

IBM

Aptiva

Handbook

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Contents at a glance

Part 1: Learning about this book	1
Chapter 1: Using this book	3
Part 2: Controlling system settings	9
Chapter 2: Getting started with your Aptiva computer	11
Chapter 3: Understanding the Rapid Resume features	21
Chapter 4: Viewing and changing Aptiva configuration	31
Part 3: Upgrading and replacing hardware	53
Chapter 5: Before you unplug and open the tower	55
Chapter 6: Working with system board components	63
Chapter 7: Working with adapter cards and drives	77
Part 4: Troubleshooting	99
Chapter 8: Diagnosing and recovering from problems	101
Part 5: Technical reference	141
Appendix A: Specification tables	143
Appendix B: Sound and television cards	153
Appendix C: Modem information	155
Index	187

Table of contents

Notices	xiii
Safety information	xiii
Continued protection against electrical shock	xiii
Regulatory safety notice for the CD-ROM drive	xiv
Laser compliance statement	xiv
Cautions	xiv
Trademarks	xv
Hardware and software assistance	xv
Part 1: Learning about this book	1
Chapter 1: Using this book	3
How this book is organized	3
Presentation conventions used in this book	5
Where to find more information	6
Part 2: Controlling system settings	9
Chapter 2: Getting started with your Aptiva computer	11
Controlling monitor settings	11
Getting the best performance from your monitor	12
Changing display settings	12
Customizing display properties	12
Changing refresh rate settings	13
Tips for choosing display properties	14
Using the Windows Help function to select display properties	14
Controlling volume	15
Adjusting the speaker volume	15
Adjusting the headphone volume	16
For headphones plugged into a CD-ROM drive	16

For headphones plugged into the sound card	16
Getting ready to print	17
Setting up communications	18
Connecting your modem to the telephone network	18
Configuring your communications software	19
Configuring your Aptiva computer for a connection to the Internet	20
The IBM Internet Connection	20
The Internet Setup Wizard	20
 Chapter 3: Understanding the Rapid Resume features	 21
Starting the Rapid Resume Manager	22
Rapid Resume features	22
Rapid Resume	22
Automatic Power Off	23
Standby features	24
Standby	24
Snapshot	25
Scheduler features	25
Scheduler	25
Automatic Power On	26
Wake Up on Ring features	26
Technical note about Wake Up on Ring and serial port A	26
Wake Up on Ring	27
Ring Indicator	27
How Rapid Resume features affect your computer's operation	28
 Chapter 4: Viewing and changing Aptiva configuration	 31
Using the Setup Utility	31
Starting the Setup Utility	32
Working with the Setup Utility menus	33
Changing and restoring settings	34
Restoring factory settings	34
Viewing system information	35
Viewing video configuration	35
Video controller	35
Video memory	35

Changing disk drive configuration	35
Diskette drive (A: or B:)	35
System board diskette controller	36
Hard disk drive and CD-ROM drive	36
Changing input/output port configuration	38
Serial port A	38
Universal serial bus port	38
Parallel port	38
Parallel port mode	38
Mouse	39
Keyboard NumLock state	39
Keyboard speed	39
Changing Rapid Resume features configuration	40
APM BIOS mode	40
Rapid Resume	40
Standby	41
Wake Up on Ring	42
Automatic Power On	43
Rapid Resume advanced options	43
Changing adapter card device information	46
Plug and Play cards detected	46
ISA Legacy resources	47
Configuring startup options	48
Startup devices (first - fourth)	48
System memory test	48
Virus detection	49
Viewing model information	49
Setting the date and time	49
Configuring advanced options	49
Security options	50
Cache options	51
ROM shadowing	51
PCI card options	52
Using other configuration utilities	52

Part 3: Upgrading and replacing hardware	53
Chapter 5: Before you unplug and open the tower	55
Planning your hardware changes	56
Planning a sequence for hardware changes	56
Recording your changes	57
Viewing and reconfiguring system resources	57
Anticipating potential conflicts	57
Preventing specific conflicts between Plug and Play and non-Plug and Play hardware	58
Preparing for other possible conflicts	59
Working with online configuration utilities	59
Automatic and manual updates to the Setup Utility	59
Starting and using the Windows 95 Device Manager	60
Opening the tower	61
Inside the tower	62
Chapter 6: Working with system board components	63
Accessing the system board	63
If you need to remove the riser card	64
Identifying the parts of the system board	65
Installing an upgrade processor	68
Installing cache memory modules	69
Inserting a new module	69
Replacing an existing module	70
Installing system memory modules	71
Installing a dual inline memory module	71
Replacing a dual inline memory module	73
Replacing the system battery	74
Updating the Setup Utility	75
For a cache memory module	75
For system memory modules	75
For the system battery	75

Chapter 7: Working with adapter cards and drives	77
Identifying the parts of the tower	78
Adding and removing adapter cards	80
Identifying adapter card connectors	80
Identifying card cable connectors	80
Setting jumpers	81
Installing adapter cards	82
Connecting card cables	83
Removing adapter cards	83
Adding and removing drives	84
Identifying drive bays	84
Accessing drive bays and replacing bay panels	85
Identifying signal cable connectors	86
Guidelines for connecting IDE/ATA signal cables	87
Guidelines for connecting diskette AT interface signal cables	89
If you install a hard drive or a Zip drive on Local Bus connector 2	90
Tip for proper drive alignment	90
Installing a drive in bay 1	91
Installing a drive in bay 2 or 3	92
Installing a drive in bay 4	93
Installing a drive in bay 5	94
Installing a drive in bay 6	95
Connecting signal cables	96
Removing drives	96
Updating the Setup Utility	96
For adapter cards	96
For drives	97
 Part 4: Troubleshooting	 99
Chapter 8: Diagnosing and recovering from problems	101
Before you panic: some simple fixes	101
Solving hardware problems	105
Solving software problems	114
Solving monitor problems	122
Solving audio, multimedia, and modem problems	124

Responding to error codes	127
Recovering factory installed programs and files	139
Part 5: Technical reference	141
Appendix A: Specification tables	143
Memory module placement	143
Memory map	145
System input/output addresses	146
System interrupts	149
DMA channel assignments	151
Serial port addresses	152
Appendix B: Sound and television cards	153
About sound cards	153
About television cards	153
Appendix C: Modem information	155
Operating your modem	155
Operating your modem using communications software	155
Operating your modem using commands at the DOS prompt	156
Understanding the DOS modem commands	156
Operating the modem without Windows 95	156
Using the Auto Answer feature	157
Disabling Call Waiting	157
How modems work	158
Data modems	158
Fax modems	158
Modem connections and standards	159
Connecting with other data modems	160
Connecting with other fax modems	161
If you purchase additional fax software	161
Modem commands	162
Common modem commands	162
Modem commands for DSVD	173

Extended modem commands for VoiceView	175
Modem return codes	178
S registers	180
United States modem regulations	183
FCC and telephone company requirements	183
Canadian modem regulations	184
Canadian Department of Communications certification label	184
Étiquette d'homologation du Ministère des Communications du Canada	184
Index	187

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Safety information

The construction of the IBM Aptiva Personal Computer provides extra protection against the risk of electrical shock. The IBM Aptiva PC has a power cord with a three-prong plug that is required to ground metal parts. It is the responsibility of the person installing the computer to connect it to a properly grounded electrical outlet. Seek professional assistance before using an adapter or extension cord; these devices could interrupt the grounding circuit.

If the computer is connected to an electrical outlet that is incorrectly connected to the building wiring, serious electrical shock could result.

Continued protection against electrical shock

For continued protection against the risk of electrical shock, follow these steps:

- Connect your computer only to an electrical outlet of the correct voltage. If you are unsure about the voltage of the electrical outlet you are using, contact your local power company.
- If your computer has cables other than the power cords, you must connect them before plugging the power cords into an electrical outlet. Before removing these cables, you must first unplug the power cords from the outlet.
- If your computer has a telephone connection, do not touch the telephone cords when there is lightning in the area.
- Do not use or store the computer in an area where it can become wet.
- Make sure all replacement parts have characteristics identical or equivalent to the original parts. Other parts may not have the same safety features.
- Personal injury or electrical shock may result if you undertake actions other than those specifically described in this book. This is particularly true if you try to service or

repair the power supply, monitor, or built-in modem. Always refer service or repairs to qualified service personnel.

Caution:

Your computer uses lithium batteries. There may be a risk of fire, explosion, or burns if the batteries are handled incorrectly. To ensure safety:

- *Do not recharge, disassemble, heat, or incinerate a lithium battery.*
- *Replace the battery with an identical or equivalent type lithium battery.*
- *Discard used lithium batteries according to local country dispositions.*

Regulatory safety notice for the CD-ROM drive

This notice contains required safety information about the CD-ROM drive in your computer. The CD-ROM drive is a Class 1 laser product, and Class 1 laser products are not considered to be hazardous. The design of the laser system and CD-ROM drive ensures that during normal operation, there is no exposure to laser radiation above Class 1 level.

Please note that the CD-ROM drive does not contain any user adjustable or serviceable parts. Service on this drive should only be performed by a trained service provider.

Laser compliance statement

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

Cautions

When a CD-ROM drive is installed, note the following:

Caution:

Use of controls or adjustments or performance of procedures other than those specified herein might result in hazardous radiation exposure.

Opening the CD-ROM drive might result in exposure of hazardous laser radiation. There are no serviceable parts inside the CD-ROM drive.

Danger!

Laser radiation when open. Avoid direct eye exposure.

Caution:

Laser radiation when open. Do not stare into the beam or view directly with optical instruments.

Some CD-ROM drives might contain an embedded Class 3A or Class 3B laser diode. Note the following:

Danger!

Laser radiation when open. Avoid direct exposure to the beam.

Caution:

Laser radiation when open. Avoid exposure to the beam.

Trademarks

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- HelpCenter
- HelpWare
- IBM
- OS/2
- Rapid Resume

Other company, product, and service names, which may be denoted by a double asterisk (**), may be trademarks or service marks of others.

Microsoft, Windows, and the Windows 95 logo are trademarks or registered trademarks of Microsoft Corporation.

Hardware and software assistance

See “Chapter 8: Diagnosing and recovering from problems” on page 101 or the online help that came with your computer. If you need additional assistance, look in the *HelpWare* book for more information.

Learning about this book **Part 1**

This part contains an introduction to the *Aptiva Handbook*. Read this part to understand how to use this book and where to go if you need additional information.

This part contains the following chapter:

- “Chapter 1: Using this book” on page 3

This chapter contains information about the book's contents and organization. It also points you to other documents or online resources for more information.

Using this book **1**

The *Aptiva Handbook* contains general information for all users of an IBM Aptiva Personal Computer. Once you have taken your computer out of the box and connected all the components, you can use this book as a guide to your computer's hardware and as a problem-solving tool.

The topics in this book range from an introduction of important Aptiva hardware features to instructions for reconfiguring or upgrading your computer. In addition, if you experience a problem with your Aptiva computer, this book can guide you to a solution.

This book includes information for several Aptiva models. Your model may not have some of the hardware mentioned in this book.

How this book is organized

This book contains the following parts and chapters:

“Part 1: Learning about this book” on page 1

This part contains information to help you use the *Aptiva Handbook*. It contains the following chapter:

- “Chapter 1: Using this book” on page 3

This chapter contains information about the book's contents and organization. It also points you to other documents or online resources for more information.

“Part 2: Controlling system settings” on page 9

This part contains information to help you configure or reconfigure the hardware features and system settings that were installed in your computer at the factory. It contains the following chapters:

- “Chapter 2: Getting started with your Aptiva computer” on page 11

This chapter contains instructions for making adjustments to monitor and volume settings on your Aptiva computer. It also provides information to help you connect your computer to a printer or to other computer systems, such as the Internet.

- “Chapter 3: Understanding the Rapid Resume features” on page 21

This chapter provides instructions for finding the Rapid Resume Manager on your Windows 95 desktop and describes each of the Rapid Resume features.

- “Chapter 4: Viewing and changing Aptiva configuration” on page 31

This chapter provides instructions for using the Setup Utility, where you can view or change your system's configuration. It also provides information to help you locate other configuration utilities.

“Part 3: Upgrading and replacing hardware” on page 53

This part contains information to help you add to or change the hardware that was installed in your computer at the factory. It contains the following chapters:

- “Chapter 5: Before you unplug and open the tower” on page 55

This chapter contains information to help you plan and prepare to add or replace adapter cards, drives, and system board components in your tower. It includes instructions for preventing and preparing for possible resource conflicts and instructions for removing the cover from the tower.

- “Chapter 6: Working with system board components” on page 63

This chapter contains instructions for working with the hardware components on your system board.

- “Chapter 7: Working with adapter cards and drives” on page 77

This chapter contains instructions for working with adapter cards and drives.

“Part 4: Troubleshooting” on page 99

This part contains information to help you respond to problems with the hardware, software, and features installed in your computer at the factory. It contains the following chapter:

- “Chapter 8: Diagnosing and recovering from problems” on page 101

This chapter provides troubleshooting information, including error code interpretations. It also includes information to help you recover factory installed programs and files.

“Part 5: Technical reference” on page 141

This part contains technical information you might need if you upgrade your computer's hardware. It contains the following appendixes:

- “Appendix A: Specification tables” on page 143

This appendix contains specific memory, address, interrupt, channel, and port specifications.

- “Appendix B: Sound and television cards” on page 153

This appendix contains descriptive information about sound and television cards.

- “Appendix C: Modem information” on page 155

This appendix contains descriptive information about modems, including AT command set information you can use if you decide to operate your modem from a DOS command line.

This book also contains an index.

Presentation conventions used in this book

This book uses the following highlighting conventions to associate special meaning with text:

Example Example font indicates text you should type at your keyboard.

Italics Italics indicate a new technical term. A definition or explanation of the term follows its first use.

Titles of books and some other printed materials are also shown in italics.

Bold Bold indicates the names of keys you should press on the keyboard or screen elements you should click on with the mouse.

Bold also emphasizes hardware labels, such as those used to identify jacks or jumpers.

This book uses the following character conventions to indicate how to press combinations of keys:

+ The plus sign (+) between two key names indicates that you should press the two keys simultaneously. Hold the first key down. While holding the first key down, press and release the second key. Then release the first key.

If the plus sign appears between each key name in a string of three key names, then press and release the third key while holding down the first two keys.

For instance, if you see an instruction to press Ctrl + Alt + Delete, then press and hold down the Ctrl and Alt keys. While you hold down these two keys, press and release the Delete key. After you release the Delete key, release the Ctrl and Alt keys.

Where to find more information

The following publications and online documentation contain more information about your computer:

Read me first book. This book contains instructions to help you unpack, set up, and start using your computer.

IBM Statement of Limited Warranty, IBM Program License Agreement, and Limited Warranty for Programs booklet. This booklet outlines legal restrictions on the use of your computer and the software that came with it. It also identifies the terms and conditions of the limited warranty.

HelpWare book. This book contains information about the following topics:

- Hardware service and software support for your computer
- Electronic support
- The 1-800-number (for hardware assistance) and IBM support services (for answers to questions about your new computer)

Be sure to read this information to take full advantage of all the IBM Aptiva Personal Computer offerings.

Aptiva Guide. Your computer comes with a program called the “Aptiva Guide.” This interactive demonstration helps you learn about the features and programs that were installed on your computer at the factory. You can start and use some programs from the demonstration.

To start the Aptiva Guide demonstration, follow these steps:

1. Click on the Start button on your Windows 95 desktop.
2. Move your mouse pointer to the Programs menu and then to the AptivaWare menu.
3. Click on the Aptiva Guide option.

For more information about the Aptiva Guide, see the *Read me first* book.

Aptiva Helper. Your computer comes with a program called the "Aptiva Helper." This program helps you answer questions and solve problems. It contains information to help you register your computer, back up operating system and data files, run computer diagnostics, and obtain IBM support.

To start the Aptiva Helper, follow these steps:

1. Click on the Start button on your Windows 95 desktop.
2. Move your mouse pointer to the Aptiva Helper option and click on it.

Online documentation. Your computer comes with different types of online documentation. The software that came preloaded on your computer includes online tutorials and exercises that can help you learn how to use your computer. Help is also available as you use your software programs. In most software programs, you can press F1 to access help.

From the Windows 95 desktop, you can search for specific help topics about your computer.

To start your computer's help system, follow these steps:

1. Click on the Start button on your Windows 95 desktop.
2. Move your mouse pointer to the Help option and click on it.

IBM Update Connector. Your computer comes with a tool to help you obtain available updates to the software that came with your computer. This tool is called the "Update Connector." Using your connection to the Internet, the Update Connector examines your current software and then lets you automatically install appropriate updates.

To access the Update Connector, follow these steps:

1. Click on the Start button on your Windows 95 desktop.
2. Move your mouse pointer to the Programs menu and then to the AptivaWare menu.
3. Click on the IBM Update Connector option.

Controlling system settings **Part 2**

This part contains information to help you configure or reconfigure the hardware features and system settings that were installed in your computer at the factory. It contains the following chapters:

- “Chapter 2: Getting started with your Aptiva computer” on page 11

This chapter contains instructions for making adjustments to monitor and volume settings on your Aptiva computer. It also provides information to help you connect your computer to a printer or to other computer systems, such as the Internet.

- “Chapter 3: Understanding the Rapid Resume features” on page 21

This chapter provides instructions for finding the Rapid Resume Manager on your Windows 95 desktop and describes each of the Rapid Resume features.

- “Chapter 4: Viewing and changing Aptiva configuration” on page 31

This chapter provides instructions for using the Setup Utility, where you can view or change your system's configuration. It also provides information to help you locate other configuration utilities.

Getting started with your Aptiva computer **2**

When you purchased and set up your IBM Aptiva Personal Computer, it was ready for you to use the first time you turned it on. As you begin to use your computer, though, you might want to make adjustments to your monitor and volume settings for optimal comfort and performance. You might also want to connect your computer to a printer or to other computer systems, such as the Internet.

This chapter contains the following sections to help you make these adjustments and connections:

- “Controlling monitor settings” on page 11
- “Controlling volume” on page 15
- “Getting ready to print” on page 17
- “Setting up communications” on page 18
- “Configuring your Aptiva computer for a connection to the Internet” on page 20

Controlling monitor settings

When you connected your monitor to your tower and turned on your computer for the first time, your computer automatically selected settings for your monitor. Depending on the monitor you have, you might want to change some of these settings for optimal performance. Using Windows 95, you can customize the refresh rate, screen resolution, number of colors, and the size of displayed characters.

If you have not done so already, follow the setup instructions in the *Read me first* book to connect the monitor to the tower. Refer to the documentation that came with your monitor for model-specific monitor information and configuration settings.

Getting the best performance from your monitor

Follow these guidelines to get the best performance from your monitor:

- Place your monitor away from sources of magnetic interference, such as other monitors, unshielded speakers, and electric power lines. (If your computer came with speakers, or if your speakers are built into your monitor, your speakers are shielded.)
- Keep the monitor screen clean by using a nonabrasive screen or glass cleaner. Do not spray the cleaner directly onto the screen.
- Under some conditions, interference patterns, such as curved, shadowy lines can occur. If these patterns appear on your screen, change your software program's background color or design.
- To extend the life of your monitor, turn it off at the end of each day.

Changing display settings

The first time you turn on your computer, it automatically selects common settings for your monitor. The IBM monitor sold for use with your Aptiva computer supports Data Display Channel (DDC). With DDC, your computer automatically selects the best refresh rate your monitor can support. The refresh rate determines how quickly the screen image is drawn on the screen.

See "Changing refresh rate settings" on page 13 for instructions on changing this setting.

Customizing display properties

In Windows 95, you can change display options such as screen resolution, number of colors, refresh rate, and the size of displayed characters.

If you need assistance in selecting display properties, highlight an area of the Display Properties window and press the F1 key to read about the selected topic.

To customize your display properties:

1. From the Windows 95 desktop, double-click on the My Computer icon.
2. In the My Computer window, double-click on the Control Panel folder.
3. In the Control Panel window, double-click on the Display icon.
4. In the Display Properties window, click on the Settings tab.

On the Settings page of the Display Properties window, you can set the following display properties:

Color palette

Lets you specify the number of colors that can be displayed on the screen.

Screen display area

Lets you specify the screen resolution. The resolution setting determines the amount of information that can be displayed on your screen. The larger the resolution setting numbers, the more you can see on your screen, but the smaller the images on the screen appear.

Desktop display area

Lets you specify the total viewable area. If you select a desktop display area that is larger than the screen display area, only a portion of the desktop appears on the monitor's display. To scroll a hidden area of the desktop into view, move the mouse pointer off the edge of the display in the direction of the area you want to view.

Font size

Lets you specify the size of the characters displayed on the screen.

You should generally use the default setting for font size since some programs were not designed to work with large fonts.

The values you can choose for desktop display area (resolution) and colors depend on:

- Resolutions supported by your monitor.
- The amount of video memory available on the computer's system board.

To find out how much video memory your system has, view the Video Information menu in the Setup Utility. For these instructions, see "Viewing video configuration" on page 35.

Changing refresh rate settings

The refresh rate determines how quickly the displayed image is drawn on the screen. The IBM monitor sold for use with your Aptiva computer supports DDC. With DDC, the refresh rate is automatically selected for optimal performance. If you need to manually select a monitor refresh rate, follow these steps:

1. See "Customizing display properties" on page 12 for instructions on viewing the Display Properties window.
2. From the Display Properties window, click on the Adjustment tab.
3. Click on Change Refresh Rate...
4. From the Change Refresh Rate window, click on the refresh rate you want your monitor to use.
5. Click Change, then click OK.

If you apply a setting that does not match the capabilities of your monitor, the image may become distorted. To clear an unsupported setting, click on the Cancel button. If you cannot read the screen, wait ten seconds. Ten seconds after you select an unsupported setting, the computer will return to the last supported setting.

Tips for choosing display properties

Of the settings that your monitor supports, you should select the ones that are most comfortable for you to work with. The highest resolution and color settings are not always best. For example:

- Higher resolutions display more pels (picture elements). While this allows more text and graphics to be displayed, it makes them appear smaller. For most users, 640x480 or 800x600 is a comfortable resolution setting.
- When you select more colors, most software programs will slow down. Only choose as many colors as you need. A color setting of 16-bit (64,000 colors) typically provides the best combination of image and performance.
- You can determine which settings are most comfortable to work with by selecting and trying each one.
- While your monitor resolution may allow you to change the font size, some programs do not support large fonts. Large fonts may cause words to appear cut off or pushed together.

- Generally, selecting a higher refresh rate reduces eye strain. Rates of 75 Hz and above eliminate flickering images on your screen.

Using the Windows Help function to select display properties

Windows Help provides instructions for choosing monitor settings. To select display properties, follow these steps:

1. From the Windows 95 desktop, click on the Start button.
2. Click on Help to display the Windows Help folder.
3. Click on the Index tab at the top of the folder.
4. In the first box, type:

monitor
5. The second box will automatically display a list of tasks related to the monitor. Select the task you want and click on the Display button for instructions.

If you want to return to the Index list, click on the Help Topics button.

Controlling volume

Your computer may have volume controls in up to four different locations:

- On the monitor.
- In the Windows 95 multimedia accessory program for volume control. This program is the Speaker Mixer program.
- In the multimedia software that came with your system.
- On the front of the CD-ROM drive. (Your system may not have this volume control.) This volume control is used only to control headphone volume and has no effect on the speakers.

The control you use depends on whether you are listening to sound through the speakers or the headphones.

Adjusting the speaker volume

If your computer came with speakers that are part of your monitor, use the monitor volume controls to adjust the volume. Refer to the documentation that came with your monitor for instructions on adjusting the volume.

The speaker volume is also affected by the volume control setting in the multimedia software that came with your computer. For example, if you use the monitor

controls to turn up the speaker volume and no sound comes out of the speakers, the volume setting in your multimedia software might be too low. The multimedia software volume controls are located in the multimedia mixer programs.

You can also adjust the speaker volume using the Speaker Mixer volume control program provided with Windows 95. To start this program, follow these steps:

1. From the Windows 95 desktop, click on the Start button.
2. Move your mouse pointer to the Programs menu, then to the Accessories menu, and finally to the Multimedia menu.
3. Click on the Volume Control option.
4. In the Speaker Mixer window, use the Speaker Mixer volume control to adjust the speaker volume.

The Speaker Mixer volume control might also be available from the Windows 95 System Tray. If a volume control icon appears at the bottom right corner of your desktop, you can click on the icon to set your system volume.

Note:

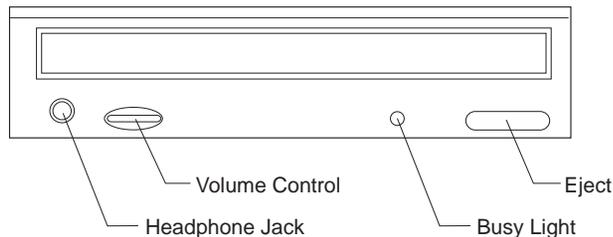
If you set the Speaker Mixer volume control too low, or if you mute the Speaker Mixer volume control, you might not be able to get enough volume from your multimedia or audio applications or from the volume control on your speakers.

Adjusting the headphone volume

You may be able to plug headphones into the headphone jack on the CD-ROM drive (not available on all systems) or into the Out jack on the sound card on the back of the tower.

For headphones plugged into a CD-ROM drive

On some IBM Aptiva PCs, a headphone jack and a volume control are located on the front of the CD-ROM drive.



When your headphones are plugged into the headphone jack on the CD-ROM drive, they will pick up only the sound coming from an ordinary audio CD in the CD-ROM drive. The headphones will not pick up other sounds generated from your computer or any external device connected to the computer, such as a MIDI (Musical Instrument Digital Interface) keyboard.

When your headphones are plugged into this jack, use the volume control on the CD-ROM drive to adjust the

volume of the headphones. This volume control adjusts the volume of the headphones, but not the speakers. If you want to turn the speaker volume down while using the headphones, use the volume control on the speaker.

For headphones plugged into the sound card

On all models of the IBM Aptiva PC, the headphones can be plugged into the Out jack on the sound card on the back of the tower. This is the same jack you plug your speakers into. You must disconnect your speakers to use this jack with your headphones.

If you plug your headphones into the jack on the sound card, the headphones will pick up all sounds generated from your computer and any external devices connected to the computer, such as a MIDI keyboard. The headphones will also pick up sound coming from a CD in the CD-ROM drive. When using this jack, a few sounds may not be audible through the headphones, such as the beep that sounds when you turn on your computer.

When your headphones are plugged into the jack on the sound card, you must control the headphone volume through the volume control in the multimedia software on your computer. You cannot control the headphone volume from the volume control on the CD-ROM drive or from the volume control on the monitor.

Getting ready to print

After you have attached your printer to your computer as described in the *Read me first* book, you need to install the correct printer driver for the operating system you are using. A *printer driver* is a file that describes the characteristics of your printer to the software. The software then uses the file to convert your text and graphics into a form that your printer can understand.

Windows 95 contains printer drivers for many popular printers. If you find that Windows 95 does not have the driver for your printer, use the printer drivers provided with the printer.

Windows Help provides instructions for installing the driver for your printer. To access these instructions, follow these steps:

1. From the Windows 95 desktop, click on the Start button.
2. Click on Help to display the Windows Help folder.
3. Click on the Index tab at the top of the folder.
4. In the first box, type:

`printer`

5. The second box automatically displays a list of tasks related to the printer. Select "printer drivers, installing" and click on the Display button for instructions.

If you want to return to the Index list after reading the printer drivers entry, click on the Help Topics button.

6. As you follow the instructions, you need to indicate:
 - The manufacturer and the model of your printer. If you do not see the manufacturer or model name of your printer in the list, see if your printer came with a diskette that has a driver for Windows 95. If so, follow the instructions for using the diskette.
- Or, your printer may have an emulation mode that allows it to print like one of the printers in the list. Look in the documentation that came with your printer to find information on emulation modes. Then select the name of one of the printers it can emulate in this list.
- The default port for your printer. Select the LPT1: Printer Port option.

Setting up communications

Your Aptiva computer has a modem already installed. Using this modem, your computer can communicate with other computers and telephones. If your computer has a fax/data modem, your computer can also communicate with fax machines.

Note:

Your Aptiva Personal Computer is designed for communicating with other computers through a modem. Though you can install a network interface card, no local area network (LAN) operating environments are supported by your warranty.

Before your computer can use its modem, you must complete two procedures:

- Connect the modem to the telephone network
- Configure your computer's communications software

Your communications software uses the Hayes AT command set to send and receive data over telephone lines. If you decide not to use a communications software program, you can still use your modem. See "Operating your modem" on page 155 for information about typing AT commands at your DOS prompt. If you need more information about modems, see "Appendix C: Modem information" on page 155.

Connecting your modem to the telephone network

Modems are designed to operate over the *public switched telephone network* (PSTN or PSN). This is an *analog network* commonly used by most households and businesses. Connect the modem to an analog network only. If you are not sure about your telephone line, contact your local telephone company.

Before you connect your modem to a telephone network, read the safety notices in "Safety information" on page xiii.

Attention!

Excessive voltages can occur on telephone lines, especially during lightning storms. To avoid any possible damage to sensitive electronic parts, unplug the computer and the telephone cords during such storms.

Some businesses, schools, and buildings have digital telephone systems, known as digital private branch exchange (PBX) systems. These systems do not work with the modem. Connecting your modem to a digital telephone system might damage the modem.

The telephone line your modem uses cannot be used for any other purpose while the modem is operating. Any interruption on the line your computer is using will stop computer communications. You cannot pick up a telephone on the same line your computer is using. You must also disable any Call Waiting features on your telephone service. Contact your local telephone company for information about how to disable Call Waiting. Your telephone company might have a dialing sequence procedure that lets you temporarily suspend Call Waiting.

If your computer's telephone line connection is interrupted during modem operation, you must clear the telephone line and restart the communication. If you were sending a fax, you must resend the fax. If you were dialed into a network (communicating with other computers), you must redial.

Configuring your communications software

Your Aptiva computer can run software programs that let you use your computer as a telephone, a telephone answering machine, and a fax machine. To configure your computer to operate as one of these machines, follow the instructions provided with your communications software programs.

To configure your computer to use a dial-up connection over telephone lines, follow these steps:

1. From the Windows 95 desktop, double-click on the My Computer icon.
2. In the My Computer window, double-click on the Dial-Up Networking icon.
3. Follow the on-screen instructions. If you need assistance, press the F1 key to view the online help.

You can also use a Windows 95 program to configure a dial-up connection to The Microsoft Network. If you want to become a member of The Microsoft Network, follow these steps:

1. From the Windows 95 desktop, double-click on the icon for The Microsoft Network.

If this icon does not appear on your desktop, open the Programs menu and click on the option for The Microsoft Network.

2. Follow the on-screen instructions. If you need assistance, press the F1 key to view the online help.

Configuring your Aptiva computer for a connection to the Internet

Before you can connect to the Internet, you must connect your computer to the telephone network. See the *Read me first* book for instructions on connecting cables. See “Connecting your modem to the telephone network” on page 18 for additional information.

You can connect to the Internet using the IBM Internet Connection, The Microsoft Network program, or another service provider. Your Aptiva computer comes with some software and all of the hardware required to connect to the Internet.

The IBM Internet Connection

Your Aptiva computer is already configured to use the IBM Internet Connection. To access the IBM Internet Connection, follow these steps:

1. From the Windows 95 desktop, double-click on the Online Services icon.
2. In the Online Services window, double-click on the IBM Internet Registration icon.
3. Follow the on-screen instructions. If you need assistance, press the F1 key to view the online help.

The Internet Setup Wizard

Your Aptiva computer comes with a program that guides you through the steps for connecting to the Internet. You can use this program, called a *wizard*, to set up an Internet connection using The Microsoft Network or any other service provider.

To start the Internet Setup Wizard, follow these steps:

1. From the Windows 95 desktop, click on the Start button.
2. Move your mouse pointer to the Programs menu, then the Accessories menu, and finally the Internet Tools menu.
3. Click on the Internet Setup Wizard option.

The wizard lists the information you need to collect for your connection and then takes you through the steps required to connect. Follow the on-screen instructions. If you need assistance, press the F1 key to view the online help.

Note: *You can also set up your connection to The Microsoft Network using the instructions in “Configuring your communications software” on page 19.*

Understanding the Rapid Resume features 3

The IBM Aptiva Personal Computer comes with a set of energy-saving features, called the Rapid Resume features. Using the Rapid Resume features, your computer can perform certain tasks unattended or in less time. For example, you can set up your computer to automatically turn on, run a program, and turn back off again. You can also reduce the amount of time required to start your computer.

You can view or change the current settings for the Rapid Resume features in two locations. On your Windows 95 desktop, you can open the Rapid Resume Manager. In the Setup Utility, you can open a menu for Rapid Resume settings.

In the Rapid Resume Manager, you can work with the basic Rapid Resume features. See the following sections for descriptions of these features:

- "Rapid Resume" on page 22
- "Automatic Power Off" on page 23
- "Standby" on page 24
- "Snapshot" on page 25
- "Scheduler" on page 25
- "Automatic Power On" on page 26
- "Wake Up on Ring" on page 27
- "Ring Indicator" on page 27

In the Setup Utility, you can work with all the features that are available in the Rapid Resume Manager except the Scheduler. In addition, you can work with the following Rapid Resume options:

- APM BIOS mode
- Initialize adapter cards
- Halt CPU when idle
- Blink power light
- Check keyboard activity
- Check mouse activity
- Check disk drive 1 and 2 activity
- Check disk drive 3 and 4 activity
- Check diskette drive activity
- Check serial port activity
- Check USB port activity
- Check parallel port activity
- Check modem activity (IRQ 10)
- On/off button mode

For general instructions on using the Setup Utility, see "Using the Setup Utility" on page 31. See "Changing Rapid Resume features configuration" on page 40 for descriptions of all of the Rapid Resume features that are available from the Setup Utility.

Starting the Rapid Resume Manager

To start the Rapid Resume Manager, follow these steps:

1. Double-click on the AptivaWare icon on your desktop.
2. When the AptivaWare window appears, double-click on the Rapid Resume Manager icon.

The Rapid Resume Manager window contains these four icons:

- Rapid Resume
- Standby
- Scheduler
- Wake Up on Ring

Click on any of these icons to view or change Rapid Resume features. Note that some of the Rapid Resume features work only when you have enabled other Rapid Resume features.

This book describes the Rapid Resume features and tells you how to find each of these features in the Rapid Resume Manager. For help with configuring Rapid Resume features, see the online instructions and help screens in each window.

To view an online tutorial about the Rapid Resume features, follow these steps:

1. In the Rapid Resume Manager window, double-click on the Rapid Resume icon.
2. When the Rapid Resume window opens, click on the Tutorial button to learn about the Rapid Resume features.

Rapid Resume features

In the Rapid Resume window, you can work with settings for these features:

- Rapid Resume
- Automatic Power Off

Rapid Resume

The Rapid Resume feature works like a bookmark for your desktop. It saves the state of your computer when you turn it off and returns to that state the next time you turn your computer on. Your software programs and any open data files appear just as you left them. This feature reduces the amount of time required for your computer to start up.

As part of a normal routine, each time you use your computer, your computer stores information about the programs you have running and any data you are

working on in those programs in working memory. Your computer can access this working memory very quickly, but it does not automatically keep the data when you turn your computer off. If you want to continue working where you left off the next time you turn on your computer, you must start your software programs again and reopen your data files. Any personal data you did not save to a file before you turned your computer off is lost. (Saved files are not lost.)

If you enable Rapid Resume before you turn off your computer, Rapid Resume stores the program information and unsaved personal data from the working memory area to a special file on your hard disk. (This is called *suspending*.) Then when you turn on your computer again, Rapid Resume uses this special file to restore your desktop. (This is called *resuming*.) Personal data you did not save to file before you turned off your computer is also restored.

Note: *It is always a good idea to save all personal data to a file periodically and before you turn your computer off.*

To enable (turn on) or disable (turn off) the Rapid Resume feature, follow these steps:

1. Double-click on the Rapid Resume icon in the Rapid Resume Manager window.
2. In the Rapid Resume window, follow the instructions on the screen. If you need help, press F1.

With the Rapid Resume feature enabled, you can save your desktop by selecting Suspend from the Start button on your desktop when you are ready to turn off your computer. Suspend saves your desktop and then turns off your computer. To specify whether the system on/off button saves your desktop before turning off the power, you must use the Setup Utility. See “On/off button mode” on page 46 for these instructions.

For more technical information about the Rapid Resume feature, refer to the README.TXT file located in the IBMTOOLS directory of your computer.

Automatic Power Off

The Automatic Power Off feature automatically turns off your computer when you have not used your computer for an amount of time you specify. If you have an energy saving monitor with Display Power Management Signaling (DPMS), this feature can also turn off your monitor.

In the Setup Utility, you can specify which devices your computer checks to determine whether you are using your computer. For these instructions, see “Rapid Resume advanced options” on page 43.

You can enable the Automatic Power Off feature only after you enable the Rapid Resume feature. Rapid Resume saves the state of your desktop when Automatic Power Off turns off your computer.

To enable or disable the Automatic Power Off feature, follow these steps:

1. Double-click on the Rapid Resume icon in the Rapid Resume Manager window.
2. In the Rapid Resume window, enable Rapid Resume.
3. Click on the Set Options button.
4. In the Rapid Resume Options window, follow the instructions on the screen. If you need help, press F1.

Standby features

In the Standby window, you can work with settings for these features:

- Standby
- Snapshot

Standby

The Standby feature puts your computer into a state of reduced power consumption (as if it were napping) when you have not used the computer for an amount of time you specify. If you have an energy saving monitor with Display Power Management Signaling (DPMS),

then the monitor's display goes blank when the computer enters Standby.

In the Setup Utility, you can specify which devices your computer checks to determine whether you are using your computer. For these instructions, see "Rapid Resume advanced options" on page 43.

Once your computer enters Standby, you can use any of the checked devices to return to your desktop. For instance, unless you turn off checking for the mouse and the keyboard in the Setup Utility, you can press the Shift key or move the mouse at any time to return to your desktop.

Note:

If you are using the Automatic Power Off feature, the time you set for Standby must be less than the time you set for Automatic Power Off. Otherwise, your computer will turn off before it can enter Standby.

To enable or disable the Standby feature, follow these steps:

1. Double-click on the Standby icon in the Rapid Resume Manager window.
2. In the Standby window, follow the instructions on the screen. If you need help, press F1.

Snapshot

The Snapshot feature saves the state of your computer when it enters Standby. With this feature, if the power supply to your computer is interrupted while your computer is in Standby, your desktop is restored when power is returned.

To enable or disable the Snapshot feature, follow these steps:

1. Double-click on the Standby icon in the Rapid Resume Manager window.
2. In the Standby window, select the number of minutes before the computer enters Standby.
3. Click on the Snapshot option under the Options menu.

You can enable the Snapshot feature only after you enable the Standby feature. If you need help, press F1.

Scheduler features

In the Scheduler window, you can work with settings for these features:

- Scheduler
- Automatic Power On

Scheduler

The Scheduler feature performs activities you specify at times you specify. If you use Scheduler with Rapid Resume, you can schedule activities to occur even when your computer is turned off. This feature can turn on your computer, run a program, and then turn off your computer. You can schedule activities to occur once, hourly, daily, during weekdays, and weekly.

To enable or disable the Scheduler feature, follow these steps:

1. Double-click on the Scheduler icon in the Rapid Resume Manager window.
2. In the Scheduler window, follow the instructions on the screen. If you need help, press F1.

Automatic Power On

The Automatic Power On feature turns on your computer at a time you specify. If you want to turn on your computer automatically without scheduling any other activity, you can use the Automatic Power On feature.

To enable or disable the Automatic Power On feature, follow these steps:

1. Double-click on the Scheduler icon in the Rapid Resume Manager window.
2. In the Scheduler window, click on the Automatic Power On button.
3. In the Automatic Power On window, follow the instructions on the screen. If you need help, press F1.

Wake Up on Ring features

In the Wake Up on Ring window, you can work with settings for these features:

- Wake Up on Ring
- Ring Indicator

To use these features, your computer must have an internal modem that supports Wake Up on Ring or an

external modem connected to serial port A. The modem must be connected to the telephone line.

Technical note about Wake Up on Ring and serial port A

The system board in your Aptiva computer has a jumper (JP12) that is used to enable or disable Wake Up on Ring control over any device connected to serial port A. Your computer comes from the factory with this jumper set to pins 1 and 2. This setting disables Wake Up on Ring control over serial port A.

With Wake Up on Ring disabled for serial port A, devices you install on this port operate independently of Rapid Resume's Wake Up on Ring settings. Independent operation is important for a product like Home Director, which has its own Wake Up on Event capabilities. For example, if Rapid Resume's Wake Up on Ring settings were allowed to control Home Director's Wake Up on Event settings, you could not disable Wake Up on Ring in Rapid Resume Manager without also disabling Home Director's Wake Up on Event capabilities.

If you want Rapid Resume's Wake Up on Ring settings to control a device installed on serial port A, set jumper JP12 to pins 2 and 3. For the location of system board jumper JP12, see "Identifying the parts of the system board" on page 65. Pin numbers are identified on the system board.

Your internal modem is controlled by the Rapid Resume Wake Up on Ring settings regardless of the jumper JP12 setting.

Wake Up on Ring

The Wake Up on Ring feature turns on your computer when the telephone rings. With this feature, you can receive phone calls, messages, faxes, and data at any time without leaving your computer on.

If you need to receive critical phone calls or faxes, you may want to leave your computer in Standby instead of suspending your computer or using Automatic Power Off. Some people might not stay on the line long enough for your computer to answer the call with Wake Up on Ring. In addition, when some fax machines attempt to send a fax, they hang up after a limited number of rings. Though many of the newer fax machines and fax computer programs will redial if your computer does not answer quickly enough the first time, you may not want to rely on that possibility.

With Wake Up on Ring, your computer may turn on automatically when you dial out on a rotary or pulse telephone. If this occurs, disable the Wake Up on Ring feature and use it only when you know you will have incoming fax communications.

To enable or disable the Wake Up on Ring feature, follow these steps:

1. Double-click on the Wake Up on Ring icon in the Rapid Resume Manager window.
2. In the Wake Up on Ring window, follow the instructions on the screen. If you need help, press F1.

Ring Indicator

The Ring Indicator feature works with the Automatic Power Off feature. If both features are enabled, then the system power light flashes after your computer turns on to answer a telephone ring and then turns off again.

To enable or disable the Ring Indicator feature, follow these steps:

1. Double-click on the Wake Up on Ring icon in the Rapid Resume Manager window.
2. In the Wake Up on Ring window, enable the Wake Up on Ring feature.
3. Click on the Ring Indicator option under the Options menu.

You can enable the Ring Indicator feature only after you enable the Wake Up on Ring feature. If you need help, press F1.

How Rapid Resume features affect your computer's operation

Table 1 describes how Rapid Resume features change your computer's normal operation.

Table 1: Rapid Resume features activity

Activity:	Feature and explanation:
System and monitor are on, but nothing is displayed on the screen.	Feature: Standby This is a normal activity of the Standby feature. To exit Standby, use any of the devices your computer checks for activity. For information about these checked devices, see "Standby" on page 24.
Delay before mouse works.	Feature: Standby When your computer comes out of Standby, and the desktop reappears, it may take a few seconds for the mouse to become active.
Computer waits before turning off.	Feature: Rapid Resume It can take up to several seconds before Rapid Resume saves the desktop and turns off the computer.

Table 1: Rapid Resume features activity

Activity:	Feature and explanation:
Computer comes on when you haven't pushed the on/off button.	Feature: Scheduler or Automatic Power On This is a normal activity of the Scheduler and Automatic Power On features. You can schedule your computer to come on at a specific date and time.
Computer comes on when the phone rings.	Feature: Wake Up on Ring This is a normal activity of the Wake Up on Ring feature. You can set up your computer to turn itself on when the phone rings to receive data, a fax, or a voice message.
System power light is blinking while the system is on.	Feature: Blink power light setting in Standby This is a normal activity of the blink power light setting in the Standby feature. The blinking light indicates that your computer is in Standby. You can turn this setting on and off only in the Setup Utility. For information on the blink power light setting, see "Standby" on page 41.

Table 1: Rapid Resume features activity

Activity:	Feature and explanation:
<p>System power light is blinking, but system is turned off.</p>	<p>Feature: Ring Indicator feature in Wake Up on Ring</p> <p>This is a normal activity of the Ring Indicator feature in Wake Up on Ring. The blinking light indicates that Wake Up on Ring turned on your computer to receive data, a fax, or a voice message.</p>
<p>Computer does not automatically go into Standby when AutoPlay is enabled.</p> <p>(In Windows 95, you can turn on AutoPlay for CDs. With AutoPlay enabled, audio CDs start to play automatically when you put them into the CD-ROM drive.)</p>	<p>Feature: Standby</p> <p>If AutoPlay is enabled, your computer may not enter Standby unless you disable hard drive and CD-ROM drive checking in the Setup Utility. For information about these Setup Utility options, see "Rapid Resume advanced options" on page 43.</p>

Table 1: Rapid Resume features activity

Activity:	Feature and explanation:
<p>Computer won't start from diskette if Rapid Resume is enabled.</p>	<p>Feature: Rapid Resume</p> <p>After you turn on the computer, press Ctrl + Alt + Delete when you see the Rapid Resume screen. There may be a slight delay before the computer restarts.</p> <p>Note that using Ctrl + Alt + Delete will cause the loss of your saved desktop. If possible, first start your computer without the diskette and save any unsaved information. Then shut down your computer and restart in MS-DOS mode. From DOS, insert the diskette and press Ctrl + Alt + Delete.</p>

Viewing and changing Aptiva configuration **4**

Your IBM Aptiva Personal Computer comes from the factory configured for immediate use. You can view your computer's configuration settings using the Setup Utility and the Windows 95 Device Manager.

You can also use these configuration utilities to change some configuration settings. For instance, if you add or replace hardware inside your tower, you might need to verify or update specific settings.

This chapter contains the following sections to help you personalize or reconfigure your computer:

- "Using the Setup Utility" on page 31
- "Using other configuration utilities" on page 52

Using the Setup Utility

The Setup Utility lets you view and change important configuration information about your computer and its hardware. You might need to use the Setup Utility if you upgrade the hardware in your computer or if you get an error message while using your computer.

In most circumstances, when you add or replace hardware in your tower, your computer's Basic Input/Output System (BIOS) detects the hardware changes and updates the Setup Utility automatically. In some cases, however, especially if you purchase hardware that does not meet Plug and Play (PnP) requirements, you might need to manually change the configuration information in the Setup Utility. If you remove hardware, in some cases, an online message asks you to check the Setup Utility to verify that the BIOS made the correct configuration changes.

Of course, you can always use the Setup Utility just to view information about your system's hardware configuration. In general, the Setup Utility contains the following hardware and configuration information:

- Processor speed
- System, cache, and video memory
- Diskette, hard disk, and CD-ROM drives
- Serial and parallel ports
- Rapid Resume features
- PnP and ISA Legacy resource assignments

- Startup options
- Model information
- Date and time
- Security options

Some of the options in the Setup Utility are strictly informational, such as system and model information. Other options let you control how your computer operates. For example, you can use the Setup Utility to:

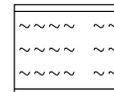
- Create or change a power-on password.
- Reduce energy consumption with Rapid Resume features, such as Rapid Resume, Standby, or Automatic Power Off.
- Enable or disable the system memory test.
- Enable or disable the virus detection provided with your BIOS. (You cannot use the Setup Utility to turn off the IBM AntiVirus program or any antivirus protection that is provided with additional products.)

Starting the Setup Utility

Sometimes, when you get an error message, your computer displays a message window with an error code and a description of the problem. When this occurs, you can press the Enter key to get the Setup Utility Main Menu. Otherwise, to access the Setup Utility, you must either start or restart your computer.

To start the Setup Utility when your computer is on, follow these steps:

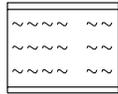
1. Save all open files and close all software programs.
2. Click on the Start button on your Windows 95 desktop.
3. Click on the Shut Down option.
4. From the Shut Down Windows window, restart the computer.
5. When the following symbol appears at the top right corner of the screen, press F1:



To start the Setup Utility when your computer is off, follow these steps:

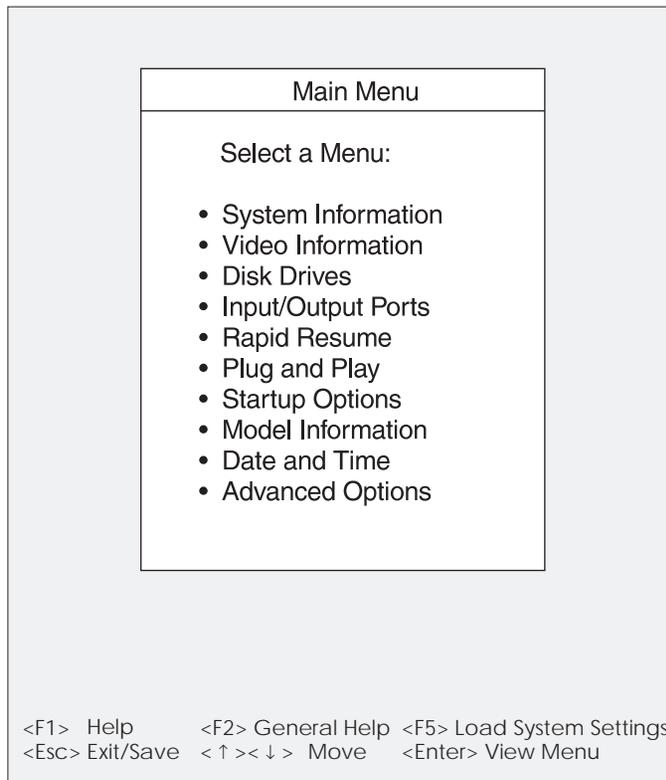
1. Turn on your monitor.
2. Turn on your system.

3. When the following symbol appears at the top right corner of the screen, press F1:



Note: *The Main Menu you see on your computer may look slightly different from the menu shown here, but it will operate the same way.*

The Setup Utility Main Menu appears:



Working with the Setup Utility menus

The Setup Utility Main Menu lists options that identify system configuration topics. When you select one of these options, an additional menu appears.

To select and move through Setup Utility options, you must use the keyboard. To move through menus, press the down (↓) or up (↑) arrow key on the keyboard until the option you want is highlighted. To select a highlighted menu option, press the Enter key.

To move through menus, use the following keys:

Keys	Function
↑ ↓	Use these arrow keys to highlight an option on the menu. (Press the Enter key to choose the option.)
← →	Use these arrow keys to make a selection and change an option's setting. On some menus, you can use these keys to move from one field to another.
+	Use this key on some menus to increase the numerical value of a setting.
-	Use this key (the minus or hyphen key) on some menus to decrease the numerical value of a setting.

Keys	Function
F1	Press this key if you want help for a selected menu option.
F2	Press this key if you want general information on using the Setup Utility.
F5	Press this key if you want to return the Setup Utility settings to the factory defaults (the original settings that were installed at the factory).
Esc	After viewing or making changes to the settings on a menu, press this key to exit the menu.
Enter	Press this key to choose a highlighted option from a menu.

Note:

Not all of these keys are available on every menu. The keys that are available on each menu are displayed at the bottom of the menu.

Changing and restoring settings

In Setup Utility menus, the configuration information you can change is enclosed in brackets like these: []. You cannot change information that is not surrounded by brackets.

When you make a change, the ► symbol or an asterisk (*) appears next to the changed option. If you return the changed option to its original setting, the symbol disappears.

When you complete your changes or finish viewing information, return to the Main Menu. From this location, you can exit the Setup Utility and save your changes or exit without saving your changes.

To exit the Setup Utility, follow these steps:

1. From the Main Menu, press the Esc key.
2. The Exit Setup Utility menu appears. If you have made changes in the Setup Utility, it will contain an option for saving your changes.
 - If you would like to save your changes, highlight the option to save your changes and exit the Setup Utility, then press Enter.
 - If you do not want to save your changes, highlight the option to exit the Setup Utility without saving, then press Enter.

Restoring factory settings

When you purchase an Aptiva computer, it is already configured for use. The Setup Utility stores these original configuration settings, called *factory settings*, so that you can return to the original configuration at any time. If you have made changes in the Setup Utility and you would like to restore the factory settings, follow these steps:

1. From the Main Menu, press the F5 key.

The Load System Settings menu appears.
2. Highlight the option to reload the factory settings, then press Enter.
3. Exit from the Setup Utility and save your changes.

Viewing system information

From the Setup Utility Main Menu, select the System Information option to view information about the hardware installed on your computer. You cannot use this menu to change settings. The Setup Utility automatically updates this menu when you:

- Add or change hardware on your computer
- Make changes to other menus in the Setup Utility and save those changes

The System Information menu contains information about the processor, memory, drives, and ports installed in your system. This menu also shows if the mouse is installed.

Viewing video configuration

From the Setup Utility Main Menu, select the Video Information option to view video configuration settings. The Video Information menu appears. This menu contains information-only options.

Video controller

This option displays the name of the video controller installed on your system.

Video memory

This option displays the amount of video memory installed on your system board. Your system board comes with 2 MB of video memory installed.

Changing disk drive configuration

If you install a new CD-ROM, hard disk, or diskette drive, you should enter the Setup Utility to identify or verify the type of drive you installed.

From the Setup Utility Main Menu, select the Disk Drives option to view or change disk drive configuration settings. The Disk Drives menu appears. It shows the size of the drives installed in your computer and indicates what additional drives can be installed.

Diskette drive (A: or B:)

These options display the size and storage capacity of the currently installed diskette drive or drives. Empty drive bays are indicated with a “Not installed” setting.

Your Aptiva computer comes with a diskette drive A: installed in the media console. If you add a diskette drive to the tower, you must enter the Setup Utility to select the correct drive type in the Diskette Drive B: option.

System board diskette controller

This option lets you enable or disable the diskette controller on your system board. If you install a diskette drive B: in your tower, this option is automatically enabled.

If a diskette drive is not installed in your tower and you install a tape drive, you need to enable this option. Enable this option after you have connected the tape drive's signal cable to the diskette connector on the system board and turned your computer back on.

Hard disk drive and CD-ROM drive

These options display information about the CD-ROM drive in your media console and the hard disk and CD-ROM drives that either are already installed or can be installed in your tower. You can have a maximum of four Integrated Drive Electronics (IDE) drives installed.

A drive's connection to the system board and its setting as a master or slave device determines how the Setup Utility identifies the drive. The drives are identified as follows:

Hard Disk Drive 1

This drive is attached to Local Bus connector 1 on the system board and set as the master device. This is the hard disk that comes preinstalled with your computer.

Hard Disk Drive 2

If this drive is installed, it is attached to Local Bus connector 1 on the system board and set as the slave device.

CD-ROM Drive 3

This drive is attached to Local Bus connector 2 on the system board through the media console interface card. It is set as the master device for Local Bus connector 2. This is the CD-ROM drive that comes preinstalled with your computer.

Hard Disk Drive 4

If this drive is installed, it is attached to Local Bus connector 2 on the system board and set as the slave device.

To see if a drive is installed, highlight the option for that drive and press Enter. The screen for that drive appears. This screen can have all or some of the following options:

- Size
- Local bus IDE mode
- Read prefetch
- Disk BIOS translation

Size

If your computer does not have a drive connected at this location, this option is the only option in the menu and the setting is "Not installed."

If a hard disk drive is installed at this location, this option displays the size of the drive. If a CD-ROM drive is installed at this location, the setting is "Installed."

Local bus IDE mode

If a drive is installed at this location, this option lets you set the speed (performance) at which the drive will transfer data. To get the best disk performance, run a new IDE drive (such as a hard disk or CD-ROM drive) in High Performance mode.

If you install an older hard disk drive, it may not work properly in High Performance mode. For an older hard disk, select Compatible mode.

Read prefetch

If a hard disk drive is installed at this location and if the Local Bus IDE Mode setting is High Performance, you can enable this option for maximum hard disk performance. This option is not available for CD-ROM drives.

Note: *Some operating systems, such as Windows NT and OS/2, may require this option to be disabled.*

Disk BIOS translation

With most operating systems, this option lets your computer use IDE hard disks larger than 528 MB.

You can choose to have a hard disk use Logical Block Addressing (LBA) format or Cylinder/Head/Sector (CHS) format translation. You can also disable translation.

If you purchase a new hard disk and it supports LBA, you should select the LBA format for that disk. You should not select the LBA format option if the hard disk you are using is formatted in CHS. Do not disable this option unless you install an older hard disk that is larger than 528 MB and you have problems booting or reading files from it.

Changing input/output port configuration

From the Setup Utility Main Menu, select the Input/Output Ports option to view or change port configuration settings. The Input/Output Ports menu appears. This menu lets you configure serial and parallel ports. It also displays whether a mouse is installed and lets you configure specific keyboard settings.

Serial port A

This option displays the current address for the serial port on your system board. Your computer comes with one serial port on the system board.

If you install an adapter card with a serial port, an error message will notify you if you have an address conflict among the serial ports. Use this menu to make sure that each serial port has a different address. If you change serial port addresses in this menu, you might also need to make changes in all software that uses serial port A. For instructions on changing your software, see the documentation or online information that came with the software.

Universal serial bus port

This option lets you enable or disable the universal serial bus (USB) port on your system board. If you do not have a USB device plugged into either of the connectors for the USB port, disable the port to release system resources. The Disabled setting releases an I/O

address and an interrupt so they can be assigned to other devices.

Parallel port

This option displays the current address for the parallel port on your system board. Your computer comes with one parallel port.

If you install an adapter card with a parallel port, an error message will notify you if you have an address conflict between the parallel ports. Use this menu to make sure that each parallel port has a different address. If you change parallel port addresses in this menu, you might also need to make changes in all software that uses the parallel port. For instructions on changing your software, see the documentation or online information that came with the software.

Parallel port mode

As long as the Parallel Port setting is not Disabled, this option lets you choose an operational mode for the parallel port.

You can choose either the Compatible mode or one of the extended modes (ECP, EPP, or PS/2 Bidirectional) for a parallel port. The parallel port extended modes will increase the efficiency of your parallel port; however, the extended modes use recent technology and are only supported by newer hardware, such as an Iomega Zip drive.

The available extended modes are:

PS/2 Bidirectional

This mode is used for data transfer to other PC systems and supported devices.

ECP

The Extended Capabilities Port mode (ECP) provides higher speed data transfers than the Compatible mode. It is used for high-speed printers and other devices.

ECP and EPP 1.7

This mode combines the capabilities of the Extended Capabilities Port (ECP) and Enhanced Parallel Port (EPP) modes. This mode is not compatible with the ECP and EPP 1.9 mode.

ECP and EPP 1.9

This mode combines the capabilities of the Extended Capabilities Port (ECP) and Enhanced Parallel Port (EPP) modes. This mode is not compatible with the ECP and EPP 1.7 mode.

If you change the mode of a parallel port on an adapter card, you might need to make changes to the port's adapter card and its software. See the documentation or online information that came with the adapter card.

Mouse

This option shows if a mouse is installed.

Keyboard NumLock state

This option displays whether the NumLock function on the keyboard turns on automatically each time you turn your computer on. You can change this setting to On or Off.

Keyboard speed

This option displays the speed at which your keyboard responds when you hold down a key. The Normal rate is 10 characters per second. The Fast rate is 30 characters per second.

If your keyboard speed is set for the Fast rate and you hold down one of the arrow keys, the cursor moves three times faster than it would if your keyboard speed were set for the Normal rate. You can select the speed that is most comfortable for you.

Changing Rapid Resume features configuration

The Rapid Resume features are a set of IBM energy-saving features that lets you set up your computer to perform certain tasks unattended. For information about these features and how to enable and disable them from your desktop, see “Chapter 3: Understanding the Rapid Resume features” on page 21.

The Setup Utility lets you configure additional settings you cannot configure from your Windows 95 desktop. From your desktop, you can enable and disable Rapid Resume features and specify how they work. In the Setup Utility, you can enable and disable some of the same features and configure specific hardware settings.

The changes you make in the Setup Utility appear in the Rapid Resume Manager windows on your desktop. The changes you make in the Rapid Resume Manager windows on your desktop also appear in the Setup Utility.

Note:

For Windows 95 systems, changes to the Wake Up on Ring setting must be made in the Rapid Resume Manager before they can take effect.

From the Setup Utility Main Menu, select the Rapid Resume option to view or change Rapid Resume features settings. The Rapid Resume menu appears.

APM BIOS mode

The Basic Input/Output System (BIOS) controls the basic hardware operations in your computer. The APM BIOS Mode option allows you to enable or disable communications between the BIOS and the operating system’s advanced power management (APM) driver.

You must have APM BIOS mode enabled to use Rapid Resume features. Disable this option only if you experience problems, for example, if a program does not work properly after your computer has resumed from a suspend or returned to operational mode from standby mode.

Rapid Resume

This option lets you enable or disable the Rapid Resume feature. With this feature, you can set up your computer to suspend, which saves your desktop when you turn off your computer. For more information about the Rapid Resume feature, see “Rapid Resume” on page 22.

Enable the Rapid Resume option to change the following options:

- Automatic Power Off
- Initialize Adapter Cards

Automatic Power Off

If the Rapid Resume option is enabled, you can use the Automatic Power Off feature to set up your computer to turn itself off when you leave it on but unused for a specified period of time. If you enable this feature, you can specify up to 90 minutes for the delay between the time you stop using your computer and the time it turns itself off. For more information about the Automatic Power Off feature, see “Automatic Power Off” on page 23.

For information about how you can define which devices your computer checks to determine whether you are using your computer, see “Rapid Resume advanced options” on page 43.

Initialize adapter cards

If the Rapid Resume option is enabled, you can use the Initialize Adapter Cards option to indicate whether your adapter cards will be restarted (initialized) when you turn on your computer. When adapter cards are initialized, the device drivers for the cards are reloaded.

This option might be required for adapter cards that do not support power management.

Standby

This option lets you enable or disable the Standby feature. With this feature, you can set up your computer to consume less power if you leave it on but unused for a specified period of time. If you enable this feature, you can specify up to 90 minutes for the delay between the time you stop using your computer and the time it enters Standby. For more information about the Standby feature, see “Standby” on page 24.

Note:

If you are using the Automatic Power Off feature, the time you set for Standby must be less than the time you set for Automatic Power Off. Otherwise, your computer will turn off before it enters Standby.

For information about how you can define which devices your computer checks to determine whether you are using your computer, see “Rapid Resume advanced options” on page 43.

Enable the Standby option to change the following options:

- Snapshot
- Halt CPU When Idle
- Blink Power Light

Snapshot

If the Rapid Resume and Standby options are enabled, you can use the Snapshot option to save the state of your desktop when your computer enters Standby. For more information about the Snapshot feature, see “Snapshot” on page 25.

Halt CPU when idle

If the Standby option is enabled, you can use the Halt CPU When Idle option to stop the central processing unit (CPU) during Standby. This conserves power without affecting the operation of your computer.

Blink power light

If the Standby option is enabled, you can use the Blink Power Light option to specify whether you want the system power light to blink when your computer is in Standby.

Wake Up on Ring

For Windows 95 computers, this option must be changed in the Rapid Resume Manager. See “Chapter 3: Understanding the Rapid Resume features” on page 21 for information on finding this setting in the Rapid Resume Manager.

If you have installed another operating system on your computer, this option lets you enable or disable the Wake Up on Ring feature. With this feature, you can set up your computer to turn itself on when the telephone rings. (It may take several rings before your computer wakes up completely.) For more information about the Wake Up on Ring feature, including information about when you might not want to use this feature, see “Wake Up on Ring” on page 27.

Enable the Wake Up on Ring option to change the following option:

- Ring Indicator

To use this feature, you must have an internal modem that supports Wake Up on Ring or an external modem connected to serial port A. The modem must be connected to the telephone line.

Note:

The system board in your Aptiva computer has a jumper (JP12) that is used to enable or disable Wake Up on Ring control over any device connected to serial port A. See “Technical note about Wake Up on Ring and serial port A” on page 26 for more information about JP12.

Ring Indicator

If the Wake Up on Ring option is enabled, you can use the Ring Indicator option to specify whether your system power light flashes after your computer turns itself on to answer a telephone ring and then turns itself off again. For more information about the Ring Indicator feature, see “Ring Indicator” on page 27.

Automatic Power On

This option lets you enable or disable the Automatic Power On feature. With this feature, you can schedule your computer to turn itself on at a specified date and time. For more information about the Automatic Power On feature, see “Automatic Power On” on page 26.

Enable the Automatic Power On option to change the following options:

- Power On Date
- Power On Time

You can schedule your computer to turn itself on just once or on a daily basis.

Power on date

When you enable the Automatic Power On option, use the Power On Date option to specify the date on which you want your computer to turn itself on.

Power on time

When you enable the Automatic Power On option, use the Power On Time option to specify the time at which you want your computer to turn itself on.

Enter the date in the format shown on the screen. Enter the time in 24-hour format (hours and minutes). For example:

- 12 midnight is 00:00
- 12 noon is 12:00
- 1 p.m. is 13:00

Rapid Resume advanced options

Select this option to open the Rapid Resume Advanced Options menu. In this menu, you can define which devices your computer checks to determine whether you are using your computer. You can also control how the system on/off button works with the Rapid Resume feature.

Check keyboard activity

Use this option to specify whether your computer checks the keyboard to determine whether you are using your computer.

If the Standby feature is enabled and you enable this setting, your computer will not enter Standby while you are using the keyboard. You can also return to your desktop from Standby if you press the Shift key on the keyboard.

If the Automatic Power Off feature is enabled and you enable this setting, your computer will not turn itself off while you are using the keyboard.

Check mouse activity

Use this option to specify whether your computer checks the mouse to determine whether you are using your computer.

If the Standby feature is enabled and you enable this setting, your computer will not enter Standby while you are using the mouse. You can also return to your desktop from Standby if you move the mouse.

If the Automatic Power Off feature is enabled and you enable this setting, your computer will not turn itself off while you are using the mouse.

Check drive 1 and 2 activity

Use this option to specify whether your computer checks drive 1 and drive 2 to determine whether you are using your computer.

If the Standby feature is enabled and you enable this setting, your computer will not enter Standby while drive 1 or drive 2 is active. If your computer enters Standby, it will return to the desktop when drive 1 or drive 2 becomes active.

If the Automatic Power Off feature is enabled and you enable this setting, your computer will not turn itself off while drive 1 or drive 2 is active.

Check drive 3 and 4 activity

Use this option to specify whether your computer checks drive 3 and drive 4 to determine whether you are using your computer.

If the Standby feature is enabled and you enable this setting, your computer will not enter Standby while drive 3 or drive 4 is active. If your computer enters Standby, it will return to the desktop when drive 3 or drive 4 becomes active.

If the Automatic Power Off feature is enabled and you enable this setting, your computer will not turn itself off while drive 3 or drive 4 is active.

Check diskette drive activity

Use this option to specify whether your computer checks your diskette drive to determine whether you are using your computer.

If the Standby feature is enabled and you enable this setting, your computer will not enter Standby while the diskette drive is active. If your computer enters Standby, it will return to the desktop when the diskette drive becomes active.

If the Automatic Power Off feature is enabled and you enable this setting, your computer will not turn itself off while the diskette drive is active.

Check serial port activity

Use this option to specify whether your computer monitors the serial port on the system board to determine whether you are using your computer.

If the Standby feature is enabled and you enable this setting, your computer will not enter Standby while the serial port is active. If your computer enters Standby, it will return to the desktop when the serial port becomes active.

If the Automatic Power Off feature is enabled and you enable this setting, your computer will not turn itself off while the serial port is active.

Check USB port activity

Use this option to specify whether your computer monitors the universal serial bus (USB) port on the system board to determine whether you are using your computer.

If the Standby feature is enabled and you enable this setting, your computer will not enter Standby while the USB port is active.

If the Automatic Power Off feature is enabled and you enable this setting, your computer will not turn itself off while the USB port is active.

Check parallel port activity

Use this option to specify whether your computer checks the parallel port to determine whether you are using your computer.

If the Standby feature is enabled and you enable this setting, your computer will not enter Standby while the parallel port is active. If your computer enters Standby, it will return to the desktop when the parallel port becomes active.

If the Automatic Power Off feature is enabled and you enable this setting, your computer will not turn itself off while the parallel port is active.

Check modem activity (IRQ 10)

Use this option to specify whether your computer checks the modem, or any other device using IRQ 10, to determine whether you are using your computer.

If the Standby feature is enabled and you enable this setting, your computer will not enter Standby while the modem (or other device using IRQ 10) is active. If your computer enters Standby, it will return to the desktop when the modem (or other device) becomes active.

If the Automatic Power Off feature is enabled and you enable this setting, your computer will not turn itself off while the modem (or other device) is active.

Note:

The modem in your computer is assigned interrupt request (IRQ) 10 at the factory. If installation of new hardware causes another IRQ to be assigned to the modem, your computer will no longer be able to check activity in the modem. Your computer will check the activity in the device that is assigned use of IRQ 10 instead.

On/off button mode

Use this option to control whether the Rapid Resume feature works with the system on/off button.

If you select the Rapid Resume setting, then when you use the system on/off button to turn off your computer, your computer saves the state of your desktop and then turns your system off. The next time you turn your computer on, the desktop appears the way you left it.

If you select the Power Off setting, then when you use the system on/off button to turn off your computer, your computer turns off immediately and does not save the state of your desktop. You can still have Rapid Resume save your desktop, however, by selecting Suspend from the Start button on your desktop when you are ready to turn off your computer.

As with all Setup Utility settings, you must save your changes and exit the Setup Utility before the new settings can take effect. If you change the On/Off Button Mode setting from Power Off to Rapid Resume and then press the system on/off button before you save and exit from the Setup Utility, Rapid Resume will not be set to work with your system on/off button.

Changing adapter card device information

When you install a new Plug and Play (PnP) adapter card, the Basic Input/Output System (BIOS) can automatically detect it and configure your computer to use it. If you install a non-PnP or a non-Peripheral Component Interconnect (PCI) adapter card, the BIOS does not detect it. Instead, you must enter the Setup Utility to dedicate Industry Standard Architecture (ISA) Legacy resources for the card.

From the Setup Utility Main Menu, select the Plug and Play option to view or change adapter card configuration settings. The Plug and Play menu appears. This menu indicates how many PnP cards are installed. It also provides access to another menu for configuring non-PnP or non-PCI adapter cards.

Plug and Play cards detected

This option indicates the number of PnP adapter cards installed in your computer.

ISA Legacy resources

This option lets you allocate resources for non-PnP adapter cards, which are not automatically detected by your computer. You must identify the following Industry Standard Architecture (ISA) Legacy resources as dedicated to your new adapter card so the BIOS does not attempt to assign them to PnP cards:

- Memory Resources
- I/O Port Resources
- DMA Resources
- Interrupt Resources

Each of the options on the ISA Legacy Resources menu opens another menu.

Memory resources

Select this option to open the Memory Resources menu, where you can allocate system memory regions for the adapter card. This menu lists the hexadecimal addresses of the available memory regions. You allocate memory to an adapter card by selecting the Not Available setting for a particular hexadecimal address.

Be sure to read the documentation that came with your new adapter card. You may need to make changes to the card to accommodate the selections you make for Memory Resources. For example, you may have to move jumpers or switches on the adapter card, or make changes to the software that came with the adapter card.

I/O port resources

Select this option to open the I/O Port Resources menu, where you can allocate input/output ports for the adapter card. This menu lists the hexadecimal addresses of the available I/O ports. You allocate I/O Ports to an adapter card by selecting the Not Available setting for a particular hexadecimal address.

Be sure to read the documentation that came with your new adapter card. You may need to make changes to the card to accommodate the selections you make for I/O Port Resources. For example, you may have to move jumpers or switches on the adapter card, or make changes to the software that came with the adapter card.

DMA resources

Select this option to open the DMA Resources menu, where you can allocate direct memory access (DMA) channels for the adapter card. This menu lists the channel assignments for DMA. DMA allows I/O devices to transfer data to and from memory. You allocate DMA channels to an adapter card by selecting the Not Available setting for a particular channel.

Be sure to read the documentation that came with your new adapter card. You may need to make changes to the card to accommodate the selections you make for DMA Resources. For example, you may have to move jumpers or switches on the adapter card, or make changes to the software that came with the adapter card.

Interrupt resources

Select this option to open the Interrupt Resources menu, where you can allocate interrupt requests (IRQs) for the adapter card. This menu lists the system IRQs and their functions. You allocate IRQs to an adapter card by selecting the Not Available setting for a particular IRQ.

Be sure to read the documentation that came with your new adapter card. You may need to make changes to the card to accommodate the selections you make for Interrupt Resources. For example, you may have to move jumpers or switches on the adapter card, or make changes to software that uses the adapter card.

Configuring startup options

From the Setup Utility Main Menu, select the Startup Options option to view or change startup configuration settings. The Startup Options menu appears. This menu identifies the startup devices and provides options for enabling and disabling the system memory test and virus detection.

Startup devices (first - fourth)

When you turn your computer on, it searches for the operating system files. Your computer can search for these files on a hard disk, a CD-ROM, a diskette, an adapter card, or a network. The Startup Devices options let you specify the order in which the computer searches devices for the operating system files.

For example, if you select diskette drive A: as the First Startup Device, and Hard Disk 1 as the Second Startup Device, your computer will search for the operating system files on diskette drive A: first and hard disk 1 second.

Note:

Hard disk 1 is the hard disk that came preinstalled in your computer. For more information on drive designations, see "Changing disk drive configuration" on page 35.

If you select a hard disk drive as your first startup device and your system becomes corrupted, your computer might not be able to access the CD-ROM drive. You might need to start the Setup Utility and designate the CD-ROM drive as the first startup device before you can use the *Product Recovery CD-ROM*. See "Recovering factory installed programs and files" on page 139 for recovery instructions.

System memory test

This option lets you enable or disable the system memory test, which is part of the *power-on self test (POST)*. The POST is a series of tests that check components of your computer for proper operation each time you turn your computer on. Disabling the system memory test saves time when you turn on your computer. Your operating system and programs become available sooner.

Virus detection

This option lets you specify whether you want the virus checker that comes with your computer's BIOS to check for viruses each time you turn on your computer.

When this virus detection is enabled, your computer checks the master boot record to see if the information there has changed since the last time you turned on the computer. If the information has changed, the BIOS displays a message that warns that your computer may have a virus.

This option does not have an effect on the IBM AntiVirus program or on additional virus checking programs you may have purchased. It also does not remove viruses from your computer.

Viewing model information

From the Setup Utility Main Menu, select the Model Information option to view information about your computer model. You cannot change any information in this menu. The Setup Utility automatically updates this screen only if the Basic Input/Output System (BIOS) is upgraded.

The Model Information menu contains the following information:

- Model Number
- Serial Number
- BIOS Version
- BIOS Date

Setting the date and time

From the Setup Utility Main Menu, select the Date and Time option to view or change the system clock. The Date and Time menu appears.

If you change the system date, enter the date in the format shown on the screen. If you change the time, enter the time in 24-hour format (hours, minutes, seconds). For example:

- 12 midnight is 00:00:00
- 12 noon is 12:00:00
- 1 p.m. is 13:00:00

Configuring advanced options

From the Setup Utility Main Menu, select the Advanced Options option to view or change a variety of configuration settings. The Advanced Options menu appears, with the following options:

- Security Options
- Cache Options
- ROM Shadowing
- PCI Card Options

Each of these options opens an additional menu.

Security options

The Security Options menu lets you configure the following options:

- Power-on Password
- IDE Drive Access
- Diskette Drive Access
- Operate without Keyboard
- Operate without Diskette Drive(s)

Power-on password

Select this option to open the Power-on Password menu. In this menu, you can set up a password to restrict the use of your computer. You can also change or remove the password.

If you set up a power-on password, you must type this password each time your computer is turned on. For security, the password does not appear on the screen when you type it. If you do not type the correct password, you cannot use your computer.

The power-on password can be up to seven characters long (letters, numbers, or both). Once you create your password, be sure to write it down and put it in a secure place.

In addition, you can choose to display or not display a password prompt. If you turn on the prompt, your computer will ask you for your password before it starts the operating system. If you turn off the prompt, your computer starts the operating system and then locks the computer until you enter the password.

IDE drive access

This option lets you enable or disable access to the IDE drives attached to the system board and in the media console.

Diskette drive access

This option lets you enable or disable access to the diskette drive(s) attached to the system board and in the media console.

Operate without keyboard

This option lets you operate your computer with the keyboard unplugged. You can enable this option when you want to restrict access to your computer. For example, you might want the computer to be used only for viewing an ongoing demonstration or some other system activity.

With this option enabled, you also avoid a POST error when the keyboard is disconnected.

Operate without diskette drive(s)

This option lets you operate your computer with the diskette drive unplugged. You can enable this option when you want to restrict access to your computer. For example, you might not want others to boot your computer from diskette or to copy files from the hard drive.

With this option enabled, you also avoid a POST error when the diskette drive is disconnected.

Cache options

The Cache Options menu shows how much cache memory is installed on your computer and lets you enable or disable it.

Cache size

This option identifies how much cache memory is installed on your computer. You can install a maximum of 512 KB cache memory.

Cache memory is special buffer storage that holds frequently used instructions and data. It works faster than system memory.

Cache state

This option lets you specify whether your computer uses its cache memory. With cache memory enabled, your programs run faster. If you run programs that require slower speeds, such as older game programs, you can disable cache memory to slow down your computer.

Enable the Cache State option to change the following option:

- Cache System BIOS

Cache system BIOS

If the Cache State option is enabled, you can use the Cache System BIOS option to specify whether your computer runs the system BIOS region in cache memory. With this option enabled, your computer's performance improves.

You might need to disable this option when you are using a program that attempts to write to the BIOS. Some older virus checking programs may attempt to write to the BIOS.

ROM shadowing

The ROM Shadowing menu shows which system devices are using read-only memory (ROM) shadowing. With *ROM shadowing*, your computer stores data from the specified device in random access memory (RAM). Since your computer can access data in RAM faster than it can access data from ROM, programs run faster when ROM shadowing is enabled.

If you install an adapter card that has its own ROM, you can enable the ROM shadowing option for that card so the card will run faster. PnP and PCI cards have their own ROM.

Note: *The ROM Shadowing option may not work on cards that use memory-mapped I/O, such as network cards.*

PCI card options

The PCI Card Options menu lets you enable or disable bus mastering for the Peripheral Component Interconnect (PCI) adapter cards installed in your computer. *Bus mastering* lets installed bus master PCI cards process information without using the microprocessor.

If PCI cards do not operate properly, you might need to disable this option.

Using other configuration utilities

You can use the Setup Utility that comes with your Aptiva computer to view or change configuration settings for most of your factory installed hardware. If you install new hardware, however, you might need to use other configuration utilities.

Windows 95 provides the Device Manager to help you view or change the system resources used by the hardware installed in your computer. You typically do not need to use this utility unless you upgrade your hardware. See "Starting and using the Windows 95 Device Manager" on page 60 for a description of the Device Manager and instructions for using it.

When you purchase new hardware to install in your Aptiva computer, a configuration utility might come with the new device. See the documentation provided with the new hardware for instructions on using any included configuration utility. The instructions might be printed or online.

Upgrading and replacing hardware **Part 3**

This part contains information to help you add to or change the hardware that was installed in your Aptiva computer at the factory. It contains the following chapters:

- “ Chapter 5: Before you unplug and open the tower” on page 55

This chapter contains information to help you plan and prepare to add or replace adapter cards, drives, and system board components in your tower. It includes instructions for preventing and preparing for possible resource conflicts and instructions for removing the cover from the tower.

- “ Chapter 6: Working with system board components” on page 63

This chapter contains instructions for working with the hardware components on your system board.

- “ Chapter 7: Working with adapter cards and drives” on page 77

This chapter contains instructions for working with adapter cards and drives.

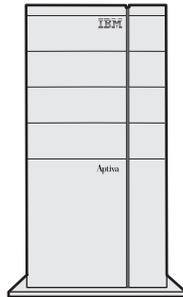
Before you unplug and open the tower 5

Before you begin to upgrade or replace your computer's hardware, it's important to know that the *tower* contains replaceable components and several open connectors and bays. You can add or replace adapter cards, drives, and some system board components in the tower.

The *media console* contains factory installed drives that can be serviced only by a trained service provider. See the *HelpWare* book for information on obtaining service.

As you prepare to add or replace hardware in your tower, follow the instructions in these sections:

- "Planning your hardware changes" on page 56
- "Viewing and reconfiguring system resources" on page 57
- "Opening the tower" on page 61
- "Inside the tower" on page 62



Tower



System On/Off Button

Media Console

If you take the time to plan your hardware changes, you can reduce the effort required to complete your work. You can avoid repeated handling of some hardware components and you can anticipate, and perhaps prevent, some online configuration.

Planning your hardware changes

Before you unplug your tower and pull the cover off, you should understand how your new hardware will work with your existing hardware. You should also plan a sequence for your changes and then keep records as you work.

Planning a sequence for hardware changes

If you plan to work with more than one piece of hardware, you can avoid repeated steps if you follow the recommended sequence for hardware changes. Keeping in mind that you also need to follow the instructions that came with your new hardware, follow these steps when you upgrade or replace your hardware:

1. Make sure you understand how to resolve conflicts that may arise when you install the new hardware. This information is contained in “Anticipating potential conflicts” on page 57.

You may need to work with one or more online configuration utilities before you unplug your computer.

2. Turn off your computer and remove the tower cover as instructed in “Opening the tower” on page 61.

3. Complete your hardware changes as instructed in “Chapter 6: Working with system board components” on page 63 and “Chapter 7: Working with adapter cards and drives” on page 77.

If you plan to make more than one hardware change while you have the tower cover off, make changes in the following order:

- a. Make all changes on the system board.
- b. Add or replace any drives.
- c. Add or replace any adapter cards.

If you follow this sequence, you will not need to remove components you just installed to access other components.

4. When you have finished working with the hardware, reassemble your computer.
5. Turn on your computer.
 - If you worked with system board components and you receive any messages telling you to check the Setup Utility, follow the instructions in “Updating the Setup Utility” on page 75 to verify correct configuration.
 - If you worked with adapter cards or drives and you receive any messages telling you to check the Setup Utility, follow the instructions in “Updating the Setup Utility” on page 96 to verify correct configuration.
 - If you receive any other messages, see “Chapter 8: Diagnosing and recovering from

problems” on page 101 for troubleshooting information and error code corrective actions.

Recording your changes

As you work, keep records of all hardware and configuration changes you make. These records will be useful if you upgrade your computer more than once or if you have trouble with the new hardware.

The information you need to record as you work includes, but is not limited to:

- Changes to jumper positions
- Connection of drive and adapter card cables to the system board
- Changes to Setup Utility settings
- Changes to settings in other online configuration utilities, such as the Windows 95 Device Manager or a configuration utility that might come with your new hardware

Viewing and reconfiguring system resources

System resources are data processing elements, such as storage locations or input/output units, that are controlled by the system and assigned for use in basic computer operations. Some system resources are used as needed, while others are assigned for use by specific devices or programs. When one device attempts to use a resource that has already been assigned to another device, your computer has a resource conflict.

If you install new hardware in your tower, the new device might attempt to use a system resource that is already assigned to hardware that was installed at the factory.

Anticipating potential conflicts

Since some system resource conflicts can interrupt basic computer operations, it's important to prevent conflicts that can be prevented before you install your new hardware. You can also prepare for conflicts that may occur without warning.

Preventing specific conflicts between Plug and Play and non-Plug and Play hardware

If you install non-PnP hardware in a computer that has any PnP hardware already installed, or if you install PnP hardware in a computer that has only non-PnP hardware already installed, you must enter the Setup Utility before you install the new hardware to prevent resource conflicts.

In the Setup Utility, you must assign the following Industry Standard Architecture (ISA) Legacy resources for the non-PnP hardware so that your computer's Basic Input/Output System (BIOS) does not attempt to assign those resources to PnP hardware:

- System memory regions
- Input/output (I/O) ports
- Direct memory access (DMA) channels
- Interrupt requests (IRQs)

For information about the hardware combinations that require you to assign ISA Legacy resources, see Table 2.

Note: | *All adapter cards installed at the factory are PnP cards.*

Table 2: Adapter card combinations requiring manual resource assignments

If the adapter card or cards currently installed are...	And the adapter card you are installing is...	Then do you assign resources for the non-PnP card?
None	PnP	No
	Non-PnP	No
PnP	PnP	No
	Non-PnP	Yes
Non-PnP	PnP	Yes
	Non-PnP	No
Both PnP and non-PnP	PnP	No
	Non-PnP	Yes

Note: ISA PnP adapter cards should be clearly labelled as PnP cards. PCI adapter cards should be considered PnP cards.

For instructions on starting the Setup Utility, see "Using the Setup Utility" on page 31. For instructions on assigning ISA Legacy resources in the Setup Utility, see "Changing adapter card device information" on page 46.

Preparing for other possible conflicts

If you purchase hardware that is not PnP, you may not discover a possible resource conflict until you install the new hardware and receive an error message. To help prevent this problem, the new hardware's manufacturer might provide an online configuration utility or documentation to help with your installation.

A configuration utility provided by the new hardware's manufacturer can prevent conflicts if it evaluates your computer's current resource assignments before assigning resources for the new hardware. Look in any included documentation for information about any provided configuration utility's evaluation capabilities. If this information is not provided, look in the documentation for specification of resources required by the new hardware.

If you need information about your computer's default settings for input/output (I/O) addresses, system board interrupt requests (IRQs), or direct memory access (DMA) channel assignments, you can find this information in "Appendix A: Specification tables" on page 143. Note that the information in this appendix applies for computers that have not been upgraded since leaving the factory.

If you need information about the adapter cards installed in your computer, refer to the documentation that came with the cards. This documentation might be printed or online.

As a precaution, you may want to record the resources that are already assigned before you install your new hardware. You can use the Windows 95 Device Manager to record assigned resources. For information about the

Device Manager, see "Starting and using the Windows 95 Device Manager" on page 60.

If you record assigned resources before you install the new hardware, then if the hardware creates a resource conflict after you install it, you might be able to properly assign resources without removing and reinstalling the new hardware.

Working with online configuration utilities

You can use the Setup Utility and the Windows 95 Device Manager to view and correct system resource settings. You may also be able to use other configuration utilities provided with new hardware.

Automatic and manual updates to the Setup Utility

Your computer's Basic Input/Output System (BIOS) automatically detects most hardware changes and then updates the related configuration settings in the Setup Utility. If the Setup Utility is not automatically updated, then you usually receive a message reminding you to check the Setup Utility.

The following chapters contain instructions for manually updating the Setup Utility when changes are not automatically detected:

- “Chapter 6: Working with system board components” on page 63
- “Chapter 7: Working with adapter cards and drives” on page 77

“Chapter 4: Viewing and changing Aptiva configuration” on page 31 contains instructions for working with the Setup Utility.

Starting and using the Windows 95 Device Manager

You can use the Windows 95 Device Manager to record, verify, or change resource settings for many of the hardware devices installed on your computer. You can resolve resource conflicts, such as those that might occur with input/output (I/O) address, interrupt request (IRQ), and direct memory access (DMA) resources.

Device Manager lists the hardware devices installed in your computer at the factory, such as a modem card or CD-ROM drive, and many devices you might install later, such as sound and musical instrument digital interface (MIDI) devices and video and game devices.

If you reassign resources in Device Manager, you may receive a message instructing you to restart your computer.

To start the Device Manager, follow these steps:

1. From the Windows 95 desktop, double-click on the My Computer icon.
2. In the My Computer window, double-click on the Control Panel icon.
3. In the Control Panel window, double-click on the System icon.
4. In the System Properties window, click on the Device Manager tab.

You can print resource reports from Device Manager. These reports can include information about all the resources used by your computer or information about the resources used by selected devices or groups of devices. You can send these reports to the printer or save them to files.

For help with the Device Manager, including instructions for printing information about your hardware, follow these steps:

1. From your Windows 95 desktop, click on the Start button.
2. Click on the Help option.
3. Click on the Index tab.
4. Search on `Device Manager`.

If you need help once you have started the Device Manager, press the F1 key to view the online help. You can also click on the window's help icon (the question

mark in the upper right corner) and then click on a window area to get help for that area.

Opening the tower

When you are ready to upgrade or replace hardware, make sure you work with the tower, and not the media console. The media console is serviceable only by a trained service provider. Any other attempt to service the media console can void the warranty.

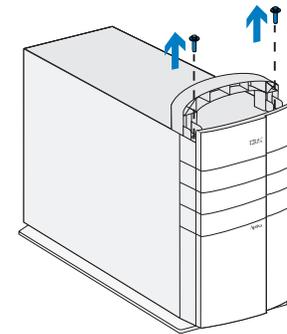
To open the tower, you need a screwdriver. Depending on which hardware components you work with inside the tower, you might need a set of small screwdrivers.

Each time you open your tower, you must follow specific safety procedures to ensure you do not damage your computer. For your safety and the safety of your equipment, follow these steps when you remove the tower cover:

1. If your computer is on, turn off the system, the monitor, and any external components, such as a printer.
2. Unplug all cables and cords from the tower except the tower power cord. Be sure to disconnect any telephone line connections too.
3. Remove the tower cover. The cover on the tower is attached to the frame with two screws. It also

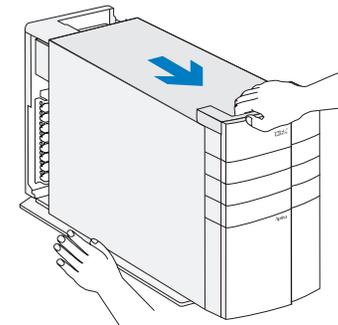
slides along grooves that run along the sides of the frame. Follow these steps:

- a. Raise the handle and remove the screws.



(Front View)

- b. Slide the cover forward and completely remove it from the tower.



(Front View)

4. Touch the bare metal frame of your tower to dissipate the static electricity from your body. Do not touch any of the components inside the frame before you touch the frame. Be careful not to touch any component displaying a voltage warning label, such as the power supply.
5. Disconnect the tower power cord.

Inside the tower

So that you can recognize the smaller hardware components in your Aptiva computer, you need to know the location of the following major hardware components inside your tower:

System board

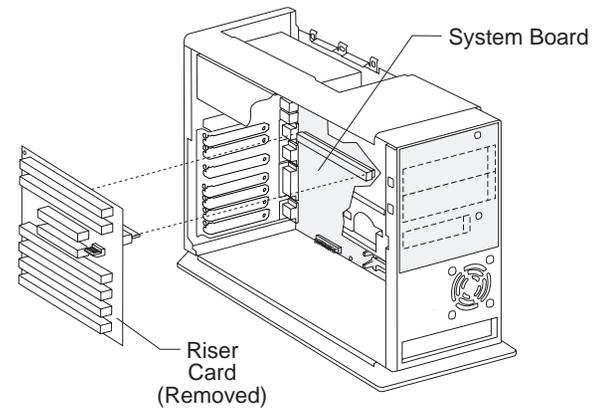
The *system board* has a socket for the *processor*, also known as the central processing unit (CPU). It also has sockets for drive cable connectors, memory modules, the system battery, and the riser card.

Riser card

The *riser card* has connectors for adapter cards.

Inside the tower, the system board is positioned up against the right wall. The riser card is attached to the system board, parallel and very close to the system board.

With the tower cover removed, the tower looks like this:



If you plan to work with the hardware inside your tower, read "Planning your hardware changes" on page 56 and "Opening the tower" on page 61 before you remove the tower cover.

Working with system board components **6**

To work with the hardware components on the system board, you must first unplug the system and remove the tower cover. If you have not removed the cover from your tower, see “Opening the tower” on page 61.

Before you can begin work with system board components, you might need to remove adapter cards, drives, and the riser card. Then once you have completed your hardware changes and put the cover back on the tower, you might need to verify or update Setup Utility configuration.

To access, work with, and update configuration for the hardware components on your system board, complete the instructions in the following sections:

- “Accessing the system board” on page 63
- “If you need to remove the riser card” on page 64
- “Identifying the parts of the system board” on page 65
- “Installing an upgrade processor” on page 68
- “Installing cache memory modules” on page 69
- “Installing system memory modules” on page 71
- “Replacing the system battery” on page 74
- “Updating the Setup Utility” on page 75

Accessing the system board

To access the section of the system board you need to work with, you might need to remove adapter cards and drives. You might also need to remove the riser card. With the system board exposed, you can work with the processor, the cache and system memory modules, and the system battery.

If you need to remove adapter cards and drives, see “Chapter 7: Working with adapter cards and drives” on page 77 for these instructions. If you need to remove the riser card, see “If you need to remove the riser card” on page 64.

If you need to remove the riser card

To access some system board components, such as system memory sockets, you must remove the riser card. The riser card contains all the adapter card connectors.

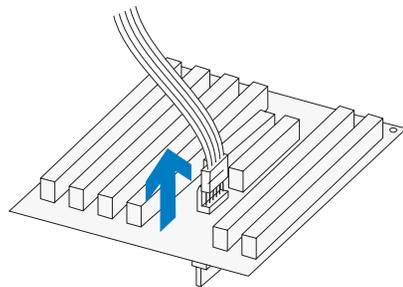
To remove the riser card, follow these steps:

1. If any of your adapter cards have cable connections to the system board, to another adapter card, or to one of the drives, disconnect the cables. Take note of all cable connector locations so that you can reconnect them without error.

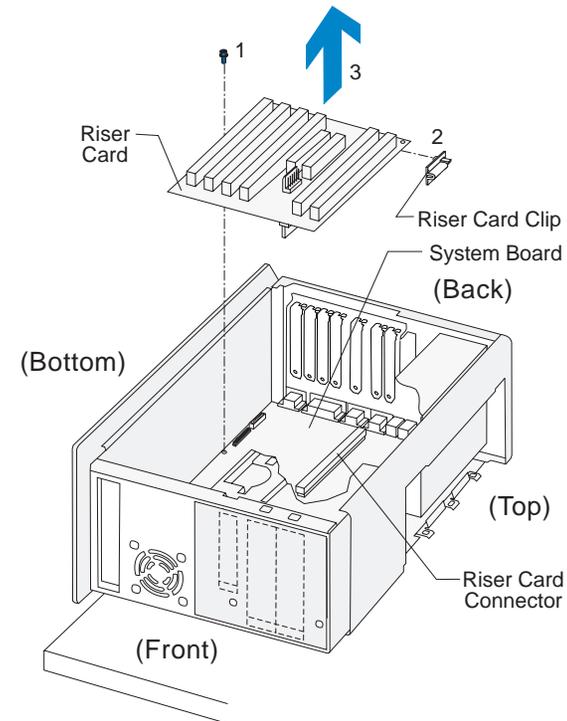
2. Remove all the adapter cards from the riser card.

For instructions on removing adapter cards, see “Removing adapter cards” on page 83.

3. Disconnect the power cable from the riser card.



4. Remove the riser card screw and the riser card clip. Then remove the riser card.

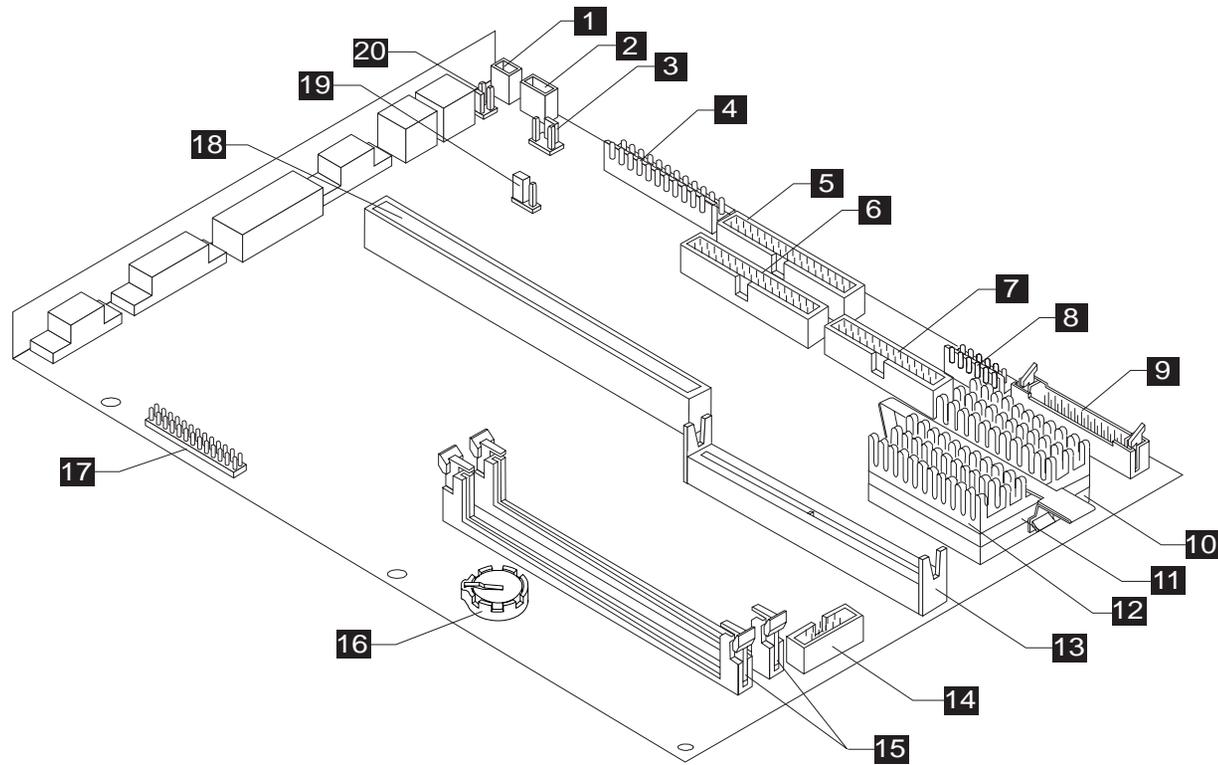


Note:

To reinstall the riser card, reverse the removal procedure. Reconnect any adapter card cables you disconnected when you removed the adapter cards from the riser card.

Identifying the parts of the system board

If you plan to work with hardware in your computer, you will need to know the layout of the system board. This picture shows the system board in your computer. The items on the next page correspond to the numbered locations on the picture.



The *system board*, sometimes called the *planar* or *motherboard*, is the main circuit board in the tower. It supports a variety of devices and provides other basic computer functions that are preinstalled or that you can install later. The system board shown on page 65 has the following parts:

- 1** Power switch connector (J22). Holds the connector from the power switch.
- 2** Power supply connector (J23). Holds the three-wire connector from the power supply.
- 3** 12V speaker connector (J14). Holds the connector for 12V speakers.
- 4** Power supply connector (J11). Holds connectors P1 and P2 from the power supply.
- 5** Local Bus IDE connector 1 (J5). Holds signal cables that attach to drives 1 and 2.
- 6** Local Bus IDE connector 2 (J6). Holds signal cables that attach to drives 3 and 4.
- 7** Diskette connector (J17). Holds signal cables that attach to diskette and tape drives.
- 8** Power supply connector (J12). Holds connector P11 from the power supply; connector P10 attaches to the riser card.
- 9** Regulator socket (J3). Holds the processor regulator or programming block, if installed.
- 10** Processor socket (U2). Holds the processor (CPU).
- 11** Processor. A Pentium class central processing unit.
- 12** Heat sink. Prevents the processor from overheating.

- 13** Cache memory module socket (J4). Can hold a 256 KB or 512 KB cache memory module. Any cache memory module you install must meet the following specifications.

Specifications: 160-pin; 64-bit; 256 KB (32 KB x 64) or 512 KB (64 KB x 64); 9 nanosecond (ns); synchronous pipeline burst SRAM.

- 14** Media console connector (J26). Holds the connector from the media console interface card, providing control for the media console's CD-ROM and diskette drives.

- 15** System memory module sockets for DIMMs (J9, J10). Hold dual inline memory modules (DIMMs). Any system memory module you install must meet the following specifications to prevent damage to the system board.

Specifications: 168-pin; 64-bit; 8 MB, 16 MB, or 32 MB; gold contacts; unbuffered; 3.3V; synchronous dynamic random access memory (SDRAM) or 60 nanosecond (ns) extended data out (EDO).

Attention!

Other types of memory may appear to fit the DIMM sockets on the system board, but when forced, can damage the sockets.

- 16** Battery (BT1). A 3-volt (CR2032) lithium battery. If you replace the battery, you must use the same type.

- 17** VESA feature connector (J19). Used for motion video adapter cards, such as a television card.

If you are installing a feature connector cable that came with your computer, the cable will cover all the pins on this connector. If you are installing a feature connector cable that did not come with your system, the cable may not use all of the pins on this connector. If it does

not use all the pins, you should align the cable with pin 1 on the system board (closest to the monitor connector).

- 18** Riser card connector (J13). Holds the riser card, which contains connectors for adapter cards.
- 19** Wake Up on Ring jumper (JP12). Enables or disables Wake Up on Ring control over any device connected to serial port A.

With this jumper set to pins 1 and 2, any device connected to serial port A operates independently of Rapid Resume's Wake Up on Ring settings. If you connect Home Director hardware to serial port A, this setting prevents Rapid Resume's Wake Up on Ring settings from interfering with Home Director's Wake Up on Event settings. Your computer is shipped from the factory with the jumper in this position.

Set the jumper to pins 2 and 3 if you install a device on serial port A and you want to control this device with Wake Up on Ring.

Pin numbers are identified on the system board. For more information about this jumper, see "Technical note about Wake Up on Ring and serial port A" on page 26.

- 20** Wake Up on Ring connector (J24). Holds the Wake Up on Ring cable that attaches to the internal modem.

Installing an upgrade processor

Instructions for removing your old processor are given in this section. Instructions for installing an upgrade processor should come packaged with the processor.

To remove the old processor:

1. Remove the heat sink retaining clip by pressing the release tab (square end) of the clip.

Attention!

The heat sink retaining clip is under tension and may disengage suddenly if not held while being removed.

If pressing the tab does not release the clip, press the tab while using the tip of a thin bladed screwdriver or other similar object to gently push out the leg that is hooked on the catch underneath the tab. Take extreme care not to push the leg too hard, or you might accidentally damage surrounding parts.

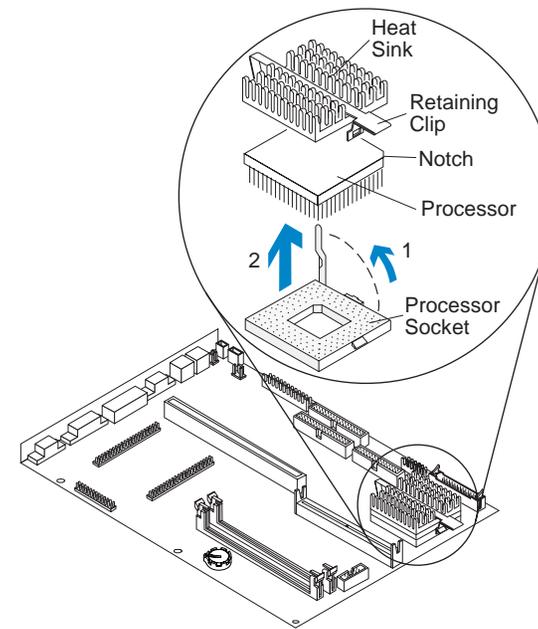
2. Remove the heat sink by lifting it straight up.

Note:

If the heat sink is permanently cemented to the processor, you should remove both the heat sink and the processor after you lift the handle in step 3.

3. Unlatch the handle on the side of the processor socket and lift it all the way up.

4. Lift the processor out of the processor socket.



5. Install the new processor by following the instructions that came with it.

Installing cache memory modules

You can install either 256 KB or 512 KB of cache memory on your system board. If a 256 KB module is already installed, you must remove it before you can install a 512 KB module.

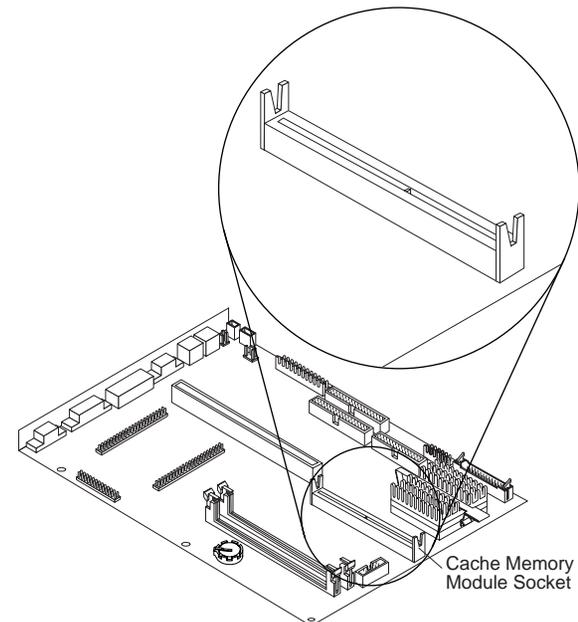
Note:

Each cache memory module you install must have these specifications: 160-pin; 64-bit; 256 KB (32 KB x 64) or 512 KB (64 KB x 64); 9 nanosecond (ns); synchronous pipeline burst SRAM.

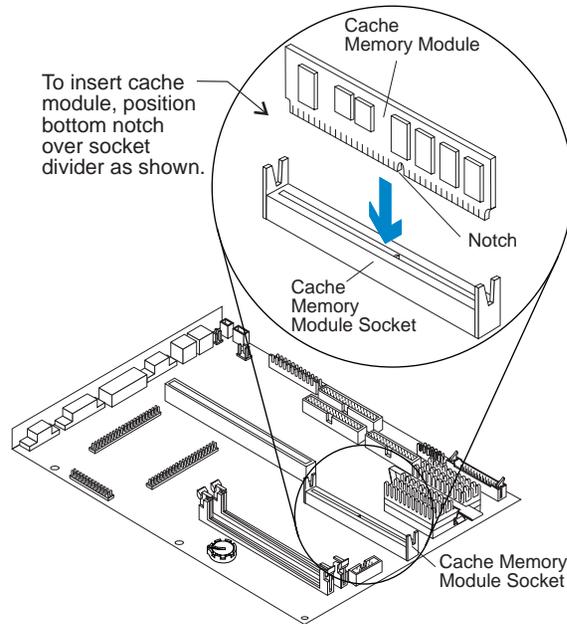
Inserting a new module

To install a cache memory module into an empty socket, follow these steps:

1. Locate the single cache memory module socket on the system board.

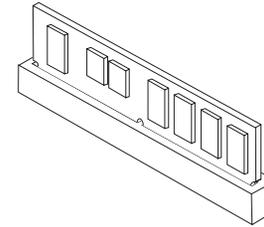


2. Position the new cache module over the cache socket so that the notch at the bottom of the module lines up over the divider in the socket. As shown in the next picture, match the wide part of the module to the wide part of the opening in the socket.



3. Push the module straight down into the socket.

A properly-inserted module looks like this:



Replacing an existing module

If you want to upgrade from 256 KB of cache memory to 512 KB of cache memory, you must replace the existing 256 KB module with a 512 KB module.

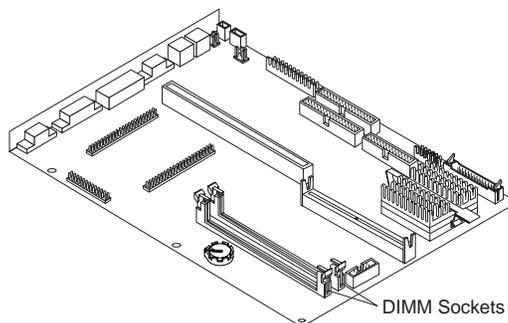
To replace an existing module, remove the installed module by pulling straight up on the module. Then follow the instructions in "Inserting a new module" on page 69 to install the new module.

Important:

The module can be installed only when the notch is aligned correctly.

Installing system memory modules

Your system board has two system memory module sockets that hold *dual inline memory modules* (DIMMs).



You can upgrade the system memory in your computer by installing a DIMM in an empty DIMM socket. You can also replace a DIMM that is already installed with a DIMM of higher memory capacity.

You can install an 8 MB, 16 MB, or 32 MB DIMM in either socket. Any combination of these three module capacities is acceptable. The maximum amount of memory you can have installed in your computer is 64 MB.

Note:

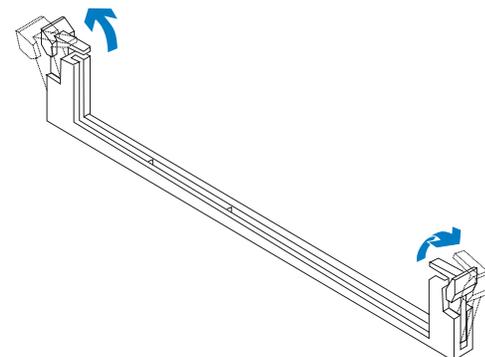
Any DIMM you install must have these specifications: 168-pin; 64-bit; 8 MB, 16 MB, or 32 MB; gold contacts; unbuffered; 3.3V; synchronous dynamic random access memory (SDRAM) or 60 nanosecond (ns) extended data out (EDO).

For possible module placement configurations, see the specification table in "Memory module placement" on page 143.

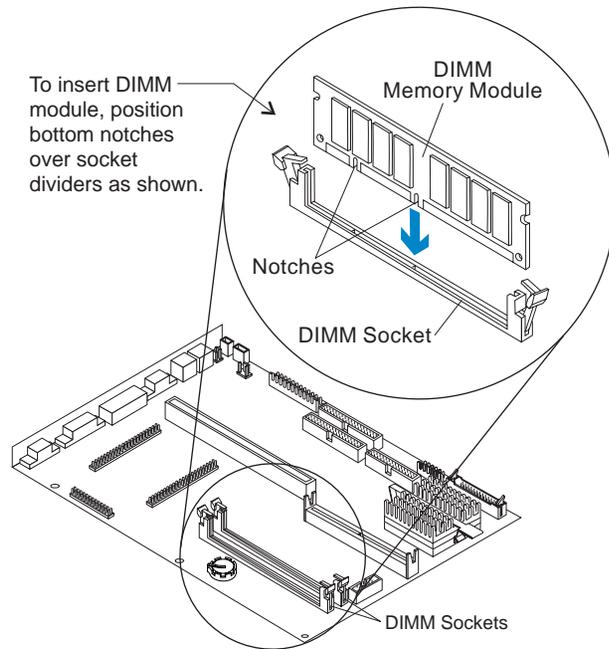
Installing a dual inline memory module

To install a DIMM in an open socket, follow these steps:

1. Locate the two clips that hold the memory module in place. One clip holds the left edge of the module and the other clip holds the right edge.
2. Push both clips away from the socket.



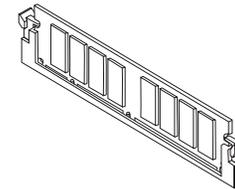
3. Position the DIMM over the socket so that the notch at the bottom of the module lines up over the divider in the socket. As shown in the next picture, match the wide part of the module to the wide part of the opening in the socket.



Important: *The module can be correctly installed only when the wide set of contacts is inserted into the wide socket opening.*

4. Push the module straight down into the socket.

A properly-inserted module looks like this:

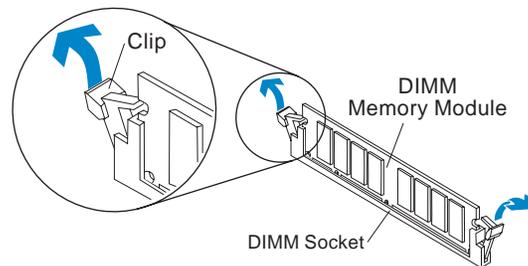


The clips on the right and left sides of the socket should automatically lock into the notches on both sides of the DIMM. If the clips do not lock, make sure you have inserted the DIMM correctly and have pushed it all the way down.

Replacing a dual inline memory module

To replace a DIMM, follow these steps:

1. Locate the two clips that hold the memory module in place. One clip holds the left edge of the module and the other clip holds the right edge.
2. Push one clip away from the module. Then, while holding the module with one hand, push the other clip away from the module.



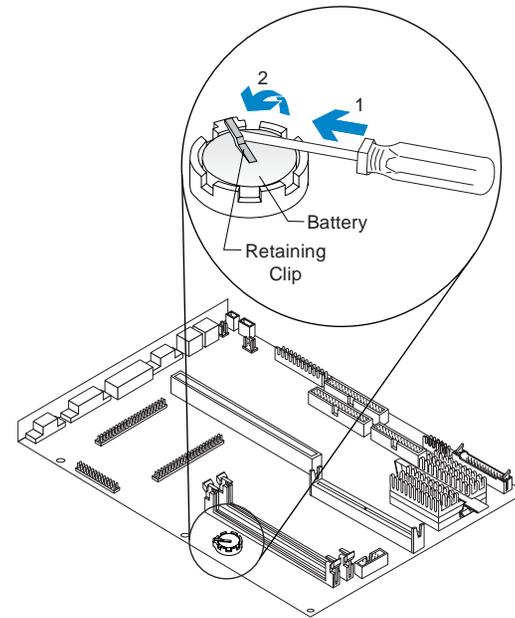
3. Lift the module out of the socket.
4. To install the new DIMM, see "Installing a dual inline memory module" on page 71.

Replacing the system battery

To replace the battery, follow these steps:

1. Place the blade of a small, flat-blade screwdriver under the edge of the retaining clip.
2. Turn the screwdriver one quarter turn, raising the clip while pressing down on the old battery to remove it.
3. Raise the retaining clip, and insert a new 3-volt (CR2032) lithium battery in its place.

Note: *Make sure the positive side of the battery (the side with a + symbol printed on it) is facing up when you insert the battery into the socket.*



Updating the Setup Utility

When you add system board components, such as an upgrade processor and system or cache memory modules, the Basic Input/Output System (BIOS) detects the hardware changes and updates the Setup Utility automatically. If you replace or remove components, you might receive an online message that asks you to verify that the BIOS made the correct configuration changes.

To verify or correct configuration settings in the Setup Utility, see “Using the Setup Utility” on page 31 for information about how to start and update the Setup Utility.

For a cache memory module

If you remove cache memory, the power-on self test (POST) generates an error message. In the Setup Utility, verify that the information the BIOS automatically recorded is correct.

To view the cache memory settings in the Setup Utility, select the following options from the Setup Utility’s Main Menu:

- System Information

See “Viewing system information” on page 35 for information about this option.

- Advanced Options and then Cache Options

See “Configuring advanced options” on page 49 for information about these options.

For system memory modules

If you remove system memory, the power-on self test (POST) generates an error message. In the Setup Utility, verify that the information the BIOS automatically recorded is correct. Use this opportunity to verify that any remaining memory modules are installed as intended.

To view the system memory settings in the Setup Utility, select the System Information option from the Setup Utility’s Main Menu. See “Viewing system information” on page 35 for information about this option.

For the system battery

If you replace the system battery, you need to reset the system date and time. You can perform this task from the Windows 95 desktop or from the Setup Utility.

To reset the system date and time in the Setup Utility, select the Date and Time option from the Setup Utility’s Main Menu. See “Setting the date and time” on page 49 for information about this option.

Working with adapter cards and drives **7**

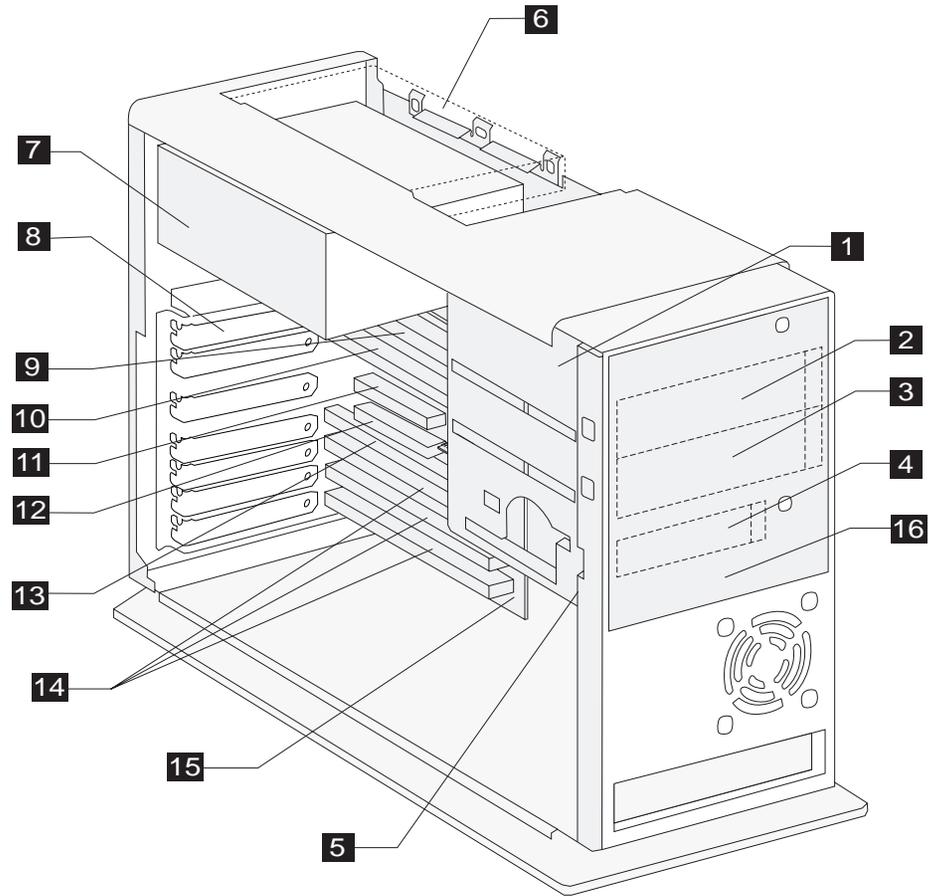
To work with the hardware components in the tower, you must first unplug the system and remove the tower cover. If you have not removed the cover from your tower, see “Opening the tower” on page 61.

If you plan to add or replace both an adapter card and a drive, install the drive before you install the adapter card. If you also plan to make hardware changes on the system board, see “Chapter 6: Working with system board components” on page 63 and finish your work with the system board before continuing to work with drives and adapter cards.

To add or remove adapter cards or drives in the tower, complete the instructions in the following sections:

- “Identifying the parts of the tower” on page 78
- “Adding and removing adapter cards” on page 80
- “Adding and removing drives” on page 84
- “Updating the Setup Utility” on page 96

Identifying the parts of the tower



Your computer's tower has six drive bays and can hold up to six drives. It also has seven adapter card slots and eight adapter card connectors and can hold up to seven adapter cards. You can purchase a drive to install in any empty bay or an adapter card to install in any empty slot.

You can install Industry Standard Architecture (ISA) Advanced Technology (AT) adapter cards and Peripheral Component Interconnect (PCI) adapter cards. You can install an AT adapter card in any AT adapter card connector. You can install a PCI adapter card in any PCI adapter card connector.

Diskette drives use the standard diskette Advanced Technology (AT) interface. Hard disks use an Integrated Drive Electronics (IDE)/Advanced Technology Attachment (ATA) interface. Your computer supports the American National Standards Institute (ANSI) standard for AT attachment disk drives.

- 1** Bay 1. This bay can hold a 3.5-inch slim hard disk drive. (No external access.)
- 2** Bay 2. This bay can hold up to a 5.25-inch half high drive, such as a diskette, tape, or CD-ROM drive.
- 3** Bay 3. This bay can hold up to a 5.25-inch half high drive, such as a diskette, tape, or CD-ROM drive.
- 4** Bay 4. This bay can hold up to a 3.5-inch half high drive, such as a diskette or tape drive.
- 5** Bay 5. This bay can hold a 3.5-inch slim hard disk drive. (No external access.)
- 6** Bay 6. This bay can hold a 3.5-inch slim hard disk drive. (No external access.)

- 7** Power supply. Capable of providing at least 145 watts of power to the tower.
- 8** Adapter card slots. Seven openings for adapter cards.
- 9** AT adapter card connector 1 (AT - 1). Holds an AT adapter card.
- 10** AT adapter card connector 2 (AT - 2). Holds an AT adapter card.
- 11** PCI adapter card connector 1 (PCI - 1). Holds a PCI adapter card.
- 12** PCI adapter card connector 2 (PCI - 2). Holds a PCI adapter card. This connector shares a slot with the AT - 3 connector. If you install a card in this connector, you cannot install a card in connector AT - 3.
- 13** AT adapter card connector 3 (AT - 3). Holds an AT adapter card. This connector shares a slot with the PCI - 2 connector. If you install a card in this connector, you cannot install a card in connector PCI - 2.
- 14** AT adapter card connectors 4 - 6 (AT - 4 - 6). Holds AT adapter cards.
- 15** Riser card. Holds the adapter card connectors.
- 16** Static shield. Cover for bays 2, 3, and 4 with cutouts for drive installation.

Adding and removing adapter cards

The tower has seven slots and eight connectors for adapter cards. A maximum of seven adapter cards can be installed in the tower at one time.

Note: *Your Aptiva Personal Computer is designed for communicating with other computers through a modem. Though you can install a network interface card, no local area network (LAN) operating environments are supported by your warranty.*

Identifying adapter card connectors

You can install ISA AT or PCI adapter cards. Use the following table to help you determine what type and length adapter card you can install in each adapter card connector. Adapter card connectors are identified in “Identifying the parts of the tower” on page 78.

Adapter card connector	Type of adapter card you can install
AT - 1	Can hold a half-length ISA AT adapter card.
AT - 2	Can hold a half-length, three-quarter-length, or full-length ISA AT adapter card.
PCI - 1	Can hold a half-length or full-length PCI adapter card.

Adapter card connector	Type of adapter card you can install
PCI - 2	Can hold a half-length or full-length PCI adapter card.
AT - 3	Can hold a half-length, three-quarter-length, or full-length ISA AT adapter card.
AT - 4 - 6	Can hold a half-length, three-quarter-length, or full-length ISA AT adapter card.

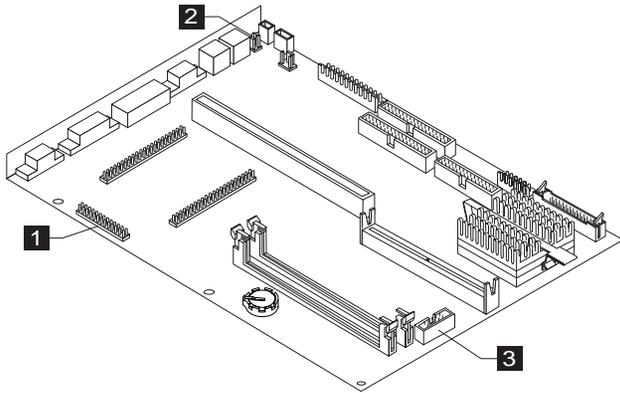
Note: *You can install a PCI adapter card in connector PCI - 2 or an AT adapter card in connector AT - 3. You cannot install adapter cards in connectors PCI - 2 and AT - 3 at the same time.*

Identifying card cable connectors

Depending on the type of adapter card you install, you might need to attach cables from the card to connectors on the system board or to connectors on the CD-ROM drive. The following table and picture identify each connector on the system board and the type of card that might have a cable you need to connect:

System board connector	Type of card or feature using the connector	Number in picture
J19	Television or video card	1
J24	Wake Up on Ring feature (on modem card)	2
J26	Media console interface card	3

Use the following picture to identify card cable connectors on your system board:



Note whether the location of the cable connector you need to use is beneath the riser card. If it is, follow the instructions in “If you need to remove the riser card” on page 64 before you install the new adapter card.

Setting jumpers

When you install an adapter card, you might have to set switches or move jumpers to make the card work properly with any cards that are already installed. If you install a Plug and Play (PnP) adapter card, however, you typically do not have to change any switch or jumper settings after you install it. The computer and the card automatically work together to make sure the settings are correct.

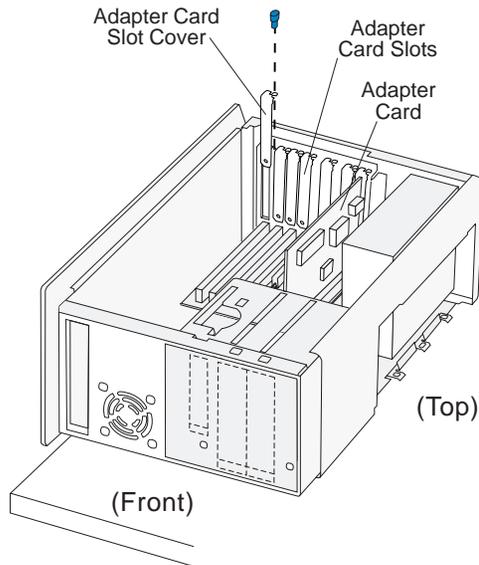
Refer to the documentation that came with the new hardware to determine if you need to set any switches or move any jumpers.

If you install a video adapter card, the built-in video controller should be disabled automatically.

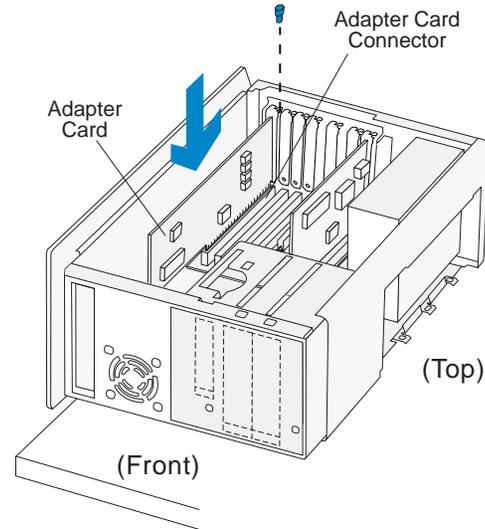
Installing adapter cards

To install an adapter card, position the tower for access to the riser card:

1. Rest your system on a sturdy, flat surface. Turn the tower on its side so that the system board faces you. To ensure that the tower lays flat, make sure the base (bottom) of the tower hangs over the edge of your work surface as shown in the illustration for step 2.
2. Remove the adapter card slot cover screw. Then remove the slot cover.



3. Align and insert the adapter card into the adapter card connector. Insert the screw.



4. Reinstall all hardware and screws you removed to install the adapter card.

Connecting card cables

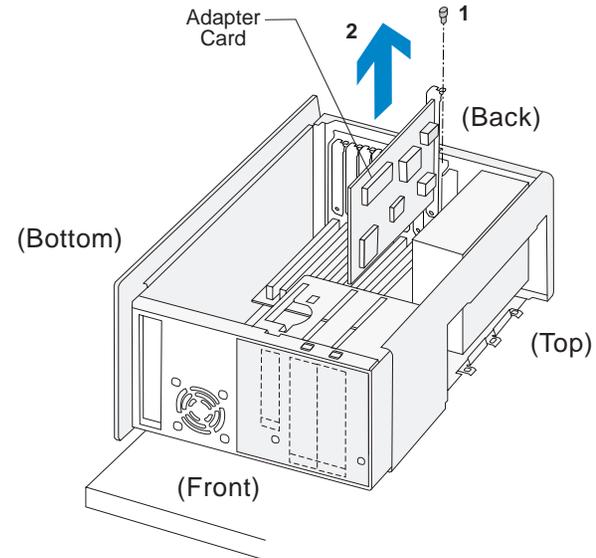
If you have not already done so, connect the cable or cables from the adapter card to the correct connection on the system board or CD-ROM drive. Verify your connections using the information in “Identifying card cable connectors” on page 80.

If you had to disconnect any cables to access the adapter card connector on the riser card or to access a section of the system board, reconnect the cables.

Removing adapter cards

If you need to remove an adapter card, follow the instructions in step 1 on page 82 to position the tower. Remove the adapter card screw. Carefully pull the adapter card straight out of the slot so that the card's components do not bend. If an adapter card has cables, disconnect them. Be sure to notice where the cables

connect to the cards. You will have to reconnect these cables if you reinstall the card.



Adding and removing drives

The tower has six bays for various types of drives. Some of these bays already hold drives that were installed at the factory.

The media console holds the CD-ROM and 3.5-inch slim diskette drive. Drives that are installed in the media console are serviceable only by a trained service provider. See the *HelpWare* book for information on obtaining service.

When you purchase a new drive, make sure you also purchase the appropriate power and signal cables.

Identifying drive bays

The tower can accommodate 3.5-inch slim and 3.5-inch half high drives, such as diskette and tape drives. The tower can also accommodate 5.25-inch half high drives, such as diskette, hard disk, tape, and CD-ROM drives. Three of the bays in your tower have external access. Three do not.

You can install a drive in any empty bay that accommodates the drive's size. Use the following table to help you determine where to install a new drive.

Bay	Drive Specifications	Bay Capacity
1	Can hold a 3.5-inch slim hard disk. (No external access.)	101.6 x 25.4 mm (4.0 x 1.0 in.)
2	Can hold up to a 5.25-inch half high drive, such as a diskette, tape, or CD-ROM drive.	149 x 41.3 mm (5.87 x 1.625 in.)
3	Can hold up to a 5.25-inch half high drive, such as a diskette, tape, or CD-ROM drive.	149 x 41.3 mm (5.87 x 1.625 in.)
4	Can hold up to a 3.5-inch half high drive, such as a diskette or tape drive.	101.6 x 41.3 mm (4.0 x 1.625 in.)
5	Can hold a 3.5-inch slim hard disk. (No external access.)	101.6 x 25.4 mm (4.0 x 1.0 in.)
6	Can hold a 3.5-inch slim hard disk. (No external access.)	101.6 x 25.4 mm (4.0 x 1.0 in.)

Note: Using the appropriate installation hardware, you can install smaller drives than those listed here.

To identify drive bays in the tower, see "Identifying the parts of the tower" on page 78.

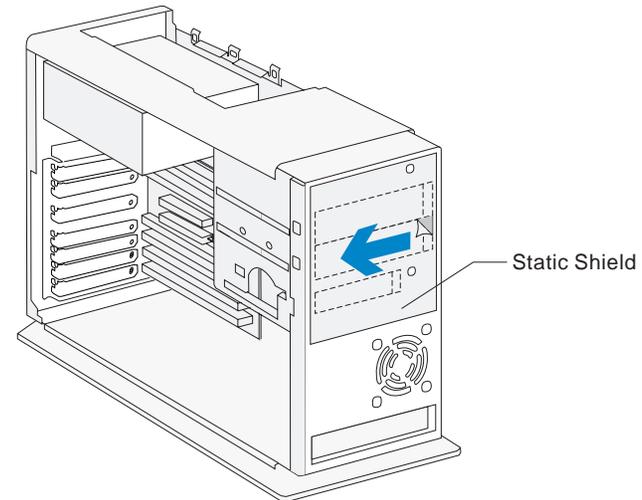
Accessing drive bays and replacing bay panels

When you first unpack your computer, all external drive bays that do not contain drives are covered with a static shield on the tower and bay panels in the tower cover. To install a drive in a previously unoccupied external bay, first remove the static shield that covers the bay you want to use. Then remove the bay panel from the tower cover. If you remove a drive from an external bay and you do not intend to install a new drive immediately, replace the bay panel in the tower cover.

To access a drive bay, follow these steps:

1. Remove the tower cover, if you haven't already. For these instructions, see "Opening the tower" on page 61.
2. With the front of the tower facing you, remove only the section of the static shield that covers the bay you want to use. Grasp the edge of the shield at the right edge of the bay opening. Gently pull the

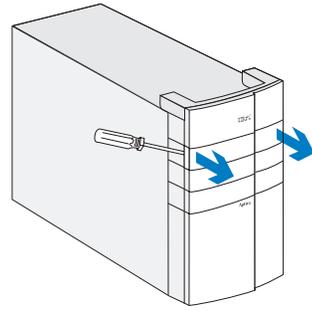
shield from right to left, tearing along the perforated lines.



(Front View)

3. With the front of the tower cover facing you, remove the bay panel from the bay you want to use. Wedge a narrow sturdy tool, such as a coin or a flat-blade screwdriver, behind one side of the panel. Move the selected tool close to the top of the panel. Carefully pry the panel straight out, using the tool on one side and your fingers on the

other side. Be careful not to deface the surface of the tower cover with the tool.



(Front View)

To replace a bay panel, follow these steps:

1. Insert the panel into the opening at the front of the cover.
2. Push the panel into place until you hear the latches click.

Identifying signal cable connectors

When you install a drive of any type, you must attach the *signal cable* (also called the data cable) from the drive to a connector on the system board. The following table identifies each connector on the system board and the type of drive that uses the connection. Note that the first two connectors are for IDE/ATA local bus drives (such as hard drives and CD-ROM drives), while the third connector is for diskette interface drives (such as diskette drives or diskette AT interface tape drives).

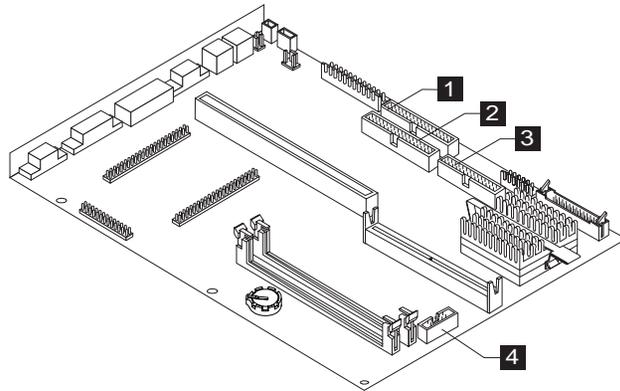
System board connector	Interface type	Type of drive using the connector	Number in picture
Local Bus connector 1 - J5	IDE/ATA Local Bus	Preferred location for first and second hard disk drives. A CD-ROM drive can also be attached here.	1
Local Bus connector 2 - J6	IDE/ATA Local Bus	Preferred location for a third hard disk drive. A CD-ROM drive can also be attached here.	2
Diskette connector - J17	Standard diskette AT	Should be used for diskette drives or diskette AT interface tape drives.	3

Note: If you use the media console with your tower, you can install only one additional IDE drive on Local Bus connector 2.

System board connector	Interface type	Type of drive using the connector	Number in picture
Media console connector - J26	Media console	Used to control the CD-ROM and diskette drive in the media console.	4

Note: If you use the media console with your tower, you can install only one additional IDE drive on Local Bus connector 2.

Use the following picture to identify signal cable connectors on your system board:



Guidelines for connecting IDE/ATA signal cables

Your system board has two connectors for attaching IDE/ATA signal cables, but you can install two IDE/ATA drives to each of these connectors if you have the proper cables. When two drives are attached to one connector, one drive must be the *master* device, and the other the *slave* device. Jumper settings on the drives determine which drive is the master and which is the slave.

Note: *If you use the media console with your tower, you can install only one new IDE drive on the secondary IDE connector (Local Bus connector 2).*

The hard disk that came installed in your computer is attached to Local Bus connector 1 and is set as a master device. The CD-ROM that came installed in your media console is connected to Local Bus connector 2 through the media console interface card. This drive is set as a master device.

If you install a hard disk or a Zip drive and attach its signal cable to Local Bus connector 2, you must move a jumper on the media console interface card to set the CD-ROM drive in the media console as a slave device. For these instructions, see "If you install a hard drive or a Zip drive on Local Bus connector 2" on page 90.

These are the general guidelines for IDE/ATA signal cable connections:

- If only one drive is attached to a connector, it must be set as a master device. Keep in mind that the CD-ROM drive in the media console is connected to Local Bus connector 2.
- On each connector, there can be only one drive set as the master device and one drive set as the slave device.
- A maximum of four IDE drives can be installed in your tower and media console, two on Local Bus connector 1, and two on Local Bus connector 2. Again, keep in mind that the CD-ROM drive in the media console is connected to Local Bus connector 2.
- If a hard disk or a Zip drive shares the same connector with a drive that requires a software device driver (such as a CD-ROM drive), the hard disk or Zip drive must be set as the master device.

For instructions on setting a new drive as a master or slave device, see the documentation that came with the drive.

If you are installing a drive on Local Bus connector 1, follow these guidelines:

- Attach the signal cable from the drive to Local Bus connector 1, which is labeled J5 on the system board.
- Set the new drive as a master device if one of these conditions exists:
 - The new drive is the only drive attached to the connector.
 - Another drive that is not a hard disk drive or a Zip drive (such as a CD-ROM) is already attached to the connector. Set the drive that is already attached to the connector as the slave device. Jumpers for setting CD-ROM drives as master or slave devices are typically located at the back of the drive.
- Set the new hard disk or Zip drive as a slave device if another hard disk or Zip drive is already attached to the connector.

If you are installing a drive on Local Bus connector 2 and you are using the media console, follow these guidelines:

- Install only one additional drive on Local Bus connector 2. The CD-ROM drive in the media console is already connected to Local Bus connector 2.
- Attach the signal cable from the drive to Local Bus connector 2, which is labeled J6 on the system board.

- Set the new drive as a master device if the new drive is a hard disk drive or a Zip drive. Then follow the instructions in “If you install a hard drive or a Zip drive on Local Bus connector 2” on page 90 to set the CD-ROM drive in the media console as a slave device.
- Set the new drive as a slave device if the new drive is not a hard disk drive or a Zip drive.

If you are installing a drive on Local Bus connector 2 and you are not using the media console, follow these guidelines:

- Attach the signal cable from the drive to Local Bus connector 2, which is labeled J6 on the system board.
- Set the new drive as a master device if one of these conditions exists:
 - The new drive is the only drive attached to the connector.
 - Another drive that is not a hard disk drive or a Zip drive (such as a CD-ROM) is already attached to the connector. Set the drive that is already attached to the connector as the slave device. Jumpers for setting CD-ROM drives as master or slave devices are typically located at the back of the drive.
- Set the new hard disk or Zip drive as a slave device if another hard disk or Zip drive is already attached to the connector.

Guidelines for connecting diskette AT interface signal cables

Your system board has one connector for attaching diskette AT interface signal cables. You can install one diskette AT interface drive to this connector if you are using the media console.

If you are installing a second diskette drive or an AT interface tape drive, follow these guidelines:

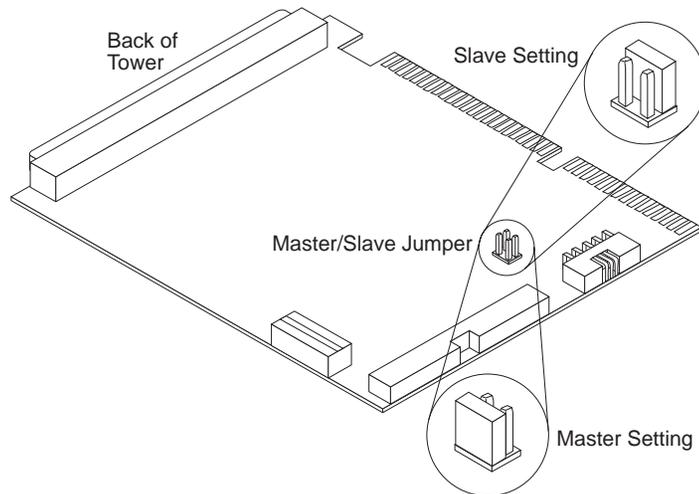
- Attach the signal cable from the drive to the Diskette connector, which is labeled J17 on the system board.
- Do not change any settings on a diskette drive that is already installed.
- If you are installing a 5.25-inch drive, you must purchase a signal cable with a “card edge” connector. Attach the card edge connector to the 5.25-inch drive.
- If you are installing a 3.5-inch device, you will need to purchase a signal cable.

When you have finished installing the diskette or tape drive, specify the diskette drive configuration in the Setup Utility. For these instructions, see “Changing disk drive configuration” on page 35.

If you install a hard drive or a Zip drive on Local Bus connector 2

The CD-ROM drive in the media console comes from the factory set as a master device. If you install a hard drive or a Zip drive and connect the signal cable to Local Bus connector 2, you must reset the CD-ROM drive in the media console as a slave device. The media console interface card has a set of jumpers that control the master/slave setting for the media console's CD-ROM drive.

To set the CD-ROM drive in the media console as a slave device, set the jumper to the slave position. To set the drive as a master device, set the jumper to the master position.



Tip for proper drive alignment

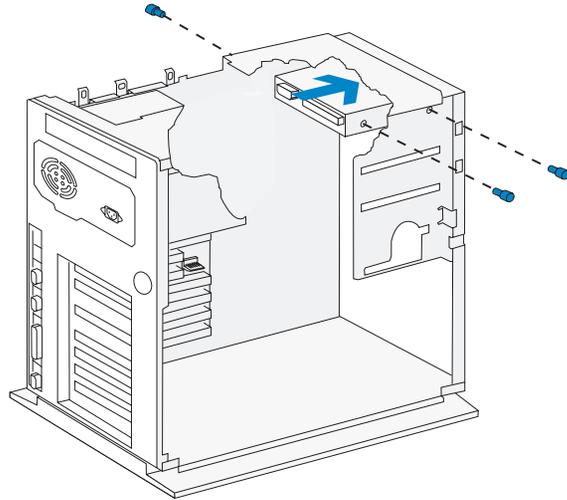
To ensure that a drive is aligned properly in a bay, do the following:

1. Insert each screw and turn until securely in place but not completely tightened.
2. After all screws are properly set in their correct positions, tighten each screw completely.

Installing a drive in bay 1

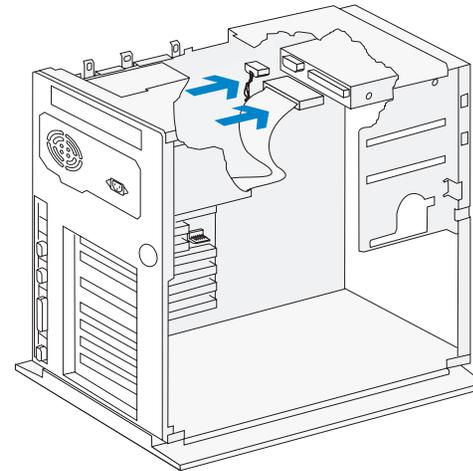
Bay 1 can hold a 3.5-inch slim hard disk.

1. Turn the drive upside down and insert it into the bay. Align the screw holes and insert the three screws.



(Back View)

2. Connect the power and signal cables. (To ensure that your hard drive functions properly, read "Guidelines for connecting IDE/ATA signal cables" on page 87 before connecting the cables.)

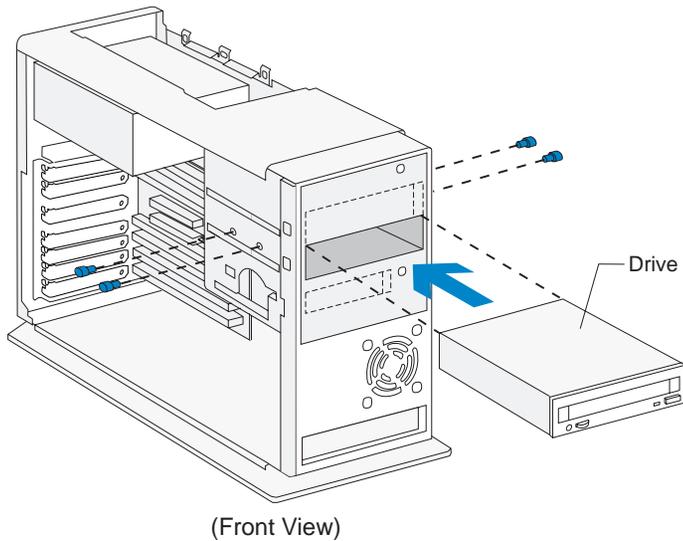


(Back View)

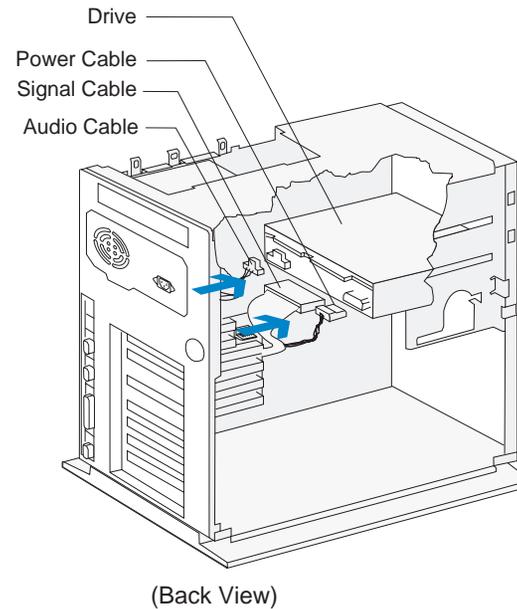
Installing a drive in bay 2 or 3

Bay 2 or 3 can hold up to a 5.25-inch half high drive, such as a diskette, tape, or CD-ROM drive.

1. See "Accessing drive bays and replacing bay panels" on page 85 if you have not removed the static shield and the bay panel to access the drive bay. The static shield is in the tower. The bay panel is in the tower cover.
2. Insert the drive into the bay. Align the screw holes and insert the four screws.



3. Connect the power and signal cables to the drive. If you are installing a CD-ROM drive, also connect the audio cable from the sound card.



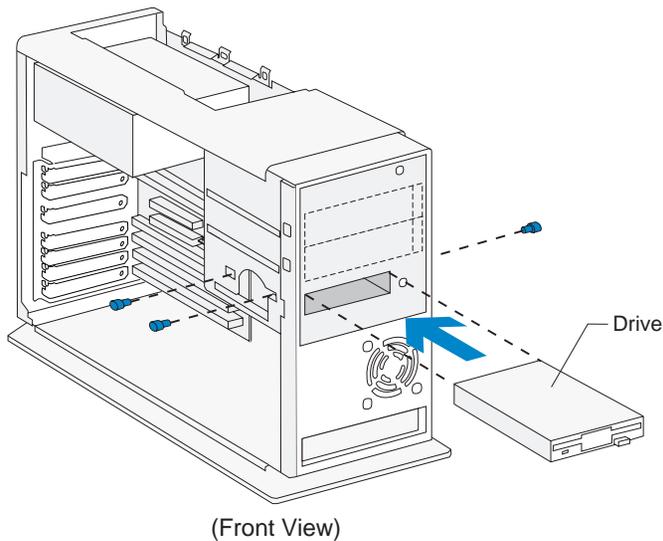
Note:

If you add a diskette drive or tape drive that attaches to the Diskette connector, make sure the signal cable you plug into the drive is attached to the Diskette connector on the system board. If you add a CD-ROM, it is recommended that you attach the signal cable to Local Bus connector 2 on the system board. To identify the connectors, see "Identifying signal cable connectors" on page 86.

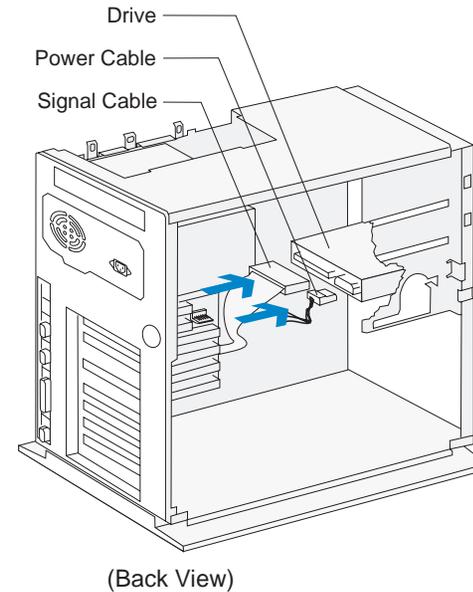
Installing a drive in bay 4

Bay 4 can hold up to a 3.5-inch half high drive, such as a diskette or tape drive.

1. See "Accessing drive bays and replacing bay panels" on page 85 if you have not removed the static shield and the bay panel to access the drive bay. The static shield is in the tower. The bay panel is in the tower cover.
2. Insert the drive into the bay. Align the screw holes and insert the three screws.



3. Connect the power and signal cables to the drive.



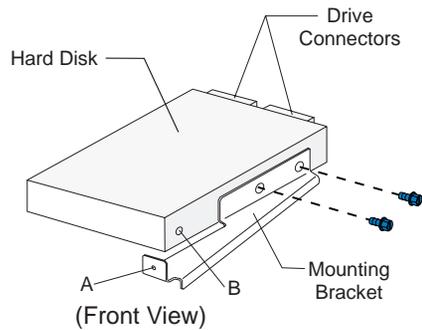
Note:

If you add a diskette drive or a tape drive that attaches to the Diskette connector, make sure the signal cable you plug into the drive is attached to the Diskette connector on the system board. To identify the Diskette connector on the system board, see "Identifying signal cable connectors" on page 86.

Installing a drive in bay 5

Bay 5 can hold a 3.5-inch slim hard disk.

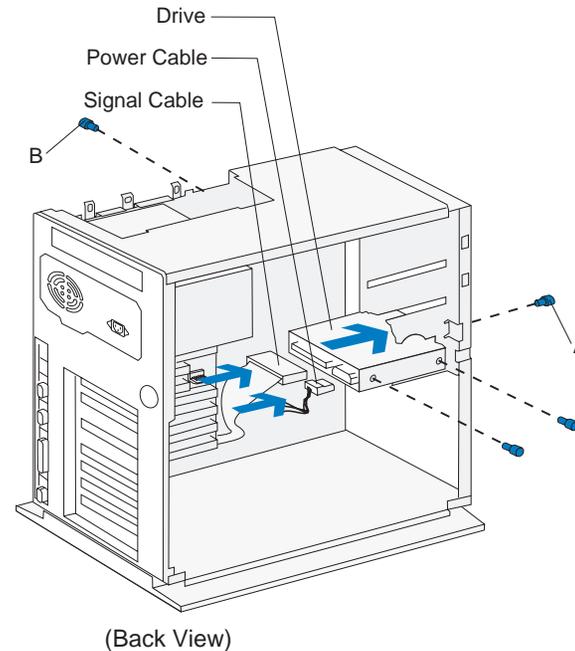
1. To attach the mounting bracket, align the screw holes and insert the two screws.



Note:

The drive is drawn in this position to show bracket attachment. Once the bracket is installed on the drive, rotate the drive 180 degrees so that the front of the drive faces the front of the tower.

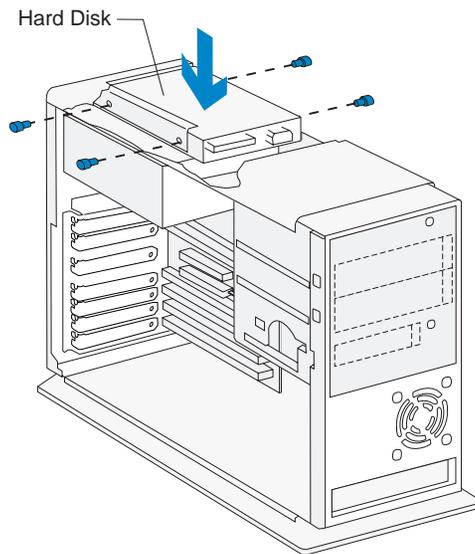
2. Insert the hard disk (with the bracket attached) into the bay. Align the screw holes and insert the four screws. Connect the power and signal cables. (To ensure that your hard drive functions properly, read "Guidelines for connecting IDE/ATA signal cables" on page 87 before connecting the cables.)



Installing a drive in bay 6

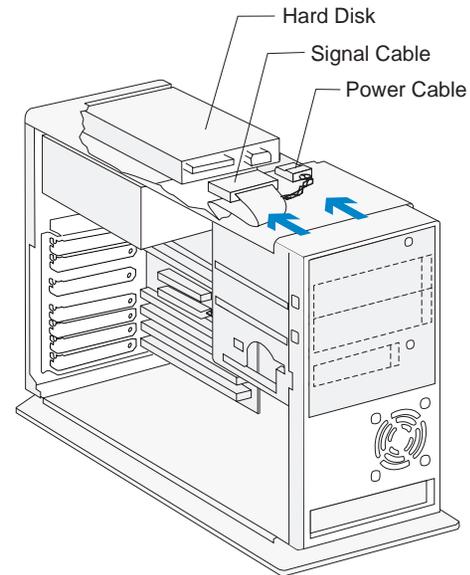
Bay 6 can hold a 3.5-inch slim hard disk.

1. Insert the drive into the bay. Align the screw holes and insert the four screws.



(Front View)

2. Connect the power and signal cables. (To ensure that your hard drive functions properly, read "Guidelines for connecting IDE/ATA signal cables" on page 87 before connecting the cables.)



Connecting signal cables

If you have not already done so, connect the signal cable from the drive to the correct connection on the system board. Verify your connections using the information in “Identifying signal cable connectors” on page 86.

If you had to disconnect any cables to access a section of the system board, reconnect the cables.

Removing drives

To remove a drive from a specific bay, reverse the steps for installing a drive in that bay.

Updating the Setup Utility

When you add Plug and Play (PnP) adapter cards and drives, the Basic Input/Output System (BIOS) detects the hardware changes and updates the Setup Utility automatically. When you add devices that are not PnP, the BIOS might still detect the new hardware. In a few cases, however, you might need to enter the Setup Utility to verify or correct configuration settings.

If you need to verify or correct configuration settings in the Setup Utility, see “Using the Setup Utility” on page 31 for information about how to start and update the Setup Utility.

For adapter cards

When you install a new adapter card, you can select the following options from the Setup Utility’s Main Menu to view or change adapter card information:

- Plug and Play

Select this option to view the system resources assigned to non-PnP adapter cards. See “Changing adapter card device information” on page 46 for information about this option.

“Preventing specific conflicts between Plug and Play and non-Plug and Play hardware” on page 58 contains instructions for using the Plug and Play menu before you install specific adapter cards.

- Advanced Options and then PCI Cards

Select this option to see if bus mastering is enabled for PCI cards. See “Configuring advanced options” on page 49 for information about these options.

For drives

If you install a diskette drive B: in your tower, you must select the correct size and storage capacity for the new drive in the Setup Utility.

To specify the diskette drive size and capacity, select the Disk Drives option on the Setup Utility Main Menu. See “Changing disk drive configuration” on page 35 for information about this option.

If you install a tape drive in your tower, you must use the Setup Utility to enable the system board diskette controller. See “System board diskette controller” on page 36 for information about the Setup Utility option.

If you remove a diskette, hard disk, or CD-ROM drive, the power-on self test generates an error message. In the Setup Utility, verify that the information the BIOS automatically recorded is correct. Use this opportunity to verify that the remaining drives are installed as intended.

Select the following options from the Setup Utility's Main Menu to verify drive setup:

- System Information

See “Viewing system information” on page 35 for information about this option.

- Disk Drives

See “Changing disk drive configuration” on page 35 for information about this option.

- Startup Options

See “Configuring startup options” on page 48 for information about this option.

Troubleshooting **Part 4**

This part contains information to help you respond to problems with the hardware, software, and features installed in your computer at the factory. It contains the following chapter:

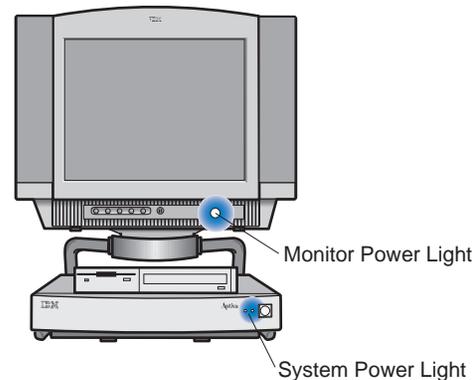
- “Chapter 8: Diagnosing and recovering from problems” on page 101

This chapter provides troubleshooting information, including error code interpretations. It also includes information to help you recover factory installed programs and files.

Diagnosing and recovering from problems 8

Before you panic: some simple fixes

Step 1 Are the power lights on the media console and monitor lit?



Note: The locations of the power lights may be different from those shown in these pictures.

Yes

Power is reaching the tower, media console, and monitor. Go to Step 2.

No

1. Press the on/off buttons on the media console and monitor to make sure they are turned on.
2. Make sure your tower, media console, and monitor cables are correctly and securely connected. Make sure the tower and monitor power cords are plugged into electrical outlets. Your *Read me first* book shows how the cables and cords should be connected.
3. Make sure the electrical outlets you are using are not controlled by a wall or dimmer switch.
4. If you are using a multiple outlet device (for example, a power surge protector or power strip), make sure it is plugged in and turned on.

If the problem continues, see the *HelpWare* book for information on obtaining service.

Step 2 Did the system beep after it was turned on?

Yes, once

The system has passed the power-on self test (POST). Go to Step 3.

Yes, more than once

There is a problem with the tower or media console. Find the code displayed on your screen in "Responding to error codes" on page 127 and take the action listed.

No

There is a hardware problem. If you added hardware, remove it and restart the computer to see if the problem is corrected. If the problem is corrected, you may have installed your hardware incorrectly. Reinstall your hardware.

For instructions on installing hardware in your tower, see "Chapter 7: Working with adapter cards and drives" on page 77. For instructions on installing hardware on your system board, see "Chapter 6: Working with system board components" on page 63.

If the problem continues, see the *HelpWare* book for information on obtaining service.

Step 3 Is anything displayed on the monitor?

Yes

There may be a problem with the tower or media console if:

- A three or four digit error code appears. Find the code in “Responding to error codes” on page 127 and take the action listed.
- A box containing an error code and message appears. Follow the instructions in the message. For instructions on using the Setup Utility, see “Using the Setup Utility” on page 31.
- A blinking cursor appears. See the *HelpWare* book for information on obtaining service.
- The image on the screen is unreadable (the image is scrolling, blinking, or flashing). You may have selected a monitor setting that your monitor does not support. Follow these steps to reconfigure your monitor:
 - a. Restart the computer. If necessary, turn off the system, wait 15 seconds, and then turn the system back on.
 - b. When you see “Starting Windows 95” appear on the screen during startup, press F5. This starts Safe Mode. Safe Mode runs your computer using a subset of device drivers.
 - c. When your computer has completed startup, double-click on the My Computer desktop icon.
 - d. In the My Computer window, double-click on the Control Panel icon.
 - e. In the Control Panel window, double-click on the Display icon.
 - f. In the Display Properties window, click on the Settings tab.
 - g. See “Changing display settings” on page 12 for instructions on selecting new monitor settings.
 - h. Restart the computer again. Your computer may take a little longer than usual to restart.
- The colors displayed are wrong. Check to make sure the monitor cable is correctly and securely connected to the tower. Your *Read me first* book shows how the cable should be connected.

(Steps continued on the next page.)

Step 3 Is anything displayed on the monitor? (Continued)

- Nothing happens when you use the mouse or keyboard.
 - a. Make sure the keyboard and mouse cables are correctly and securely connected to the ports on the back of the media console.

The keyboard port has this symbol next to it: 

The mouse port has this symbol next to it: 

- b. Turn off the system, wait 15 seconds, and then turn it on again.

If the problem you are having continues, or if it does not appear in this list, look for a description of the problem in the troubleshooting tables that begin on page 105.

No

- There may be a problem with the monitor.
 - a. Make sure your monitor cables are correctly and securely connected. Your *Read me first* book shows how the cables should be connected.
 - b. Adjust the brightness and contrast controls on the monitor. For instructions, refer to the documentation that came with your monitor.
- There may be a problem with the battery on your system board. See “Replacing the system battery” on page 74 for instructions on replacing the battery.

If the problem continues, see the *HelpWare* book for information on obtaining service.

Solving hardware problems

Table 3: Troubleshooting: Hardware problems

If the problem is:	Here's what to do:
No beep during power-on self test (POST).	Make sure that the system is turned on. For information about POST, see "System memory test" on page 48.
Either of the following: <ul style="list-style-type: none"> • Screen is black (no error code) • More than one beep occurs in self test 	<ul style="list-style-type: none"> • If you <u>installed memory modules or adapter cards</u>, make sure you installed them correctly. For instructions on installing memory modules on your system board, see "Installing system memory modules" on page 71. For instructions on installing adapter cards in your tower, see "Adding and removing adapter cards" on page 80. • If you <u>did not install memory modules or adapter cards</u>, see the <i>HelpWare</i> book for information on obtaining service.
Any of the following: <ul style="list-style-type: none"> • Error code is displayed • More than one beep occurs in self test • Continuous beep occurs 	If an error code: <ul style="list-style-type: none"> • <u>Is displayed</u>, find the code in "Responding to error codes" on page 127 and take the action listed. • <u>Is not displayed</u>, see the <i>HelpWare</i> book for information on obtaining service.
Note: If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book.	

Table 3: Troubleshooting: Hardware problems

If the problem is:	Here's what to do:
Computer turns off without warning.	<ol style="list-style-type: none"> 1. If the Standby feature is enabled, move the mouse to exit Standby. 2. If the Rapid Resume feature is enabled and you have set up the Automatic Power Off option, or set the Scheduler feature to turn off the system, turn the system back on. 3. Make sure that the tower and monitor power cords are securely plugged into electrical outlets. 4. Make sure that the cables are correctly and securely connected to the tower and the media console. 5. Check for a blown fuse, tripped circuit breaker, or power failure. 6. Unplug the tower power cord from the electrical outlet, wait 15 seconds, and then plug the power cord back into the electrical outlet. If the computer does not start immediately, push the system on/off button.
Can't enter password.	<ol style="list-style-type: none"> 1. Make sure you are typing the correct password. 2. Make sure the keyboard cable is correctly and securely connected to the keyboard port (not the mouse port) on the back of the media console. The keyboard port has this symbol next to it:  3. If you have forgotten your password, see the <i>HelpWare</i> book for information on obtaining service.
<p>Note: If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book.</p>	

Table 3: Troubleshooting: Hardware problems

If the problem is:	Here's what to do:
Can't read information on diskette or CD.	<ol style="list-style-type: none"> 1. Make sure you are using the correct type of diskette. Make sure the diskette is formatted correctly. 2. Make sure the diskette or CD is inserted into the drive correctly. 3. Make sure the CD is clean and not scratched. 4. Try to read a diskette or CD that you know is good. If it works, the first diskette or CD is damaged. If you can't read the information on the good diskette or CD, there may be a problem with your diskette or CD-ROM drive. 5. If the drive you are using is in the tower and not the media console, make sure the drive power and signal cables are securely attached to the back of the drive. For instructions on working in the tower, see "Chapter 7: Working with adapter cards and drives" on page 77. 6. If the drive you are using is in the media console, see the <i>HelpWare</i> book for information on obtaining service.
Audio CD does not play when inserted into CD-ROM drive.	<p>Make sure you have enabled AutoPlay. To enable AutoPlay, follow these steps:</p> <ol style="list-style-type: none"> 1. From the Windows 95 desktop, double-click on the My Computer icon. 2. In the My Computer window, double-click on the Control Panel folder. 3. In the Control Panel window, double-click on the System icon. 4. In the System Properties window, click on the Device Manager tab. 5. Double-click on the CD-ROM list item and then double-click on the listed CD-ROM option. 6. In the Properties window, click on the Settings tab. 7. Under Options, click on the Auto insert notification check box to add a check to the box. 8. Click on OK. <p>Note: If you enable AutoPlay, then Standby and Automatic Power Off might not work properly.</p>
<p>Note: If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book.</p>	

Table 3: Troubleshooting: Hardware problems

If the problem is:	Here's what to do:
Can't send information (write) to diskette.	<ol style="list-style-type: none"> 1. Make sure you are using the correct type of diskette. Make sure the diskette is formatted correctly. 2. Make sure the diskette is not write-protected. 3. Make sure you are sending information to the correct drive. 4. Make sure there is space on the diskette for the information. (Try using a blank, formatted diskette.) 5. In the Setup Utility, make sure the Diskette Drive Access option is enabled. For information about this Setup Utility option, see "Configuring advanced options" on page 49. 6. In the Setup Utility, make sure the Diskette Drive option for the drive you are using is set correctly. For information about this Setup Utility option, see "Changing disk drive configuration" on page 35. 7. If the drive you are using is in the tower and not the media console, make sure the drive power and signal cables are securely attached to the back of the drive. For instructions on working in the tower, see "Chapter 7: Working with adapter cards and drives" on page 77. 8. If the drive you are using is in the media console, see the <i>HelpWare</i> book for information on obtaining service.
<p>Note: If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book.</p>	

Table 3: Troubleshooting: Hardware problems

If the problem is:	Here's what to do:
Can't format diskette.	<ol style="list-style-type: none"> 1. Make sure the diskette is not write-protected. 2. Make sure you are using the correct type of diskette. 3. In the Setup Utility, make sure the Diskette Drive Access option is enabled. For information about this Setup Utility option, see "Configuring advanced options" on page 49. 4. In the Setup Utility, make sure the Diskette Drive option for the drive you are using is set correctly. For information about this Setup Utility option, see "Changing disk drive configuration" on page 35. 5. If the drive you are using is in the tower and not the media console, make sure the drive power and signal cables are securely attached to the back of the drive. For instructions on working in the tower, see "Chapter 7: Working with adapter cards and drives" on page 77. 6. If the drive you are using is in the media console, see the <i>HelpWare</i> book for information on obtaining service.
Keyboard doesn't work or only some keys work.	<ol style="list-style-type: none"> 1. Make sure the keyboard cable is correctly and securely connected to the keyboard port (not the mouse port) on the back of the media console. The keyboard port has this symbol next to it:  2. Move your fingers across the keys. Make sure no keys are stuck. 3. Make sure you are using a screen that allows typing. Some screens do not. 4. Turn off the system, wait 15 seconds, and then turn the system on again.
<p>Note: If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book.</p>	

Table 3: Troubleshooting: Hardware problems

If the problem is:	Here's what to do:
<p>Mouse does not move the cursor.</p>	<ol style="list-style-type: none"> 1. Move the mouse onto a mouse pad and try using the pad. 2. Make sure you are using a screen that allows the use of a mouse. Some screens do not. 3. Make sure the mouse cable is correctly and securely connected to the mouse port (not the keyboard port) on the back of the media console. <p>The mouse port has this symbol next to it: </p> <ol style="list-style-type: none"> 4. Clean the mouse. To clean the mouse, follow these steps: <ol style="list-style-type: none"> a. Turn off the computer. b. Disconnect the mouse cable from the media console. c. Turn the mouse upside down. Unlock the retainer on the bottom of the mouse by turning it counterclockwise. Now turn the mouse right side up, and the retainer and the ball will drop out. d. Using a damp cloth, wipe the outside of the mouse and the retainer. Be sure to wipe the rollers inside the mouse. e. Insert the ball and retainer. Lock the retainer by turning it clockwise. f. Reconnect the mouse cable to the media console. 5. Turn off the system, wait 15 seconds, and then turn the system on again.
<p>Note: If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book.</p>	

Table 3: Troubleshooting: Hardware problems

If the problem is:	Here's what to do:
<p>Modem/communications errors.</p>	<ol style="list-style-type: none"> 1. Make sure the telephone cord is securely connected. Your <i>Read me first</i> book shows how the cord should be connected. 2. Make sure the telephone line works by plugging a working telephone into the same telephone outlet that the computer was plugged into. Then make sure you can place a call. 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 is using the telephone while you are communicating with another computer. 5. If some communications programs work but others do not, there may be a configuration problem. For additional help, refer to the documentation for your communications software. 6. Make sure your modem cord is connected to an analog telephone line. For additional help, see "Setting up communications" on page 18. 7. Make sure the modem adapter card is installed correctly. For instructions on installing adapter cards, see "Adding and removing adapter cards" on page 80.
<p>Note: If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book.</p>	

Table 3: Troubleshooting: Hardware problems

If the problem is:	Here's what to do:
<p>When the computer is turned on, a picture appears indicating a diskette should be inserted into drive A:.</p>	<ol style="list-style-type: none"> 1. Use the Setup Utility to make sure that startup devices are set correctly. For information about these Setup Utility options, see "Configuring startup options" on page 48. 2. In the Setup Utility, make sure the Disk Drive options for the drives you have designated as startup devices are set correctly. For information about these Setup Utility options, see "Changing disk drive configuration" on page 35. 3. Make sure the drive power and signal cables are securely attached to the back of the hard disk drive in the tower. For instructions on working in the tower, see "Adding and removing drives" on page 84. 4. Insert the <i>Product Recovery CD-ROM</i> into the CD-ROM drive and press Ctrl + Alt + Delete. Follow the instructions on the screen to restore the operating system files to your computer's hard disk. Attention! This recovery process formats your hard drive, erasing all files. 5. If you are not able to restore the operating system files to your computer's hard disk, see the <i>HelpWare</i> book for information on obtaining service.
<p>Note: If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book.</p>	

Table 3: Troubleshooting: Hardware problems

If the problem is:	Here's what to do:
Printer error.	<ol style="list-style-type: none"> 1. Make sure the printer cable is correctly and securely connected to the printer and to the parallel (printer) port on the back of the tower. <p>The printer port has this symbol next to it: </p> <ol style="list-style-type: none"> 2. Make sure the printer power cord is securely connected to an electrical outlet. 3. Make sure the printer is ready for printing. (If the ready light is on, but not flashing, the printer is ready.) 4. If a printer driver is required, make sure the correct printer driver is selected in the software. For instructions on selecting a printer driver, see "Getting ready to print" on page 17. 5. Make sure the paper and the cartridge containing the print material (ink, ribbon, or toner) are loaded correctly. 6. Turn off the printer and computer and wait 15 seconds. Then turn on the printer <u>first</u>, followed by the computer. 7. If you are printing from Windows 95, look in the Device Manager to see if any error symbols appear for the port used by the printer. For information on Device Manager, see "Starting and using the Windows 95 Device Manager" on page 60. 8. If you are printing from DOS, make sure the Parallel Port option is not disabled in the Setup Utility. For information about this Setup Utility option, see "Changing input/output port configuration" on page 38. 9. Make sure the Parallel Port Mode option in the Setup Utility is set to a mode that matches your printer. For information about this Setup Utility option, see "Changing input/output port configuration" on page 38. 10. For additional help, refer to the documentation that came with the printer.
<p>Note: If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book.</p>	

Solving software problems

Table 4: Troubleshooting: Software problems

If the problem is:	Here's what to do:
Computer automatically turns off instead of entering Standby.	Make sure the Standby timer is set to a shorter period of time than the Automatic Power Off timer.
You hear 3 beeps when you turn off the computer or try to suspend.	<p>Sometimes installing new software changes the information your computer uses to start. If you installed new software, make sure the following line is still in the AUTOEXEC.BAT file, and "REM" does not appear at the beginning of the line:</p> <p>C:\IBMTOOLS\IBMPFILE.EXE</p>
Computer doesn't enter Standby or Automatic Power Off when the set time has elapsed.	<ol style="list-style-type: none"> 1. Make sure you don't touch the mouse or keyboard, and don't start a program that involves using the CD-ROM or diskette drive. These activities reset the timer. 2. Make sure you leave the mouse on a surface that does not vibrate. Leaving the mouse on top of your computer or on top of another machine may reset the timer before the set time has elapsed. 3. Allow a few minutes more than the specified time. Windows 95 periodically accesses the hard disk for memory swapping and this activity resets the timer. Windows 95 might access the hard disk for a short time after you last touched your computer. <p><i>(Steps continued on the next page.)</i></p>
<p>Notes:</p> <ol style="list-style-type: none"> 1. Periodically use the IBM Update Connector to look for updates for the software that came from the factory with your computer. For information about the IBM Update Connector, see "Where to find more information" on page 6. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 	

Table 4: Troubleshooting: Software problems

If the problem is:	Here's what to do:
<p>Computer doesn't enter Standby or Automatic Power Off when the set time has elapsed. (cont)</p>	<ol style="list-style-type: none"> 4. If the computer does not automatically turn off, make sure the Automatic Power Off option is enabled in the Rapid Resume Manager or on the Rapid Resume menu of the Setup Utility. For instructions on working in the Rapid Resume Manager, see "Chapter 3: Understanding the Rapid Resume features" on page 21. For instructions on configuring Rapid Resume features in the Setup Utility, see "Changing Rapid Resume features configuration" on page 40. 5. Start the Setup Utility and make sure the devices you want checked to determine whether you are using your computer are set up for activity checking. For information about these Setup Utility checking options, see "Rapid Resume advanced options" on page 43. If you want your modem checked for activity, make sure it is set up to use IRQ 10. See "Check modem activity (IRQ 10)" on page 45 for more information about your modem and IRQ 10. 6. Try disabling AutoPlay or BIOS checking of the hard disk and CD-ROM drives. When both drive checking and AutoPlay are enabled, Rapid Resume may detect activity in the CD-ROM drive and keep the computer from going into Standby and Automatic Power Off. For information about hard disk and CD-ROM checking, see "Rapid Resume advanced options" on page 43.
<p>The Rapid Resume features menu does not appear in the Setup Utility and the Rapid Resume Manager icon does not appear in the AptivaWare window.</p>	<p>See the <i>HelpWare</i> book for information on obtaining service.</p>
<p>Notes:</p> <ol style="list-style-type: none"> 1. Periodically use the IBM Update Connector to look for updates for the software that came from the factory with your computer. For information about the IBM Update Connector, see "Where to find more information" on page 6. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 	

Table 4: Troubleshooting: Software problems

If the problem is:	Here's what to do:
When you turn on the computer, the desktop is not as you left it when you suspended the computer.	<ol style="list-style-type: none"> 1. Make sure another person hasn't used the computer and changed the desktop. 2. Make sure Rapid Resume is enabled. 3. In the Setup Utility, make sure the APM BIOS Mode option is enabled. For information about this Setup Utility option, see "Changing Rapid Resume features configuration" on page 40.
Computer turns off without saving desktop.	<ol style="list-style-type: none"> 1. Make sure Rapid Resume is enabled. 2. Make sure Windows 95 is running when you turn off or suspend your computer. If you are running DOS instead of Windows, Rapid Resume will not work. 3. Make sure the APM BIOS Mode option in the Setup Utility is enabled. For information about this option, see "Changing Rapid Resume features configuration" on page 40. 4. If you want to use your system on/off button to suspend your computer, then make sure the On/Off Button Mode option in the Setup Utility is set to Rapid Resume. For information about this option, see "Rapid Resume advanced options" on page 43.
You pressed the system on/off button, but the computer has not turned off after 5 minutes.	See the <i>HelpWare</i> book for information on obtaining service.
A program you were using when you suspended your computer is not active when you turn on the computer to resume working.	Restart the program. Some programs will not operate correctly with Rapid Resume.
<p>Notes:</p> <ol style="list-style-type: none"> 1. Periodically use the IBM Update Connector to look for updates for the software that came from the factory with your computer. For information about the IBM Update Connector, see "Where to find more information" on page 6. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 	

Table 4: Troubleshooting: Software problems

If the problem is:	Here's what to do:
Adapter cards don't work after you turn on the computer to resume working.	In the Setup Utility, make sure the Initialize Adapter Cards option is set to Reload Device Drivers. Some adapter cards do not operate correctly with Rapid Resume. For information about this Setup Utility option, see "Changing Rapid Resume features configuration" on page 40.
Computer turns off or screen goes blank during activity (for example, when using a joystick).	<ol style="list-style-type: none"> 1. Press the system on/off button. 2. Increase the Automatic Power Off time. 3. Disable Rapid Resume and Standby during long periods of activity, such as when using a joystick.
The game or program you were using does not have sound after a Rapid Resume.	<p>You were probably playing a game or using a program that communicates directly to the sound card, instead of communicating through the driver to the sound card. The game or program must communicate with the driver in order for Rapid Resume to restore the game or program.</p> <ol style="list-style-type: none"> 1. Restart the program. 2. Restart the computer.
You need to reset your computer because it does not respond to input from the keyboard and you cannot reset because Rapid Resume is enabled for the system on/off button.	<ol style="list-style-type: none"> 1. Press the system on/off button. 2. Press Ctrl + Alt + Delete when you see the Rapid Resume screen. There may be a slight delay before the computer restarts. <p>Attention! Any data that is not saved before you press Ctrl + Alt + Delete will be lost.</p>
<p>Notes:</p> <ol style="list-style-type: none"> 1. Periodically use the IBM Update Connector to look for updates for the software that came from the factory with your computer. For information about the IBM Update Connector, see "Where to find more information" on page 6. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 	

Table 4: Troubleshooting: Software problems

If the problem is:	Here's what to do:
<p>You added hardware or installed new software and you want to cancel Rapid Resume and restart the computer.</p>	<ol style="list-style-type: none"> 1. Turn on the monitor. 2. Turn on the system. 3. Press Ctrl + Alt + Delete when you see the Rapid Resume screen. There may be a slight delay before the computer restarts. <p>Attention! Any data that is not saved before you press Ctrl + Alt + Delete will be lost.</p>
<p>Computer shuts off without press of the system on/off button.</p>	<ol style="list-style-type: none"> 1. In Rapid Resume Manager, check the Scheduler feature and the Automatic Power Off option of the Rapid Resume feature to see if either of them is set to turn off the computer. 2. Check to see if the Automatic Power Off feature is enabled in the Setup Utility. For information about this Setup Utility option, see "Changing Rapid Resume features configuration" on page 40.
<p>You set the computer to start when the phone rings so you can receive a fax, but the computer receives a regular phone call instead.</p>	<ol style="list-style-type: none"> 1. Make sure that RingCentral is running when you suspend your computer or let your computer enter Standby. 2. Either disable the Wake Up on Ring feature in the Rapid Resume Manager or disable the Auto Answer feature in your fax software. Use Wake Up on Ring only when you know you will have incoming fax communications. For information on the Wake Up on Ring feature, see "Wake Up on Ring" on page 27.
<p>You click on the Suspend option in the Start menu and your computer does not turn off.</p>	<p>Rapid Resume must be enabled for the Suspend option in the Start menu to work properly. Use the Rapid Resume Manager to make sure Rapid Resume is enabled. For instructions on starting the Rapid Resume Manager, see "Starting the Rapid Resume Manager" on page 22. For instructions on enabling Rapid Resume, see "Rapid Resume" on page 22.</p>
<p>Notes:</p> <ol style="list-style-type: none"> 1. Periodically use the IBM Update Connector to look for updates for the software that came from the factory with your computer. For information about the IBM Update Connector, see "Where to find more information" on page 6. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 	

Table 4: Troubleshooting: Software problems

If the problem is:	Here's what to do:
Your computer turns on automatically when you dial out on a rotary or pulse telephone.	Either disable the Wake Up on Ring feature in the Rapid Resume Manager or disable the Auto Answer feature in your fax software. Use Wake Up on Ring only when you know you will have incoming fax communications. For instructions on starting the Rapid Resume Manager, see "Starting the Rapid Resume Manager" on page 22. For information on the Wake Up on Ring feature, see "Wake Up on Ring" on page 27.
The phone rings and the computer turns on, but a fax isn't received.	<ol style="list-style-type: none"> 1. The fax software must be open and set to receive faxes. Refer to the documentation that came with your fax software to make sure it is set up to answer the phone. 2. Some people or fax machines may not let the phone ring long enough for your computer to turn itself on and answer the phone. If you need to receive critical phone calls or faxes, you may want to leave your computer in Standby instead of suspending your computer or using Automatic Power Off.
You change the Wake Up on Ring option in the Setup Utility, but the change does not take effect.	The Setup Utility's Wake Up on Ring option does not take effect in Windows 95. Unless you have installed another operating system, such as OS/2, use the Rapid Resume Manager to change the Wake Up on Ring feature's setting.
Snapshot is enabled (turned on), but the computer does not Rapid Resume after a power failure.	<p>So Snapshot can work properly after a power failure, make sure that:</p> <ol style="list-style-type: none"> 1. Rapid Resume is enabled. 2. Standby is enabled. 3. Snapshot is enabled. 4. Your computer is in Standby when the power failure occurs. <p>For information on the Rapid Resume feature, see "Rapid Resume" on page 22. For information on the Standby and Snapshot features, see "Standby features" on page 24.</p>
<p>Notes:</p> <ol style="list-style-type: none"> 1. Periodically use the IBM Update Connector to look for updates for the software that came from the factory with your computer. For information about the IBM Update Connector, see "Where to find more information" on page 6. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 	

Table 4: Troubleshooting: Software problems

If the problem is:	Here's what to do:
<p>A POST error code appears after you turn on your computer using Rapid Resume.</p>	<ol style="list-style-type: none"> 1. Record the error code. 2. Press the system on/off button to turn off the computer. 3. If you <u>have not installed or removed hardware</u>, find the error code in "Responding to error codes" on page 127 and take the action listed. If you <u>have installed or removed hardware</u>, follow these steps: <ol style="list-style-type: none"> a. Return the computer to its previous hardware configuration. b. Turn on the computer. c. If the error does not reoccur, save any work you want to keep. d. Use the Setup Utility to verify that the On/Off Button Mode option is set to Power Off. For information about this Setup Utility option, see "Rapid Resume advanced options" on page 43. e. After you have saved your Setup Utility changes, wait until the Windows 95 desktop is displayed. Then use the system on/off button to turn off the computer again. f. Try updating your computer's hardware again. If you are working with the hardware in your tower, make sure you follow the instructions in "Chapter 7: Working with adapter cards and drives" on page 77. If you are working with the components on your system board, make sure you follow the instructions in "Chapter 6: Working with system board components" on page 63. g. If the error occurs again, see the <i>HelpWare</i> book for information on obtaining service.
<p>Notes:</p> <ol style="list-style-type: none"> 1. Periodically use the IBM Update Connector to look for updates for the software that came from the factory with your computer. For information about the IBM Update Connector, see "Where to find more information" on page 6. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 	

Table 4: Troubleshooting: Software problems

If the problem is:	Here's what to do:
<p>You receive an error stating that the CD-ROM is not present after you insert the CD-ROM into the drive and start the program on the CD-ROM.</p>	<ol style="list-style-type: none"> 1. Make sure the media console is plugged into the back of the tower. Refer to the <i>Read me first</i> book for information about plugging in your media console. 2. View the CD-ROM program's properties from the Windows 95 desktop. Verify that the drive letter shown in the program's properties matches the drive letter assigned to the CD-ROM drive. 3. Look in the Windows 95 Device Manager for the CD-ROM drive. If the CD-ROM is not present, see the <i>HelpWare</i> book for information on obtaining service. 4. See the System Information menu in the Setup Utility. If the menu does not show the CD-ROM Drive 3 option and also identify the drive as installed, see the <i>HelpWare</i> book for information on obtaining service. For information on the System Information menu in the Setup Utility, see "Viewing system information" on page 35.
<p>Notes:</p> <ol style="list-style-type: none"> 1. Periodically use the IBM Update Connector to look for updates for the software that came from the factory with your computer. For information about the IBM Update Connector, see "Where to find more information" on page 6. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 	

Solving monitor problems

Table 5: Troubleshooting: Monitor problems

If the problem is:	Here's what to do:
Discolored screen.	<ol style="list-style-type: none"> 1. Make sure that your monitor controls are adjusted correctly. 2. Move the monitor away from any equipment that might cause magnetic interference; for example, other monitors, external audio speakers, or microphones. (Some models of the computer come with microphones and speakers, which are shielded to prevent magnetic interference.) Turn off the monitor, wait 30 minutes, and then turn on the monitor again. 3. Select a new color depth setting.
Picture shape on monitor screen is poor.	Adjust the monitor controls. For instructions, refer to the documentation that came with the monitor.
Display fonts appear cut off or pushed together.	While your monitor resolution may let you change the font size, some programs do not support large fonts. Large fonts may cause words to appear cut off or pushed together. Check the display properties settings to verify that small fonts are selected. For instructions on working with display properties, see "Changing display settings" on page 12.
White screen.	<ol style="list-style-type: none"> 1. Make sure the monitor cable is correctly and securely connected to the tower. 2. Make sure the system is turned on. 3. If another monitor is available, connect it to your tower. If the problem is corrected, something may be wrong with your monitor.
Flickering or unsteady picture on monitor screen.	<ol style="list-style-type: none"> 1. Select display settings for a lower resolution, fewer colors, or a higher refresh rate. For instructions on working with display properties, see "Changing display settings" on page 12. 2. If your monitor is located close to another monitor, move the two monitors farther away from each other.
<p>Note: If any of these problems continue after taking the actions listed, refer to the documentation that came with your monitor. If you need service, see the <i>HelpWare</i> book.</p>	

Table 5: Troubleshooting: Monitor problems

If the problem is:	Here's what to do:
Screen is an intense yellow, magenta (purple or red-blue), or cyan (blue-green) color.	Refer to the documentation that came with your monitor. If you need service, see the <i>HelpWare</i> book.
Adjustments from earlier use were not saved.	You may have selected more user-definable modes than the monitor can save. When this occurs, the newest mode replaces the oldest mode. Use the monitor controls to adjust the image for the display mode you are using.
Image control lights on the monitor flash consecutively.	<ol style="list-style-type: none"> 1. Make sure the monitor cable is correctly and securely connected to the tower. 2. The monitor is using settings that have not yet been stored in its memory. Adjust the monitor controls so that the screen is adjusted the way you want it. The settings will be saved and the indicator lights will not flash.
<p>Any of the following:</p> <ul style="list-style-type: none"> • Totally blank screen • No cursor is displayed • Only the cursor is displayed • Screen is unreadable • Other monitor problems 	<ol style="list-style-type: none"> 1. If you have enabled the Standby feature, press the Shift key or move the mouse to exit Standby. 2. If you have enabled the Rapid Resume and Automatic Power Off features, turn the system back on. If necessary, turn the monitor back on. 3. Make sure the monitor cable is correctly and securely connected to the tower. 4. Make sure the tower and monitor power cords are securely plugged into electrical outlets. 5. Make sure the system and monitor are turned on. (The power lights on the media console and the monitor are lit when the power is on.) 6. Adjust the monitor controls. 7. Change the background colors in your software program or try using a different software program. 8. Unplug the tower power cord from the electrical outlet, wait 15 seconds, and then plug the power cord back into the electrical outlet. If the computer does not start immediately, push the system on/off button.
<p>Note: If any of these problems continue after taking the actions listed, refer to the documentation that came with your monitor. If you need service, see the <i>HelpWare</i> book.</p>	

Solving audio, multimedia, and modem problems

Table 6: Troubleshooting: Audio, multimedia, and modem problems

If the problem is:	Here's what to do:
You don't hear sound when you play DOS games or use DOS programs.	<ol style="list-style-type: none"><li data-bbox="873 402 1730 488">1. Make sure the game or program is configured to use SoundBlaster Pro or SoundBlaster emulation. Refer to the documentation that came with your DOS program for instructions on selecting sound card settings.<li data-bbox="873 500 1730 586">2. Refer to the Aptiva Helper for information on running your DOS game or program in DOS mode. See "Where to find more information" on page 6 for instructions on starting the Aptiva Helper.<li data-bbox="873 597 1730 656">3. Shut down and restart your computer in MS-DOS mode. Then try to run the program again.
<p>Note: If any of these problems continue after taking the actions listed, refer to any documentation that may have come with your modem and sound cards. If you find no solution there, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book.</p>	

Table 6: Troubleshooting: Audio, multimedia, and modem problems

If the problem is:	Here's what to do:
<p>You don't hear sound in Windows 95.</p>	<ol style="list-style-type: none"> 1. Check your computer's volume controls. See "Controlling volume" on page 15 for information about setting volume. 2. Make sure your speakers are connected properly. If your speakers have a power light, make sure the light is lit. For instructions on connecting your speakers, refer to the <i>Read me first</i> book. 3. Make sure the program you are using is designed for use in Windows 95. If the program is designed to run in DOS, it does not use Windows 95 sound features and must be configured to use SoundBlaster Pro or SoundBlaster emulation. 4. Use Advanced Diagnostics to test your audio configuration. To run diagnostics for your sound (audio) card, follow these steps: <ol style="list-style-type: none"> a. Insert the <i>Diagnostics and Utilities CD-ROM</i> into your CD-ROM drive. b. Close all your programs and shut down the computer. c. Wait 15 seconds and then turn the computer back on. d. From the Advanced Diagnostics and Utilities menu, run advanced diagnostics. e. Following the instructions in the menus, run Diagnostics. f. Select Module Tests and then User Diags. g. Run the test for the Crystal sound and game card.
<p>Note: If any of these problems continue after taking the actions listed, refer to any documentation that may have come with your modem and sound cards. If you find no solution there, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book.</p>	

Table 6: Troubleshooting: Audio, multimedia, and modem problems

If the problem is:	Here's what to do:
<p>When you try to use the modem, your computer is unable to detect the modem.</p>	<p>Make sure your communications program is configured correctly. The following settings are suggested for compatibility:</p> <ul style="list-style-type: none"> • Modem type: <ul style="list-style-type: none"> - Generic Hayes-type modem - Hayes compatible error correcting - Hayes compatible high speed - User-defined modem - Hayes SmartModem 2400 - 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 will work.</p> <ul style="list-style-type: none"> • Baud rate: <ul style="list-style-type: none"> - 57.6 Kbps or the maximum setting offered by your communications software • COM port: <ul style="list-style-type: none"> - COM1
<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. For instructions on connecting your computer to the telephone network, refer to the <i>Read me first</i> book. 2. Add the modem command x3 to the initialization string for the communications program you are using. For help with changing the initialization string, refer to the documentation that came with your communications program.
<p>Note: If any of these problems continue after taking the actions listed, refer to any documentation that may have come with your modem and sound cards. If you find no solution there, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book.</p>	

Responding to error codes

Table 7: Error codes, descriptions, and corrective actions

Error Code	Description	Here's what to do:
	No beep during power-on self test (POST)	Make sure that the system is turned on. For information about POST, see "System memory test" on page 48.
	Either of the following: <ul style="list-style-type: none"> • Screen is black (no error code) • More than one beep occurs in self test 	<ul style="list-style-type: none"> • If you <u>installed memory modules or adapter cards</u>, make sure you installed them correctly. For instructions on installing memory modules on your system board, see "Installing system memory modules" on page 71. For instructions on installing adapter cards in your tower, see "Adding and removing adapter cards" on page 80. • If you <u>did not install memory modules or adapter cards</u>, see the <i>HelpWare</i> book for information on obtaining service.
10X 129	System Board Error	Turn off the system, wait 15 seconds, and then turn on the system again.
110	System Board Parity Error	<ol style="list-style-type: none"> 1. Make sure all system memory modules are installed correctly. For instructions on installing system memory modules, see "Installing system memory modules" on page 71. 2. Turn off the system, wait 15 seconds, and then turn on the system again.
111 114	I/O Channel Parity Error Adapter ROM Error	<ol style="list-style-type: none"> 1. Make sure all adapter cards are installed correctly. For instructions on installing adapter cards in your tower, see "Adding and removing adapter cards" on page 80. 2. Turn off the system, wait 15 seconds, and then turn on the system again.
Notes: <ol style="list-style-type: none"> 1. An X shown as part of the error code in this table represents any number between 0 and 9. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 		

Table 7: Error codes, descriptions, and corrective actions

Error Code	Description	Here's what to do:
127	Processor Speed Error	<ul style="list-style-type: none"> • If you <u>changed the processor</u>, it may not be fully supported by the BIOS. The computer will operate normally but you will always see this error when you turn on the computer. • If you <u>did not change the processor</u>, turn off the system, wait 15 seconds, and then turn on the system again.
129	System Board Error	See error code 10X on page 127.
151	Date and Time Incorrect	See error code 163 on page 130.
161	Bad CMOS Battery	Make sure the battery is installed correctly. If the error continues, install a new battery. For instructions on installing the battery, see "Replacing the system battery" on page 74.
<p>Notes:</p> <ol style="list-style-type: none"> 1. An X shown as part of the error code in this table represents any number between 0 and 9. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 		

Table 7: Error codes, descriptions, and corrective actions

Error Code	Description	Here's what to do:
162	Configuration Error Configuration Change Has Occurred	<p>If you <u>are using Rapid Resume</u>, and if you <u>have not installed or removed hardware</u>, see the <i>HelpWare</i> book for information on obtaining service. Any work that you did not save before the computer was turned off cannot be retrieved.</p> <p>If you <u>are using Rapid Resume</u>, and if you <u>have installed or removed hardware</u>, follow these steps:</p> <ol style="list-style-type: none"> 1. Press the system on/off button to turn off the computer. 2. Return the computer to its previous hardware configuration. 3. Turn on the computer. 4. If the error does not reoccur, save any work you want to keep. 5. Use the Setup Utility to verify that the On/Off Button Mode option is set to Power Off. For information about this Setup Utility option, see "Rapid Resume advanced options" on page 43. 6. After you have saved your Setup Utility changes, wait until the Windows 95 desktop is displayed. Then use the system on/off button to turn off the computer again. 7. Try updating your computer's hardware again. If you are working with the hardware in your tower, make sure you follow the instructions in "Chapter 7: Working with adapter cards and drives" on page 77. If you are working with the components on your system board, make sure you follow the instructions in "Chapter 6: Working with system board components" on page 63. 8. If the error occurs again, see the <i>HelpWare</i> book for information on obtaining service. <p><i>(Steps continued on the next page.)</i></p>
<p>Notes:</p> <ol style="list-style-type: none"> 1. An X shown as part of the error code in this table represents any number between 0 and 9. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 		

Table 7: Error codes, descriptions, and corrective actions

Error Code	Description	Here's what to do:
162 (cont)		<p>If you <u>are not using Rapid Resume</u>, follow these steps:</p> <ol style="list-style-type: none"> 1. Press Enter while the error message is displayed. This starts the Setup Utility. 2. Look through the Setup Utility and verify that the options with ► next to them were supposed to change. 3. If the settings are correct, save the settings when you exit the Setup Utility. 4. If options changed that were not supposed to change, see the <i>HelpWare</i> book for information on obtaining service. <p>For more information on using the Setup Utility, see "Using the Setup Utility" on page 31.</p>
163 151	Date and Time Incorrect	<ol style="list-style-type: none"> 1. The clock module on the system board may not be set correctly. To set the correct date and time, press Enter while the error message is displayed. This starts the Setup Utility. For instructions on using the Setup Utility to set the date and time, see "Setting the date and time" on page 49. 2. You may need to replace the system battery. For these instructions, see "Replacing the system battery" on page 74.
<p>Notes:</p> <ol style="list-style-type: none"> 1. An X shown as part of the error code in this table represents any number between 0 and 9. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 		

Table 7: Error codes, descriptions, and corrective actions

Error Code	Description	Here's what to do:
164	Memory Size Error	<p>If you <u>are using Rapid Resume</u> and you <u>have installed or removed hardware</u>, follow these steps:</p> <ol style="list-style-type: none"> 1. Press the system on/off button to turn off the computer. 2. Return the computer to its previous hardware configuration. 3. Turn on the computer. 4. If the error does not reoccur, save any work you want to keep. 5. Use the Setup Utility to verify that the On/Off Button Mode option is set to Power Off. For information about this Setup Utility option, see "Rapid Resume advanced options" on page 43. 6. After you have saved your Setup Utility changes, wait until the Windows 95 desktop is displayed. Then use the system on/off button to turn off the computer again. 7. Try updating your computer's hardware again. If you are working with the hardware in your tower, make sure you follow the instructions in "Chapter 7: Working with adapter cards and drives" on page 77. If you are working with the components on your system board, make sure you follow the instructions in "Chapter 6: Working with system board components" on page 63. 8. If the error occurs again, see the <i>HelpWare</i> book for information on obtaining service. <p>If you <u>are not using Rapid Resume</u> and you <u>have added or removed system memory</u> in your computer, press Enter while the error message is displayed. This starts the Setup Utility. See "Viewing system information" on page 35 for information to help you verify that the new memory size is correct.</p> <p>If you <u>are not using Rapid Resume</u> and you <u>have not added or removed system memory</u> in your computer, see the <i>HelpWare</i> book for information on obtaining service.</p>
<p>Notes:</p> <ol style="list-style-type: none"> 1. An X shown as part of the error code in this table represents any number between 0 and 9. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 		

Table 7: Error codes, descriptions, and corrective actions

Error Code	Description	Here's what to do:
201	Memory Error	Make sure the system memory modules are installed correctly and securely. For instructions on installing memory modules, see "Installing system memory modules" on page 71.
229	External Cache Error	If you have added any external cache modules, make sure they are installed correctly and securely. For instructions on installing cache memory modules, see "Installing cache memory modules" on page 69.
264	External Cache Size Error	<ul style="list-style-type: none"> • If you <u>have removed cache memory</u> from your computer, press Enter while the error message is displayed. This starts the Setup Utility. See "Viewing system information" on page 35 for information to help you verify that the new cache memory size is correct. • If you <u>have not removed cache memory</u> from your computer, see the <i>HelpWare</i> book for information on obtaining service.
30X	Keyboard Error	<p>1. Make sure the keyboard and mouse cables are correctly and securely connected to the ports on the back of the tower.</p> <p>The keyboard port has this symbol next to it: </p> <p>The mouse port has this symbol next to it: </p> <p>2. Make sure that a keyboard key or a mouse button is not being held down.</p>
602	Diskette Boot Error	Make sure the diskette has been formatted. If you don't want to use the diskette to boot (start) your computer, remove the diskette from the drive.
<p>Notes:</p> <ol style="list-style-type: none"> 1. An X shown as part of the error code in this table represents any number between 0 and 9. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 		

Table 7: Error codes, descriptions, and corrective actions

Error Code	Description	Here's what to do:
662	Diskette Drive Configuration Error	<ol style="list-style-type: none"> 1. If you added or removed a diskette drive, press Enter while the error message is displayed. This starts the Setup Utility. See "Changing disk drive configuration" on page 35 for information to help you verify that the diskette drive settings are correct. If the settings are not correct, change the settings. 2. Make sure the diskette drive cables are connected correctly and securely. See "Adding and removing drives" on page 84 for information to help you check these connections.
762	Math Coprocessor Configuration Error	See the <i>HelpWare</i> book for information on obtaining service.
962	Parallel Port Configuration Error	If you installed or removed hardware, press Enter while the error message is displayed. This starts the Setup Utility. See "Changing input/output port configuration" on page 38 for information to help you verify that the parallel port settings are correct. If the settings are not correct, change the settings.
1162	Serial Port Configuration Error	If you installed or removed hardware, press Enter while the error message is displayed. This starts the Setup Utility. See "Changing input/output port configuration" on page 38 for information to help you verify that the serial port settings are correct. If the settings are not correct, change the settings.
1762	Hard Disk Configuration Error	<ol style="list-style-type: none"> 1. Make sure the cables to all drives in the tower are securely connected. See "Adding and removing drives" on page 84 for information to help you check these connections. 2. Press Enter while the error message is displayed. This starts the Setup Utility. See "Changing disk drive configuration" on page 35 for information to help you verify that the drive settings are correct. If the settings are not correct, change the settings.
<p>Notes:</p> <ol style="list-style-type: none"> 1. An X shown as part of the error code in this table represents any number between 0 and 9. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 		

Table 7: Error codes, descriptions, and corrective actions

Error Code	Description	Here's what to do:
1780 1781 1782 1783	Drive 1 (Hard Disk) Error Drive 2 (Hard Disk) Error Drive 3 (Hard Disk) Error Drive 4 (Hard Disk) Error	<ol style="list-style-type: none"> 1. Make sure the cables to all drives in the tower are securely connected. See "Adding and removing drives" on page 84 for information to help you check these connections. 2. Press Enter while the error message is displayed. This starts the Setup Utility. See "Viewing system information" on page 35 for information to help you verify that the processor speed setting is correct. (Find the processor speed [in MHz] on the label attached to the front of your tower.) If the setting is not correct, see the <i>HelpWare</i> book for information on obtaining service. 3. In the tower, make sure the hard disk signal cable is attached to the correct connector on the system board. Also make sure the master/slave jumper settings on the hard disk are correct. For information about drive connectors and master/slave jumper settings in the tower, see "Adding and removing drives" on page 84.
180X	PCI or Plug and Play (PnP) Adapter Card Resource Error	<ol style="list-style-type: none"> 1. If you <u>installed a new PCI or PnP adapter card</u>, use the Setup Utility to verify that the resources allocated to any other installed adapter cards are actually required by the other cards. For information about assigning ISA Legacy resources in the Setup Utility, see "Changing adapter card device information" on page 46. 2. If you need to provide resources for the adapter card, follow these steps: <ol style="list-style-type: none"> a. From the Windows 95 Device Manager, remove the COM and LPT ports. b. In the Setup Utility, disable serial port A and the parallel port. c. Restart Windows. The serial and parallel ports will be enabled when they are needed. 3. If you <u>have not installed a new PCI or PnP adapter card</u>, see the <i>HelpWare</i> book for information on obtaining service.
<p>Notes:</p> <ol style="list-style-type: none"> 1. An X shown as part of the error code in this table represents any number between 0 and 9. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 		

Table 7: Error codes, descriptions, and corrective actions

Error Code	Description	Here's what to do:
24XX	Video Error	<ol style="list-style-type: none"> 1. Make sure the monitor cables are correctly and securely connected to the tower. For instructions on connecting the monitor, refer to the <i>Read me first</i> book. 2. If a video adapter card is installed, make sure it is installed correctly. For instructions on installing adapter cards, see "Adding and removing adapter cards" on page 80. For installation information specific to the adapter card, refer to the documentation that came with the adapter card. 3. If the error continues, remove the video adapter card. If removing the card corrects the error, replace the card with a new one.
2462	Video Configuration Error	<ol style="list-style-type: none"> 1. Make sure the monitor cables are correctly and securely connected to the tower. For instructions on connecting the monitor, refer to the <i>Read me first</i> book. 2. If you installed a video adapter card, press Enter while the error message is displayed. This starts the Setup Utility. See "Viewing video configuration" on page 35 for information to help you verify that the settings for the video controller and video memory are correct. If the settings are correct, save when you exit the Setup Utility. If the settings are not correct, or if settings changed that were not supposed to change, see the <i>HelpWare</i> book for information on obtaining service.
5803	Keyboard Error	<ol style="list-style-type: none"> 1. Make sure the keyboard and mouse cables are correctly and securely connected to the ports on the back of the media console. The keyboard port has this symbol next to it:  The mouse port has this symbol next to it:  2. Make sure that a keyboard key or a mouse button is not being held down.
<p>Notes:</p> <ol style="list-style-type: none"> 1. An X shown as part of the error code in this table represents any number between 0 and 9. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 		

Table 7: Error codes, descriptions, and corrective actions

Error Code	Description	Here's what to do:
5806	Diskette Drive Configuration Error	<ol style="list-style-type: none"> 1. Make sure the media console is securely connected to the back of the tower. For instructions on connecting the media console, refer to the <i>Read me first</i> book. 2. Make sure the media console host card is securely connected to the riser card and the riser card is securely connected to the system board. See "Identifying the parts of the system board" on page 65 for the locations of the riser card connector and connector J26 on the system board. To identify the media console host card, locate the cable that runs between the card and connector J26 on the system board. 3. Make sure the cable connecting the media console host card to connector J26 on the system board is securely connected at both ends. To identify the system board connector, see "Identifying the parts of the system board" on page 65. 4. If all these connections are secure and you still receive the error, see the <i>HelpWare</i> book for information on obtaining service.
5859	CD-ROM Configuration Error	See the <i>HelpWare</i> book for information on obtaining service.
<p>Notes:</p> <ol style="list-style-type: none"> 1. An X shown as part of the error code in this table represents any number between 0 and 9. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 		

Table 7: Error codes, descriptions, and corrective actions

Error Code	Description	Here's what to do:
5862	Configuration Change Has Occurred	<ol style="list-style-type: none"> 1. Make sure the media console is securely connected to the back of the tower. For instructions on connecting the media console, refer to the <i>Read me first</i> book. 2. Make sure the media console host card is securely connected to the riser card and the riser card is securely connected to the system board. See "Identifying the parts of the system board" on page 65 for the locations of the riser card connector and connector J26 on the system board. To identify the media console host card, locate the cable that runs between the card and connector J26 on the system board. 3. Make sure the cable connecting the media console host card to connector J26 on the system board is securely connected at both ends. To identify the system board connector, see "Identifying the parts of the system board" on page 65. 4. If all these connections are secure and you still receive the error, see the <i>HelpWare</i> book for information on obtaining service.
5886	Pointing Device Error	<ol style="list-style-type: none"> 1. Make sure the keyboard and mouse cables are correctly and securely connected to the ports on the back of the media console. The keyboard port has this symbol next to it:  The mouse port has this symbol next to it:  2. Make sure that a keyboard key or a mouse button is not being held down.
<p>Notes:</p> <ol style="list-style-type: none"> 1. An X shown as part of the error code in this table represents any number between 0 and 9. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 		

Table 7: Error codes, descriptions, and corrective actions

Error Code	Description	Here's what to do:
5962	CD-ROM Configuration Error	<ol style="list-style-type: none"> 1. Make sure all CD-ROM drive cables are correctly and securely connected. See "Adding and removing drives" on page 84 for information to help you check these connections. 2. If you added, removed, or moved any drives in your tower, press Enter while the error message is displayed. This starts the Setup Utility. See "Changing disk drive configuration" on page 35 for information to help you verify that the drive settings are correct. If the settings are correct, save when you exit the Setup Utility. If the settings are not correct, or if settings changed that were not supposed to change, see the <i>HelpWare</i> book for information on obtaining service.
86XX	Pointing Device Error	<ol style="list-style-type: none"> 1. Make sure the keyboard and mouse cables are correctly and securely connected to the ports on the back of the tower. The keyboard port has this symbol next to it:  The mouse port has this symbol next to it:  2. Make sure that a keyboard key or a mouse button is not being held down.
<p>Notes:</p> <ol style="list-style-type: none"> 1. An X shown as part of the error code in this table represents any number between 0 and 9. 2. If any of these problems continue after taking the actions listed, see your online Aptiva Helper for information on running diagnostics. If you need service, see the <i>HelpWare</i> book. 		

Recovering factory installed programs and files

Your Aptiva computer comes with factory installed system and program files. If you accidentally erase any of these files, or if some of these files become corrupted when you install a new program, you can recover them. To recover lost or corrupted files that were installed at the factory, you need the *Product Recovery CD-ROM*.

The recovery process formats the hard drive, erasing all the files there, and then installs new copies of the original system and program files on the clean drive.

To protect your personal data and any special system configuration, you should make regular backups of your data and configuration files. You will need these backup copies if you ever need to recover your system beyond the factory settings. See the online Aptiva Helper for help with backing up system files.

When manually backing up files, it's a good idea to duplicate the directory structure that is on your hard drive. Otherwise, you need to keep notes about where your files belong on the hard drive. If you ever have to recover your system, you will need to copy your personal data and configuration files back to their original hard drive location.

To recover the factory installed system and program files, follow these steps:

1. Make sure your computer is turned on.

2. Insert the *Product Recovery CD-ROM* into your CD-ROM drive.
3. Make sure you do not have a diskette or CD-ROM in any other drive.
4. Shut down and turn off your computer.
5. Wait 15 seconds.
6. Turn on your monitor and computer system.
7. When you see the Aptiva Product Recovery CD message, read and follow the displayed instructions. Be sure to remove the CD-ROM before you restart your computer at the end of the recovery.
8. After the Aptiva software has been reinstalled, copy your personal configuration and data files back into their original directories on the hard drive.

Depending on how your startup devices are defined, you might not be able to use the *Product Recovery CD-ROM* to recover a system that will not start on its own. For example, your computer might not attempt to read the CD-ROM at all if it reads first from the hard drive that contains corrupted operating system files. For instructions on selecting startup devices in the Setup Utility, see "Configuring startup options" on page 48.

See the online Aptiva Helper for instructions on recovering specific files, such as hardware drivers and files your computer uses to create the graphical user interface (your desktop).

Technical reference **Part 5**

This part contains technical information you might need if you upgrade your computer's hardware. It contains the following appendixes:

- "Appendix A: Specification tables" on page 143

This chapter contains specific memory, address, interrupt, channel, and port specifications.

- "Appendix B: Sound and television cards" on page 153

This chapter contains descriptive information about sound and television cards.

- "Appendix C: Modem information" on page 155

This chapter contains descriptive information about modems, including AT command set information you can use if you decide to operate your modem from a DOS command line.

Memory module placement

Table 8 shows you the combinations of dual inline memory modules (DIMMs) you can have on your system board. Use this information when adding or removing system memory. The maximum amount of memory you can have installed on your system board is 64 MB. For instructions on installing DIMMs, see “Installing system memory modules” on page 71.

Table 8: Memory module placement

Total memory	Socket 1	Socket 2
8 MB	8 MB	
8 MB		8 MB
16 MB	16 MB	
16 MB		16 MB
16 MB	8 MB	8 MB
24 MB	8 MB	16 MB
24 MB	16 MB	8 MB
32 MB	32 MB	
32 MB		32 MB
32 MB	16 MB	16 MB
40 MB	8 MB	32 MB
40 MB	32 MB	8 MB

Table 8: Memory module placement

Total memory	Socket 1	Socket 2
48 MB	16 MB	32 MB
48 MB	32 MB	16 MB
64 MB	32 MB	32 MB

Memory map

Table 9 shows the default hexadecimal addresses for the system memory regions. You may use this information for adapter cards that require you to set up memory regions.

Additional resources may be taken by Plug and Play (PnP) devices. Resources for installed PnP devices, such as the modem card, can be reassigned by the BIOS or the Windows 95 Device Manager.

Table 9: Memory map

Address range	Description
0-640 KB (0-9FFFFH)	Base memory
640-768 KB (A0000-BFFFFH)	VGA mode video memory
768-800 KB (C0000-C7FFFH)	Video BIOS
800-896 KB (C8000-DFFFFH)	Adapter card memory or upper memory
896-960 KB (E0000-EFFFF)	System POST and Rapid Resume BIOS (available for upper memory)
960-1024 KB (F0000-FFFFFH)	System BIOS (some may be available for upper memory)
1024 KB-64 MB (100000-3FFFFFFF)	Extended memory
192 MB-256 MB (C000000H-FFFFFFF)	Linear video memory
256 MB-257 MB (10000000-10000FFF)	Memory-mapped I/O for video

System input/output addresses

Table 10 shows the default hexadecimal addresses for each of the system board input/output (I/O) functions. You can use this information if you install an adapter card that requires you to set I/O addresses.

Additional resources may be taken by Plug and Play (PnP) devices. Resources for installed PnP devices, such as the modem card, can be reassigned by the BIOS or the Windows 95 Device Manager.

Note: If your computer came with a joystick, the I/O address for this joystick should not be changed.

Table 10: System I/O addresses

Address range (hexadecimal)	Function
0000-001F	DMA controller
0020-0021	Interrupt controller 1
0040-0043	System timers
0060	Keyboard/mouse controller
0061	System control port B
0064	Keyboard/mouse controller
0070-0071	RTC/CMOS and NMI mask
0080-008F	DMA controller
00A0-00A1	Interrupt controller 2
00B2-00B3	Reserved
00C0-00DF	DMA controller
00EA-00ED	Reserved
00F0-00FF	Math coprocessor

Table 10: System I/O addresses (Continued)

Address range (hexadecimal)	Function
0110-0117	Audio control register
0170-0177, 0376	Secondary IDE controller
01F0-01F7, 03F6	Primary IDE controller
0200-0207	Joystick
0220-022F	Audio coder/decoder (codec)
0278-027F, 67B-67A	Parallel port 3
02E8-02EF	Serial port 4
02F8-02FF	Serial port 2
0330-0331	Audio MPU-401
0370-0371	Reserved
0378-037F, 77B-77A	Parallel port 2
0388-038B	Audio coder/decoder (codec)
03BC-03BF, 7BC-7BE	Parallel port 1
03B0-03BB, 03C0-03CF, 3D4, 3D5, 03DA	SVGA controller
03E8-03EF	Serial port 3
03F2-03F5, 03F7	Diskette controller
03F3	Reserved
03F8-03FF	Serial port 1
04D0-04D1	Reserved
0534-0537	Audio coder/decoder (codec)

Table 10: System I/O addresses (Continued)

Address range (hexadecimal)	Function
0CF8-0CFC	Reserved
FE80-FE8F	Bus master IDE controller
FF00-FFFF	SVGA controller

System interrupts

Table 11 shows the default system interrupt requests (IRQs) and their functions. You may use this information if you install an adapter card that requires you to set IRQs.

Additional resources may be taken by Plug and Play (PnP) devices. Resources for installed PnP devices, such as the modem card, can be reassigned by the BIOS or the Windows 95 Device Manager.

Table 11: System board interrupts

Interrupt request (IRQ)	Function
SMI	Power management
NMI	Parity error or I/O channel check
0	Timer
1	Keyboard
2	Cascade to IRQ8-IRQ15
3	Serial port A
4	Modem
5	Audio
6	Diskette
7	Parallel port
8	Real-time clock
9	Audio
10	Modem
11	User available
12	Mouse
13	Math coprocessor

Table 11: System board interrupts

Interrupt request (IRQ)	Function
14	Primary IDE
15	Secondary IDE

DMA channel assignments

Table 12 shows the default channel assignments for direct memory access (DMA). DMA allows I/O devices to transfer data directly to and from memory. You may need to select an open DMA channel if you add an I/O device that uses DMA.

Additional resources may be taken by Plug and Play (PnP) devices. Resources for installed PnP devices, such as the modem card, can be reassigned by the BIOS or the Windows 95 Device Manager.

Table 12: DMA channel assignments

DMA channel	Assignment
0	Audio
1	Audio
2	Diskette
3	ECP parallel port (default)
4	Cascade
5	User available
6	User available
7	User available

Serial port addresses

IBM Aptiva PCs have a built-in external serial port already installed on the system board. The connector for this port is located at the back of your computer. This port can be used to connect a serial mouse, serial printer, or other serial device and to transfer data between computers.

Table 13 shows the addresses and interrupts supported by the built-in serial port.

Table 13: Serial port addresses and interrupts

Windows 95	Address	Interrupt	Default
COM1	03F8	IRQ 10, 4	Modem
COM2	02F8	IRQ 3	Serial port A
COM3	03E8	IRQ 4	none
COM4	02E8	IRQ 3	none

If you are using an operating system other than Windows 95, conflicts may arise if you add adapter cards with serial ports or if you change the address settings on your modem. You can resolve most of these conflicts by using the Setup Utility to change serial port addresses. See "Changing input/output port configuration" on page 38 for more information.

Sound and television cards

Appendix B

About sound cards

Some IBM Aptiva PCs come with a sound card (also called an audio card) already installed.

Many software programs use the sound card for sound effects and music. The sound card processes audio data files and works with the CD-ROM drive to play audio compact discs.

Most sound cards have the following connections:

Line in	This connector, sometimes labeled In, is designed to receive the output from another device, such as a stereo receiver or tape recorder.
Mic	This connector is designed to receive input from an external microphone.
Line out	This connector, sometimes labeled Out, is designed to transmit audio output from the sound card to another device, such as amplified speakers, a stereo, a tape recorder, or headphones.
MIDI	This connector is designed to transmit or receive MIDI (Musical Instrument Digital Interface) signals to or from a MIDI device, such as a keyboard. This connector may

also be used with an input device for games, such as a joystick.

If you use an industry standard MIDI/joystick expansion cable, you can connect up to two joysticks and one MIDI device at the same time.

If you need more information about the sound card that came installed in your computer, refer to the documentation that came with the sound card. This documentation may be online or in a printed book.

About television cards

Some IBM Aptiva PCs come with a television (TV) card already installed.

The TV card is designed to work with many devices. Some examples of devices you might be able to attach to the TV card are a TV antenna, cable TV, a VCR, a laser-disc player, or a video camera. You can also attach speakers to the audio output connector.

If you need more information about the TV card that came installed in your computer, refer to the documentation that came with the TV card. This documentation may be online or in a printed book.

Modem information **Appendix C**

Some IBM Aptiva PCs have a modem already installed. Using a telephone network, a modem allows your computer to communicate with other computers, fax machines, or telephones. For information about connecting your modem to a telephone network, see “Connecting your modem to the telephone network” on page 18.

Before you plug your modem into a telecommunications system outside the country in which it was purchased, make sure your modem is designed to work with that telecommunications system. Otherwise, you could damage your computer.

Read the guidelines in “Safety information” on page xiii before you plug your modem into any telecommunications system.

Operating your modem

You can operate your modem either through a modem communications software program or from your DOS prompt. For information about configuring communications software, see “Configuring your communications software” on page 19.

Operating your modem using communications software

Most people use a communications software program to operate their modem. An example of one of these software programs is Windows HyperTerminal. These programs let you operate your modem without typing modem commands at your DOS (C:>) prompt. With these software programs, you operate your modem by choosing menu items and other options from a window. If you use a communications software program, see the documentation that came with the software for detailed instructions on operating your modem.

Note:

The commands that modems understand belong to the Hayes AT command set. Most modem communication software programs also let you send specific AT commands directly to the modem.

Operating your modem using commands at the DOS prompt

Generally, only experienced modem users should attempt to operate the modem from the DOS prompt. With DOS, you must type long AT command strings and you may need to send a variety of commands for each transmission. Also, you do not always receive feedback that your commands have been received and executed by the modem.

Understanding the DOS modem commands

To communicate with a modem from DOS, use the ECHO command. Direct these commands to the port your modem is connected to. For example, type the following command at the DOS prompt and press Enter:

```
C:\> echo AT&W0=0&W0>COM1
```

This AT command contains these instructions:

ATS0=0 This part of the command stores a 0 into S register 0 to turn Auto Answer off. *S registers* are storage areas inside the modem. The S registers hold values that the command set uses to control modem operations. For more information on S registers, see "S registers" on page 180.

&W0 This part of the command stores `ATS0=0` into memory (NVRAM location 0) for future use.

>COM1 This part of the command directs the entire command to the modem's port.

Whether you use DOS or a modem communications software program, you can send a wide variety of commands to your modem. For a detailed listing of modem commands, see "Modem commands" on page 162.

Operating the modem without Windows 95

When you open a *DOS session* on your computer, the DOS prompt appears. You can type DOS commands at the DOS prompt to operate your computer (in a limited fashion) without the help of Windows 95.

To run a DOS session, you can either shut down Windows 95 and start a *DOS mode session* or leave Windows 95 running and open a *DOS window session*.

If you use DOS mode to run a DOS communications program or a DOS game that uses the modem, your computer requires that a specific *terminate and stay resident (TSR)* program be loaded into memory first. If you use a DOS window to run a DOS communications program or game, the TSR program is not required.

To set up a DOS session for your DOS mode communications programs or games, start DOS mode from the Windows 95 desktop. When you start DOS mode from the desktop, everything is automatic.

Windows 95 shuts down and the TSR communications program is loaded into memory. Then when you exit DOS mode, the TSR program is removed from memory and Windows 95 restarts.

When you finish working with your DOS mode game or communications program, type `EXIT` at the DOS prompt to restart Windows. Turning off your computer without restarting Windows first is not recommended.

For instructions on starting DOS mode from the Windows 95 desktop, see your online Aptiva Helper. See "Where to find more information" on page 6 for instructions on starting the Aptiva Helper.

Using the Auto Answer feature

If you use a modem communications software program, it may require your modem to be set for *Auto Answer*. The Auto Answer feature lets your computer answer calls from another computer automatically.

Your modem communications software determines how the modem operates with Auto Answer. Some fax programs do not require you to type an AT command to turn Auto Answer on or off. For specific instructions, see the documentation that came with the communications software.

To start the Auto Answer feature from your communications software, use the command: `ATS0=n`. This command tells the modem to answer a call after a certain number of rings. To set the number of rings, replace `n` with any number from 1 to 255.

Turn Auto Answer off when you are not using your modem. Otherwise, callers will be greeted with the modem tone. To turn Auto Answer off, use the command: `ATS0=0`.

Note: *If you are using Auto Answer with a fax software program, setting a high number of rings will allow you to answer the telephone before the fax modem does.*

If your computer came with fax software already installed, refer to the provided fax software documentation or fax software online help for additional information.

Disabling Call Waiting

If you use Call Waiting, you may want to disable it while using your modem. With Call Waiting, communications can be interrupted when a second call is waiting to be answered.

To disable Call Waiting, contact your telephone company. Different telephone companies have different procedures for disabling this feature. Also, some telephone companies cannot disable Call Waiting. Your telephone company business office should be able to tell you the procedures and *dialing sequence* required to disable Call Waiting.

A dialing sequence is similar to a command you type on your computer. For example, in some areas the following dialing sequence disables Call Waiting:

`(# or *)70,,,(complete telephone number)`

The dialing sequence you type on your computer might look like this: *70 , , , 5554343. The commas (,,,) pause the modem until the command is carried out, then the telephone number is dialed automatically.

Call Waiting will be disabled only for the duration of your modem's current call and only from the calling end. For incoming calls, you may find it helpful to change the value of register S10 to a higher number. For more information on S registers, see "S registers" on page 180.

Your modem communications software determines how your modem operates with Call Waiting. For specific instructions, see the documentation or online help that came with the communications software.

If your computer came with fax software already installed, the fax software documentation was included in the box your computer came in.

How modems work

Modems are classified into two functional categories: data modems and fax modems. Data modems can communicate with other data modems, and fax modems can communicate with other fax modems. Some data modems can also function as fax modems.

The modem in your Aptiva computer is a data modem that also works as a fax modem.

Data modems

Data modems send and receive data in the form of codes that represent individual letters, numbers, and spaces. This data travels in a stream, one character right after another. Special programs, like word processors, use additional code sequences to indicate font type, bold, italic, and other text attributes.

You use the *Attention* command set (sometimes called the *AT* or *Hayes* command set) to send commands to your data modem. The *AT* command set, default modem settings, and many of the more sophisticated modem commands have evolved over the years.

Fax modems

Fax modems send and receive images of what is displayed or printed on a page. As long as the text and pictures on the page are displayed or printed in black and white, without variations of gray or addition of color, a receiving fax modem can fairly accurately reproduce the image sent by the sending fax modem.

A sending fax machine, as well as fax software that works with word processing programs, scans a page one line at a time, breaking the page down into hundreds of lines. Each line is translated into a series of dots. Black dots represent the areas of the page that contain a piece of an image. White dots represent blank areas on the page. These dots are then converted into codes that can be sent through telephone lines to other fax machines or computers.

At the other end of the line, the receiving fax machine, or fax software, reverses the process. The page is reconstructed one line at a time.

Note:

The number of lines a fax machine or program uses to scan a page affects the quality of the reproduced image and the time required to transmit the facsimile. The more lines per page, the higher the image quality and the longer the transmission time.

Many fax software programs offer an option for changing this scanning resolution.

Modem connections and standards

When two modems first start to communicate, they negotiate to establish a connection through which both the sending modem and the receiving modem can dependably transmit and receive data. Each modem identifies the highest speed at which it can transmit and receive data. If the speeds do not match, the lower of the two speeds is agreed upon as the *transmission rate*.

Note:

If two modems do not have any transmission speeds in common, they cannot successfully establish a connection. Otherwise, they communicate using the highest transmission rate at which they both can operate reliably.

Before the digital data on a computer can be transmitted through analog telephone lines, the modem must convert it to analog signals. Methods for this conversion, and the associated transmission rates, have been standardized so that modems manufactured by

different companies can work with each other. These standards are called *modulation protocols*. Primarily, modulation protocols have been set by three standards organizations:

- AT&T set the Bell standards.
- The International Telegraph and Telephone Consultative Committee (CCITT) set the V. (Vee Dot) recommendations.
- The International Telecommunication Union (ITU) has superceded the CCITT and continues to set standards.

Newer modems, like your Aptiva modem, incorporate a variety of protocols so they can connect to other modems at various transmission speeds (*baud rates*). Data modems use these modulation protocols for baud rates of up to 33,600 bits per second (bps):

- Bell 103
- Bell 212A
- ITU V.21, V.22, V.22bis, V.23, V.32, V.32bis, and V.34

Similarly, a modem that also has fax capabilities may also support these protocols:

- ITU V.17, V.29, and V.29ter

Usually a modem attempts a connection using the modulation protocol that provides the best performance. However, the protocol actually used depends upon the protocols the two modems have in common. When a higher-speed modem agrees to communicate using a lower speed modulation protocol, the process is called *auto negotiation*. For example, a

28,800 bps (V.34) modem that connects with a 14,400 bps (V.32bis) modem will only be able to send and receive data at 14,400 bps.

The transmission rate at which two modems agree to communicate can also be affected by a noisy telephone line. If the phone line that connects the two modems is noisy, the modems may negotiate to communicate using a slower modulation protocol so the integrity of the transmitted data is preserved.

Telephone line noise can cause loss of data and connection when modem speeds rise above 9600 bps. Over time, many different file transfer protocols have been developed solely to detect and correct the errors caused by phone line noise.

Connecting with other data modems

When you use your computer's data modem functions to communicate with another computer or communications service, you may need to choose a file transfer protocol in your software communications program. For example, when you connect to a bulletin board, you must choose a file transfer protocol before downloading a file.

The *file transfer protocol* determines how the data that travels between computers is packaged and transferred through the lines. This protocol ensures that the data is interpreted the same way at both ends of the line. For example, the protocol determines how the data might be broken up into chunks (called "blocks" or "frames")

and how the communications software finds and corrects transmission errors.

Your data modem and the data modem on the other end of the line must use the same file transfer protocol to transfer data. For example, if your data modem uses Z-modem, the modem you are connecting to must also use Z-modem.

Many different file transfer protocols are commonly used today. Examples of these protocols include X-modem, Y-modem, and Kermit. Z-modem is currently the most commonly used transfer protocol.

Note:

Z-modem is also the only file transfer protocol supported by the DOS TSR program that is required for operating DOS communications programs or DOS games that use the modem. For more information about this TSR program, see "Operating the modem without Windows 95" on page 156.

Microcom Network Protocol (MNP) levels 1 through 4 were created to correct errors caused by noisy telephone lines. V.42, which was adopted later, more effectively corrects these errors.

MNP 5 and V.42bis were established to provide high data throughput. With V.42bis, it is possible to achieve a 4:1 data compression ratio. MNP 5, however, should be used only with uncompressed data. MNP 5 attempts to compress data that has already been compressed and this slows the transfer process significantly.

If you cannot connect to another modem, it may be because the file transfer protocol you are using is not compatible with the protocol used by the other modem.

If you are having trouble connecting to other modems, try following these guidelines:

- If you know what protocols are available on the modem you are connecting to, enable a protocol on your modem that is supported by the other modem. Usually V.42 works best if both modems support it.
- If you frequently connect to bulletin boards, buy a modem communications software program that includes many different software protocols. Different bulletin boards use different protocols.
- Many network services have their own proprietary protocols. To connect to these services, you often have to buy the protocol from the service. Other network services rely on V.42 or MNP 4.

Connecting with other fax modems

Fax machines and fax modems are classified into *Groups*. Each Group classification indicates the modem's transmission rate and level of technological advancement. The first fax machines were Group 1 machines. These machines, being the slowest, are almost obsolete today. Group 2 machines, which are faster than Group 1 machines and slower than Group 3 machines, are also nearly obsolete. Most fax machines sold today are Group 3 machines.

Generally, a Group 3 fax machine can connect most efficiently to another Group 3 machine and may also be able to connect to many Group 2 machines. However, a Group 2 machine cannot connect to a Group 3 machine.

The modem in your computer works with most Group 3 fax machines, but not with Group 2 or Group 1 fax machines.

If you purchase additional fax software

If your computer came with factory installed fax software, you can use this software to operate your modem. You can also purchase additional fax software. If you purchase another fax program, you must configure this software with the settings used by any factory installed fax software.

To communicate with a fax modem (or the fax portion of a data modem), the fax software sends commands from a specified command set. One of these command sets is a revised version of the AT command set. This revised version includes two different sets of commands: *Class 1* and *Class 2*. Some modems support one class while others support both. The modem in your computer supports Class 1 fax commands.

Note: *CAS and SENDFAX are two other commonly used command sets. These command sets are not supported by the modems already installed in IBM Aptiva PCs.*

Modem commands

The modem that is already installed in your computer is compatible with the Hayes AT command set. Some of the AT commands that may be used by your modem are listed in the following sections:

- “Common modem commands” on page 162 lists common AT commands.
- “Modem commands for DSVD” on page 173 lists AT commands customized for Digital Simultaneous Voice and Data (DSVD).
- “Extended modem commands for VoiceView” on page 175 lists extended AT commands for VoiceView.

All commands in these tables must be preceded by the letters `AT` unless otherwise indicated. For example, locate `Dsn` in the Code/Command column of Table 14. To tell your modem to dial a telephone number using touch-tone dialing, type `ATDT` followed by the telephone number and then press Enter. The complete command might look like this: `ATDT5554242`. To dial the same telephone number using pulse dialing, you would type `ATDP5554242`. Spaces are not required in the commands unless otherwise indicated.

Common modem commands

Table 14 lists common modem commands:

Table 14: Common modem commands

Code/Command	Function
AT	Begins the command line. The modem is ready to accept a command.
A/	Repeats the last command given, if it is not preceded by <code>AT</code> or followed by a carriage return.
A	Answers the call immediately.

Table 14: Common modem commands

Code/Command	Function
Bn	<p>Sets the ITU-T or Bell communication standard:</p> <p>n=0 Selects ITU-T V.22 mode when the modem is at 1200 bits per second (bps).</p> <p>n=1 Selects Bell 212A when the modem is at 1200 bps (default).</p> <p>n=2 Unselects V23 reverse channel (same as B3).</p> <p>n=3 Unselects V23 reverse channel (same as B2).</p> <p>n=15 Selects V.21 when the modem is at 300 bps.</p> <p>n=16 Selects Bell 103J when the modem is at 300 bps (default).</p>
C1	Sets normal transmit carrier switching.
Dsn	<p>The modem automatically dials a telephone number "n" where "n" is a complete telephone number. The command may also include the following codes:</p> <p>s=L Redials last number.</p> <p>s=P Sets dialing to pulse dialing.</p> <p>s=T Sets dialing to touch-tone dialing.</p> <p>s=V Switches modem to speakerphone mode.*</p> <p>s=W Waits for dial tone.</p> <p>s=, Pauses while dialing.</p> <p>s=@ Waits for quiet answer (5 seconds of silence).</p> <p>s=; Returns the modem to command state after dialing.</p> <p>s=! Causes the modem to go on-hook for 0.5 seconds and then go off-hook.</p> <p>s=^ Disables data tone calling transmission.</p> <p>* The DVn command is not supported by the TSR program that is required for operating the modem in DOS mode.</p>
Ds=n	Dials one of four telephone numbers previously stored using the &Zn=x command. The range of n is 0-3. See the Dsn command for valid values for s.
En	<p>Sets Echo on or off. With echo on, the characters entered at your keyboard are displayed on your monitor.</p> <p>n=0 Echo off</p> <p>n=1 Echo on</p>
F1	Disables online data character echo from the DTE.

Table 14: Common modem commands

Code/Command	Function
Hn	Instructs the modem to go on-hook to disconnect a call or off-hook to make the phone line busy: n=0 On-hook n=1 Off-hook
In	Requests specific product information on the modem: n=0 Returns the default speed and controller firmware version (same as I3). n=1 Calculates a ROM checksum and displays it on the DTE. n=2 Performs a ROM check and calculates and verifies the checksum. Displays OK or ERROR. n=3 Returns the default speed and controller firmware version (same as I0). n=4 Returns the firmware version for the data pump. n=9 Returns the country code.
Ln	Sets the volume of the speaker on the modem: n=0 Low volume n=1 Low volume n=2 Medium volume n=3 High volume
Mn	Controls when the modem speaker is in use: n=0 Speaker is off. n=1 Speaker is on except when receiving. n=2 Speaker is on. n=3 Speaker is off when dialing or receiving.
Nn	Controls whether the local modem performs a modulation handshake with the remote modem at connection time to negotiate between differing communication speeds: n=0 Performs the handshake at the communication standard indicated in the ATB modem command and the S37 S register. n=1 Starts the handshake at the communication standard indicated in the ATB modem command and the S37 S register and then permits fallback to a lower speed during the handshake.

Table 14: Common modem commands

Code/Command	Function
On	<p>Determines how the modem returns from online command mode to data mode:</p> <p>n=0 Exits online command mode and returns to data mode.</p> <p>n=1 Issues a retrain before returning to online data mode.</p> <p>n=3 Issues a rate renegotiation before returning to online data mode.</p>
P	Selects pulse dialing.
Qn	<p>Determines whether the modem sends return codes to your monitor:</p> <p>n=0 Return codes sent.</p> <p>n=1 Return codes not sent.</p>
T	Selects tone dialing.
Vn	<p>Determines whether return codes sent to the monitor are formatted as numbers or text:</p> <p>n=0 Return codes are sent as numbers.</p> <p>n=1 Return codes are sent as text.</p>
Wn	<p>Determines the transmission functions reported in the CONNECT return code:</p> <p>n=0 The CONNECT return code reports DTE speed.</p> <p>n=1 The CONNECT return code reports DTE speed, enable carrier, compression, and protocol extended return code.</p> <p>n=2 The CONNECT return code reports DCE speed.</p>
Xn	<p>Sets the type of return code sent:</p> <p>n=0 Extended return codes are disabled. Only basic return codes, such as OK, CONNECT, RING, NO CARRIER, and ERROR, are displayed.</p> <p>Dial tone detection is disabled. The modem dials regardless of whether a dial tone is detected.</p> <p>Busy tone detection is disabled. The modem ignores any busy tones it receives.</p> <p>n=1 Extended return codes are enabled. Basic return codes, the connect message, and the modem's data rate are displayed. Operation of the modem's error correction and data compression are also indicated.</p> <p>Dial tone detection is disabled. The modem dials regardless of whether a dial tone is detected.</p> <p>Busy tone detection is disabled. The modem ignores any busy tones it receives.</p> <p><i>(Description continued on the next page.)</i></p>

Table 14: Common modem commands

Code/Command	Function
Xn (cont)	<p>Sets the type of return code sent:</p> <p>n=2 Extended return codes are enabled. Basic return codes, the connect message, and the modem's data rate are displayed. Operation of the modem's error correction and data compression are also indicated.</p> <p> Dial tone detection is enabled. The modem dials only when a dial tone is detected, and disconnects if the dial tone is not detected within 10 seconds.</p> <p> Busy tone detection is disabled. The modem ignores any busy tones it receives.</p> <p>n=3 Extended return codes are enabled. Basic return codes, the connect message, and the modem's data rate are displayed. Operation of the modem's error correction and data compression are also indicated.</p> <p> Dial tone detection is disabled. The modem dials regardless of whether a dial tone is detected.</p> <p> Busy tone detection is enabled. The modem monitors for busy tones.</p> <p>n=4 Extended return codes are enabled. Basic return codes, the connect message, and the modem's data rate are displayed. Operation of the modem's error correction and data compression are also indicated.</p> <p> Dial tone detection is enabled. The modem dials only when a dial tone is detected, and disconnects if the dial tone is not detected within 10 seconds.</p> <p> Busy tone detection is enabled as the default. The modem monitors for busy tones.</p> <p>n=5 Extended return codes are enabled. Basic return codes, the connect message, and the modem's data rate are displayed. Operation of the modem's error correction and data compression are also indicated.</p> <p> Dial tone detection is enabled. The modem dials only when a dial tone is detected, and disconnects if the dial tone is not detected within 10 seconds.</p> <p> Busy tone detection is enabled. The modem monitors for busy tones.</p> <p>n=6 Extended return codes are enabled. Basic return codes, the connect message, and the modem's data rate are displayed. Operation of the modem's error correction and data compression are also indicated.</p> <p> Dial tone detection is enabled. The modem dials only when a dial tone is detected, and disconnects if the dial tone is not detected within 10 seconds.</p> <p> Busy tone detection is enabled. The modem monitors for busy tones.</p> <p>n=7 Extended return codes are disabled. Only basic return codes, such as OK, CONNECT, RING, NO CARRIER, and ERROR, are displayed.</p> <p> Dial tone detection is enabled. The modem dials only when a dial tone is detected, and disconnects if the dial tone is not detected within 10 seconds.</p> <p> Busy tone detection is enabled. The modem monitors for busy tones.</p>
Y0	Disables long-space disconnect.

Table 14: Common modem commands

Code/Command	Function
Zn	Instructs the modem to go on-hook and restore the profile saved by the last &w command: n=0 Restores the profile saved by the last &w command (same as n=1). n=1 Restores the profile saved by the last &w command (same as n=0).
&B1	Enables V.32 auto retrain.
&Cn	Determines whether data carrier detection (DCD) is always on or on only when the remote modem's carrier signal is detected. n=0 DCD is always on, regardless of the state of the carrier. n=1 DCD turns on when the remote modem's carrier signal is detected, and off when the carrier signal is not detected.
&Dn	Determines how the modem responds to the data terminal ready (DTR) signal. n=0 The modem ignores the state indicated by the DTR signal and acts as if the state were on. n=1 If the DTR signal is not detected while the modem is in online data mode, the modem enters command mode, issues the OK return code, and remains connected. n=2 If the DTR signal is not detected while the modem is in online data mode, the modem disconnects. n=3 The modem resets when the DTR signal changes from on to off.
&Fn	Returns a modem profile to the original factory setting. n=0 Recalls the factory settings as the active configuration. n=5 Recalls the factory settings appropriate for ETC mode as the active configuration.
&Gn	Determines which guard tone to transmit in V.22 and V.22bis modes. This command is for international use only and is not used in North America. n=0 Disables the guard tone. n=1 Sets the guard tone to 550 Hz. n=2 Sets the guard tone to 1800 Hz.
&J0	Specifies that the auxiliary relay is never closed.
&Kn	Sets the local flow control. n=0 Disables flow control. n=3 Enables RTS/CTS flow control (default). n=4 Enables XON/XOFF flow control.

Table 14: Common modem commands

Code/Command	Function
&M0	Sets the asynchronous communications mode to asynchronous mode (default).
&Qn	Sets the asynchronous communications mode. n=0 Sets to asynchronous mode, buffered. Same as \N0. n=5 Sets to error control mode, buffered (default). Same as \N3. n=6 Sets to asynchronous mode, buffered. Same as \N0.
&Sn	Determines data set ready (DSR) action. n=0 DSR is always on (default). n=1 DSR turns on when establishing a connection and turns off when the connection ends.
&Tn	Performs diagnostic tests on the modem. n=0 Abort. Stops any test in progress. n=1 Local analog loop test. To work properly, the modem must be offline. n=3 Local digital loopback test. n=6 Remote digital loopback test. To work properly, the modems must be online with error control disabled.
&V	The modem displays the active profile, along with the phone numbers that are stored in the modem's nonvolatile random access memory (NVRAM).* * The &V command is not supported by the TSR program that is required for operating the modem in DOS mode.
&W0	Saves the current profile (certain current command options and S register values) into the modem's nonvolatile random access memory (NVRAM).* The ATZ command, or a power-up reset of the modem, restores this profile. * The &W0 command is not supported by the TSR program that is required for operating the modem in DOS mode.
&Y0	Selects the stored profile for a hard reset.
&Zn=x	Stores up to four telephone numbers (dialing strings) in the modem's nonvolatile memory (NVRAM).* The dialing string can contain up to 40 characters. n The dialing string to be stored x=0 Storage location 0 x=1 Storage location 1 x=2 Storage location 2 x=3 Storage location 3 * The &Zn=x command is not supported by the TSR program that is required for operating the modem in DOS mode.

Table 14: Common modem commands

Code/Command	Function
\G0	Sets the modem port flow control.
\J0	Sets the bits per second (bps) rate.
\K5	Determines that a break signal received from the local DTE is sent to the remote modem in sequence with the transmitted data, nondestructive and nonexpedited (default).
\Nn	Determines the type of error control used by the modem when sending or receiving data: n=0 Selects buffer mode with no error control. Same as &Q6. n=1 Selects direct mode. n=2 Selects MNP or disconnect mode. Also known as MNP reliable mode. n=3 Selects V.42, MNP, or buffer mode (default). Also known as V.42/MNP auto reliable mode. Same as &Q5. n=4 V.42 or disconnect mode. n=5 V.42, MNP, or buffer mode. Same as \N3. n=7 V.42, MNP, or buffer mode. Same as \N3.
\Qn	Sets the local flow control: n=0 Disables flow control. Same as &K0. n=1 Enables XON/XOFF software flow control. Same as &K4. n=3 Enables RTS/CTS to DTE flow control (default). Same as &K3.
\T0	Disables the inactivity timer.
\Vn	Appends the disable protocol return code to the DCE speed: n=0 Appends the protocol code to the DCE speed (same as n=1). n=1 Appends the protocol code to the DCE speed (same as n=2).
\X0	Enables XON/XOFF pass through, thereby allowing the modem to process XON/XOFF flow control characters locally (default).
%B	Displays the telephone numbers in the blacklist. The ERROR return code is displayed if blacklisting is not in effect.
%Cn	Determines the operation of V.42bis and MNP 5 data compression. n=0 V.42bis or MNP 5 disabled. No data compression. n=1 V.42bis or MNP 5 enabled. Data compression enabled (default).

Table 14: Common modem commands

Code/Command	Function
-Cn	Enables or disables the data calling tone, a V.25 specified tone that permits discrimination between remote data, fax, and voice signals. n=0 Disables the data calling tone (default). n=1 Enables the data calling tone.
+++	Escape sequence. Return to command state.
+ES=6	Enables the synchronous buffered mode.
+FCLASS?	Displays the current fax service class.* For example, the following responses typically indicate the following settings: 000 Data mode 001 Fax Class 1 mode 008 Voice mode 080 VoiceView mode * The +FCLASS? command is not supported by the TSR program that is required for operating the modem in DOS mode.
+FCLASS=?	Displays which class of fax commands the modem supports. The following responses indicate the following classes of fax commands: 0,1 The modem supports Class 1 commands.
+FCLASS=n	Sets the modem for class n operation: n=0 Selects data mode. n=1 Selects fax Class 1 mode.
+FTS=<n>	Causes the modem to stop transmitting data, pause for n centiseconds, and then transmit an OK. (1 centisecond equals 10 milliseconds.) The number of centiseconds can be between 0 and 255.
+FRS=<n>	Causes the modem to listen and wait for an n centisecond period of silence on the line. (1 centisecond equals 10 milliseconds.) At the end of this period, the modem transmits an OK. The number of centiseconds can be between 0 and 255.

Table 14: Common modem commands

Code/Command	Function
+FTM=<m>	<p>Transmits fax data with <m> carrier:</p> <p><m>=3 Transmits using V.21 Channel 2 modulation at 300 bits per second (bps)</p> <p><m>=24 Transmits using V.27ter modulation at 2400 bps</p> <p><m>=48 Transmits using V.27ter modulation at 4800 bps</p> <p><m>=72 Transmits using V.29 modulation at 7200 bps</p> <p><m>=96 Transmits using V.29 modulation at 9600 bps</p> <p><m>=73 Transmits using V.17 modulation at 7200 bps</p> <p><m>=74 Transmits using V.17 (short train) modulation at 7200 bps</p> <p><m>=97 Transmits using V.17 modulation at 9600 bps</p> <p><m>=98 Transmits using V.17 (short train) modulation at 9600 bps</p> <p><m>=121 Transmits using V.17 modulation at 12,000 bps</p> <p><m>=122 Transmits using V.17 (short train) modulation at 12,000 bps</p> <p><m>=145 Transmits using V.17 modulation at 14,400 bps</p> <p><m>=146 Transmits using V.17 (short train) modulation at 14,400 bps</p>
+FRM=<m>	<p>Receives fax data with <m> carrier:</p> <p><m>=3 Receives using V.21 Channel 2 modulation at 300 bits per second (bps)</p> <p><m>=24 Receives using V.27ter modulation at 2400 bps</p> <p><m>=48 Receives using V.27ter modulation at 4800 bps</p> <p><m>=72 Receives using V.29 modulation at 7200 bps</p> <p><m>=96 Receives using V.29 modulation at 9600 bps</p> <p><m>=73 Receives using V.17 modulation at 7200 bps</p> <p><m>=74 Receives using V.17 (short train) modulation at 7200 bps</p> <p><m>=97 Receives using V.17 modulation at 9600 bps</p> <p><m>=98 Receives using V.17 (short train) modulation at 9600 bps</p> <p><m>=121 Receives using V.17 modulation at 12,000 bps</p> <p><m>=122 Receives using V.17 (short train) modulation at 12,000 bps</p> <p><m>=145 Receives using V.17 modulation at 14,400 bps</p> <p><m>=146 Receives using V.17 (short train) modulation at 14,400 bps</p>

Table 14: Common modem commands

Code/Command	Function
+FTH=<m>	<p>Transmits high-level data link control (HDLC) data with <m> carrier:</p> <p><m>=3 Transmits using V.21 Channel 2 modulation at 300 bits per second (bps)</p> <p><m>=24 Transmits using V.27ter modulation at 2400 bps</p> <p><m>=48 Transmits using V.27ter modulation at 4800 bps</p> <p><m>=72 Transmits using V.29 modulation at 7200 bps</p> <p><m>=96 Transmits using V.29 modulation at 9600 bps</p> <p><m>=73 Transmits using V.17 modulation at 7200 bps</p> <p><m>=74 Transmits using V.17 (short train) modulation at 7200 bps</p> <p><m>=97 Transmits using V.17 modulation at 9600 bps</p> <p><m>=98 Transmits using V.17 (short train) modulation at 9600 bps</p> <p><m>=121 Transmits using V.17 modulation at 12,000 bps</p> <p><m>=122 Transmits using V.17 (short train) modulation at 12,000 bps</p> <p><m>=145 Transmits using V.17 modulation at 14,400 bps</p> <p><m>=146 Transmits using V.17 (short train) modulation at 14,400 bps</p>
+FRH=<m>	<p>Receives high-level data link control (HDLC) data with <m> carrier:</p> <p><m>=3 Receives using V.21 Channel 2 modulation at 300 bits per second (bps)</p> <p><m>=24 Receives using V.27ter modulation at 2400 bps</p> <p><m>=48 Receives using V.27ter modulation at 4800 bps</p> <p><m>=72 Receives using V.29 modulation at 7200 bps</p> <p><m>=96 Receives using V.29 modulation at 9600 bps</p> <p><m>=73 Receives using V.17 modulation at 7200 bps</p> <p><m>=74 Receives using V.17 (short train) modulation at 7200 bps</p> <p><m>=97 Receives using V.17 modulation at 9600 bps</p> <p><m>=98 Receives using V.17 (short train) modulation at 9600 bps</p> <p><m>=121 Receives using V.17 modulation at 12,000 bps</p> <p><m>=122 Receives using V.17 (short train) modulation at 12,000 bps</p> <p><m>=145 Receives using V.17 modulation at 14,400 bps</p> <p><m>=146 Receives using V.17 (short train) modulation at 14,400 bps</p>

Modem commands for DSVD

Table 15 lists AT commands customized for Digital Simultaneous Voice and Data (DSVD). Using DSVD technology, you can talk and share data simultaneously on a voice-initiated telephone call. For example, if you have the proper programs, you can call a friend to discuss which game you want to play and then use the same communication line to play the game. DSVD is also used for video phones.

Note: These commands are not supported by the TSR program that is required for operating the modem in DOS mode.

Table 15: Modem commands for DSVD

Code/Command	Function
-SSE-OFF	Simulates virtual off-hook event.
-SSE-ON	Simulates virtual on-hook event.
-SSE-AA	Enables auto answer mode, which allows the modem to always accept and answer the voice channel request.
-SSE-AM	Enables auto multiple call mode, which allows a new connection every 30 seconds with a 5-second delay between calls.
-SSE-A-	Cancels auto call, auto answer mode, and auto multiple call mode.
-SSE-&W	Writes system audio parameters into the VoiceEEPROM registry.
-SSE-&R	Reads the current audio parameters from the VoiceEEPROM registry.
-SSE-SN	Sets silence detection as the default mode.
-SSE-SF	Disables silence detection for the modem.
-SSE-FN	Sets full duplex mode (with headset) as the default.
-SSE-FF	Disables full duplex mode (with speakerphone), reverting to half duplex mode as the default.
-SSE+VGT=x	Sets the speakerphone gain level: x=? Disables the current setting. x=1..255 Specifies the available range.
-SSE+VGR=x	Sets the microphone gain level: x=? Disables the current setting. x=1..255 Specifies the available range.

Table 15: Modem commands for DSVD

Code/Command	Function
-SSE=n	Enables/disables DSVD: n=0 Disables DSVD. n=1 Enables DSVD.
D	Initiates transition from voice to DSVD.
H	Hangs up the modem.
+VNH=n	Used in conjunction with the ATH command for hook control: n=0 The DCE disconnects the line (hangs up) when it does not detect a carrier. n=2 The DCE remains off-hook when it detects no carrier. This allows the DTE to switch the DCE to another mode.
+VIT=n	Sets the inactivity timer to n seconds, so the DTE cannot leave the DCE in an inaccessible state. The number of seconds can be between 0 and 255.

Extended modem commands for VoiceView

Some Aptiva modems support VoiceView. Table 15 lists extended AT commands for VoiceView. With VoiceView technology, you can use analog lines to alternate between voice and data over the same communication line. For example, if you have the proper programs, you can dial a music or flower retailer that supports VoiceView technology. During a single call, you can listen to music or view flower arrangements and then speak with a person to place an order and provide credit card information.

Note: These commands are not supported by the TSR program that is required for operating the modem in DOS mode.

Table 16: Extended modem commands for VoiceView

Code/Command	Function
D	Dial command
A	Answer
H	Hook control
Z	Reset to default configuration
-SVV	Start VoiceView data mode
-SAC	Accept data mode request
-SIP	Initialize VoiceView parameters
-SIC	Reset capabilities data to default setting
-SSQ	Start capabilities query
-SDA	Start modem data mode
-SFX	Start facsimile data mode
-SRM	Retrieve message
-SEM	Erase message
-SMT	Telephone handset mute control
-SQR	Capabilities query response control

Table 16: Extended modem commands for VoiceView

Code/Command	Function
-SCD	Capabilities data
-SER	Error reporting
-SSP	Set VoiceView transmission speeds
-SSR	Start sequence response control
+FCLASS	Mode selection
+FLO	Flow control
+FPR	Select DTE/DCE interface rate
+FMI?	Manufacturer identification
+FMM?	Product identification
+FMR?	Version/revision information
V	Response format
-SOR	Reject or overflow system messages
-SNO	Notification timer
-SDT	Date
-STM	Time
-STT	Telephone handset transaction tone control
S0	Automatic answer
S1	Automatic answer ring count
S6	Pause before blind dialing
S30	Idle transaction timer
-SSV	VoiceView data mode event message
-SMD	Modem data mode event message
-SFA	Facsimile data mode event message

Table 16: Extended modem commands for VoiceView

Code/Command	Function
-SRA	ADSI response message
-SRQ	Capabilities query event message
-SRC:	Capabilities response
-STO	Talk off event message
-SVM	VoiceView message present event message

Modem return codes

Table 17 lists some codes that the modem sends to your computer in response to the commands you type. They are called return codes. Not all of the return codes are listed here.

Table 17: Return codes

Digit code	Word code	Meaning
0	OK	Command was carried out without error
1	CONNECT	Modem connected to the line
2	RING	Ringing signal detected
3	NO CARRIER	Carrier is lost or not heard
4	ERROR	Error in the command line Invalid command Command line exceeds buffer Invalid character format
5	CONNECT 1200 ec *	Connected at 1200 bits per second (bps)
6	NO DIAL TONE	No dial tone during the time-out period
7	BUSY	The line being called is busy
8	NO ANSWER	The line being called did not answer within the time-out period
10	CONNECT 2400 ec *	Connected at 2400 bps

* When the extended return codes configuration option is enabled, *ec* indicates the error control method used. Where a value for *ec* is included in the error code, the error control method indicated is as follows:

V42bis	V.42 error control and V.42bis data compression
V42	V.42 error control only
MNP 5	MNP class 4 error control and MNP class 5 data compression
MNP 4	MNP class 4 error control only
NoEC	No error control protocol

Table 17: Return codes

Digit code	Word code	Meaning
11	CONNECT 4800 ec *	Connected at 4800 bps
12	CONNECT 9600 ec *	Connected at 9600 bps
13	CONNECT 14400 ec *	Connected at 14,000 bps
14	CONNECT 19200 ec *	Connected at 19,200 bps
24	CONNECT 7200 ec *	Connected at 7200 bps
25	CONNECT 12000 ec *	Connected at 12,000 bps
40	CONNECT 300 ec *	Connected at 300 bps
86	CONNECT 16800 ec *	Connected at 16,800 bps
55	CONNECT 21600 ec *	Connected at 21,600 bps
56	CONNECT 24000 ec *	Connected at 24,000 bps
57	CONNECT 26400 ec *	Connected at 26,400 bps
58	CONNECT 28800 ec *	Connected at 28,800 bps
59	CONNECT 31200 ec *	Connected at 31,200 bps
60	CONNECT 33600 ec *	Connected at 33,600 bps
88	DELAYED	Delay is in effect for the dialed number
89	BLACKLISTED	Dialed number is blacklisted
90	BLACKLIST FULL	Blacklist is full

* When the extended return codes configuration option is enabled, *ec* indicates the error control method used. Where a value for *ec* is included in the error code, the error control method indicated is as follows:

- V42bis V.42 error control and V.42bis data compression
- V42 V.42 error control only
- MNP 5 MNP class 4 error control and MNP class 5 data compression
- MNP 4 MNP class 4 error control only
- NoEC No error control protocol

S registers

Table 18 lists the S registers used by your computer. S registers are information storage areas inside the modem. The AT command set uses the S registers to configure modem options. Some S registers have default settings. For normal modem operations, the default settings are usually adequate. However, special circumstances may require you to change some defaults. To change or read the value of an S register, begin the command with the letters AT.

To read the value of an S register, use the `ATSr?` command (r =register number 0-28). For example, to read the value of S register 0, type `ATS0?` and press Enter.

To change the value of an S register, use the `ATSr=n` command (r =register number 0-28, n =the new value you want to assign). For example, to change the value of S register 0 to 20 rings, type `ATS0=20` and press Enter.

Table 18: S registers

Register	Function	Range / units	Default
S0	Automatic answer ring number	0-255 / rings	0
S1	Ring counter	0-255 / rings	0
S2	Escape code character	0-255 / ASCII	43
S3	Command line termination character (carriage return)	0-127 / ASCII	13
S4	Response formatting character (line feed)	0-127 / ASCII	10
S5	Command line editing character (backspace)	0-127 / ASCII	8
S6	Dial tone wait time	2-65 / seconds	2
S7	Connection completion time out	1-255 / seconds	50
S8	Comma pause time	0-65 / seconds	2
S10	Automatic disconnect delay	1-254 / 10ths of a second	20
S11	Touch-tone (DTMF) dialing speed	50-150 / milliseconds	95
S12	Escape character detect time	0-255 / 50ths of a second	50

Table 18: S registers

Register	Function	Range / units	Default
S28	V.34 modulation enable/disable 0 Disabled 1-255 Enabled		1
S35	Data calling tone 0 Disabled 1 Enabled		0
S37	Dial line rate 0 Maximum modem speed 1 Reserved 2 1200/75 bps 3 300 bps 4 Reserved 5 1200 bps 6 2400 bps 7 4800 bps 8 7200 bps 9 9600 bps 10 12000 bps 11 14400 bps 12 16800 bps 13 19200 bps 14 21600 bps 15 24000 bps 16 26400 bps 17 28800 bps 18 31200 bps 19 33600 bps		0

Table 18: S registers

Register	Function	Range / units	Default
S42	Auto rate (for test and debugging only) 0 Disabled 1 Enabled		1
S43	Auto mode (for test and debugging only) 0 Disabled 1 Enabled		1
S89	Timer to control sleep mode	0, 5-255 / seconds	10

United States modem regulations

FCC and telephone company requirements

If your IBM Aptiva Personal Computer comes with a modem already installed, the following Federal Communications Commission (FCC) and telephone company requirements apply:

1. The modem adapter card is located inside the back of the tower. It complies with Part 68 of the FCC rules. A label is affixed to the built-in modem that contains, among other things, the FCC registration number, USOC, and Ringer Equivalency Number (REN) for this equipment. If these numbers are requested, slide the tower cover forward to see the label, and provide this information to your 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 (5.0). 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. The REN for the factory installed modem in your computer is 0.8B.
3. If the built-in modem 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 isn't 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 so as to give you an opportunity to maintain uninterrupted service.
5. If you experience trouble with this built-in modem, check the "FCC and Telephone Company Requirements" section of the *IBM Statement of Limited Warranty, IBM Program License Agreement, and Limited Warranty for Programs* document for information on obtaining service. The telephone company may ask you to disconnect this equipment from the network until the problem has been corrected, or until you are sure the equipment is not malfunctioning.
6. No customer repairs are possible to the modem.
7. The modem 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.
9. The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send a message via a telephone fax machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page, or on the first page of the transmission, the date and time it is sent and an identification of the business, or other entity, or other individual sending the message and the telephone number of the sending machine of such business, other entity, or individual. In order to program this information into your computer, you should be sure to follow the installation instructions for your fax software package.

Canadian modem regulations

Canadian Department of Communications certification label

Notice: The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. 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. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). 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 made by an authorized Canadian maintenance facility 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 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.

LOAD NUMBER (LN)

The load number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device, to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the total of the load of all the devices does not exceed 100. The load number of the built-in modem is 10.

Étiquette d'homologation du Ministère des Communications du Canada

AVIS: L'étiquette du ministère des Communications du Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme à certaines normes de protection, d'exploitation et de sécurité des réseaux de télécommunications. 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'empêchent pas la dégradation du service dans certaines situations.

Les réparations de matériel homologué doivent être effectuées par un centre d'entretien canadien autorisé désigné par le fournisseur. La compagnie 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 d'un 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.

CAUTION:

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.

L'INDICE DE CHARGE (IC)

L'INDICE DE CHARGE (IC) assigné à chaque dispositif terminal indique, pour éviter toute surcharge, le pourcentage de la charge totale qui peut être raccordé à un circuit téléphonique bouclé utilisé par ce dispositif. L'extrémité du circuit bouclé peut consister en n'importe quelle combinaison de dispositifs pourvu que la somme des INDICES DE CHARGE de l'ensemble des dispositifs ne dépasse pas 100. L'indice de charge du modem intégré est de 10.

Index

Numerics

- 12V speaker connector, location on
 - system board 65–66
 - 10X System Board Error 127
 - 110 System Board Parity Error 127
 - 111 I/O Channel Parity Error 127
 - 114 Adapter ROM Error 127
 - 127 Processor Speed Error 128
 - 129 System Board Error 127, 128
 - 151 Date and Time Incorrect 128, 130
 - 161 Bad CMOS Battery 128
 - 162 Configuration Change Has Occurred 129
 - 162 Configuration Error 129
 - 163 Date and Time Incorrect 130
 - 164 Memory Size Error 131
 - 201 Memory Error 132
 - 229 External Cache Error 132
 - 264 External Cache Size Error 132
 - 30X Keyboard Error 132
 - 602 Diskette Boot Error 132
 - 662 Diskette Drive Configuration Error 133
 - 762 Math Coprocessor Configuration Error 133
 - 962 Parallel Port Configuration Error 133
 - 1162 Serial Port Configuration Error 133
 - 1762 Hard Disk Configuration Error 133
 - 1780 Drive 1 (Hard Disk) Error 134
 - 1781 Drive 2 (Hard Disk) Error 134
 - 1782 Drive 3 (Hard Disk) Error 134
 - 1783 Drive 4 (Hard Disk) Error 134
 - 180X PCI or Plug and Play Adapter Card Resource Error 134
 - 2462 Video Configuration Error 135
 - 24XX Video Error 135
 - 5803 Keyboard Error 135
 - 5806 Diskette Drive Configuration Error 136
 - 5859 CD-ROM Configuration Error 136
 - 5862 Configuration Change Has Occurred 137
 - 5886 Pointing Device Error 137
 - 5962 CD-ROM Configuration Error 138
 - 86XX Pointing Device Error 138
- ## A
- adapter card
 - configuring ISA Legacy resources 46–48
 - I/O addresses 146
 - identifying cable connectors on system board 80
 - identifying card connectors in tower 80
 - installing 82
 - IRQs (interrupt requests) 149
 - removing 83
 - setting jumpers 81
 - updating the Setup Utility for installation 96
 - Adapter ROM Error (error code 114) 127
 - advanced power management 40
 - advanced Setup Utility options, configuring 49–52
 - APM BIOS mode 40
 - Aptiva Guide 6
 - Aptiva Helper 7
- ## AT commands
- common 162–172
 - for DSVd 173–174
 - for VoiceView 175–177
- ## audio card
- see *sound card*
- ## Auto Answer 157
- ## Automatic Power Off feature, Rapid Resume
- description 23
 - Setup Utility configuration 41
- ## Automatic Power On feature, Rapid Resume
- description 26
 - Setup Utility configuration 43
- ## AutoPlay 29
- ## B
- ## Bad CMOS Battery (error code 161) 128
- ## battery, system
- location 65–66
 - replacing 74
 - safety information xiv
 - updating the Setup Utility for replacement 75
- ## baud rate for modem connections 159
- ## bay, drive
- panels 85
 - specifications 84
 - static shield 85, 92–93
- ## BIOS
- communication with APM driver 40
 - hardware detection 46
 - running in cache memory 51

- Setup Utility updates 31
- version and date 49
- virus detection 32, 49
- blink power light, Rapid Resume 42
- book
 - additional information
 - online 6–7
 - printed 6
 - audience 3
 - description 3
 - highlighting conventions 5
 - organization 3–5
 - text conventions 5
 - using 3–6
- bus mastering, PCI card 52

C

- cache memory
 - configuration 51
 - installing 69–70
 - module socket location 65–66
 - running BIOS in 51
 - size 51
 - specifications 66
 - state 51
 - updating the Setup Utility for removing 75
- Call Waiting 157
- CAS command set for fax modems 161
- CCITT 159
- CD-ROM Configuration Error (error code 5859) 136
- CD-ROM Configuration Error (error code 5962) 138
- CD-ROM drive
 - checking activity setting 44
 - configuration 36
 - installing 92
 - jumper setting for media console drive 90

- safety information xiv
- checking activity setting
 - diskette drive 44
 - drive 1 and 2 44
 - drive 3 and 4 44
 - keyboard 43
 - modem 45
 - mouse 43
 - parallel port 45
 - serial port 44
 - USB port 45
- Class 1 and Class 2 commands for fax modems 161
- color palette 13
- communications programs
 - DOS 156
 - Windows 155
- Configuration Change Has Occurred (error code 162) 129
- Configuration Change Has Occurred (error code 5862) 137
- Configuration Error (error code 162) 129
- configuration utilities 52, 59–61
- conflicts, system resource
 - preparing for 57–59
 - preventing 58
 - resolving 59–61
- connector 65–67
 - 12V speaker (on system board) 65–66
- diskette drive
 - enabling and disabling 36
 - on system board 65–66, 86
- Local Bus IDE 1 65–66
- Local Bus IDE 2 65–66
- media console interface card 65–66, 87
- power supply 66
- power switch 65–66
- riser card 65–67

- tape drive
 - enabling and disabling 36
 - on system board 65–66, 86
 - VESA video feature 65–66
- controller, video 35
- Cylinder/Head/Sector(CHS) disk format 37

D

- Data Display Channel 13
- data modem
 - see *modem, data*
- Date and Time Incorrect (error code 151) 130
- Date and Time Incorrect (error code 163) 130
- date, setting 49
- DDC 13
- desktop display area 13
- Device Manager, Windows 95 60
- DIMM (dual inline memory module)
 - installing 71
 - replacing 73
 - socket location 65–66
 - specifications 66
- disk BIOS translation 37
- disk drive configuration 35
- disk format
 - Cylinder/Head/Sector (CHS) 37
 - Logical Block Addressing (LBA) 37
- Diskette Boot Error (error code 602) 132
- diskette drive
 - checking activity setting 44
 - configuration 35
 - connector
 - enabling and disabling 36
 - on system board 65–66, 86
 - installing 92–93
- diskette drive access, security option 50

- Diskette Drive Configuration Error (error code 5806) 136
 - Diskette Drive Configuration Error (error code 662) 133
 - display
 - area
 - desktop 13
 - screen 13
 - color palette 13
 - font size 13
 - properties 12–14
 - refresh rate 13
 - resolution 12–14
 - DMA (direct memory access)
 - channel assignments 47, 151
 - resources, ISA Legacy 47, 151
 - documentation
 - HelpWare* book 6
 - license agreements 6
 - online 7
 - printed 6
 - Read me first* book 6
 - service information 6
 - setting up your computer 6
 - support information 6
 - warranty statements 6
 - DOS
 - communications programs 156
 - games 156
 - mode 156–157
 - session 156
 - window session 156
 - drive
 - bay
 - panels 85
 - specifications 84
 - static shield 85, 92–93
 - connector
 - diskette 65–66, 86
 - enabling and disabling 36
 - Local Bus IDE 1 65–66
 - Local Bus IDE 2 65–66
 - tape 65–66, 86
 - Drive 1 (Hard Disk) Error (error code 1780) 134
 - Drive 2 (Hard Disk) Error (error code 1781) 134
 - Drive 3 (Hard Disk) Error (error code 1782) 134
 - Drive 4 (Hard Disk) Error (error code 1783) 134
 - drives
 - configuration 35–37
 - guidelines for connecting signal cables 87–89
 - identifying signal cable connectors on system board 86
 - installing
 - CD-ROM 92
 - diskette 92–93
 - hard disk 91, 94–95
 - tape 92–93
 - specifications 84
 - tips for proper alignment 90
 - updating the Setup Utility for installation 97
 - where to install 84
 - DSVD modem commands 173–174
- E**
- ECP and EPP 1.7 parallel port mode 39
 - ECP and EPP 1.9 parallel port mode 39
 - ECP parallel port mode 39
 - electronic support 6
 - error codes 127–138
 - 10X System Board Error 127
 - 110 System Board Parity error 127
 - 111 I/O Channel Parity Error 127
 - 114 Adapter ROM Error 127
 - 127 Processor Speed Error 128
 - 129 System Board Error 127, 128
 - 151 Date and Time Incorrect 128, 130
 - 161 Bad CMOS Battery 128
 - 162 Configuration Change Has Occurred 129
 - 162 Configuration Error 129
 - 163 Date and Time Incorrect 130
 - 164 Memory Size Error 131
 - 201 Memory Error 132
 - 229 External Cache Error 132
 - 264 External Cache Size Error 132
 - 30X Keyboard Error 132
 - 602 Diskette Boot Error 132
 - 662 Diskette Drive Configuration Error 133
 - 762 Math Coprocessor Configuration Error 133
 - 962 Parallel Port Configuration Error 133
 - 1162 Serial Port Configuration Error 133
 - 1762 Hard Disk Configuration Error 133
 - 1780 Drive 1 (Hard Disk) Error 134
 - 1781 Drive 2 (Hard Disk) Error 134
 - 1782 Drive 3 (Hard Disk) Error 134
 - 1783 Drive 4 (Hard Disk) Error 134
 - 180X PCI or Plug and Play Adapter Card Resource Error 134
 - 2462 Video Configuration Error 135
 - 24XX Video Error 135
 - 5803 Keyboard Error 135
 - 5806 Diskette Drive Configuration Error 136
 - 5859 CD-ROM Configuration Error 136
 - 5862 Configuration Change Has Occurred 137
 - 5886 Pointing Device Error 137
 - 5962 CD-ROM Configuration Error 138
 - 86XX Pointing Device Error 138

extended parallel port modes 38
External Cache Error (error code 229)
132
External Cache Size Error (error code 264)
132

F

factory settings, restoring 34
fax modem
 see *modem, fax*
fax scanning resolution 159
file transfer protocols for modem
 communications 160–161
floppy disk drive
 see *diskette drive*
font size 13
format, disk
 Cylinder/Head/Sector (CHS) 37
 Logical Block Addressing (LBA) 37

G

games, DOS 156
Group classifications for fax modems
161

H

halt CPU when idle, Rapid Resume 42
Hard Disk Configuration Error (error
code 1762) 133
hard disk drive
 checking activity setting 44
 configuration 36
 installing 91, 94–95
hardware
 assistance xv
 changes
 planning 56–57
 recording 57

 sequence for 56
 configuration 31
headphones, adjusting volume 16
heat sink 66, 68
HelpWare book 6
highlighting conventions used in this
book 5
Home Director jumper 26, 65–67

I

I/O Channel Parity Error (error code 111)
127
I/O port resources, ISA Legacy 47
IBM trademarks xv
IDE drive access, security option 50
initialize adapter cards, Rapid Resume
41
Internet 20
interrupt requests (IRQs) 149
interrupt resources, ISA Legacy 48
ISA Legacy resources
 configuration 46–48
 DMA 47
 I/O port 47
 interrupt 48
 memory 47
ITU 159

J

jumper
 for master/slave setting of CD-ROM
 drive in media console 90
 for Wake Up on Ring and Home Director
 26, 65–67
jumper for installing on Local Bus
connector 2 90

K

keeping records for hardware changes
57
keyboard
 checking activity setting 43
 NumLock state configuration 39
 speed configuration 39
Keyboard Error (error code 30X) 132
Keyboard Error (error code 5803) 135

L

laser product safety information xiv
license agreement 6
line in 153
line out 153
Local Bus IDE connector 1 65–66
Local Bus IDE connector 2 65–66
local bus IDE mode 37
Logical Block Addressing (LBA) disk
format 37

M

Math Coprocessor Configuration Error
(error code 762) 133
media console
 description 55
 interface card cable connector on
 system board 65–66, 87
 voiding warranty 61
memory
 cache
 configuration 51
 installing 69–70
 module socket location 65–66
 specifications 66
 updating the Setup Utility for
 removing 75
 DMA channel assignments 151
 resources, ISA Legacy 47

- system
 - configuration 48
 - DIMM socket location 65–66
 - DIMM specifications 66
 - installing 71–73
 - test 48
 - updating the Setup Utility for
 - installation or removal 75
 - video 35
 - Memory Error (error code 201) 132
 - memory map 145
 - Memory Size Error (error code 164) 131
 - mic 153
 - MIDI 153
 - mode, DOS 156–157
 - model information, viewing 49
 - model number 49
 - modem
 - AT commands 162–177
 - common 162–172
 - for DSVD 173–174
 - for VoiceView 175–177
 - Auto Answer, using 157
 - auto negotiation 159
 - baud rate 159
 - Call Waiting, using 157
 - checking activity setting 45
 - classifications 158
 - connecting
 - with other data modems 160
 - with other fax modems 161
 - connection negotiation 159
 - connections 159
 - data
 - connecting with fax modems 161
 - connecting with other data modems 160
 - description 158
 - how it works 158
 - establishing a connection 159
 - fax
 - buying additional software 161
 - CAS command set 161
 - Class 1 and Class 2 commands 161
 - connecting with other fax modems 161
 - description 158
 - Group classifications 161
 - how it works 158
 - scanning resolution 159
 - SENFAX command set 161
 - using Auto Answer with fax software 157
 - FCC requirements 183
 - file transfer protocols 160–161
 - handling noisy phone lines 160
 - how it works 158
 - modulation protocols 159
 - operating
 - using commands at the DOS prompt 156
 - using communications software 155
 - without Windows 95 156
 - protocols
 - file transfer 160–161
 - modulation 159
 - regulations
 - Canada 184
 - United States 183
 - return codes 178
 - S registers 156, 180
 - standards 159
 - telephone company requirements
 - Canada 184
 - United States 183
 - transmission rate 159
 - using Auto Answer 157
 - using Call Waiting 157
 - modulation protocols for modems 159
- monitor
 - performance 12
 - power light 101
 - problems with 103–104
 - resolution 12–14
 - settings 11–14
- motherboard
 - see *system board*
- mouse
 - checking activity setting 43
 - installation status 39
- N**
- Notices xiii
 - NumLock configuration 39
- O**
- on/off button mode 46
 - online
 - Aptiva Guide 6
 - Aptiva Helper 7
 - documentation 7
 - tutorials 7
 - Update Connector 7
 - operate without diskette drive(s), security option 50
 - operate without keyboard, security option 50
- P**
- parallel port
 - checking activity setting 45
 - configuration 38
 - Parallel Port Configuration Error (error code 962) 133
 - parallel port mode 38–39
 - PCI Adapter Card Resource Error 134
 - PCI card bus mastering 52
 - performance, monitor 12

- planar
 - see *system board*
- planning hardware changes 56–57
- Plug and Play
 - cards detected 46
 - resolving resource conflicts with
 - non-Plug and Play 58
- Plug and Play Adapter Card Resource
 - Error (error code 180X) 134
- Pointing Device Error (error code 5886) 137
- Pointing Device Error (error code 86XX) 138
- port
 - configuration 38–39
 - parallel
 - checking activity setting 45
 - configuration 38
 - serial
 - checking activity setting 44
 - configuration 38
 - USB
 - checking activity setting 45
 - configuration 38
- POST 48
- power lights
 - location 101
 - used for problem solving 101
- power on date 43
- power on time 43
- power-on password 50
- power-on self test 48
- printer
 - drivers 17
 - setting up 17
- problem solving
 - audio problems 124–126
 - modem not detected 126
 - no sound in Windows 95 125
 - no sound with DOS programs 124
 - error codes 127–138
 - hardware problems 105–113
 - audio CD does not play when inserted 107
 - can't enter password 106
 - can't format diskette 109
 - can't read information on diskette or CD 107
 - can't send information (write) to diskette 108
 - computer turns off without warning 106
 - continuous beep occurs 105
 - error code is displayed 105
 - insert diskette picture appears 112
 - keyboard doesn't work 109
 - more than one beep occurs in self test 105
 - mouse does not move cursor 110
 - no beep during power-on self test (POST) 105
 - printer error 113
 - screen is black (no error code) 105
 - modem problems 124–126
 - modem not detected 126
 - no dial tone 126
 - no sound with DOS programs 124
 - monitor problems 103–104, 122–123
 - adjustments not saved 123
 - discolored screen 122
 - flickering image 122
 - fonts cut off or pushed together 122
 - image control lights flash
 - consecutively 123
 - no cursor is displayed 123
 - only the cursor is displayed 123
 - other monitor problems 123
 - poor picture shape 122
 - screen color is intense yellow, magenta, or cyan 123
 - screen is unreadable 123
 - totally blank screen 123
 - white screen 122
- software problems 114–121
 - 3 beeps when you turn off or suspend
 - computer 114
 - adapter cards don't work after
 - resuming 117
 - CD-ROM not detected 121
 - computer does not resume after
 - power failure 119
 - computer doesn't enter Standby or Automatic Power Off 114
 - computer receives call instead of
 - fax 118
 - computer turns off during activity 117
 - computer turns off instead of entering
 - Standby 114
 - computer turns off without press of
 - on/off button 118
 - computer turns off without saving
 - desktop 116
 - computer turns on at ring but doesn't
 - receive fax 119
 - computer turns on when you dial out 119
 - computer will not suspend from Start
 - menu 118
 - computer won't turn off 116
 - desktop changed upon resuming 116
 - error code received upon resuming 120
 - new installation requires cancelling
 - Rapid Resume 118
 - program not active after resuming 116
 - program runs without sound after
 - resuming 117

- Rapid Resume does not appear in Setup Utility or in AptivaWare 115
 - reset required when system unresponsive after resuming 117
 - Setup Utility's Wake Up on Ring setting doesn't take effect 119
 - processor
 - halt CPU when idle, Rapid Resume 42
 - installing upgrades 68
 - location 65-66
 - removing 68
 - socket 65-66
 - Processor Speed Error (error code 127) 128
 - program license agreement 6
 - protocols, modem
 - file transfer 160-161
 - modulation 159
 - PS/2 Bidirectional parallel port mode 39
- R**
- Rapid Resume advanced options, Setup Utility 43-46
 - Rapid Resume feature
 - description 22
 - Setup Utility configuration 40
 - Rapid Resume features 21-29
 - APM BIOS mode 40
 - Automatic Power Off 23, 41
 - Automatic Power On 26, 43
 - blink power light 42
 - check diskette drive activity 44
 - check drive 1 and 2 activity 44
 - check drive 3 and 4 activity 44
 - check keyboard activity 43
 - check modem activity 45
 - check mouse activity 43
 - check parallel port activity 45
 - check serial port activity 44
 - check USB port activity 45
 - description 21
 - halt CPU when idle 42
 - initialize adapter cards 41
 - on/off button mode 46
 - Rapid Resume 22, 40
 - Ring Indicator 27, 42
 - Scheduler 25
 - Setup Utility configuration 40-46
 - Snapshot 25, 41
 - Standby 24, 41
 - Wake Up on Ring 27, 42
 - Rapid Resume Manager
 - features
 - Automatic Power Off 23
 - Automatic Power On 26
 - Rapid Resume 22
 - Ring Indicator 27
 - Scheduler 25
 - Snapshot 25
 - Standby 24
 - Wake Up on Ring 27
 - normal operation 28
 - starting 22
 - Read me first* book 6
 - read prefetch 37
 - record keeping for hardware changes 57
 - recovery
 - factory installed program files 139
 - system files 139
 - refresh rate 13
 - regulator socket 66
 - replacement parts safety information xiii
 - resources, system
 - conflicts 57-59
 - preparing for 57-59
 - preventing 58
 - resolving 58, 59-61
 - default
 - DMA channel assignments 151
 - I/O addresses 146
 - interrupts 149
 - memory regions 145
 - serial port addresses 152
 - reconfiguring for hardware changes 57-61
 - Setup Utility configuration
 - DMA 47
 - I/O port 47
 - interrupt 48
 - memory 47
 - resuming, Rapid Resume 23
 - Ring Indicator feature, Rapid Resume
 - description 27
 - Setup Utility configuration 42
 - riser card
 - connector location 65-67
 - location in tower 62
 - removing 64
 - ROM shadowing 51
- S**
- safety information
 - CD-ROM drive xiv
 - grounding your computer xiii
 - laser product xiv
 - opening the tower 61
 - protecting against electrical shock xiii
 - replacement parts xiii
 - system battery xiv
 - telephone connection xiii
 - scanning resolution for faxes 159
 - Scheduler feature, Rapid Resume 25
 - Scheduler features, Rapid Resume 25
 - screen display area 13
 - security options, configuring 50-51
 - SENDER command set for fax modems 161

- sequence for hardware changes 56
 - serial number 49
 - serial port
 - addresses 152
 - checking activity setting 44
 - configuration 38
 - Serial Port Configuration Error (error code 1162) 133
 - service information 6
 - session, DOS 156
 - settings
 - factory 34
 - monitor 11–14
 - Setup Utility 31–52
 - automatic and manual updates 59
 - guidelines for working with 33–34
 - Main Menu 33
 - starting 32
 - updating
 - for adapter card installation 96
 - for cache memory removal 75
 - for drive installation 97
 - for system battery replacement 75
 - for system memory installation or removal 75
 - shield, static 85, 92–93
 - SIMM (single inline memory module)
 - memory map 145
 - placement of memory modules 143
 - Snapshot feature, Rapid Resume
 - description 25
 - Setup Utility configuration 41
 - software
 - fax 161
 - modem 155
 - updates 7
 - sound card
 - line in 153
 - line out 153
 - mic 153
 - MIDI 153
 - Speaker Mixer volume control program 15
 - Standby feature, Rapid Resume
 - description 24
 - Setup Utility configuration 41
 - Standby features, Rapid Resume 24
 - startup devices 48
 - startup options, configuring 48–49
 - static shield 85, 92–93
 - support
 - electronic 6
 - telephone 6
 - Suspend option 23
 - suspending, Rapid Resume 23
 - system battery
 - location 65–66
 - replacing 74
 - safety information xiv
 - updating the Setup Utility for replacement 75
 - system board
 - accessing 63
 - changes requiring Setup Utility updates 75
 - hexadecimal address for I/O functions 146
 - identifying parts 65–66
 - interrupt requests (IRQs) 149
 - location in tower 62
 - System Board Error (error code 10X) 127
 - System Board Error (error code 129) 127
 - System Board Parity Error (error code 110) 127
 - system information, viewing 35
 - system memory
 - configuration 48
 - installing 71–73
 - module socket location (DIMM) 65–66
 - test 48
 - updating the Setup Utility for installation or removal 75
 - system power light 101
 - system resources
 - see *resources, system*
- T
- tape drive
 - connector
 - enabling and disabling 36
 - on system board 65–66, 86
 - installing 92–93
 - telephone support 6
 - television VESA connector on system board 65–66
 - terminate and stay resident program for DOS mode communications 156
 - text conventions using in this book 5
 - time, setting 49
 - tower
 - description 55
 - drive bay
 - panels 85
 - specifications 84
 - identifying parts 78–79
 - location of system board and riser card 62
 - opening 61
 - removing the cover 61
 - safety information 61
 - working in 77–96
 - trademarks xv
 - transmission rate for modems 159
 - troubleshooting 101–138
 - tutorials 7
 - TV card 153

U

- Update Connector 7
- USB port
 - checking activity setting 45
 - configuration 38

V

- video
 - configuration 35
 - controller 35
 - memory 35
 - VESA connector on system board 65–66
- Video Configuration Error (error code 2462) 135
- Video Error (error code 24XX) 135
- virus detection 32, 49
- VoiceView modem commands 175–177
- volume
 - control on CD-ROM drive 16
 - controls in multimedia software 15
 - headphones 16
 - speaker 15
 - Speaker Mixer program 15

W

- Wake Up on Ring
 - connector on system board 65–67
 - jumper on system board 26, 65–67
- Wake Up on Ring feature, Rapid Resume
 - description 27
 - Setup Utility configuration 42
- Wake Up on Ring features, Rapid Resume 26–27
- warranty
 - on media console 61
 - statements 6

Z

- Zip drive 90

