Windows 10 Black Screen Recommendations

The following recommendations may correct a condition known as "black screen" that has been known to occur on Windows 10 computers. Black screen occurs when the computer screen and tower are powered on, the computer is not performing an update or scan, and no mouse or keyboard actions are recognized by the computer.

Procedure The following actions are suggested for correcting this condition:

1. Press and hold down the power button on the tower until the power light turns off and the tower stops running.

2. Unplug the power from all devices associated with the computer and disconnect and remove all devices from the tower including mouse, keyboard, monitor, flash drives, printer and external drives. Allow all components to sit without power for about 5 minutes. Then press and hold down the power button on the tower for 10 seconds.

3. Connect power only to the tower and turn on the power to the tower. Allow the tower to run until the hard drive light stops flashing and the tower appears to have completed its boot cycle.

4. Connect the monitor to the tower, then connect power to the monitor and turn on the monitor. After a brief period, a familiar screen should display on the monitor.

5. Connect the keyboard to the tower and test the responsiveness of the keyboard.

6. Connect the mouse to the tower and test the responsiveness of the mouse.

7. Connect other devices individually and evaluate their responsiveness. Remove any devices that are not responsive.

8. Restart the computer normally and ascertain normal computer function.

Please send comments, suggestions or problems with these recommendations to wvcomputerclub@gmail.com.