The hardware unit does not power on

- Make sure that the power cord is connected to the power outlet and connected securely to the E800's Power Supply Unit (PSU), and that it is switched on.
- Push the power on switch on the front of the E800.
- Should the problem persist, then this may be an issue with the motherboard or the chassis switch cable connections:
  - Reset the CMOS BIOS :
    - Unplug the power cord from the PSU.
  - Remove the chassis top cover:
    - Short the CMOS pin – refer to the motherboard manuals.
    - Remove the CMOS battery, wait at least 10 seconds and reinstall the CMOS battery.
  - Plug the power cord and power on the unit.
- If this does not resolve the issue:
  - Check the circuit board that connects to the front panel swicthes (on/off and reset):
    - Check the circuit board underneath the SSD cage – remove this cage to access the board.
  - Make sure that all cables are secured. Cable connections from the motherboard to this board may came loose during shipping.
- If the issue still persist, the problem may be with the motherboard itself:
  - Contact the Blancco Technical Support team.