



# The Windows Operating System Is Not Working - Toshiba PORTEGE R700 SERIES User Manual

Toshiba computer drive user manual



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## **If Something Goes Wrong**

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*The Windows*

If the trickle-charging does not prove effective, visit the Toshiba Web site at

Bulletin Step-Charging the computer's battery (click the

**Ask Iris**

**4**

Connect the AC adaptor to a different power outlet, preferably in a different room. If the computer starts normally, there may be a problem with the AC outlet itself, or the voltage level available from it.

## 5

Verify that the AC adaptor is the correct unit for your computer model. The computer may not be able to start from an AC adaptor that is rated for less current (amperage) than the computer requires, even if the rated voltage is correct, and the plug fits correctly in the DC-IN socket. The labels on the bottom of the computer and the AC adaptor show the specifications for voltage ("V") and current ("A") for each device. The voltage level must match exactly. The amperage rating of the AC adaptor must be equal to or greater than that required by the computer.

### **The battery light is blinking when the computer is on.**

If the battery light is blinking when the computer is on, this indicates a power mismatch. Do the following:

## 1

Check the OUTPUT specifications on the AC adaptor (for example, DC 19V - 3.95A)

## 2

Check the INPUT specifications on the bottom of the computer.

The output specifications of the AC adaptor must match the input specifications of the computer.

## 3

If the specifications do not match, locate and use the AC adaptor that shipped with your computer. If the specifications **do match, contact Toshiba. See**

page

## The Windows

Once you are familiar with the desktop and used to the way the operating system responds to your work routine, you can easily detect if the operating system is not working correctly. For example:



The operating system fails to start after the initial startup appears.



The operating system takes a long time to start.

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*operating system is not working*

[pcsupport.toshiba.com](http://pcsupport.toshiba.com)

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link and search for the support bulletin by name).

204.

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**operating system is not working**

and see the Support

"Contacting Toshiba" on

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