dell inspiron shuts off

Posted by admin - 12 Oct 2012 02:01

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Hi wycliffemars,

Most of the time system shuts down when it is overheating or memory issue. So please clean the fan air vents using a can of compressed air. Also, we need to check whether the hardware is working as designed.

Switch off the system; remove the battery, ac adapter and the power cable. Press and hold down the power button for thirty seconds to drain any excess flea power and then try running the test. You can run the PSA hardware diagnostics in your computer to check the hardware is working as designed. Follow the steps below to run the PSA diagnostics.

Turn the computer off >restart the computer

At the Dell logo screen, start tapping the F12 key a few times until you see the 'One Time Boot Menu' appear.

At the one time boot menu, press the down arrow key to highlight 'Diagnostic', and then press Enter to begin the PSA diagnostics.

 If the test fails, please make a note of any error codes listed. You can also refer to the link below.

dell.to/i5zbDR

Please do reply for further assistance.

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