

Aptiva Reference Guide

First Edition (June, 1999)

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Table of Contents

iii	Table of Contents
1	Warranties and Notices
3	Warranty
21	Notices
37	Ergonomics
39	Arranging a comfortable and productive work area
43	Aptiva Help and Software
45	Aptiva How Do I... cue cards
45	Aptiva Help
47	Readme files
47	Instructions for installing and replacing hardware
48	Handling discs
48	Installing programs
49	Updating programs
51	Troubleshooting
53	Diagnosing and recovering from problems
55	Quick step guide
56	Some simple questions to ask first...
61	Solving hardware problems
71	Solving software problems
75	Solving monitor problems
78	Solving audio, multimedia, and modem problems
82	Solving DVD problems
83	Responding to error codes
93	Recovering factory installed programs and files
94	Reinstalling device drivers

97	Setup Utility
99	Using the Setup Utility
107	HelpWare support and services
109	What do I do first?
112	How do I get help electronically?
114	How and when do I contact the IBM PC HelpCenter?
120	How and when do I purchase additional support?
125	Adding and removing hardware
127	Preparing to work with the computer
128	Opening the system unit
130	Adding and removing drives
139	Identifying system board components
145	Index

Chapter 1

Warranties and Notices

Warranty

Warranty statements

The warranty statements consist of two parts: Part 1 and Part 2. Part 1 varies by country. Part 2 is the same for both statements. Be sure to read both the Part 1 that applies to your country and Part 2.

- **United States, Puerto Rico, and Canada (Z125-4753-05 11/97)** (Part 1 - General Terms on page 2)
- **Worldwide except Canada, Puerto Rico, Turkey, and United States (Z125-5697-01 11/97)** (Part 1 - General Terms on page 7)
- **Worldwide Country-Unique Terms** (Part 2 - Country-Unique Terms on page 12)

IBM Statement of Limited Warranty for United States, Puerto Rico, and Canada (Part 1 - General Terms)

This Statement of Limited Warranty includes Part 1 - General Terms and Part 2 - Country-Unique Terms. **The terms of Part 2 may replace or modify those of Part 1.** The warranties provided by IBM in this Statement of Limited Warranty apply only to Machines you purchase for your use, and not for resale, from IBM or your reseller. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. The term "Machine" does not include any software programs, whether pre-loaded with the Machine, installed subsequently or otherwise. Unless IBM specifies otherwise, the following warranties apply only in the country where you acquire the Machine. Nothing in this Statement of Warranty

Warranties and Notices

affects any statutory rights of consumers that cannot be waived or limited by contract. If you have any questions, contact IBM or your reseller.

Machine: Aptiva Personal Computer machine types 2170, 2171 & 2172

Warranty Period*: Parts: One (1) Year;
Labor: One (1) Year

*Contact your place of purchase for warranty service information. Some IBM Machines are eligible for On-site warranty service depending on the country where service is performed.

The IBM warranty for Machines. IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications. The warranty period for a Machine is a specified, fixed period commencing on its Date of Installation. The date on your sales receipt is the Date of Installation, unless IBM or your reseller informs you otherwise.

During the warranty period IBM or your reseller, if approved by IBM to provide warranty service, will provide repair and exchange service for the Machine, without charge, under the type of service designated for the Machine and will manage and install engineering changes that apply to the Machine.

If a Machine does not function as warranted during the warranty period, and IBM or your reseller are unable to either 1) make it do so or 2) replace it with one that is at least functionality equivalent, you may return it to your place of purchase and your money will be refunded. The replacement may not be new, but will be in good working order.

Extent of warranty

The warranty does not cover the repair or exchange of a Machine resulting from misuse, accident, modification, unsuitable physical or operating environment, improper maintenance by you, or failure caused by a product for which IBM is not responsible. The warranty is voided by removal or alteration of Machine or parts identification labels.

THESE WARRANTIES ARE EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD.

Items not covered by warranty. IBM does not warrant uninterrupted or error-free operation of a Machine.

Unless specified otherwise, IBM provides non-IBM machines **WITHOUT WARRANTIES OF ANY KIND.**

Any technical or other support provided for a Machine under warranty, such as assistance via telephone with “how-to” questions and those regarding Machine set-up and installation, will be provided **WITHOUT WARRANTIES OF ANY KIND.**

Warranty service. To obtain warranty service for the Machine, contact your reseller or IBM. In the United States, call IBM at **1-919-517-2800**. In Canada, call IBM at **1-800-565-3344**. You may be required to present proof of purchase.

Warranties and Notices

IBM or your reseller provides certain types of repair and exchange service, either at your location or at a service center, to keep Machines in, or restore them to, conformance with their Specifications. IBM or your reseller will inform you of the available types of service for a Machine based on its country of installation. IBM may repair the failing Machine or exchange it at its discretion.

When warranty service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item.

Any feature, conversion, or upgrade IBM or your reseller services must be installed on a Machine which is 1) for certain Machines, the designated, serial-numbered Machine and 2) at an engineering-change level compatible with the feature, conversion, or upgrade. Many features, conversions, or upgrades involve the removal of parts and their return to IBM. A part that replaces a removed part will assume the warranty service status of the removed part.

Before IBM or your reseller exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service.

You also agree to

- 1 ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;
- 2 obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and

- 3 where applicable, before service is provided
 - a follow the problem determination, problem analysis, and service request procedures that IBM or your reseller provides,
 - b secure all programs, data, and funds contained in a Machine
 - c provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit them to fulfill their obligations, and
 - d inform IBM or your reseller of changes in a Machine's location.

IBM is responsible for loss of, or damage to, your Machine while it is 1) in IBM's possession or 2) in transit in those cases where IBM is responsible for the transportation charges.

Neither IBM nor your reseller is responsible for any of your confidential, proprietary or personal information contained in a Machine which you return to IBM or your reseller for any reason. You should remove all such information from the Machine prior to its return.

Production status. Each IBM Machine is manufactured from new parts, or new and used parts. In some cases, the Machine may not be new and may have been previously installed. Regardless of the Machine's production status, IBM's appropriate warranty terms apply.

Limitation of liability. Circumstances may arise where, because of a default on IBM's part of the liability, you are entitled to recover damages from IBM. In each such instance, regardless of the basis on which you are entitled to claim damages from IBM (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), IBM is liable for no more than

Warranties and Notices

- 1 damages for bodily injury (including death) and damage to real property and tangible personal property; and
- 2 the amount of any other actual direct damages, up to the greater of U.S. \$100,000 (or equivalent in local currency) or the charges (if recurring, 12 months' charges apply) for the Machine that is the subject of the claim.

This limit also applies to IBM's suppliers and your reseller. It is the maximum for which IBM, its suppliers, and your reseller are collectively responsible.

UNDER NO CIRCUMSTANCES IS IBM LIABLE FOR ANY OF THE FOLLOWING: 1) THIRD-PARTY CLAIM AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR SAVINGS), EVEN IF IBM, ITS SUPPLIERS OR YOUR RESELLER IS INFORMED OF THEIR POSSIBILITY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

IBM Statement of Warranty Worldwide except Canada, Puerto Rico, Turkey, United States (Part 1- General Terms)

This Statement of Warranty includes Part 1 - General Terms and Part 2 - Country-Unique Terms. **The terms of Part 2 may replace or modify those of Part 1.** The warranties provided by IBM in this Statement of Warranty apply only to Machines you purchase for your use, and not for resale, from IBM or your reseller. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements or accessories, or any combination

of them. The term "Machine" does not include any software programs, whether pre-loaded with the Machine, installed subsequently or otherwise. Unless IBM specifies otherwise, the following warranties apply only in the country where you acquire the Machine. Nothing in this Statement of Warranty affects any statutory rights of consumers that cannot be waived or limited by contract. If you have any questions, contact IBM or your reseller.

Machine: Aptiva Personal Computer machine types 2170, 2171 & 2172

Warranty Period*: Parts: One (1) Year;
Labor: One (1) Year

*Contact your place of purchase for warranty service information. Some IBM Machines are eligible for On-site warranty service depending on the country where service is performed.

The IBM warranty for Machines. IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications. The warranty period for a Machine is a specified, fixed period commencing on its Date of Installation. The date on your sales receipt is the Date of Installation, unless IBM or your reseller informs you otherwise.

During the warranty period IBM or your reseller, if approved by IBM to provide warranty service, will provide repair and exchange service for the Machine, without charge, under the type of service designated for the Machine and will manage and install engineering changes that apply to the Machine.

If a Machine does not function as warranted during the warranty period, and IBM or your reseller are unable to either 1) make it do so or 2) replace it with one that is at

Warranties and Notices

least functionality equivalent, you may return it to your place of purchase and your money will be refunded. The replacement may not be new, but will be in good working order.

Extent of warranty. The warranty does not cover the repair or exchange of a Machine resulting from misuse, accident, modification, unsuitable physical or operating environment, improper maintenance by you, or failure caused by a product for which IBM is not responsible. The warranty is voided by removal or alteration of Machine or parts identification labels.

THESE WARRANTIES ARE EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD.

Items not covered by warranty. IBM does not warrant uninterrupted or error-free operation of a Machine.

Unless specified otherwise, IBM provides non-IBM machines **WITHOUT WARRANTIES OF ANY KIND.**

Any technical or other support provided for a Machine under warranty, such as assistance via telephone with “how-to” questions and those regarding Machine set-up and installation, will be provided **WITHOUT WARRANTIES OF ANY KIND.**

Warranty service. To obtain warranty service for the Machine, contact your reseller or IBM. You may be required to present proof of purchase.

IBM or your reseller provides certain types of repair and exchange service, either at your location or at a service center, to keep Machines in, or restore them to, conformance with their Specifications. IBM or your reseller will inform you of the available types of service for a Machine based on its country of installation. IBM may repair the failing Machine or exchange it at its discretion.

When warranty service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item.

Any feature, conversion, or upgrade IBM or your reseller services must be installed on a Machine which is 1) for certain Machines, the designated, serial-numbered Machine and 2) at an engineering-change level compatible with the feature, conversion, or upgrade. Many features, conversions, or upgrades involve the removal of parts and their return to IBM. A part that replaces a removed part will assume the warranty service status of the removed part.

Before IBM or your reseller exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service.

You also agree to

- 1 ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;

Warranties and Notices

- 2 obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and
- 3 where applicable, before service is provided
 - a follow the problem determination, problem analysis, and service request procedures that IBM or your reseller provides,
 - b secure all programs, data, and funds contained in a Machine
 - c provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit them to fulfill their obligations, and
 - d inform IBM or your reseller of changes in a Machine's location.

IBM is responsible for loss of, or damage to, your Machine while it is 1) in IBM's possession or 2) in transit in those cases where IBM is responsible for the transportation charges.

Neither IBM nor your reseller is responsible for any of your confidential, proprietary or personal information contained in a Machine which you return to IBM or your reseller for any reason. You should remove all such information from the Machine prior to its return.

Production status. Each IBM Machine is manufactured from new parts, or new and used parts. In some cases, the Machine may not be new and may have been previously installed. Regardless of the Machine's production status, IBM's appropriate warranty terms apply.

Limitation of liability. Circumstances may arise where, because of a default on IBM's part of the liability, you are entitled to recover damages from IBM. In each such instance, regardless of the basis on which you are entitled to claim damages from IBM (including

fundamental breach, negligence, misrepresentation, or other contract or tort claim), IBM is liable for no more than

- 1 damages for bodily injury (including death) and damage to real property and tangible personal property; and
- 2 the amount of any other actual direct damages, up to the greater of U.S. \$100,000 (or equivalent in local currency) or the charges (if recurring, 12 months' charges apply) for the Machine that is the subject of the claim.

This limit also applies to IBM's suppliers and your reseller. It is the maximum for which IBM, its suppliers, and your reseller are collectively responsible.

UNDER NO CIRCUMSTANCES IS IBM LIABLE FOR ANY OF THE FOLLOWING: 1) THIRD-PARTY CLAIM AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR SAVINGS), EVEN IF IBM, ITS SUPPLIERS OR YOUR RESELLER IS INFORMED OF THEIR POSSIBILITY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Part 2 - Country-Unique Terms

ASIA PACIFIC

AUSTRALIA: The IBM warranty for Machines. The following paragraph is added to this Section:

The warranties specified in this Section are in addition to

Warranties and Notices

any rights you may have under the Trade Practices Act 1974 or other legislation and are only limited to the extent permitted by the applicable legislation.

Extent of warranty. The following replaces the first and second sentences of this Section:

The warranty does not cover the repair or exchange of a Machine resulting from misuse, accident, modification, unsuitable physical or operating environment, operation in other than the Specified Operating Environment, improper maintenance by you, or failure caused by a product for which IBM is not responsible.

Limitation of liability. The following is added to this Section:

Where IBM is in breach of a condition or warranty implied by the Trade Practices Act 1974, IBM's liability is limited to the repair or replacement of the goods or the supply of equivalent goods. Where that condition or warranty relates to right to sell, quiet possession or clear title, or the goods are of a kind ordinarily acquired for personal, domestic or household use or consumption, then none of the limitations in this paragraph apply.

PEOPLE'S REPUBLIC OF CHINA: Governing Law. The following is added to this Statement:

The laws of the State of New York govern this Statement.

INDIA: Limitation of liability. The following replaces items 1 and 2 of this Section:

- 1 liability for bodily injury (including death) or damage to real property and tangible personal property will be limited to that caused by IBM's negligence;
- 2 as to any other actual damage arising in any situation involving nonperformance by IBM pursuant to, or in any way related to the subject of this Statement of

Warranty, IBM's liability will be limited to the charge paid by you for the individual Machine that is subject of the claim.

NEW ZEALAND: The IBM warranty for Machines. The following paragraph is added to this Section:

The warranties specified in this Section are in addition to any rights you may have under the Consumer Guarantees Act 1993 or other legislation which cannot be excluded or limited. The Consumer Guarantees Act 1993 will not apply in respect of any goods which IBM provides, if you require the goods for the purposes of a business as defined in that Act.

Limitation of liability. The following is added to this Section:

Where Machines are not acquired for the purposes of a business as defined in the Consumer Guarantees Act 1993, the limitations in this Section are subject to the limitations in that Act.

EUROPE, MIDDLE EAST, AFRICA (EMEA)

The following terms apply to all EMEA countries. The terms of this Statement of Warranty apply to Machines purchased from an IBM reseller. If you purchased this machine from IBM, the terms and conditions of the applicable IBM agreement prevail over this warranty statement.

Warranty service. If you purchased an IBM Machine in Austria, Belgium, Denmark, Estonia, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland or United Kingdom, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM.

If you purchased an IBM Personal Computer Machine in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary,

Warranties and Notices

Kazakhstan, Kirghizia, Federal Republic of Yugoslavia, Former Yugoslav Republic of Macedonia (FYROM), Moldova, Poland, Romania, Russia, Slovak Republic, Slovenia, or Ukraine, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM.

The applicable laws, Country-unique terms and competent court for this Statement are those of the country in which the warranty service is being provided. However, the laws of Austria govern this Statement if the warranty service is provided in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Federal Republic of Yugoslavia, Georgia, Hungary, Kazakhstan, Kirghizia, Former Yugoslav Republic of Macedonia (FYROM), Moldova, Poland, Romania, Russia, Slovak Republic, Slovenia, and Ukraine.

The following terms apply to the country specified:

EGYPT: Limitation of liability. The following replaces item 2 in this Section:

2. as to any other actual direct damages, IBM's liability will be limited to the total amount you paid for the Machine that is the subject of the claim.

Applicability of suppliers and resellers (unchanged).

FRANCE: Limitation of liability. The following replaces the second sentence of the first paragraph of this Section: In such instances, regardless of the basis on which you are entitled to claim damages from IBM, IBM is liable for no more than: (items 1 and 2 unchanged).

GERMANY: The IBM warranty for Machines. The following replaces the first sentence of the first paragraph of this Section:

The warranty for an IBM Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications.

The following paragraphs are added to this Section:
The minimum warranty period for Machines is six months.

In case IBM or your reseller are unable to repair an IBM Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.

Extent of warranty: The second paragraph does not apply. Warranty service. The following is added to this Section:
During the warranty period, transportation for delivery of the failing Machine to IBM will be at IBM's expense.

Production status. The following paragraph replaces this Section:
Each Machine is newly manufactured. It may incorporate in addition to new parts, re-used parts as well.

Limitation of liability. The following is added to this Section:
The limitations and exclusions specified in the Statement of Warranty will not apply to damages caused by IBM with fraud or gross negligence and for express warranty.

In item 2, replace " U.S. \$100,000" with " 1.000.000 DEM."

The following sentence is added to the end of the first paragraph of item 2:
IBM's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

IRELAND: Extent of warranty. The following is added to this Section:
Except as expressly provided in these terms and conditions, all statutory conditions, including all

Warranties and Notices

warranties implied, but without prejudice to the generality of the foregoing all warranties implied by the Sale of Goods Act 1893 or the Sale of Goods and Supply of Services Act 1980 are hereby excluded.

Limitation of liability. The following replaces items one and two of the first para-graph of this Section:

- 1 death or personal injury or physical damage to your real property solely caused by IBM's negligence; and
- 2 the amount of any other actual direct damages, up to the greater of Irish Pounds 75,000 or 125 percent of the charges (if recurring, the 12 months' charges apply) for the Machine that is the subject of the claim or which otherwise gives rise to the claim.

Applicability of suppliers and resellers (unchanged).

The following paragraph is added at the end of this Section:

IBM's entire liability and your sole remedy, whether in contract or in tort, in respect of any default shall be limited to damages.

ITALY: Limitation of liability. The following replaces the second sentence in the first paragraph:

In each such instance unless otherwise provided by mandatory law, IBM is liable for no more than: (item 1 unchanged) 2) as to any other actual damage arising in all situations involving nonperformance by IBM pursuant to, or in any way related to the subject matter of this Statement of Warranty, IBM's liability, will be limited to the total amount you paid for the Machine that is the subject of the claim.

Applicability of suppliers and resellers (unchanged).

The following replaces the second paragraph of this Section:

Unless otherwise provided by mandatory law, IBM and

your reseller are not liable for any of the following: (items 1 and 2 unchanged) 3) indirect damages, even if IBM or your reseller is informed of their possibility.

SOUTH AFRICA, NAMIBIA, BOTSWANA, LESOTHO AND SWAZILAND: Limitation of liability. The following is added to this Section:

IBM's entire liability to you for actual damages arising in all situations involving nonperformance by IBM in respect of the subject matter of this Statement of Warranty will be limited to the charge paid by you for the individual Machine that is the subject of your claim from IBM.

TURKIYE: Production status. The following replaces this Section: IBM fulfils customer orders for IBM Machines as newly manufactured in accordance with IBM's production standards.

UNITED KINGDOM: Limitation of liability. The following replaces items 1 and 2 of the first paragraph of this Section:

- 1 death or personal injury or physical damage to your real property solely caused by IBM's negligence;
- 2 the amount of any other actual direct damages or loss, up to the greater of Pounds Sterling 150,000 or 125 percent of the charges (if recurring, the 12 months' charges apply) for the Machine that is the subject of the claim or which otherwise gives rise to the claim.

The following item is added to this paragraph:

- 3 breach of IBM's obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982.

Applicability of suppliers and resellers (unchanged).

Warranties and Notices

The following is added to the end of this Section: IBM's entire liability and your sole remedy, whether in contract or in tort, in respect of any default will be limited to damages.

NORTH AMERICA

CANADA: Warranty service. The following is added to this Section:

To obtain warranty service from IBM, call **1-800-465-6666**.

UNITED STATES OF AMERICA: Warranty service. The following is added to this Section:

To obtain warranty service from IBM, call **1-800-IBM-SERV**.

Notices

References in this publication to IBM products, programs, or services do not imply that IBM intends to make these available in all countries in which IBM operates. Any reference to an IBM product, program, or service is not intended to state or imply that only IBM's product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any of IBM's intellectual property rights may be used instead of the IBM product, program, or service. Evaluation and verification of operation in conjunction with other products, except those expressly designated by IBM, are the user's responsibility.

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Warranties and Notices

OR OTHER CONSEQUENTIAL DAMAGES FOR ANY USE OF ANY OTHER WEB SITE, INCLUDING, WITHOUT LIMITATION, ANY LOST PROFITS, BUSINESS INTERRUPTION, LOSS OF PROGRAMS OR OTHER DATA ON YOUR INFORMATION HANDLING SYSTEM OR OTHERWISE, EVEN IF WE ARE EXPRESSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Home PNA Network Card (select models)

If your IBM Aptiva PC has a built-in home PNA networking adapter, the following statements apply:

Actual network transfer speeds depend on many factors, such as home wiring configuration, and are often less than the maximum possible.

Some ISP accounts do not allow or charge extra for Internet sharing. Your ISP access agreement may require you to have more than one account. Check your ISP access agreement for more information.

Trademarks

The following terms are trademarks or registered trademarks of the IBM Corporation in the United States or other countries or both:

- Aptiva
- Rapid Access
- ScrollPoint
- HelpCenter
- HelpWare
- IBM

Other company, product, and service names may be trademarks or service marks of others.

Microsoft and the Windows logo are trademarks or registered trademarks of Microsoft Corporation.

Conventions used in this book

Symbols. The following list contains an explanation of the symbols used in this document.

Symbol	Explanation
 Note	This symbol is used when there is information you might find especially useful. The information may also warn you about possible problems you could encounter.
 Attention	This symbol is used when there is important information that can help you avoid damage to the hardware or software that came with your computer.
 Caution!	This symbol is used when there is important information that can help you avoid potential injury.
 Danger!	This symbol is used when there is important information which can help you avoid the risk of serious personal injury or death.

Warranties and Notices

Highlighting. There are several ways that text is highlighted in this book. Each highlighting convention has a specific purpose.

Highlight	Purpose
Bold	Bold font is used to identify keys on the keyboard or items on the screen you are instructed to click or double-click. Bold font is also used in headings, table titles, and numbered lists.
Example	Example font is used to show text that you need to type from your keyboard.
<i>Italic</i>	Italic font is used to show proper names of programs or books. Italic font is also used in table footnotes and sidenotes.
“Quotes”	Quotation marks are used to identify window, screen, and heading names.
<u>Underline</u>	Underline font is used to call special emphasis to a particular word or instruction.

Safety information

Installation. The construction of the IBM Aptiva Personal Computer provides extra protection against the risk of electrical shock. The IBM Aptiva PC has a power cord with a three-prong plug that is required to ground metal parts. It is the responsibility of the person installing the computer to connect it to a properly grounded electrical

outlet. Seek professional assistance before using an adapter or extension cord; these devices could interrupt the grounding circuit.

If the computer is connected to an electrical outlet that is incorrectly connected to the building wiring, serious electrical shock could result.

Continued protection against electrical shock . For continued protection against the risk of electrical shock, follow these steps:

- Connect your computer only to an electrical outlet of the correct voltage. If you are unsure about the voltage of the electrical outlet you are using, contact your local power company.
- If your computer has cables other than the power cords, you must connect them before plugging the power cords into an electrical outlet. Before removing these cables, you must first unplug the power cords from the outlet.
- If your computer has a telephone connection, do not touch the telephone cords when there is lightning in the area.
- Do not use or store the computer in an area where it can become wet.
- Make sure all replacement parts have characteristics identical or equivalent to the original parts. Other parts may not have the same safety features.
- Personal injury or electrical shock may result if you undertake actions other than those specifically described in this book. This is particularly true if you try to service or repair the power supply, monitor, or built-in modem. Always refer service or repairs to qualified service personnel.

Warranties and Notices



Caution!

Your computer uses lithium batteries. There may be a risk of fire, explosion, or burns if the batteries are handled incorrectly. To ensure safety:

Do not recharge, disassemble, heat, or incinerate a lithium battery.

Replace the battery with an identical or equivalent type lithium battery.

Discard used lithium batteries according to local country dispositions.

Safety while working with hardware. Each time you open your computer, you must follow specific safety procedures to ensure that you do not damage your computer. For your safety, and the safety of your equipment, follow the steps for “Disconnecting your computer” on page 25 before you remove the cover of the system unit (if included with the model you purchased).

Connecting your computer

To connect your computer:

- 1 Turn off the computer and any external devices (such as a monitor or printer) that have their own power switches.
- 2 Attach a signal cable to each external device (such as a monitor or printer), and then connect the other end of the signal cable to the computer.
- 3 Attach communication cables (such as modem cables or network cables) to the computer. Then, attach the other ends of the cables to properly wired communication outlets.
- 4 Attach the power cords to the computer and any external devices (such as a monitor or printer), and then connect the other ends of the power cords to properly grounded electrical outlets.
- 5 Turn on the computer and any attached devices that have their own power switches.

Disconnecting your computer

To disconnect your computer:

- 1 Turn off the computer and any attached devices that have their own power switches.
- 2 Unplug all power cables from electrical outlets.



Danger!

To avoid shock hazard:

Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.

The power cord must be connected to a properly wired and grounded receptacle.

Any equipment to which this product will be attached must also be connected to properly wired electrical outlets.

Electrical current from power, telephone, and communications cables is hazardous. To avoid shock hazard, use the steps described in this section to connect and disconnect cables when installing, moving, or opening the cover of this product.

- 3 Disconnect all communication cables (such as modem or network cables) from communication outlets.
- 4 Disconnect all cables and cords from the computer; this includes power cords, signal cables from external devices, communication cables, and any other cables attached to the computer.

Regulatory safety notice for the CD-ROM and DVD-ROM drive

This notice contains required safety information about the CD-ROM/DVD-ROM drive in your computer (if included with the model you purchased). The CD-ROM/DVD-ROM drive is a Class 1 laser product, and Class 1 laser products are not considered to be hazardous. The design of the laser system and CD-ROM/DVD-ROM drive ensures that during normal operation, there is no exposure to laser radiation above Class 1 level.

Please note that the CD-ROM/DVD-ROM drive does not contain any user adjustable or serviceable parts. Service on this drive should only be performed by a trained service provider.

Laser compliance statement. Some IBM Personal Computer models are equipped from the factory with a CD-ROM or DVD-ROM drive. CD-ROM/DVD-ROM drives are also sold separately as options. The CD-ROM/DVD-ROM drive is a laser product. The CD-ROM/DVD-ROM drive is certified in the U.S. to conform to the requirements of the Department of Health and Human Services 21 Code of Federal Regulations (DHHS 21 CFR) Subchapter J for Class 1 laser products. Elsewhere, the drive is certified to conform to the requirements of the International Electrotechnical Commission (IEC) 825 and CENELEC EN 60 825 for Class 1 laser products.

Warranties and Notices



Caution!

When a CD-ROM/DVD-ROM drive is installed, note the following:

Caution! Use of controls or adjustments or performance of procedures other than those specified herein might result in hazardous radiation exposure.

Removing the covers of the CD-ROM/DVD-ROM drive could result in exposure to hazardous laser radiation. There are no serviceable parts inside the CD-ROM/DVD-ROM drive. Do not remove the CD-ROM/DVD-ROM drive covers.

Some CD-ROM/DVD-ROM drives contain an embedded Class 3A or Class 3B laser diode. Note the following:



Danger!

Danger!

Laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam.

Consignes de sécurité

Installation. La conception de fabrication de l'ordinateur personnel Aptiva IBM assure une protection accrue contre les risques d'électrocution. Le PC Aptiva IBM possède un cordon d'alimentation équipé d'une fiche à trois broches qui permet une mise à la terre des principaux éléments métalliques de la machine. Il incombe au responsable de l'installation de vérifier le branchement. Si vous devez installer un adaptateur ou une rallonge, faites appel à un professionnel pour ne pas risquer de créer une rupture dans le circuit de mise à la terre.

Un socle de prise de courant incorrectement relié à l'alimentation électrique du bâtiment peut être à l'origine d'une électrocution.

Protection contre les risques d'électrocution . Pour vous prémunir contre les risques d'électrocution, respectez les consignes ci-après :

- Ne branchez l'ordinateur que sur un socle de prise de courant présentant la tension adéquate.
- Ne branchez le cordon d'alimentation sur le socle de prise de courant qu'après avoir connecté tout autre cordon à la machine. Inversement, débranchez le cordon d'alimentation du socle de la prise de courant avant de déconnecter tout autre cordon.
- Si votre ordinateur est doté d'un cordon téléphonique, ne manipulez jamais ce cordon pendant un orage.
- Évitez d'utiliser et de placer votre ordinateur dans un endroit humide.
- Ne remplacez un élément que par un élément identique ou possédant des caractéristiques équivalentes et équipé des mêmes dispositifs de sécurité.
- Le non-respect de ces consignes peut être à l'origine de blessures ou d'une électrocution, en particulier si vous intervenez sur le bloc d'alimentation, l'écran ou le modem intégré. Confiez la maintenance et la réparation de l'ordinateur à une personne qualifiée.

Consignes de sécurité lors de la manipulation du matériel.

Lorsque vous ouvrez l'unité centrale, il convient de suivre un certain nombre de consignes de sécurité afin de ne pas endommager l'ordinateur. Pour votre sécurité et celle de votre matériel, suivez les instructions de la section " Disconnecting your computer " on page 25, avant d'ouvrir l'unité centrale (le cas échéant).

Warranties and Notices

Branchement de l'ordinateur

Pour brancher l'ordinateur, procédez comme suit :

- 1 Mettez l'ordinateur hors tension ainsi que tout périphérique (écran ou imprimante) que vous allez connecter, qui dispose d'un interrupteur d'alimentation.
- 2 Connectez tous les câbles (de l'écran, par exemple) à l'ordinateur.
- 3 Branchez tous les câbles d'interface (par exemple, un câble téléphonique) sur des socles de prise de courant correctement mis à la terre.
- 4 Branchez les cordons d'alimentation sur des socles de prise de courant correctement mis à la terre.
- 5 Mettez l'ordinateur sous tension ainsi que tout périphérique connecté disposant d'un interrupteur d'alimentation.

Débranchement de l'ordinateur

Pour débrancher l'ordinateur, procédez comme suit :

- 1 Mettez l'ordinateur hors tension ainsi que tout périphérique connecté disposant d'un interrupteur d'alimentation.
- 2 Débranchez tous les cordons d'alimentation des prises de courant.
- 3 Débranchez tous les câbles (câble de téléphone, par exemple) de leurs prises.
- 4 Débranchez tous les câbles de l'ordinateur (les cordons d'alimentation, les câbles d'entrée-sortie et tous les autres câbles qui pourraient y être connectés).

Consignes de sécurité pour l'unité et CD-ROM et de DVD-ROM . La présente consigne contient les informations de sécurité relatives à l'unité de CD-ROM/ DVD-ROM de votre ordinateur (le cas échéant). L'unité de CD-ROM/DVD-ROM est un produit à laser de classe 1. Les produits de classe 1 ne sont pas considérés comme dangereux. Le système à laser et l'unité de CD-ROM/DVD-ROM ont été conçus de façon telle qu'il n'existe aucun risque d'exposition à un rayonnement laser de niveau supérieur à la classe 1 dans des conditions normales d'utilisation.

Veillez noter qu'aucune pièce de l'unité de CD-ROM/ DVD-ROM n'est réglable ni réparable. Ne confiez la réparation de cette unité qu'à une personne qualifiée.

Conformité aux normes relatives aux appareils laser.

Certains modèles d'ordinateurs personnels sont équipés d'origine d'une unité de CD-ROM ou de DVD-ROM. Mais ces unités sont également vendues séparément en tant qu'options. L'unité de CD-ROM/ DVD-ROM est un appareil à laser. Aux Etats-Unis, l'unité de CD-ROM/

DVD-ROM est certifiée conforme aux normes indiquées dans le sous-chapitre J du DHHS 21 CFR relatif aux produits à laser de classe 1. Dans les autres pays, elle est certifiée être un produit à laser de classe 1 conforme aux normes CEI 825 et CENELEC EN 60 825.

Lorsqu'une unité de CD-ROM/DVD-ROM est installée, tenez compte des remarques suivantes :



Attention!

Attention ! Pour éviter tout risque d'exposition au rayon laser, respectez les consignes de réglage et d'utilisation des commandes, ainsi que les procédures décrites.

L'ouverture de l'unité de CD-ROM/DVD-ROM peut entraîner un risque d'exposition au rayon laser. Pour toute intervention, faites appel à du personnel qualifié.

Warranties and Notices



Danger!

Certaines unités de CD-ROM/DVD-ROM peuvent contenir une diode à laser de classe 3A ou 3B. Tenez compte de la consigne qui suit :

Danger !

Rayonnement laser lorsque le carter est ouvert. Evitez toute exposition directe des yeux au rayon laser. Evitez de regarder fixement le faisceau ou de l'observer à l'aide d'instruments optiques.

Regulatory notices

North American FCC and telephone company requirements .

If your IBM Aptiva PC has a built-in modem, the following Federal Communications Commission (FCC) and telephone company requirements apply:

- 1 The modem adapter card is located in the back of the system unit. It complies with Part 68 of the FCC rules. A label is affixed to the built-in modem that contains, among other things, the FCC registration number, USOC, and Ringer Equivalency Number (REN) for this equipment. If these numbers are requested, refer to "Opening the system unit" on page 128 for instructions on how to open the system unit to see the label and provide this information to your telephone company.
- 2 The REN is useful to determine the quantity of devices you may connect to your telephone line and still have those devices ring when your number is called. In most, but not all areas, the sum of the REN of all devices should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.

- 3 If the built-in modem causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they may notify you in advance; if advance notice isn't practical, you may be notified as soon as possible. You may be advised of your right to file a complaint with the FCC.
- 4 Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. If they do, you may be given advance notice so as to give you an opportunity to maintain uninterrupted service.
- 5 If you experience trouble with this built-in modem, contact your Authorized Seller, or the IBM HelpCenter – Aptiva PC, IBM Corporation, 3039 Cornwallis Rd., Bldg. 203, Research Triangle Park, NC 27709-2195 1-919-517-2800, for repair/warranty information. The telephone company may ask you to disconnect this equipment from the network until the problem has been corrected, or until you are sure the equipment is not malfunctioning.
- 6 No customer repairs are possible to the modem.
- 7 The modem may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. Contact your state public utility commission or corporation commission for information.
- 8 When ordering network interface (NI) service from the Local Exchange Carrier, specify service arrangement USOC RJ11C.

North American Federal Communications Commission (FCC) statement. *IBM Aptiva PC 2170, 2171 & 2172.* The following statement applies to this IBM product. The statement for other IBM products intended for use with this product will appear in their accompanying manuals.

Warranties and Notices

This equipment has been tested and found to comply with the limits for 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. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult an IBM authorized dealer or service representative for help.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Proper cables and connectors are available from IBM authorized dealers. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2)

this device must accept any interference received, including interference that may cause undesired operation.

Responsible Party:

International Business Machines Corporation
New Orchard Road
Armonk, NY 10504
Telephone: 1-919-543-2193

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

European Community Directive Conformance statement. This product is in conformity with the protection requirements of EU Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to electromagnetic compatibility.

IBM cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product, including the fitting of non-IBM option cards.

Chapter 2

Ergonomics



Arranging a comfortable and productive work area



Note

The computer you purchased may have components which are different from those shown here.

Arranging your work area

When you arrange your computer, position your monitor and keyboard directly in front of you. Place the mouse close to the keyboard so that you can use it without stretching or leaning over to one side.

The system unit is usually kept on the floor under or beside your desk. Be sure to place it in an area that will not block the space you need to put your legs under the work surface.

Organize your desk to reflect the way you use work materials and equipment. Place the things that you use most regularly, such as a mouse or telephone, within the easiest reach.

Choosing a chair

You should adjust your chair so that your thighs are horizontal and there is support for your lower back. Your feet should rest flat on the floor or a foot rest when you are seated and using your keyboard.

Positioning the monitor

- Place the monitor at a comfortable viewing distance. You can also use the length of your arm to determine a comfortable viewing distance.
- Adjust your monitor so the top of the screen is at, or slightly below, eye level.
- Keep the screen clean. For cleaning instructions, refer to the documentation that came with your monitor.
- If you place the monitor near a window, consider using curtains or blinds to minimize glare from sunlight. Also be sure to keep the monitor perpendicular to the windows to reduce glare when the curtains or blinds are open. Try to avoid placing the monitor directly in front of a window.
- Use dim room lighting. If you need more light on your work, you should position the light so it shines on your work surface but not onto the monitor screen.
- Use the monitor controls to adjust the screen's brightness and contrast levels to a comfortable level. You may have to do this more than once a day if the light in the room changes. For monitor control adjustment instructions, refer to the documentation that came with your monitor.
- When your eyes focus on a specific object for a long period of time, they may become tired. If you spend a lot of time looking at your screen, remember to take

frequent breaks. Look up periodically and focus on an object that is further away. This will give the muscles in your eyes a chance to relax.

Positioning the keyboard

- Make sure the keyboard height is comfortable for typing.
- When you type, the keyboard should be positioned so that your arms are relaxed and comfortable, and your forearms are roughly horizontal. Your shoulders should be relaxed and not hunched up.
- Type with a light touch, keeping your hands and fingers relaxed. Your wrists should also be straight.
- If your computer came with a wristrest and you choose to use it, do not rest your hands on the wristrest or desktop while you are typing. Instead, use the wristrest only when resting. If you prefer not to use the wristrest, you may remove it and use the keyboard without it.

Positioning the mouse

- Position your mouse on the same surface as your keyboard so that they are at the same level. Allow enough space so that you can use your mouse without stretching or leaning over.
- When you use the mouse, hold it lightly with all your fingers and click gently. Move the mouse with your entire arm instead of only using your wrist.

For more detailed information and tips about how to use your computer, refer to the tutorials on your computer or visit the IBM Healthy Computing Web site at <http://www.pc.ibm.com/us/healthycomputing>

Chapter 3

Aptiva Help and
Software

Aptiva Help and Software

Your computer came with several types of information and software. This chapter includes information about:

- Aptiva How Do I... cue cards
- Aptiva Help
- Readme files
- Finding instructions for installing and replacing hardware
- Software installed on CD or DVD

Aptiva How Do I... cue cards

How Do I...? gives you direct access to some of the most popular programs and tools available with your Aptiva PC. Let the cue cards help you register your computer, set up a printer, play an audio CD, and complete several other common tasks. You can find How Do I... through Access Aptiva on your Aptiva customized desktop.

Aptiva Help

Your computer came with instructions that are located on the hard disk drive. You can find this information through the *Access Aptiva* area on your Aptiva customized desktop.

When upgrading hardware or working with the Setup Utility, you should read and print the instructions you want to use. All other topics can be used online.

To start Aptiva Help:

- 1 Start **Access Aptiva** (if it's not already started).
- 2 Click **Get Help**.

3 Click **Aptiva Help Files**.

Aptiva Help contains information and instructions for many tasks including:

- Arranging the workplace
- Registering the Aptiva PC
- Adjusting sound and display settings
- Setting up a modem
- Using the computer
- Connecting to the Internet
- Sending e-mail
- Maintaining the computer
- Updating software
- Recovering from problems
- Upgrading hardware

If you need more information about your computer, Aptiva Help also includes information about:

- Aptiva Help
- Year 2000
- Access Aptiva
- The Internet
- DVD
- Computer care
- Computer configuration
- Hardware components
- Upgrade preparation
- Software programs
- Support

Aptiva Help and Software

To reinstall Aptiva Help:

If you uninstall Aptiva Help and want to reinstall it, do the following:

- 1 Make sure the computer is turned on.
- 2 Insert the "Product Recovery and Diagnostics CD-ROM" into the CD-ROM or DVD-ROM drive.
- 3 From the Start menu, click **Run**.
- 4 Type the following command:
G:\Applications\Helps\Setup.exe
- 5 Click **OK** and follow the instructions on the screen.

Readme files

Another type of online information is available in README.TXT files. These files usually come with programs and contain information about additional features. README.TXT files also may contain instructions about setting up the program to run most efficiently.

If the Aptiva Readme file is provided, the file is named APTIVA.TXT. You can locate the Aptiva Readme in Access Aptiva.

Instructions for installing and replacing hardware

If you decide to upgrade or replace hardware components in your Aptiva PC, you will need to print the instructions for the hardware you want to work with.

Your computer came with information that is located on the hard disk drive. For information about using these instructions, see "Aptiva Help" on page 45.

Handling discs

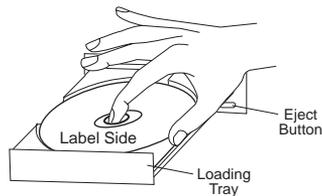


Attention

If your drive tray has clips, make sure they are retracted before you insert a disc.

The computer you purchased came with either a Compact Disc (CD) or Digital Versatile Disc (DVD) drive. To insert a CD or DVD into the drive:

- 1 Open the loading tray by pressing the **Eject** button on the drive.
- 2 Remove the disc from the sleeve or case.
- 3 Place the disc into the circular recess of the tray. Make sure that the label on the disc is facing up. Some DVDs are recorded on both sides of the disc.



- 4 Close the loading tray by pressing the **Eject** button. You can also push gently on the front of the tray until it begins to retract.

Installing programs

CD-ROMs or DVD-ROMs may have been included with your computer model. Other programs have been installed on the hard disk drive. To locate these programs, look in the **Programs** menu in the Windows **Start** menu.

Some entertainment programs that may have come with your computer may contain language not suitable for children. The Entertainment Software Review Board (ESRB), has reviewed many software programs and



Note

In some cases, the hard disk drive in the model you purchased may not be large enough to complete a full install of each program. In these cases, use the "partial install" option if you want to install all of the programs to the same hard disk drive.

maintains a list of program titles and ratings. To find a rating for a program, contact the ESRB Web site at <http://www.esrb.org>.

PROGRAMS MAY VARY FROM RETAIL VERSIONS AND MAY NOT INCLUDE ALL DOCUMENTATION OR FUNCTIONS.

AutoPlay

Most discs are "AutoPlay enabled". If the AutoPlay feature of Windows is enabled, it will automatically start the installation program (or the first song of a music CD) when you insert a disc in the drive. For more information about AutoPlay, refer to the Microsoft Windows help system.

Some programs have files that are installed on your hard disk drive and also require a CD or DVD. If the program is already installed and you insert the disc, the AutoPlay feature will start the program automatically.

If your Aptiva computer has a DVD-ROM drive, the AutoPlay feature will always start AutoPlay-enabled CDs or DVDs. If there are no AutoPlay-enabled programs on a DVD video disc, the AutoPlay feature will start the DVD video.

Updating programs

IBM Update Connector program

You can use the IBM Update Connector program to look for available updates for the software that came from the factory with your computer. For information about the IBM Update Connector, see Aptiva Help. For information about Aptiva Help, see "Aptiva Help" on page 45.

Norton AntiVirus program

If you have Norton Antivirus installed, you can update the Norton AntiVirus program using the Norton Live Update program. This program will automatically apply available updates to the Norton AntiVirus program.

Chapter 4

Troubleshooting

Diagnosing and recovering from problems

This chapter contains information that can help you solve common problems that you might have with your computer.

You should look through this chapter to find the problem description or error code that matches the problem you are having. When you find the description, simply follow the steps to solve the problem. Some problems have multiple steps. You should follow the steps until the problem is solved. A problem description may contain steps which you may not be required to follow.

The information contained in this chapter is intended for several models of the Aptiva Personal Computer. The computer you purchased may not have some of the hardware discussed in these sections.

If your computer did not come with the hardware described, some of the troubleshooting information may not apply. For example, if the model you purchased did not contain a Rapid Access keyboard, instructions about the Rapid Access keyboard will not apply. Follow the steps for the hardware that came with your computer.

If you follow the steps in this chapter and the problem continues, you can still get help. See "HelpWare support and services" on page 107 for more information about contacting IBM.

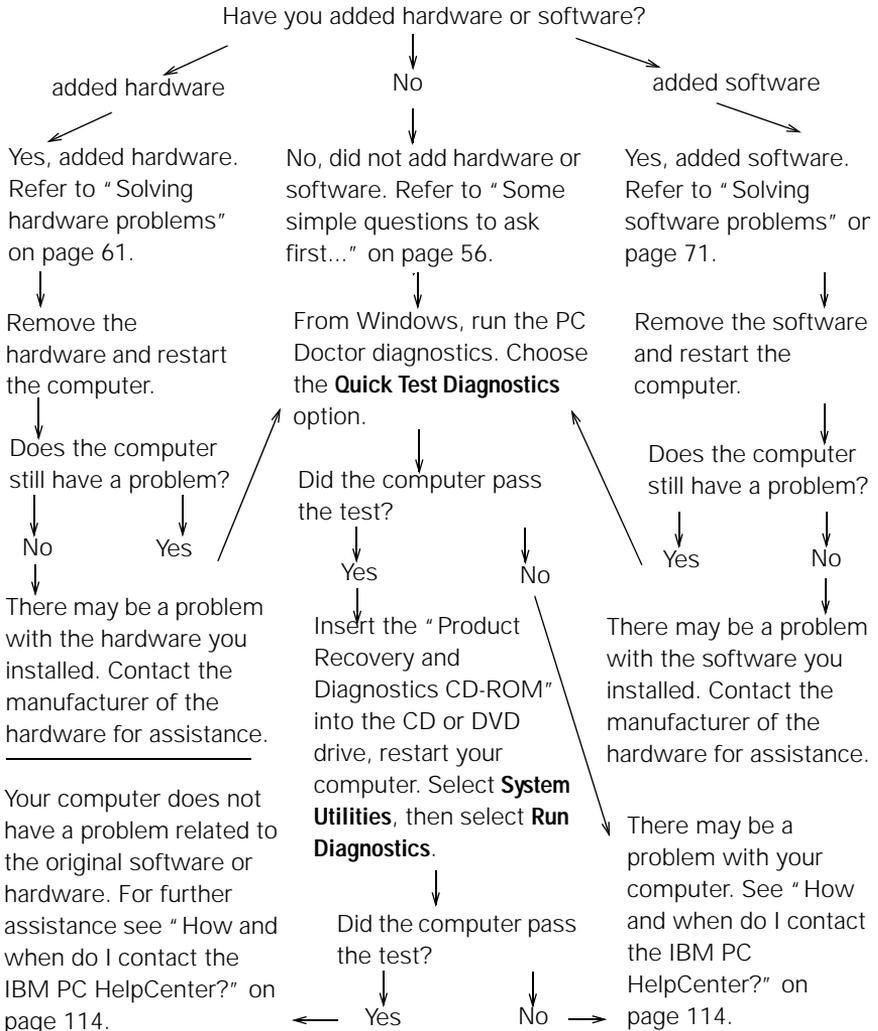
To run the diagnostics programs, do the following:

- 1 Insert the "Product Recovery and Diagnostics CD-ROM" in the CD drive.
- 2 Shut down the operating system and turn off your computer. Wait for the power light to turn off.
- 3 Turn on your computer.

- 4 When you see the Main Menu, use the cursor movement keys to select **System Utilities**.
- 5 On the System Utilities menu, select **Run Diagnostics**.
- 6 From the menu bar, select **Diagnostics** and select **Run Normal Test**.

Quick step guide

If you think you have a problem with your computer, you can use the following quick step guide to determine the nature of the problem.



Some simple questions to ask first...

Are both the computer and monitor power lights lit?

Yes

Power is reaching the system and monitor. See "Did the system beep after it was turned on?" on page 57.

No

- 1 Press the On/Off buttons on the computer and monitor to make sure they are turned on.
 - 2 Make sure the power switch that is attached to the power supply at the back of the system unit is pressed in the on position ("1" is on, "0" is off). This power switch may not be available for all computers.
 - 3 Make sure the system unit and monitor cables are correctly and securely connected. Make sure the system unit and monitor power cords are plugged into electrical outlets. The *Setup Poster* shows how the cables and cords should be connected.
 - 4 Make sure the electrical outlets you are using are not controlled by a wall or dimmer switch.
If you are using a multiple outlet device (for example, a power surge protector or power strip), make sure it is plugged in and turned on.
-



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

Did the system beep after it was turned on?

Yes

There may be a hardware problem.

- If you added hardware, remove it and restart the computer to see if the problem is corrected. If the problem is corrected, you may not have installed your hardware correctly. Reinstall your hardware. For instructions on installing hardware in the system unit, see the Aptiva Help. If the problem is not corrected, see "Solving hardware problems" on page 61.
- Make sure that the system memory modules are properly installed. If the memory is not installed correctly, the system will beep several times (in a 2 long beeps - 3 short beeps sequence). Reinstall the memory modules. If you hear a beep sequence other than the 2 long-3 short beeps, or if the memory modules are installed correctly, see "HelpWare support and services" on page 107 for information on obtaining service.
- If you have not added hardware, see "HelpWare support and services" on page 107 for information on obtaining service.

Yes, more than once

There is a problem with the system unit. Find the error code or message in the section "Responding to error codes" on page 83.

No

The system has passed the Power-On Self-Test (POST).



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

Is anything unusual displayed on the monitor?

Yes

There may be a problem with the system unit if:

- An error message appears. Find the error message in the section “Responding to error codes” on page 83 and take the action listed.
- A line containing an error code and message appears. Follow the instructions in the message. For instructions on using the Setup Utility, see “Using the Setup Utility” on page 99.
- A blinking cursor appears. See “HelpWare support and services” on page 107 for information on obtaining service.
- The image on the screen is unreadable (the image is scrolling, blinking, or flashing). You may have selected a monitor setting that your monitor does not support. Follow these steps to reconfigure your monitor:
 - a. Restart the computer. If necessary, turn off the system unit, pause for 15 seconds, and then turn the system back on.
 - b. When you see “Starting Windows” appear on the screen during startup, press **F8**. This opens the Microsoft Windows 98 Startup Menu.
 - c. Select Choice 3 for Safe Mode and press **Enter**. This starts your computer using the Windows factory configuration settings.
 - d. When your computer has completed startup, double-click the **My Computer** desktop icon.



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see “HelpWare support and services” on page 107.

Is anything unusual displayed on the monitor?

- e. In the My Computer window, double-click the **Control Panel** icon.
 - f. In the Control Panel window, double-click the **Display** icon.
 - g. In the Display Properties window,
 - i. Click the **Settings** tab.
 - ii. Click the **Advanced...** button.
 - iii. Click the **Change...** button.
 - h. Choose a new monitor setting. If you need additional help, refer to the operating system help files or the instructions that came with the monitor.
 - i. Restart the computer again. Your computer may take a little longer than usual to restart.
- The colors displayed are wrong.
 - Make sure the monitor cable is correctly and securely connected to the system unit. The *Setup Poster* shows how the cable should be connected.
 - You may need to DeGauss your monitor. If the monitor you purchased came with a manual DeGauss feature, check the documentation that came with the monitor for information on how to use this feature.



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

Is anything unusual displayed on the monitor?

Yes

- There may be a problem with the monitor.
 - a. Make sure your monitor cables are correctly and securely connected. The *Setup Poster* shows how the cables should be connected.
 - b. Adjust the brightness and contrast controls on the monitor. For instructions, refer to the documentation that came with your monitor.
- If you have added a video adapter card, make sure that:
 - a. the monitor cable is properly connected to the new video adapter card and
 - b. the BIOS is configured to use the adapter card as the primary video adapter. For information about BIOS options, see the Configuration topic in the Aptiva Help if the display of the monitor is still viewable.
- There may be a problem with the battery on your system board. For instructions on how to replace the battery, see the Aptiva Help.



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

Solving hardware problems

If the problem is...	Here's what to do...
Beep during Power-On Self-Test (POST)	See the troubleshooting steps in the section titled "Did the system beep after it was turned on?" on page 57.
Screen is black (no error code)	If you <u>did not install memory modules or adapter cards</u> , see "HelpWare support and services" on page 107 for information on obtaining service.
Error code is displayed	If an error code is displayed, find the code in "Responding to error codes" on page 83 and take the action listed.
Computer appears to have turned off without warning	<ol style="list-style-type: none"><li data-bbox="388 763 977 828">1 If the Standby feature is enabled, press the On/Off button on the front of the system unit.<li data-bbox="388 828 977 893">2 Make sure that the system unit and monitor power cords are securely plugged into electrical outlets.<li data-bbox="388 893 977 958">3 Make sure that the cables are correctly and securely connected to the system unit.<li data-bbox="388 958 977 1023">4 Check for a blown fuse, tripped circuit breaker, or power failure.<li data-bbox="388 1023 977 1153">5 Unplug the system power cord from the electrical outlet, wait 15 seconds, and then plug the power cord back into the electrical outlet. If the computer does not start immediately, push the system On/Off button.<li data-bbox="388 1153 977 1242">6 If you have added hardware inside the system unit, make sure that the power cable connectors are securely attached.



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

If the problem is...

Here's what to do...

Can't enter password

- 1 Make sure that the keyboard is on. During the Power-On Self-Test (POST), the keyboard lights will flash and the Num Lock light will remain on during and after the Power-On Self-Test (POST).
- 2 Make sure that you typed the correct password.
- 3 Make sure the keyboard cable is correctly and securely connected to the keyboard port (not the mouse port) on the back of the system unit. The keyboard port has a purple label and this symbol next to it: 

Can't read information on diskette, CD, DVD or Zip Disks

- 1 Make sure you are using the correct type of diskette and that it is formatted correctly.
- 2 Make sure the diskette, CD, DVD or Zip disk is inserted into the drive correctly.
- 3 Make sure the CD is clean and not scratched.
- 4 Try to use a diskette, CD, DVD or Zip disk that you know is good. If it works, the first diskette, CD, DVD or Zip disk may be damaged. If you can't read the information on the good diskette, CD, DVD or Zip disk, there may be a problem with your drive.
- 5 Make sure the power and signal cables are securely attached to the back of the drive. For instructions on working with drives, see the Aptiva Help.
- 6 Make sure the correct diskette drive is selected and the diskette drive is enabled in the Setup Utility. For information about Setup Utility options, see the Aptiva Help.



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

If the problem is...

Here's what to do...

Can't send information (write) to diskette or Zip disk

- 1 Make sure you are using the correct type of disk and that it is formatted correctly.
 - 2 Make sure the disk is not write-protected.
 - 3 Make sure you are sending information to the correct drive.
 - 4 Make sure there is space on the disk for the information. (Try using a blank, formatted disk.)
 - 5 Try to write to a diskette that you know is good. If it works, the first diskette is damaged. If you can't write the information on the good diskette, there may be a problem with your diskette drive.
 - 6 Make sure the power and signal cables are securely attached to the back of the drive. For instructions on working with drives, see the Aptiva Help.
 - 7 Make sure the correct diskette drive is selected and the diskette drive is enabled in the Setup Utility. For information about Setup Utility options, see the Aptiva Help.
-

Can't format diskette

- 1 Make sure the diskette is not write-protected.
 - 2 Make sure you are using the correct type of diskette.
 - 3 Make sure the power and signal cables are securely attached to the back of the drive. For instructions on working with drives, see the Aptiva Help.
 - 4 Make sure the correct diskette drive is selected and the diskette drive controller is enabled in the Setup Utility. For information about Setup Utility options, see the Aptiva Help.
-



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

If the problem is...

Here's what to do...

When the computer is turned on, the message "Insert a system diskette and press Enter to reboot" appears

- 1 Remove any diskette from the diskette drive and restart your computer.
- 2 Restart your computer and use the Setup Utility to make sure that startup devices are set correctly. Make sure the Disk Drive options for the drives you have designated as startup devices are set correctly. For information about starting the Setup Utility, see "Starting the Setup Utility" on page 100.
- 3 Make sure the power and signal cables are securely attached to the back of the hard disk drive in the system unit.
- 4 Insert the "Product Recovery and Diagnostics CD-ROM" into the CD or DVD drive and press **Ctrl + Alt + Delete**. Follow the instructions on the screen to restore the operating system files to your computer's hard disk drive.
In some cases, this recovery process formats your hard disk drive, erasing all files.
- 5 If you are not able to restore the operating system files to your computer's hard disk drive, see "HelpWare support and services" on page 107 for information on obtaining service.



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

If the problem is...

Here's what to do...

Audio disc does not automatically play when inserted into CD or DVD drive

Make sure you have enabled AutoPlay. To enable AutoPlay, follow these steps:

- 1 From the Windows desktop, double-click the **My Computer** icon.
- 2 In the My Computer window, double-click the **Control Panel** folder.
- 3 In the Control Panel window, double-click the **System** icon.
- 4 In the System Properties window, click the **Device Manager** tab.
- 5 Double-click the **CD-ROM** or **DVD-ROM** list item and then double-click the listed CD-ROM option.
- 6 In the Properties window, click the **Settings** tab.
- 7 Under **Options**, click the **Auto insert notification** check box to add a check to the box.
- 8 Click **OK** to exit the Properties window and save the setting.
- 9 Click **OK** to exit the System Properties window.



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

If the problem is...

Here's what to do...

Keyboard doesn't work or only some keys work

- 1 Make sure the keyboard cable is correctly and securely connected to the keyboard port (not the mouse port) on the back of the system unit.

The keyboard port has a purple label and this symbol next to it: 

- 2 Move your fingers across all of the keys. Make sure no keys are stuck.
- 3 Make sure that you have not disabled keys like the Rapid Access keys.
- 4 Make sure you are using a program that allows typing. Some programs do not.
- 5 Turn off the system, wait 15 seconds, and then turn the system on again.



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

If the problem is...

Here's what to do...

Mouse does not move the cursor

- 1 Move the mouse onto a mouse pad (or a similar surface) and try using it.
- 2 Make sure you are using a program that allows the use of a mouse. Some programs do not.
- 3 Make sure the mouse cable is correctly and securely connected to the mouse port (not the keyboard port) on the back of the system unit.
The mouse port has a green label and this symbol next to it: 
- 4 Turn off the system, wait 15 seconds, and then turn the system on again.
- 5 Clean the mouse. To clean the mouse, follow these steps:
 - a. Turn off the computer.
 - b. Disconnect the mouse cable from the system unit.
 - c. Turn the mouse upside down. Unlock the retainer on the bottom of the mouse by turning it counterclockwise. (On some models, you may have to turn it clockwise instead.) Now turn the mouse right side up, and the retainer and the ball will drop out.
 - d. Using a damp cloth, wipe the outside of the mouse and the retainer. Be sure to wipe the rollers inside the mouse.
 - e. Insert the ball and retainer. Lock the retainer by turning it clockwise. (On some models, you may have to turn it counterclockwise instead.)
 - f. Reconnect the mouse cable to the system unit.
 - g. Turn the computer on.



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

If the problem is...**Here's what to do...**

ScrollPoint II Mouse does not scroll windows

Make sure the program supports the scrolling mouse. Some programs do not.

Modem / communications errors

- 1** Make sure the telephone cord is securely connected. The *Setup Poster* shows how the cord should be connected.
 - 2** Make sure the telephone line works by plugging a working telephone into the same telephone outlet that the computer was plugged into. Then make sure you can place a call.
 - 3** Make sure you are calling the correct number, and that you are using the correct communications settings. For additional help, refer to the documentation for your communications software.
 - 4** Make sure no one is using the telephone while you are communicating with another computer.
 - 5** If you have call waiting, make sure it is disabled.
 - 6** If some communications programs work but others do not, there may be a configuration problem. For additional help, refer to the documentation for your communications software.
 - 7** Make sure your modem cord is connected to an analog telephone line. The local telephone company can help you determine the type of telephone line.
 - 8** Make sure the modem adapter card is installed correctly. For instructions on working with adapter cards, see the Aptiva Help.
-



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

If the problem is...

Here's what to do...

Printer error

- 1 Make sure the printer is turned on.
- 2 Make sure the printer cable is correctly and securely connected to the printer and to the parallel (printer) port on the back of the system unit.
The parallel port has this symbol next to it: 
- 3 Make sure the printer power cord is securely connected to an electrical outlet.
- 4 Make sure the printer is ready for printing. (On some printers, if the ready light is on, but not flashing, the printer is ready.)
- 5 If a printer driver is required, make sure the correct printer driver is selected in the software. For instructions on selecting a printer driver, see the online help files that came with the operating system.
- 6 Make sure the paper and the cartridge containing the print material (ink, ribbon, or toner) are loaded correctly.
- 7 Turn off the printer and computer and wait 15 seconds. Then turn on the printer first, followed by the computer.
- 8 If you are printing from Windows, look in the Device Manager to see if any error symbols appear for the port used by the printer. For information on Device Manager, see the online help files that came with the operating system.
- 9 If you are printing from DOS, make sure the Parallel Port option is not disabled in the Setup Utility. For information about Setup Utility options, see the Configuration topic in the Aptiva Help.



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

If the problem is...

Here's what to do...

Printer error

- 10** Make sure the Parallel Port Mode option in the Setup Utility is set to a mode that matches your printer. For information about Setup Utility options, see the Configuration topic in the Aptiva Help.
- 11** If you have other devices connected to the parallel port, disconnect them and connect only the printer. Try to print again.
- 12** Avoid using a printer cable that is more than 6 feet long.
For additional help, refer to the documentation that came with the printer.



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

Solving software problems

If the problem is...	Here's what to do...
Cannot open Aptiva Help	<ol style="list-style-type: none"><li data-bbox="320 423 974 516">1 Check Windows Explorer to make sure the files are installed. The Aptiva Help files are located in C:\IBMTOOLS\APTHELP.<li data-bbox="320 521 974 644">2 If the files are not in C:\IBMTOOLS\APTHELP, you can reinstall the files from the "Product Recovery and Diagnostics CD-ROM" by following the instructions in "To reinstall Aptiva Help:" on page 47.



Periodically use the IBM Update Connector to look for available updates for the software that came from the factory with your computer. For information about the IBM Update Connector, see the Aptiva Help.

If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

If the problem is...

Here's what to do...

Computer does not go on Standby

The following steps can be tried on systems that exit Standby when the system detects motion of the keyboard, mouse or drives:

- 1 Make sure you don't touch the mouse or keyboard, and don't start a program that involves using the modem or drives. These activities reset the timer.
- 2 Make sure you leave the mouse on a surface that does not vibrate. Leaving the mouse on top of your computer or on top of another machine may reset the timer before the set time has elapsed.
- 3 Allow a few minutes more than the specified time. Windows periodically accesses the hard disk drive for memory swapping and this activity resets the timer. Windows might access the hard disk drive for a short time after you last touched your computer.
- 4 Try disabling AutoPlay of the CD or DVD drives. When AutoPlay is enabled, the Power Management software may detect activity in the CD or DVD drive and keep the computer from going on Standby. For information about CD and DVD drive checking, see the Configuration topic in the Aptiva Help.
- 5 Make sure the computer is not receiving a fax or connected to the Internet or a bulletin board service (BBS).



Periodically use the IBM Update Connector to look for available updates for the software that came from the factory with your computer. For information about the IBM Update Connector, see the Aptiva Help.

If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

If the problem is...

Here's what to do...

The system does not turn off when you press the on/off switch

- 1 If running Windows, check the Power Management utility of the Control Panel. The system should behave according to this setting.
 - 2 If you are outside Windows (for example, in DOS), you may need to hold the On/Off button for 4 seconds to turn the power off.
 - 3 Enter the Setup Utility and select **Power Management**. Ensure that the Power Switch<4 sec. parameter is set to **Power Off**.
-

The system does not go into suspend when you press the on/off switch

- 1 If running Windows, check the Power Management utility of the Control Panel. The system should behave according to this setting.
 - 2 Enter the Setup Utility and select **Power Management**. Ensure that the Power Switch<4 sec. parameter is set to **Standby**.
-

The phone rings and the computer comes out of Standby, but a fax isn't received

- The fax software must be open and set to receive faxes. Refer to the documentation that came with your fax software to make sure it is set up to answer the phone.
 - In some cases, the computer may require additional rings before a fax is received. Allow the phone to ring a few more times.
-



Periodically use the IBM Update Connector to look for available updates for the software that came from the factory with your computer. For information about the IBM Update Connector, see the Aptiva Help.

If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

If the problem is...

Here's what to do...

The computer won't come out of Standby on Wake-Up On Ring

- 1 The modem software must be open when you put your computer on Standby.
 - 2 Check the System Utility to make sure both the Power Management setting and the Modem Wake-Up on Ring setting are enabled. Refer to "Using the Setup Utility" on page 99.
-

The computer won't take a message out of Standby

The answering machine software must be open and set to receive messages. (Not all systems contain the hardware and software required to receive voice messages.)

You pressed the system On/Off button, but the computer has not turned off

- Press the On/Off button on the front of the system unit and hold it for 4 seconds.
 - If the computer does not turn off after 5 minutes, see "HelpWare support and services" on page 107 for information on obtaining service.
-



Periodically use the IBM Update Connector to look for available updates for the software that came from the factory with your computer. For information about the IBM Update Connector, see the Aptiva Help.

If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

Solving monitor problems

If the problem is...

Here's what to do...

Discolored screen

- 1 Make sure that your monitor controls are adjusted correctly.
- 2 Move the monitor away from any equipment that might cause magnetic interference; for example, other monitors, external audio speakers, or microphones. (Some models of the computer come with microphones and speakers, which are shielded to prevent magnetic interference.) Turn off the monitor, wait 30 minutes, and then turn on the monitor again.
- 3 Select a new color palette setting. For instructions on working with color palette settings, see the online help files that came with the operating system.
- 4 Make sure the monitor cable is correctly and securely connected to the system unit.
- 5 If another monitor is available, connect it to your system unit. If the problem is corrected, something may be wrong with your monitor.
- 6 You may need to DeGauss your monitor. If the monitor you purchased came with a manual DeGauss feature, check the documentation that came with the monitor for information on how to use this feature.

Picture shape on monitor screen is poor

Adjust the monitor controls. For instructions, refer to the documentation that came with the monitor.



If any of these problems continue after taking the actions listed, refer to the documentation that came with your monitor. If you need service, see "HelpWare support and services" on page 107.

If the problem is...**Here's what to do...**

Display fonts appear cut off or pushed together

While your monitor resolution may let you change the font size, some programs do not support large fonts. Large fonts may cause words to appear cut off or pushed together. Check the display properties settings to verify that small fonts are selected. For instructions on working with display properties, see the online help files that came with the operating system.

White screen

- 1 Make sure the monitor cable is correctly and securely connected to the system unit.
- 2 Make sure the system is turned on.
- 3 If another monitor is available, connect it to your system unit. If the problem is corrected, something may be wrong with your monitor.

Flickering or unsteady picture on monitor screen

- 1 Select display settings for a lower resolution, fewer colors, or a higher refresh rate. For instructions on working with display properties, see the online help files that came with the operating system.
- 2 If your monitor is located close to another monitor, move the two monitors farther away from each other.

Screen is an intense yellow, magenta (purple or red-blue), or cyan (blue-green) color

Refer to the documentation that came with your monitor. If you need service, see "HelpWare support and services" on page 107.



If any of these problems continue after taking the actions listed, refer to the documentation that came with your monitor. If you need service, see "HelpWare support and services" on page 107.

If the problem is...

Here's what to do...

Adjustments from earlier use were not saved

You may have selected more user-definable modes than the monitor can save. When this occurs, the newest mode replaces the oldest mode. Use the monitor controls to adjust the image for the display mode you are using.

Any of the following:

- Totally blank screen
- No cursor is displayed
- Only the cursor is displayed
- Screen is unreadable
- Other monitor problems

- 1 If you have enabled the Standby feature, press the power button on the front of the system unit to take your system out of Standby.
 - 2 Make sure the monitor cable is correctly and securely connected to the system unit.
 - 3 Make sure the system unit and monitor power cords are securely plugged into electrical outlets.
 - 4 Make sure the system and monitor are turned on. (The power lights on the computer and the monitor are lit when the power is on.)
 - 5 Adjust the monitor controls.
 - 6 Change the background colors in your software program or try using a different software program.
 - 7 Turn off your computer, unplug the system power cord from the electrical outlet, wait 15 seconds, and then plug the power cord back into the electrical outlet. Restart the computer.
-



If any of these problems continue after taking the actions listed, refer to the documentation that came with your monitor. If you need service, see "HelpWare support and services" on page 107.

Solving audio, multimedia, and modem problems

If the problem is...

Here's what to do...

You installed new speakers and the audio is low or distorted

If your system is a machine type 2170 and you installed amplified speakers, read the "Installing amplified speakers" topic in the Aptiva Help to learn about the required jumper change to the system board.

You don't hear sound in Windows

- 1 Check your computer's volume controls. See the Help files that came with the operating system for information about setting volume.
- 2 Make sure your speakers are connected properly. If your speakers have a power light, make sure the light is lit. For instructions on connecting your speakers, refer to the *Setup Poster* or the instructions that came with your speakers.
- 3 Make sure the program you are using is designed for use in Windows. If the program is designed to run in DOS, it does not use Windows sound features and must be configured to use SoundBlaster Pro or SoundBlaster emulation.



If any of these problems continue after taking the actions listed, refer to any documentation that may have come with your modem and sound cards. If you find no solution there, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

If the problem is...

Here's what to do...

You don't hear sound when you play DOS games or use DOS programs

- 1 Make sure the game or program is configured to use SoundBlaster Pro or SoundBlaster emulation. Refer to the documentation that came with your DOS program for instructions on selecting sound card settings.
 - 2 Refer to the Aptiva help for information on running your DOS game or program in DOS mode.
 - 3 Shut down and restart your computer in MS-DOS mode. Then try to run the program again.
-

Joystick or gamepad does not work or does not work properly

- 1 Make sure that the joystick or gamepad is properly connected to the computer.
 - 2 You may need to recalibrate the joystick or gamepad. You can recalibrate a joystick or gamepad in the Joystick section of the Windows Control Panel.
 - 3 Refer to the documentation that came with the joystick or gamepad for additional troubleshooting information.
-



If any of these problems continue after taking the actions listed, refer to any documentation that may have come with your modem and sound cards. If you find no solution there, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

If the problem is...

Here's what to do...

When you try to use the modem, it doesn't work

1 If you added a modem, make sure it is installed properly.

2 Make sure your communications program is configured correctly. The following settings are suggested for compatibility:

- Modem type:
 - Generic Hayes-type modem
 - Hayes compatible error correcting
 - Hayes compatible high speed
 - User-defined modem
 - Hayes modem
 - Other

If you select a modem type of **Other**, you must include the proper modem initialization string. For most programs, the initialization string `AT&F` will work.

- Baud rate:
 - 115,200 Kbps or the maximum setting offered by your communications software
- COM port:
 - COM1

For help on how to configure, refer to the documentation that came with your communications program.



If any of these problems continue after taking the actions listed, refer to any documentation that may have come with your modem and sound cards. If you find no solution there, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

If the problem is...

Here's what to do...

Can't use second modem

If you added a second modem:

- Make sure that the telephone line is connected to the modem you want to use.
 - Make sure that the communications software you are using is properly configured to use the second modem.
 - Make sure that the second modem is properly configured. A second modem must use a different COM port and system IRQ from the first modem. For help on how to configure, refer to the documentation that came with your communications program.
-

When you try to use the modem, your computer or modem is unable to detect a dial tone

- 1 Make sure the telephone line is correctly connected to your computer. For instructions on connecting your computer to the telephone network, refer to the *Setup Poster*.
 - 2 Make sure no one is using the telephone.
 - 3 Make sure the telephone line is working.
 - 4 Add the modem command $\times 3$ to the initialization string for the communications program you are using. For help with changing the initialization string, refer to the documentation that came with your communications program.
-



If any of these problems continue after taking the actions listed, refer to any documentation that may have come with your modem and sound cards. If you find no solution there, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

Solving DVD problems

If the problem is...	Here's what to do...
Black screen instead of DVD video	<ol style="list-style-type: none">1 Restart the DVD player program.2 Close any open files, shut down Windows, and restart your computer.
DVD movie will not play	<ol style="list-style-type: none">1 Make sure that the disc surface is clean and not scratched.2 Check the disc for regional coding. You may need to purchase a disc with coding for the region in which you are using your computer.
No audio or intermittent audio while playing DVD movie	<ol style="list-style-type: none">1 Check the volume control settings in Windows or on your speakers.2 Make sure that the disc surface is clean and not scratched.3 Check all cable connections to and from the speakers.
Playback is very slow or choppy	<ol style="list-style-type: none">1 Disable any background programs, such as AntiVirus or Desktop Themes.2 Ensure that video resolution is set to less than 1152x864 bits.
Invalid disk or no disk found	<ol style="list-style-type: none">1 Ensure that a DVD video is in the drive with the shiny side of the disk facing down.2 Ensure that video resolution is set to less than 1152x864 bits.



If any of these problems continue after taking the actions listed, refer to any documentation that may have come with your modem and sound cards. If you find no solution there, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

Responding to error codes

Error code and description	Here's what to do...
Screen is black (no error code)	If you added hardware, remove it and restart the computer to see if the problem is corrected. If the problem is corrected, you may have installed your hardware incorrectly. Reinstall your hardware.
Beep occurs in Power-On Self-Test (POST)	<ul style="list-style-type: none">• If you <u>installed memory modules or adapter cards</u>, make sure you installed them correctly.• If you <u>did not install memory modules or adapter cards</u>, see "HelpWare support and services" on page 107 for information on obtaining service.
Press <Esc> to turn off NMI or other key to reboot	<ol style="list-style-type: none">1 Press Esc to turn off the Non-Maskable Interrupt (NMI) and proceed to boot the system.2 Press any other key to reboot the system. For information on the Setup Utility options, see the Aptiva Help.
111 I/O Parity Error	Load the Setup default settings and reboot the system. For more information on using the Setup Utility, see "Using the Setup Utility" on page 99.
127 CPU Clock Mismatch	If you changed your processor, this is expected; otherwise, load the default settings in Setup. For more information on using the Setup Utility, see "Using the Setup Utility" on page 99.
151/163 Real Time Clock Error	Enter the Setup Utility and reset the date and time. For more information on using the Setup Utility, see "Using the Setup Utility" on page 99.
Date and time incorrect	
	<i>If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.</i>

Error code and description **Here's what to do...**

161
CMOS Battery is Bad

Load the Setup default settings and reset the date and time. If it reoccurs, replace the battery. For more information on using the Setup Utility, see "Using the Setup Utility" on page 99.

162
CMOS Checksum Error

Load the Setup default settings and reboot the system. Also, check the date and time. For more information on using the Setup Utility, see "Using the Setup Utility" on page 99.

162
Equipment Configuration Error

- 1 This message appears together with other specific error messages indicating the device with an error. First, find the device error message in this table and do the corresponding action.
- 2 Enter the Setup Utility and change the required settings.
For information on the Setup Utility options, see the Aptiva Help and the Setup Utility help.

164
Memory size changed

If you removed the memory, this is expected. If you did not remove the memory, do the following:

- 1 Make sure the DIMMs are properly installed, then reboot the system.
- 2 If you still receive the error message after doing option 1, the DIMMs may be defective. Change the DIMMs.
For instructions on working with system board components, see the Aptiva Help.



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

Error code and description	Here's what to do...
201 Memory Error at MMMM:SSSS:0000h (R:xxxxh, W:xxxxh)	<ol style="list-style-type: none">1 Make sure the DIMMs are properly installed, then reboot the system.2 If you still receive the error message after doing option 1, the DIMMs may be defective. Change the DIMMs. For instructions on working with system board components, see the Aptiva Help.
301 PS/2 Keyboard Error or Keyboard Not Connected	<ol style="list-style-type: none">1 Plug in the keyboard properly and reboot the system.2 If the error still shows after doing option 1, change your keyboard. It may be defective.
303 PS/2 Keyboard Interface Error	<ol style="list-style-type: none">1 Plug in the keyboard properly and reboot the system.2 If the error still shows after doing option 1, change your keyboard. It may be defective.
648 Floppy Drive(s) Write Protected	<ol style="list-style-type: none">1 Make sure the diskette protection tab is set correctly.2 Enter the Setup utility. Select Advanced Options then Security Options. Make sure that the Diskette Drive parameter is set to Normal. For information on using the Setup Utility, see "Using the Setup Utility" on page 99.
	<p><i>If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.</i></p>

Error code and description **Here's what to do...**

662
Floppy Disk Controller Error

Load the Setup default settings in the Setup Utility. For information on using the Setup Utility, see "Using the Setup Utility" on page 99.

662
Floppy Drive A Error

- 1 Make sure that the Diskette Drive A parameter setting within the Setup Utility is correct. For information on Setup Utility options, see the Aptiva Help and the Setup Utility help.
- 2 Make sure the diskette drive signal cable is properly connected to the drive and to the system board.
- 3 Make sure the drive power cable is properly plugged in.
- 4 If the error still shows after doing steps 1 to 3, the diskette drive may be defective.

662
Onboard Floppy Drive Conflict(s)

- 1 Remove all the add-on cards in the system.
- 2 Power on the system to see if it works without the cards.
- 3 Re-install the cards one by one to determine which of the cards caused the error.
- 4 After determining the defective card or cards, replace the cards.
For instructions on installing add-on cards, see the Aptiva Help.



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

Error code and description	Here's what to do...
962 Onboard Parallel Port Conflict(s)	Enter the Setup Utility and do any of the following: <ul style="list-style-type: none">• Change the onboard parallel port I/O address and IRQ or disable it.• Change the add-on card parallel port I/O address and IRQ then reboot the system. For information on the Setup Utility options, see the Aptiva Help.
1162 Onboard Serial Port Conflict(s)	Enter the Setup Utility and do any of the following: <ul style="list-style-type: none">• Change the onboard serial port I/O address and IRQ or disable it.• Change the add-on card serial port I/O address and IRQ then reboot the system. For information on the Setup Utility options, see the Aptiva Help.
1755 Hard Disk Drive(s) Write Protected	Enter the Setup Utility and make sure that the Hard Disk Drive parameter setting is set to Normal . For information on the Setup Utility options, see the Aptiva Help.
	<i>If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.</i>

Error code and description Here's what to do...

1762

**Onboard IDE Channel
Address Conflict(s)**

- 1 Remove all the add-on cards in the system.
- 2 Power on the system to see if it works without the cards.
- 3 Reinstall the cards one by one to determine which of the cards caused the error.
- 4 After determining the defective card or cards, enter the Setup Utility and set the Reset Resource Assignments parameter setting to **Yes**, then reboot the system.
- 5 If the problem still shows, set the Onboard IDE Primary/Secondary Channel parameter to **Disabled**, then reboot the system.
For instructions on installing add-on cards, see the Aptiva Help.

1780

**IDE Primary Channel
Master Drive Error**

- 1 Make sure the IDE signal cable is properly connected to the drive and to the system board.
- 2 Make sure the drive power cable is properly connected.
- 3 Enter the Setup Utility and make sure that the IDE Primary Channel Master parameter setting is set to **Auto**. For information on the Setup Utility options, see the Aptiva Help and the Setup Utility help.
- 4 If the error still shows after performing the above steps, the IDE drive may be defective. For more information on using the Setup Utility, see "Using the Setup Utility" on page 99.



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

Error code and description Here's what to do...

1781

**IDE Primary Channel
Slave
Drive Error**

- 1 Make sure the IDE signal cable is properly connected to the drive and to the system board.
- 2 Make sure the drive power cable is properly connected.
- 3 Enter the Setup Utility and make sure that the IDE Primary Channel Slave parameter setting is set to **Auto**. For information on the Setup Utility options, see the Aptiva Help and the Setup Utility help.
- 4 If the error still shows after performing the above steps, the IDE drive may be defective. For more information on using the Setup Utility, see "Using the Setup Utility" on page 99.

1782

**IDE Secondary Channel
Master
Drive Error**

- 1 Make sure the IDE signal cable is properly connected to the drive and to the system board.
- 2 Make sure the drive power cable is properly connected.
- 3 Enter the Setup Utility and make sure that the IDE Secondary Channel Master parameter setting is set to **Auto**. For information on the Setup Utility options, see the Aptiva Help and the Setup Utility help.
- 4 If the error still shows after performing the above steps, the IDE drive may be defective. For more information on using the Setup Utility, see "Using the Setup Utility" on page 99.



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

Error code and description Here's what to do...

1783

**IDE Secondary Channel
Slave
Drive Error**

- 1 Make sure the IDE signal cable is properly connected to the drive and to the system board.
- 2 Make sure the drive power cable is properly connected.
- 3 Enter the Setup Utility and make sure that the IDE Secondary Channel Slave parameter setting is set to **Auto**. For information on the Setup Utility options, see the Aptiva Help and the Setup Utility help.
- 4 If the error still shows after performing the above steps, the IDE drive may be defective. For more information on using the Setup Utility, see "Using the Setup Utility" on page 99.

1800

**IRQ Setting Error
PnP ISA Card(s) Disabled**

- 1 Enter the Setup Utility and set the Reset Resource Assignments to **Yes**, then reboot the system.
- 2 If the error message reappears, determine which onboard device is least necessary and disable it under the Input/Output Ports menu in Setup. For information on the Setup Utility options, see the Aptiva Help and the Setup Utility help.

1801

**Expansion ROM
Allocation Failed**

- 1 Enter the Setup Utility and set the Reset Resource Assignments to **Yes**, then reboot the system.
- 2 Change the I/O expansion ROM address. For information on the Setup Utility options, see the Aptiva Help and the Setup Utility help.



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

Error code and description	Here's what to do...
----------------------------	----------------------

1802

I/O Resource Conflict(s)

- 1 Enter the Setup Utility and set the Reset Resource Assignments to **Yes**, then reboot the system. For information on the Setup Utility options, see the Aptiva Help and the Setup Utility help.
 - 2 If the error message reappears, determine which onboard device is least necessary and disable it under the Input/Output Ports menu in Setup. For information on the Setup Utility options, see the Aptiva Help and the Setup Utility help.
-

1803

Memory Resource Conflict(s)

- 1 Enter the Setup Utility and set the Reset Resource Assignments to **Yes**, then reboot the system. For information on the Setup Utility options, see the Aptiva Help.
 - 2 If the error message reappears, determine which onboard device is least necessary and disable it under the Input/Output Ports menu in Setup. For information on the Setup Utility options, see the Aptiva Help.
-



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

Error code and description **Here's what to do...**

1962

Insert system diskette and press <Enter> to reboot

- 1** Insert a system diskette into drive A and press **Enter** to reboot the system.
 - 2** If the system works when you boot from drive A, your hard disk may have a problem.
 - 3** Make sure that your hard disk is properly installed. Check all cable connections.
For information on the Setup Utility options, see the Aptiva Help and the Setup Utility help.
-

8601/8603

PS/2 Pointing Device Interface Error

- 1** Make sure that the mouse is plugged in the PS/2 mouse port, then reboot the system.
 - 2** If the error still shows after doing option 1, replace the PS/2 mouse. It may be defective.
-



If any of these problems continue after taking the actions listed, run the diagnostics programs that came with your computer. If you need service, see "HelpWare support and services" on page 107.

Recovering factory installed programs and files



Note

Some models ship with the ConfigSafe program, which runs in the background. ConfigSafe automatically takes a snapshot of your configuration files. Before doing a full recovery, you might want to start ConfigSafe and restore system files to see if an earlier snapshot might fix your problem.

Your Aptiva PC came with programs and files installed on the hard disk drive. These pre-installed programs and files are also included on the "Product Recovery and Diagnostics CD-ROM" disc. In some cases, the original programs and files on the hard disk drive can become corrupted. If this happens, you will need to reinstall them on the hard disk drive.

You may also install programs and create your own files. When you install programs, the installation process can change certain configuration files that the operating system uses. You should make regular backup copies of these configuration files and any files you created. For information on backing up files, see the Aptiva Help.

When you make backup copies of the operating system configuration files, you should copy the original directory structure. When you reinstall the files, you must put them into the original directory structure. If you do not, the computer may not work properly.

To recover the factory installed system and program files, follow these steps:

Note: All personal data in the computer will be lost.

- 1 Make sure your computer is turned on.
- 2 Make backup copies of configuration files and any files you created. For information on backing up files, see the Aptiva Help.
- 3 Insert the "Product Recovery and Diagnostics CD-ROM" disc into your CD or DVD drive.
- 4 Make sure you do not have a diskette, CD, or DVD in any other drive.
- 5 Shut down and turn off your computer.

- 6 Wait 15 seconds.
- 7 Turn on your monitor and computer.
- 8 When you see the IBM Product Recovery Program Main Menu, select **Full Recovery** and follow the instructions on the screen.
- 9 Remove the disc before you restart your computer at the end of the recovery.
- 10 After the Aptiva software has been reinstalled, copy your personal configuration and data files back into their original directories on the hard disk drive.

If you need to use the "Product Recovery and Diagnostics CD-ROM" disc, you should make sure that the Setup Utility is set up to use the CD or DVD drive before the hard disk. The CD or DVD drive is set at the factory as the first startup device. For more information about selecting startup devices in the Setup Utility, see the Setup Utility help.

Reinstalling device drivers

When you reinstall device drivers, you are changing the current configuration of your computer. Only reinstall device drivers if you know that it is necessary to do this in order to correct a problem on your computer. Copies of the device drivers that came preinstalled on your Aptiva are located on the Aptiva "Product Recovery and Diagnostics CD-ROM" in a folder called "Drivers" .

If you need to reinstall a device driver, refer to the "Drivers" folder on the CD-ROM and choose the appropriate device subfolder. Drivers can be reinstalled using one of the following methods:

- In the device subfolder, look for a "Readme.txt" or another file with the ".txt" extension. Sometimes this file may be named after the operating system, such

Troubleshooting

as "Win98.txt". The text file will contain information on how to reinstall that device driver.

or

- Use the Add New Hardware program (located in the Control Panel) to reinstall the driver. Not all drivers can be reinstalled in this manner. If the device subfolder contains an ".inf" file, you can use the Add New Hardware program. In the Add New Hardware program, when prompted for the device driver you want to install, select **Have Disk**, and **Browse**. Then select the appropriate device driver file from the Aptiva "Product Recovery and Diagnostics CD-ROM"

or

- In the device subfolder, look for a Setup.exe file. Double-click on the Setup.exe file and follow the instructions on the screen.

Chapter 5

Setup Utility

Your IBM Aptiva Personal Computer comes ready to use. You can use the Setup Utility and the Windows Device Manager to view your computer's configuration settings.

You can also use the Setup Utility to change some configuration settings. If you add or replace hardware inside your computer, you might need to verify or update specific settings.

This chapter contains instructions for how to use the Setup Utility. If you need additional information about the Setup Utility options, see the Setup Utility help.

Using the Setup Utility

The Setup Utility lets you view and change configuration settings for hardware installed in your computer. You might need to use the Setup Utility if you upgrade the hardware in your computer or if you get an error message while using your computer.

Automatic changes

In most cases, your computer's Basic Input/Output System (BIOS) can make changes automatically. When you install new hardware, the BIOS detects it during the Power-On Self-Test (POST) and automatically updates the Setup Utility.

Manual changes

In some cases, your computer will not make changes automatically. For example, if you install hardware that does not meet Plug and Play requirements, you will need to start the Setup Utility and make changes manually.

The Setup Utility includes the following hardware and configuration information:

- Processor speed
- System, cache, and video memory
- Disk drives
- Serial and parallel ports
- Power Management features
- Plug and Play and PCI resource assignments
- Startup options
- Model information
- Date and time
- Security options

You will not be able to change some Setup Utility options like system and model information because they contain information about the system. Other options let you control how your computer operates. For example, you can use the Setup Utility to:

- Create or change a power-on password.
- Reduce energy consumption with Power Management features.
- Enable or disable the system memory test.

Starting the Setup Utility

Sometimes, when you get an error message, your computer displays a message window with an error code and a description of the problem. When this occurs, you can press the **F1** key to start the Setup Utility. Otherwise, to access the Setup Utility, you must either start or restart your computer.

Setup Utility

To start the Setup Utility when your computer is on, follow these steps:

- 1 Save all open files and close all software programs.
- 2 Click the **Start** button on your Windows desktop.
- 3 Click the **Shut Down** option.
- 4 From the Shut Down Windows window, click **Restart the computer** and then click the **Yes** button.
- 5 When the following screen appears, press the **F1** key:



To start the Setup Utility when your computer is off, follow these steps:

- 1 Turn on your monitor.
- 2 Turn on your system.

3 When the following screen appears, press the **F1** key:

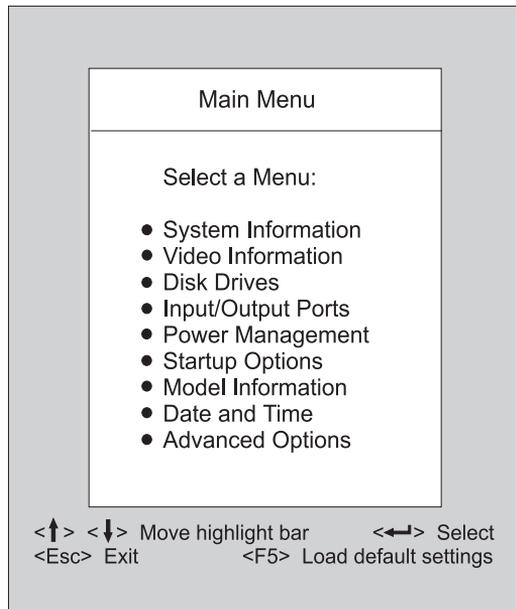


The Setup Utility Main Menu appears:



Note

The Main Menu you see on your computer may look slightly different from the menu shown here, but it will operate the same way.



Working with the Setup Utility menus

The Setup Main Menu lists system configuration options. When you select one of these options, a menu for that option appears.

To move through menus, use the following keys:

Keys	Function
↑ ↓	Use these arrow keys to highlight an option on the menu. (Press the Enter key to choose the option.)
← →	Use these arrow keys to make a selection and change an option's setting. On some menus, you can use these keys to move from one field to another.
Enter	Press this key to choose a highlighted option from a menu.
Esc	After viewing or making changes to the settings on a menu, press this key to exit the menu.
F1	Press this key if you want help for a selected item in a menu.
F5	Press this key if you want to load the factory default settings from the Main Menu.



Note

Not all keys on the list are available on every menu. The available keys appear on the bottom of that menu.

Viewing system information and model information

To view general hardware information about your computer, select the **System Information** option from the Setup Main Menu. The items displayed in the System Information menu are not configurable.

Setup automatically updates this menu when you do either of the following:

- Add or change hardware on your computer
- Make changes to other menus in Setup and save those changes

To view other computer information such as the model number, serial number, and the BIOS version and date, select the **Model Information** option from the Setup Main Menu. Like in the System Information menu, the items displayed are not configurable.

Changing parameter settings

In the Setup menus, all configuration information that you can change is enclosed in brackets like these: []. You cannot change any information that is not enclosed in brackets. Use the up or down arrow keys to highlight options then press **Enter** to display a menu. When changing the setting of a particular parameter, highlight the setting then use the left or right arrow key to change the setting. Refer to the Setup Utility help for details on the configurable parameters in each menu.

Loading the default settings

When you purchase an Aptiva computer, it is already configured for use. The original configuration settings, also called *factory* or *default settings*, are stored in the

Setup Utility

CMOS. Setup includes an option **Load default settings** that lets you reload the original configuration at any time.

To reload the default settings, follow these steps:

- 1 From the Main Menu, press **F5**. A dialog box appears confirming if you want to load the default settings.
- 2 Use the left arrow key to select **Yes**, then press **Enter**.
- 3 Press **Esc** to exit Setup. A dialog box appears saying "Do you want to save settings?"
- 4 Use the left arrow key to select **Yes**, then press **Enter** to save the changes in CMOS. You must load the Setup default settings in the following instances:
 - when you replace the system battery
 - when you customize your system configuration settings and some resource assignments conflict causing the computer to stop responding.

Exiting Setup

Press **Esc** to return to the Main Menu when you have finished viewing settings and making changes. From this location, you can exit Setup and save your changes or exit without saving your changes.

Follow these steps to exit setup:

- 1 From the Main Menu, press **Esc** to exit Setup.
- 2 Do either of the following:
 - If you would like to save your changes, press the left arrow key to select the option **Yes** then press **Enter** to save your changes and exit Setup.
 - If you do not want to save your changes, press the right arrow key to select the option **No** then press **Enter**, to exit Setup without saving.

Chapter 6

HelpWare support
and services

HelpWare support and services

What do I do first?

What is IBM HelpWare?

IBM HelpWare is a comprehensive set of technical support and service options.

From 30-day "Up and Running" support to help with popular programs, IBM HelpWare has a variety of services and solutions for you. These options are available from IBM whenever you need help for as long as you own your IBM Aptiva Personal Computer. Even when your warranty period expires, HelpWare will still be there to support you with services available for purchase.

Read on to find out when and what methods of support are available at no additional charge and when charges will apply.

Need quick help?

There are two ways to get help quickly from IBM:

Internet	Please refer to the section titled "How do I get help electronically?" on page 112 for your country's Internet address.
Telephone	Please refer to the section titled "How and when do I contact the IBM PC HelpCenter?" on page 114 for information about the telephone services of HelpWare.

What can I do on my own?

Sometimes you can quickly solve problems that you may have with your computer. We've given you several different methods you can use to solve problems on your own. If you need to, you can still contact IBM for support. There is more information about telephone support in the section titled "How and when do I contact the IBM PC HelpCenter?" on page 114.

Printed documentation. The documentation that came with your computer contains information about troubleshooting hardware and software problems. This information begins with the quick step-by-step guide on page 55 which can help you diagnose hardware and software problems. Once you know the nature of the problem, you can follow the instructions in the "Troubleshooting" section on page 51. Just match the description or error codes with your question and follow the instructions to solve the problem!

HelpWare support and services

Online documentation. Your computer also came with several online resources you can use to solve problems.

Help files. The operating system and most preloaded programs on your computer contain online Help files. The Aptiva Help contains information about upgrading hardware, using software, and many other common computer tasks. Help files may also contain information for questions on how to solve problems and prevent future trouble.

Readme files. Most operating systems and software programs also come with a file named README.TXT. This is a text file that contains important information about the program. You can read README.TXT files by opening them in any text file editor on your computer. If an Aptiva Readme file is provided, it is named APTIVA.TXT.

Software. Your computer came with several software programs which can help you solve problems or find answers to your questions.

Diagnostics. Your computer came with a diagnostic program which can help identify problems you may have with your computer. You can run the *PC Doctor* diagnostic program from *Access Aptiva* in Windows or the "Product Recovery and Diagnostics CD-ROM" disc.

The Windows version of PC Doctor works through the Windows operating system to find system software problems. The "Product Recovery and Diagnostics CD-ROM" contains the MS-DOS version of the PC Doctor diagnostics program. This system utility performs tests directly on the hardware. It is important to run both of these programs before you contact the IBM PC HelpCenter. If you have not yet installed the Windows version of PC Doctor, you must first install the program from the "Software Selections CD-ROM" that came with your computer.

IBM Update Connector. This program allows you to connect to the IBM PC HelpCenter to receive updates for some of the software that came with your system and download them. Once you have received the files, you can begin the automated installation process. IBM Update Connector is available to registered Aptiva customers during the warranty period at no additional charge. Telephone line charges may apply.

How do I get help electronically?

Electronic support

There are many different ways to receive technical support and information if you have questions or problems. Electronic support is easy to use, quick, and very thorough. Best of all, the only charges that typically apply are the ones you pay to your telephone company or the company you use to log onto the World Wide Web. Here are some of the electronic support options that you can use.

Internet. You can use the Universal Resource Locator (URL) to contact us on the Internet. When you link to the IBM Aptiva PC support home page, you can search for technical tips, download update drivers and find out about many other things.

For the United States, Canada, Australia, and New Zealand, you can visit the IBM Aptiva PC support Internet site at this URL:

```
http://www.ibm.com/pc/  
support?page=IBM+Aptiva
```

For other countries, use the following URL:

```
http://www.ibm.com/pc/xx/aptiva.html
```

HelpWare support and services

Replace xx with the letters for your country according to the following table:

Austria	AT
Belgium	BE
Denmark	DK
Finland	FI
France	FR
Germany	DE
Ireland	UK
Italy	IT
Luxembourg	BE
The Netherlands	NL
Norway	NO
Spain	ES
Sweden	SE
Switzerland	CH
UK and Ireland	UK
US	US

You can access the IBM Knowledge Base from the Web sites. The IBM Knowledge Base is a tool that is used to diagnose common technical problems. In order to use the Knowledge Base, you must first connect to the IBM

Aptiva PC Support page and complete a personal profile. Use the IBM Knowledge Base for troubleshooting and step-by-step solutions.

Online services. Online services are companies which provide a wide variety of services like electronic mail, newsgroups, and special forums. These companies provide IBM forums where customers can receive technical support and information about IBM products.

America Online. If you want to use America Online to find information related to IBM products and services, use the "Go to" keyword `IBM connection`.

Automated Fax. In the United States and Canada, if you have a touch-tone telephone and access to a fax machine, you can receive information by fax 24 hours a day, 7 days a week.

To access the Automated Fax System:

- In the United States, call 1-800-426-3395.
- In Canada, call 1-800-465-3299.

Follow the recorded instructions and the information you request will be sent to the fax machine you specify.

A catalog (approximately 40 pages) of Automated Fax topics is available.

How and when do I contact the IBM PC HelpCenter?



Note

For help with installing or "how to" questions for software, see "How and when do I purchase additional support?" on page 120.

What help can I get by telephone?

Sometimes you may have a problem that you just can't solve and we understand that it can be frustrating. This document contains several problem-solving options you can use. See the "Quick step guide" on page 55 for troubleshooting information before you call the IBM PC

HelpWare support and services

HelpCenter. If you have completed the problem-solving steps in the "Troubleshooting" chapter and you still need help, you may need to call the IBM PC HelpCenter.

System experts are available to help answer your questions. Depending upon the type of problem, there may be charges for some calls and not for others. This section contains information about which calls you will be charged for and which calls you will not. You will be required to register your computer to receive telephone support.

30-day "Up and Running" support. If you have questions about setting up your system, we're here to help. Within the first 30 days that you have your computer, you can call us at no additional charge to ask questions about:

- setting up your system and attaching a monitor and printer
- starting the preloaded operating system
- starting the preloaded and bundled software programs

Long distance telephone charges may apply. We will calculate the 30 days from the date of purchase.

Software technical support. If you need help setting up or installing the preloaded or bundled software programs during the 30-day "Up and Running" support period, technical support representatives will help you install (or reinstall) the software that came with your computer if necessary. HelpCenter technicians will ensure that the program is successfully loaded so that you can start the program. Support for your "how to" questions about software programs is available for a fee. For more information, see "How and when do I purchase additional support?" on page 120.



Note

Make sure you write down your date of purchase and keep your receipt in a safe place. You may be required to present your proof of purchase to receive service under your limited warranty.

Additional support. There are times you may need additional assistance after the 30-day "Up and Running" support period. You may also require "how to" help and support as you use your Aptiva PC. IBM PC HelpCenter technicians can assist you for a fee. For more information, see "How and when do I purchase additional support?" on page 120.



Note

To find your machine and model type as well as your serial number, look on the front lower right corner of the system unit.

Hardware warranty service. In some cases, the Aptiva PC that you purchased may not function as warranted. If this happens, during the period of your warranty, the IBM PC HelpCenter will provide warranty service for IBM factory installed hardware.

Your Aptiva is subject to the terms of the *IBM Statement of Limited Warranty and IBM Program License Agreement* which are included with your computer. Please read these terms carefully.

If your computer needs to be serviced, please provide the servicer with the Aptiva "Product Recovery and Diagnostics CD-ROM" that came with your computer. This will help the servicer to complete the required service.

If your computer is having a problem that is not covered by the warranty, see "How and when do I purchase additional support?" on page 120.

Before you call...

The information in the following three steps will provide the IBM PC HelpCenter technical support representative with valuable information that will assist him/her when handling your call. It will also help reduce the amount of time it takes to diagnose problems and answer questions.

- 1 Register your computer with the online IBM Registration form that came installed on your computer.



Note

If your call is not covered by 30-day "Up and Running" support or the warranty, you will be required to provide a major credit card number for support.

HelpWare support and services

- 2 If possible, run both the DOS version and the Windows version of PC Doctor diagnostics. Save and print the log files created by both the DOS and Windows versions of diagnostics so that you can provide these for the technical support representative to review. (The log file created in the Windows version is automatically saved in C:\PCDR\detailed.txt.) For information on how to use the PC Doctor diagnostics, please refer to the "Troubleshooting with the Product Recovery and Diagnostics CD-ROM" help topic in the Aptiva Help on your computer.
- 3 When you contact the IBM HelpCenter, you will be required to provide the following information:

Name

Address

Telephone number

Machine and model type:

(find it on the front panel, behind the door)

Serial number:

(find it on the front panel, behind the door)

Registration number:

_____ (when you receive one)

Date of purchase:

- description of the problem
- exact wording of any error messages
- hardware and software configuration information for your system

If your call is not covered by 30-day "Up and Running" support or the Limited Warranty, you may be required to provide a major credit card number for support. You will not be billed if it is determined that your call is covered under "Up and Running" support or the Limited Warranty.

Please be at your computer when you call.

If your country is not listed, contact your IBM reseller or IBM marketing representative.

Country	Phone Number	Hours of Operation
Australia	13-14-26	9am - 9pm (EST - Australia) 365 days a year
Austria	1 546 325 102	8am - midnight CET Monday - Friday
Belgium (Flemish)	02-714-3504	8am - midnight CET
Belgium (French)	02-714-3503	8am - midnight CET

HelpWare support and services

Country	Phone Number	Hours of Operation
Canada	1-800-565-3344	24 hours a day, 7 days a week (excluding holidays)
Denmark	3525-6904	8am -midnight CET
Finland	(09) 2294 3004	8am -midnight CET
France	01-6932-4004	8am -midnight CET
Germany	069-6654-9004	8am - 8pm CET Monday - Friday
Ireland	01-8159208	7am - 11pm GMT
Italy	02-4827-7003	8am -midnight CET
Luxembourg	298-977-5058	8am - midnight CET
New Zealand	0800-733-222	9am - 9pm (EST - Australia) 365 days a year
The Netherlands	020-504-0530	8am - midnight CET
Norway	2-305-0304	8am - midnight CET
Portugal	01 791-5147	9am - 7pm GMT
Spain	91-662-4261	8am - midnight CET
Sweden	08-632-0051	8am - midnight CET
Switzerland (German)	0848 80 55 00	8am - 8pm CET Monday - Friday
Switzerland (French)	0848 80 55 00	8am - midnight CET
UK	01475-555 001	7am - 11pm GMT
US and Puerto Rico	1-919-517-2800	24 hours a day, 365 days a year (response times may vary)

In the United States and Canada, the support representative may also be able to fax or mail additional technical or product information to you, such as:

- sales information
- product brochures
- locations of IBM resellers
- services available through IBM

If you need help with a specific program or if you need help after your warranty has ended, these services are available for a fee. For more information about additional services, see “How and when do I purchase additional support?”.

How and when do I purchase additional support?

Purchasing additional HelpWare services

During and after the warranty period for your computer, you can purchase additional HelpWare services. Our Enhanced PC Support service includes assistance with the following items:

- assistance with installing, configuring, and using selected software applications
- using the operating system
- setting up and using multimedia drivers
- installing and configuring out-of-warranty IBM PC products

You can purchase support in the following ways:

Note: All of the following support options are available in all countries unless otherwise noted.

HelpWare support and services

900 number. In the United States and Canada, to receive immediate support from an IBM PC HelpCenter technical support representative you can call the 900 number. Your local telephone company will bill you by the minute for each call. Persons under age 18 must have permission of a parent or legal guardian prior to placing the call.

United States	For installing and configuring in-warranty IBM Aptiva products: 1-900-555-HELP(4357)	Monday - Friday 9am to 9pm Eastern Time	\$2.99 (US currency) per minute beginning after the first minute
	For using application software and for out-of-warranty IBM products: 1-900-555-CLUB(2582)	Monday - Friday 9am to 9pm Eastern Time	\$2.99 (US currency) per minute beginning after the first minute
Canada	1-900-565-9988	24 hours a day	\$3.50 (Canadian currency) per minute

Flat rate. You may call the IBM PC HelpCenter to purchase support for a single incident or multiple incidents (in Canada, call the toll free number listed on page 114). The flat-rate option is not available in Australia or New Zealand.

Single incident. The single incident option allows you to pay a flat fee for each individual problem you need to resolve.



Note

In most countries, all available options are payable by credit card only. In Australia, all options are payable by credit card, cheque, or money order.

3-incident pack. The 3-incident pack allows you to purchase a block of problem resolutions at a discount from the single incident price. The 3-incident pack expires one year from the date of purchase.

5-incident pack. In Australia and New Zealand, the 5-incident pack allows you to purchase a block of problem resolutions at a discount from the single-incident price. The 5-incident help pack expires one year from the date of purchase.

10-incident pack. In the United States, Canada, Australia, and New Zealand, the 10-incident pack allows you to purchase a block of problem resolutions at a discount from the single-incident price. The 10-incident pack expires one year from the date of purchase.

An incident is a request for telephone assistance about a single question or problem. An incident may involve multiple conversations or actions which may include (but are not limited to):

- your initial request
- research by IBM
- a call back from IBM to you.

Requests for assistance on multiple questions or problems will be considered as multiple incidents.

To order additional support packages.

- Refer to page 118 for the phone numbers and hours of operation in your country.

HelpWare support and services

- In the United States and Canada, use the following part numbers when you call:

	US Part Number	Canadian Part Number
single incident	2419720	EPCS1
3-incident pack	2419721	EPCS3
10-incident pack	2419722	EPCS10

For more information

The Enhanced PC Support service is available for products on the Supported Products list. To receive a brochure of the Enhanced PC Support service or a Supported Products list from our automated fax system:

- In the United States:
 - 1 Call 1-800-426-3395.
 - 2 Select option 1.
 - 3 Select option 1.
 - 4 Enter one of the following document numbers:
 - For a brochure, enter 11690 and press the # key.
 - For a supported products list, enter 11682 and press the # key.
 - 5 When you have finished, press 1.
 - 6 Enter your fax number and press the # key.
- In Canada, contact IBM HelpFax:
 - 1 Call 1-800-465-3299.
 - 2 Select appropriate language.

- 3 Select option 1.
- 4 Select option 1.
- 5 Enter one of the following document numbers:
 - For a brochure, enter 16129.
 - For a supported products list, enter 16130.
- 6 Follow the instructions given to complete the call.
 - In all other countries, contact your IBM reseller or IBM marketing representative.

Express Maintenance

Customers in the United States and Canada have “Express Maintenance” which is a parts exchange service that allows IBM HelpCenter personnel to replace selected in-warranty hardware parts and ship them directly to your door. This means you won’t have to completely disassemble your computer and take it to an authorized IBM servicer for repair. Some servicers function as drop-off points that may send your system to another location for repair.

When you call for Express Maintenance at 1-919-517-2800, your credit card information will be requested, but it will not be billed if you return the defective part to IBM within 30 days of your receipt of the new part. If the part is not returned within 30 days, your card will be charged the full retail price of the part. Credit card information will not be made available to anyone outside IBM.

Chapter 7

Adding and
removing hardware

Adding and removing hardware

This chapter contains basic information about:

- adding and removing drives
- identifying system board components.



Danger!

Electrical current from power, telephone, and communications cables is hazardous. To avoid shock hazard, use the steps described in this section to disconnect cables when installing, moving, or opening the cover of this product.

These instructions do not contain complete information about each option you can install in or remove from your computer. Also, these instructions do not imply whether the drive bays in your model are empty or populated at the factory.

Your computer came with instructions that are located on the hard disk drive. You can find this information through the *Access Aptiva* area on your Aptiva customized desktop.

If you decide to upgrade or replace any hardware in your computer, you will need to print the instructions for that hardware. See page 45 for the steps to access the Aptiva Help.

Preparing to work with the computer

Before you make any changes to hardware in your computer, you must turn off and unplug the computer.



Danger!

To avoid shock hazard, do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.

To disconnect

- 1 Turn off the computer and any attached devices that have their own power switches.
- 2 Unplug all power cables from electrical outlets.
- 3 Disconnect all communication cables (such as modem or network cables) from communication outlets.
- 4 Disconnect all cables and cords from the computer; this includes power cords, signal cables from external devices, communication cables, and any other cables attached to the computer.

Opening the system unit

The system may come in either a minitower or microtower housing. Refer to the section that matches your system.

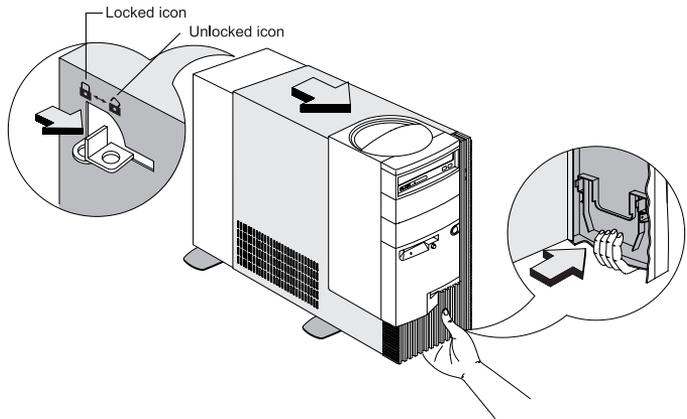


Note

If you have trouble releasing the lock, make sure that the cover is pushed all the way back.

Opening a minitower system unit

- 1 Release the lock that secures the cover at the back of the machine by pressing it toward the unlocked icon.
- 2 Slip your hand underneath the front panel, reach for the handle and pull it to fully release the cover.
- 3 Slide the cover forward to remove it completely. The cover slides along the grooves that run on the sides of the system unit.

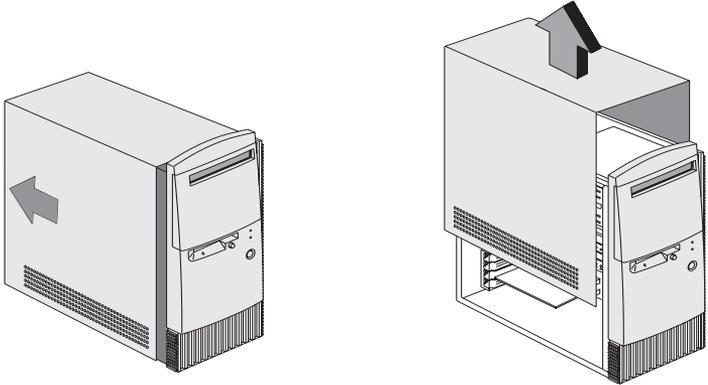


- 4 Touch an unpainted, metal portion of the chassis before touching any internal components.
- 5 While you are working inside the system unit, periodically touch an unpainted, metal portion of the chassis to minimize the chance of damage to the components by static electricity.

Adding and removing hardware

Opening a microtower system

- 1 Remove the screws at the back of the system unit.
- 2 Pull the cover back then lift it up to totally detach it from the system unit.



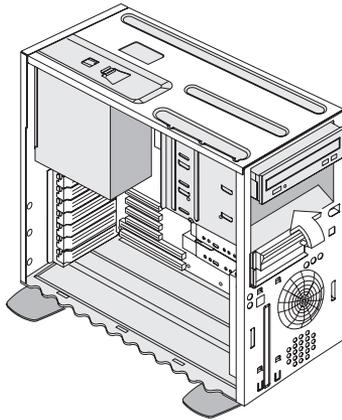
- 3 Touch an unpainted, metal portion of the chassis before touching any internal components.
- 4 While you are working inside the system unit, periodically touch an unpainted, metal portion of the chassis to minimize the chance of damage to the components by static electricity.

Adding and removing drives

Installing or removing a drive in a minitower system

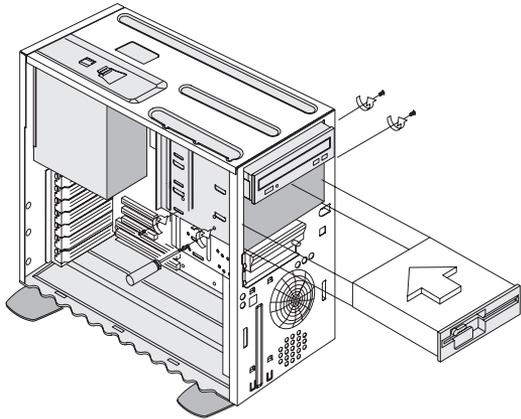
To install a drive in the upper drive bay:

- 1 Push back the metal bay cover to a 90-degree angle.

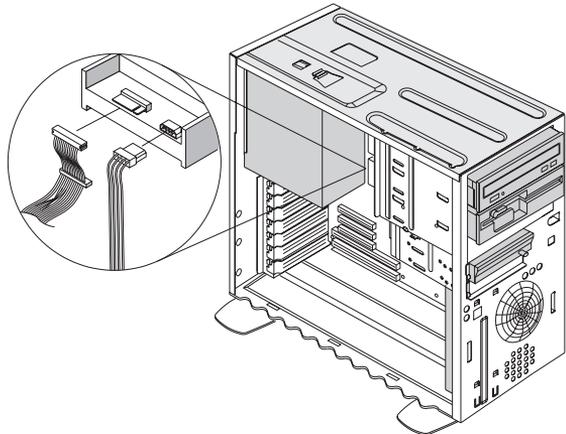


- 2 Insert the drive into the bay.
- 3 Align the screw holes and secure the drive with four screws.

Adding and removing hardware



- 4 Connect the power and signal cables.



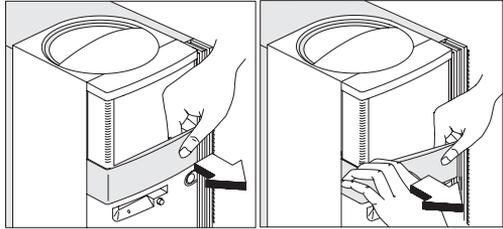
- 5 If the drive you are installing needs external access for inserting storage media, then remove the bay panel from the front of the drive bay you plan to use.
 - a Press the latch on the inner right side of a bay panel and pull it out an inch to release the right side of the panel.

- b Use both hands to pull the bay panel and remove it completely from the front panel.



Attention

Be careful when performing the above step to avoid breaking the latches and tabs on the bay panel. DO NOT force the panel out.



To install a drive in the lower drive bay:

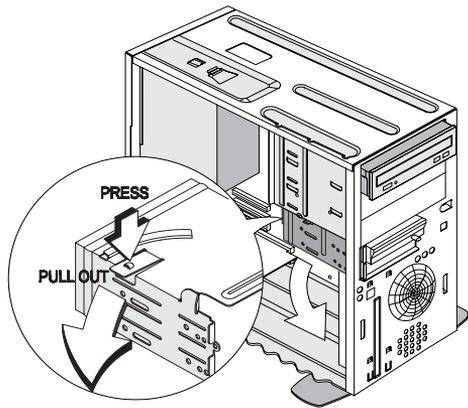
- 1 Disconnect the cables from the existing drive.
- 2 Remove the 3.5-inch drive bay from the housing by pressing the tab on top and pivoting the drive bay outward.



Note

Write down the original location of the drive power and signal cables. You will need this information when you reinstall the drive.

The lowest drive bay can only be used for a drive that does not require external access, such as a slim hard disk.



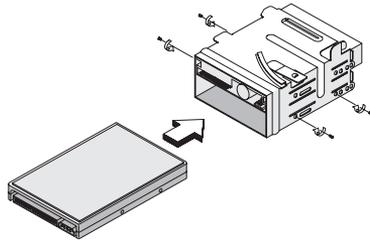
Adding and removing hardware

- 3 From the back of the drive bay, carefully insert a 3.5-inch disk drive then secure it with four screws on the sides.

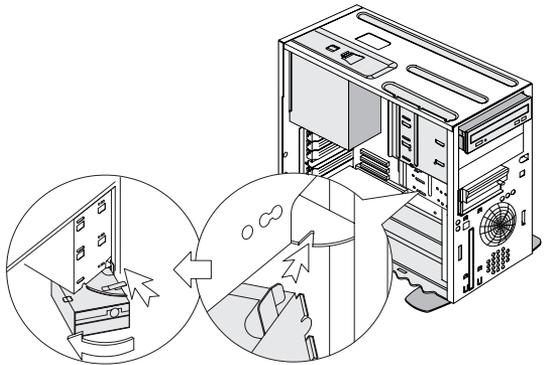


Note

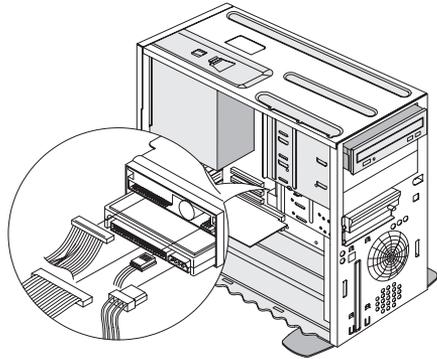
When installing drives in the lower drive bay, the hard disk drive is always below the 3.5-inch diskette drive.



- 4 Reinstall the drive bay into the housing as in the following figure:
 - a Align the drive bay with the notch.
 - b Pivot the drive bay toward the housing until the tab clicks into place.



5 Connect the signal and power cables to the drives.



To remove the drive:

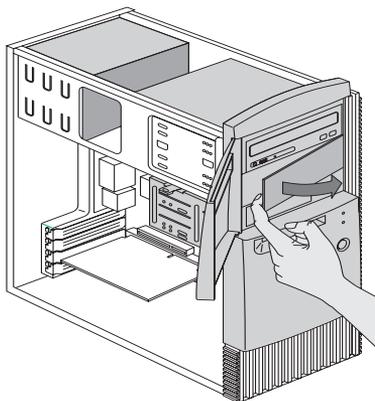
To remove a drive from a specific bay, reverse the steps for installing a drive in that bay.

Adding and removing hardware

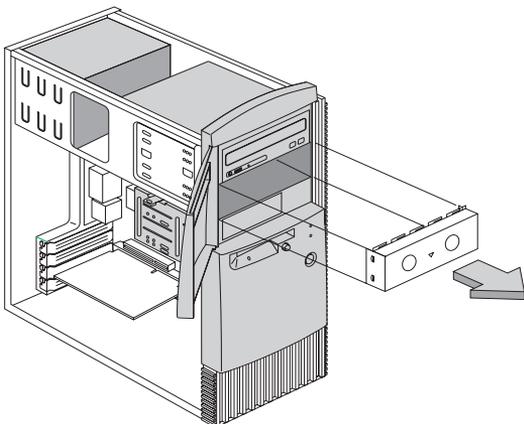
Installing or removing drives in a microtower system

To install a drive in the upper drive bay:

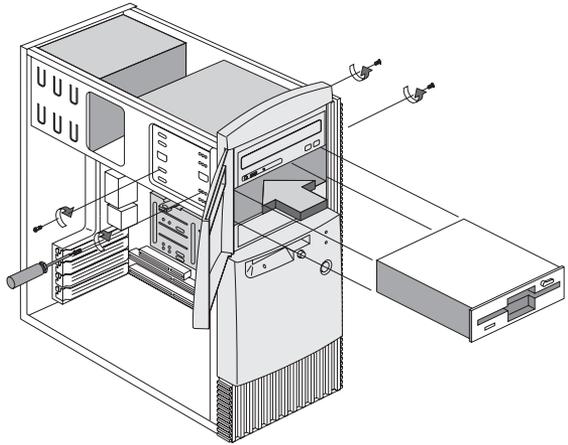
- 1 Remove the bay panel.



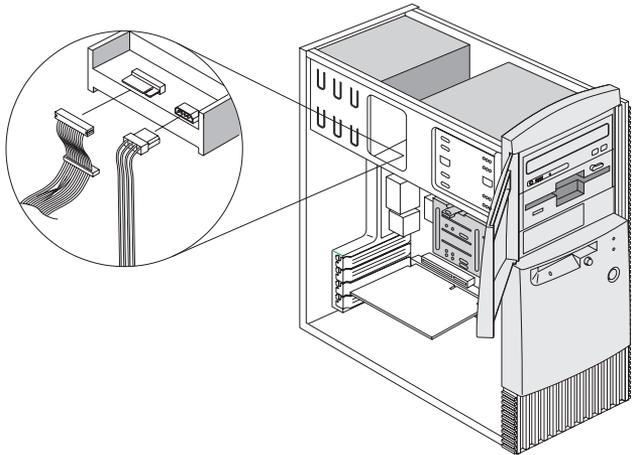
- 2 Remove the metal bay cover.



- 3 Insert a drive into the empty drive bay.
- 4 Align the screw holes and secure the drive with four screws.



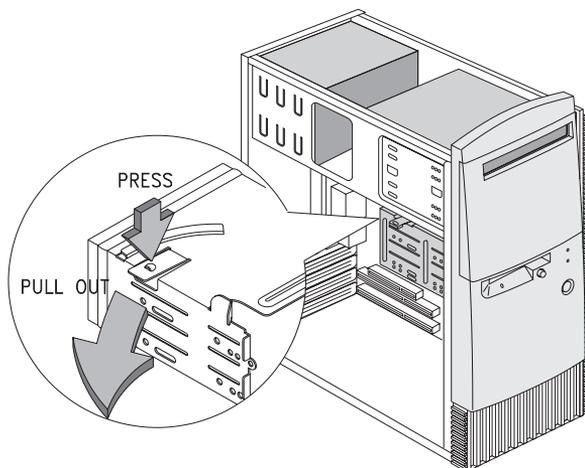
5 Connect the power and signal cables.



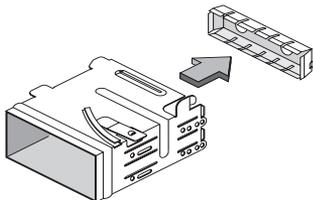
To install a drive in the lower drive bay:

- 1 Remove the 3.5-inch drive bay from the housing by pressing the tab on top and pivoting the drive bay outward.

Adding and removing hardware



- 2 Remove the metal bay cover.

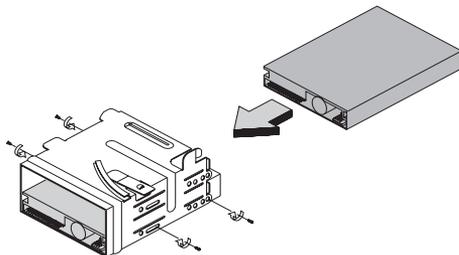


- 3 From the back of the drive bay, carefully insert a 3.5-inch disk drive then secure it with four screws on the sides.



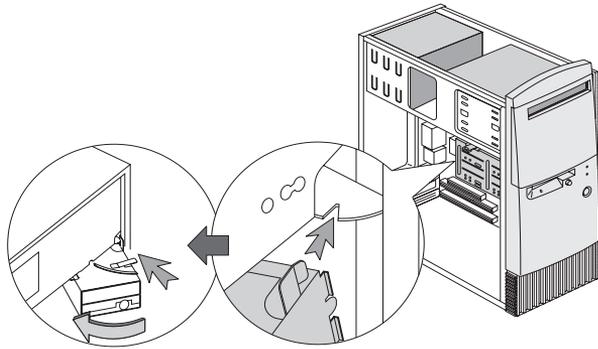
Note

When installing drives in the lower drive bay, the hard disk is always on top of the 3.5-inch diskette drive.

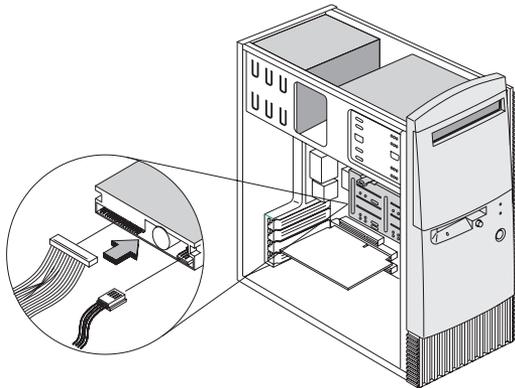


4 Reinstall the drive bay into the housing as in the following figure:

- a Align the drive bay with the notch.
- b Pivot the drive bay toward the housing until the tab clicks into place.



5 Connect the signal and power cables to the drive.



To remove the drive:

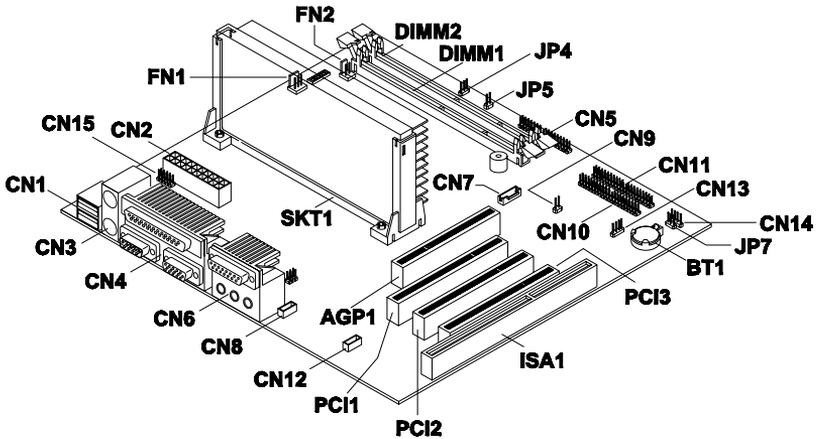
To remove a drive from a specific bay, reverse the steps for installing a drive in that bay.

Adding and removing hardware

Identifying system board components

If you decide to upgrade or replace hardware components on your system board, you will need to print the instructions for the hardware. You can find these instructions through *Access Aptiva* area on your Aptiva customized desktop. See page 45 for the steps to access the Aptiva Help.

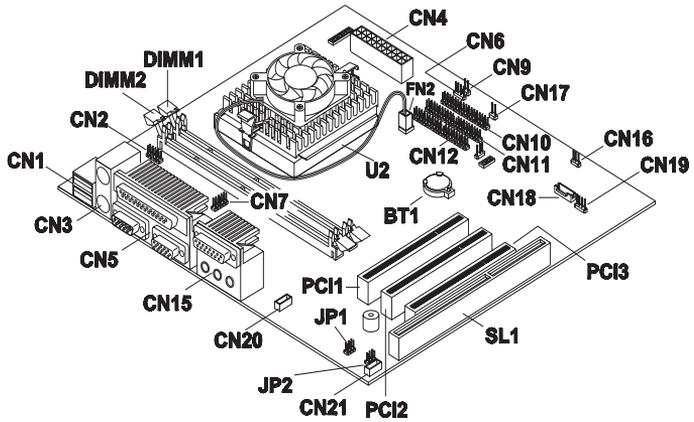
The system comes with two types of system boards. Refer to the figure that looks like the system board that came with your system. Each figure is followed by a list of labeled components and their corresponding functions.



Number	Description	Number	Description
AGP1	AGP video card connector	CN10	Secondary IDE connector
BT1	System battery	CN11	Primary IDE connector
CN1	USB connectors	CN12	Fax-voice modem connector
CN2	ATX power connector	CN13	Modem ring-in connector
CN3	PS/2 mouse and keyboard connectors	CN14	Power/Suspend LED connector
CN4	Parallel, serial and VGA connectors	CN15	Power module connector
CN5	Diskette drive connector	DIMM1, DIMM2	System memory module sockets
CN6	Joystick/MIDI, line-in, line-out and mic-in connectors	FN1	3-pin processor fan connector
CN7	Wake-on LAN connector	FN2	2-pin processor fan connector
CN8	CD-ROM audio in connector	JP4	Turbo LED connector
ISA1	ISA adapter card connector	JP5	Reset switch connector

Adding and removing hardware

Number	Description	Number	Description
JP7	Hard disk drive LED connector	SKT1	Processor
PCI1, PCI2, PCI3	PCI adapter card connectors		



Number	Description	Number	Description
BT1	System battery	CN5	Parallel, serial, and VGA connectors
CN1	USB connectors	CN6	Hard disk drive LED connector
CN2	USB hub connector	CN7	Serial 1 connector
CN3	PS/2 mouse and keyboard connectors	CN9	Reset button connector
CN4	ATX power connector	CN10	Diskette drive connector

Adding and removing hardware

Number	Description	Number	Description
CN11	Primary IDE connector	CN21	Fax-voice modem connector
CN12	Secondary IDE connector	DIMM1, DIMM2	System memory module sockets
CN15	Joystick/MIDI, line-in, line-out, and mic-in connectors	FN2	2-pin processor fan connector
CN16	Power LED connector	SL1	ISA adapter card connector
CN17	Power button connector	JP1, JP2	Passive speakers/ Powered speakers jumpers. See the “Installing amplified speakers” topic in the Aptiva Help for steps to change these jumpers.
CN18	Wake-on LAN connector	PCI1, PCI2, PCI3	PCI adapter card connectors
CN19	Modem ring-in connector	U2	Processor
CN20	CD-ROM audio in connector		

A

- adding and removing hardware 127
- Aptiva Helps and software 45–49
- Aptiva online help 45
- arrange work area 39
- audio
 - solving problems 65, 78
- AutoPlay 49, 65

B

- batteries 25
- battery
 - disposal 25
 - handling 25
- BIOS
 - Setup Utility updates 99

C

- CD-ROM
 - handling discs 48
- CD-ROM drive
 - audio disc
 - problems 65, 78
 - safety
 - information 27
 - where to find. See "Hardware" topics in Aptiva online help

- consignes de sécurité 29
 - branchement de l'ordinateur 30
 - connexion téléphonique 29
 - pièces de rechange 29
 - produit à laser 31
 - protection contre les risques d'électrocution 29
 - unité de DVD-ROM 31–32
 - unités de CD-ROM et de DVD-ROM 31–32
- contact IBM HelpCenter 114

D

- Diagnosing 53
- diagnosing problems. See topic in Aptiva online help
- DVD 48
 - solving problems 82

E

- ergonomics 39, 41
 - chair 40
 - keyboard position 41
 - monitor position 40
 - mouse position 41
- error codes 83–92

- express maintenance 124

G

- getting help 109, 124

H

- handling CDs and DVDs 48
- hardware
 - adding and removing 127–142
 - configuration 99
 - solving hardware problems 61
 - specifications. See "System Information" topic in Aptiva online help
 - testing. See "diagnosing problems"
- hardware problems
 - HelpWare service and support 109–124
- help 109
 - 30-day "Up and Running" support 115
 - Aptiva Helps 45–46
 - electronic 112
 - hardware 116
 - Internet 109
 - readme files 47
 - software 115

- telephone 109, 114
- troubleshooting
 - steps 94
- HelpWare 109–124
 - 30-day "Up and Running" support 115
 - additional support 116
 - automated fax 114
 - definition 109, 124
 - electronic support 112
 - hardware service 116
 - online
 - documentation 110
 - printed
 - documentation 110
 - purchasing additional services 120
 - quick help 109
 - software support 115

How Do I... 45

I

- information
 - installing and replacing hardware 47
 - readme files 47
- installing programs 48–49

Internet 109

K

- keyboard
 - positioning 41
 - solving problems 66

L

- laser product safety information 27

M

- mise à la terre de l'ordinateur 29
- modem
 - solving problems 78
 - where to find. See "Hardware" topics in Aptiva online help
- monitor
 - positioning 40
 - solving problems 75
- multimedia
 - solving problems 78–81

N

- Norton AntiVirus 50

notices 21

O

- online information
 - online helps
 - readme files 46
- online information and software
 - handling CDs and DVDs 48
 - installing and replacing hardware 47
 - installing programs 48

P

- power button switch 56
- power button. See "Getting Started" topics in Aptiva online help
- problems
 - audio, multimedia, and modem 78–81
 - can't use second modem 81
 - modem not detected 80
 - no modem dial tone 81
 - no sound 78
 - beeps 61
 - diagnosing 53

- DVD 82
 - error codes 83–92
 - hardware 61–70
 - blank screen 61
 - computer appears to have turned off without warning 61
 - drives 62–65
 - error code 61
 - keyboard 66
 - modem 68
 - mouse 67
 - printer 69
 - monitor 75–77
 - adjustments 77
 - blank screen 77
 - cursor only displayed 77
 - discolored screen 75
 - flicker 76
 - fonts 76
 - no cursor 77
 - poor picture shape 75
 - unreadable screen 77
 - unsteady picture 76
 - white screen 76
 - yellow, cyan, magenta screen 76
 - questions to ask
 - first 56
 - beeps 57, 70
 - monitor 58–60
 - power lights 56
 - recovering factory installed programs and files 93
 - software 71–73
 - computer doesn't turn off 74
 - suspend 71, 72
 - troubleshooting steps 56–94
 - produits à laser
 - consignes de sécurité 31
- R**
- Readme files 47
 - recovering factory installed programs 93
 - regulatory notices 32
 - EU conformance statement 35
 - FCC and telephone company 32
 - FCC statement 33
 - replacement parts safety information 25
- S**
- safety information 24–28
 - CD-ROM and DVD-ROM drive 27–28
 - connecting your computer 26
 - DVD-ROM drive 27–28
 - grounding your computer 25
 - laser product 27
 - lithium batteries 25
 - protecting against electrical shock 25
 - replacement parts 25
 - telephone connection 25
 - service and support 109, 124
 - setting up your computer 39–41
 - chair 40
 - keyboard position 41
 - monitor position 40
 - mouse position 41
 - setup utility 99–106
 - changing settings 104
 - exiting 105
 - loading default 104
 - Main Menu 102
 - starting 100
 - using 99
 - viewing system information 104
 - working with 103

- software
 - installing
 - programs 48
 - solving problems 71
- support 109, 124
 - electronic 112
 - Internet 109
 - telephone 109, 114
- system board
 - identifying
 - components 139–142
- system information. See topic in Aptiva online help

T

- telephone support 109, 114
- trademarks 22
- troubleshooting 56–94
 - audio, multimedia, and modem
 - problems 78–81
 - can't use second modem 81
 - modem not detected 80
 - no modem dial tone 81
 - no sound 78
 - diagnosing and recovering from
 - problems 53
 - DVD problems 82
 - error codes 83–92

- 111 I/O parity error 83
- 1162 onboard serial port conflict(s) 87
- 127 CPU clock mismatch 83
- 151/163 real time clock error 83
- 161 CMOS battery bad 84
- 162 CMOS
 - checksum error 83, 84
- 162 equipment configuration error 84
- 164 memory size changed 84
- 1755 hard disk drive(s) write protected 87
- 1762 onboard secondary IDE channel I/O address conflict(s) 88
- 178 IDE primary slave drive error 89
- 1780 IDE primary channel master drive error 88
- 1782 IDE
 - secondary channel master drive error 89
- 1783 IDE
 - secondary channel slave drive error 90
- 1800 IRQ setting error/PnP ISA card(s) disabled 90
- 1801 expansion ROM
 - allocation failed 90
- 1802 I/O resource conflict(s) 91
- 1803 memory resource conflict(s) 91
- 1962 insert system diskette and press to reboot message 92
- 201 memory error 85
- 301 PS/2 keyboard error 85
- 303 PS/2 Keyboard Interface Error 85
- 648 floppy drive(s) write protected 85

- 662 floppy disk
 - controller
 - error 86
 - 662 floppy drive
 - error 86
 - 662 onboard floppy drive
 - errors 86
 - 8601/8603 PS/2 pointing device
 - error 92
 - 962 onboard parallel port conflict(s) 87
 - beep 83
 - NMI 83
 - hardware
 - problems 61–70
 - beeps 61
 - blank screen 61
 - computer appears to have turned off without warning 61
 - drives 62–65
 - error code 61
 - keyboard 66
 - modem 68
 - mouse 67
 - printer 69
 - monitor
 - problems 75–77
 - adjustments 77
 - blank screen 77
 - cursor only displayed 77
 - discolored screen 75
 - flicker 76
 - fonts 76
 - no cursor 77
 - poor picture shape 75
 - unreadable screen 77
 - unsteady picture 76
 - white screen 76
 - yellow, cyan, magenta screen 76
 - questions to ask
 - first 56
 - beeps 57, 70
 - monitor 58–60
 - power lights 56
 - recovering factory installed programs and files 93
 - software
 - computer doesn't turn off 74
 - suspend 71, 72
 - software problems 71–73
- U**
- unité de CD-ROM
 - consignes de sécurité 31
 - emplacement. Reportez-vous aux sections relatives au matériel de l'aide en ligne Aptiva
 - Update Connector 49, 112
- W**
- What 109