

Computers, Servers, and Printing

My computer or monitor will not turn on.

Suggestions?

- Make sure the power is connected - check any outlets or powerbars - are they switched to on?
- Press the power switch. It is usually an LED, if the LED is amber or the LED is cycling through dim and bright, that means the device is in standby mode. Try pressing a key on the keyboard to wake up the system.
- In the case of a monitor, make sure the monitor's input cable hasn't wiggled loose from the back of the screen. This is true of the power cable as well as the video input cable.
- If these steps still do not yield a working system, please contact the helpdesk by phone at 416-487-6700 or email at ithelp@glendon.yorku.ca with the service tag. Trouble finding the service tag? Follow this link:
 - <https://ithelp.glendon.yorku.ca/faq/index.php?action=artikel&cat=8&id=43&artlang=en>

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