

# K7I741CX

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## **FCC Compliance Statement**

This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. However, there is no guarantee that interference will not occur in a particular installation.

## **CE Mark**

The device is in accordance with 89/336 ECC-ENC Directive.

# **K7I741CX**

**SiS<sup>®</sup> 741CX & SiS<sup>®</sup> 964 Chipset**  
**Supports Socket 462**  
**AMD<sup>®</sup> Geode<sup>™</sup> NX Processor**

## **USER Manual**

### **Dimensions (Mini-ATX form-factor):**

- 170 mm x 170 mm (W x L)

### **Operating System:**

- Windows<sup>®</sup> XP/2000

## Things You Should Know

- The images and pictures in this manual are for reference only and may vary from the product you received depending on specific hardware models, third party components and software versions.
- This mainboard contains very delicate IC chips. Always use a grounded wrist strap when working with the system.
- Do not touch any IC chip, lead, connector or other components.
- Always unplug the AC power when you install or remove any device on the mainboard or when configuring pins and switches.

## Packing List

- ◇ K7I741CX mainboard
- ◇ HDD Cable
- ◇ I/O Bracket
- ◇ SATA Cable (Optional)
- ◇ USB Cable (Optional)
- ◇ K7I741CX Mainboard User Manual CD
- ◇ K7I741CX Setup Driver CD
- ◇ K7I741CX Mainboard Quick Installation Guide

## Symbols

The following list explains the convention for symbols that will be used throughout this manual:



Attention- Important Information



Follow the procedures below...



Troubleshooting Tips



Refer to other sections in this manual...

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# **Chapter 1. Getting Started**

## **Introduction**

Congratulations on the choosing the K7I741CX Mainboard. It is based on the SiS<sup>®</sup> 741CX Northbridge chipset and the SiS<sup>®</sup> 964 Southbridge chipset with possessing integrated graphics feature. The mainboard supports the AMD Geode<sup>™</sup> NX Processor with FSB (Front Side Bus) frequencies up to 266 MHz.

The K7I741CX provides one DIMM (Dual In-Line Memory Modules) socket. The socket allows you to install 184-pin, non-ECC & unbuffered DDR 333 (PC2700)/ DDR 200 (PC2100) SDRAM which supports a total memory capacity of 1 GB.

The mainboard provides one IDE connector for two hard drives supporting Ultra ATA 133/ 100/ 66 IDE devices. In addition, the onboard comes with one PCI slot for use with a graphics card or expansion cards which the PCI interface compatible.

Moreover, the K7I741CX provides one VGA connector (equal to D-Sub connector), one Printer port, and one serial port for use. Several headers are also available on the mainboard for two USB 2.0/1.1 headers for front panel, one IrDA header and one COM header that can be connected additionally with cables on the back panel of your case.

The onboard AC' 97 Audio CODEC (ALC203) supports high quality performance 2-channel audio play. Furthermore, there are maximal six USB2.0/ 1.1 ports which can be set up on this mainboard.

The K7I741CX also comes with an onboard 10/100 Mbps Ethernet LAN chip (RTL8201CL). There is a LAN port on the back panel of your case that you can directly plug into an internet cable.

In addition, the mainboard comes with two SATA connectors (Optional) which the interface can provide the transmit rate up to 1.5 Gbps.

All the information (including hardware installation and software installation) in this manual are for reference only. The contents in this manual may be updated without notice. The company will not assume any responsibility for any errors or mistakes within.

## **Specification**

### **CPU:**

- Supports Socket 462 (Socket A)
- Supports AMD® Geode™ NX processors
- Supports FSB (Front Side Bus) Frequencies up to 266 MHz

### **Chipset:**

- Northbridge Chipset – SiS® 764 CX
- Southbridge Chipset – SiS® 964
- I/O Controller – Winbond® W83627HG-AW
- AC' 97 Audio Codec – Realtek® ALC203
- LAN PHY – Realtek® RTL8201CL LAN PHY

### **Memory:**

- One DIMM socket
- Supports a total memory capacity of 1 GB
- Supports to use the 184-pin, unbuffered & non-ECC DDR333 (PC2700)/ DDR266 (PC2100) SDRAM

### **AC'97 Sound CODEC Onboard:**

- High performance CODEC with high S/N ratio (>100 db)
- Compliant with AC' 97 2.3 specification
- Support 2-channel playback capability
- Support 3D stereo enhancement

### **Slots:**

- One 32-bit slot for PCI interface for expansion cards
- Supports one-way bandwidth up to 133 MB/s per channel

### **Onboard IDE Connector:**

- One IDE connector that supports up to two IDE devices
- Supports Ultra ATA 133/ 100/ 66/ 33
- Supports high capacity hard disk drives

## **K7I741CX Mainboard**

### **Serial ATA Connector (Optional):**

- Two SATA connectors that support up to two SATA hard disk drives
- Supports SATA 1.0 specification which provides 1.5 Gb/s transmit rate
- Supports RAID 0/ 1 mode

### **I/O facility Connectors:**

- One multi-mode Parallel Port is capable of supporting the following specifications:
  1. Standard & Bi-direction Parallel Port
  2. Enhanced Parallel Port (EPP)
  3. Extended Capabilities Port (ECP)
- Support one serial port and one VGA port
- Supports one PS/2 mouse port and one PS/2 keyboard port
- Supports one IrDA header, two USB headers, and one COM header compatible with external devices connected

### **Universal Serial Bus:**

- Two onboard USB 2.0/ 1.1 ports
- Two front USB 2.0/ 1.1 headers come with this mainboard supporting four additional USB 2.0/ 1.1 ports to be set
- Supports a maximum of six USB 2.0/ 1.1 ports for compliant devices

### **Onboard LAN Chip:**

- Supports 10/100 Mbps Ethernet LAN
- Supports Auto-negotiation (NWAY) function of full/half duplex operation for both 10 Mbps and 100 Mbps

### **BIOS:**

- Phoenix-Award™ BIOS
- Supports APM 1.2
- Supports ACPI 2.0 power management

### **Green Function:**

- Supports Phoenix-Award™ BIOS power management function
- Supports system-wake-from-power-saving-mode by keyboard or mouse touching

## **K7I741CX Mainboard**

### **Shadow RAM:**

- Integrated memory controller provides shadow RAM functionality and supports ROM BIOS

### **Flash Memory:**

- Supports flash memory functionality
- Supports ESCD functionality

### **Hardware Monitor Function:**

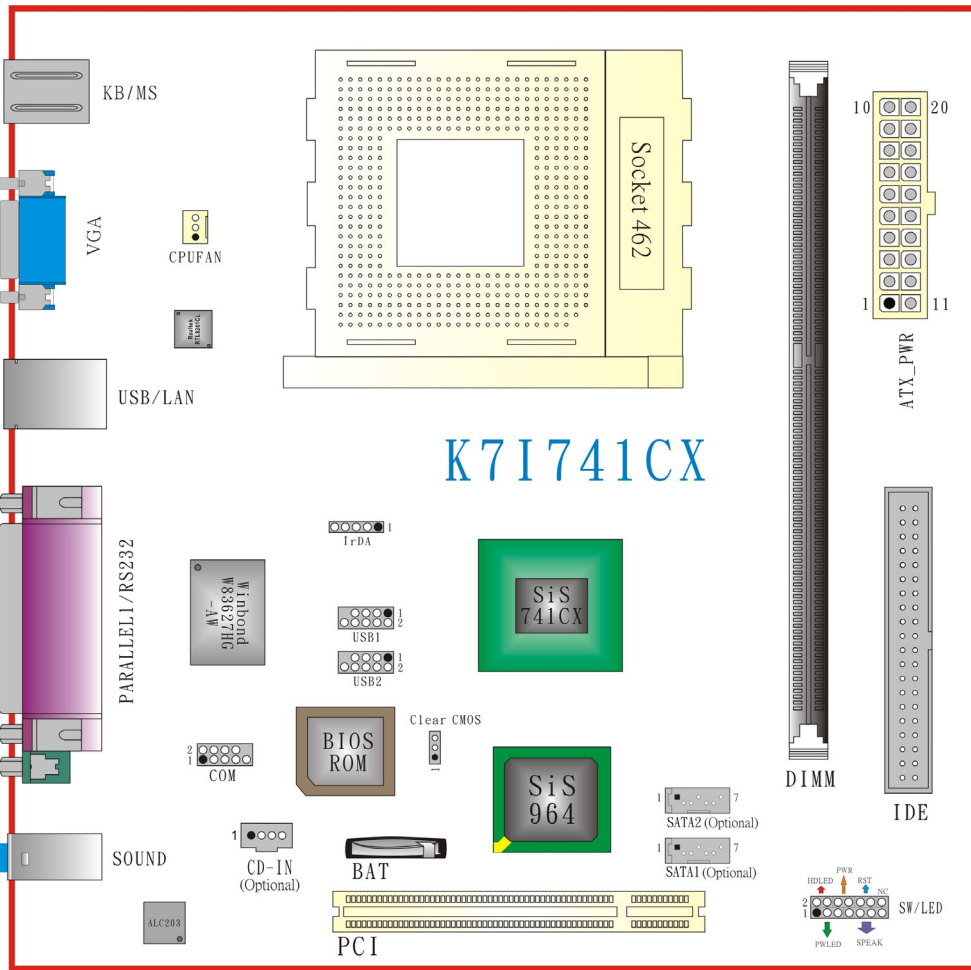
- Monitors CPU/ Chassis Fan Speed
- Monitors CPU and system temperatures
- Monitors system voltages

### **Watch Dog Timer:**

- This function is used for detecting the system hangs during the POST stage due to conflicts resulting from changing the system BIOS settings. Once the problem is detected, the system will reset the configurations and reboot the system within five seconds.



# Configuration Layout of K7I741CX



## Hardware Installation

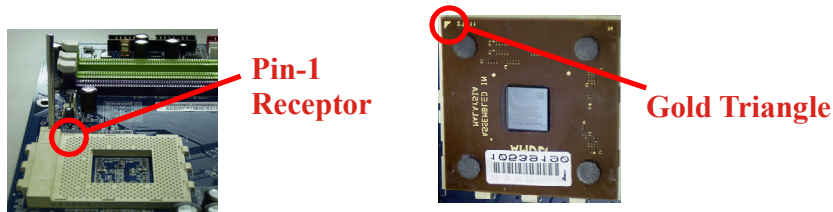
This section will assist you in quickly installing your system hardware. Wear a wrist ground strap before handling components. Electrostatic discharge may damage your system components.

### CPU Processor Installation

This mainboard supports AMD® Geode™ NX processors using a Socket A (Socket 462 Pin package). Before building your system, we suggest you visit the AMD website and review the processor installation procedures. <http://www.amd.com>

#### CPU Socket A Configuration Steps:

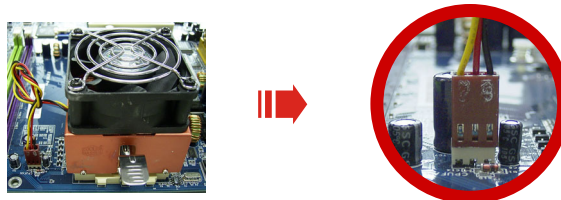
1. Locate the CPU socket on your mainboard and nudge the lever away from the socket. Then lift the lever to a 90-degree angle.
2. On the socket, locate the corner that has the pin-1 receptor. This corner will have a cut-corner on the rectangular shaped pattern of pin holes on the socket. Match the corner on the CPU with the pin-1 receptor on the socket and lower the CPU onto the socket. The bottom of the CPU should be flush with the face of the socket.



3. Lower the lever until it snaps back into position. This will lock down the CPU.



4. Smear thermal grease on top of the CPU. Lower the CPU fan onto the CPU and use the clasps on the fan to attach it to the socket. Finally, extend the power cable from the fan and insert it onto the CPUFAN adapter.



## **K7I741CX Mainboard**




### **Attention**

DO NOT touch the CPU pins in case they are damaged. Also, make sure that you have completed all installation steps before powered on the system. Finally, double-check that the cooling fan is properly installed and the CPU fan power cord is securely attached, in case your CPU and other sensitive components are damaged because of high temperatures.

## **FAN Headers: CPUFAN**

There is one fan header available for cooling fans. The cooling fan plays an important role in maintaining ambient temperatures in your system. The CPUFAN header is attached with a CPU cooling fan.

	<b>Pin</b>	<b>Assignment</b>
 <b>1 CPUFAN</b>	1	Ground
	2	Power (+12V)
	3	FAN RPM rate sense



### **Attention**

You can avoid damaging your CPU due to high temperatures with proper cooling equipment. It is recommended that attach a cooling fan on top of your CPU. Use the CPUFAN header to attach the fan cord.

On most fan power cord, the black wire of the fan cable is the “ground” and should be attached to pin-1 of the header.

## **Memory Installation: DIMM**

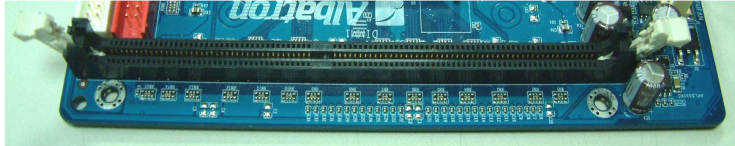
The K7I741CX provides one DIMM socket. The socket allows you to install 184-pin, non-ECC & unbuffered DDR 333 (PC2700)/ DDR 266 (PC2100) SDRAM that supports it to install a total memory capacity of 1 GB.



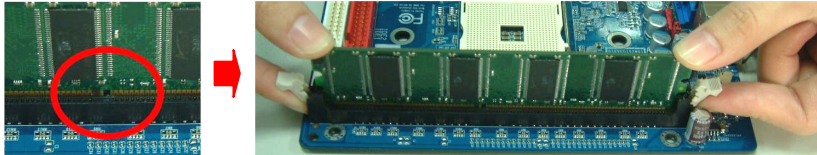
## K7I741CX Mainboard

### Memory Installation Steps:

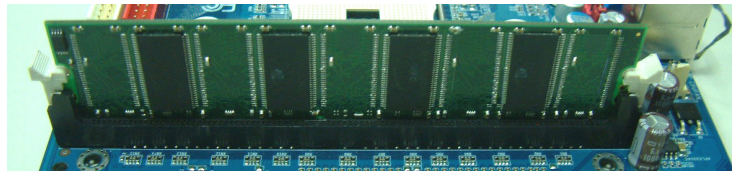
1. Pull the white plastic tabs at both ends of the socket away.



2. Align a memory on the socket such that the notch on the memory matches the break on the socket.

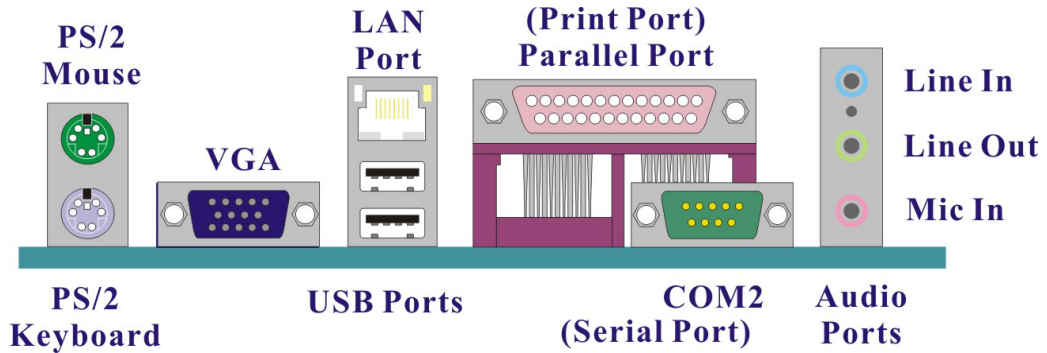


3. Lower the memory vertically into the socket and press firmly by using both thumbs until the memory snaps into place.



\* The pictures shown above are for reference only. The actual installation may vary depending on models.

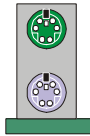
## Back Panel Configuration



### PS/2 Mouse & PS/2 Keyboard Connectors: KB/MS

This mainboard provides a standard PS/2 mouse port and a PS/2 keyboard port. The pin assignments are described below.

#### PS/2 Mouse



#### PS/2 Keyboard

Pin	Assignment	Pin	Assignment
1	Data	4	+5 V (fused)
2	N/A	5	Clock
3	Ground	6	N/A

### Serial and Parallel Interface Ports

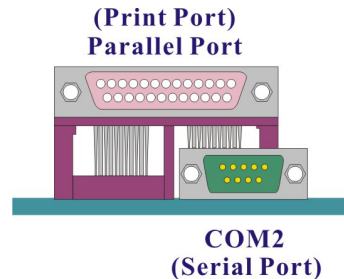
The mainboard provides one serial port and one parallel port on the back panel.

#### The Serial Interface: COM2

This mainboard provides a serial port COM on your back panel, and is used to connect mice, modem and other peripheral devices. Through this port, you can also transfer data from your computer hard disk drive to other computers.

#### Parallel Interface Port: PRT

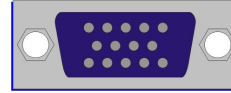
The parallel port on your mainboard is a standard 25-pin one, and is used to connect a parallel printer.



## **K7I741CX Mainboard**

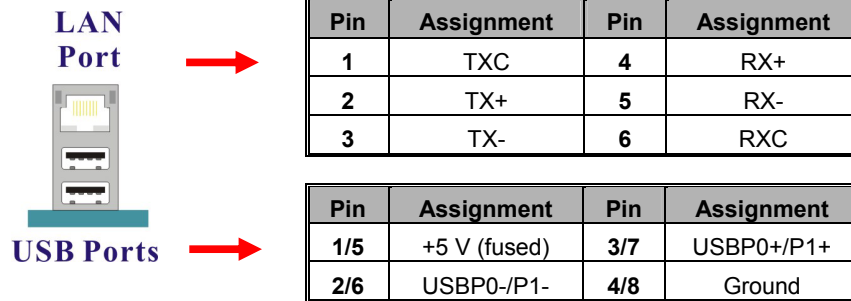
### **D-Sub Connector: VGA**

Your VGA monitor can attach directly to this VGA connector.



### **USB & LAN Ports: USB/LAN**

There are two USB 2.0/ 1.1 ports on the back panel. These USB ports are used to attach with USB devices, such as keyboard, mice and other USB supported devices. There is also a 10/100 Mbps Ethernet LAN port available for you to attach an Internet cable.



### **Audio Ports: Sound**

This mainboard provides three audio ports, the Mic-in, Line-in and Line-out. These are the standard audio ports that provide basic audio function.

#### **Line-In (Blue)**

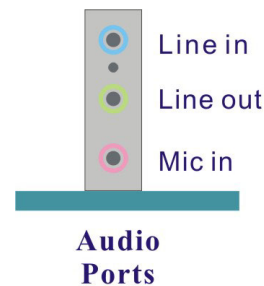
This port is for audio input and connects to external audio devices such as CD player, tape player, etc.

#### **Line-Out (Green)**

This port is an output audio port used for connecting to speakers or a headset.

#### **Mic-In (Pink)**

This port is for connecting to a microphone.



## **Connectors**

### **Hard Disk Drive Connectors: IDE**

The mainboard provides one IDE connector that supports Ultra ATA 133/ 100/ 66/ 33 IDE devices. You can attach a maximum of two IDE devices, such as hard disk drive (HDD), CD-ROM, DVD-ROM, etc. using IDE ribbon cables.

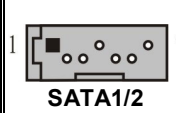
## **K7I741CX Mainboard**

### **Primary IDE Connector**

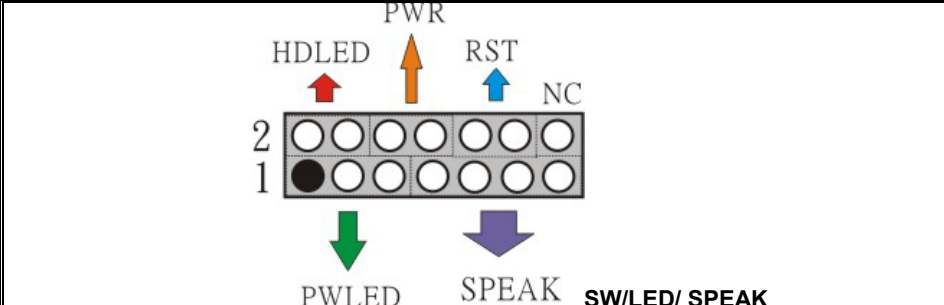
In general, two IDE devices can be attached onto one IDE connector. If you attach two HDD, you must configure one drive as the master and the other one as the slave.

### **SATA Connectors: SATA1/SATA2 (Optional)**

The two SATA connectors support 1.5 Gbps transmission speeds and RAID 0/1 mode. One SATA connector only can attach one SATA HDD of each time using SATA cables.

 <p><b>SATA1/2</b></p>	Pin	Assignment	Pin	Assignment
	1	Ground	2	TX+
	3	TX-	4	Ground
	5	RX-	6	RX+
	7	Ground		

### **Front Panel Headers: SW/LED, SPEAK**

					
Pin	Assignment	Function	Pin	Assignment	Function
1	PWRLED (+)	Power LED <b>(PWLED)</b>	2	HDLED (+)	Hard Drive LED <b>(HDLED)</b>
3	Key		4	HDLED (-)	
5	PWRLED (-)		6	PWRBTN (+)	Power-on Switch <b>(PWR)</b>
7	SPK_OUT	8	PWON (-)		
9	N/A	SPEAKER <b>(SPEAK)</b>	10	RESET_SW (-)	Reset Switch <b>(RST)</b>
11	N/A		12	RESET_SW (+)	
13	+5V		14		N/A

## **K7I741CX Mainboard**

### **Power LED Connector (PWLED)**

The mainboard provides a 3-pin power LED header. If there is a 3-pin power LED cord on your case front panel, you can attach it to this 3-pin header on the SW/LED header. Then the power LED will illuminate while the system is powered on.

### **Hard Drive LED Connector (HDLED)**

If your case front panel has a hard drive LED cable, attach it to this header. The LED will flicker when there is hard disk drive activity.

### **Power-on Switch (PWR)**

This header can be attached to a power switch cable on your case front panel. You can turn your system on or off by pressing the button attached to this power switch cable.

### **Reset Switch (RST)**

This header can be attached to a momentary SPST switch (reset button) cable on your case front panel. The switch is normally left open. When the switch closed, it will cause the mainboard to reset and run the POST (Power-On Self Test).

### **SPEAKER (SPEAK)**

A speaker cable on your case front panel can be attached to this header. When you reboot the computer, this speaker will issue a short audible (beep). If there are problems during the Power On Self-Test, the system will issue an irregular pattern of audible beeps through this speaker.

## **Headers & Jumpers**

### **Front USB Headers: USB1/USB2**

This mainboard provides two onboard USB 2.0/1.1 ports (back panel) that attach to USB devices. There are two additional USB headers that can be connected by a cable to four more USB ports on the front panel of your case giving you a possible six USB 2.0/1.1 ports.

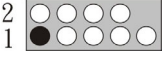
Pin	Assignment	Pin	Assignment
1	+5V	2	+5V
3	USB-	4	USB-
5	USB+	6	USB+
7	Ground	8	Ground
9	N/A	10	N/A

### **Serial Interface Header: COM**

This mainboard provides a COM header for you connecting an additional serial connector on the back panel of your case. Attach the cable of serial connector (Optional) onto this header, and then you can use the serial connector connecting with a mic, modem or other peripheral device.




## **K7I741CX Mainboard**

 <b>COM</b>	Pin	Assignment	Pin	Assignment
	1	RIN1	2	RIN3
	3	DOUT2	4	DOUT3
	5	Ground	6	RIN2
	7	DOUT1	8	RIN4
	9	-XRI1	10	N/A



### **IrDA Header: IrDA**

The infrared sensing device attached to this header can support to provide wireless infrared. You can transfer data connectionless to or from the portable device (i.e., laptop, PDA, etc.) which with this header attached.

 <b>IrDA</b>	Pin	Assignment	Pin	Assignment
	1	+5V	2	N/A
	3	IR_RX	4	Ground
	5	IR_TX		

### **Clear CMOS Jumper: Clear CMOS**

The “Clear CMOS” function is used when you are unable boot your system and need to reset the BIOS settings (CMOS settings) back to the manufacturer’s original settings. This is also a way to reset the system password if you have forgotten it.

<b>Clear CMOS</b>		<b>Assignment</b>
1 	<b>Pin 1-2 Close</b>	Clear CMOS Data
1 	<b>Pin 2-3 Close</b>	Normal (Default)

**Note:** Close stands for putting a jumper cap onto two header pins.




The following steps explain how to reset your CMOS configurations when you forgot a system password.

1. Turn off your system and disconnect the AC power cable.
2. Set Clear CMOS header to OFF (1-2 Closed).
3. Wait several seconds.
4. Set Clear CMOS header to ON (2-3 closed).
5. Connect the AC power cable and turn on your system.
6. Reset your new password.

## Audio Configuration

### CD-ROM Audio-In Connector: CD-IN (Optional)

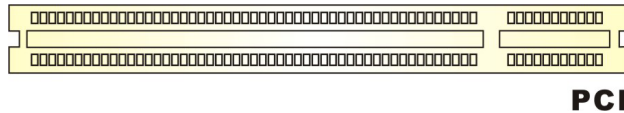
The CD-IN connector is used to attach an audio cable to audio devices such as CD-ROMs, DVD-ROMs etc.

 CD-IN	Pin	Assignment
	1	Left channel input
	2	Ground
	3	Ground
	4	Right channel input

## Slots

### PCI Interface Slots: PCI

PCI stands for Peripheral Component Interconnect and is a bus standard for installing expansion cards such as network card, SCSI card, etc. to these PCI slots.

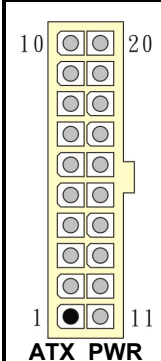


## Power Supply Attachments

### ATX Power Connector: ATX\_PWR

This mainboard provides one 20-pin ATX power connector. You must make it be attached before the system is powered on. The power connector support several power management functions such as the instant power-on function. The connector pins are described below.

Pin	Assignment	Pin	Assignment
1	+3.3V	11	+3.3V
2	+3.3V	12	-12V
3	Ground	13	Ground
4	+5V	14	PWR_ON-
5	Ground	15	Ground
6	+5V	16	Ground
7	Ground	17	Ground
8	PWR_GD	18	-5V
9	+5V standby voltage	19	+5V
10	+12V	20	+5V



#### Attention

In general, power cords are designed and should be attached with a specific direction. The black wire of the power cord is Ground and should be attached onto the header location of Ground.

# **Chapter 2. BIOS Setup**

## **Introduction**

This section describes PHOENIX-AWARD™ BIOS Setup program which resides in the BIOS firmware. The Setup program allows users to modify the basic system configuration. The configuration information is then saved to CMOS RAM where the data is sustained by battery after power-down.

The BIOS provides critical low-level support for standard devices such as disk drives, serial ports and parallel ports. As well, the BIOS control the first stage of the boot process, loading and executing the operating system.

The PHOENIX-AWARD™ BIOS installed in your computer system's ROM is a custom version of an industry standard BIOS. This means that it supports the BIOS of Intel® based processors.

This version of the PHOENIX-AWARD™ BIOS includes additional features such as virus and password protection as well as special configurations for fine-tuning the system chipset. The defaults for the BIOS values contained in this document may vary slightly with the version installed in your system.

## **Key Function**

In general, you can use the arrow keys to highlight options, press <Enter> to select, use the <PgUp> and <PgDn> keys to change entries, press <F1> for help and press <Esc> to quit. The following table provides more detail about how to navigate within the BIOS Setup program.

<b>Keystroke</b>	<b>Function</b>
Up arrow	Move to previous option
Down arrow	Move to next option
Left arrow	Move to the option on the left (menu bar)
Right arrow	Move to the option on the right (menu bar)
Esc	Main Menu: Quit without saving changes Submenus: Exit Current page to the next higher level menu
Move Enter	Move to the option you desire
PgUp/ PgDn key	Increase/ Decrease the numeric value or enter changes
+ / - Key	Increase/ Decrease the numeric value or enter changes
Esc key	Main Menu – Quit and do not save changes into CMOS Status Page Setup Menu and Option Page Setup Menu – Exit Current page and return to Main Menu
F1 key	General help on Setup navigation keys
F5 key	Load previous values from CMOS
F6 key	Load the optimizd defaults from BIOS default table
F7 key	Load the standard defaults from BIOS default table
F10 key	Save all the CMOS changes and exit

## Main Menu

Phoenix - AwardBIOS CMOS Setup Utility	
<b>Standard CMOS Features</b> Advanced BIOS Features Advanced Chipset Features Integrated Peripherals Power Management Setup PnP/PCI Configurations PC Health Status	<b>Frequency/Voltage Control</b> Load Fail-Safe Defaults Load optimized Defaults Set Password Save & Exit Setup Exit Without Saving
Esc : Quit F10 : Save & Exit Setup	↑ ↓ → ← : Select Item
Time, Date, Hard Disk Type...	

### **Standard CMOS Features**

Include all the adjustable items in standard compatible BIOS.

### **Advanced BIOS Features**

Include all the adjustable items of Award special enhanced features.

### **Advanced Chipset Features**

Include all the adjustable items of chipset special features.

### **Integrated Peripherals**

Include all onboard peripherals.

### **Power Management Setup**

Include all the adjustable items of Green function features.

### **PnP/PCI Configurations**

Include all configurations of PCI and PnP ISA resources.

### **PC Health Status**

It is for monitoring the system status such as temperature, voltage, and fan speeds.

## **K7I741CX Mainboard**

### **Frequency/Voltage Control**

It is for you to specify settings for Frequency and Voltage Control, such as the CPU's clock and frequency ratio.

### **Load Fail-Safe Defaults**

It can load Fail-Safe defaults except standard CMOS setup.

### **Load Optimized Defaults**

It can load the preset system parameter values to set the system in its best performance configurations.

### **Set Password**

Set, change, or disable password. It allows you to limit access to the system and/or BIOS setup.

### **Save & Exit Setup**

Save CMOS value settings to CMOS and exit setup.

### **Exit Without Saving**

Abandon all CMOS value changes and exit setup.

# **Chapter 3: Software Setup**

## **Software List**

<b>Category</b>	<b>Platform</b>
<b>SiS<sup>®</sup> Chipset Driver</b>	<b>Windows 2000 /XP</b>
<b>SiS<sup>®</sup> VGA Driver</b>	<b>Windows 2000 /XP</b>
<b>SiS<sup>®</sup> LAN Driver</b>	<b>Windows 2000 /XP</b>
<b>Realtek<sup>®</sup> Audio Driver</b>	<b>Windows 2000 /XP</b>
<b>Microsoft<sup>®</sup> DirectX 9.0c</b>	<b>Windows 2000 /XP</b>
<b>Adobe<sup>®</sup> Acrobat Reader 6</b>	<b>Windows 2000 /XP</b>
<b>Trend PC-Cillin<sup>®</sup> 2005</b>	<b>Windows 2000 /XP</b>
<b>Drive Clone</b>	<b>Windows 2000 /XP</b>
<b>Restore IT</b>	<b>Windows 2000 /XP</b>

## **Software Installation**

Place the Driver CD into the CD-ROM drive and the Installation Utility will auto-run. You can also launch the Driver CD Installation Utility manually by executing the Intel.exe program located on the Driver CD. (For more details, please refer to the Readme.txt files that in each folder of the Driver.)

© The screen and images are only for general reference. The version of the screens you received with your software may vary slightly.

1. When you insert the driver CD into the CD-ROM, you'll see the screen as the picture below. There are several driver buttons displayed in the "Driver Menu" screen, and you can click on the drivers to install.

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- ✧ SiS Chipset Driver – It provides all drivers for the functions which built in both the Northbridge/ Southbridge
- ✧ SiS VGA Driver – It provides the driver of SiS VGA
- ✧ SiS LAN Driver – It provides the driver of SiS Network
- ✧ Realtek Audio Driver – It provides the driver of Realtek AC'97 Audio CODEC
- ✧ Microsoft DirectX 9.0c – It provides the software of Microsoft DirectX9.0c

2. Click on the “Utility Menu” button, you can choose the software to install.





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- ✧ Adobe Acrobat Reader 6 – Installing the Adobe Acrobat Reader program, you can browse files with PDF styled
- ✧ Trend PC-Cillin 2005 – It provides the software of Trend PC-Cillin 2005 (Anti-virus program)
- ✧ Drive Clone –It provides the software of Drive Clone which is used to back up or clone hard drives or partitions.
- ✧ Restore IT – It provides the software of Restore IT to help you recover lost data or restore files

3. Click on the “User Manual” button, you can choose the manual to read.



**Attention:** Before you read manuals, you must install the driver of Adobe Acrobat Reader 6 to browse PDF files.

4. If you click the “Browse CD” button, you can browse all the files in the Driver CD.

## **Chapter 4: Troubleshooting**

### **Problem 1:**

No power to the system. Power light does not illuminate. Fan inside power supply does not turn on. Indicator lights on keyboard are not lit.

Causes:

1. Power cable is unplugged.
2. Defective power cable.
3. Power supply failure.
4. Faulty wall outlet; circuit breaker or fuse blown.

Solutions:

1. Make sure power cable is securely plugged in.
2. Replace cable.
3. Contact technical support.
4. Use different socket, repair outlet, reset circuit breaker or replace fuse.

### **Problem 2:**

System inoperative. Keyboard lights are on, power indicator lights are lit, hard drive is active but system seems “hung”

Causes: Memory DIMM is partially dislodged from the slot on the mainboard.

Solutions:

1. Power Down
2. Using even pressure on both ends of the DIMM, press down firmly until the module snaps into place.

### **Problem 3:**

System does not boot from the hard disk drive but can be booted from the CD-ROM drive.

Causes:

1. Connector between hard drive and system board unplugged.
2. Damaged hard disk or disk controller.
3. Hard disk directory or FAT is corrupted.

Solutions:

1. Check the cable running from the disk to the disk controller board. Make sure both ends are securely attached. Check the drive type in the standard CMOS setup.
2. Contact technical support.
3. Backing up the hard drive is extremely important. Make sure you periodically perform backups to avoid untimely disk crashes.



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### **Problem 4:**

System only boots from the CD-ROM. The hard disk can be read and applications can be used but booting from the hard disk is impossible.

Causes: Hard Disk boot sector has been corrupted.

Solutions: Back up data and applications files. Reformat the hard drive. Re-install applications and data using backup disks.

### **Problem 5:**

Error message reading "SECTOR NOT FOUND" displays and the system does not allow certain data to be accessed.

Causes: There are many reasons for this such as virus intrusion or disk failure.

Solutions: Back up any salvageable data. Then performs low level format, partition, and then a high level format the hard drive. Re-install all saved data when completed.

### **Problem 6:**

Screen message says "Invalid Configuration" or "CMOS Failure."

Causes: Incorrect information entered into the BIOS setup program.

Solutions: Review system's equipment. Reconfigure the system.

### **Problem 7:**

The Screen is blank.

Causes: No power to monitor.

Solutions: Check the power connectors to the monitor and to the system.

### **Problem 8:**

Blank screen.

Causes:

1. Memory problem.
2. Computer virus.

Solutions:

1. Reboot computer. Reinstall memory. Make sure that all memory modules are securely installed.
2. Use anti-virus programs to detect and clean viruses.

### **Problem 9:**

Screen goes blank periodically.

Causes: Screen saver is enabled.

Solutions: Disable screen saver.



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### **Problem 10:**

Keyboard failure.

Causes: Keyboard is disconnected.

Solutions: Reconnect keyboard. Replace keyboard if you continue to experience problems.

### **Problem 11:**

No color on screen.

Causes:

1. Faulty Monitor.
2. CMOS incorrectly set up.

Solutions:

1. If possible, connect monitor to another system. If no color appears, replace monitor.
2. Call technical support.

### **Problem 12:**

The screen displays "C: drive failure."

Causes: Hard drive cable not connected properly.

Solutions: Check hard drive cable.

### **Problem 13:**

Cannot boot the system after installing a second hard drive.

Causes:

1. Master/slave jumpers not set correctly.
2. Hard drives are not compatible / different manufacturers.

Solutions:

1. Set master/slave jumpers correctly.
2. Run SETUP program and select the correct drive types. Call drive manufacturers for possible compatibility problems with other drives.

### **Problem 14:**

Missing operating system on hard drive.

Causes: CMOS setup has been changed.

Solutions: Run setup and select the correct drive type.

### **Problem 15:**

Certain keys do not function.

Causes: Keys jammed or defective.

Solutions: Replace keyboard.

