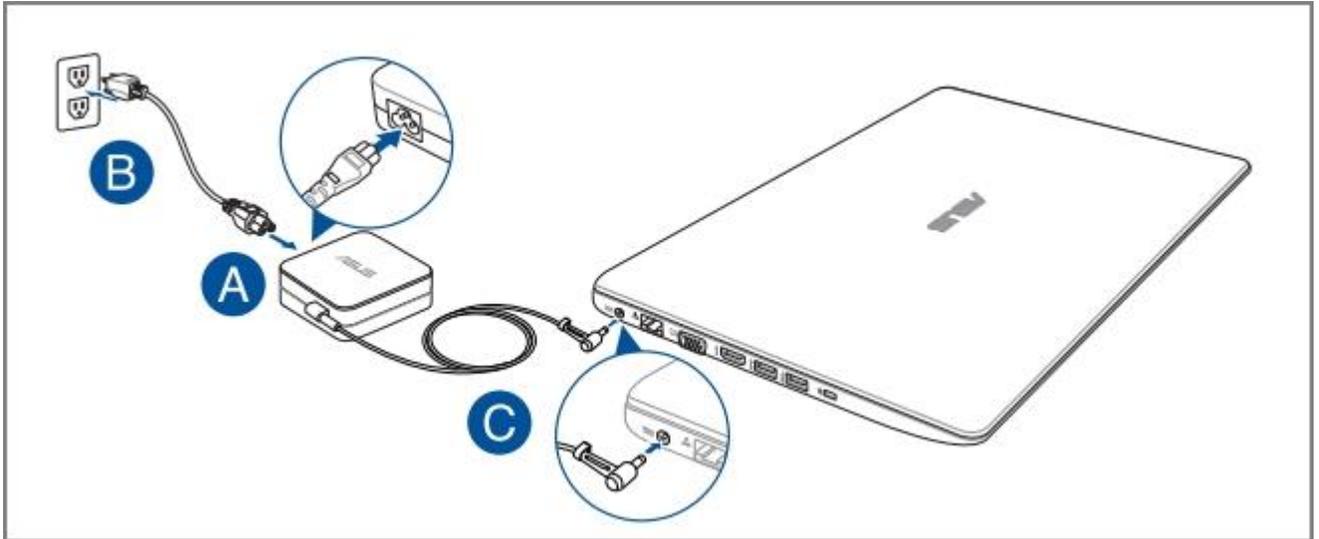
**"Power light is ON"** means the power cord and ac adapter are working, but the device fails to boot due to disfunction of other major components.

- a. Please remove Li-ion battery (**not available for some Notebook models. If your notebook uses a non-removable battery, please skip this step**) and directly use the ac adapter to charge the device.
- b. Please remove all portable external devices, such as USB devices, memory card, internet cable, HDMI, CD-ROM , etc.
- c. Before the disfunction occurred, did you try expanding the harddrive or memory partition? **If yes, please remove these expansions.**
- d. Please disconnect the ac adapter, then press and hold the Power button for **15 seconds**
- e. Please re-install the battery and restart the unit.

#### **Solution #2 :**

"Power light is OFF" means there's no power supplied by the ac adapter or major components might be abnormally working and the device fails to boot

a. Please remove the battery (for removable battery models) and check if the ac adapter plug is loose (marked in the below image: A-power cord plug, B- outlet side plug, C- NB side plug) or try plugging into different outlets.



b. Please check for any damage on the ac adapter cable. If any damage is found, try another ac adapter.

c. Please press and hold the Power button for 15 seconds, then re-install the battery (**for removable battery models**) or connect the ac adapter (**for non-removable battery models**) and try to restart your device.