

This section provides checklists to help correct problems you might encounter while using your computer.

**BLANK SCREEN**

- Are all system cords plugged in securely?
- Is the computer turned on?
- Is the monitor turned on?
- Do you need to adjust monitor brightness and/or contrast?
- Are all jumpers and switches set correctly?

**NO KEYBOARD ACTION**

- Is the keyboard cord plugged securely?
- Is the computer turned on?

**NO SOUND**

- Is the volume control properly adjusted?
- Is your software set to enable sound?

**SETUP PROBLEMS**

- Are the system cords plugged in securely?
- Are the expansion adapters properly seated?
- Are all jumpers and switches set correctly?
- Is all hardware information entered with the setup utility correct?
- Is the battery properly installed?
- If you have a hard drive, is it properly configured?

**OPTION NOT WORKING**

- Have you run the self tests? If not, request them by pressing CTRL+ALT+D after the system memory size is displayed at system startup.
- Is the option expansion adapter properly seated?
- Are the system cords plugged in securely?
- Are all jumpers and switches set correctly?
- Is all hardware information entered with the setup utility correct?
- Is the CPU clock speed set correctly?

**NO PRINTER RESPONSE**

- Are the printer cable connections secure?
- Was the printer port enabled with the setup utility?
- Is the printer ready? (Check the on-line/off-line control.)
- Are the paper and ribbons properly positioned?
- Are the printer switch settings correct? (Refer to the printer documentation.)
- Is the application program you are using set up for use with your printer

type? (Refer to the application program and printer documentation.)

#### VIDEO TROUBLESHOOTING:

This section lists typical symptoms of video problems, along with their solutions:

##### Blank screen

- Check that all power buttons are on.
- Adjust the monitor's brightness or contrast control knob.
- Check all the cable connections.

##### F1 Setup error when you start the system

- Run the setup utility.

##### Distorted images when you start the system

- Check the configuration of your software to ensure that it is set for a mode that is compatible with the video mode you selected with SETMODE.
- Run SETMODE to select a video mode supported by the software you are using.

#### ABOUT COMPUTER VIRUSES:

This section discusses computer viruses and virus prevention:

Virus symptoms can mimic symptoms of simpler hardware problems, such as bad cable connections or poor SIMM contacts. Follow the suggestions in this section before seeking repairs. If you think your computer has a virus, use current virus-scanning programs that can recognize recent viruses.

A computer virus is a program intended to destroy systems by corrupting data. A virus can be carried by diskettes, networks, and modem transfers. When files from an infected computer are used on another system, the virus spreads.

Problems might occur as soon as the virus invades the system, or the virus might wait for a preset time before becoming active.

##### PREVENTION:

To protect your system from viruses:

- Use virus-checking software to scan new files before copying or using them.
- Use only write-protected master copies to make backups. Make copies after you start up with a write-protected diskette. Start up by pressing the reset button or the power button, not by pressing CTRL+ALT+DEL.

- Always keep a write-protected copy of a startup diskette. If a virus infects your hard drive, you can still start up with this diskette.
- Keep copies of files on write-protected diskettes.
- Be wary of copied or pirated software.
- Do not assume legitimate, packaged software is free of viruses.
- Contact your computer dealer, an electronic bulletin board service, or your public library for more information concerning protection from viruses.