This document will help you correct problems you might encounter while
setting up or using your computer.

BLANK SCREEN:

° Are the system cords plugged in securely?
° Is the computer turned on?
° Is the monitor turned on?
° Do you need to adjust monitor brightness and/or contrast?
° Are all jumpers and switches set correctly?
° Are the IDE drive data and power cables connected correctly?

NO KEYBOARD RESPONSE:

° Is the keyboard cord plugged in correctly and securely?
° Is the computer turned on?
° Is the keyboard unlocked?

SETUP PROBLEMS:

° Are the system cords plugged in securely?
° Is the power outlet operating correctly? (Check by plugging another
  device into the outlet.)
° Are the expansion adapters properly seated?
° Are all jumpers and switches set correctly?
° Is all hardware information entered with the setup utility correct?
° Is the battery properly installed?
° Is your hard drive properly configured?

OPTION NOT WORKING:

° Is the option expansion adapter properly seated?
° Are the system cords plugged in securely?
° Are all jumpers and switches set correctly?
° Did you execute the setup utility after installing the option?
° Is all hardware information entered with the setup utility correct?

Note: To resolve a conflict with an ISA expansion adapter that uses zero
wait state operation, you can disable zero wait state operation for the
on-board video controller by removing the jumper from Jumper Block J32.

COMPUTER VIRUSES:

A computer virus is a program intended to destroy systems by corrupting
data. Diskettes, networks, and modem transfers can carry viruses. When
files from an infected computer are used on another system, the virus
spreads.

Problems might occur as soon as the virus invades the system, or the virus
might wait for a preset time before becoming active.

PREVENTION:

Viruses spread through contact with other systems via diskettes, modems,
and networks. To protect your system:

° Use virus-checking software to scan new diskettes and new files before
  copying or using them.
° Use only write-protected master copies to make backups. Make copies after
  you start up with a write-protected diskette.
° Start up by pressing the reset button or the power button, not by
  pressing <CTRL>+<ALT>+<DEL>.
° Always keep a write-protected copy of a startup diskette. If a virus
  infects your hard drive, you can still start up with this diskette.
° Keep copies of files on write-protected diskettes.
° Be wary of copied or pirated software.
° Do not assume that legitimate, packaged software is free of viruses.
° Contact your computer dealer, an electronic bulletin board service, or
  your public library for more information concerning virus protection.

TROUBLESHOOTING:

Virus symptoms can mimic simpler hardware problems, such as those caused by
loose cable connections or poor SIMM contacts. Follow the other suggestions
in this section before seeking repairs. If you think your computer has
virus, use current virus-scanning programs to detect recent viruses.

VIDEO TROUBLESHOOTING

Following are some symptoms of video problems along with possible
solutions:

NO DISPLAY

° The video settings selected through the setup utility are not correct.
° The monitor is not turned on.
° Readjust the brightness and/or contrast controls.

FI SETUP ERROR WHEN YOU START UP YOUR SYSTEM

° The setup utility was not run correctly.
° The CMOS RAM battery might need replacing.

DISPLAYS ROLLS HORIZONTALLY OR VERTICALLY

° Be sure to install the correct video drivers for your monitor.

IMAGE IS OFFSET ON MONITOR

° Adjust the monitor centering. Refer to your monitor documentation.

DISTORTED IMAGES OR A BLANK SCREEN WHEN YOU RUN YOUR SOFTWARE

° The software is not configured for the current video configuration.
  Reconfigure the software for VGA or EGA video.
° The software is not compatible with the current video configuration. Set
  the video to a standard supported by the software.

INABILITY TO DISPLAY 1024 X 768 OR 800 X 600 GRAPHICS

° Run the setup utility to select the appropriate refresh rate for the
  1024 x 768 and 800 x 600 graphics.

° The 256-color, 1024 x 768 mode requires 1MB of video memory.
° Run the VGAMODE utility to set the appropriate frequency for running your
  monitor at these modes. Refer to your monitor documentation for frequency
  information.

Faxback Document # 2374 will provide specific information on VGAMODE.EXE.

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