

Inspiron M5030 wont boot

Posted by admin - 30 Jun 2012 18:21

Help! I have had a very dodgy laptop for several days now, and by some miracle it reboots, but only as and when it pleases. Having run Microsoft Security Essentials several times and also a full hardware diagnostics, all seems fine, and I am now pretty sure its the OS that's not cooperating. support has just about confirmed that in responses I have had, but my last quesstion has remained unanswered now for 2 days. The last support email instructed me to insert windows installation disc. I sought out the only disc which came with the (brand new) computer. It tells me it is Drivers and Utilities, and is certainly not recognised as a boot-up disc by my computer.

I had not realised I needed to make a recovery disc myself, as I thought recovery discs were supplied. Now I cannot reboot my computer and cannot seem to get anyone to tell me if I can acquire such a recovery disc from Dell.

NB THE SCREEN IN FRONT OF ME SAYS THAT IF I DONT HAVE THIS DISC I SHOULD CONTACT THE COMPUTER MANUFACTURER. This I am spectacuarly failing to do.

Oh and I also found a support phone number on this site: it does not work. Can somebody tell me if I can actually phone Dell support?

Please can somebody help me. I bought a new computer, and a Dell at that, for peace of mind when my old one conked. So far, in comparison to a lesser known and cheaper model, this one has been a spectacular failure.

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