Lenovo X1 Carbon does not POST

My Lenovo laptop does not POST, is there anything to try before bringing it to the Service Center Technicians?

Answer

Lenovo laptops can possibly go into an odd power state where the machine will not fully power on or POST even with the AC adapter connected. Depending on if you have a removable battery in your Laptop, the process to attempt a reset is as follows:

Lenovo with a removable single external battery:

First, unplug the AC adapter from the laptop and remove the battery. Plug in the AC adapter only and attempt to power on the laptop. If the laptop fully turns on you can reinstall the battery and continue to use the laptop.

Lenovo without a removable battery:

Newer Lenovo laptops have small hole on the bottom of the laptop called the "Emergency Reset Hole" (see screenshot below for an example) that disconnects the internal battery from the system board. The process to reset the battery is to first unplug the AC adapter, press the reset button using a small pin or paperclip, and then plug the AC adapter back in.

After resetting the battery and plugging the machine into power, the laptop should begin to power on and boot. Once the machine boots, check for software or driver updates via Lenovo's update software or Microsoft Windows Update. If this process does not work, there may be further hardware issues with your laptop and it should be brought into the Atlas Service Center for diagnostics. Attempting to hard reset the battery can potentially cause OS or hardware issues due to suddenly cutting power from the machine.
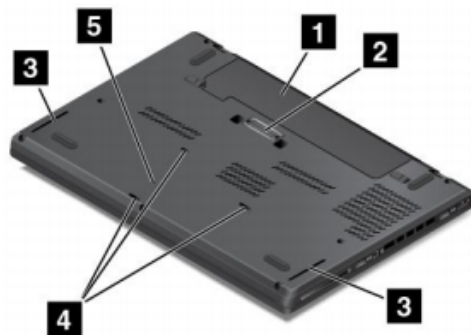

Bottom view

Figure 4. Bottom view

1 External battery pack		**4** Keyboard drainage holes	
2 Docking station connector (on some models)		**5** Emergency reset hole	
3 Speakers			