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

F2 SETUP error when you start up your system

° Is the information entered with the setup utility
   correct? Select the correct setting with the setup
   utility. Refer to the "Utilities" section.

° Does the CMOS RAM battery need replacing?

No response to keyboard input

° Is the keyboard cord plugged in correctly and securely?

° Is the computer turned on?

Setup problems

° Are all system cords plugged in securely?

° Is the power outlet operating correctly? (Check by
   plugged another service into the outlet.)

° Are all expansion adapters firmly seated?

° Are jumpers set correctly?

° Is your hard drive properly configured?

° Is the battery properly installed?

° Is the information entered with the setup utility
   correct? Select the correct settings with the setup
   utility. If this does solve the problem, turn off the
   computer, remove the battery, and replace it after 30
   seconds. Then, run the setup utility to re-enter all
   system information.

Options not working

° Are all system cord plugged in securely?

° Is the option expansion adapter firmly seated?

° Are all switches and jumpers set correctly?

° Are drive data and power cables connected correctly?

° Did you run the setup utility after installing the
   option?

° Is the information entered with the setup utility
   correct?

° Have you checked the startup display for driver program
  messages that indicate a problem?

No Display

° Are all system cords plugged in securely?

° Are the computer and the monitor turned on?

° Does the monitor brightness and/or contrast need
  adjusting? Check the controls on the monitor.

° Are all video-related switches and jumpers set correctly?

° Are the maximum video resolution and refresh rate
  settings correct? Select the correct settings with
  the setup utility. Refer to the "Utilities" section.

Distorted images or a blank screen when you run your
software

° Is the software configured for the current video
  configuration? If not reconfigure the software for VGA
  or EGA video. Refer to your application documentation
  for instructions.

Video is not clear

° Is the 256-color, 640x480 driver selected? Run SETRES
  or the Windows setup program to check the selection and
  change it, if necessary.

Display rolls horizontally or vertically

° Are the correct video drivers for your monitor installed?

Image is offset on monitor

° Does the monitor centering need adjusting? Refer to your
  monitor documentation.

Inability to display Super VGA graphics modes

° Does your computer have enough video memory for the
  selected video mode? Some Super VGA graphics modes
  require 1MB of video memory. Refer to the Super Video
  Modes table in the "SVGA Video" section to determine
  whether a mode requires 1MB.

° Have you specified the appropriate frequency and refresh
  rate for using your monitor with the Super VGA graphics
  modes? Run CLMODE or the setup utility to set the
  resolution and the refresh rate. Refer to your monitor
  documentation and the "Utilities" section.

No audio

° Are the headphones or speakers plugged in securely?

° Is the audio adapter volume properly adjusted? Check
   the audio adapter volume control.

° Is the mixer volume high enough? Check the volume
   setting of the mixer.

° Does your software require the default settings for the
   audio port address, audio DMA channel and audio interrupt
   jumpers? Running some Sound Blaster-compatible or AdLib-
   compatible MS-DOS applications require you to use the
   default interrupt, DMA channel, and port address settings
   of the audio adapter.

° Have the audio driver settings and the SET BLASTER
   command line been updated to match the jumper settings
   of the audio adapter? Anytime you change the adapter's
   audio interrupt, audio port, or DMA channel, you must use
   the Windows Control Panel to update the audio driver
   settings. You must also update the SET BLASTER command
   line in the AUTOEXE.BAT file to reflect the changes made.

   From the Program Manager, open the Main group and double
   click on the Control Panel icon. Double click on the
   Drivers icon and select "Setup to update the SYSTEM.INI
   audio settings.

Repeating audio

° Is the CD free of dust and scratches? Handle CDs by
   their edges only.

° Is there an interrupt conflict with the adapter?
   Run TEST-SBP to check.

° Have the audio driver settings and the SET BLASTER
   command line been updated to match the jumper settings of
   the audio adapter? Anytime you change the adapter's
   audio interrupt, audio port, or DMA channel, you must use
   the Windows Control Panel to update the audio driver
   settings. You must also update the SET BLASTER command
   line in the AUTOEXE.BAT file to reflect the changes made.

   From the Program Manager, open the Main group and double
   click on the Control Panel icon. Double click on the
   Drivers icon and select "Setup" to update the SYSTEM.INI
   audio settings.

CD application does not run, or system returns to MS-DOS
or Windows when the application is selected

° Is the CD-ROM driver's power cable securely connected?

° Is the CD free of dust and scratches? Handle CDs by
   their edges only.

° Is the CD inserted label side up?

° Are you running Windows in standard mode? To run Windows
  in standard mode, enter the "win /s" command at the MS-
  DOS prompt.

° Is there an interrupt conflict with the adapter? Run
  TEST-SBP to check.

° Have the audio driver settings and the SET BLASTER
  command line been updated to match the jumper settings
  of the audio adapter? Anytime you change the adapter's
  audio interrupt, audio port, or DMA channel, you must use
  the Windows Control Panel to update the audio driver
  settings. You must also update the SET BLASTER command
  line in the AUTOEXE.BAT file to match.

(smc-02/02/94)