

Computer won't boot but Logo comes up and stays up and nothing happens.

First, try to start the computer. Always verify that the computer is doing what the customer says it's doing.

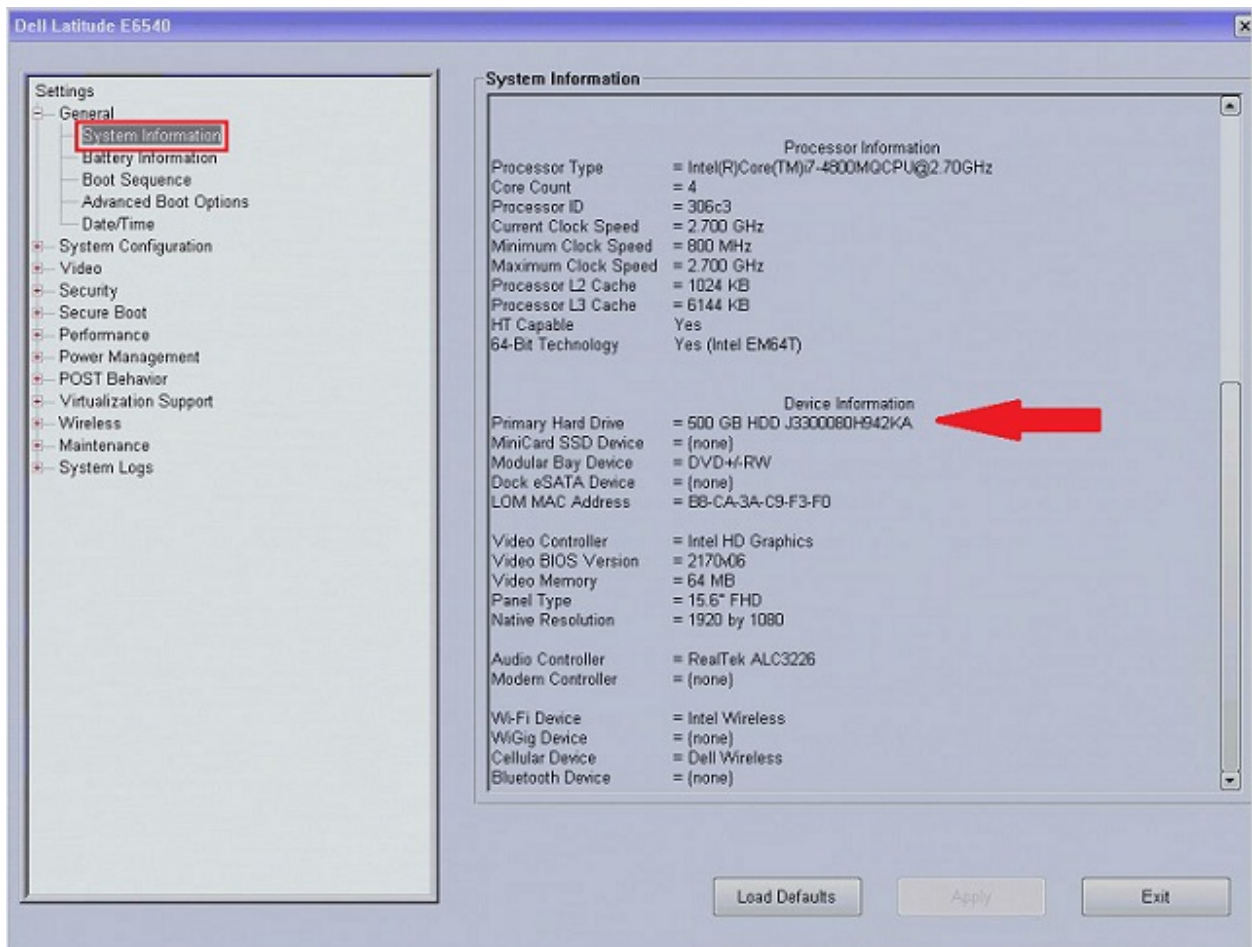
The logo is on the screen and it just stays there and NOTHING else is moving on the screen like the white spinning circle or the mouse pointer. It's more likely to be one of the following things in this order:

1. Bad Hard Drive | 2. Bad or dirty RAM | 3. Power Supply | 4. Motherboard

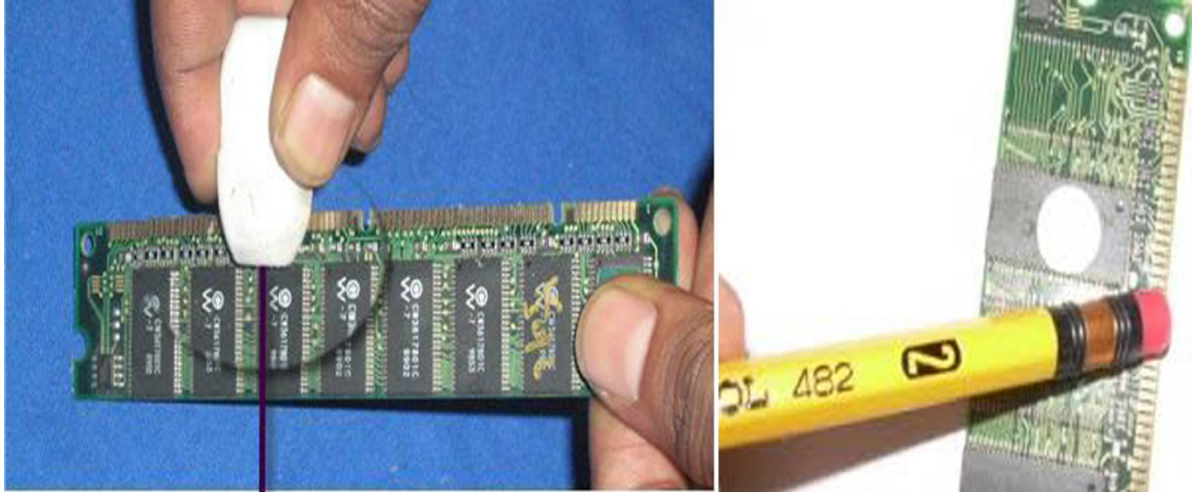
Without question, it's one of these problems in that exact order and never let anyone tell you different.

So the first thing to try is to go to the BIOS and make sure the hard drive is showing in there.

Please see the file: BIOS by model number.pdf

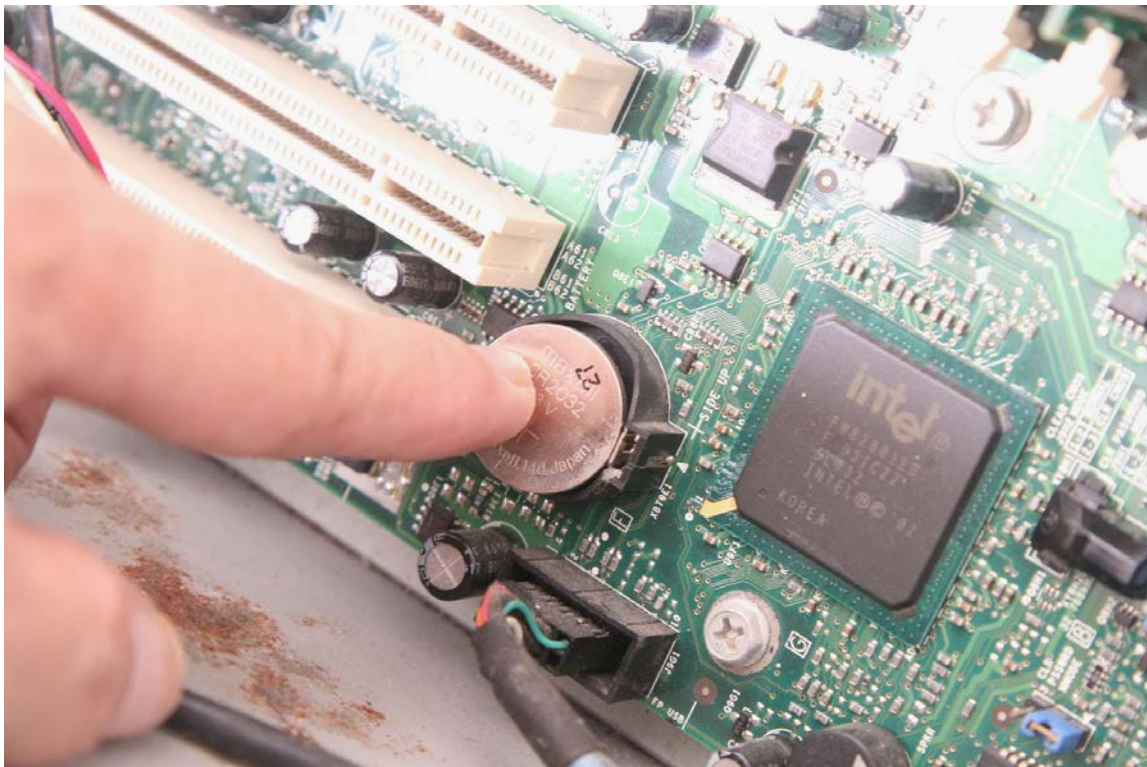


1. BAD Hard Drive: Make sure the hard drive is showing up. If not, the hard drive is bad and need to be replaced.



2. Bad or Dirty RAM: Take the RAM out and clean it by using a pencil eraser. Clean the RAM re install it and then make sure it's seated in correctly after you install it.

3. Power Supply: You can try installing a new power supply and start the computer to see if repairs the problem.



4. Motherboard: Remove the CMOS Battery and leave it out for about 15 seconds. Put the battery back in and then try to restart the computer.