4020 SX (250-4902/3) Troubleshooting Faxback Doc. # 1615

Symptom	Solution
No display	 * The monitor and/or power cable is not properly plugged in. * The monitor is not turned on. * The brightness and/or contrast control on the monitor is not turned up far enough. * Computer is turned on. * All jumpers and switched are set correctly.
F1 SETUP error when you start up the system.	* The Setup utility was not run.
Distorted images or a blank screen when you run your software.	* The software is not configured or compatible with the VGA graphics adapter's current video configuration Run VGA1024.EXE.
No keyboard action	 * Keyboard cord is plugged in solidly. * Computer power switch is pressed to the "on" position. * Keyboard password is enabled
Setup problems	 * System cords are plugged in solidly. * Expansion adapters are properly seated. * All jumpers and switches are set correctly. * Hardware information entered with the Setup utility is correct. * CMOS RAM battery is properly connected. * Hard drive is properly initialized
Options not working	 * Expansion adapter is properly seated. * System cords are plugged in solidly. * All jumpers and switches are set correctly. * Setup program is executed after installation. * Hardware information entered with Setup is correct. * CPU clock speed is set correctly. * Bus speed is set correctly for option expansion adapter.