

Mac & Chromebook | Medium | 2 min read

Mac: my Mac will not start up

If your Mac does not start, do not panic. Your files are very likely still safe. Work through these steps one at a time and stop as soon as it works.

Check the basics first

- Make sure the charger is firmly plugged in at the wall and into the Mac. Try a different socket.
- Look for a charging light on the cable or the lit charging port. Leave it plugged in for 30 minutes if the battery may be flat.
- Unplug everything else: printers, USB drives, adapters and screens.

Check the screen

Sometimes the Mac is on but the screen is dark. Press a key and turn the brightness up. If you hear the fans or the startup chime, the Mac may be running with a screen problem.

Try a forced restart

Hold down the power button (on newer Macs this is the Touch ID button) for about 10 seconds until everything switches off. Wait 10 seconds, then press it again once.

Look at what the screen shows

- **A folder with a question mark:** the Mac cannot find its system. Contact us.
- **A circle with a line through it:** the Mac may not be able to use the system on its disc.
- **A progress bar that never finishes:** leave it for up to an hour, as it may be finishing an update.

Try Recovery tools

Hold the power button on a newer Apple silicon Mac until you see **Loading startup options**, then choose **Options** and **Continue**. On an older Intel Mac, hold Command and R while it starts. From there you can open **Disk Utility** and choose **First Aid** on your startup disc.

Do not choose **Reinstall macOS** or **Erase** unless you have been told to. Reinstalling is usually safe for your files, but erasing will delete everything.

When to get more help

Contact us if none of this works, if the screen stays black with no sounds or lights, or if you see a warning about your disc. Please do not keep trying to force it, and do not erase anything. We can often get at your files even when the Mac will not boot.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.