

Troubleshooting

This chapter instructs you on how to deal with common system problems. Read it before calling a technician if a problem occurs. Solutions to more serious problems require opening up the computer. Do not attempt to open the computer by yourself. Contact your dealer or an authorized service center for assistance.

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6.1 Q & A

Q & A lists possible situations that may arise during the use of your computer, and gives easy answers and solutions to these questions.

Questions	Answers
I pressed the power switch and opened the display but the computer does not start or boot up.	<p>Look at the Power indicator:</p> <p>If it is not lit, no power is being applied to the computer. Check the following:</p> <ul style="list-style-type: none"><input type="checkbox"/> If you are running on battery power, it may be low and unable to power the computer. Connect the AC adapter to recharge the battery pack.<input type="checkbox"/> Make sure the AC adapter is plugged in properly to the computer and to the power outlet. <p>If it is lit, check the following:</p> <ul style="list-style-type: none"><input type="checkbox"/> If the Standby indicator is lit, the computer is in standby mode. Press any key or tap on the touchpad to resume.<input type="checkbox"/> Is a non-bootable (non-system) diskette in the floppy drive? Remove or replace it with a system diskette and press Ctrl-Alt-Del to restart the system. <p>The operating system files may be damaged or missing. Insert the startup disk you created during Windows 95 setup into the floppy drive and press Ctrl-Alt-Del to restart the system. This will diagnose your system and make necessary fixes.</p>

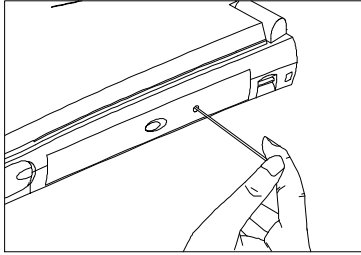
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Questions	Answers
Nothing appears on the screen.	<p>The computer's power management system automatically blanks the screen to save power. Press any key to turn the display back on.</p> <p>If pressing a key does not turn the display back on, two things might be the cause:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The contrast and/or brightness level might be too low. Press Fn-F2 (☼/☼) to bring up the contrast/brightness pop-up icon. Then press the scale increase hot keys (Fn→) to increase the contrast/ brightness level. <input type="checkbox"/> The display device might be set to an external monitor. Press the display toggle hot key Fn-F3 (☐/☐) to toggle the display back to the computer.
Image is not full-screen.	<p>Make sure the resolution is set to 800x600. Right-click on your Windows 95 desktop and select Properties to bring up the Display Properties dialog box. Then click on the Settings tab to make sure the resolution is set to 800x600.</p> <p>640x480 resolution is not full-screen on the computer or on an external monitor.</p>

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No audio from the computer.	<ul style="list-style-type: none"> <input type="checkbox"/> The volume may be muted. In Windows 95, look at the volume control icon on the taskbar. If it is crossed-out, click on the icon and de-select the Mute option. <input type="checkbox"/> The volume level may be too low. Press Fn-F5 to bring up the volume control pop-up icon. Press Fn-→ to increase the volume. <p>If headphones, earphones or external speakers are connected to the line-out port on the computer's rear panel, the internal speakers automatically turn off.</p>
The keyboard does not respond.	Try attaching an external keyboard to the PS/2 connector on the computer's rear. If it works, contact your dealer or an authorized service center as the internal keyboard cable may be loose.
The printer does not work.	<ul style="list-style-type: none"> <input type="checkbox"/> Make sure that the printer is connected to a power outlet and it is turned on. <input type="checkbox"/> Make sure the printer cable is connected securely to the computer's parallel port and the corresponding port on the printer. <input type="checkbox"/> Press Fn-F6 (🖨️) to enter Setup, Check if the parallel port is enabled. <p>If the parallel port is disabled, you need to reboot the machine and press F2 during POST, then access System Security. Move the cursor to the parallel port base address parameter and change the setting. See section 5.3.3 for details.</p>

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<p>I want to eject the CD-ROM tray without turning on the power.</p> <p>I cannot eject the CD-ROM drive tray.</p>	<p>There is a mechanical eject button on the CD-ROM drive. Simply insert the tip of a pen or paperclip and push to eject the CD-ROM tray.</p> 
<p>I prefer using an external keyboard and mouse, but both have PS/2 connectors and there is only one PS/2 port on the computer.</p>	<p>To connect two PS/2-type devices to the computer, you need to use a PS/2 Y-bridge cable. See section 3.9.2 for details.</p>
<p>I want to set up my location to use the internal modem</p>	<p>To properly use your communications software (e.g., HyperTerminal), you need to set up your location:</p> <ol style="list-style-type: none">1. Click on Start→Settings→Control Panel.2. Double-click on the Modems icon.3. Click on Dialing Properties and begin setting up your location.
<p>I prefer to use an external floppy drive and a printer simultaneously.</p>	<p>To connect an external floppy drive and a printer at the same time, you need to use a parallel cable. See section 3.9.2 for details.</p>

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The serial mouse does not work.	<ul style="list-style-type: none"><input type="checkbox"/> Make sure that the serial cable is plugged securely into the serial port.<input type="checkbox"/> Check if the device driver for the serial mouse is installed. Click on Start→Settings→Control Panel; then double click on System → Device Manger in Windows for more information.

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6.2 Error Messages

If you receive an error message, note the message and take corrective action. The following table lists the error messages in alphabetical order together with the recommended course of action.

Error Message	Corrective Action
CMOS Battery Bad	Contact your dealer or an authorized service center.
CMOS Checksum Error	Contact your dealer or an authorized service center.
Disk Boot Failure	Insert a system disk in drive A, then press Enter .
Diskette Drive Controller Error or No Controller Present	Contact your dealer or an authorized service center.
Diskette Drive Error	Contact your dealer or an authorized service center.
Diskette Drive Type Mismatch	Press F2 (during POST) to reconfigure the computer.
Equipment Configuration Error	Press F2 (during POST) to reconfigure the computer.
Hard Disk 0 Error	Contact your dealer or an authorized service center.
Hard Disk 0 Extended Type Error	Contact your dealer or an authorized service center.
I/O Parity Error	Contact your dealer or an authorized service center.
Insert system diskette and press <Enter> key to reboot	Insert a system disk in drive A, then press Enter .
Keyboard Error or No Keyboard Connected	Contact your dealer or an authorized service center.

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Error Message	Corrective Action
Keyboard Interface Error	Contact your dealer or an authorized service center.
Memory Size Mismatch	Enter and then exit the System Configuration Setup in the Setup utility (pressing F2 during POST).
Missing operating system	Correct the HDD type and reboot. See the specification label attached to the hard disk drive. We suggest you set the HDD type to [Auto] for hard disk drive auto-detection.
Non-system disk or disk error. Replace and strike any key when ready	Insert a system disk in drive A, then press Enter .
Pointing Device Error	Contact your dealer or an authorized service center.
Pointing Device Interface Error	Contact your dealer or an authorized service center.
Protected Mode Test Fail	Contact your dealer or an authorized service center.
RAM BIOS Bad	Contact your dealer or an authorized service center.
RAM Parity Error	Contact your dealer or an authorized service center.
Real-Time Clock Error	Press F2 (during POST) to reconfigure the computer.
Video RAM BIOS Bad	Contact your dealer or an authorized service center.

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If you still encounter problems after going through the corrective measures, please contact your dealer or an authorized service center for assistance. Some problems may be solved using the BIOS Setup Utility discussed in section 5.3.