

Ingrid_GWER7960 joined the incident.

Ingrid_GWER7960 says:

Thank you for contacting technical support. My name and badge number are Ingrid_GWER7960. Please hold while I review your issue.

Ingrid_GWER7960 says:

Hello Dean, what is model number of your system?

Dean Bower says:

It was in the message, Ingrid. It is a model M-6752.

Ingrid_GWER7960 says:

According to your submission and my data, the serial number of your M-6752 notebook system is RH1015085R8050153 and the limited warranty expiration date is 2008. Is this correct?

Dean Bower says:

Yes.

Ingrid_GWER7960 says:

Thank you for verifying your information.

Ingrid_GWER7960 says:

You mean your system is unable to power on?

Dean Bower says:

That is correct. I have the power cord plugged in and the blue light at the front of the laptop glows. Nothing happens when I press the power button.

Ingrid_GWER7960 says:

What troubleshooting steps have you already tried?

Dean Bower says:

Unplugged and reconnected the power cord.

Dean Bower says:

Removed and replaced the battery to insure good contact there also.

Ingrid_GWER7960 says:

To isolate the issue, I recommend that you follow the steps at the link below.

Ingrid_GWER7960 says:

Notebook - No POST / No Video

<http://support.gateway.com/s/Checklists/BPC/ck2007022737.shtml>

Ingrid_GWER7960 says:

You could try reseating the components to ensure that they are properly seated into their slots. You may refer to the links below for instructions:

Dean Bower says:

The only components to reseal are the power cord and battery. I have already done that.

Ingrid_GWER7960 says:

To Reseat the

Battery:
<http://support.gateway.com/s/Mobile/2007/Tempest/1014348R/1014348Rfaq2.shtml>

To reseal the Hard

Drive:
<http://support.gateway.com/s/Mobile/2007/Avalon/1014782R/1014782Rfaq6.shtml>

To reseal the

Memory:
<http://support.gateway.com/s/Mobile/2007/Avalon/1014782R/1014782Rfaq5.shtml>

Ingrid_GWER7960 says:

Note: Instructions given from the link above is for informational use only. The term "Replace" is the substitute word for "reattach".

Ingrid_GWER7960 says:

Please save the chat log for reference. To save the chat log, you can press the VIEW LIVE LOG and then the SAVE LOG TO DISK then save it in your desktop or my documents.

Ingrid_GWER7960 says:

If the issue persists, we can send your system for service Dean

Dean Bower says:

You are assuming I am mechanical enough to open the case and mess around inside. I am not able to do that. A qualified tech needs to do the poking.

Ingrid_GWER7960 says:

Please do refer to the links above Dean , that will guide you to properly reseal the internal components of your system Dean. It is like putting bread in oven toaster.

Dean Bower says:

Even with my diminished eyesight and shaky hands? I am 64 years old and do not do well with small screws and such.

Ingrid_GWER7960 says:

I see.

Dean Bower says:

I do not see very well.

Ingrid_GWER7960 says:

If that is the case, we can process the repair for you Dean

Ingrid_GWER7960 says:

Please provide your Full shipping address.

Dean Bower says:

(NOTE: The address was provided in the chat session. I choose not to publish it here.)

Ingrid_GWER7960 says:

Please hold while I process the order.

Ingrid_GWER7960 says:

Thank you for holding Dean

Ingrid_GWER7960 says:

I sincerely apologize for any inconvenience this might cause you our system is currently updating right now and I am unable to process your repair. I have already forwarded this information to our proper channels and we will contact you regarding this matter as soon as we have the proper information for your service.

Dean Bower says:

When should I expect an answer. If you look at my original statement for this session, I have been waiting since September 10 for an escalation response.

Ingrid_GWER7960 says:

We will try to reach within 3-5 days Dean so as to address your repair.

Dean Bower says:

Thank you. Please assure right now there is not a problem with the serial number I provided. If necessary, I can email images I scanned of the computer and original shipping box to verify that.

Ingrid_GWER7960 says:

You are most welcome Dean , I will do that you.

Ingrid_GWER7960 says:

I will do that for you*

Ingrid_GWER7960 says:

Thank you for you patience.

Dean Bower says:

So RH1015085R8050153 is a valid serial number? Four of your predecessors could not find it.

Ingrid_GWER7960 says:

That is the valid Dean

Dean Bower says:

Thank you, Ingrid. I will wait for Gateway Support to send instructions. Have a great day. Thank you for YOUR patience with this old guy!! God bless!!

Ingrid_GWER7960 says:

You are most Welcome Dean (smile)

Ingrid_GWER7960 says:

It was a pleasure working with you. Thank you for using eMachines Live Chat. Feel free to chat again anytime and have a great day.