Appendix B

Troubleshooting

In case you encounter any of the troubles listed below, follow the procedures accordingly to resolve the problem. If the first corrective action listed did not work, then try the next one.

Tip: There are many useful information in our homepage, such as jumper settings, latest BIOS, drivers, and more FAQs. Visit our homepage to see if there is answer of your problem.

Taiwan   http://www.aopen.com.tw

USA   http://www.aopen-usa.com

**   http://www.aopenamerica.com**

Europe   http://www.aopen.nl

*Important: Make sure that you have tried listed procedures in this appendix before you call your distributor. If the problem still exist, fill out the attached **Technical Problem Report Form**. Please write down your configuration and error symptoms as detailed as possible. The more detailed information you give us, the faster we can identify and solve your problem. You can copy this form and fax it to your distributor or send the form via e-mail. For getting better efficiency, we don't recommand you report the problem through phone.*

Troubleshooting

No display.

a. Check all jumper settings to make sure that you have set the proper jumpers, especially those for CPU type, single/dual voltage (P54C/MMX), CPU frequency and ratio.

b. Check the power cord or power switch of your system. The simple way to identify power failure is to check the CPU fan and the power supply fan. If these are not working, then the power is down.

c. Is there a short on the motherboard? (Is the fan of the power supply working properly?)

d. Turn off the power and remove all add-on cards, IDE cables and floppy cables from your mainboard. Only install the VGA card to simplify the problem.

e. If you use a PCI VGA card, reinstall it to other PCI slot or try another card.

f. Check if the memory (SIMM/DIMM) were installed properly. Reinstall the SIMM/DIMM to other socket or try another SIMM/DIMM.

g. Make sure the flat cable matches pin1 of IDE connector and your IDE device.

There is display, but can 't enter BIOS Setup.

a. For checking if the keyboard works properly, press the <Num Lock> key to enable/disable the Num Lock function, and check if the LED will ON and OFF accordingly.

b. Check if Turbo Switch was released, don 't use Turbo Switch before system boots. (In fact, there is no Turbo function after Pentium machine. Now Turbo Switch usually acts as Suspend Switch.)

System sometimes auto reboots.

a. Clear CMOS. BIOS will load default setting, use the slowest and most reliable setting.

b. Repeat the steps in "No display" section carefully.

There is display, but can 't boot.

a. Check BIOS Setup if the HDD is set to LBA (more than 540MB) format.

b. Load default setting.

c. Boot system from floppy drive. If pass, the problem should be caused by the IDE cable or HDD itself.

HDD Controller Fail, can't detect HDD.

a. Make sure the Master/Slaver setting for HDD is correct.

b. Check IDE cable or try another HDD.

Mouse/Printer/Floppy is not working properly.

a. Check if Serial/Parallel/Floppy cable was installed properly.

b. If possible, use another peripheral to double check if the mainboard is defective.

Keyboard has no response when system boots, or BIOS shows the message "Keyboard Controller Error ".

a. Press the <Num Lock> key to enable and disable Num Lock function, check if the LED will ON and OFF accordingly.

b. Is the mainboard fuse burned? (Use an multi-meter to check. The fuse is usually located near the keyboard socket. It is usually green and marked as F1,3A/125V.)

COMS data lost, or Battery Low

a. Does the voltage of the onboard battery is lower than 2.5V?

b. Make sure the Clear CMOS jumper is set correctly.

Troubleshooting

Technical Problem Report Form		
Model Name: **Serial Number:**		
Contact:	**Name:** **TEL:** **FAX:** **Email Address:**	
Error Symptom:		
System Configuration: **(Please list model name and version.)**	**OS:** **CPU:** **HDD:** **VGA:** **Modem:**	**BIOS:** **SIMM:** **CDROM:** **Sound:** **Others:**