

C H A P T E R ▼ F I V E

TROUBLE SHOOTING

In this chapter, you will learn how to solve common hardware and software problems.

Your computer has been fully tested and complies with the system specifications before shipping. However, incorrect operations and/or mishandling may cause problems.

This chapter provides a reference for identifying and correcting common hardware and software problems that you may encounter.

When you encounter a problem, you should first try to go through the recommendations in this chapter. Instead of returning the computer and waiting for repair, you may easily solve the problems by considering the following scenarios and possible solutions. If the error continues, contact your reseller for service information.

Before taking further actions, consider the following suggestions:

- Check to see if the problem persists when all the external devices are removed.
- Check to see that the green light indicator on the AC adapter is lit.
- Check to see the power cord is properly plugged to the wall outlet and to the computer.
- Check to see the power indicator of the computer is on.
- Check to see if your keyboard is operational by pressing and holding any key.
- Check for any incorrect or loose cable connections. Make sure the latches on the connectors latch securely on to the receptor end.
- Be sure you have not performed an incorrect setting on the

hardware devices in the BIOS Setup utility. A faulty setting may cause the system to misbehave. If you are not sure of the changes you made, try to restore all the settings to factory defaults.

- Be sure all the device drivers are installed properly. For example, without the audio driver properly installed, the speakers and microphone will not work.
- If external devices such as USB camera, scanner, printer do not function correctly when connected to the system, it is usually the device's own problem. Consult the device's manufacturer first.
- Some software programs, which have not gone through rigorous coding and testing, may cause problems during your routine use. Consult the software vendor for problem solving.
- Legacy peripheral are not plug-and-play capable. You need to restart the system with these devices powered up and connected first.
- Be sure to go to BIOS SETUP and load DEFAULT SETTING after BIOS re-flash.
- Be sure the Quick Key Lockout Switch on the bottom of the computer is not engaged; otherwise the quick keys will not work.

Audio Problems

No speaker output -

- Software volume control is turned down in Microsoft Sound System or is muted. Double-click the speaker icon on the lower right corner of the taskbar to see if the speaker has been muted or turned down all the way.
- Most audio problems are software-related. If your computer worked before, chances are software may have been set incorrectly.
- Go to [Start > Settings > Control Panel] and double-click the Sounds and Audio Devices icon. In the Audio page, make sure that Realtek HD Audio is the default playback device.

Sound cannot be recorded -

- You will need to plug-in an external microphone to the microphone connector to record sound.
- Double-click the speaker icon on the lower right corner of the taskbar to see if the microphone has been muted.
 1. Click Options and select Properties.
 2. Select Recording and click the OK button.
 3. After Click OK button, the recording volume control panel will appear.
- Go to [Start > Settings > Control Panel] and double-click the Multimedia icon (or Sounds and Audio Devices icon). In the Volume or Audio page, make sure that Realtek HD Audio is the default recording device.

Hard Disk Problems

The hard disk drive does not work or is not recognizable -

- If you had just performed a hard disk upgrade, make sure the hard drive connector is not loose and the hard disk drive is also correctly seated. Remove it and reinsert it firmly, and restart your PC. (Refer to Chapter 4 for details.)
- The new HDD may need to be partitioned and reformatted. O/S and drivers will need to be re-installed as well.
- Check the hard disk indicator LED. When you access a file, the LED lamp should light up momentarily.
- The new HDD may be defective or is not compatible.
- If your computer has been subjected to static electricity or physical shock, you may have damaged the disk drive.

The hard drive is making abnormal whining noises -

- You should back up your files as soon as possible.
- Make sure the source of noise is indeed from the hard drive and not the fan or other devices.

The hard disk drive has reached its capacity -

- Run Disk Cleanup utility in Windows. [Start > All Programs > Accessories > System Tools > Disk Cleanup] The system will prompt you for what to do.
- Archive files or programs that you had no longer used by moving them to an alternative storage medium (floppy disk, optical record-able disk, etc.) or uninstall programs that no longer use.
- Many browsers store files in the hard drive as a cache to speed up the performance. Check the program's Online Help

for instructions on decreasing the cache size or on removing temporary Internet files.

- Empty the Recycle Bin to create more disk space. When you delete files, Windows saves them to the Recycle Bin.

The hard disk takes longer to read a file -

- If you have been using the drive for a period, the files may be fragmented. Go to [Start > Programs > Accessories > System Tools > Disk Defragmenter] to perform a disk defragmentation. This operation may take a while.
- Interrupt requests or problems with other hardware devices may have occupied the CPU and therefore slows down the system performance.

The files are corrupted -

- Run the Error-checking utility in Windows to check the HDD. Double-click My Computer. Right-click C: and select Properties. Click Check Now in Error-checking in Tools.

Optical Drive Problems

The optical drive does not work -

- Try rebooting the system.
- The disk is damaged or files are not readable.
- After you have inserted a CD-ROM disk, it may take a moment before you can access its content.

The drive dose not read any disks -

- The CD may not be properly seated in the tray. Make sure the disk is firmly seated onto the spindle.
- The disk is damaged or not readable.

The disk cannot be ejected -

- Normally, it takes a few seconds to eject the disk.
- If the disk cannot be ejected, it may be mechanically jammed. Straighten out a paper clip and insert it to a tiny hole next to the eject button. This should reject the disk tray. If not, return the unit for repair. Do not forcefully pull on the disk tray.

The Combo or DVD Dual or Supermulti drive (optional device) cannot record -

- You need to purchase and install a burner utility program to record files to a blank media.

Display Problems

The display panel is blank when the system is turned on -

- Make sure the computer is not in the Standby or Hibernate suspend modes. The display is turned off to conserve energy in these modes.

The screen is difficult to read -

- The display resolution should at least be set to at least 1024x768 for optimal viewing.
 1. Go to [Start > Settings > Control Panel] and double-click the Display icon.
 2. Under the Settings page, set screen resolution to at least 1024x768 and choose at least 256 colors.

The screen flickers -

- It is normal if the display flickers a few times during shutting down or powering up.

Keyboard and Mouse Problems

The built-in touch pad performs erratically -

- Make sure there is no excess perspiration or humidity on your hand when using the touch pad. Keep the surface of the touch pad clean and dry.
- Do not rest your palm or wrist on the surface of the touch pad while typing or using the touch pad.

The built-in keyboard accepts no input -

- If you are connecting an external keyboard to the system, the built-in keyboard may not work.
- Try restarting the system.

The characters on the screen repeat while I type.

- You may be holding the keys down too long while you're typing.
- Keep the keyboard clean. Dust and dirt under the keys could cause them to stick.
- Configure the keyboard to wait longer before the auto repeat feature starts. To adjust this feature, Go to [Start > Settings > Control Panel], and double-click the Keyboard icon. A dialogue box shows up with the adjustable settings for the keyboard.

CMOS Battery Problem

A message “CMOS Checksum Failure” displays during the booting process or the time (clock) resets when booting -

- Try to reboot the system.
- If the message “CMOS Checksum Failure” appears during the booting procedure even after rebooting, it may indicate failure of the CMOS battery. If so, you need to replace the battery. This battery normally lasts two to five years. The battery is of type CR2032 (3V). You may replace it by yourself. The battery is located under the System Device Cover on the bottom of the notebook. See Chapter 4 for more details.

Memory Problems

The POST does not show an increased memory capacity when you have already installed additional memory -

- Certain brands of memory module may not be compatible with your system. You should ask your vendor for a list of compatible DIMM.
- The memory module may not be installed properly. Go back to Chapter 4 to review the details of this operation.
- The memory module may be defective.

The O/S issues an insufficient memory error message during operation -

- This is often a software or Windows-related problem. A program is draining the memory resources.
- Close the application programs you're not using and restart the system.
- You need to install additional memory module. For instructions, go to Chapter 4 Upgrading Your Computer.

Modem Problems

The built-in modem does not respond -

- Make sure the modem driver is loaded properly.
- Go to [Start > Settings > Control Panel > Phone and Modem Options] and go to Modems tab. Make sure Motorola SM56 Data Fax Modem is listed. Otherwise, click the Add button to add the modem drive, which is located in the factory CD-ROM (or floppy diskette).
- Go to [Start > Settings > Control Panel > System] and click Device Manager button in the Hardware page to check for possible resource or driver conflict. See Windows on-line help or manual for how to handle such problems.
- Make sure the phone line, which the computer is connected to, is working.

Connection difficulties -

- Be sure to disable Call Waiting on the phone line.
- Be sure to have the correct country setting where your computer is used. Go to [Start > Settings > Control Panel > Phone and Modem Options]. Go to *Dialing Rules* and Edit *My Location*. In the Country/Region pull-down menu, select the appropriate country setting.
- Excessive line noise might cause the connection to be dropped. To check this, put the regular phone handset on the line and placing a phone call. If you do hear abnormal noise, try to make the modem connection with a different line or contact your local telephony company for service.
- Make sure the cable connection is firm.
- Try a different receiver number and see if the problem persists.

Network Adapter / Ethernet Problems

The Ethernet adapter does not work -

- Go to [Start > Settings > Control Panel > System > Hardware > Device Manager]. Double-click on Network Adapters and check if Realtek RTL8139/810x Family Fast Ethernet NIC appears as one of the adapters. If it does not exist, Windows has not detected the Realtek RTL8139/810x Family Fast Ethernet NIC or the device driver has not been installed properly. If there is a yellow mark or red-cross on the network adapter, it may be a device or resource conflict. Replace or update the device driver from the factory CD-ROM disk or consult Windows manual on how to solve the resource conflict problem.
- Make sure the physical connections on both ends of the cable are good.
- The hub or concentrator may not be working properly. Check to see if other workstations connected to the same hub or concentrator is working.

The Ethernet adapter does not appear to operate in the 100Mbps transmission mode -

- Make sure the hub you are using supports 100Mbps operation.
- Make sure that your RJ-45 cable meets the 100Base-TX requirements.
- Make sure the Ethernet cable is connected to the hub socket that supports 100Base-TX mode. The hub may have both 10Base-TX and 100Base-T sockets.

Performance Problems

The computer becomes hot -

- In a 35°C environment, the certain areas of the computer's back case are expected to reach 50 degrees.
- Make sure the air vents are not blocked.
- If the fan does not seem to be working at high temperature (50 degrees Celsius and up), contact the service center.
- Certain programs that are processor-intensive may increase the computer temperature to a degree where the computer automatically slows down its CPU clock to protect itself from thermal damage.

The program appears stopped or runs very slowly -

- Press CTRL+ALT+DEL to see if an application is still responding.
- Restart the computer.
- This may be normal for Windows when it is processing other CPU-intensive programs in the background or when the system is accessing slow-speed devices such the floppy disk drive.
- You may be running too many applications. Try to close some applications or increase system memory for higher performance.
- The processor may have been overheated due to the system's inability to regulate its internal heat. Make sure the computer's ventilation grills are not blocked.

Firewire (IEEE1394) and USB2.0 Problems

The USB device does not work -

- Windows NT 4.0 does not support USB protocols
- Check the settings in the Windows Control Panel.
- Make sure you have installed the necessary device drivers.
- Contact the device vendor for additional support.

The IEEE1394 port does not work -

- Go to [Start > Settings > Control Panel > System > Hardware > Device Manager]. You should see an entry which reads "OHCI Compliant IEEE 1394 Host Controllers". If it does not exist, Windows has not detected the host controller or the device driver has not been installed properly. If there is a yellow mark or red-cross on the 1394 host controller, it may be a device or resource conflict. Replace or update the device driver from the factory CD-ROM disk or consult Windows manual on how to solve the resource conflict problem.
- Make sure the cable is fully connected.
- Make sure you have installed the necessary device drivers.
- Contact the device vendor for additional support.