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My hp laptop won't turn on unless it's plugged in

Infopackets Reader Elijah N. writes: " Dear Dennis, I have an HP laptop with Windows 10. Yesterday the laptop was working perfectly fine, but this morning I tried to turn it on and all I get is a black screen. The power light turns on, and the screen appears to be on (the screen backlight is on), but the screen is black and it won't boot into Windows 10. Nothing happens. What can I do to get my laptop working? " My response: This is a fairly common issue, and is either a hardware problem or a Windows boot problem. Some possibilities include: the laptop motherboard or display may have died, or a laptop component failed and needs to be replaced, your BIOS is corrupt, and possibly the Windows boot sector (or Windows itself) has gone corrupt. There are a few things you can do, which I will explain in detail below. Note that these steps apply to any version of Windows, and not just Windows 10. Here are a few things you can try: First, unplug the battery from the laptop and then try and power on with only the power cord plugged in. If it works without the battery plugged in, then most likely your battery needs to be replaced. If you still have a black screen, keep the battery unplugged and proceed to the next step. Unplug the power cord, turn the laptop over and take the hard drive out of the machine, then power the system back on again. If you progress past the black screen then there may be something wrong with the hard drive (or Windows), or your BIOS configuration which is causing some sort of lengthy delay. In the latter case you will need to go into the BIOS and review your boot sequence. In the former case you can try inserting another hard drive (if you have one) to see if you get past the black screen. If you do get past the black screen, then the problem is likely the other hard drive. If you don't have another hard drive you can try and boot from a Windows 10 USB / DVD (installation media) and attempt to install Windows 10 again. If it works after that, then the problem was indeed Windows. If none of that works, then proceed to the next step. Unplug the power cord, turn the laptop over, then remove your RAM modules and put them back in. Before handling the RAM, make sure you touch a wall outlet (power socket) screw which is grounded and will help prevent static electricity. Tip: only touch the RAM by its outer edges - never touch the chips or the gold conductive parts or you will risk damaging the chip with potential static electricity. If the laptop has more than 1 RAM module, try plugging in one module at a time, then power on, test, and see if you get past the black screen. If not, proceed to the next step. Another thing you can try is to re-flash the laptop's BIOS. Sometimes the BIOS goes corrupt and will give you a black screen - this happened to me with my Acer notebook, and re-flashing the BIOS worked. Since your computer won't even boot at this point, the only way you can re-flash the BIOS is if your laptop manufacturer supports flashing the BIOS during a power-on state. This is usually done by copying a BIOS .ROM file onto a USB flash drive, then you insert the flash drive into the laptop, then press a series of keys (example: FCN + ESC + Power Button, for example) to initiate a power-on flash. To figure out if this option is even available, you will need to go to the manufacturer's website, search for your laptop model, locate drivers and downloads, then look through the BIOS section for something matching what I just mentioned. If none of that helps you can try bringing the machine to a computer shop. If you choose this option you might want to ask if the shop charges a diagnostic fee, first. If they do, then you will need to figure out if it's worth spending the money to perform tests on a possibly dead laptop, or to take the money and put it towards purchasing a new laptop. I suggest calling around, either way. Also: if the hard drive is in working order, it is possible to retrieve data from the old laptop, then place it onto another machine, or even a new laptop. In either case, you will need to purchase an external 2.5" hard dive enclosure, insert your old drive into it, then attach it to another machine (or new laptop), then copy the files over. Once files are copied over you will need to reset file permissions (access rights) or the files won't open and may not be writable. I can help with this by remote desktop support if you need. I hope that helps. Additional 1-on-1 Support: From Dennis If all of this is over your head or if you need help with any of the steps, you can contact me for remote desktop support assistance. I can connect with you (on another machine), answer any questions you may have, and guide you in determining the best approach to take. I can even help to backup your data and restore it onto another machine if needed. Simply send me a brief message describing your problem and I'll get back to you as soon as I can. Got a Computer Question or Problem? Ask Dennis! I need more computer questions. If you have a computer question - or even a computer problem that needs fixing - please email me with your question so that I can write more articles like this one. I can't promise I'll respond to all the messages I receive (depending on the volume), but I'll do my best. About the author: Dennis Fas is the owner and operator of Infopackets.com. With over 30 years of computing experience, Dennis' areas of expertise are a broad range and include PC hardware, Microsoft Windows, Linux, network administration, and virtualization. Dennis holds a Bachelors degree in Computer Science (1999) and has authored 6 books on the topics of MS Windows and PC Security. If you like the advice you received on this page, please up-vote / Like this page and share it with friends. For technical support inquiries, Dennis can be reached via Live chat online this site using the Zopim Chat service (currently located at the bottom left of the screen); optionally, you can contact Dennis through the website contact form. Hi Leo. When running a laptop on AC power for a long time, is it better to remove the laptop battery and let it run only on AC? Kind of like a desktop? This is one of those questions that comes up periodically and to be honest, there's no right or wrong answer. For every answer that there is out there, there are arguments against it. It tends to be controversial. And when I make my case here, I know there are going to be people who disagree with me. I think that whatever you do will be just fine. I'll explain why. Remove the battery to lengthen its life There's always a possibility that leaving your battery in the machine when it's plugged in may shorten the life of your battery. Actually, it's better for the batteries to get drained, but not all the way to zero. Ideally, you want to drain them to 20% or 50% so that they get recharged. If they're kept at maximum or nearly full charged all the time, they don't necessarily hold the charge as long as they would when they were new. Now, that being said, it's not as bad as it once was. While battery technology is not increasing in terms of capacity, they are improving battery memory and lifespan issues. For example, in Macintosh laptops, you can't replace the battery - it isn't even removable. With my Macs and PC laptops, I've left the battery in all the time. Over the years, battery lifespan does go down, for example, a three-hour battery becomes an hour and a half battery, but that kind of reduction is over two to three years. Would it have been an hour and a half battery if I discharged periodically? Probably not. It would only be a two-hour battery. Some degradation just occurs naturally. By taking the battery out, you're probably slowing the that degradation a little bit. Leaving the battery in to protect the laptop The one thing that I like about leaving the battery in the laptop is that it's like having an uninterrupted power supply. If the power ever goes out, say like in a thunderstorm, your desktop shuts down. You lose your work if you haven't saved and you have to wait until the power comes back. On the other hand, if your laptop has a battery (even a very old, very worn-out one that holds a charge for only 10 or 15 minutes), that still acts as enough of a power supply to protect your laptop from power spikes, power loss, and similar issues. That's kind of a rationalization, but it's one advantage to having the battery. So, are you shortening the lifespan somewhat? Probably. Is it a big deal? Not in my opinion. More for Patrons of Ask Leo! Silver-level patrons have access to this related video from The Ask Leo! Video Library. Using the Windows Battery Saver Imagine you're headed out of town for a weekend getaway. Maybe you're going to a friend's destination wedding or a family trip to the beach, or perhaps it's camping with your friends. You decide to bring your laptop with you because it'll be nice to stream movies, get some work done, or play a PC game in your downtime. A laptop can help you feel at home when you're away from home.Oops! When you're unpacking in your hotel room, you realize that you've forgotten to pack your laptop charger (or worse yet, you accidentally leave it in the airport power outlet). Your laptop only has a 10% charge left, so it looks like you're going to have to do without it on this trip. That essential email to the boss will have to wait.But wait! It doesn't have to be that way. Believe it or not, you can actually charge your laptop without a standard laptop charger. It's really quite easy to do, and you should learn how to do it if you're a fellow 21st-century dweller who feels compelled to take your laptop with you anytime you hit the road.Here are not 1, not 2, but 3 different ways to charge your laptop when your laptop charger is MIA.Every laptop is built with an internal battery. To get the battery charged, you've just got to supply it with some electricity. Most of the time, we plug our laptop into a power outlet in our home, and the electricity travels through the cable and into the battery.A laptop charger is arguably the most effective way to transfer power to your laptop battery, but there are other ways to do it, too. All you need is:A power sourceA way to transfer the power to the batteryLet's get into it.One of the most common questions I get is "can I charge my laptop with a USB connector?" This actually depends on the type of USB port you have on your laptop.If you are currently using a wired mouse or wired keyboard and you unplug one of them you'll see that there's a rectangular connector at the end of the cord; the metal piece that you insert into the computer. This is called a Type A connector.It's the most common USB connector, and whenever someone says "USB" you can reasonably assume they're referring to USB Type A. Most likely, your cell phone charger has a USB Type A connection, too. Unfortunately, while you can use Type A to power smart devices, you can't use it to power your laptop.Type A can exchange a sizeable amount of data, but it's not capable of transferring the huge amount of power that's needed to replenish your laptop battery. Type A just can't deliver enough wattage.However, USB 3.1 introduced a new kind of connector called USB Type C, or "USB-C." Unlike Type A, USB-C has more of an oval shape. It's designed for high-wattage connectivity, which means it can transfer far more power than Type A can, and at faster speeds. Much faster:Type A (USB 3.1): Speeds up to 10 Gbit/sUSB-C (USB 3.2): Speeds up to 20 Gbit/sIt's about to get even better:USB4 will be released in 2019, and the accompanying USB-C connector can transfer data at speeds up to 40 Gbit/s.Long story short, you can't charge your laptop with USB Type A, but you can charge your laptop with USB-C.If your laptop has a built-in USB-C port, then you'll be able to charge your laptop via a USB-C cable - you just have to make sure the cable has a plug adapter (the box-shaped plug at the end of your phone charger than can plug into an outlet). Some laptops, in fact, use a USB-C cable as the primary charger.To charge your laptop via USB-C:Plug one end of the USB-C cord into an outletPlug the other end of the USB-C cord into your laptopThat's it! Easy as pie, so long as you have access to a USB-C cord. But that's the glaring problem - what if you don't have access to one? Unfortunately, ordering a USB-C cable wouldn't be any easier than ordering a new laptop charger. And making a stop at a computer supply store may not be possible, especially if you are stuck on a Caribbean island for that destination wedding weekend.But if you're in the market for a new laptop, you might seriously consider getting one that has at least one USB-C port. The USB-C connector is rapidly gaining popularity. It's safe to assume that in the future, most laptops will come with USB-C ports, and we might even see the elimination of USB Type A altogether. The point is, more people in the future are likely to have USB-C cables, so there will be a better chance that someone can lend you one if you lose yours on a trip. Currently, you'd have to find someone who happens to have the exact same kind of laptop charger has you do, which may prove more difficult.Nearly all of our popular HP laptop brands have at least one USB-C port.Note: Always check product specifications before you buy.A car has electricity, right? And whether you are on a road trip in your own vehicle, or renting a car when your airplane lands, you can take advantage of the power it produces. It's fairly straightforward to use it to charge your laptop. You're going to need two things, though:AC Adapter (USB Type A connector on one end USB-C connector on the other end). This USB Type A to USB-C adapter is perfect for use in a vehicleUSB car chargerIt's easy as one, two, three. To charge your laptop in a car:Turn on your enginePlug the car charger into your vehicle's charging port (you might not even need a car charger since many newer vehicles have USB ports you can plug into)Plug the USB-C connector into your laptopNote: Never leave your laptop unsupervised in a vehicle and in clear view. That could make it more vulnerable to theft or damage from overheating.One of the easiest ways to charge your laptop is with a power bank. A power bank is basically a portable battery for your laptop. All you've got to do is connect the power bank to your laptop. The best thing about power banks is that they don't need to be plugged into an outlet while they're charging your laptop.Power banks come in a variety of different models, and they're not all built with the same charging capacities. You'll be able to charge less-powerful laptops with a USB Type A power bank. If you want to charge a more powerful laptop, like a mobile workstation, then you'll need to get a power bank that's USB-C-based. USB-C power banks can also power other USB devices, like your smartphone or tablet.Most likely, your power bank will have enough charge to replenish your laptop battery only one or two times, especially if you're recharging a more high-powered laptop. It's important to remember to plug it into an outlet and replenish its charge. When your power bank runs out of charge, you won't be able to use it to recharge your laptop. That's why it's best to reserve your power bank only for when you really need it - like when you accidentally lose your laptop charger. Always keep your power bank inside your laptop bag.Whenever you hit the road, whether you're traveling long distance, backpacking through Europe, or just going on a weekend getaway, you should always bring a laptop bag or backpack. A laptop bag isn't only for storing your laptop. You should also keep accessories in it that you can use to recharge your laptop in the event you lose your power cord. In fact, you should keep accessories that can recharge all of your electronic devices.The first thing that a laptop bag will do is protect your laptop. Many HP laptop bags are built from weather-resistant fabric and zippers that can withstand rain or hail. The interior of the bags are usually padded with soft, shock-absorbing materials that will protect your laptop if you accidentally drop it, or if your road trip gets rough and your laptop bag starts bouncing around in the back seat.Arguably the most rugged HP laptop bag is the HP Spectre 13.3 split leather sleeve, which is tough enough to go on an Indiana Jones-caliber adventure.The best bags also have special protective features against RFID readers. If you carry credit or debit cards with you, know that there are devices that can scan your card information from a short distance. That's right. A cyber thief with access to such a device could stand behind you in line at the coffee shop and scan your personal and financial information right off your card without you knowing.They might not actually do it at a coffee shop, because that would be difficult to do without drawing attention to oneself. But it happens often on the street or on public transit. Many HP laptop bags have exterior zippered pockets that are resistant to RFID scanning, so whether you're going across the world or across town you can safely store your credit and debit cards in the pouch without worry that you're get hacked by a cyber thief.It's also not a bad idea to get a full-blown backpack for your laptop. A backpack is a bit more ergonomic than a laptop case, and it will enable you to squeeze a bunch more electronics devices inside.When you're on-the-go, make a habit out of bringing a laptop backpack that has all the supplies you need for a successful tech-filled journey while you're away from the home office. Here's what you should put in it.1. First and foremost, keep your laptop in there. If you want to be extra safe, put your laptop in a laptop sleeve first and then put the laptop case in the backpack. You never know when the road's going to get rough, so you should take any measure you can to protect your laptop. Remember, you've probably got a lot of sensitive or valuable work information or personal information stored on your laptop, like work projects or family photographs. Don't risk losing those.2. Second, you should insert a fully charged power bank. Try not to use your power bank unless you really have to. It should be mostly for emergency use in case your laptop power cord is down for the count.3. Third, bring a travel adapter. If you're traveling internationally, you might wind up in a country that doesn't have outlets that are compatible with your laptop. A travel adapter has interchangeable plugs that enable you to plug into a foreign outlet.When you're traveling abroad, having fully functional electronics may be key in keeping you safe and ensuring that you don't miss any transportation arrangements. Be sure to pack one of these when you're headed out of the country.4. Lastly, pack a USB port hub. A USB port hub is an incredibly useful device to have when you're traveling with your laptop. Its main function is to give your laptop a larger number of available USB ports. Typically, a USB hub comes with 4 to 7 additional USB ports so you're able to easily connect all your USB devices when you're removed from the organized workspace in your home office.There are powered port hubs and unpowered port hubs. Powered port hubs are great because they supply power to your connected devices (so your devices don't have to draw power from your laptop). If you only have a limited time to charge your USB devices, you could use a powered hub to charge all of them simultaneously, and you don't even need an extraneous number of outlets. Some HP powered hubs come with SD card slots and USB-C ports. Learn more about USB port hubs here.Remember, if you lose your laptop charger and you desperately need to get it powered back up, you can always:Charge your laptop via USB-CUse an adapter to charge your laptop in a vehicleCharge your laptop with a power bankAny of these methods could save you from having to endure a laptop-less weekend when you travel.

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