Visibility: HTC and Operators
Devices:
Nexus 9 – US: ☒ AT&T ☒ T-Mobile ☒ Sprint ☒ Verizon ☒ Wi-Fi

Nexus 9 – Troubleshooting Unable to Power On

Users may describe the following symptoms

- Power button doesn't work
- Device will not power on
- Device has a black screen
- Device is unresponsive
- Device is bricked
- Device shows the bootloader, or other screens without fully booting

Summary

There are a few scenarios where a device can be placed into state where it appears to not be able to power on. In many of these states, the device can be recovered and warranty service is not required.

Details

The following scenarios outline situations where a no power symptom can be recovered

Scenario 1: Device in Debug Mode - Holding down certain key combinations during a reboot/power-down can cause the device to enter a bootloader or debugging mode. This option can sometimes be toggled by accidentally holding buttons down while the device is in a pocket or bag. Some debug screens may appear black and no LED will illuminate while connected to a charger.

To exit this mode, press and hold the **POWER** + **VOLUME UP** buttons for a full 10 seconds. The device should boot up normally. If this does not work the first time, connect the device to a charger and try again.

Scenario 2: Drained battery reserve power - If the device battery goes below a certain battery level, it will not power on until there is enough charge allowing it to do so. This will generally occur if the battery has drained past the 0% charging level visible to the user, and some or all reserve power has also been consumed. To recover from this state, follow the steps below:

- Plug device into the provided HTC wall charger that came with the device.
    - **Important: The Nexus 9 charger is designed to work specifically with the device. Please only use the wall charger that came shipped with the Nexus 9 for recovery purposes.**
- Let the device charge for at least 1-2 minutes.
- Attempt to power the device on normally. If it will not power on, press and hold the **POWER** + **VOLUME UP** buttons for 10 seconds while still on the charger.

Scenario 3: Battery logic has been corrupted - In rare cases the battery logic will become corrupted, resulting in a device not appearing to power on or charge. In this state, no LED will display when the device is plugged in even if the battery is properly charged.

To resolve this issue:

1. Plug device into the provided HTC wall charger that came with the device.
2. Press and hold the **POWER**, **VOLUME UP** and **VOLUME DOWN** buttons for 1-2 full minutes. The battery should recalibrate and the device will then power up normally.

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Warranty Details

Please make sure all troubleshooting steps have been completed prior to recommending warranty service.