Help my laptop is stuck in a boot loop!

Posted by delladmin - 30 Dec 2016 05:54

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Hi,

Please do try these troubleshooting steps that may help in solving the issue.

- Start by doing a hard reboot, remove the battery and unplug the AC adapter then press and hold the power button for 20 seconds and try booting it up again.

- If it gets stuck on the Dell logo again load into BIOS and reset it to default by pressing F9 then reboot it and see if it would get pass the Dell logo again.

- If these will not work remove the HDD off the laptop and see if it would get pass the Dell Logo because if it does that means the HDD is faulty.

- If it doesn't get pass the Dell splash screen without its HDD that means the problem can be the motherboard.

- Try to remove the CMOS battery then put it back in and see if this will solve the problem or not.

- If it's still under the factory warranty do contact Dell for a repair.

Hope!

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