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User Guide

NetVista X40

Type 6643

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Note

Before using this information and the product it supports, be sure to read "Safety notices" on page vii and "Product warranty and notices" on page 79.

Second Edition (August 2000)

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Contents

Safety notices	vii
Lithium battery notice	ix
Modem safety information	ix
Laser compliance statement	x
About this book	xiii
Conventions used in this book.	xiii
Related information	xiv
Chapter 1. Product overview	1
Identifying your computer.	1
Hardware features	2
Microprocessor	2
Memory	2
Internal drives.	2
Graphics subsystem	2
Audio subsystem	2
Communications	2
System management features	2
Keyboard and mouse features	3
Expansion capability.	3
Power	3
Security features	3
Supported operating systems	3
Software.	3
IBM preinstalled software	4
Additional software	4
Access IBM.	4
Chapter 2. Setting up your computer	5
Selecting a location for your computer.	5
Arranging your workspace	6
Comfort	6
Glare and lighting	6
Air circulation	7
Electrical outlets and cable lengths	7
Connecting cables	8
USB connectors	9
Audio connectors.	9
Other connectors	10
Recording identification numbers	10
Starting the computer	11

Chapter 3. Operating and caring for your computer	13
Controls and status indicators	13
Starting your computer	14
Shutting down the computer	15
Using the Rapid Access III keyboard	15
Using the IBM ScrollPoint III mouse	17
Accessing the diskette drive and CD-ROM or DVD-ROM drive	18
Using diskettes	18
Handling and storing diskettes	18
Inserting and removing diskettes	19
Write-protecting diskettes.	20
Using a CD-ROM or DVD-ROM drive	21
Handling a CD or DVD disc.	21
Inserting and removing a CD or DVD disc	22
Using video features	23
Video device drivers	23
Using audio features	23
Controlling volume.	23
Recording and playing back sound	24
Using power-management features	24
Using the Windows Start menu.	25
Using the Standby button on the keyboard	25
Using the power button	25
Setting power schemes	26
Using security features	26
Locking the cover	26
Locking the keyboard	26
Taking care of your computer	27
Basics	27
Cleaning your computer and keyboard	27
Monitor and screen.	27
Mouse	27
Moving your computer	29
Chapter 4. Using the Configuration/Setup Utility program.	31
Starting and using the Configuration/Setup Utility program	31
Viewing and changing settings	32
Exiting from the Configuration/Setup Utility program	33
Using passwords	33
Power-on password	33
Administrator password	33
Setting, changing, and deleting a password.	34
Using Security Profile by Device	34
Other settings in the Configuration/Setup Utility program	35
The startup sequence	35
Changing the startup sequence	35

Chapter 5. Installing options	37
Handling static-sensitive devices	37
Backing up configuration settings	38
Available options	38
Tools required	38
Component locations	39
System board	39
Disconnecting cables	39
Removing the rear cover	40
Removing the hard disk drive	42
Removing the system board cover	43
Installing memory	45
Installing an adapter	47
Chapter 6. Troubleshooting	49
Troubleshooting procedure	50
Power-on self-test (POST)	51
POST error codes	51
Device troubleshooting charts	53
Audio problems	55
CD-ROM or DVD-ROM drive problems	56
DVD disc problems	57
Diskette drive problems	58
Display/monitor problems	58
General problems	59
Intermittent problems	59
Keyboard, mouse, or pointing device problems	60
Memory problems	61
Modem problems	62
Optional-device problems	65
Software problems	66
Universal Serial Bus (USB) problems	66
IBM Enhanced Diagnostics	66
Creating an IBM Enhanced Diagnostics diskette	67
Running the IBM Enhanced Diagnostics program	67
To run diagnostics from the IBM Enhanced Diagnostics diskette:	68
To run diagnostics from the Product Recovery CD or program:	68
Replacing the battery	68
Chapter 7. Getting information, help, and service	71
Getting information	71
Using the World Wide Web	71
Getting information by fax	71
Getting help and service	72
Using the documentation and diagnostic programs	72
Calling for service	72
Other services	74

Purchasing additional services	75
Appendix. Computer records	77
Product warranty and notices	79
Warranty Statements	79
IBM Statement of Limited Warranty for United States, Puerto Rico, and Canada (Part 1 - General Terms)	79
IBM Statement of Warranty Worldwide except Canada, Puerto Rico, Turkey, United States (Part 1 - General Terms)	83
Part 2 - Worldwide Country-Unique Terms	86
Notices	91
Processing date data	92
Trademarks	92
Electronic emission notices	93
Federal Communications Commission (FCC) statement.	93
Industry Canada Class B emission compliance statement	94
Avis de conformité à la réglementation d'Industrie Canada	94
European Union EMC Directive conformance statement	94
Federal Communications Commission (FCC) and telephone company requirements	94
Canadian Department of Communications certification label	95
Étiquette d'homologation du ministère des Communications du Canada	96
Power cord notice	97
Index	99

Safety notices

DANGER

Electrical current from power, telephone, and communication cables is hazardous.

To avoid a shock hazard:

- Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.
- Connect all power cords to a properly wired and grounded electrical outlet.
- Connect to properly wired outlets any equipment that will be attached to this product.
- When possible, use one hand only to connect or disconnect signal cables.
- Never turn on any equipment when there is evidence of fire, water, or structural damage.
- Disconnect the attached power cords, telecommunications systems, networks, and modems before you open the device covers, unless instructed otherwise in the installation and configuration procedures.
- Connect and disconnect cables as described in the following table when installing, moving, or opening covers on this product or attached devices.

To connect: <ol style="list-style-type: none">1. Turn everything OFF.2. First, attach all cables to devices.3. Attach signal cables to connectors.4. Attach power cords to outlet.5. Turn device ON.	To disconnect: <ol style="list-style-type: none">1. Turn everything OFF.2. First, remove power cords from outlet.3. Remove signal cables from connectors.4. Remove all cables from devices.
---	---

DANGER

Le courant électrique provenant de l'alimentation, du téléphone et des câbles de transmission peut présenter un danger.

Pour éviter tout risque de choc électrique :

- Ne manipulez aucun câble et n'effectuez aucune opération d'installation, d'entretien ou de reconfiguration de ce produit au cours d'un orage.
- Branchez tous les cordons d'alimentation sur un socle de prise de courant correctement câblé et mis à la terre.

- Branchez sur des socles de prise de courant correctement câblés tout équipement connecté à ce produit.
- Lorsque cela est possible, n'utilisez qu'une seule main pour connecter ou déconnecter les câbles d'interface.;
- Ne mettez jamais un équipement sous tension en cas d'incendie ou d'inondation, ou en présence de dommages matériels.
- Avant de retirer les carters de l'unité, mettez celle-ci hors tension et déconnectez ses cordons d'alimentation, ainsi que les câbles qui la relient aux réseaux, aux systèmes de télécommunication et aux modems (sauf instruction contraire mentionnée dans les procédures d'installation et de configuration).
- Lorsque vous installez, que vous déplacez, ou que vous manipulez le présent produit ou des périphériques qui lui sont raccordés, reportez-vous aux instructions ci-dessous pour connecter et déconnecter les différents cordons.

<p>Connexion:</p> <ol style="list-style-type: none"> 1. Mettez les unités hors tension. 2. Commencez par brancher tous les cordons sur les unités. 3. Branchez les câbles d'interface sur des connecteurs. 4. Branchez les cordons d'alimentation sur des prises. 5. Mettez les unités sous tension. 	<p>Déconnexion:</p> <ol style="list-style-type: none"> 1. Mettez les unités hors tension. 2. Débranchez les cordons d'alimentation des prises. 3. Débranchez les câbles d'interface des connecteurs. 4. Débranchez tous les câbles des unités.
--	---

Lithium battery notice

CAUTION:

Danger of explosion if battery is incorrectly replaced.

When replacing the battery, use only IBM Part Number 33F8354 or an equivalent type battery recommended by the manufacturer. The battery contains lithium and can explode if not properly used, handled, or disposed of.

Do not:

- Throw or immerse into water
- Heat to more than 100°C (212°F)
- Repair or disassemble

Dispose of the battery as required by local ordinances or regulations.

ATTENTION

Danger d'explosion en cas de remplacement incorrect de la batterie.

Remplacer uniquement par une batterie IBM de type ou d'un type équivalent recommandé par le fabricant. La batterie contient du lithium et peut exploser en cas de mauvaise utilisation, de mauvaise manipulation ou de mise au rebut inappropriée.

Ne pas :

- Lancer ou plonger dans l'eau
- Chauffer à plus de 100°C (212°F)
- Réparer ou désassembler

Mettre au rebut les batteries usagées conformément aux règlements locaux.

Modem safety information

To reduce the risk of fire, electrical shock, or injury when using telephone equipment, always follow basic safety precautions, such as:

- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.

- Do not use the telephone to report a gas leak in the vicinity of the leak.

Consignes de sécurité relatives au modem

Lors de l'utilisation de votre matériel téléphonique, il est important de respecter les consignes ci-après afin de réduire les risques d'incendie, d'électrocution et d'autres blessures :

- N'installez jamais de cordons téléphoniques durant un orage.
- Les prises téléphoniques ne doivent pas être installées dans des endroits humides, excepté si le modèle a été conçu à cet effet.
- Ne touchez jamais un cordon téléphonique ou un terminal non isolé avant que la ligne ait été déconnectée du réseau téléphonique.
- Soyez toujours prudent lorsque vous procédez à l'installation ou à la modification de lignes téléphoniques.
- Si vous devez téléphoner pendant un orage, pour éviter tout risque de choc électrique, utilisez toujours un téléphone sans fil.
- En cas de fuite de gaz, n'utilisez jamais un téléphone situé à proximité de la fuite.

Laser compliance statement

Some IBM Personal Computer models are equipped from the factory with a CD-ROM drive or a DVD-ROM drive. CD-ROM drives and DVD-ROM drives are also sold separately as options. CD-ROM drives and DVD-ROM drives are laser products. These drives are 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, these drives are certified to conform to the requirements of the International Electrotechnical Commission (IEC) 825 and CENELEC EN 60 825 for Class 1 laser products.

When a CD-ROM drive or a DVD-ROM drive is installed, note the following handling instructions.

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

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

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.

DANGER:

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 États-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: 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.

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. Évitez toute exposition directe des yeux au rayon laser. Évitez de regarder fixement le faisceau ou de l'observer à l'aide d'instruments optiques.

About this book

This book will help you become familiar with your IBM® NetVista™ X40 and its features. It describes how to operate, maintain, and install options in your computer. In the unlikely event you experience problems, you will find helpful troubleshooting information and instructions for obtaining service in this book.

Conventions used in this book

The conventions used in this book denote text with special meaning. The following are explanations of the conventions.

Convention	Purpose
DANGER	A DANGER notice is used to call attention to a situation that is potentially lethal or extremely hazardous to people.
CAUTION	A CAUTION notice is used to call attention to a situation that is potentially hazardous to people.
Attention	An Attention notice contains important information that can help you avoid damage to the hardware or software that comes with your computer.
Note:	A Note contains information you might find especially useful.
Important	An Important notice warns you about possible problems you could encounter.

Highlighted text is also used as a convention in this book. There are several ways that text is highlighted, and each highlighting convention has a specific purpose.

Highlight	Purpose
Bold	Bold text is used to identify items on the screen you are instructed to click or double-click. Bold text is also used in table titles, in numbered lists, and in certain other lists to call attention to a term or phrase being defined.
Example	Example text 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 books and disks, and to emphasize a particular word or instruction. This font also is used to show variable information, such as numbers in an error code or a drive letter.

Related information

The following is a description of the publications that contain additional information about your computer. These documents are available in Adobe Acrobat PDF files at <http://www.ibm.com/pc/support> on the World Wide Web.

- *About Your Software*

This publication contains information about the operating system, device drivers, applications, and product recovery software.

- *Hardware Maintenance Manual*

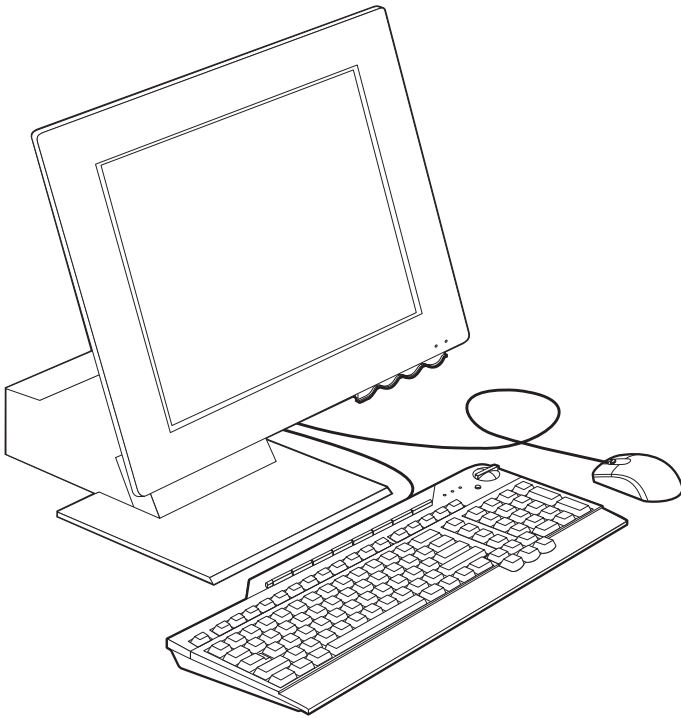
This publication, for trained service technicians, can be downloaded from the World Wide Web as a PDF file. For more information, see “Chapter 7. Getting information, help, and service” on page 71.

- *Technical Information Manual*

This publication contains information for individuals who want to know more about the technical aspects of their computer.

Chapter 1. Product overview

Thank you for selecting an IBM NetVista X40. Your computer incorporates many of the latest advances in computer technology. This chapter provides an overview of the computer, features, and preinstalled software.



Identifying your computer

In most instances, the best way to identify your computer is by the machine type/model number. The machine type/model number indicates the various features of the computer, such as the type of microprocessor and the number of bays. You can find this number on the small label on the right side of your computer. An example of a machine type/model number is 6643-xxx.

Hardware features

The following information covers a variety of models. For a listing of features for your specific model, refer to the System Summary screen in the Configuration/Setup Utility. For more information, see “Chapter 4. Using the Configuration/Setup Utility program” on page 31.

Microprocessor

- Intel® Celeron™ or Pentium® III microprocessor
- Internal L2 cache memory (varies by model)
- 66 MHz or 133 MHz front side bus (FSB) (varies by model)

Memory

- Two dual inline memory module (DIMM) sockets
- 133 MHz synchronous dynamic random access memory (SDRAM)
- 64 and 128 MB non-parity, non-ECC DIMMs (standard)
- 256 MB non-parity, non-ECC DIMMs (optional)
- 512 MB maximum SDRAM supported
- Flash memory for system programs

Internal drives

- One EIDE hard disk drive
- One 3.5-inch diskette drive
- One CD-ROM or DVD-ROM drive

Graphics subsystem

Integrated high-performance graphics controller

Audio subsystem

- Integrated, 16-bit Sound Blaster Pro compatible audio controller with three audio connectors (line/headphone out, line in, and microphone)
- A pair of built in stereo speakers to support multimedia applications

Communications

- Ethernet enabled
- Peripheral Component Interconnect (PCI) modem (some models only)

System management features

- Wake on LAN®
- Wake on Ring
- Wake on Alarm
- Alert on LAN™

- Automatic power-on startup
- System Management BIOS and software

Keyboard and mouse features

- IBM ScrollPoint[®] III mouse
- IBM Rapid Access[®] III, Universal Serial Bus (USB), keyboard (some models)
- Two USB connectors on the Rapid Access III keyboard
- IBM Preferred USB keyboard (some models)

Expansion capability

- Two low-profile PCI adapter expansion slots
- Five USB connectors
- Two DIMM sockets

Power

- 110 watts
- Manual switch between ranges, 90–137 or 180–265 V ac
- Automatic switching, 57–63 or 47–53 Hz input frequency range
- Built-in overload and surge protection
- Advanced Power Management support
- Advanced Configuration and Power Interface (ACPI) support

Security features

- Power-on and administrator passwords
- Cover lock (some models only)
- Startup sequence control
- Unattended start mode
- Diskette and hard disk I/O control
- Alert on LAN

Supported operating systems

- Microsoft[®] Windows[®] 98 Second Edition (SE)
- Microsoft Windows 2000 Professional
- Microsoft Windows Millennium Edition (Me)

Software

This section describes the IBM-preinstalled software and other software that comes with your computer.

IBM preinstalled software

Your computer comes with preinstalled software. An operating system, device drivers to support built-in features, and other support programs are included. See the *About Your Software* publication for a detailed description of the preinstalled software.

Additional software

Your computer comes with a *Software Selections CD* that includes additional software that you might choose to install. See the *About Your Software* publication for a description of the additional software that comes with your computer.

Access IBM

The Access IBM program is preinstalled on your computer and is accessible from the Windows desktop. It provides the following:

Start up	This selection provides topics about setting up your computer.
How Do I...?	This selection provides topics describing how to complete specific tasks.
Customize	This selection provides information about customizing the Access IBM program.
Get help	This selection provides help information and ways of getting help from IBM.

For more information about Access IBM, see the *About Your Software* publication that comes with your computer. You can also find this publication using View documentation in Access IBM.

Chapter 2. Setting up your computer

This chapter provides information for setting up your computer for the first time.

Before you begin

Read the safety information before setting up your computer. See “Safety notices” on page vii.

You will need the following:

- Computer
- Power cord
- Keyboard
- Mouse

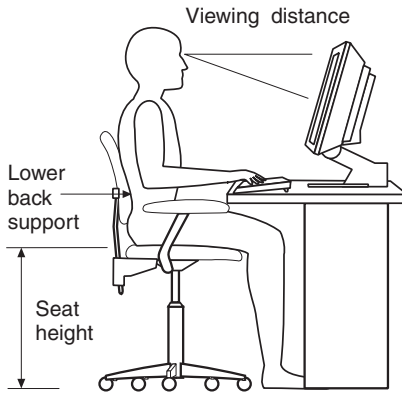
If you are missing an item, contact your place of purchase.

Selecting a location for your computer

Make sure you have an adequate number of properly grounded electrical outlets for the computer and any other attached devices. Select a location for the computer where it will remain dry. Leave about 50 mm (2 in.) of space around the computer for proper air circulation.

Arranging your workspace

To get the most from your computer, arrange both the equipment you use and your work area to suit your needs and the kind of work you do. Your comfort is of foremost importance, but light sources, air circulation, and the location of electrical outlets can also affect the way you arrange your workspace.



Comfort

Although no single working position is ideal for everyone, the following guidelines will help you find a position that suits you best.

Choose a good chair to reduce the frequency of fatigue from sitting in the same position for a long time. The backrest and seat should adjust independently and provide good support. The seat should have a curved front to relieve pressure on the thighs. Adjust the seat so that your thighs are parallel to the floor and your feet are either flat on the floor or on a footrest.

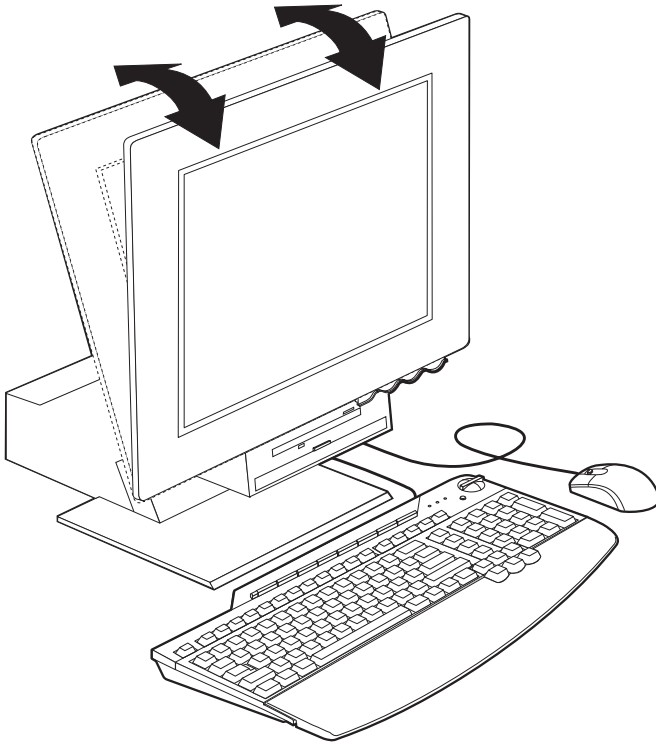
When using the keyboard, keep your forearms parallel to the floor and your wrists in a neutral, comfortable position.

Glare and lighting

Position the monitor and adjust the tilt to minimize glare and reflections from overhead lights, windows, and other light sources. Place it at right angles to windows and other light sources whenever possible. Reduce overhead lighting, if necessary, by turning off lights or using lower wattage bulbs. If you install the monitor near a window, use curtains or blinds to block the sunlight. You might have to adjust the Brightness and Contrast controls on the monitor as the room lighting changes throughout the day.

Where it is impossible to avoid reflections or to adjust the lighting, place an antiglare filter over the screen. However, these filters might affect the clarity of the image on the screen; try them only after you have exhausted other

methods of reducing glare. The following illustrates tilting the monitor.



Dust buildup compounds problems associated with glare. Remember to clean your monitor screen periodically using a soft cloth moistened with a nonabrasive liquid glass cleaner.

Air circulation

Your computer and monitor produce heat. The computer has a fan that pulls in fresh air and forces out hot air. The monitor lets hot air escape through vents. Blocking the air vents can cause overheating, which might result in a malfunction or damage. Place the computer and monitor so that nothing blocks the air vents; usually, 51 mm (2 in.) of air space is sufficient. Also, make sure the vented air is not blowing on someone else.

Electrical outlets and cable lengths

The location of electrical outlets and the length of power cords and cables that connect to the printer and other devices might determine the final placement of your computer.

When arranging your workspace:

- Avoid the use of extension cords. Whenever possible, plug the computer power cord directly into an electrical outlet.

- Keep power cords and cables neatly routed away from walkways and other areas where they might be accidentally dislodged.

Connecting cables

Read the following before connecting cables:

- Connect all device cables before plugging any power cords into an electrical outlet.
- Connect the power cords to the computer and to the other devices before plugging them into an electrical outlet.

Important

If your computer is being connected to an Ethernet network, a Category 5 Ethernet cable must be used for operation of the system within FCC Class A limits.

USB connectors

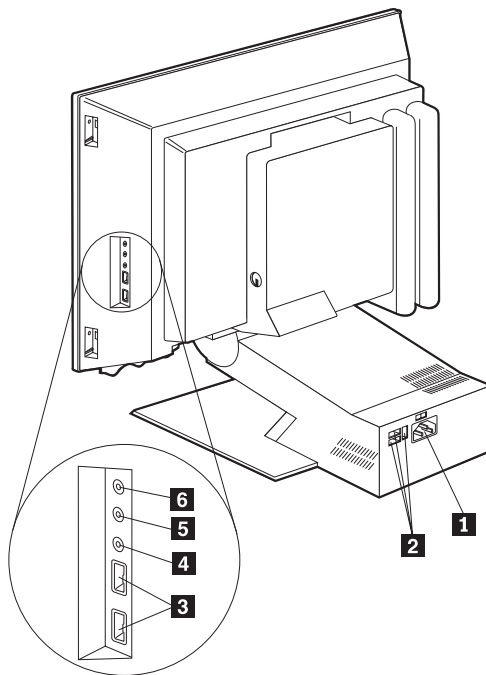
There are five USB connectors on your computer: three at the rear **2** and two on the right side **3** of the monitor. In addition, if you have a Rapid Access keyboard, there are two USB connectors at the rear of the keyboard. When setting up your computer for the first time, plug the keyboard and the mouse cables into USB ports at the rear of the computer near the power cord connector. USB devices, such as a keyboard, mouse, printer, or scanner can be connected to any one of the available USB connectors. These cables can be relocated to other USB connectors at a later time if desired.

The two USB connectors on the Rapid Access III keyboard are designed for low-powered USB devices, such as a mouse or gamepad, only. USB devices that require more power, such as speakers or an unpowered USB hub, should be connected to one of the USB connectors on the computer.

Note: Cable connectors from USB devices are keyed so that they cannot be connected incorrectly.

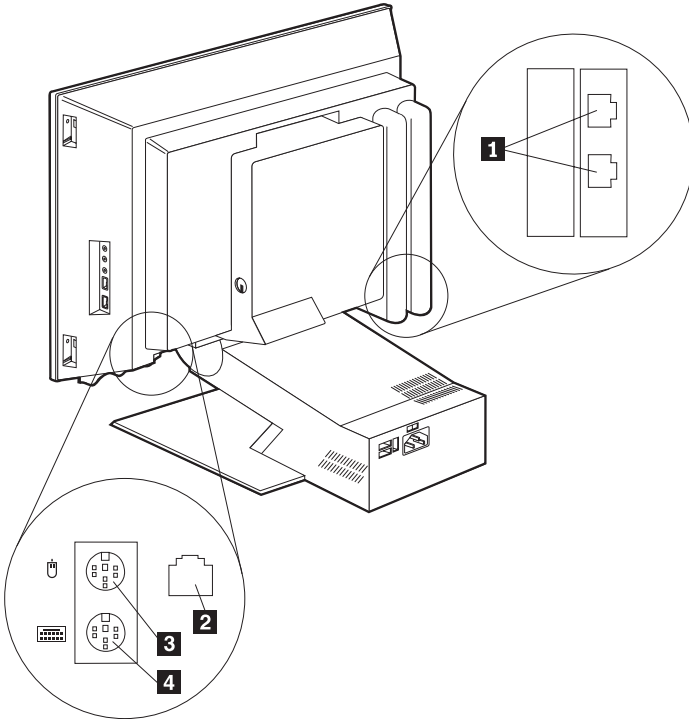
Audio connectors

The audio connectors located at the side of the monitor are audio line in **4**, audio line out **5**, and microphone **6**.



Other connectors

The following illustration shows the modem connector **1**, Ethernet connector **2**, PS/2 mouse connector **3**, and the PS/2 keyboard connector **4**.



Recording identification numbers

Locate identification numbers (serial and type/model) at the right side of your computer and record this information. See “Appendix. Computer records” on page 77.

See “Related information” on page xiv for sources of other information about your computer. For information about IBM-installed software, see the *About Your Software* publication. Additional programs and device drivers are on the *Software Selections CD* and, in some cases, on other CDs and diskettes.

Starting the computer

Go to Chapter 2 "Getting Started" in the *About Your Software* publication to continue with the software setup of your computer. For information about how to turn on your computer, see "Chapter 3. Operating and caring for your computer" on page 13.

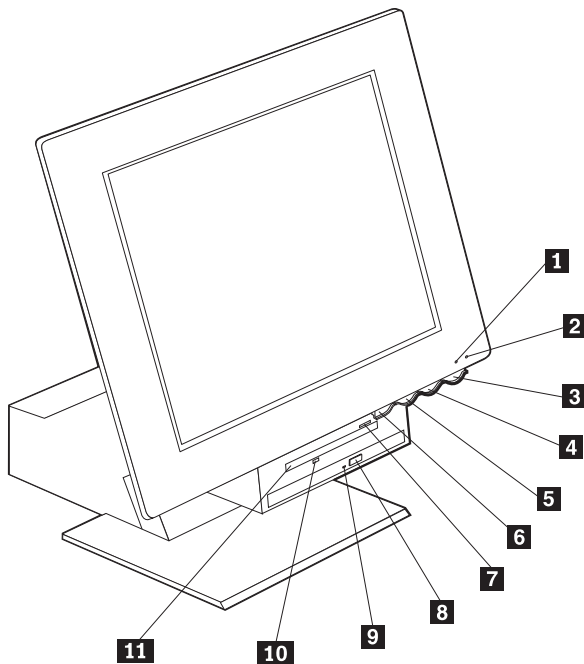
Note: If you suspect a problem, see "Chapter 6. Troubleshooting" on page 49.

Chapter 3. Operating and caring for your computer

This chapter provides information to help you in the day-to-day use and care of your computer.

Controls and status indicators

Each button at the front of your computer controls a specific function, such as turning on the computer. The lights are status indicators that tell you when a certain device, such as the diskette drive, is in use.



- 1** Hard disk drive in-use indicator
- 2** Power/standby indicator
- 3** Power button
- 4** LCD brightness increase button
- 5** LCD brightness decrease button
- 6** Device bay release button

- 7** Diskette eject button
- 8** CD-ROM or DVD-ROM eject button
- 9** CD-ROM or DVD-ROM in use indicator
- 10** Diskette drive in use indicator
- 11** Diskette drive

The following is a description of the controls and status indicators for your computer.

Hard disk drive in-use indicator: When this light is on, it indicates that the hard disk drive heads are being positioned or that your computer is reading from or writing to the hard disk. Do not turn off your computer when this indicator is on or blinking.

Power/standby indicator: This status indicator is on when power to your computer is turned on.

Power button: Press this button to turn your computer on or off. Do not turn off your computer if the in-use indicator for the hard disk drive or diskette drive is on.

Note: The power button normally operates with a single touch. However, in some circumstances the computer might not immediately turn off. If this happens, hold the power button down for approximately five seconds, and the computer will then turn off.

LCD brightness decrease button: Press and hold this switch until the monitor brightness is decreased to the desired level.

LCD brightness increase button: Press and hold this switch until the monitor brightness is increased to the desired level.

Device bay release button: Press this button to lower the device bay for access to the diskette drive and the CD-ROM or DVD-ROM drive. To close it, push upward on the CD-ROM or DVD-ROM drive until it latches in the closed position.

Diskette eject button: Push this button to release a diskette from the drive.

CD-ROM or DVD-ROM eject button: Press this button on the CD-ROM or DVD-ROM drive to open the tray for inserting or removing a disc.

CD-ROM or DVD-ROM in-use indicator: When this light is on, it indicates that your computer is reading from a CD-ROM or DVD-ROM disc.

Diskette drive in-use indicator: When this light is on, it indicates that your computer is reading from or writing to a diskette.

Starting your computer

What you see and hear when you turn on your computer depends on the settings in the Start Options menu of the Configuration/Setup Utility program. For more information, see “Chapter 4. Using the Configuration/Setup Utility program” on page 31.

If any errors are detected during POST, error messages are displayed. If a power-on password set, a password prompt is displayed on the screen. If you have set both power-on and administrator passwords, you can type either password at the password prompt. When you type your password at the prompt and press Enter, the first screen of your operating system or application program is displayed.

Shutting down the computer

When you are ready to turn off your computer, always follow the shutdown procedure. This prevents the loss of unsaved data or damage to your software programs. To shut down Windows:

1. Click **Start** on the Windows desktop.
2. Click **ShutDown**.
3. Click **Shut down**.
4. Click **OK**.

Using the Rapid Access III keyboard

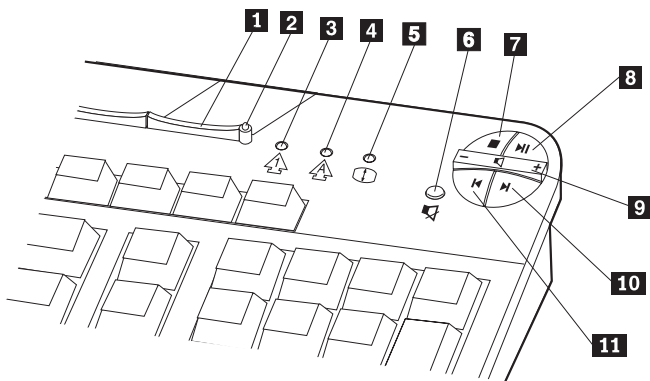
The Rapid Access keyboard features special buttons for your convenience.

The buttons provide *shortcuts* on the keyboard to start a program, open a file, or perform a specific function. With these keys, you can go directly to a file, program, or Internet address by pressing a button instead of having to click an icon, search for the program in the Start menu, or type an Internet address in your browser.

Some of the Rapid Access Buttons are preset to support important multimedia functions on your computer (Mute, Volume, and CD-ROM or DVD-ROM controls); these cannot be changed.

There are eight color-coded Rapid Access buttons positioned across the top of the keyboard. Some of these buttons are permanently set to start certain programs on your computer. The preset functions are printed on the label above the buttons. Three of the buttons, EMail, Access IBM Web, and Standby, are permanently programmed. Depending on the preloaded operating system loaded in your computer, three of the remaining five buttons might be preset. You can customize the other buttons to start any program or file you want. For example, if you enjoy playing Solitaire, you can customize a Rapid Access button to open the Solitaire program.

The two USB connectors on the Rapid Access III keyboard are designed for low-powered USB devices, such as a mouse or gamepad, only. USB devices that require more power, such as speakers or an unpowered USB hub, should be connected to one of the USB connectors on the computer.



- 1** Standby button
- 2** Standby LED
- 3** Num Lock LED
- 4** Caps Lock LED
- 5** Scroll Lock LED

Multimedia controls

- 6** Mute button
- 7** Stop button
- 8** Play/Pause button
- 9** Volume control
- 10** Next track button
- 11** Previous track button

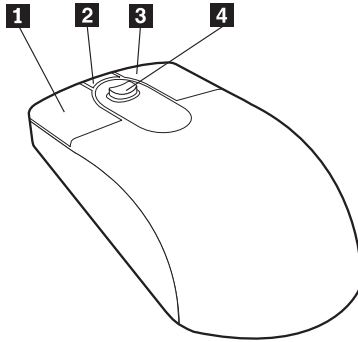
To customize a Rapid Access Button, do the following:

1. From the Windows desktop, click **Start**.
2. Select **Settings**, and then click **Control Panel**.
3. Double-click **Keyboard (Rapid Access)**. The Rapid Access Keyboard Customization program starts.
4. Follow the instructions on the screen.

To learn more about the Rapid Access keyboard, click **Help**.

Using the IBM ScrollPoint III mouse

The ScrollPoint III mouse has the following controls.



1 Primary mouse button: Use this button to select or start a program or menu item.

2 Quick/auto scroll button: Use this button to put the mouse into *auto-scroll* mode. When the mouse is in auto-scroll mode, the movement of the mouse controls the scrolling direction and speed. To exit from the auto-scroll mode, click any of the mouse buttons.

3 Context menu button: Use this button to display a menu for the active program, icon, or object.

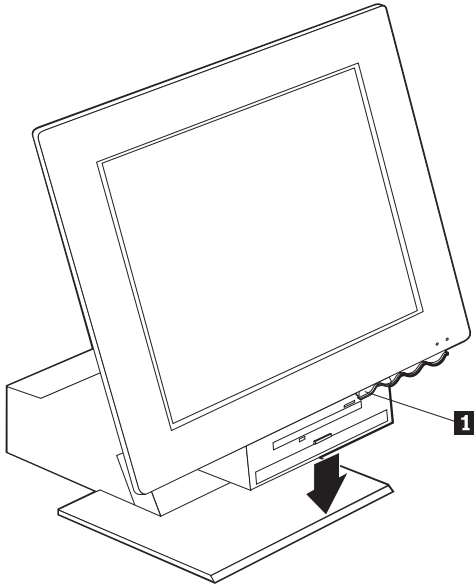
3 Context menu button: Use this button to display a menu for the active program, icon, or object.

4 Scroll stick: Use this stick to control the scrolling action of the mouse. This stick is pressure sensitive. The direction in which you apply pressure controls the direction of the scrolling action. The amount of pressure you apply controls the scrolling speed.

Note: The Scroll stick works only when the mouse pointer is located over a scrollable area, such as a long document.

Accessing the diskette drive and CD-ROM or DVD-ROM drive

The diskette drive and CD-ROM or DVD-ROM drive are located in a drop-down device bay. To lower the device bay for access to the diskette and CD-ROM or DVD-ROM drives, press the device bay release button **1**. To close the device bay, push upward on the CD-ROM or DVD-ROM drive until it latches in the closed position.



Using diskettes

You can use 3.5-inch diskettes in the diskette drive of your computer. Data is stored on the magnetic surface of the diskette. This surface is protected by a plastic cover.

Handling and storing diskettes

Inside the protective diskette case is a flexible disk with a magnetic-sensitive coating. This disk can be damaged by heat, dust, a magnetic field, or even a fingerprint. Use the following guidelines when handling and storing diskettes:

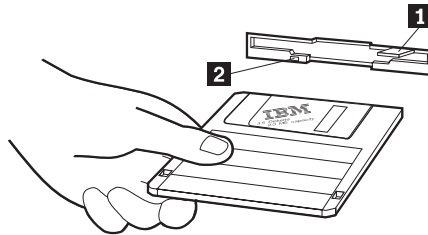
- If the cover is damaged, do not use the diskette. A damaged diskette might damage the diskette drive.
- A protective slide on the top of a 3.5-inch diskette covers part of the magnetic surface. The diskette drive moves this slide to read data from or write data to the diskette. Do not move this slide, because fingerprints and dust can cause loss of data.

- Never touch the magnetic disk itself.
- A magnetic field can erase the data on your diskettes. Keep diskettes away from magnets or devices that create a strong magnetic field, such as electric motors and generators. Diskettes are sensitive to magnets found in television sets, telephones, stereo speakers, and other such items. Do not set diskettes on the monitor or use magnets to attach notes to your computer.
- Do not store diskettes at extremely high or low temperatures, or in direct sunlight. Temperatures ranging from 4 to 53 degrees C (39 to 127 degrees F) are acceptable for 3.5-inch diskettes. Keep diskettes away from heat. The plastic outer covering might warp, damaging the diskette.

Inserting and removing diskettes

To insert a 3.5-inch diskette, hold the diskette with the label facing up and insert the end with the protective slide first as shown in the following illustration. Push the diskette into the diskette drive until the diskette clicks into place.

To remove the diskette, press the eject button **1** and slide the diskette out of the drive. Do not remove the diskette while the in-use light **2** is on.

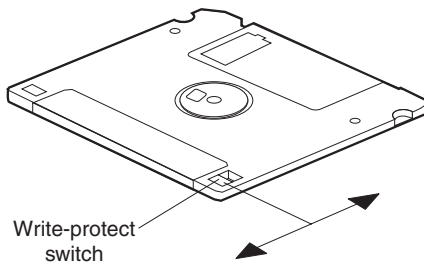


Write-protecting diskettes

It is possible to accidentally format a diskette or unintentionally write data to it. Important information can be written over or lost. For this reason, it is a good idea to write-protect important diskettes. You can read data from a write-protected diskette, but you cannot erase or change the data.

Most 3.5-inch diskettes have a write-protect switch that can be used to prevent data from being written to or erased from the diskette. If a 3.5-inch diskette does not have a write-protect switch, it is permanently write-protected.

A write-protect switch is located on the back of 3.5-inch diskettes.



- To allow writing to the diskette, slide the switch so that the write-protect window is covered.
- To prevent writing to the diskette, slide the switch so that the write-protect window is open.

Using a CD-ROM or DVD-ROM drive

Your computer has a preinstalled CD-ROM or DVD-ROM drive. These drives can play back or read from a CD or DVD disc but cannot write information to it. CD-ROM or DVD-ROM drives use industry-standard, 12 cm (4.75-inch) CDs.

Follow these guidelines when using a CD-ROM or DVD-ROM drive:

- Do not place the drive where there is:
 - High temperature
 - High humidity
 - Excessive dust
 - Excessive vibration or sudden shock
 - An inclined surface
 - Direct sunlight
- Do not insert any object other than a CD or DVD into the drive.
- Before moving the computer, remove the CD or DVD from the drive.

Handling a CD or DVD disc

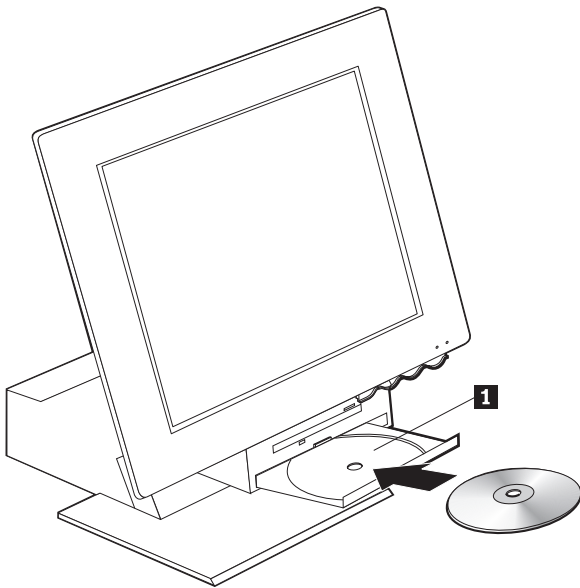
When handling a CD or DVD disc, follow these guidelines:

- Hold the disc by its edges. Do not touch the surface of the side that is not labeled.
- To remove dust or fingerprints, wipe the disc with a clean, soft cloth from the center to the outside. Wiping the disc in a circular direction might cause loss of data.
- Do not write or stick paper on the disc.
- Do not scratch or mark the disc.
- Do not place or store the disc in direct sunlight.
- Do not use benzene, thinners, or other cleaners to clean the disc.
- Do not drop or bend the disc.

Inserting and removing a CD or DVD disc

To insert a disc:

1. With the computer turned on, press the eject button. The tray slides partway out of the drive. Manually pull the tray the rest of the way out.
2. Place the disc in the tray with the label facing up, and press the disc down until it clicks into place and is held by the spring-loaded holders **1**.
3. Close the tray by gently pushing the tray closed. When the tray is closed, the indicator light on the front of the drive will activate to indicate that the drive is in use.



To remove a disc:

1. With the computer turned on, press the eject button. When the tray slides out, manually pull it the rest of the way out and carefully remove the disk.
2. Close the tray by gently pushing the tray closed.

Note: If the tray does not slide out when you press the eject button, insert the end of an opened paper clip into the emergency-eject hole located the front of the CD-ROM or DVD-ROM drive.

Using video features

Your computer has a super video graphics array (SVGA) graphics controller. SVGA is a standard for displaying text and graphics images on a monitor screen and supports a variety of *video modes*. Video modes are different combinations of resolution, refresh rate, and color.

Depending on the applications you use and your personal preferences, you might need to change the video mode.

To change the video mode:

1. From the Windows desktop, click **Start**.
2. Select **Settings**, and then click **Control Panel**.
3. Double-click **Display**.
4. Click **Settings**, make the necessary changes, and then click **OK**.

Video device drivers

To take full advantage of the graphics adapter in your computer, some operating systems and application programs require software, known as video device drivers. These device drivers provide support for greater speed, higher resolution, more available colors, and flicker-free images. Device drivers for the graphics adapter and a README file with instructions for installing the device drivers are provided on the *Product Recovery CD* that comes with your computer.

If your computer has IBM-preinstalled software, video device drivers have already been installed on the hard disk. However, you can use the device driver installation instructions if you need to reinstall the device drivers or if you need information on obtaining and installing updated device drivers. See the *About Your Software* publication for more information.

Using audio features

Your computer has a digital audio controller built into the system board. The system-board audio controller supports applications written for Sound Blaster standards and are compatible with the Microsoft Windows Sound System. The audio connectors in your computer are 3.5 mm (1/8-in.) mini-jacks.

Controlling volume

You can control the volume through several different means:

- The software volume control is accessible through the speaker icon in the taskbar, which is located at the bottom-right corner of the Windows desktop.

- If you click the speaker icon one time, the volume control is displayed. Use your mouse to drag the volume-control slider up or down to control the volume, or select the Mute check box to turn the audio off.
- If you double-click the speaker icon, a master volume-control window opens. You can use the settings in the window to control individually the volume for each type of audio format.
- If you are using a Rapid Access keyboard, you can also adjust the software volume control through the volume-control button located at the top-right corner of the keyboard.

Recording and playing back sound

Procedures for recording and playing back sound vary from program to program. One method of recording sound is to use the Sound Recorder program provided with your operating system. Refer to your operating-system documentation for information and instructions.

Note: If you experience interference or speaker feedback while recording, try reducing the microphone recording volume (gain).

Using power-management features

Your computer supports the Standby feature. This feature lets the computer enter a low-power state to conserve energy. You can put the computer in Standby mode in three ways:

- Using the Windows Start menu
- Using the Standby button on the Rapid Access keyboard
- Using the power button

When the computer goes into standby mode, programs that are running go into a suspended state, but are not shut down. The monitor screen goes blank, but the power/standby indicator on the computer flashes to indicate that the computer is in Standby mode.

Note: The keyboard Standby indicator will be on when the monitor is in a low-power state.

Using the Windows Start menu

Follow these steps to put the computer in Standby mode using Windows:

1. From your Windows desktop, click the **Start** button.
2. Click **ShutDown**.
3. Click **Stand by**.
4. Click **OK**.

Using the Standby button on the keyboard

If you are using the Rapid Access keyboard, you can put the computer in Standby mode by pressing the Standby button located at the top of the keyboard. The LED in the Standby button illuminates when the monitor is in a low-power or sleep state.

To bring the computer out of Standby mode, do one of the following:

- Press any key on the keyboard
- Press one of the mouse buttons
- Press the computer power button for less than four seconds

Using the power button

With Windows, you can set your power button to one of two modes: Shutdown or Standby.

- When the power button is set for Standby, the computer goes into Standby mode if you press the button for less than four seconds while the computer is on. To bring the computer out of Standby mode, press any key on the keyboard or press one of the mouse buttons. An incoming modem ring while the computer is in Standby mode also brings the computer out of Standby mode.
- When the power button is set for Shutdown, pressing the power button, regardless of the length of time you hold it in, simply turns off or starts the computer.

The operating system does not perform an orderly shutdown. The power button is preset for shutdown. To change the power button mode, do the following:

1. From the Windows desktop, click **Start**.
2. Select **Settings**; and then click **Control Panel**.
3. Double-click **Power Management**. The Power Management Properties window opens.
4. Click **Advanced**.
5. In the Power buttons area, locate the **When I press the power button on my computer** field, select either **Shutdown** or **Standby**, and then click **OK**.

Setting power schemes

You can set the duration of inactivity that must elapse before the computer, monitor, or hard disk automatically enter standby mode. Windows 98, Windows 2000 Professional, and Windows Me use slightly different terminology as noted below. To set the duration, do the following:

1. From the Windows desktop, click **Start**.
2. Select **Settings**; then, click **Control Panel**.
3. Double-click **Power Management** (Windows 98) or **Power Options** (Windows 2000 Professional and windows Me). The Power Management or Power Options Properties window opens.
4. From the **Power Schemes** tab, you can:
 - Select an existing power scheme with preset durations
 - Modify an existing power scheme by changing the preset durations
 - Create a new power scheme with custom durations
5. After making the changes, click **OK**.

After the computer, hard disk drive, or monitor has entered Standby mode, any use of the keyboard or mouse, or an incoming modem ring, brings the computer, monitor, or hard disk drive out of the Standby mode.

Using security features

To deter unauthorized use of your computer you can lock the keyboard. To restrict access to components inside the computer, you can lock the computer cover (some models only).

Locking the cover

Some models come with a built-in cover lock. You can use this to restrict access to components inside the computer.

Locking the keyboard

You can set a power-on password through the Configuration/Setup Utility program and use the security features built into the Windows operating system. If you decide to use passwords, do not forget them.

If you set a power-on password, the keyboard is locked when you turn on the computer. You must type the correct password before the keyboard will unlock. Use the Configuration/Setup Utility program to set a power-on password. For more information, see “Using passwords” on page 33.

You can also use the password and screen-saver features built into the Windows operating system to assign a password that locks the keyboard and

mouse after a predefined period of inactivity. To use these features, refer to the operating system publication that comes with your computer.

Taking care of your computer

This section provides guidelines for the proper handling and care of your computer.

Basics

Here are some basic points about keeping your computer functioning properly:

- Keep your computer in a clean, dry environment. Make sure it rests on a flat, sturdy surface.
- Do not place items on top of the monitor or cover any of the vents in the monitor or computer. These vents provide air flow to keep your computer from overheating.
- Keep food and drinks away from all parts of your computer. Food particles and spills might make the keyboard and mouse sticky and unusable.
- Do not get the power buttons or other controls wet. Moisture can damage these parts and cause an electrical hazard.
- Always disconnect a power cord by grasping the plug, not the cord.

Cleaning your computer and keyboard

It is a good practice to clean your computer periodically to protect the surfaces and ensure trouble-free operation.

CAUTION:

Be sure to turn off the computer before cleaning.

Use only mild cleaning solutions and a damp cloth to clean the painted surfaces of the computer.

Monitor and screen

Do not use abrasive cleaners when cleaning the surface of the monitor screen. The screen surface is easily scratched, so avoid touching it with pens, pencil points, and erasers.

To clean the screen surface, wipe it gently with a soft, dry cloth, or blow on the screen to remove grit and other loose particles. Then use a soft cloth moistened with a nonabrasive liquid glass cleaner.

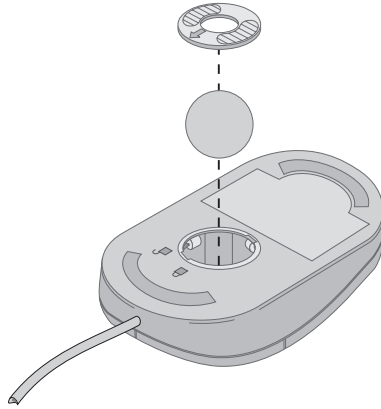
Mouse

If the pointer on the screen does not move smoothly with the mouse, you might need to clean the mouse.

To clean your mouse, do the following:

1. Turn off the computer.
2. Disconnect the mouse cable from the computer.
3. Turn the mouse upside down. Unlock the retainer on the bottom of the mouse by rotating it in the direction of the arrow.

Note: Some mice have lock and unlock symbols to indicate how far you need to rotate the retainer.

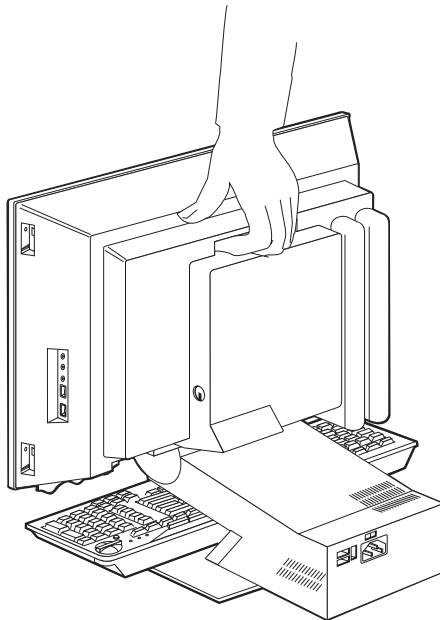


4. Place your hand over the retainer and turn the mouse right-side up. The retainer and ball will drop out into your hand.
5. Using a damp cloth, wipe the outside of the mouse and the retainer. Be sure to wipe the rollers inside the mouse.
6. Insert the ball and retainer. Lock the retainer by rotating it opposite the direction of the arrow.
7. Reconnect the mouse cable to the computer.

Moving your computer

Take the following precautions before moving your computer.

1. Remove all media (diskettes, compact discs, tapes, and so on) from the drives.
2. Turn off the computer and all attached devices. Your hard disk drive automatically parks the read/write heads to prevent damage to the hard disk.
3. Unplug the power cords from electrical outlets.
4. Disconnect communication cables, such as modem or network cables, from the phone line or network first, and then disconnect the other ends of cables from the computer.
5. Disconnect all cables connecting external devices such as a keyboard, mouse, printer, scanner, and joystick.
6. If you are moving the computer just a short distance (to the next room, for example) you can leave the keyboard and mouse connected. Slide the keyboard under the display on the base and lift the computer as shown.



7. If you are moving your computer other than a short distance and you saved the original shipping cartons and packing materials, use them to pack the units. If you are using different cartons, cushion the units to avoid damage.

Chapter 4. Using the Configuration/Setup Utility program

The Configuration/Setup Utility program is stored in the electrically erasable programmable read-only memory (EEPROM) of your computer. You can use the Configuration/Setup Utility program to view and change the configuration settings of your computer, regardless of which operating system you are using. However, the settings you select in your operating system might override any similar settings in the Configuration/Setup Utility program.

Starting and using the Configuration/Setup Utility program

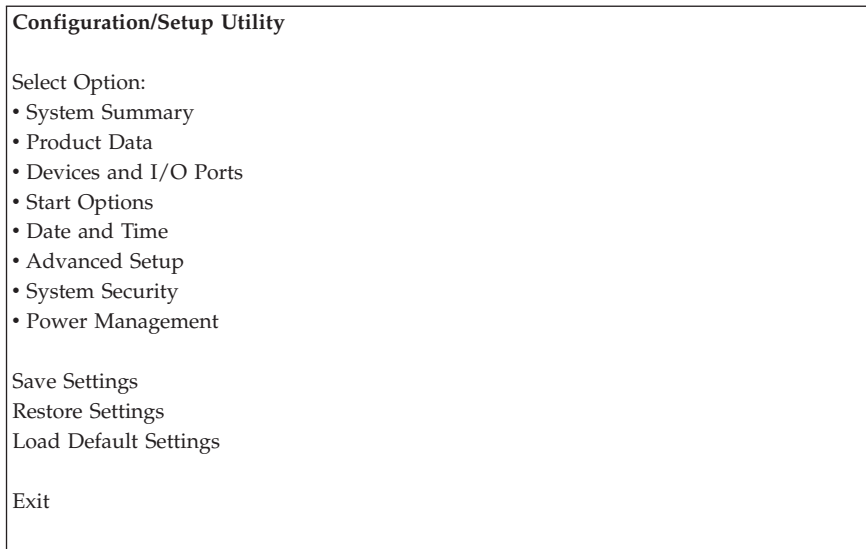
To start the Configuration/Setup Utility program, do the following:

1. Turn on your computer. If your computer is already on when you start this procedure, you must shut down the operating system, turn off the computer, wait a few seconds until all in-use lights go off, and restart the computer.
2. When the Configuration/Setup Utility prompt displays in the lower-left corner of the screen during startup, press F1. (This prompt is displayed for only a few seconds. You must press F1 quickly.) If you have not set a password, the Configuration/Setup Utility program menu is displayed. If you have set a password, the Configuration/Setup Utility program menu is not displayed until you type your password at the prompt and press Enter. See “Using passwords” on page 33 for more information.

The Configuration/Setup Utility program might start automatically when POST detects that hardware has been removed or new hardware has been installed in your computer.

Viewing and changing settings

The Configuration/Setup Utility menu displayed by your computer might look slightly different from the menu shown here, but it will operate the same way.



The Configuration/Setup Utility program menu lists items that identify system configuration topics. You might see symbols next to configuration menu items. The following table explains these symbols.

- An additional submenu or screen is available
- ▶ A change to that item has been made in the system configuration, or the Configuration/Setup Utility program has detected an error and attempted to correct it. Also, an additional menu might follow a menu item with a ▶ beside it.
- * A system resource conflict was detected. Resolve this conflict before exiting from the Configuration/Setup Utility program so that your computer will function properly.
- [] In the program menus, the Configuration/Setup Utility on information you can change is enclosed in brackets like these. You cannot change information that is not enclosed in brackets.

When working with the Configuration/Setup Utility program menu, you must use the keyboard. The following table shows the keys used to accomplish various tasks.

↑↓	Use these arrow keys to move among menu items until the item you want is highlighted.
↔	Use these arrow keys to display and toggle among choices for a menu item.
Enter	Press this key to select a highlighted menu item.
Esc	Press this key to exit from a menu after viewing or making changes to the settings in the menu.
+	Use this key in some menus to increase the numerical value of a setting.
-	Use this key (the minus or hyphen key) in some menus to decrease the numerical value of a setting.
0 - 9	Use the number keys in some menus to change the numerical value of a setting.
F1	Press this key for help on a selected menu item.
F9	Press this key if you changed and saved the setting of a selected menu item and you want to restore the setting that was active before you made the change.
F10	Press this key to return the setting of a selected menu item to a default value.

Note: Active keys are displayed at the bottom of each screen; not all of these keys are active on every menu.

Exiting from the Configuration/Setup Utility program

When you finish viewing or changing settings, press Esc to return to the Configuration/Setup Utility program menu (you might have to press Esc several times). If you want to save the new settings, select Save Settings before you exit. Otherwise, your changes will not be saved.

Using passwords

You can use passwords to provide security for your computer and data. There are two kinds of passwords: a power-on password and an administrator password. You do not have to set a password of either type to use your computer. However, if you decide to set either one, read the following sections.

Power-on password

The power-on password feature deters unauthorized persons from gaining access to your computer.

Administrator password

Setting an administrator password deters unauthorized persons from changing configuration settings. If you are responsible for maintaining the settings of several computers, you might want to set an administrator password.

After you set an administrator password, a password prompt is displayed each time you try to access the Configuration/Setup Utility program. If you type the wrong password, you will see an error message. If you type the wrong password three times, you must turn the computer off and start again.

If both the power-on and administrator passwords are set, you can type either password. However, to change any configuration settings, you must use your administrator password.

Setting, changing, and deleting a password

To set, change, or delete a password, do the following:

Note: A password can be any combination of up to six characters (A- Z, a-z, and 0-9). To set a power-on password, an administrator password must be set.

1. Start the Configuration/Setup Utility program (see “Starting and using the Configuration/Setup Utility program” on page 31).
2. From the Configuration/Setup Utility program menu, select **System Security** and press Enter. Press F1 for help when setting, changing or deleting passwords.

Using Security Profile by Device

Security Profile by Device is used to enable or disable user access to the following devices:

Diskette Drive Access	When this feature is set to Disable , the diskette drive cannot be accessed.
Diskette Write Protect	When this feature is set to Enable , all diskettes are treated as if they are write-protected.
Hard disk Write Protect	When this feature is set to Enable , the hard disk is write-protected.
IDE controller	When this feature is set to Disable , all devices connected to the IDE controller (such as hard disk drives) are disabled and will not be displayed in the system configuration.

To set Security Profile by Device, do the following:

1. Start the Configuration/Setup Utility program (see “Starting and using the Configuration/Setup Utility program” on page 31).
2. From the Configuration/Setup Utility program menu, select **System Security** and press Enter.
3. Select **Security Profile by Device** and press Enter.
4. Select the desired devices and settings and press Enter.

5. Press Esc twice to return to the Configuration/Setup Utility program menu.
6. Select **Save Settings** from the Configuration/Setup Utility menu and press Enter. Then press Esc and follow the instructions on the screen to exit from the Configuration/Setup Utility program.

Other settings in the Configuration/Setup Utility program

The information in this section contains instructions for changing the startup sequence, Remote Administration, and the Pentium III microprocessor serial number feature.

The startup sequence

Your computer can be started from several devices including the hard disk drive, diskette drive, and CD ROM or DVD-ROM drive, or from the network. The startup program looks for these devices in a specified sequence and starts the computer from the first device in the sequence that contains startable media or code. You can specify a different startup sequence for when your computer is turned on from the power button than for when it is turned on automatically, such as over a LAN or by a timer. The program is used to select the Configuration/Setup Utility primary startup sequence and the automatic power-on startup sequence.

Changing the startup sequence

To view or change the primary or automatic power-on startup sequence, do the following:

1. Start the Configuration/Setup Utility program (see “Starting and using the Configuration/Setup Utility program” on page 31).
2. Select **Start Options** and press Enter.
3. Select **Startup Sequence** from the Start Options menu and press Enter.
4. Use the arrow keys to make your selections, and press Esc until you return to the Configuration/Setup utility program menu.
5. Select **Save Settings** from the Configuration/Setup utility menu and press Enter; then press Esc and follow the instructions on the screen to exit from the Configuration/Setup utility program.

If you have changed these settings and want to return to the default settings, select **Load Default Settings** on the main Configuration/Setup Utility menu.

Chapter 5. Installing options

You can expand the capabilities of your computer by adding more memory or optional PCI adapters. Use the instructions in this chapter along with instructions that might come with the option.

This chapter includes information about removing the rear cover, the hard disk drive, and the system board cover. To replace these items, you can generally reverse the removal procedure. If you need additional information when replacing the hard disk drive and covers, look in the removal procedures.

Handling static-sensitive devices

Static electricity, although harmless to you, can seriously damage computer components and options. When you add an option, do *not* open the static-protective package containing the option until you are instructed to do so.

When you handle options and other computer components, take these precautions to avoid static electricity damage:

- Limit your movement. Movement can cause static electricity to build up around you.
- Always handle components carefully.
- Handle adapters and memory modules by the edges. Never touch any exposed circuitry.
- Prevent others from touching components.
- When you install a new option, touch the static-protective package containing the option to an unpainted metal surface on the computer for at least two seconds. This reduces static electricity in the package and your body.
- When possible, remove the option and install it directly in the computer without setting the option down. When this is not possible, place the static-protective package that the option came in on a smooth, level surface and place the option on it.
- Do not place the option on the computer cover or other metal surface.

Backing up configuration settings

Important:

Run ConfigSafe (or a similar application) to take a snapshot of your computer configuration before installing an optional device. Using this snapshot, you can view and compare the changes in the computer configuration after you install an option. Also, if you have problems configuring the option after it is installed, you can use ConfigSafe to restore the configuration to the previous settings.

When you start your computer for the first time, ConfigSafe takes a snapshot of the initial configuration of your computer. You might be able to use this snapshot to restore the configuration to the initial settings.

ConfigSafe is a part of the preinstalled software in your computer. For more information, use the ConfigSafe help system.

Available options

For the latest information about available options, see the following World Wide Web pages:

- <http://www.ibm.com/pc/us/options/>
- <http://www.ibm.com/pc/support/>

You can also obtain information through the following sources:

- Within the United States, call 1-800-IBM-2YOU (1-800-426-2968), your IBM reseller, or IBM marketing representative.
- Within Canada, call 1-800-565-3344 or 1-800-465-7999.
- Outside the United States and Canada, contact your IBM reseller or IBM marketing representative.

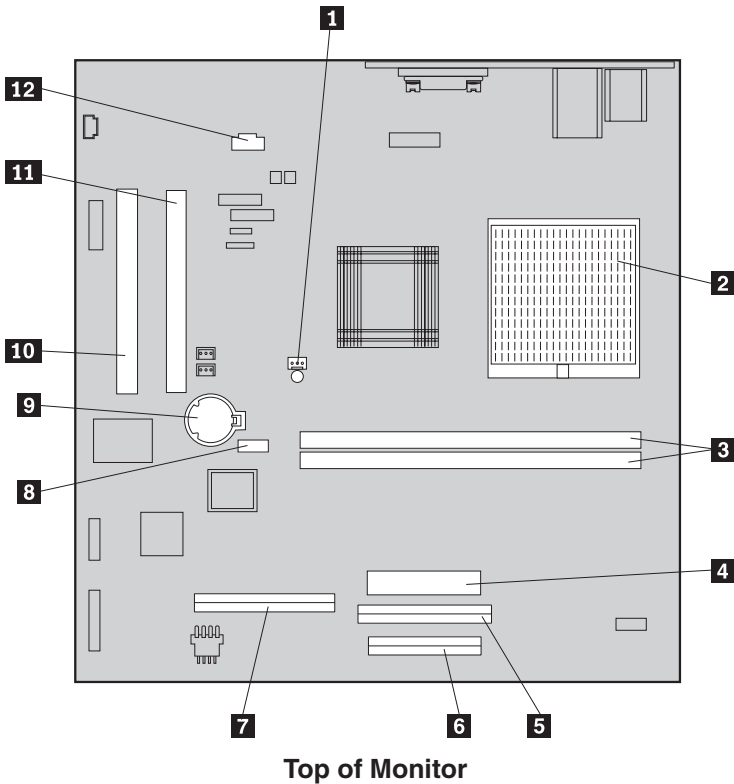
Tools required

To install or remove some options in your computer, you will need Phillips-head and a flat-blade screwdrivers. Additional tools might be needed for certain options. See the instructions that come with the option.

Component locations

The following illustration shows the locations of various components on the system board.

System board



- | | |
|--|---|
| 1 Fan connector | 7 Hard disk drive connector |
| 2 Microprocessor | 8 CMOS clear jumper |
| 3 DIMM sockets (SDRAM) | 9 Battery |
| 4 Power connector | 10 PCI expansion slot |
| 5 CD-ROM or DVD-ROM drive connector | 11 PCI expansion slot |
| 6 Diskette drive connector | 12 CD-ROM or DVD-ROM drive audio connector |

Disconnecting cables

To disconnect cables, do the following:

1. Remove any media (diskettes or CDs) from the drives and shut down your operating system.
2. Read the “Safety notices” on page vii.
3. Read “Handling static-sensitive devices” on page 37.
4. Turn off all attached external devices and turn off the computer.
5. Unplug the computer power cord from the electrical outlet.
6. Unplug the power cords for any attached devices from their electrical outlets.
7. Disconnect all communication cables (such as modem and network cables) from communication outlets.
8. Disconnect all other cables attached to the computer.

Removing the rear cover

You must remove the rear cover to install internal options such as memory and PCI adapters.

Attention: Proper cooling is necessary to avoid damage to your computer. Do not operate your computer without all covers in place.

To remove the rear cover, do the following:

1. Disconnect all cables attached to your computer. See “Disconnecting cables” on page 39.
2. Place the computer on a padded surface in the position shown in the following illustration.

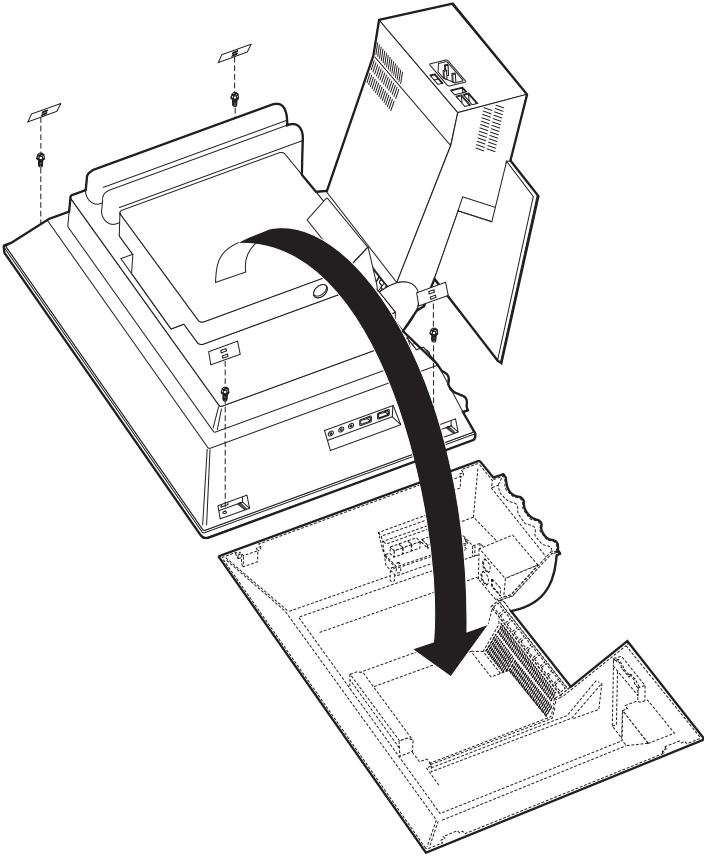
Attention: Be sure to use a soft, padded surface such as cloth or paper towels when positioning the computer for service. The monitor or monitor bezel might be scratched if placed on a hard surface.

3. Pry off the four snap-on screw covers on the rear of the monitor with a flat-blade screwdriver.
4. Loosen the four screws that secure the cover to the rear of the monitor.

Note: The screws are captive. Do not try to remove them.

5. Carefully lift the cover up until it clears the metal cover over the system board and rotate it to the position shown in the following illustration.

Attention: When replacing the rear cover, make sure that the small coil spring attached to the device bay release button is properly positioned against the inside of the rear cover. The device bay release button will not work correctly if the spring is not in the proper position.

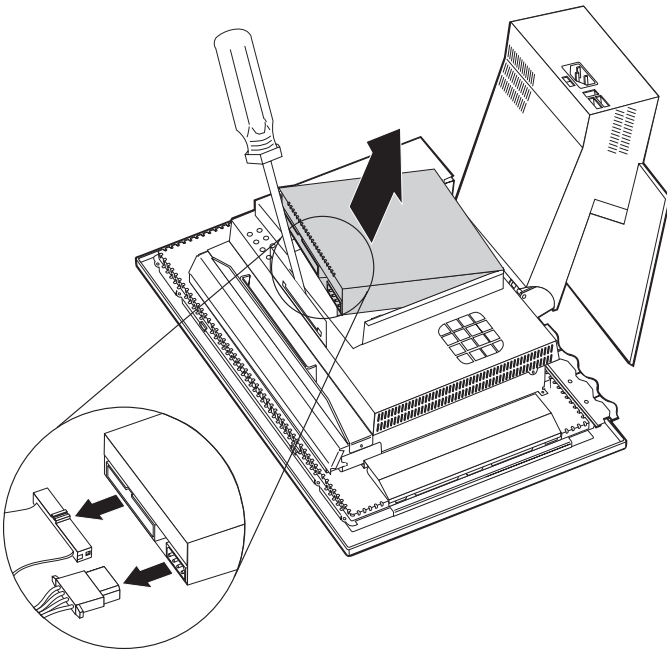


Removing the hard disk drive

The hard disk drive must be removed before you remove the metal system board cover.

To remove the hard disk drive, do the following:

1. Remove the rear computer cover. See “Removing the rear cover” on page 40.
2. To release the hard disk drive, use a flat-blade screwdriver or coin and pry up on the latch as shown in the following illustration.
3. Rotate the hard disk drive outward, and disconnect the power cable and the signal cable from the drive.
4. Detach the hard disk drive from the system board cover, and set it aside.



Removing the system board cover

You must remove the system board cover to install memory DIMMs or PCI adapters.

Attention: Proper cooling is necessary to avoid damage to your computer. Do not operate your computer without all covers in place.

To remove the system board cover, do the following:

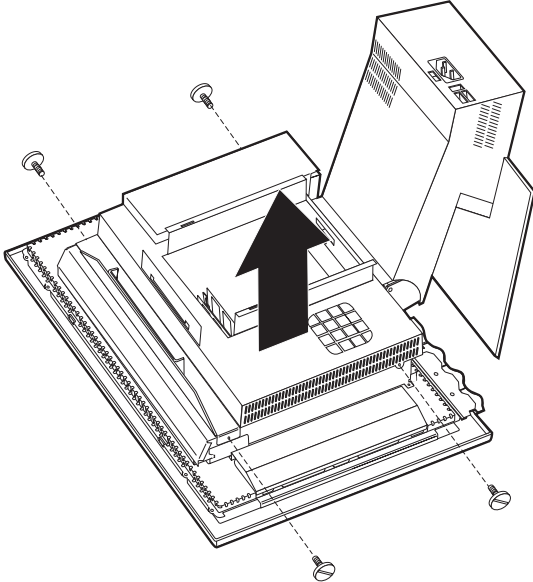
1. Remove the rear cover. See “Removing the rear cover” on page 40.
2. Remove the hard disk drive. See “Removing the hard disk drive” on page 42.
3. Remove the four thumbscrews holding the system board cover.

Attention:

A fan is mounted inside the system board cover and is connected to the system board with a cable. Be careful to not damage the cable when removing the cover.

4. Carefully lift the system board cover upward approximately 64 cm (.25 in.) and position it so that you can access the memory DIMMs and PCI expansion slots.

Note: You can leave the fan cable connected to the system board or disconnect it if necessary. For the location of the fan cable connector, see “System board” on page 39



Installing memory

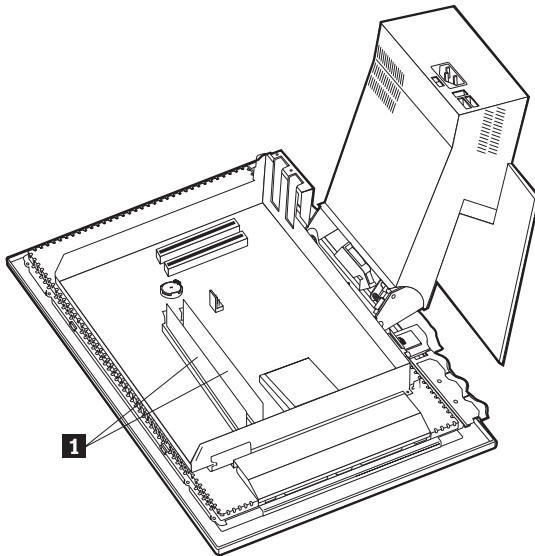
You can add memory to your computer to increase system performance. Your computer has two DIMM connectors **1** for installing memory.

The following restrictions apply when installing memory:

- The maximum amount of SDRAM memory is 1 GB.
- Each DIMM installed must contain the same amount of memory.

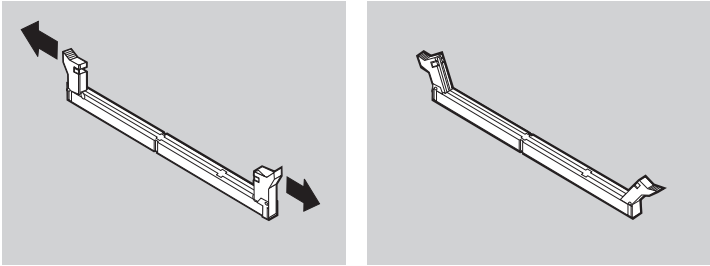
To install a DIMM, do the following:

1. Remove the rear computer cover. See “Removing the rear cover” on page 40.
2. Remove the hard disk drive. See “Removing the hard disk drive” on page 42.
3. Remove the system board cover. See “Removing the system board cover” on page 43.

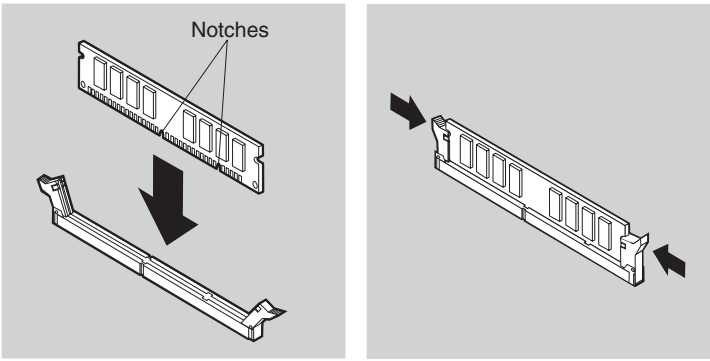


4. Locate the DIMM sockets on the system board. See “System board” on page 39.
5. Open the module retaining clips on one of the DIMM sockets.

Note: If you are replacing an existing DIMM, remove the existing DIMM.



- 6. Position the new DIMM over the socket, making sure that the notches in the DIMM are aligned with the tabs on the socket. Push the DIMM straight down into the connector until the retaining clips close.



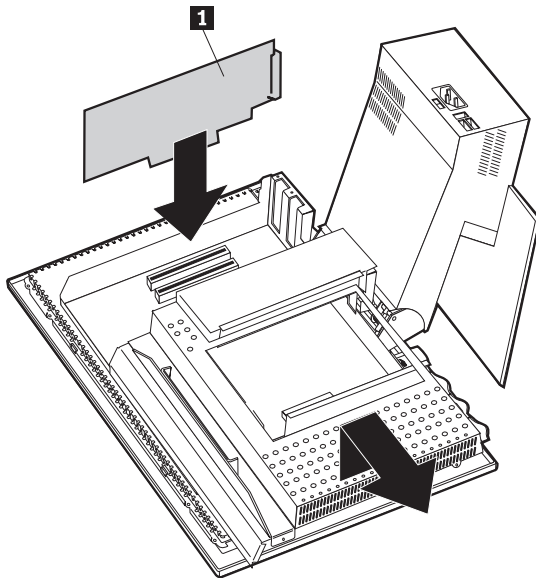
- 7. Replace the system board cover.
- 8. Replace the hard disk drive.
- 9. Replace the rear cover.

Installing an adapter

Your computer system board has two peripheral component interconnect (PCI) expansion slots. Depending on your model, the expansion slots might already have adapters installed. You can install a low-profile PCI adapter in any available PCI expansion slot. These adapters must not exceed 16.9 cm (6.66 inches) in length and 5.15 cm (2.04 inches) in height.

To install an adapter, do the following:

1. Remove the rear cover. See “Removing the rear cover” on page 40.
2. Remove the hard disk drive. See “Removing the hard disk drive” on page 42.
3. Remove the system board cover. See “Removing the system board cover” on page 43.
4. Remove the screw and slot cover for the expansion slot.
5. Install the adapter **1** into the expansion slot on the system board, and then install the screw that secures the adapter.



6. Replace the system board cover.
7. Replace the hard disk drive.
8. Replace the rear cover.

Chapter 6. Troubleshooting

This chapter describes diagnostic tools that you can use to identify and correct problems that might come up as you use your computer. This chapter also contains information about option diskettes and how to recover from a BIOS update failure.

Note

If your computer does not start when you press the power button, do the following:

- Make sure your computer is connected to a working electrical outlet.
- Make sure all cables are securely connected to the correct connectors.

If this does not correct the problem, have the computer serviced.

Computer problems can be caused by hardware, software, or user error (for example, erasing the wrong file). You can use the diagnostic aids discussed in this chapter to help you solve such problems yourself or gather helpful information you can pass on to a service technician.

You can check the hardware by following the procedures in this chapter. You can also use the diagnostic programs provided with your computer (see “IBM Enhanced Diagnostics” on page 66 for a description of these programs).

If you do not identify a hardware problem and have not made a user error, you might have a software problem. If you suspect that you have a software problem and your computer comes with IBM-preinstalled software, see “IBM Enhanced Diagnostics” on page 66 for information about how to run the IBM Enhanced Diagnostics program provided by IBM. Also see the operating system documentation supplied with your computer. If you have installed software applications yourself, see the documentation supplied with the software.

The following tools are available to diagnose hardware-related problems:

- Power-on self-test (POST)
- Troubleshooting procedure
- Error codes and messages
- Troubleshooting charts
- IBM Enhanced Diagnostics program

Troubleshooting procedure

Use this procedure as a starting point for problem identification.

1. To begin troubleshooting, perform the following steps:
 - a. Remove all diskettes and CDs from the drives.
 - b. Turn off the computer and wait a few seconds.
 - c. Turn on any attached devices; then, turn on the computer.
 - d. Wait the normal amount of time for the first window of your application or the operating system to be displayed.

Is either the Windows desktop or the first screen of your application program displayed?

No - Continue at step 2.

Yes - The power-on self-test (POST) did not detect a problem. Further diagnostic testing is required. Go to "Running the IBM Enhanced Diagnostics program" on page 67 and run the diagnostic programs. If you are unable to run the diagnostic programs or if the diagnostic programs do not detect an error, go to "Device troubleshooting charts" on page 53.

2. You have an unreadable display or an error message is displayed.

Is an error message displayed?

No - Continue at step 3.

Yes - Refer to "POST error codes" on page 51 and look for the error message; then return here.

Is the error message in this table?

No - The message might be from your software. Refer to documentation for your application program.

Yes - Continue at step 4.

3. Go to "Device troubleshooting charts" on page 53. Find the symptom that best describes the problem, and take the appropriate action. If the problem persists, have the computer serviced.
4. **Did the Configuration/Setup Utility program start automatically after the error message was displayed?**

No - Follow the action for this error message described in "POST error codes" on page 51.

Yes - continue to step 5.

5. **Have you recently added, removed, or changed any hardware?**

No - Have the computer serviced.

Yes - Do one of the following:

- If the failure occurred *immediately* after you installed or removed an option, and you have not yet updated the configuration, see “Chapter 4. Using the Configuration/Setup Utility program” on page 31.
- If the computer was functioning correctly after you installed an option and is now malfunctioning, have the computer serviced.
- If the failure occurred immediately after you made a change to the configuration, verify that you selected the correct settings.

Power-on self-test (POST)

Each time you turn on your computer, it automatically performs a series of tests that check the basic operation of the base computer. This series of tests is called the *power-on self-test* (POST).

POST does the following:

- Checks basic system board operations
- Checks the memory operation
- Compares the current system configuration with that established by the Configuration/Setup Utility program
- Starts the video operation
- Verifies that the diskette drives are working
- Verifies that the hard disk drive and the CD-ROM or DVD-ROM drive are working

POST error codes are displayed when POST detects problems with or changes to the hardware configuration during startup. POST error messages are 3-, 4-, 5-, 8-, or 12-character alphanumeric messages and include brief explanations.

POST error codes

The computer might display more than one error message. Often, the first error to occur causes subsequent errors. When using the POST message charts in this section, always begin by following the suggested action for the first error message that is displayed. Note that, in these tables, *x* can be any alphanumeric character.

Code	Description	Action
151	Real time clock failure	Go to “Starting and using the Configuration/Setup Utility program” on page 31, and follow the instructions to reset the time and date. If the problem persists, have the computer serviced.

Code	Description	Action
161	Defective CMOS Battery	Replace the battery. See "Replacing the battery" on page 68.
162	A change in the device configuration occurred	Go to "Starting and using the Configuration/Setup Utility program" on page 31, and follow the instructions to load the Default Settings. If the problem persists, have the computer serviced.
163	Clock not updating	Go to "Starting and using the Configuration/Setup Utility program" on page 31, and follow the instructions to reset the time and date. If the problem persists, have the computer serviced.
164	CMOS RAM memory size does not match	This is expected if you have removed memory. Otherwise, Go to "Running the IBM Enhanced Diagnostics program" on page 67 for instructions on running memory diagnostics.
301	Keyboard error	<ol style="list-style-type: none"> 1. Make sure the keyboard is properly connected. 2. If the keyboard is properly connected, have the computer serviced.
662	Diskette drive configuration error	<ol style="list-style-type: none"> 1. Go to "Starting and using the Configuration/Setup Utility program" on page 31, and follow the instructions to verify the diskette drive configuration. 2. Run the diagnostic program for the diskette drive. See "Running the IBM Enhanced Diagnostics program" on page 67. 3. If the problem persists, have the computer serviced.
1762	Hard disk configuration error	<ol style="list-style-type: none"> 1. Go to "Starting and using the Configuration/Setup Utility program" on page 31, and follow the instructions to verify the hard disk configuration. 2. If the problem persists, have the computer serviced.

Code	Description	Action
178x	Hard disk or IDE device failed	<ol style="list-style-type: none"> 1. Go to "Running the IBM Enhanced Diagnostics program" on page 67, and follow the instructions for running the diagnostic program for the hard disk drive and IDE devices. 2. If the problem persists, have the computer serviced.
18xx	A PCI adapter has requested an unavailable resource	Go to "Starting and using the Configuration/Setup Utility program" on page 31 and follow the instructions to reconfigure the PCI devices.
1962	No startup device found	<ol style="list-style-type: none"> 1. Go to "Starting and using the Configuration/Setup Utility program" on page 31 and follow the instructions to verify that the startup sequence is configured properly. 2. If the problem persists, have the computer serviced.
2400	Display adapter failed; using alternate	Have the computer serviced.
2462	Video configuration error	Have the computer serviced.
5962	IDE CD-ROM configuration error	Have the computer serviced.
8601	Pointing device error	Have the computer serviced.
8603	Pointing device has been removed	<ol style="list-style-type: none"> 1. Make sure that the pointing device is properly attached. 2. If the problem persists, have the computer serviced.

Device troubleshooting charts

You can use the troubleshooting charts in this section to find solutions to problems that have definite symptoms.

Important

If you find it necessary to remove the computer cover, first read "Safety notices" on page vii for important safety information and instructions.

If you have just added new software or a new computer option and your computer is not working, do the following before using the troubleshooting charts:

1. Remove the software or device you just added.
2. Run the diagnostic programs to determine if your computer is running properly. (See “Running the IBM Enhanced Diagnostics program” on page 67 for information about diagnostic programs provided with your computer.)
3. Reinstall the new software or new device.

Use the following directory to quickly locate problem categories in the troubleshooting charts.

Problem type	Go to
Audio problems	“Audio problems” on page 55
CD-ROM or DVD-ROM drive	“CD-ROM or DVD-ROM drive problems” on page 56
Diskette drive	“Diskette drive problems” on page 58
Display/monitor	“Display/monitor problems” on page 58
DVD disc	“DVD disc problems” on page 57
General	“General problems” on page 59
Intermittent	“Intermittent problems” on page 59
Keyboard, mouse, or pointing device	“Keyboard, mouse, or pointing device problems” on page 60
Memory	“Memory problems” on page 61
Modem	“Modem problems” on page 62
Optional device	“Optional-device problems” on page 65
Software	“Software problems” on page 66
Universal Serial Bus (USB) device	“Universal Serial Bus (USB) problems” on page 66

Audio problems

Symptom	Action
No audio in Windows	<ol style="list-style-type: none"> 1. Check the Windows Volume Control program to ensure the volume settings are not set too low or that the mute setting is not enabled. To access the Windows Volume Control program, do the following: <ol style="list-style-type: none"> a. From the Windows desktop, click Start. b. Select Programs. c. Select Accessories. d. Select Multimedia. e. Click Volume Control. 2. 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 Sound Blaster Pro or Sound Blaster emulation. <p>If these actions do not correct the problem, run the diagnostic programs (see "Running the IBM Enhanced Diagnostics program" on page 67). If you need technical assistance, see "Chapter 7. Getting information, help, and service" on page 71.</p>
No audio when you play DOS games or use DOS programs	<ol style="list-style-type: none"> 1. Make sure the game or program is configured to use Sound Blaster Pro or Sound Blaster emulation. Refer to the documentation that came with your DOS program for instructions on selecting sound adapter settings. 2. Shut down and restart your computer in MS-DOS mode. Then try to run the program again. <p>If these actions do not correct the problem, run the diagnostic programs (see "Running the IBM Enhanced Diagnostics program" on page 67). If you need technical assistance, see "Chapter 7. Getting information, help, and service" on page 71.</p>

CD-ROM or DVD-ROM drive problems

Symptom	Action
<p>An audio or AutoPlay- enabled disc does not automatically play when inserted into the drive.</p>	<p>Make sure you have the Windows AutoPlay feature enabled. To enable the AutoPlay feature, do the following:</p> <ol style="list-style-type: none"> 1. From the Windows desktop, double-click My Computer. 2. In the My Computer window, double-click Control Panel. 3. In the Control Panel window, double-click System. 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, select the Auto insert notification check box. 8. Click OK to exit from the Properties window and save the setting. <p>If this procedure does not correct the problem, run the diagnostic programs (see "Running the IBM Enhanced Diagnostics program" on page 67). If you need technical assistance, see "Chapter 7. Getting information, help, and service" on page 71.</p>
<p>A CD or DVD does not work.</p>	<ul style="list-style-type: none"> • Verify that the disc is inserted correctly, with its label up. • Make sure that the disc you are using is clean. To remove dust or fingerprints, wipe the CD with a clean, soft cloth from the center to the outside. Wiping the CD in a circular direction might cause loss of data. • Verify that the disc you are using is good and not scratched or damaged. Try inserting another disc that you know is good. If you cannot read from a known-good disc, you might have a problem with your drive. Check that the power-supply cable and signal cable are securely connected to the drive (see "Chapter 5. Installing options" on page 37 for cover removal instructions). • Use the Configuration/Setup Utility program to verify that the drive is enabled (see "Chapter 4. Using the Configuration/Setup Utility program" on page 31). <p>If these actions do not correct the problem, run the diagnostic programs (see "Running the IBM Enhanced Diagnostics program" on page 67). If you need technical assistance, see "Chapter 7. Getting information, help, and service" on page 71.</p>

DVD disc problems

Symptom	Action
Black screen instead of DVD video	<ol style="list-style-type: none"> 1. Restart the DVD player program. 2. Shut down Windows, and restart your computer. <p>If you need technical assistance, see “Chapter 7. Getting information, help, and service” on page 71.</p>
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 or package for regional coding. You might need to purchase a disc with coding for the region for which your DVD-ROM drive was manufactured. <p>If you need technical assistance, see “Chapter 7. Getting information, help, and service” on page 71.</p>
No audio or intermittent audio while playing DVD movie	<ol style="list-style-type: none"> 1. Check the volume control settings in Windows and 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. 4. Select a different audio track. <p>If you need technical assistance, see “Chapter 7. Getting information, help, and service” on page 71.</p>
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 1152 x 864. 3. Make sure that the DMA check box is selected in Device Manager for the DVD-ROM drive. <p>If you need technical assistance, see “Chapter 7. Getting information, help, and service” on page 71.</p>
Invalid disc or no disc found message	<ol style="list-style-type: none"> 1. Ensure that a DVD disc is in the drive with the label side of the disc facing up. 2. Ensure that video resolution is set to less than 1152 x 864. 3. On a computer with a CD-ROM as well as a DVD-ROM drive, make sure that the DVD is in the drive labeled DVD. <p>If you need technical assistance, see “Chapter 7. Getting information, help, and service” on page 71.</p>

Diskette drive problems

Symptom	Action
<p>Diskette drive in-use light stays on or the system bypasses the diskette drive.</p> <p>or</p> <p>You cannot read or write to a diskette.</p>	<p>If there is a diskette in the drive, verify that:</p> <ol style="list-style-type: none"> 1. The diskette drive is enabled. Use the Configuration/Setup Utility program to check this. For more information, see "Chapter 4. Using the Configuration/Setup Utility program" on page 31. 2. The computer is checking for the diskette drive in the startup sequence. Use the Configuration/Setup Utility program to verify this. 3. The diskette you are using is good and not damaged. Try inserting another diskette if you have one. 4. The diskette is inserted correctly, with its label up and its metal shutter end first in the drive. 5. The diskette contains the necessary files to start the computer (the diskette must be startable). 6. That there is no problem with your software program (see "Software problems" on page 66). <p>If you cannot correct the problem, have the computer serviced.</p>

Display/monitor problems

Symptom	Action
General monitor problems	<ol style="list-style-type: none"> 1. Make sure the brightness controls are adjusted correctly. 2. Some IBM monitors have their own self-tests. If you suspect a problem with your monitor, see "Running the IBM Enhanced Diagnostics program" on page 67 and run diagnostics on the monitor. <p>If you cannot find the problem, check the other listings on monitor problems in this table.</p>
Blank screen	<p>Verify that the brightness controls are adjusted correctly.</p> <p>If you cannot correct the problem, have the computer serviced.</p>
Unreadable characters	Have the computer serviced.
The monitor works when you turn on the computer, but goes blank after some period of computer inactivity.	The computer is probably set for energy savings, using one of the power management settings. If the power management features are enabled, disabling or changing the settings might solve the problem (see "Other settings in the Configuration/Setup Utility program" on page 35).

General problems

Symptom	Action
The computer does not start when you press the power button.	Verify that: <ol style="list-style-type: none">1. All cables are securely connected to the proper connectors on the computer. For the location of the connectors, see “Connecting cables” on page 8.2. The computer cover is properly installed. If you cannot correct the problem, have the computer serviced.

Intermittent problems

Symptom	Action
A problem occurs only occasionally and is difficult to repeat.	Verify that: <ol style="list-style-type: none">1. All cables and cords are securely connected to the computer and attached devices.2. When the computer is turned on, the fan grill is not blocked (there is airflow around the grill), and the fans are working. If air flow is blocked or the fans are not working, the computer might overheat. If you cannot correct the problem, have the computer serviced.

Keyboard, mouse, or pointing device problems

Symptom	Action
All or some keys on the keyboard do not work.	<p>Verify that:</p> <ol style="list-style-type: none">1. The computer is turned on.2. The keyboard cable is securely connected to the keyboard connector on the computer. For the location of the keyboard connector, see "Connecting cables" on page 8.3. If one or more of the Rapid Access buttons are the only keys that are not working, you might have these buttons disabled or not assigned to a function. Use the help system in the Rapid Access Customization Keyboard program to help diagnose problems with Rapid Access Buttons. To access the program and start the help system:<ol style="list-style-type: none">a. From the Windows desktop, click Start.b. Select Settings, and then click Control Panel.c. Double-click Keyboard (Rapid Access). The Rapid Access Keyboard Customization program starts.d. Click Help. <p>If you cannot correct the problem, have the computer serviced.</p>
The mouse or pointing device does not work.	<p>Verify that:</p> <ol style="list-style-type: none">1. The mouse or pointing-device cable is securely attached to the proper connector on the computer. Depending on the type of mouse you have, the mouse cable will connect to either the USB or PS/2 mouse connector. To find the mouse and serial connectors, see "Connecting cables" on page 8.2. The device drivers for the mouse are installed correctly. <p>If you cannot correct the problem, have the computer serviced.</p>

Memory problems

Symptom	Action
<p>The amount of memory displayed is less than the amount of memory installed.</p>	<p>The amount of available memory shown might be somewhat less than expected because of basic input/output system (BIOS) shadowing and other resource requirements (such as ACPI and USB).</p> <p>Verify that:</p> <ol style="list-style-type: none"><li data-bbox="394 358 958 410">1. You have installed the correct type of DIMMs for your computer. See “Installing memory” on page 45.<li data-bbox="394 418 884 470">2. The DIMMs are properly installed and securely connected.<li data-bbox="394 479 953 557">3. If you added or removed memory, you saved the new configuration before exiting from the Configuration/Setup Utility program. <p>If the problem persists, run the memory test from the diagnostic program supplied with your computer. (See “Running the IBM Enhanced Diagnostics program” on page 67 for further information.) The computer might have detected a bad DIMM and automatically reallocated memory so that it could continue to operate.</p> <p>If you cannot correct the problem, have the computer serviced.</p>

Modem problems

Symptom	Action
<p>When you try to use the modem, your computer or modem is unable to detect a dial tone.</p>	<ol style="list-style-type: none">1. Make sure the telephone line is correctly connected to your computer. If you are using other communication devices in conjunction with the modem, such as an asymmetric digital subscriber line (ADSL) adapter or home networking adapter, refer to the documentation for those devices to ensure the cords are properly connected.2. Make sure no one is using the telephone.3. Make sure the telephone line is working.4. Add the modem command x3 to the initialization string for the communication program you are using. For help with changing the initialization string, refer to the documentation that comes with your communications program.

Symptom	Action
<p>General modem/communication problems.</p>	<ol style="list-style-type: none"> 1. Make sure the telephone cords are connected correctly and securely. Connections for a standard modem are shown in "Disconnecting cables" on page 39. If you are using other communication devices in conjunction with the modem, such as an asymmetric digital subscriber line (ADSL) adapter or home networking adapter, refer to the documentation for those devices to ensure the cords are properly connected. 2. Make sure the telephone line works. If you have a telephone connected to the modem, try making a call. If you do not have a telephone connected to the modem, plug a telephone into the same telephone outlet that the computer is plugged into (remember to reconnect the computer to the telephone outlet after verifying that the line is working). 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 else 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 might be a configuration problem. For additional help, refer to the documentation for your communications software. 7. Make sure your modem cord is attached to an analog telephone line. The local telephone company can determine the type of telephone line. 8. Make sure the modem is securely installed inside the computer. (See "Removing the rear cover" on page 40.) <p>If these actions do not correct the problem, run the diagnostic programs (see "Running the IBM Enhanced Diagnostics program" on page 67). If you need technical assistance, see "Chapter 7. Getting information, help, and service" on page 71.</p>

Symptom	Action
<p>When you try to use the modem, it does not work.</p>	<ol style="list-style-type: none"> 1. If you added, changed, or reinstalled a modem, make sure it is installed correctly. 2. Make sure your communications program is configured correctly. The following settings are generally compatible: <ul style="list-style-type: none"> • Modem settings: <ul style="list-style-type: none"> – Generic Hayes-type modem – Hayes-compatible error correcting – Hayes-compatible high speed – User-defined modem – Hayes modem – Other <p>If you select a modem type of Other, you must include the proper modem initialization string. For most programs, the initialization string AT&F</p> <p>will work.</p> <ul style="list-style-type: none"> • Baud rate: 115200 Kbps or the maximum setting offered by your communications software • COM port: COM1 <p>For help with configuring your communications program, refer to the documentation that comes with your communications program.</p> <p>If these actions do not correct the problem, run the diagnostic programs (see “Running the IBM Enhanced Diagnostics program” on page 67). If you need technical assistance, see “Chapter 7. Getting information, help, and service” on page 71.</p>

Optional-device problems

Symptom	Action
An IBM option that was just installed does not work.	<p>Verify that:</p> <ol style="list-style-type: none">1. The option is designed for your computer.2. You followed the installation instructions supplied with the option and in “Chapter 5. Installing options” on page 37.3. All option files (if required) are installed correctly. See “Chapter 5. Installing options” on page 37 for information about installing option files.4. You have not loosened other installed options or cables.5. If the option is an adapter, you have provided enough hardware resources for the adapter to function correctly. See the documentation supplied with the adapter (as well as the documentation for any other installed adapters) to determine the resources required for each adapter.6. You updated the configuration information in the Configuration/Setup Utility program, if necessary, and have no conflicts. For more information, see “Chapter 4. Using the Configuration/Setup Utility program” on page 31. <p>If the problem persists, run the diagnostic programs. (See “Running the IBM Enhanced Diagnostics program” on page 67 for information about diagnostic programs provided with your computer.)</p> <p>If you cannot correct the problem, have the computer and the option serviced.</p>
An IBM option that previously worked does not work now.	<p>Verify that all option hardware and cable connections are secure.</p> <p>If the option comes with its own test instructions, use those instructions to test the option.</p> <p>If you cannot correct the problem, have the computer serviced.</p>

Software problems

Symptom	Action
Software does not work as expected.	<p>To determine if problems are caused by installed software, verify that:</p> <ol style="list-style-type: none">1. Your computer has the minimum memory requirements needed to use the software. See the information supplied with the software to verify memory requirements. Note: If you have just installed an adapter or memory, you might have a memory-address conflict.2. The software is designed to operate on your computer.3. The software you are using works on another computer. <p>If you received any error messages while using the software program, see the information supplied with the software for a description of the messages and solutions to the problem.</p> <p>If you cannot correct the problem, have the computer serviced.</p>

Universal Serial Bus (USB) problems

Symptom	Action
A Universal Serial Bus (USB) device does not work.	Verify that the USB device is properly installed and firmly seated. If you cannot correct the problem, have the computer serviced.

IBM Enhanced Diagnostics

IBM provides programs that you can run to diagnose hardware problems and some software problems. Several utility programs that provide helpful information about your computer are also included. The user interface for running these diagnostic and utility programs is provided by PC-Doctor.

The *IBM Enhanced Diagnostics* program will isolate your computer hardware from software that was preinstalled (or that you have installed) on your hard disk. These programs run independently of the operating system and are generally used when other methods are not available or have not been successful in isolating a problem suspected to be hardware related.

The *IBM Enhanced Diagnostics* are available on:

- The *Product Recovery* program on the hard disk

- The *Product Recovery CD(s)*
- The World Wide Web

Important

To determine if your computer has the *Product Recovery* program on the hard disk, look for the following prompt when you start your computer:

To start the IBM Product Recovery Program, press F11

If this prompt is displayed at startup, the *Product Recovery* program is installed.

If your computer does not have the *Product Recovery* program installed, and you do not have a *Product Recovery CD(s)* for your operating system, go to <http://www.ibm.com/pc/support> on the World Wide Web for information about obtaining a *Product Recovery CD*.

You can create an IBM Enhanced Diagnostics diskette or you can run the diagnostics directly from the product recovery program or CD.

Creating an IBM Enhanced Diagnostics diskette

To download the IBM Enhanced Diagnostics diskette image from the World Wide Web, do the following:

1. Go to <http://www.ibm.com/pc/support> on the World Wide Web.
2. Type your machine type and model, and click **Go**.
3. Select **Downloadable files**.
4. Download the .EXE file to a hard disk directory (not to a diskette).
5. Go to a DOS prompt and change to the directory where the file was downloaded.
6. Insert a blank high-capacity diskette into the diskette drive A.
7. Type the following and press Enter:

```
filename a:
```

where *filename* is the name of the file you downloaded from the Web.

The self-extracting downloaded file is copied to the diskette, and a startable *IBM Enhanced Diagnostics* diskette is created.

Running the IBM Enhanced Diagnostics program

You can run the *IBM Enhanced Diagnostics* program from the *IBM Enhanced Diagnostics* diskette or you can use the *Product Recovery* program or CD.

To run diagnostics from the IBM Enhanced Diagnostics diskette:

1. Turn off your computer and any attached devices.
2. Insert the *IBM Enhanced Diagnostics* diskette into the diskette drive.
3. Turn on all attached devices; then turn on your computer.
4. Follow the instructions on the screen.

To run diagnostics from the Product Recovery CD or program:

Important

If you are running diagnostics from the product recovery CD and you have more than one CD, always start with *Product Recovery CD 1*.

1. If you have a product recovery CD, open the CD drive, insert the CD, and close the drive. If you do not have a product recovery CD, go to step 2.
2. Shut down your operating system and turn off the computer.
3. Turn on your computer.

Note: If you are using the *Product Recovery* program, quickly press F11 when the prompt displays during startup (the prompt displays for only a few seconds).

Wait for the product recovery menu to display.

4. Depending on your operating system, you might be prompted to select a system setting. If no prompt displays, go to the next step.
5. When the main menu appears, select **System Utilities**.
6. From the System Utilities menu, select **Run Diagnostics**. The IBM Enhanced Diagnostics Program starts. When you are finished running diagnostics, you will be returned to the Product Recovery program main menu.
7. Remove any CD from the CD drive and restart the computer.

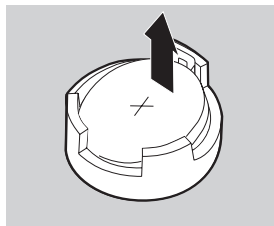
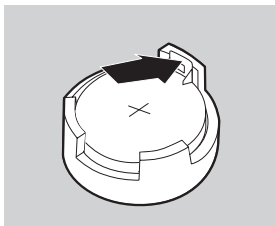
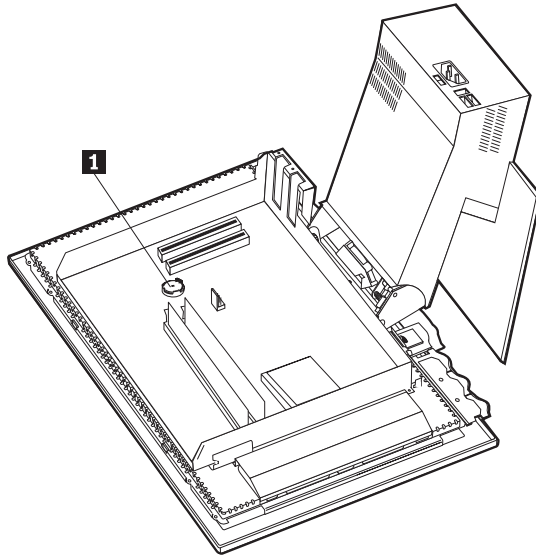
Replacing the battery

Your computer has a special type of memory that maintains the date, time, and settings for built-in features. A battery keeps this information active when you turn off the computer.

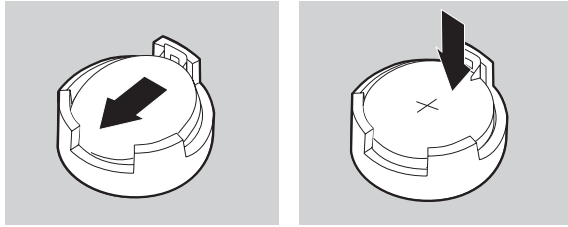
The battery requires no charging or maintenance throughout its life; however, no battery lasts forever. If the battery fails, the date, time, and configuration information (including passwords) are no longer set. An error message is displayed when you turn on the computer. See “Lithium battery notice” on page ix.

To change the battery, do the following:

1. Turn off the computer and all attached devices.
2. Remove the rear cover. See “Removing the rear cover” on page 40.
3. Remove the hard disk drive. See “Removing the hard disk drive” on page 42.
4. Remove the system board cover. See “Removing the system board cover” on page 43.
5. Remove the old battery **1**.



6. Install the new battery.



7. Replace the covers, and plug in the power cord.

Note: When the computer is turned on for the first time after battery replacement, an error message might be displayed. This is normal after the battery is replaced.

8. Turn on the computer and all attached devices.
9. Use the Configuration/Setup Utility program to set the date and time and any passwords.
10. Dispose of the old battery as required by local ordinances or regulations.

Chapter 7. Getting information, help, and service

If you need help, service, technical assistance, or just want more information about IBM products, you will find a wide variety of sources available from IBM to assist you. This section contains information about where to go for additional information about IBM and IBM products, what to do if you experience a problem with your computer, and whom to call for service should it be necessary.

Getting information

Information about your IBM computer and preinstalled software, if any, is available in the documentation that comes with your computer. That documentation includes printed books, online books, README files, and help files. In addition, information about IBM products is available on the World Wide Web and through the IBM Automated Fax System.

Using the World Wide Web

On the World Wide Web, the IBM Web site has up-to-date information about IBM Personal Computer products and support. The address for the IBM Personal Computing home page is <http://www.ibm.com/pc>.

You can find support information for your IBM products, including supported options, at <http://www.ibm.com/pc/support>.

If you select Profile from the support page, you can create a customized support page that is specific to your hardware, complete with Frequently Asked Questions, Parts Information, Technical Hints and Tips, and Downloadable Files. In addition, you can choose to receive e-mail notifications whenever new information becomes available about your registered products.

You also can order publications through the IBM Publications Ordering System at <http://www.elink.ibm.com/public/applications/publications/cgibin/pbi.cgi>.

Getting information by fax

If you have a touch-tone telephone and access to a fax machine, in the U.S. and Canada you can receive by fax marketing and technical information on many topics, including hardware, operating systems, and local area networks (LANs).

You can call the IBM Automated Fax System 24 hours a day, 7 days a week. Follow the recorded instructions, and the requested information will be sent to your fax machine. In the U.S. and Canada, to access the IBM Automated Fax System, call 1-800-426-3395.

Getting help and service

If you have a problem with your computer, you will find a wide variety of sources available to help you.

Using the documentation and diagnostic programs

Many computer problems can be solved without outside assistance. If you experience a problem with your computer, the first place to start is the troubleshooting information of your computer documentation. If you suspect a software problem, see the documentation, including README files and online help, that comes with the operating system or application program.

Most IBM computers and servers come with a set of diagnostic programs that you can use to help you identify hardware problems. See the troubleshooting information of your computer documentation for instructions on using the diagnostic programs.

The troubleshooting information or the diagnostic programs might tell you that you need additional or updated device drivers or other software. IBM maintains pages on the World Wide Web where you can get the latest technical information and download device drivers and updates. To access these pages, go to <http://www.ibm.com/pc/support/> and follow the instructions.

Calling for service

If you have tried to correct the problem yourself and still need help, during the warranty period, you can get help and information by telephone through the IBM PC HelpCenter. The following services are available during the warranty period:

- Problem determination - Trained personnel are available to assist you with determining if you have a hardware problem and deciding what action is necessary to fix the problem.
- IBM hardware repair - If the problem is determined to be caused by IBM hardware under warranty, trained service personnel are available to provide the applicable level of service.
- Engineering change management - Occasionally, there might be changes that are required after a product has been sold. IBM or your reseller, if authorized by IBM, will make selected Engineering Changes (ECs) available that apply to your hardware.

The following items are not covered:

- Replacement or use of non-IBM parts or nonwarranted IBM parts

Note: All warranted parts contain a 7-character identification in the format IBM FRU XXXXXXX.

- Identification of software problem sources
- Configuration of BIOS as part of an installation or upgrade
- Changes, modifications, or upgrades to device drivers
- Installation and maintenance of network operating systems (NOS)
- Installation and maintenance of application programs

Refer to your IBM hardware warranty for a full explanation of IBM warranty terms. Be sure to retain your proof of purchase to obtain warranty service.

In the U.S. and Canada, these services are available 24 hours a day, 7 days a week. In the U.K., these services are available Monday through Friday, from 9:00 a.m. to 6:00 p.m.

Note: Response time will vary depending on the number and complexity of incoming calls.

If possible, be at your computer when you call. Please have the following information ready:

- Machine Type and Model
- Serial numbers of your IBM hardware products
- Description of the problem
- Exact wording of any error messages
- Hardware and software configuration information

Phone numbers are subject to change without notice. For the most up-to-date phone numbers, go to <http://www.ibm.com/pc/support/> and click **HelpCenter Phone List**.

Country		Telephone number
Austria	Österreich	01-24 592 5901
Belgium - Dutch	Belgie	02-210 9820
Belgium - French	Belgique	02-210 9800
Canada	Toronto only	416-383-3344
Canada	Canada - all other	1-800-565-3344
Denmark	Danmark	35 25 02 91
Finland	Suomi	09-22 931 840
France	France	02 38 55 74 50
Germany	Deutschland	069-6654 9040
Ireland	Ireland	01-815 9200
Italy	Italia	02-4827 5040
Luxembourg	Luxembourg	298-977 5063
Netherlands	Nederland	020-514 5770
Norway	Norge	23 05 32 40
Portugal	Portugal	21-791 51 47
Spain	España	91-662 49 16
Sweden	Sverige	08-751 52 27
Switzerland	Schweiz/Suisse/Svizzera	0848-80-52-52
United Kingdom	United Kingdom	01475-555 055
U.S.A. and Puerto Rico	U.S.A. and Puerto Rico	1-800-772-2227

In all other countries, contact your IBM reseller or IBM marketing representative.

Other services

IBM Update Connector is a remote communication tool that you can use with some IBM computers to communicate with the HelpCenter. Update Connector enables you to receive and download updates for some of the software that might come with your computer.

With some computer models, you can register for International Warranty Service. If you travel with your computer or need to move it to another country, you might be able to receive an International Warranty Service Certificate that is honored virtually worldwide, wherever IBM or IBM resellers sell and service IBM products.

For more information or to register for International Warranty Service:

- In the U.S. or Canada, call 1-800-497-7426.

- In Europe, call 44-1475-893638 (Greenock, U.K.).
- In Australia and New Zealand, call 61-2-9354-4171.
- In all other countries, contact your IBM reseller or IBM marketing representative.

IBM Integrated Technology Services offers a broad range of information technology support, implementation, and management services. For more information about these services, refer to the Integrated Technology Services Web site at <http://www.ibm.com/services/its/>.

For technical assistance with the installation of, or questions related to, Service Packs for your preinstalled Microsoft Windows product, refer to the Microsoft Product Support Services Web site at <http://support.microsoft.com/directory/>, or you can contact the IBM HelpCenter. Some fees might apply.

Purchasing additional services

During and after the warranty period, you can purchase additional services, such as support for IBM and non-IBM hardware, operating systems, and application programs; network setup and configuration; upgraded or extended hardware repair services; and custom installations. Service availability and service name might vary by country.

For more information about these services, see the online information.

Appendix. Computer records

This appendix contains a form for recording information about your computer, which can be helpful if you ever need to have your computer serviced.

Record and retain the following information:

Product name	IBM NetVista X40 Type 6643
Machine type (M/T) - model	_____
Serial number (S/N)	_____
Date of purchase	_____
Registration number	_____

The machine type (M/T) and model numbers and the serial number (S/N) for your computer are located on a label on the rear of the computer and also on a label on the front of the computer.

The registration number is required for service or support. You can register your computer by telephone when you call for service or support. See *About Your Software* for more information about registering your computer.

Product warranty and notices

This section contains product warranties and notices.

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)** (“IBM Statement of Limited Warranty for United States, Puerto Rico, and Canada (Part 1 - General Terms)”)
- **Worldwide except Canada, Puerto Rico, Turkey, and United States (Z125-5697-01 11/97)** (“IBM Statement of Warranty Worldwide except Canada, Puerto Rico, Turkey, United States (Part 1 - General Terms)” on page 83)
- **Worldwide Country-Unique Terms** (“Part 2 - Worldwide Country-Unique Terms” on page 86)

IBM Statement of Limited Warranty for United States, Puerto Rico, and Canada (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 - NetVista X40 Type 6643

Warranty period* - Parts: Three (3) years Labor: One (1) year

IBM will provide warranty service without charge for:

1. parts and labor during the first year of the warranty period
2. parts only, on an exchange basis, in the second and third years of the warranty period.

IBM will charge you for any labor it provides in performance of the repair or replacement.

** 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 functionally 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 YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF 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 1-800-772-2227. In Canada, call IBM at 1-800-565-3344. (In Toronto, call 416-383-3344.) 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;
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 or other 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 CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; OR 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 - NetVista X40 Type 6643

Warranty period* -

- EMEA and Argentina - Parts: Three (3) years Labor: Three (3) years
- Japan - Parts: One (1) year Labor: One (1) year
- All other countries not listed - Parts: Three (3) years 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.*

**** IBM will provide warranty service without charge for:**

1. parts and labor during the first year of the warranty period
2. parts only, on an exchange basis, in the second and third years of the warranty period.

IBM will charge you for any labor it provides in performance of the repair or replacement.

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 functionally 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 YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF 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

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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 or other 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 CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; OR 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 - Worldwide 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 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 the 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, 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 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 paragraph 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 non-performance 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 fulfills 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).

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 **1-800-565-3344**. In Toronto, call **416-383-3344**.

UNITED STATES OF AMERICA: Warranty Service: The following is added to this section:

To obtain warranty service from IBM, call **1-800-772-2227**.

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Electronic emission notices

NetVista X40 Type 6643

Federal Communications Commission (FCC) statement

Note: 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



Tested To Comply
With FCC Standards

FOR HOME OR OFFICE USE

Industry Canada Class B emission compliance statement

This Class B digital apparatus complies with Canadian ICES-003.

Avis de conformité à la réglementation d'Industrie Canada

Cet appareil numérique de classe B est conforme à la norme NMB-003 du Canada.

European Union EMC 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 nonrecommended modification of the product, including the fitting of non-IBM option cards.

This product has been tested and found to comply with the limits for Class B Information Technology Equipment according to CISPR 22/European Standard EN 55022. The limits for Class B equipment were derived for typical residential environments to provide reasonable protection against interference with licensed communication devices.

Federal Communications Commission (FCC) and telephone company requirements

1. This device complies with Part 68 of the FCC rules. A label is affixed to the device that contains, among other things, the FCC registration number, USOC, and Ringer Equivalency Number (REN) for this equipment. If these numbers are requested, provide this information to your telephone company.

Note: If the device is an internal modem, a second FCC registration label is also provided. You may attach the label to the exterior of the computer in which you install the IBM modem, or you may attach the label to the external DAA, if you have one. Place the label in a location that is easily accessible, should you need to provide the label information to the 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 RENs of all devices should not exceed five (5). 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 device causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance; if advance notice is not practical, you will be notified as soon as possible. You will 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 will be given advance notice to give you an opportunity to maintain uninterrupted service.
5. If you experience trouble with this product, contact your authorized reseller, or call IBM. In the United States, call IBM at **1-800-772-2227**. In Canada, call IBM at **1-800-565-3344**. You may be required to present proof of purchase.

The telephone company may ask you to disconnect the device from the network until the problem has been corrected, or until you are sure the device is not malfunctioning.

6. No customer repairs are possible to the device. If you experience trouble with the device, contact your Authorized Reseller or see the Diagnostics section of this manual for information.
7. This device 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.

Canadian Department of Communications certification label

NOTICE: The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements documents. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

Étiquette d'homologation du ministère des Communications du Canada

AVIS : L'étiquette d'Industrie Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme aux normes de protection, d'exploitation et de sécurité des réseaux de télécommunications, comme le prescrivent les documents concernant les exigences techniques relatives au matériel terminal. Le ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunications. Le matériel doit également être installé en suivant une méthode acceptée de raccordement. L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées ci-dessus n'empêche pas la dégradation du service dans certaines situations.

Les réparations de matériel homologué doivent être coordonnées par un représentant désigné par le fournisseur. L'entreprise de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvais fonctionnement.

Pour sa propre protection, l'utilisateur doit s'assurer que tous les fils de mise à la terre de la source d'énergie électrique, des lignes téléphoniques et des canalisations d'eau métalliques, s'il y en a, sont raccordés ensemble. Cette précaution est particulièrement importante dans les régions rurales.

Avertissement : L'utilisateur ne doit pas tenter de faire ces raccordements lui-même; il doit avoir recours à un service d'inspection des installations électriques ou à un électricien, selon le cas.

AVIS : L'indice d'équivalence de la sonnerie (IES) assigné à chaque dispositif terminal indique le nombre maximal de terminaux qui peuvent être raccordés à une interface. La terminaison d'une interface téléphonique peut consister en une combinaison de quelques dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas 5.

Power cord notice

For your safety, IBM provides a power cord with a grounded attachment plug to use with this IBM product. To avoid electrical shock, always use the power cord and plug with a properly grounded outlet.

IBM power cords used in the United States and Canada are listed by Underwriter's Laboratories (UL) and certified by the Canadian Standards Association (CSA).

For units intended to be operated at 115 volts: Use a UL-listed and CSA-certified cord set consisting of a minimum 18 AWG, Type SVT or SJT, three-conductor cord, a maximum of 15 feet in length and a parallel blade, grounding-type attachment plug rated 15 amperes, 125 volts.

For units intended to be operated at 230 volts (U.S. use): Use a UL-listed and CSA-certified cord set consisting of a minimum 18 AWG, Type SVT or SJT, three-conductor cord, a maximum of 15 feet in length and a tandem blade, grounding-type attachment plug rated 15 amperes, 250 volts.

For units intended to be operated at 230 volts (outside the U.S.): Use a cord set with a grounding-type attachment plug. The cord set should have the appropriate safety approvals for the country in which the equipment will be installed.

IBM power cords for a specific country or region are usually available only in that country or region.

IBM power cord part number	Used in these countries and regions
13F9956	Bolivia, Brazil, Canada, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Haiti, Honduras, Mexico, Nicaragua, Panama, Paraguay, Peru, Taiwan, United States of America, Uruguay, Venezuela
13F0036	Australia, New Zealand
34G0228	Japan
13F9975	Finland, France, Germany, Netherlands, Norway, Sweden
14F0029	United Kingdom
13F9993	Denmark
14F0065	Chile, Italy
36L8875	Argentina
02K0542	China

Index

A

- adapter installation 47
- additional software 4
- administrator password 33
- air circulation 7
- arranging your workspace 6
- audio
 - connectors 9
 - controlling volume 23
 - playing back sound 24
 - recording sound 24
- audio problems 55
- audio subsystem 2
- available options 38

B

- backing up configuration 38
- battery, replacing 68
- buttons 13

C

- cables
 - connecting 8
 - disconnecting 39
- CD-ROM drive 56
- CD-ROM/DVD drive 18
- cleaning
 - computer 27
 - keyboard 27
 - monitor screen 27
 - mouse 27
- comfort 6
- communications 2
- component locations 39
- computer records 77
- configuration, backing up 38
- Configuration/Setup utility 31
 - exiting 33
 - passwords 33
 - viewing and changing settings 32
- Configuration/Setup Utility
 - other settings 35
- connecting cables 8
- controls and indicators 13

D

- device bay 13, 18
- diagnostics diskette 66
- disconnecting cables 39
- diskette drive 18
- diskette drive problems 58
- display/monitor problems 58
- DVD-ROM drive 57

E

- electrical outlets and cable lengths 7
- Ethernet connections 8
- expansion capability 3

G

- general problems 59
- glare and lighting 6
- graphics subsystem 2

H

- handling a CD or DVD 21
- handling and storing diskettes 18
- hard disk drive, removing 42
- hardware Features 2

I

- IBM Enhanced Diagnostics 66
- IBM Enhanced Diagnostics diskette, creating 67
- IBM Enhanced Diagnostics diskette, running 67
- identifying your computer 1
- inserting a CD or DVD 22
- inserting and removing diskettes 19
- installing
 - adapter 47
 - memory 45
- installing options 37
- intermittent problems 59
- internal drives 2

K

- keyboard
 - cleaning 27

keyboard (*continued*)
locking 26
using 15
keyboard/mouse features 3

L

locations, system board components 39
locking cover 26
locking the keyboard 26

M

memory 2, 45
memory problems 61
microprocessor 2
monitor
cleaning 27
problems 58
mouse 17
moving your computer 29

O

operating systems 3
operating your computer 13
optional device problems 65
options, available 38

P

password
setting, changing, deleting 34
passwords 33
PCI adapter card, adding 47
POST 51
POST error codes 51
power 3
power management 26
power-on self-test 51
preinstalled software 4
problem solving 49
problems
audio 55
CD-ROM drive 56
diskette drive 58
display/monitor 58
DVD-ROM drive 57
general 59
intermittent 59
memory 61
optional device 65

problems (*continued*)
software 66
USB 66
product overview 1

R

RAM, adding 45
rapid access keyboard 15
rear cover, removing 40
removing
hard disk drive 42
rear cover 40
system board cover 43
removing a CD or DVD 22

S

safety information vii
ScrollPoint mouse 17
security features 3
security profile by device 34
selecting a location 5
service summary 72
setting
startup sequence 35
setting up your computer 5
shutting down 15
software 3
software problems 66
speakers, internal 2
standby 24
starting your computer 14
startup sequence 35
static sensitive devices 37
system board 39
system board cover, removing 43
system management features 2

T

taking care of your computer 27
tools required 38
troubleshooting 49
troubleshooting charts 53

U

USB
connectors 9
problems 66
using
administrator password 33

using (*continued*)

- audio features 23
- CD-ROM drive 21
- Configuration/Setup utility 31
- diskettes 18
- power button on keyboard 25
- power-management features 24
- power management in Windows
98 26
- security features 26
- security profile by device 34
- standby button on keyboard 25
- video features 23
- Windows start menu 25

V

- video device drivers 23
- volume 23

W

- write-protecting diskettes 20



Part Number: 22P2751



Printed in the United States of America
on recycled paper containing 10%
recovered post-consumer fiber.

(1P) P/N: 22P2751

