NAPLES COMPUTERS HOW-TO · BUSINESS I.T.

MacBook or Mac Won't Turn On: 4 Checks, Then Call Us

A Mac that won't turn on isn't always a hardware failure. This guide covers four safe checks to try first, power, the charger, the screen versus power, a forced restart, and a reset, plus the signs it's time to call for Apple repairs.

Before you worry

A Mac that won't turn on isn't always a hardware failure.

Power issues look like dead Macs
A bad cable, a dead outlet, or a drained battery can all look identical from the outside.

A few checks take just minutes
Power, charger, a forced restart, and a quick reset cover the most common causes.

If none of it works, that's useful too
Ruling out the easy stuff tells us exactly where to start when you call.

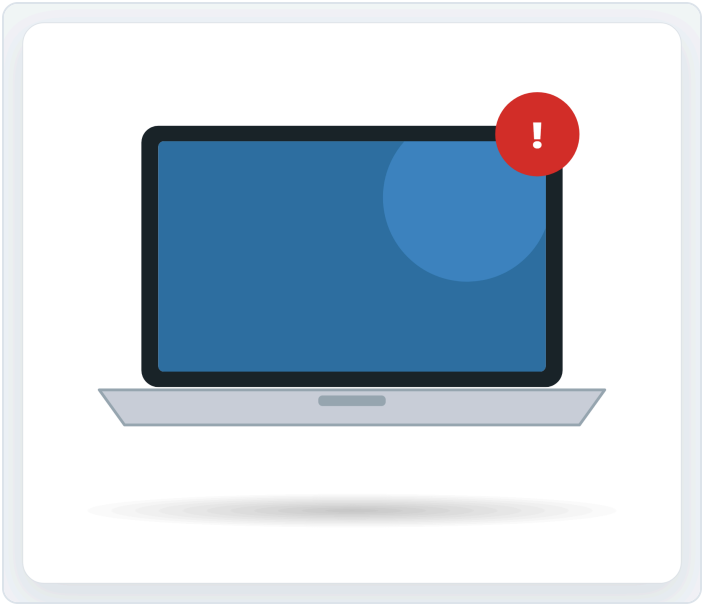
Step by step

4 CHECKS FIRST

! Mac won't turn on?

Before assuming the worst, a few safe checks rule out the easy explanations first.

WHAT TO DO
We're Naples Computers, since 1993.



CHECK 1 OF 4

Check the power and the charger

A different outlet, a different cable if you have one, and let it charge for a few minutes before trying again.

WHAT TO DO

A battery drained all the way down can take a few minutes before the Mac responds at all.



A few minutes on power, before anything else

CHECK 2 OF 4

Check if it's power, or just the screen

Listen and feel for fans or warmth; a Mac that's on with a blank screen is a different problem than one that's truly off.

WHAT TO DO

A dim room and a low-brightness screen can look exactly like "off" from across the room.



Power vs. a blank screen

CHECKS 3 & 4

! A forced restart, then a reset

Hold the power button down for several seconds to force a restart; on older Intel Macs, an SMC reset can also help.

WHAT TO DO

Apple silicon Macs don't need that reset step at all; one less thing to try.



A forced restart, before anything else

If none of that works

- [ ] It might need service
  That's Apple's own guidance too, once the easy checks are ruled out
- [ ] Get a free diagnostic before deciding anything
  A real look at what's actually wrong, before you spend anything
- [ ] Your data matters, either way
  Backed up first when the repair could affect it

Recap: Mac won't turn on

- [ ] Check the power and the charger first
- [ ] Check if it's power, or just the screen
- [ ] Try a forced restart, then an SMC reset if it's an older Intel Mac
- [ ] Still nothing? Get a free diagnostic before deciding anything

A Mac that's actually on with a blank screen is a different problem than one that's truly off; listen and feel for fans or warmth before assuming the worst.

Mac won't turn on?

Call 239-513-1960

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