

PC 300PL User Guide Type 6565

PC 300GL User Guide Types 6563, 6564, 6574

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Note

Before using this information and the product it supports, be sure to read the general information under Appendix C, "Product warranties and notices" on page 141.

Second Edition (August 1999)

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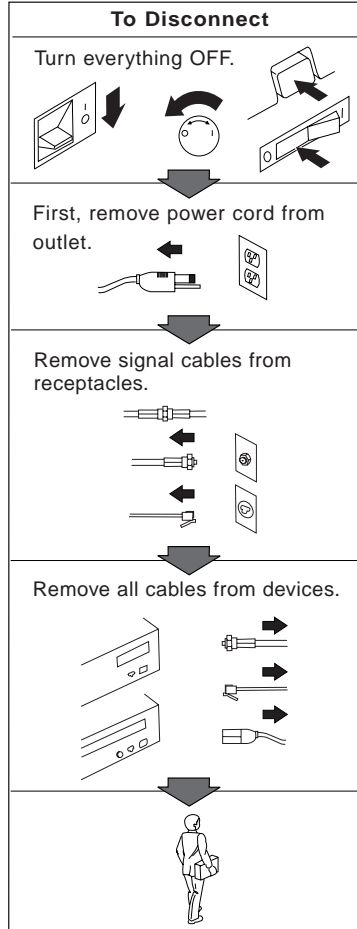
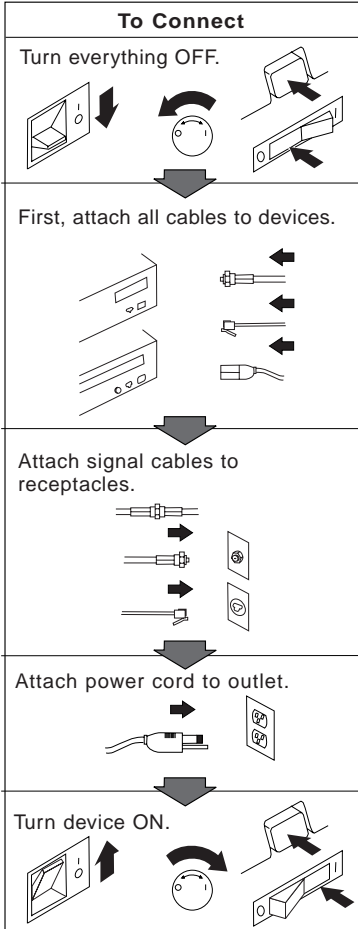
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Safety information



DANGER:

Electrical current from power, telephone, and communication cables is hazardous. To avoid shock hazard, connect and disconnect cables as shown below when installing, moving or opening the covers of this product or attached devices. The power cord must be used with a properly grounded outlet.



Modem safety information

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

- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.



DANGER

To avoid a shock hazard, do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.

DANGER

Pour éviter tout risque de choc électrique, ne manipulez pas de câbles ni de cordons et n'effectuez pas d'opération d'installation, de maintenance ou de reconfiguration pendant un orage.

Laser compliance statement

Some IBM Personal Computer models are equipped from the factory with a CD-ROM drive or a DVD-ROM drive. CD-ROM drives and DVD-ROM drives are also sold separately as options. CD-ROM drives and DVD-ROM drives are laser products. These drives are certified in the U.S. to conform to the requirements of the Department of Health and Human Services 21 Code of Federal Regulations (DHHS 21 CFR) Subchapter J for Class 1 laser products. Elsewhere, these drives are certified to conform to the requirements of the International Electrotechnical Commission (IEC) 825 and CENELEC EN 60 825 for Class 1 laser products.

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

CAUTION:

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

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

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

DANGER

| |
|--|
| <p>Laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam.</p> |
|--|

Certains modèles d'ordinateurs personnels sont équipés d'origine d'une unité de CD-ROM ou de DVD-ROM. Mais ces unités sont également vendues séparément en tant qu'options. L'unité de CD-ROM/DVD-ROM est un appareil à laser. Aux États-Unis, l'unité de CD-ROM/DVD-ROM est certifiée conforme aux normes indiquées dans le sous-chapitre J du DHHS 21 CFR relatif aux produits à laser de classe 1. Dans les autres pays, elle est certifiée être un produit à laser de classe 1 conforme aux normes CEI 825 et CENELEC EN 60 825.

Lorsqu'une unité de CD-ROM/DVD-ROM est installée, tenez compte des remarques suivantes:

ATTENTION

Pour éviter tout risque d'exposition au rayon laser, respectez les consignes de réglage et d'utilisation des commandes, ainsi que les procédures décrites.

L'ouverture de l'unité de CD-ROM/DVD-ROM peut entraîner un risque d'exposition au rayon laser. Pour toute intervention, faites appel à du personnel qualifié.

Certaines unités de CD-ROM/DVD-ROM peuvent contenir une diode à laser de classe 3A ou 3B. Tenez compte de la consigne qui suit:

DANGER

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

Lithium battery notice

CAUTION:

Danger of explosion if battery is incorrectly replaced.

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

Do not:

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

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

ATTENTION

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

Remplacer uniquement par une batterie IBM de type 33F8354 ou d'un type équivalent recommandé par le fabricant. La batterie contient du lithium et peut exploser en cas de mauvaise utilisation, de mauvaise manipulation ou de mise au rebut inappropriée.

Ne pas :

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

Mettre au rebut les batteries usagées conformément aux règlements locaux.

About this book

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

Related information

Following is a description of the documentation that contains additional information about your computer. These documents are also available in Adobe PDF format at <http://www.ibm.com/pc/support> on the World Wide Web.

- *About Your Software*
This publication (provided only with computers that have IBM-preinstalled software) contains information about the preinstalled software package.
- *Understanding Your Personal Computer*
This online publication (preinstalled on your computer and provided on the *Software Selections CD* that comes with your computer) includes general information about using personal computers. For information on how to access this online publication, see *About Your Software*.
- *Hardware Maintenance Manual*
This publication contains information for trained service technicians. It can be found at <http://www.ibm.com/pc/support/us/> on the World Wide Web.
Type the machine type/model number into the **Quick Path** field and click **Go**. Click **Online publications** and then click **Hardware Maintenance Manuals**.
This manual can also be ordered from IBM. To purchase a copy, refer to Chapter 7, “Getting help, service, and information” on page 127.
- *Technical Information Manual*
This publication contains information for individuals who want to know more about the technical aspects of their computer. It can be found at <http://www.ibm.com/pc/support/us/> on the World Wide Web.
Type the machine type/model number into the **Quick Path** field and click **Go**. Click **Online publications** and then click **Technical Manuals**.

Chapter 1. IBM PC 300PL and PC 300GL overview

Thank you for selecting an IBM PC computer. Your computer incorporates many of the latest advances in computer technology and can be upgraded as your needs change.

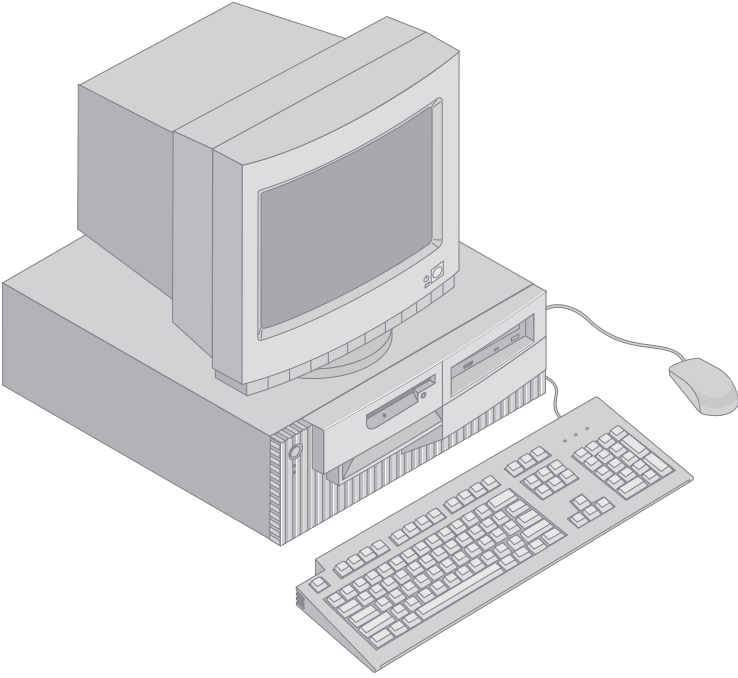
This section provides an overview of the computer features, preinstalled software, and specifications.

Identifying your computer

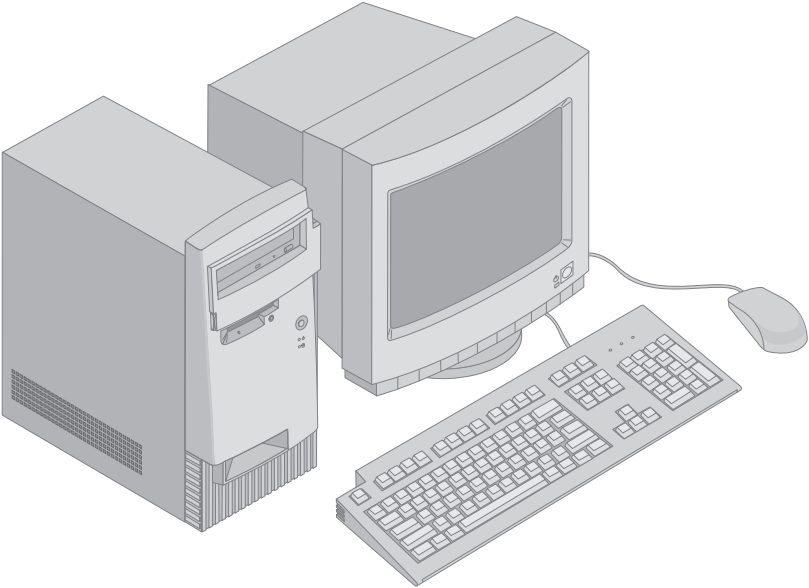
In most instances, the best way to identify your computer is by the machine type/model number. The machine type/model number indicates the various features of the computer, such as the type of microprocessor and the number of bays. You can find this number on the small label on the front of your computer. An example of a machine type/model number is 6564-110.

The information in this guide is for both PC 300GL desktop and tower and PC300PL desktop models, and the different machine types of these models. When it is necessary to distinguish between models and machine types, you will be given a reference to the specific model and type number (for example, PC 300PL 6565). When the model or machine type is not specified, the information applies to all computer models and machine types.

Desktop model



Tower model



Features

System summary

The following information covers a variety of models. For a listing of features for your specific model, refer to the System Summary screen in the Configuration/Setup Utility program. See Chapter 4, "Using the Configuration/Setup Utility program" on page 39 for more information.

Microprocessor

- Intel® Pentium® III microprocessor
- Internal L2 cache memory (depending on model)
- 100 or 133 front side bus (FSB) (depending on microprocessor speed)

Memory

- Two dual inline memory module (DIMM) sockets
- 133 MHz synchronous dynamic random access Memory (SDRAM)
- 64 MB, 128 MB, 256 MB, and 512 MB non-ECC DIMMs (standard)
- 64 MB, 128 MB, and 256 MB ECC DIMMs (standard)
- Maximum of 1024 MB (1 GB)
- 512 KB flash memory for system programs

Expansion slots

- One AGP video/graphics slot
- Three PCI slots

Internal drives

- Four drive bays total
- One 3.5-inch, 1.44 MB diskette drive (standard)
- One internal hard disk drive (standard)
- One EIDE CD-ROM drive (some models)
- One EIDE Read/Write CD-ROM drive (some models)

AGP Video adapter

- SR9 AGP 2X Adapter with S3 Savage4 with 8MB of SDRAM (some models)
- SR9 AGP 4X Adapter with S3 Savage4 Xtreme with 16MB of synchronous graphic random access memory (SGRAM) (some models)

Audio subsystem

- Integrated on the system board
- 16-bit Sound Blaster Pro compatible

Communications

- Ethernet adapter (some models)
- IBM token ring adapter (some models)
- 56K V.90 data/fax modem (some models)

System management features

- Remote Program Load (RPL) and Dynamic Host Configuration Protocol (DHCP)
- Wake on LAN® (requires Wake on LAN-supported network adapter)
- Wake on Ring (in the Configuration/Setup Utility program, this feature is called Serial Port Ring Detect for an external modem and Modem Ring Detect for an internal modem)
- Wake on Alarm
- Alert on LAN included in some models (requires Alert on LAN-supported network adapter)
- Ability to update POST and BIOS over the network (in the Configuration/Setup Utility program, this feature is called Remote Administration)
- Automatic power-on startup
- System Management (SM) BIOS and software
- Ability to store POST hardware test results

Input/output features

- 25-pin, ECP/EPP parallel port
- Two 9-pin, 16550 UART serial ports
- Two 4-pin, USB ports
- Mouse port
- Keyboard port
- SVGA monitor connector on AGP adapter (some models)
- Digital Visual Interface (DVI) monitor connector on AGP adapter (some models)
- Three audio connectors (line/headphone out, line in, and microphone)

Power

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

Security features

- Cover lock and keys (some models)
- Chassis-intrusion detector (some models)
- Asset ID capability (some models)
- IBM security solutions for electronic business (some models)
- Power-on and administrator passwords
- Built-in loop for locking the cover using a customer-supplied padlock
- Support for the addition of a U-bolt and lockable cable
- Startup sequence control
- Startup without diskette drive, keyboard, or mouse
- Unattended start mode
- Diskette and hard disk I/O control
- Serial and parallel port I/O control
- Alert on LAN included in some models (requires Alert on LAN supported network adapter)
- Security Profile by Device

IBM preinstalled software

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

Operating systems (supported)

- Microsoft® Windows NT® Workstation 4.0
- Microsoft Windows® 95 and Windows 98

Operating systems (tested for compatibility)¹

- Novell NetWare Versions 3.2, 4.2, 5.0
- SCO OpenServer 5.0.5
- Microsoft Windows NT Server
- OS/2® Versions 3.0, 4.0
- OS/2 Warp Server Version 4.0
- PC DOS 2000
- Microsoft Windows for Workgroups 3.11

¹ The operating systems listed here are being tested for compatibility at the time this publication goes to press. Additional operating systems might be identified by IBM as compatible with your computer following the publication of this booklet. Corrections and additions to the list are available in the IBM online compatibility report, which can be found on the World Wide Web. For World Wide Web pages, see Chapter 7, "Getting help, service, and information" on page 127.

Specifications: Desktop model

Dimensions

- Height: 138 mm (5.43 in.)
- Width: 400 mm (15.75 in.)
- Depth: 429 mm (16.9 in.)

Weight

- Minimum configuration as shipped: 9.53 kg (21 lb)
- Maximum configuration: 10.4 kg (23 lb)

Environment

- Air temperature:
 - System on: 10° to 35°C (50° to 95°F)
 - System off: 10° to 43°C (50° to 110°F)
- Humidity:
 - System on: 8% to 80%
 - System off: 8% to 80%
- Maximum altitude: 2134 m (7000 ft)

Electrical input

- Input voltage:
 - Low range:
 - Minimum: 90 V ac
 - Maximum: 137 V ac
 - Input frequency range: 57 – 63 Hz
 - Voltage switch setting: 115 Vac
 - High range:
 - Minimum: 180 V ac
 - Maximum: 265 V ac
 - Input frequency range: 47 – 53 Hz
 - Voltage switch setting: 230 Vac
 - Input kilovolt-amperes (kVA) (approximately):
 - Minimum configuration as shipped: 0.08 kVA
 - Maximum configuration: 0.51 kVA

Note: Power consumption and heat output vary depending on the number and type of optional features installed and the optional power-management features in use.

Heat output

- Approximate heat output in British thermal units (Btu) per hour:
 - Minimum configuration: 256 Btu/hr (75 watts)
 - Maximum configuration: 706 Btu/hr (207 watts)

Airflow

- Approximately 0.5 cubic meters per minute (18 cubic feet per minute)

Acoustical noise-emission values

- Average sound-pressure levels:
 - At operator position:
 - Idle: 33 dBA
 - Operating: 39 dBA
 - At bystander position-1 meter (3.3 ft):
 - Idle: 30 dBA
 - Operating: 34 dBA
- Declared (upper limit) sound power levels:
 - Idle: 4.4 bels
 - Operating: 4.9 bels

Note: These levels were measured in controlled acoustical environments according to procedures specified by the American National Standards Institute (ANSI) S12.10 and ISO 7779, and are reported in accordance with ISO 9296. Actual sound-pressure levels in your location might exceed the average values stated because of room reflections and other nearby noise sources. The declared sound power levels indicate an upper limit, below which a large number of computers will operate.

Specifications: Tower model

Dimensions

- Height: 378 mm (14.9 in.)
- Width: 192 mm (7.6 in.)
- Depth: 383 mm (15.1 in.)

Weight

- Minimum configuration as shipped: 8.30 kg (18.3 lb)
- Maximum configuration: 10.2 kg (22.5 lb)

Environment

- Air temperature:
 - System on: 10° to 35°C (50° to 95°F)
 - System off: 10° to 43°C (50° to 110°F)
- Humidity:
 - System on: 8% to 80%
 - System off: 8% to 80%
- Maximum altitude: 2134 m (7000 ft)

Electrical input

- Input voltage:
 - Low range:
 - Minimum: 90 V ac
 - Maximum: 137 V ac
 - Input frequency range: 57 – 63 Hz
 - Voltage switch setting: 115 Vac
 - High range:
 - Minimum: 180 V ac
 - Maximum: 265 V ac
 - Input frequency range: 47 – 53 Hz
 - Voltage switch setting: 230 Vac
 - Input kilovolt-amperes (kVA) (approximately):
 - Minimum configuration as shipped: 0.08 kVA
 - Maximum configuration: 0.51 kVA

Note: Power consumption and heat output vary depending on the number and type of optional features installed and the optional power-management features in use.

Heat output

- Approximate heat output in British thermal units (Btu) per hour:
 - Minimum configuration: 256 Btu/hr (75 watts)
 - Maximum configuration: 706 Btu/hr (207 watts)

Airflow

- Approximately 0.5 cubic meters per minute (18 cubic feet per minute)

Acoustical noise-emission values

- Average sound-pressure levels:
 - At operator position:
 - Idle: 33 dBA
 - Operating: 40 dBA
 - At bystander position-1 meter (3.3 ft):
 - Idle: 30 dBA
 - Operating: 34 dBA
 - Declared (upper limit) sound power levels:
 - Idle: 4.4 bels
 - Operating: 4.9 bels

Note: These levels were measured in controlled acoustical environments according to procedures specified by the American National Standards Institute (ANSI) S12.10 and ISO 7779, and are reported in accordance with ISO 9296. Actual sound-pressure levels in your location might exceed the average values stated because of room reflections and other nearby noise sources. The declared sound power levels indicate an upper limit, below which a large number of computers will operate.

Chapter 2. Setting up your computer

This section provides information for connecting cables to your computer and turning on the power.

Before you begin

Read “Safety information” on page ix before setting up your computer.

You will need the following:

- Computer
- Computer power cord
- Keyboard
- Mouse
- Monitor (sold separately with signal cable and power cord)

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

Selecting a location for your computer

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

Arranging your workspace

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

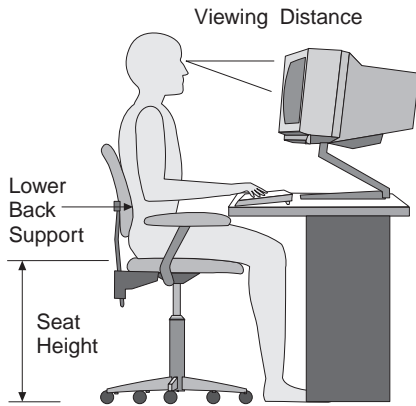
Comfort

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

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

are parallel to the floor and your feet are either flat on the floor or on a footrest.

When using the keyboard, keep your forearms parallel to the floor and your wrists in a neutral, comfortable position. Try to keep a light touch on the keyboard and your hands and fingers relaxed. You can change the angle of the keyboard for maximum comfort by adjusting the position of the keyboard feet.



Adjust the monitor so that the top of the screen is at, or slightly below, eye level. Place the monitor at a comfortable viewing distance, usually 51 to 61 cm (20 to 24 in.), and position it so that you can view it without having to twist your body.

Note: If your monitor weighs more than 100 pounds (45.4 Kg), do not place it on the top of a desktop model computer.

Glare and lighting

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

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

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

Air circulation

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

Electrical outlets and cable lengths

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

When arranging your workspace:

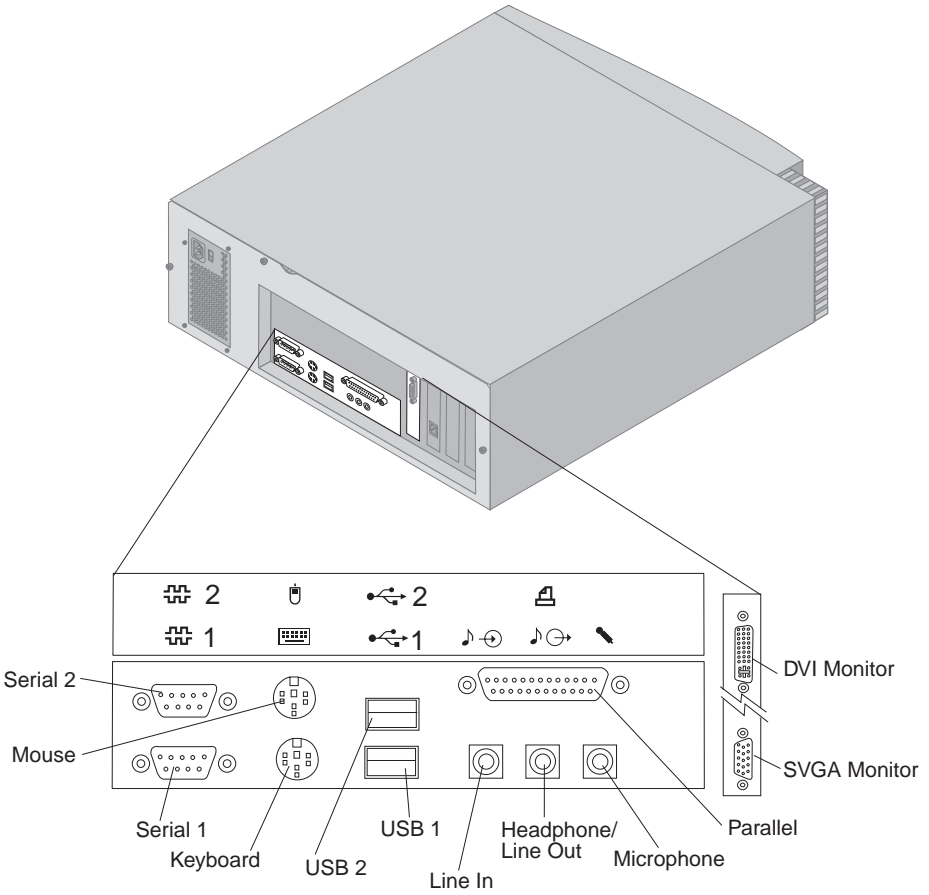
- Avoid the use of extension cords. Whenever possible, plug the computer power cord directly into an electrical outlet.
- Keep power cords and cables neatly routed away from walkways and other areas where they might be kicked accidentally.

For more information about power cords, see “Power cord notice” on page 160.

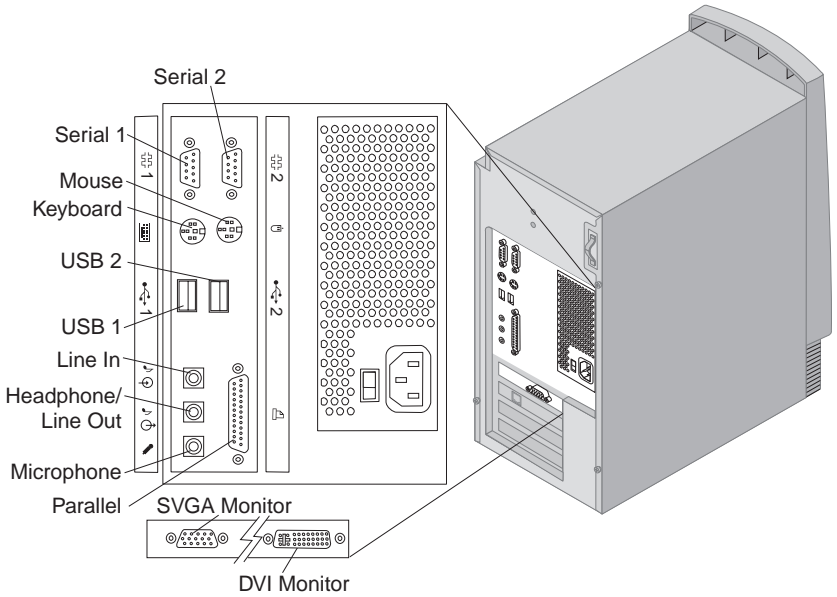
Cable connections and switch settings

This section shows the location of the connectors on the back of your computer. You might not have all of the connectors shown.

Desktop model connections



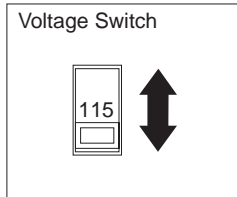
Tower model connections



Setting the voltage-selection switch

Check the position of the voltage-selection switch. Use a ballpoint pen to slide the switch, if necessary.

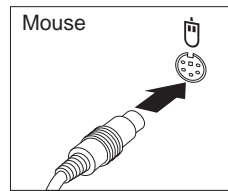
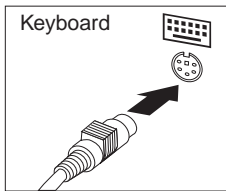
- If the voltage supply range is 90–137 V ac, set the switch to 115 V.
- If the voltage supply range is 180–265 V ac, set the switch to 230 V.



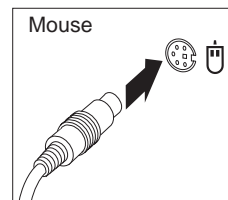
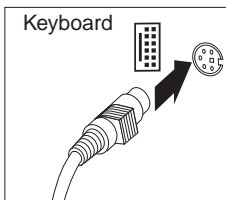
Connecting cables

The connectors on the rear of the computer have color-coded icons to help you connect the cables properly. Use the following steps to connect your cables:

1. Connect the keyboard cable to the gray keyboard connector and the mouse cable to the green mouse connector.



Desktop

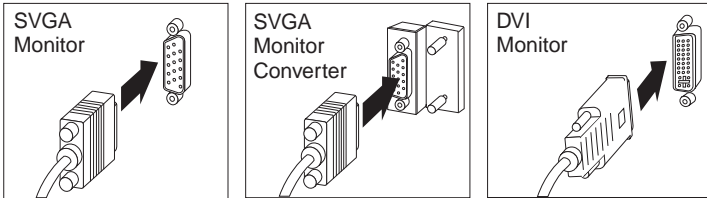


Tower

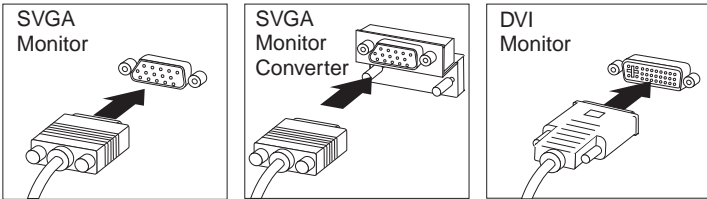
Note: If your computer comes with Windows NT Workstation and a ScrollPoint™ mouse, the first time you start up your computer, your mouse will work but the ScrollPoint function might not work. To enable the ScrollPoint function, you must shut down and restart your computer.

2. Connect the monitor cable to the monitor (if it is not already attached), and then to the monitor connector; tighten the attachment screws.

Note: If your computer has an SVGA monitor converter, it might already be connected and it might look different than the one shown.



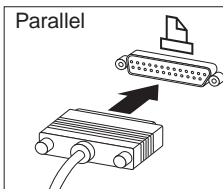
Desktop



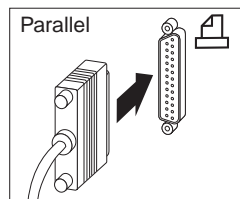
Tower

3. Connect any additional devices you have.

- Any printer or parallel device

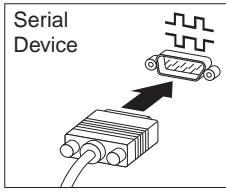


Desktop

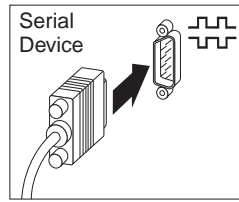


Tower

- Any serial device or external modem

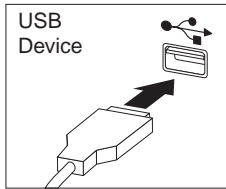


Desktop

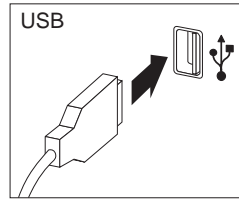


Tower

- Any Universal Serial Bus (USB) device.

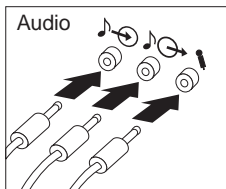


Desktop

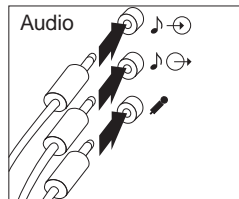


Tower

- Any optional device, such as speakers, microphones, or headphones.

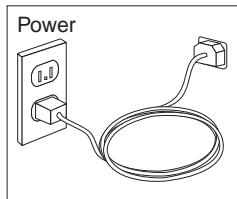


Desktop



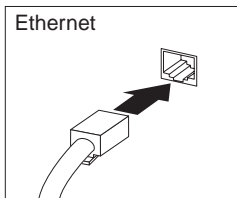
Tower

- Connect the power cord to the power connector. If there is a label covering the power connector, remove it. Connect the power cords to the computer, monitor, and other devices first, and then plug the cords into properly grounded electrical outlets.



Important:

- When the power cord is first plugged in, the computer turns on for a few seconds, then turns off. This is normal operation.
 - In some circumstances, the computer might not turn off immediately when the power switch is pressed. In this case, hold the power switch down until the computer turns off.
- Connect the phone line connector (for models with a modem).
 - If your computer comes with an Ethernet adapter, connect the Ethernet cable.

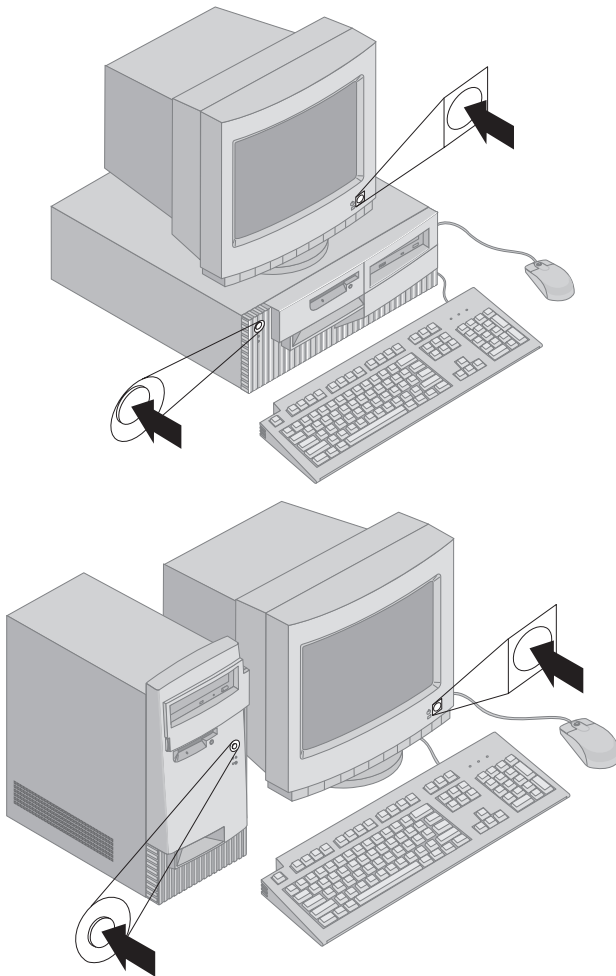


Important

Category 5 Ethernet cable must be used for operation of the system within FCC Class A limits.

Turning on power

Turn on the monitor and other external devices first; then press and release the power switch the computer. See the illustration below for the location of the power switches for the monitor and the computer. You see a logo screen while the computer performs a short self-test. When the task completes successfully, the logo screen disappears, the BIOS is loaded, and the software is loaded (in models with preinstalled software).



Note: If you suspect a problem, see Chapter 6, “Troubleshooting” on page 99.

Finishing the installation

Locate identification numbers (serial and model/type) and record this information in Appendix B, “Computer records” on page 139.

See “Related information” on page xv in the front of this book for sources of other information about your computer. For information about IBM-installed software, see *About Your Software* in your applications package. Additional programs and device drivers are on the *Product Recovery CD*, and in some cases on other CDs and diskettes.

Installing your own operating system

If your computer came with preinstalled software but you decide to install your own operating system, make sure you install the device drivers after installing the operating system. Device drivers are provided on the *Product Recovery CD* and are also available at <http://www.ibm.com/pc/support/> on the World Wide Web. Installation instructions are provided with the media or in README files on the diskettes or CDs.

Computers without preinstalled software

If your computer came without a preinstalled operating system, device drivers are available on the *Device Driver and IBM Enhanced Diagnostics CD* that comes with your computer. This CD includes a README file that contains information on using the *Device Driver and IBM Enhanced Diagnostics CD* to recover or install device drivers. To view or print the README file, you must access it through your operating system.

To view the README file, do the following:

1. Remove the *Device Driver and IBM Enhanced Diagnostics CD* from the CD-ROM drive.
2. Restart your computer and operating system.
3. Insert the *Device Driver and IBM Enhanced Diagnostics CD* into your CD-ROM drive.
4. Display the directory structure of the CD by using a file-management program, such as Microsoft Windows Explorer or DOS.
5. Double-click README.TXT or use a text editor to view the file.

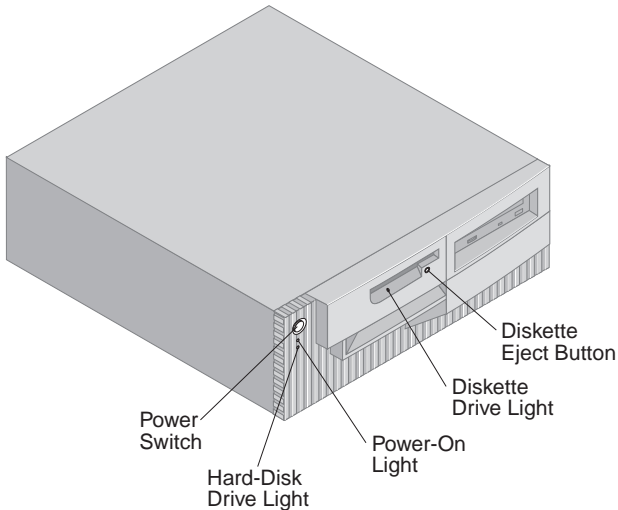
Chapter 3. Operating and caring for your computer

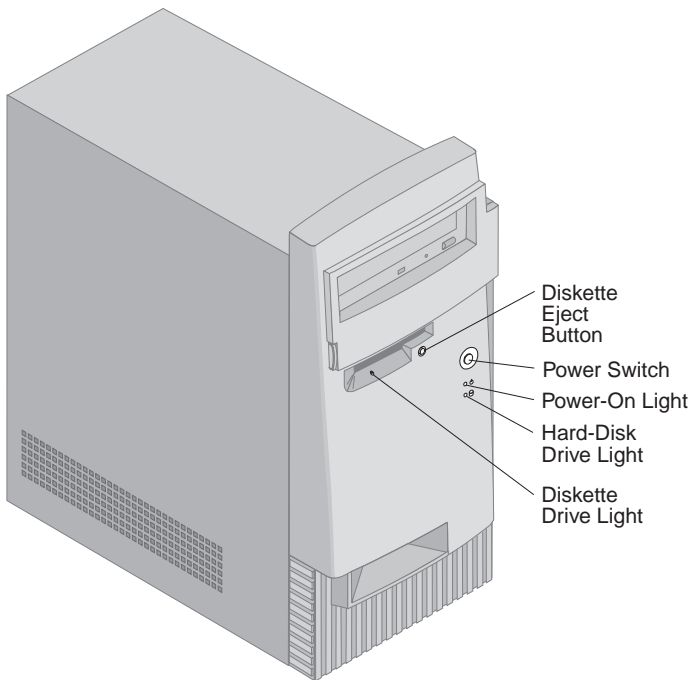
This chapter provides information to help you in the day-to-day use of your computer.

Controls and status indicators

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

The following illustrations show the controls and status indicators for the desktop and tower models.





The following list describes the controls and status indicators for your computer.

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

Note: The power switch normally operates with a single touch. However, in some circumstances the computer might not immediately turn off. If this happens, hold the power switch down for approximately 5 seconds, and the computer will then turn off.

- **Power-on light:** This status indicator lights when you turn on your computer.
- **Hard disk drive light:** When this light is on, it indicates that the hard disk drive heads are being positioned or that your computer is reading from or writing to the hard disk.
- **Diskette eject button:** Push this button to release a diskette from the drive.
- **Diskette drive light:** When this light is on, it indicates that the diskette drive heads are being positioned or that your computer is reading from or writing to a diskette.

Note: If your computer has a preinstalled CD-ROM drive, see “Using a CD-ROM drive” on page 26 for information about controls and status indicators.

Starting your computer

What you see and hear when you start up your computer depends on the settings in the Start Options menu of the Configuration/Setup Utility program. The default settings are **Power On Status Disabled** and **Power On Self Test Quick**.

Note: Other selections also might change what is displayed when the computer starts up.

The following briefly describes what happens in the default mode when you turn on your computer:

Note: The following screens or messages might display only for a very short period.

1. The IBM logo appears.
2. The following messages appear:
Press F12 to boot from the network
Press F1 for Configuration/Setup
3. If any errors were detected during POST, messages about them are displayed.
4. If you have set a power-on password, a prompt appears on the screen. If you have set both power-on and administrator passwords, you can type either password at the password prompt. When you type your password at the prompt and press Enter, the first screen of your operating system or application program appears.
5. If the system hardware configuration has changed or an error is detected, the Configuration/Setup Utility program menu might be displayed when you press Enter.

For more information, see “Power-on self-test (POST)” on page 100.

If **Power On Status** is *Enabled*, and the power-on self-test (POST) finishes without detecting a problem, you hear one beep. If POST detects a problem when you start your computer, you hear multiple beeps or no beep. In most cases, an error code appears in the top-left corner of the screen, and in some cases a description of the error is displayed beside the code. The screen will sometimes display multiple error codes and descriptions. Write down all error code numbers and descriptions.

If **Power On Self Test** is *Enhanced*, numbers showing the amount of memory being tested appear in the top-left corner of the screen until the total amount of memory in the system is reached. Prompts for running a fast POST or accessing the Configuration/Setup Utility program appear in the lower-left corner of the screen.

Shutting down

When you are ready to turn off your computer, follow the shutdown procedure for your operating system. This prevents the loss of unsaved data or damage to your software programs. See your operating system documentation for instructions.

Using diskettes

You can use 3.5-inch diskettes in the diskette drive of your computer. The information that follows will help you use 3.5-inch diskettes.

Handling and storing diskettes

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

- Data is stored on the magnetic surface of the diskette. This surface is protected by a plastic cover. If the cover is damaged, *do not* use the diskette. A damaged diskette might damage the diskette drive.
- A protective slide on the top of a 3.5-inch diskette covers part of the magnetic surface. The diskette drive moves this slide to read data from or write data to the diskette. *Do not* move this slide because fingerprints and dust can cause loss of data.
- Never touch the magnetic disk itself.
- Keep diskettes away from magnets or devices that create a strong magnetic field, such as electric motors and generators. Diskettes are sensitive to magnets found in television sets, telephones, stereo speakers, and other such items. A magnetic field can erase the data on your diskettes. *Do not* set diskettes on the monitor or use magnets to attach notes to your computer.
- Do not store diskettes at high temperatures, low temperatures, or in direct sunlight. Temperatures ranging from 4° to 53°C (39° to 127°F) are acceptable for 3.5-inch diskettes. Keep diskettes away from heat. The plastic outer covering might warp, damaging the diskette.

Inserting and removing diskettes

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

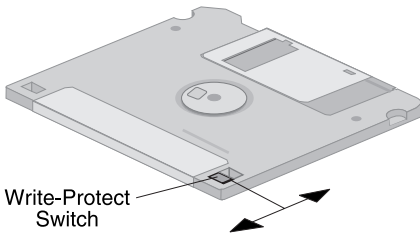
To remove the diskette, press the eject button and slide the diskette out of the drive. Do not remove the diskette while the in-use light is on.

Write-protecting diskettes

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

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

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



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

Your computer also has a switch on the system board that when set to *ON*, prevents writing to a diskette regardless of the position of the write-protect switch on the diskette. See “Setting the diskette write-protect switch” on page 78 for instructions for setting diskette write-protect on the system board.

Using a CD-ROM drive

Some models have a preinstalled CD-ROM drive. CD-ROM drives can play back or read from a CD, but cannot write information to it. CD-ROM drives use industry standard, 12 cm (4.75-inch) CDs.

Follow these guidelines when using a CD-ROM drive:

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

Handling a CD

When handling a CD, follow these guidelines:

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

Loading a CD

To load a CD into a CD-ROM drive:

1. Press the eject/load button. The tray slides out of the drive. (Do not manually force the tray open.)
2. Place the CD in the tray with the label facing up.
3. Close the tray by pressing the eject/load button or by gently pushing

the tray forward. When the tray is closed, the indicator light on the front of the drive will activate to indicate that the drive is in use.

4. To eject the CD, press the eject/load button. When the tray slides out, carefully remove the disk.
5. Close the tray by pressing the eject/load button or by gently pushing the tray forward.

Note: If the tray does not slide out of the drive when you press the eject/load button, insert the pointed end of a large paper clip into the emergency-eject hole located on the front of the CD-ROM drive.

Important

If you set up your computer so that the CD-ROM drive tray is in a vertical position, make sure that the CD retainer devices on the tray are positioned to hold the CD in place after you close the tray. (Several different retainer device designs are found on CD-ROM drives. For some, you will need to rotate or extend two or more tabs or clips. Other designs use a wire bail that you need to reposition in the drive so that it will hold the CD in place.)

System management features

This section describes features that enable a network administrator or file server to remotely manage and control your computer. For more information about system management, refer to *Understanding Your Personal Computer* (provided on the *Software Selections CD* that comes with your computer).

IBM Universal Manageability tools streamline and automate PC systems management and support tasks, such as asset deployment and tracking. These leading-edge PC tools are available for IBM PCs at no additional charge, helping to reduce total cost of ownership of your networked PCs and allowing you to focus vital company resources on essential business activities. For more information go to <http://www.ibm.com/pc/us/software/sysmgmt> on the World Wide Web.

Wake on LAN

The Wake on LAN feature requires a Wake on LAN network card. A network administrator can use this feature to turn on your computer from a remote location. When Wake on LAN is used in conjunction with network-management software, such as Netfinity Manager™ (available on the World Wide Web) many types of functions, such as data transfers, software updates, and POST or BIOS updates to your computer can be

initiated remotely. For more information, see the documentation that comes with your Ethernet adapter.

Note: If the computer power cord is plugged into a surge protector, make sure that when you turn off power you use the computer power switch and not the surge protector switch. Otherwise, the Wake on LAN feature will not work.

Alert on LAN

Your computer supports Alert on LAN technology. Alert on LAN technology provides notification of changes in the computer system even if the computer is turned off. Working with Desktop Management Interface (DMI) and Wake on LAN technologies, Alert on LAN helps to manage and monitor the hardware and software features of your computer.

Alert on LAN generates notifications when POST fails during a Wake on LAN attempt, the computer is disconnected from the network, or when the computer is unplugged from the electrical outlet. In models with a chassis-intrusion detector, Alert on LAN generates notifications when the cover has been removed. For more information about anti-intrusion features, see “Chassis-intrusion detector” on page 32. Alert on LAN can be integrated with network-management software such as LANClient Control Manager™ and IBM Netfinity Manager.

Remote Program Load or Dynamic Host Configuration Protocol

If your computer comes with an Ethernet adapter, a network administrator can use Remote Program Load (RPL) or Dynamic Host Configuration Protocol (DHCP) to control your computer. If you use RPL in conjunction with software such as IBM LANClient Control Manager, you can use a feature called *Hybrid RPL*, which installs hybrid images (or files) on the hard disk. Then, each time the computer starts from the network, LANClient Control Manager recognizes your computer as a Hybrid RPL client and a *bootstrap* program is downloaded to your computer hard disk. This bootstrap program is small, which helps prevent network congestion. Hybrid RPL avoids the network traffic associated with a standard RPL.

Remote Administration

A network administrator can use this feature to update remotely the POST and BIOS in your computer. Network management software, such as LANClient Control Manager, is required in order to take advantage of this feature. Refer to “Setting Remote Administration” on page 51 for configuration information.

LANClient Control Manager (LCCM)

LANClient Control Manager (LCCM) is a graphical, server-based program that aids in system deployment by enabling unattended system installation of operating systems, complete software images, device drivers, and BIOS updates. When used with Wake on LAN, LCCM can remotely start your computer from an off state, which means all this can be done while the system is not being used. When you purchase an IBM PC, LCCM is available for downloading at no additional charge (Internet access fees excepted).

For more information or to download this software, visit <http://www.ibm.com/pc/us/desktop/lccm> on the World Wide Web.

System Migration Assistant

System Migration Assistant (SMA) delivers wizard-like functionality to help administrators remotely transfer configurations, profile settings, printer drivers, and files from an IBM or non-IBM PC to supported IBM systems. If you have purchased an IBM PC, SMA is available for downloading at no additional charge (Internet access fees excepted).

For more information or to download this software, visit <http://www.ibm.com/pc/us/software/sysmgmt/products/sma> on the World Wide Web.

Desktop Management Interface

Desktop Management Interface (DMI) provides a method for gathering information about the hardware and software in your computer. In a network environment, network administrators can use DMI to remotely monitor and control your computer. For more information about DMI, refer to *Understanding Your Personal Computer* (provided on the *Software Selections CD* that comes with your computer).

Wake on Ring

The Wake on Ring feature can be used to turn on your computer when a Wake on Ring-supported modem receives a call from the telephone line to which it is connected. You can configure this feature using the Configuration/Setup Utility program.

Using security features

To help protect your computer hardware and software, you can use the security features mentioned here.

Using a padlock loop

Some models come with a built-in padlock loop. Use this loop to lock the cover to your computer with a padlock.

Using a security U-bolt

With the optional security U-bolt and a steel cable, you can secure your computer to a desk, table, or other fixture. This helps protect against theft. For instructions on installing a security U-bolt, see “Installing a security U-bolt” on page 93.

Diskette write-protect switch

To help deter software and data theft, you can set the diskette write-protect switch on the system board to prevent writing data to diskettes. See “Setting the diskette write-protect switch” on page 78 for instructions on setting this switch.

SMART III hard disk drive

Your computer comes with a SMART III (Self-Monitoring, Analysis, and Reporting Technology) hard disk drive that is enabled to report potential hard disk failures. If an error is detected, a DMI-compliant warning message is sent to the computer screen and, if the computer is part of a network, to an administrator console. Once an error is detected, the data on the hard disk can be backed up and the drive replaced.

Virus protection

Your computer has built-in virus protection that can be enabled through the Configuration/Setup Utility program. In addition, Norton AntiVirus for IBM is available on the *IBM Software Selections CD*. For further information about Norton AntiVirus for IBM or other software, see *About Your Software*.

Locking the keyboard

You can lock the keyboard so that others are unable to use it. To lock the keyboard, you must set a power-on password. Once a power-on password is set, you must type the correct password to unlock the keyboard. You can enable the power-on password feature in the Configuration/Setup Utility program. For more information, see “Using a power-on password” on page 42.

Some operating systems have a keyboard and mouse lock-up feature. Check the documentation that comes with your operating system for more information.

Additional security features of the PC 300PL 6565

If you have a PC 300PL 6565, your computer contains additional security features. Some of these features include Enhanced Security, a chassis-intrusion detector, a cover lock and keys for the computer chassis, and IBM security solutions to protect your electronic business transactions.

Enhanced Security

Enhanced Security is provided in the PC 300PL 6565 for additional protection of your administrator password and startup sequence. If you enable Enhanced Security, your administrator password and startup sequence are stored in a highly-protected, nonvolatile, security EEPROM module that is separate from CMOS memory and the EEPROM module that stores system programs. When your administrator password and security sequence are protected by Enhanced Security, they remain intact even if the battery in your computer expires or is removed by someone. For more information, see “Using Enhanced Security” on page 48.

Cover lock

A cover lock built into the chassis of the PC 300PL 6565 prevents the cover from being easily removed. The cover lock comes with two identical keys.

Important

A tag attached to the keys lists the serial number of the keys and the address of the key manufacturer. Record the key code number, key manufacturer address, and phone number in the space provided in Appendix B, “Computer records” on page 139.

Locksmiths are not authorized to duplicate the cover lock keys. If you need to order replacement keys, you will need this important information.

Chassis-intrusion detector

A chassis-intrusion detector inside the PC 300PL 6565 alerts the system administrator if the computer cover has been removed. This detector is enabled after you set an administrator password in the Configuration/Setup Utility program.

After the password is set, if the computer cover is removed, a POST error message (176) displays on the computer screen the next time the computer is turned on. If the chassis-intrusion detector detects that the cover has been removed, then before you can start up the computer you must first enter the correct administrator password. For information on setting passwords, see “Using an administrator password” on page 45.

If your computer uses Alert on LAN, and you are connected to a network that uses network management software, a message that the computer cover has been removed is also sent to the network administrator console. For more information, see “Alert on LAN” on page 28 and contact your network administrator.

Asset ID capability

Asset ID capability is installed in the PC 300PL 6565.

With Asset ID, you can use a radio-frequency device, such as a portable scanner, and the antenna attached to the front of your computer to access information about your computer. An EEPROM module on the system board stores the information about your computer, including configuration data and the serial numbers of key components. It also includes blank fields that you can use to record specific information about your computer, if you choose. (Asset ID is intended for use only with radio frequency equipment that meets ANSI/IEEE C95.1 1991 RF Radiation Limits.)

For the latest information on personal computer security features, visit the IBM support page at <http://www.pc.ibm.com/security/> on the World Wide Web.

IBM security solutions

The PC 300PL 6565 includes IBM security solutions. IBM security solutions help to make your electronic business transactions more secure. An integrated security chip called the *IBM Embedded Security Chip* gives your computer the functionality of a SmartCard without the added cost. IBM security solutions also includes User Verification Manager software that helps manage authentication so that you decide who has access to the components of your system.

Using video features

Your computer has a video adapter preinstalled in the AGP slot. Some models come with a super video graphics array (SVGA) adapter while others come with a DVI adapter. A DVI adapter will also support an SVGA monitor by using a converter connected to the output connector. Each of these adapters support a variety of *video modes*. Video modes are different combinations of resolution, refresh rate, and color defined by a video standard for displaying text or graphics. For more information on video modes, refer to *Understanding Your Personal Computer* (provided on the *Software Selections CD* that comes with your computer).

Video device drivers

To take full advantage of the graphics adapter in your computer, some operating systems and application programs require software, known as video device drivers. These device drivers provide support for greater speed, higher resolution, more available colors, and flicker-free images.

Device drivers for the graphics adapter and a README file with instructions for installing the device drivers are provided on the *Product Recovery CD* or the *Device Driver and IBM Enhanced Diagnostics CD* that comes with your computer. If your computer has IBM-preinstalled software, video device drivers have already been installed on the hard disk. However, you can use the device driver installation instructions if you need to reinstall the device drivers or if you need information on obtaining and installing updated device drivers.

See Chapter 7, “Getting help, service, and information” on page 127 for more information.

Changing monitor settings

To get the best possible image on your screen and to reduce flicker, you might need to reset the resolution and refresh rate of your monitor. You can view and change monitor settings through the control panel of your operating system. See your operating system documentation for further information on monitor settings.

Attention

Before you change any monitor settings, be sure to review the information that comes with your monitor. Using a resolution or refresh rate that is not supported by your monitor might cause the screen to become unreadable and could damage the monitor. The information that comes with your monitor usually includes the resolutions and refresh rates that the monitor supports. If you need additional information, contact the manufacturer of the monitor.

To minimize screen flicker and jitter, set your monitor for the highest noninterlaced refresh rate that the monitor supports. If your monitor complies with the VESA Display Data Channel (DDC) standard, it is probably already set to the highest refresh rate that the monitor and video controller can support. If you are not sure if your monitor is DDC-compliant, refer to the documentation provided with the monitor.

Using audio features

Your computer has an integrated audio controller that supports Sound Blaster applications and is compatible with the Microsoft Windows Sound System. These models also have a single internal speaker and three audio connectors. The audio controller provides you with the ability to record and play back sound and music and to enjoy sound with multimedia applications. Optionally, you can connect stereo speakers to the line-out connector to enjoy better sound with multimedia applications.

The audio connectors in your computer are 3.5 mm (1/8-in.) mini-jacks. A description of the connectors follows. (For the location of the connectors, refer to “Desktop model connections” on page 12 or “Tower model connections” on page 13.)

Line/Headphone out

This jack is used to send audio signals from the computer to external devices, such as powered stereo speakers with built-in amplifiers, headphones, multimedia keyboards, or the audio line-in jack on a stereo system.

Note: The internal speaker in your computer is disabled when an external speaker is connected to the headphone connector on your computer.

Audio line in

This jack is used to accept audio signals from external devices (such as line output from a stereo, television, or musical instrument) into the computer sound system.

Microphone

This jack is used to connect a microphone to your computer when you want to record voice or other sounds on the hard disk. This jack can also be used with speech recognition software.

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

Procedures for recording and playing back sound vary by operating system. See your operating system documentation for information and instructions.

Updating system programs

System programs are the basic layer of software built into your computer. They include the power-on self-test (POST), the basic input/output system (BIOS) code, and the Configuration/Setup Utility program. POST is a set of tests and procedures that is performed each time you turn on your computer. BIOS is a layer of software that translates instructions from other layers of software into electrical signals that the computer hardware can understand. You can use the Configuration/Setup Utility program to view and change the configuration and setup of your computer.

Your computer system board has a module called *electrically erasable programmable read-only memory* (EEPROM, also referred to as *flash memory*). You can easily update POST, BIOS, and the Configuration/Setup Utility program by starting your computer using a flash update diskette or by using the Remote Administration feature, if it is enabled. See “Setting Remote Administration” on page 51 for more information.

As part of the continuing work to improve quality, IBM might make changes and enhancements to the system programs. When updates are released, they are available as downloadable files on the World Wide Web or through the PC Company Bulletin Board Service (see Chapter 7, “Getting

help, service, and information” on page 127). Instructions for using the system programs updates are available in a README file included in the update files.

Taking care of your computer

Follow these guidelines for the proper handling and care of your computer.

Basics

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

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

Cleaning your computer

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



CAUTION:

Be sure to turn off the computer and monitor before cleaning the computer and monitor screen.

Computer and keyboard

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

Monitor screen

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

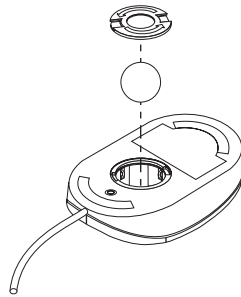
To clean the screen surface, wipe it gently with a soft, dry cloth, or blow on the screen to remove grit and other loose particles. Then use a soft cloth moistened with a nonabrasive liquid glass cleaner.

Mouse

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

To clean your mouse:

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



4. Turn the mouse right-side up, and the retainer and ball will drop out.
5. Wash the ball in warm, soapy water and dry it well.
6. Using a damp cloth, wipe the outside of the mouse and the retainer. Be sure to wipe the rollers inside the mouse.
7. Insert the ball and retainer. Lock the retainer by moving it in the opposite direction of the arrow.
8. Reconnect the mouse cable to the computer.

Moving your computer

Take the following precautions before moving your computer.

1. Back up all files and data from the hard disk.
Operating systems can vary in the way they perform backup procedures. See your operating system documentation for information about software backup.
2. Remove all media (such as diskettes, compact discs, and tapes) from the drives.
3. Shut down your operating system and turn off the computer and all attached devices. Your hard disk drive automatically parks the read/write heads in a nondata area. This process prevents damage to the hard disk.
4. Unplug the power cords from electrical outlets.
5. Note where you have attached your cables to the rear of the computer; then remove them.
6. If you saved the original shipping cartons and packing materials, use them to pack the units. If you are using different cartons, cushion the units to avoid damage.

Chapter 4. Using the Configuration/Setup Utility program

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

Starting and using the Configuration/Setup Utility program

The Configuration/Setup Utility program starts automatically when a hardware configuration change is detected during POST. The computer will display a POST-error message that starts with the number 162. See “Power-on self-test (POST)” on page 100.

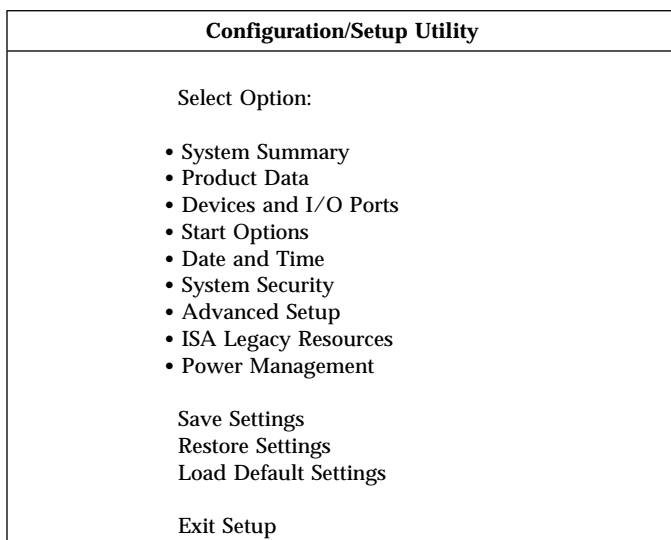
To start the Configuration/Setup Utility program:

1. Turn on your computer. If your computer is already on when you start this procedure, you must shut down the operating system, turn off the computer, wait a few seconds until all in-use lights go off, and restart the computer. (Do not use Ctrl+Alt+Del to restart the computer.)
2. When the Configuration/Setup Utility prompt appears in the lower-left corner of the screen during startup, press F1. (This prompt appears on the screen for only a few seconds. You must press F1 quickly.)
3. If you have *not* set an administrator password, the Configuration/Setup Utility program menu appears on the screen. If you have set an administrator password, the Configuration/Setup Utility program menu will not appear until you type your administrator password and press Enter. See “Using passwords” on page 42 for more information.

Note: If new system hardware has been added *and* one or more of the following statements are true, the Configuration/Setup Utility program menu will display before control is passed to the operating system.

- Enhanced POST is in effect.
- Power-on password is enabled.
- Administrator password is enabled.

The menu you see on your computer might look slightly different from the menu shown here, but it will operate the same way.



Viewing and changing settings

The Configuration/Setup Utility program menu lists items that identify system configuration topics. You might see symbols next to configuration menu items. See the following table for the meaning of the symbols.

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

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

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

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

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

Exiting from the Configuration/Setup Utility program

When you finish viewing or changing settings, press Esc until you return to the Configuration/Setup Utility program menu. Depending on where you are in the program, you might have to press Esc several times to get back to the Configuration/Setup Utility menu. If you want to save the changes or settings, select **Save Settings** before you exit. Otherwise, your changes will not be saved.

Using passwords

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

Note: When typing passwords that include numeric characters, do not use the numeric keypad.

Using a power-on password

The Power-on Password feature deters unauthorized persons from gaining access to your computer. When you set the power-on password, you can choose one of three password prompt modes:

On In password prompt On mode, you are prompted for the power-on password when you turn on the computer. Until the correct password is entered, the computer operating system will not start, and you will not be able to use the keyboard to input any other information. If you have a mouse connected to the mouse port, it will remain locked. If you have a mouse connected to a serial port, it will be activated when the computer is started, regardless of whether a password is set.

Note: If **Remote Administration** is enabled, you cannot select **On**. In this case, select **Dual**. If you try to set this mode to **On** when **Remote Administration** is enabled, it will automatically be reset to **Dual**. For more information, see “Setting Remote Administration” on page 51.

Off In password prompt Off mode (sometimes referred to as unattended start mode), you are not prompted to enter your power-on password when you turn on the computer. The computer will start the operating system. However, if you have a mouse connected to the mouse port, see the following information.

— Important information for mouse users —

This information applies only to those who have a mouse connected to the mouse port; a serial mouse is not affected by the password prompt Off mode.

The password prompt Off mode prevents the computer from detecting that a mouse is attached. In this mode, the mouse device driver does not load automatically. Instead, the operating system displays an error message that informs you that the mouse connector is disabled. To enable the operating system to load without displaying this error message on future restarts, type either your power-on or administrator password and press Enter. Then use the tab key and spacebar on the keyboard to put a check mark in the **Do not display this message in the future** check box.

Once the operating system starts in password prompt Off mode, the computer will remain locked until you type your password. However, the mouse connected to the mouse port remains locked.

Dual

In the password prompt Dual mode, the startup behavior of the computer depends on whether the computer is started from the computer power switch or by an unattended method, such as a modem or timer.

If you start the computer by using the power switch, the computer operates the same as it does in password prompt On mode. See page 42 for further information.

If the computer is started by an unattended method, such as remotely over a LAN, the computer operates the same as it does in password prompt Off mode. See page 42 for further information.

Once you enter your power-on password, you will be able to view limited information in the Configuration/Setup Utility program, but you will not be able to change any settings.

The password does not appear on the screen as you type it. If you type the wrong password, you receive a screen message telling you so. If you type the wrong password three times, you must turn off the computer and start again. When you type the correct password, the keyboard and mouse unlock, and the computer begins normal operation.

Setting, changing, and deleting a power-on password

A power-on password can be any combination of up to seven characters (A–Z, a–z, and 0–9).

Attention

Keep a record of your power-on password in a secure place. If you lose or forget your password, you must remove the computer cover and change a switch on the system board to erase it. See “Erasing a lost or forgotten password” on page 46 for further information.

To set, change, or delete a power-on password:

1. Start the Configuration/Setup Utility program (see “Starting and using the Configuration/Setup Utility program” on page 39).
2. From the Configuration/Setup Utility program menu, select **System Security** and press Enter.
3. Select **Power-On Password** and press Enter.
4. To delete a power-on password, select **Delete Power-On Password** and go to step 9.
5. To change a power-on password, select **Change Power-On Password** and follow the instructions on the screen.
6. To set a new password, type your new password and press Down Arrow (↓).
7. Type your new password again.
8. At **Password Prompt**, select **Off**, **On**, or **Dual**. Press Left Arrow (←) or Right Arrow (→) to change selections.
Note: If **Remote Administration** is enabled, you cannot select **On**. In this case, select **Dual**. If you try to set this mode to **On**, when **Remote Administration** is enabled, the mode will automatically be reset to **Dual**.
9. Press Esc twice to return to the Configuration/Setup Utility program menu.
10. Select **Save Settings** from the Configuration/Setup Utility menu, then press Esc and follow the instructions on the screen.

Using an administrator password

Important

If Enhanced Security is enabled, keep a record of your administrator password in a secure place. If you forget or lose the administrator password, you must replace the system board in order to recover.

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

After you set an administrator password, a password prompt appears each time you try to access the Configuration/Setup Utility program. If you type the wrong password, you receive a message telling you so. If you type the wrong password three times in succession, you must turn the computer off and start again.

If both a power-on and administrator password are set, you can type either of the passwords. However, in order to change any settings, you must use your administrator password. If you enter the power-on password, you will only be able to view limited information.

Setting, deleting, or changing an administrator password

An administrator password can be any combination of up to seven characters (A-Z, a-z, and 0-9).

To set, change, or delete an administrator password:

1. Start the Configuration/Setup Utility program(see “Starting and using the Configuration/Setup Utility program” on page 39).
2. From the Configuration/Setup Utility program menu, select **System Security** and press Enter.
3. Select **Administrator Password** and press Enter.
4. To delete an administrator password, select **Delete Administrator Password** and go to step 8 on page 46.
5. To set an administrator password, type your password, press Down Arrow (↓), and type your password again.
6. At **Power-On Password Changeable by User**, select **Yes** or **No**. Press Left Arrow (←) or Right Arrow (→) to toggle between selections. (If you select **Yes** and an administrator password is set, the power-on password can be changed without having to enter the administrator password. If you select **No** and an administrator password is set, the

power-on password cannot be changed unless the administrator password is entered.)

7. Select **Change Administrator Password** and follow the instructions on the screen.
8. Press Esc until you return to the Configuration/Setup Utility program menu.
9. Select **Save Settings** from the Configuration/Setup Utility program menu, then press Esc and follow the instructions on the screen.

Erasing a lost or forgotten password

Important

If possible, run ConfigSafe (or a similar application) to take a *snapshot* of your computer configuration *before* moving the Clear CMOS switch. If you have problems configuring after clearing CMOS, ConfigSafe allows you to restore the configuration to the previous settings.

To erase a lost or forgotten password:

1. Turn off the computer and all attached devices.
2. Unplug the power cords for the computer and all attached devices from electrical outlets.
3. Remove the cover. See “Removing the cover — desktop model” on page 64 or “Removing the cover — tower model” on page 68.
4. See the system board label inside the computer to locate the Clear CMOS switch (switch 2 on the small rocker switch).
5. Move switch 2 from the OFF to the ON position.
6. Replace the cover.
7. Plug in the power cord. The computer will beep after about 30 seconds.
8. Press and hold the power switch for about 5 seconds to turn off power.
9. Unplug the power cord and remove the cover. See “Removing the cover — desktop model” on page 64 or “Removing the cover — tower model” on page 68.
10. Move switch 2 back to the OFF position.
11. Replace the computer cover.
12. Plug in the power cord.

After clearing CMOS memory, you must reconfigure the computer. After reassembling the computer, use the Configuration/Setup Utility program to reset the date and time, reset any passwords, and reconfigure the computer.

Using Security Profile by Device

Security Profile by Device enables you to control the level of security for the following:

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

Setting Security Profile by Device also enables you to control which devices require a password before they start up. There are three classes of these devices:

- Removable media, such as diskette drives and CD-ROM drives
- Hard disk drives
- Network devices

You can set these devices to request a user password, an administrator password, or not to require a password. This way, if you have a power-on or administrator password set for your system, you can configure your computer to prompt you for a password only when certain devices are accessed at startup. For example, if you set Hard Disk Devices to require a User password, each time you attempt to start up from the hard disk, you will be prompted to type the password before the startup proceeds.

Some operating systems require you to type a password before the operating system will load. Security Profile by Device does not change the way the operating system works. If an operating system password is required, you must still type it when prompted, regardless of the Security Profile by Device settings.

To set Security Profile by Device:

1. Start the Configuration/Setup Utility program (see “Starting and using the Configuration/Setup Utility program” on page 39).
2. From the Configuration/Setup Utility program menu, select **System Security** and press Enter.
3. Select **Security Profile by Device** and press Enter.

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

Using Enhanced Security

Enhanced Security is an additional security feature available on the PC 300PL 6565.

Enhanced Security can be enabled or disabled only when you update system programs. If Enhanced Security is enabled and you have not set an administrator password, your computer will operate as if Enhanced Security is disabled. For more information about setting an administrator password, see “Using an administrator password” on page 45.

If Enhanced Security is enabled and you have set an administrator password, your computer has these additional security measures:

- The contents of the security EEPROM (your administrator password and startup sequence) are protected if the battery or CMOS memory fails.
- The security EEPROM is protected from unauthorized access. The security EEPROM cannot be read from or written to by any software application or system software until Enhanced Security is disabled and the computer is restarted. In a network environment, this might prevent certain functions from being performed on your computer.
- Remote Administration is locked and cannot be unlocked until Enhanced Security is disabled and the computer is restarted. This prevents the system programs in your computer from being updated remotely.
- The configuration settings in the Configuration/Setup Utility program are protected and cannot be changed until you enter the administrator password. Any changes in computer hardware detected by the system programs in your computer will generate a configuration error until you enter the administrator password.

To enable or disable Enhanced Security:

1. Insert a system programs update diskette into the diskette drive (drive A) in your computer. System programs updates are available at <http://www.ibm.com/pc/support/us/> on the World Wide Web.

2. Turn on the computer. If it is on already, you must turn it off and back on again.
3. The update begins, your computer halts, and you are prompted for your administrator password (if you have set an administrator password). The computer remains in a halted state until you enter the administrator password.
4. When you enter the administrator password, or if no administrator password has been set, the update diskette will continue to run, and you are given the option of enabling or disabling Enhanced Security. Your choice is automatically recorded in the System Security menu of the Configuration/Setup Utility program.

Enabling the Pentium III processor serial number feature

Some models come with a Pentium III microprocessor that features a processor serial number. The processor serial number is an electronic number unique to every Pentium III microprocessor. This feature is used primarily to enhance security with Internet transactions. *Models equipped with the Pentium III microprocessor are shipped to you with this feature OFF (disabled).*

To enable this feature, use the following procedure:

1. Start the Configuration/Setup Utility program.
2. Select **Advanced Setup** and press Enter.
3. Select **Processor Control** and press Enter.
4. Change the value for **Processor Serial Number Access** from **Disabled** to **Enabled** and press Enter.
5. Save the settings, exit the program and restart your computer with the computer power switch to activate the new setting.

Other settings in the Configuration/Setup Utility program

The information in this section includes instructions for changing other settings in the Configuration/Setup Utility, such as the keyboard speed, the startup sequence, remote administration, and power management.

Changing keyboard speed

You can change the speed at which the keyboard responds when you hold down a key. This setting can be found under **Start Options** in the Configuration/Setup Utility program. The default *typematic rate* is 30 characters per second (fast rate).

Setting the startup sequence

Your computer can be started from several devices including the hard disk drive, diskette drive, CD-ROM drive, or from the network. The startup program looks for these devices in a selected sequence. You can use Configuration/Setup Utility to select the startup sequence.

To set the startup sequence:

1. Start the Configuration/Setup Utility program (see “Starting and using the Configuration/Setup Utility program” on page 39).
2. Select **Start Options** and press Enter.
3. Select **Startup Sequence** from the Start Options menu and press Enter.
4. Under Primary Startup Sequence, select **First Startup Device** and press Enter.
5. Use the arrow keys to make your selection and press Enter.
6. If necessary, repeat the above steps for **Second Startup Device**, **Third Startup Device**, and **Fourth Startup Device**.
7. If **Automatic Power On Startup Sequence** is *Enabled*, select the sequence and devices from the choices provided.
8. Press Esc until you return to the Configuration/Setup Utility program menu.
9. Select **Save Settings** from the Configuration/Setup Utility menu, then press Esc and follow the instructions on the screen.

Settings that affect the startup procedure

Settings for the following features in the Configuration/Setup Utility program can affect the startup procedure for your computer:

- Start Options, including the startup sequence, power-on status, and power-on self-test.
- Security options, including administrator and power-on passwords. For more information, see “Using passwords” on page 42, “Using a power-on password” on page 42, and “Using an administrator password” on page 45.

- Security Profile by Device. For more information, see “Using Security Profile by Device” on page 47.

Setting Remote Administration

You can remotely update the system programs, such as POST and BIOS, from a network server when remote administration is enabled. If you have set an administrator password for your computer, the password does *not* have to be entered in order to remotely update programs. Consult your network administrator for information on setting up your network server to perform POST and BIOS updates.

To set Remote Administration, follow these steps:

1. Start the Configuration/Setup Utility program. See “Starting and using the Configuration/Setup Utility program” on page 39.
2. Select **System Security** and press Enter.
3. Select **Remote Administration** and press Enter.
4. To enable update Remote Administration, select **Enabled**. To disable, select **Disabled**. Press Enter.
5. Press Esc until you return to the Configuration/Setup Utility program main menu.
6. Select **Save Settings** from the Configuration/Setup Utility program menu, then press Esc and follow the instructions on the screen.

Interrupt and DMA resources

This section lists the settings for the default interrupt and direct memory access (DMA) resources for your computer. The interrupt and DMA settings might change when your computer is reconfigured.

| Interrupt request | System resource |
|-------------------|----------------------|
| 0 | Timer |
| 1 | Keyboard |
| 2 | Interrupt controller |
| 3 | Serial port B |
| 4 | Serial port A |
| 5 | Available |
| 6 | Diskette |
| 7 | Parallel port |
| 8 | Real time clock |
| 9 | ACPI |
| 10 | Available |
| 11 | Available |
| 12 | Mouse |
| 13 | Coprocessor |
| 14 | IDE drives |
| 15 | IDE drives |

Note: IRQs 3, 4, 7, and 9 and DMA 3 can be modified to alternative settings or disabled.

| DMA request | System resource |
|-------------|-----------------|
| 0 | Available |
| 1 | Available |
| 2 | Diskette |
| 3 | Parallel port |
| 4 | System resource |
| 5 | Available |
| 6 | Available |
| 7 | Available |

Power management features

Your computer comes with built-in energy-saving capabilities. You can view and change energy-saving settings using the power-management menu in the Configuration/Setup Utility program. This section describes both advanced power management (APM) and automatic configuration and power interface (ACPI) power-management features that are supported by your computer.

Attention

If a device, such as a monitor, does not have power-management capabilities, it can be damaged when exposed to a reduced-power state. Before you make energy-saving selections for your monitor, check the documentation that comes with your monitor to see if it supports Display Power Management Signaling (DPMS).

ACPI BIOS IRQ

ACPI BIOS IRQ enables the operating system to control the power-management features of your computer. You can use the ACPI BIOS IRQ setting to configure the interrupts that this feature uses so that you can free resources for other devices. Not all operating systems support ACPI BIOS IRQ. See your operating system documentation to determine if ACPI is supported.

ACPI standby mode

Some models allow you to select which power level your system goes to when it enters standby mode.

Standby mode S1

Standby mode S1 is supported on all models. When the computer enters S1 mode, power is maintained to all devices but microprocessor activity is halted.

Standby mode S3

Standby mode S3 is supported on some models. If the standby mode setting in your computer does not allow you to select S3, only standby mode S1 is supported. When the computer enters S3 mode, power is maintained only for main memory. To wake up from S3 standby mode, press and release the power switch.

Note: If the standby mode setting in your computer allows you to select S3, be sure to read the important text box below.

Important

Some option adapters might not wake up properly from standby mode S3. If your computer appears to be hung in standby, press and hold the power switch for 5 seconds. Your computer will exit standby mode and turn off. Press the power switch to turn the computer back on.

If you encounter a problem with standby mode S3, set this option to S1 and find out if updated device drivers that support standby mode S3 are available for your option adapters.

Setting APM features

With power management, the computer and monitor (if the monitor supports DPMS) can be set to go into a reduced-power state if they are inactive for a specified length of time.

- **Time to Low Power:** When you enable **Automatic Hardware Power Management**, you can use this option to specify the amount of time that the computer must be inactive before power-management features are activated. You can select from 5 minutes to 1 hour.
- **System Power:** With this option, you can select **ON** if you want the computer to remain on, or **OFF** if you want the computer to shut down when power-management features are activated.
- **Display:** You can use this option to select one of the following reduced-power states:
 - **Standby:** In this mode, the screen is blanked, but the screen image is restored *immediately* when any activity is detected.
 - **Suspend:** In this mode, the monitor uses less power than in Standby mode. The screen is blanked, but the screen image is restored *within a few seconds* after any activity is detected.
 - **OFF:** In this mode, the monitor power is turned off. To restore power to the monitor, you must press the monitor power switch. On some monitors, you might have to press the power switch twice.

If any of the above settings are enabled, you must specify the **Time to Display 'off'**. You can select from 5 minutes to 1 hour. (Time to display 'off' is the amount of time from when the reduced-power state begins until the display turns off.)

 - **Disable:** In this mode, the monitor is unaffected by the power-management settings.
- **IDE Drives:** You can use this selection to specify if the IDE drives are enabled or disabled when power-management features are activated.

To set power management features:

1. Start the Configuration/Setup Utility program (see “Starting and using the Configuration/Setup Utility program” on page 39).
2. Select **Power Management** and press Enter.
3. Select **APM** and press Enter.
4. Set **Automatic Hardware Power Management** to Enabled.
5. Select values for power management (time to low power, system power, processor speed, display, and time to display off), as desired.

6. Select **Low Power Entry Activity Monitor** and press Enter.
7. Set to **Enabled** or **Disabled** devices you want to be monitored for power management.
Note: If all devices are set to disabled, you must restart the computer to wake the system.
8. Press Esc three times to return to the Configuration/Setup Utility program menu.
9. Select **Save Settings** from the Configuration/Setup Utility program menu, then press Esc and follow the instructions on the screen.

Setting automatic power-on features

You can use the automatic power-on features on the Power Management menu to enable and disable features that automatically turn on your computer. You must also select the startup sequence you want to use for the type of power-on event you select.

- **Wake on LAN:** If you have remote network-management software and a Wake on LAN-supported network adapter, you can use the IBM-developed Wake on LAN feature. When you set Wake on LAN to **Enabled**, your computer will turn on when it receives a specific signal from another computer on your local area network (LAN). For more information, see the documentation that comes with your network adapter.
- **Serial Port Ring Detect:** If your computer has an *external* modem connected to a serial port and you want the computer to turn on automatically when a ring is detected on the modem, set this feature to **Enabled**. The modem must also support this feature.
- **PCI Modem Ring Detect:** If your computer has a PCI modem and you want the computer to turn on automatically when a ring is detected on the modem, set this feature to **Enabled**.
- **Wake Up on Alarm:** With this feature, you can specify a date and time at which the computer will be turned on automatically. This can be either a single event, a daily event, or a weekly event.
- **PCI Wake Up:** If this setting is enabled, your computer turns on in response to wake up requests from PCI devices that support this feature.

To set automatic power-on features, follow these steps:

1. Start the Configuration/Setup Utility program (see “Starting and using the Configuration/Setup Utility program” on page 39).
2. Select **Power Management** and press Enter.
3. Select **Automatic Power On** and press Enter.

4. Select the menu item for the feature you want to set. Use Left Arrow (←) or Right Arrow (→) to select either **Enabled** or **Disabled**. Press Enter.
5. Select Startup Sequence for the feature. Use Left Arrow (←) or Right Arrow (→) to select either **Primary** or **Automatic**. If you select **Automatic**, make sure **Automatic Power On Startup Sequence** in the Startup Sequence menu is set to **Enabled**. Otherwise, the system will use the **Primary** startup sequence.
6. Press Esc until you return to the Configuration/Setup Utility program menu.
7. Select **Save Settings** from the Configuration/Setup Utility program menu, then press Esc and follow the instructions on the screen.

Quick reference for network-related settings

Some models come with a network adapter or modem. The following tables provide a quick reference to help you if your computer is connected to other computers on a network. This information is intended to help you quickly find specific network settings. You can view the current setting or select a different setting. When finished, you can either save the settings and exit the utility program or exit without saving the settings.

The steps in the following table always start at the Configuration/Setup Utility main menu.

| To enable: | Select: | Comments: |
|---------------------------------------|--|---|
| Remote Administration | <ol style="list-style-type: none"> 1. System Security 2. Remote Administration 3. Enabled | Enable Remote Administration to allow POST/BIOS updates over the LAN. |
| Bypass of normal boot and use network | <ol style="list-style-type: none"> 1. Start options 2. Network boot F12 option 3. Enabled | |

| To enable: | Select: | Comments: |
|-------------|--|--|
| Wake on LAN | <ol style="list-style-type: none"> 1. Power Management 2. Automatic Power On 3. Wake on LAN 4. Enabled 5. Startup Sequence 6. Automatic <p>Press Esc to go back to the main menu.</p> <ol style="list-style-type: none"> 7. Start Options 8. Startup Sequence 9. Automatic Power On Startup Sequence 10. Enabled 11. First, second, third, and fourth startup devices | <ul style="list-style-type: none"> • You might not be able to select four startup devices for your model. |
| Wake on PCI | <ol style="list-style-type: none"> 1. Power Management 2. Automatic Power On 3. Wake on PCI 4. Enabled 5. Startup Sequence 6. Automatic <p>Press Esc to go back to the main menu.</p> <ol style="list-style-type: none"> 7. Start Options 8. Startup Sequence 9. Automatic Power On Startup Sequence 10. Enabled 11. First, second, third, and fourth startup devices | You might not be able to select four startup devices for your model. |

| To enable: | Select: | Comments: |
|-------------------------|--|---|
| Wake on Alarm | <ol style="list-style-type: none"> 1. Power Management 2. Automatic Power On 3. Wake on Alarm 4. Single Event, Daily Event, or Weekly Event 5. Alarm settings 6. Startup Sequence 7. Automatic <p style="margin-left: 40px;">Press Esc to go back to the main menu.</p> <ol style="list-style-type: none"> 8. Start Options 9. Startup Sequence 10. Automatic Power On Startup Sequence 11. Enabled 12. First, second, third, and fourth startup devices | <p>You might not be able to select four startup devices on your model.</p> |
| Serial Port Ring Detect | <ol style="list-style-type: none"> 1. Power Management 2. Automatic Power On 3. Serial Port A Ring Detect 4. Enabled 5. Startup Sequence 6. Automatic <p style="margin-left: 40px;">Press Esc to go back to the main menu.</p> <ol style="list-style-type: none"> 7. Start Options 8. Startup Sequence 9. Automatic Power On Startup Sequence 10. Enabled 11. First, second, third, and fourth startup devices | <p>You might not be able to select four startup devices for your model.</p> <p>Wake on Ring is enabled for communications port COM1 only.</p> |

| To enable: | Select: | Comments: |
|-----------------------|---|--|
| PCI Modem Ring Detect | <ol style="list-style-type: none"> 1. Power Management 2. Automatic Power On 3. MODEM Ring Detect 4. Enabled 5. Startup Sequence 6. Automatic <p style="margin-left: 40px;">Press Esc to go back to the main menu.</p> <ol style="list-style-type: none"> 7. Start Options 8. Startup Sequence 9. Automatic Power On Startup Sequence 10. Enabled 11. First, second, third, and fourth startup devices | <ul style="list-style-type: none"> • You might not be able to select four startup devices for your model. |

Chapter 5. Installing options

You can expand the capabilities of your computer by adding memory, drives, or adapters. When adding an option, use these instructions along with the instructions that come with the option.

Attention

- Before you install or remove any option, read the “Safety information” on page ix. These precautions and guidelines will help you work safely.
- The presence of 5 V standby power might result in damage to your hardware unless you disconnect the power cord from the electrical outlet before opening the computer cover.

Handling static-sensitive devices

Static electricity, although harmless to you, can seriously damage computer components and options.

When you add an option, do *not* open the static-protective package containing the option until you are instructed to do so.

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

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

Available options

The following are some available options:

- System memory, called dual in-line memory modules (DIMMs)
- Peripheral component interconnect (PCI) adapters
- AGP video adapters
- Internal drives
 - CD-ROM
 - Hard disk
 - Diskette drives and other removable media drives.

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

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

You can also obtain information by calling the following telephone numbers:

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

Tools required

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

Important

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

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

ConfigSafe is a part of the preinstalled software in your computer. For more information, see *About Your Software* that comes with your computer.

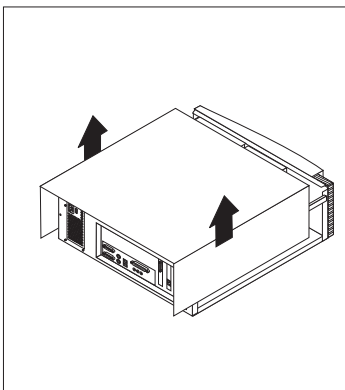
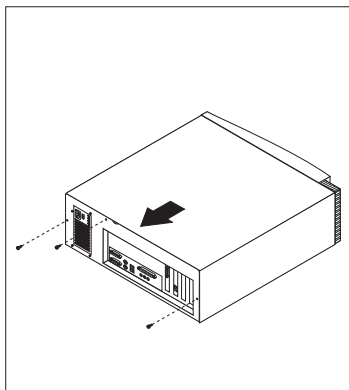
Removing the cover — desktop model

Important:

Read “Safety information” on page ix and “Handling static-sensitive devices” on page 61 before removing the cover.

To remove the cover:

1. Shut down your operating system, remove any media (diskettes, CDs, or tapes) from the drives, and turn off all attached devices and the computer.
2. Unplug all power cords from electrical outlets.
3. Disconnect all cables attached to the computer. This includes power cords, input/output (I/O) cables, and any other cables connected to the computer.
4. Remove the three thumbscrews located on the rear of the computer that hold the cover onto the chassis. Use a screwdriver to loosen the thumbscrews if necessary.
5. Slide the cover straight toward the rear approximately 25mm (1.0 in.) until it stops and lift the cover from the chassis.



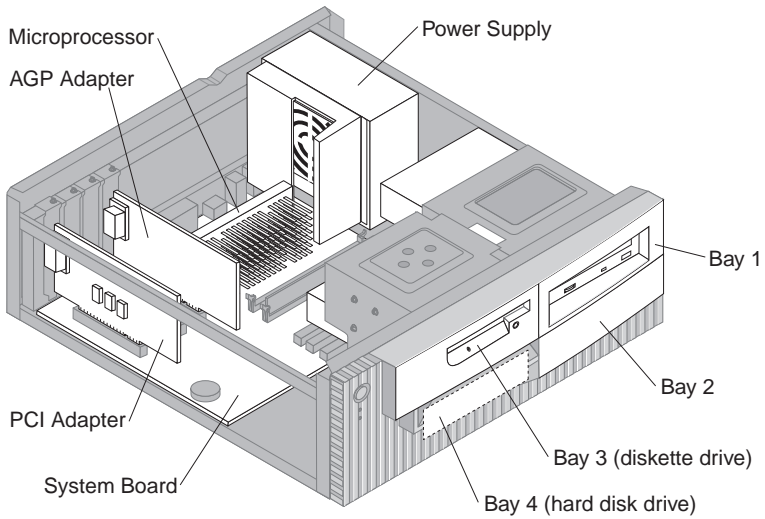
Attention

Proper cooling is required for the reliable performance of internal components. Do not operate your computer with the cover removed.

Locating components — desktop model

To install options in your computer, you will need to remove the cover. See “Removing the cover — desktop model” on page 64. You also will need to locate components inside your computer.

The following illustration will help you locate various components in your computer.



Moving the power supply — desktop model

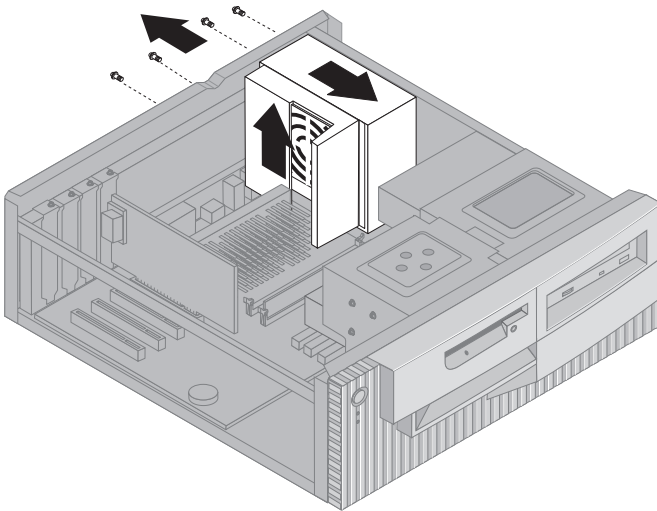
To install a drive in bay 1 or 2 of your desktop model, you will need to move the power supply. This enables you to easily attach signal and power cables to the rear connectors of the drives.



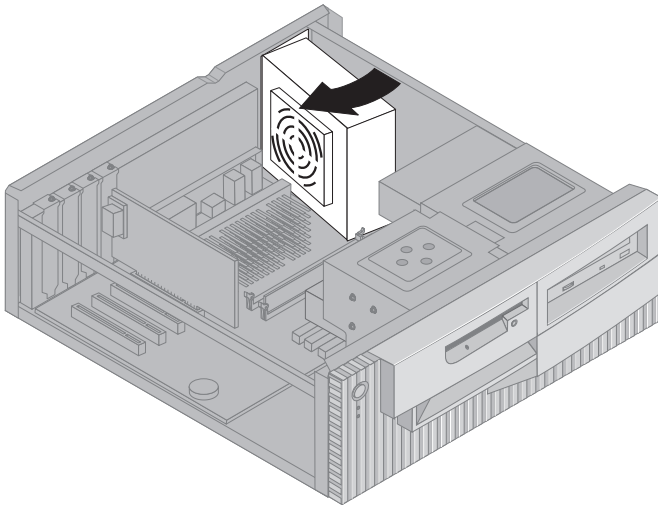
DANGER

Do not detach the power supply bracket from the power supply or remove any of the power supply screws.

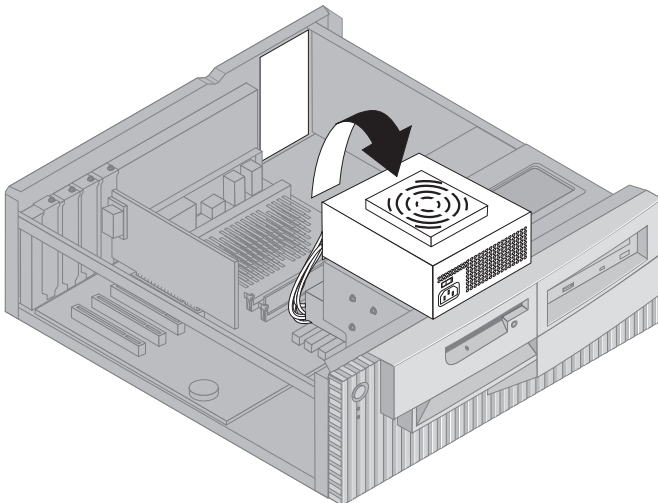
1. Unscrew the four screws securing the power supply to the rear of the computer.
2. Remove the air duct from the power supply.
3. Slide the power supply unit toward the front of the chassis until the tab holding the power supply to the chassis is free.



4. Rotate the power supply toward the system board slightly.



5. Lift the power supply up and carefully rotate it toward the front of the chassis. Lay it on the diskette drive bay, taking care to give yourself room to access the rear of the drive bay with which you are working.



6. To replace the power supply, reverse these steps.

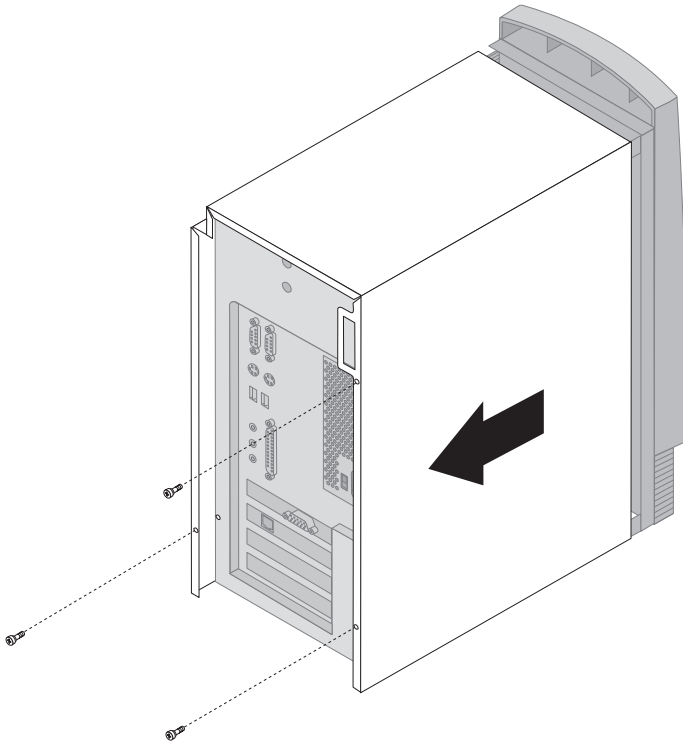
Removing the cover — tower model

Important:

Read “Safety information” on page ix and “Handling static-sensitive devices” on page 61 before removing the cover.

To remove the cover:

1. Shut down your operating system, remove any media (diskettes, CDs, or tapes) from the drives, and turn off all attached devices and the computer.
2. Unplug all power cords from electrical outlets.
3. Disconnect all cables attached to the computer. This includes power cords, input/output (I/O) cables, and any other cables connected to the computer.
4. Remove the three thumbscrews located on the rear of the computer that hold the cover onto the chassis. Use a screwdriver to loosen the thumbscrews if necessary.
5. Slide the cover straight toward the rear approximately 25mm (1.0 in.) until it stops and lift the cover from the chassis.



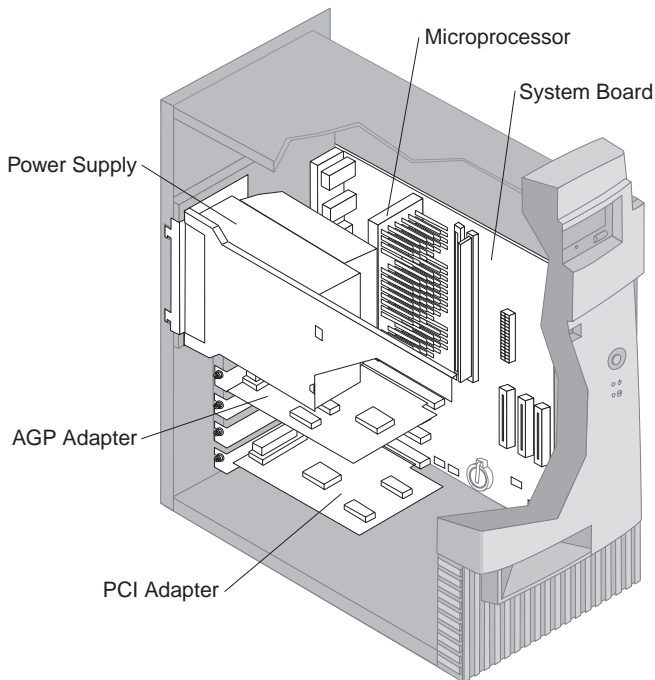
Attention

Proper cooling is required for the reliable performance of internal components. Do not operate your computer with the cover removed.

Locating components — tower model

To install options in your computer, you will need to remove the cover. See “Removing the cover — tower model” on page 68. You also will need to locate components inside your computer.

The following illustration will help you locate various components in your computer.



Note: If you prefer, you can place the computer on its side to install or remove options.

Moving the power supply — tower model

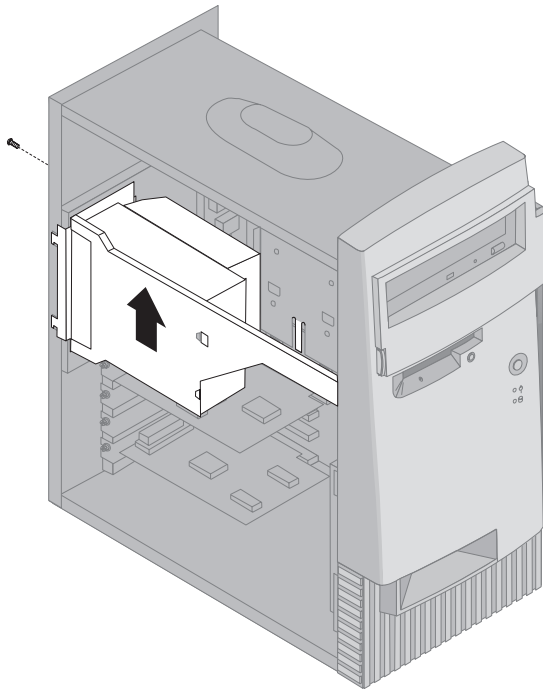
To perform some operations inside the computer, you might need to move the power supply. This enables easy access to parts of the system board that are difficult to see or hard to reach.



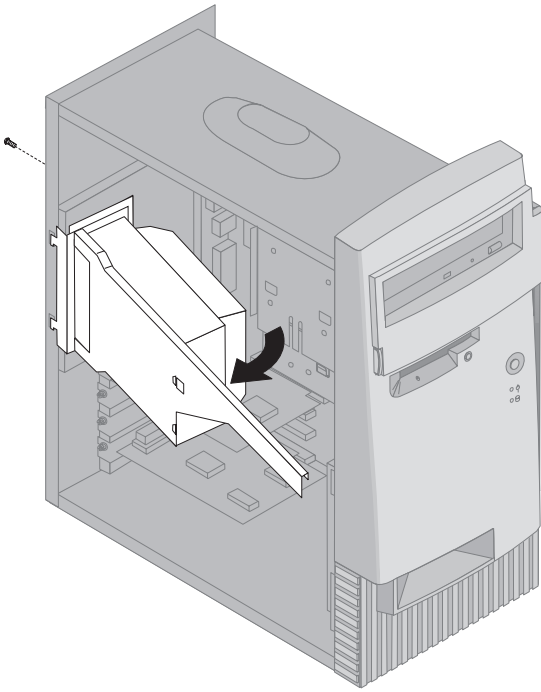
DANGER

Do not detach the power supply bracket from the power supply or remove any of the power supply screws.

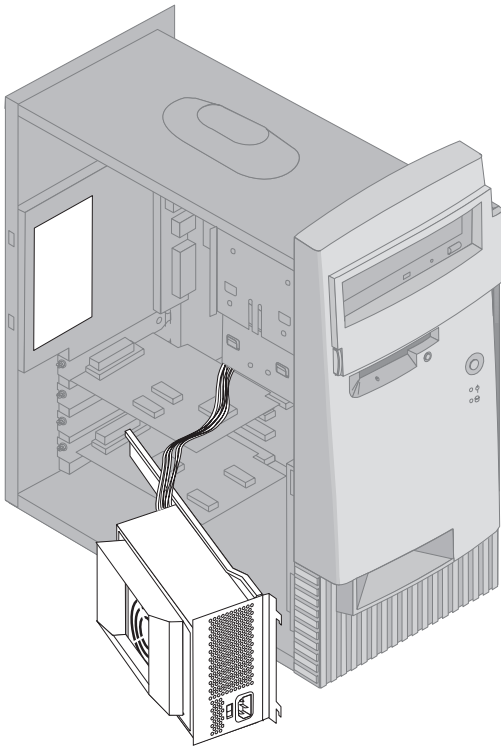
1. Remove the screw securing the power supply to the rear of the chassis.
2. Push in on the metal tab securing the power supply to the chassis to release the power supply.
3. Slide the power supply unit up toward the top of the chassis.



4. Rotate the power supply toward the opened side slightly.



5. Pull the power supply forward and carefully rotate it toward the front of the chassis. Lay it to the side.



6. To replace the power supply, reverse these steps.

Working with options on the system board

This section provides instructions for installing options and setting the diskette write protect switch on the system board.

Accessing the system board

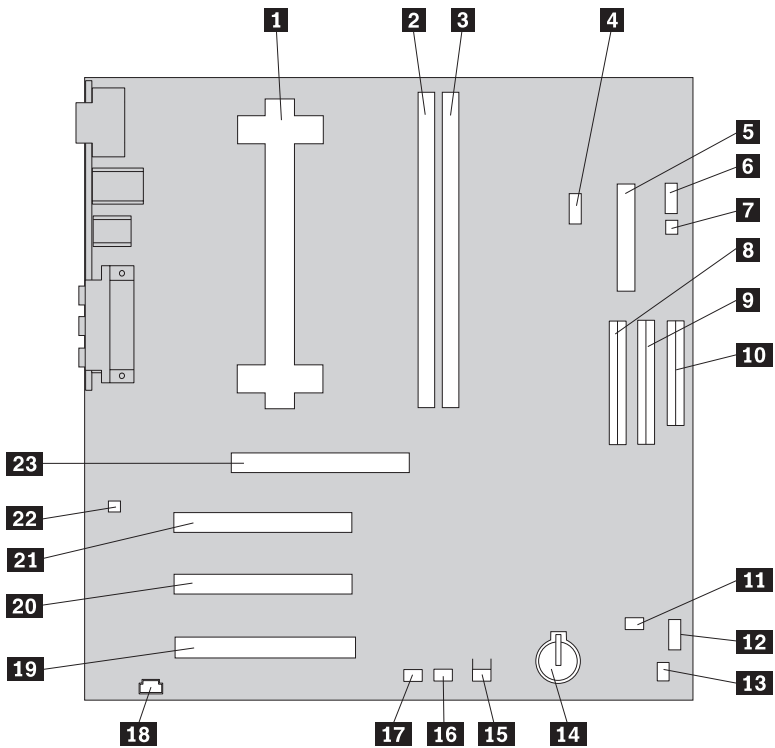
To access the system board, you must remove the computer cover. For information on removing the computer cover, see “Removing the cover — desktop model” on page 64 or “Removing the cover — tower model” on page 68, depending on your computer model. You might need to remove adapters in order to access some components of the system board. For information about expansion adapters, see “Working with adapters” on page 79. When disconnecting cables, be sure to note where they attach, so you can correctly reattach them later.

Note: For easier access to the system board in a tower model, it helps to place the computer on its side.

Identifying parts on the system board

The system board, also called the *planar* or *motherboard*, is the main circuit board in your computer. It provides basic computer functions and supports a variety of devices that are IBM-installed or that you can install later. Refer to the following illustration for the location of parts on the system board.

Note: An illustration of the system board and additional information is provided on a label located inside the computer.



- | | | | |
|-----------|---|-----------|--|
| 1 | Microprocessor | 14 | Battery |
| 2 | DIMM 0 | 15 | Tamper detect switch connector |
| 3 | DIMM 1 | 16 | Wake on LAN connector |
| 4 | Fan connector | 17 | Alert on LAN connector |
| 5 | Power connector | 18 | CD-ROM connector |
| 6 | Switch/LED connector | 19 | PCI adapter slot 1 |
| 7 | RFID antenna connector | 20 | PCI adapter slot 2 |
| 8 | Primary EIDE connector | 21 | PCI adapter slot 3 (use this slot for an Alert on LAN adapter) |
| 9 | Secondary EIDE connector | 22 | Chassis speaker connector |
| 10 | Diskette drive connector | 23 | AGP adapter slot |
| 11 | Fan connector | | |
| 12 | Large rocker switch (not on all models) | | |
| 13 | Small rocker switch | | |

Note: Your system board might not have all connectors that are shown.

Working with memory

You can add memory to your computer to increase system performance. Your computer has two connectors for installing memory modules that provide up to a maximum of 1 GB of system SDRAM.

Your computer uses dual inline memory modules (DIMMs). The IBM-installed DIMMs that come with your computer are unbuffered, synchronous dynamic random access memory (SDRAM).

When installing or replacing DIMMs, the following rules apply:

- Fill each system memory connector sequentially, starting at *DIMM 0*.
- Use only 3.3 V, 133 MHz, unbuffered, SDRAM DIMMs.
- Use only 64, 128, 256, or 512 MB DIMMs in any combination of supported SDRAM DIMMs.

Note: To locate the memory connectors on the system board, see the system board label inside your computer.

Before you begin:

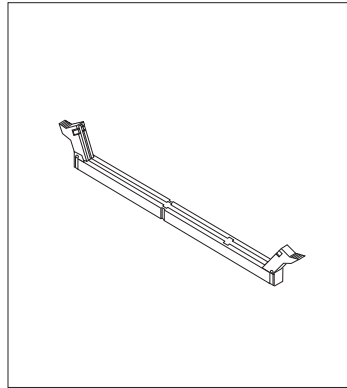
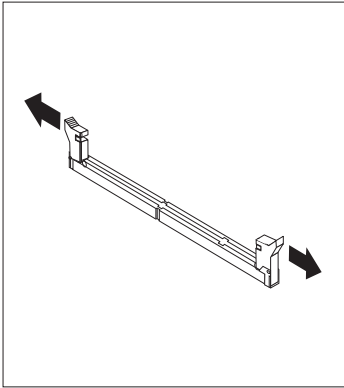
- Read “Safety information” on page ix and “Handling static-sensitive devices” on page 61.
- Read the instructions that come with the new system memory.
- Turn off the computer and all other connected devices.
- Disconnect all cables attached to the computer and remove the computer cover (see “Removing the cover — tower model” on page 68 or “Removing the cover — desktop model” on page 64).
- Read “Accessing the system board” on page 74 to learn the location of the parts on the system board.

Notes:

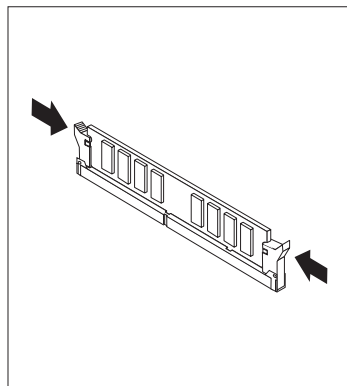
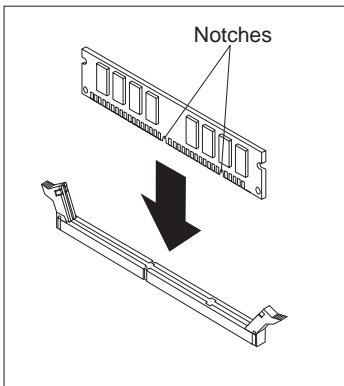
1. You might need to remove the power supply to gain access to the DIMM sockets. See “Moving the power supply — desktop model” on page 66 or “Moving the power supply — tower model” on page 71.
2. You might have to remove an adapter to access the DIMM sockets.

To install a DIMM:

1. Remove the retaining screw from the adapter slot cover.
2. Open the module retaining clips on the DIMM socket.



3. Make sure that the notches in the DIMM are properly aligned with the connector. Push the DIMM straight down into the connector until the retaining clips close.



4. Reinstall any adapters that you removed. See “Installing adapters — desktop model” on page 79 or “Installing adapters — tower model” on page 80 for instructions to reinstall the adapter.
5. Reinstall the power supply if you removed it.

What to do next:

- To work with another option, go to the appropriate section.
- To complete the installation, go to “Completing the installation” on page 94.

Setting the diskette write-protect switch

The diskette write-protect switch controls whether you can write information to a diskette using a diskette drive. The ability to prevent writing to a diskette is particularly useful if you are concerned about the security of information that can be obtained through a network.

Note:

This switch does not affect the ability to read information from a diskette.

Before you begin:

- Read “Safety information” on page ix and “Handling static-sensitive devices” on page 61.
- Turn off the computer and all other connected devices.
- Disconnect all cables attached to the computer and remove the computer cover (see “Removing the cover — tower model” on page 68 or “Removing the cover — desktop model” on page 64).

1. Locate the small rocker switch on the system board. See the label inside the computer or “Identifying parts on the system board” on page 74. It might be helpful to use a small screwdriver to set the switch.
2. Set the switch as follows:
 - For read-only diskette operation, set switch 1 to the ON position. Write-protect is now enabled.
 - For normal diskette operation, set switch 1 to the OFF position. Write-protect is now disabled.

Working with adapters

This section provides information and instructions for installing and removing adapters.

PCI adapters

All adapters supported by your computer use *Plug and Play* technology that enables the computer to automatically configure the adapter. For more information, see “Updating the computer configuration” on page 96.

Adapter slots

Your computer system board has three peripheral component interconnect (PCI) expansion slots used to connect adapters to the bus. There is also one AGP adapter slot. You can install an adapter up to 330 mm (13 inches) long in the desktop model and 228 mm (9 inches) long in the tower model.

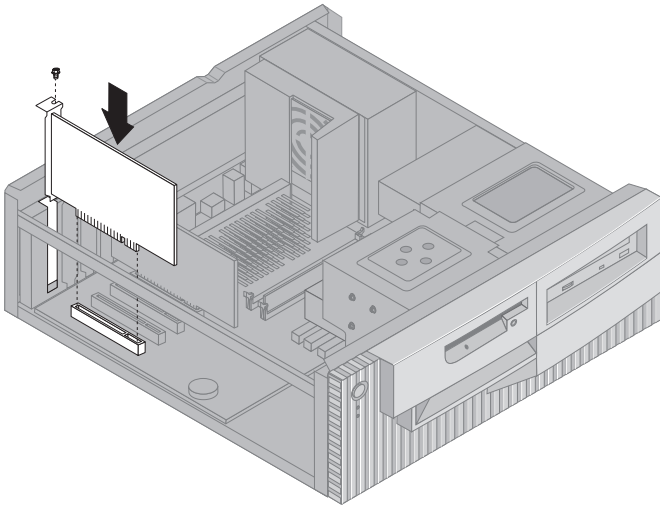
Installing adapters — desktop model

Before you begin:

- Read “Safety information” on page ix and “Handling static-sensitive devices” on page 61.
- Read the instructions that come with the new adapter.
- Turn off the computer and all other connected devices.
- Disconnect all cables attached to the computer and remove the computer cover (see “Removing the cover — desktop model” on page 64).

To install an adapter:

1. Remove the screw and slot cover for the appropriate expansion slot.
2. Remove the adapter from its static-protective package.
3. Install the adapter into the appropriate slot on the system board.



4. Install the screw that secures the adapter.

Note: If you are installing a Wake on LAN-supported network adapter, attach the Wake on LAN cable that came with the adapter to the Wake on LAN connector on the system board. (This might not be necessary with all computers.) If you also want to take advantage of the Alert on LAN feature of your computer, you must install your network adapter in PCI slot 3. For the location of PCI slot 3 and the Wake on LAN connector, see the diagram of the system board on the inside of your computer.

5. Replace the cover and continue with “Configuring Plug and Play adapters” on page 96.

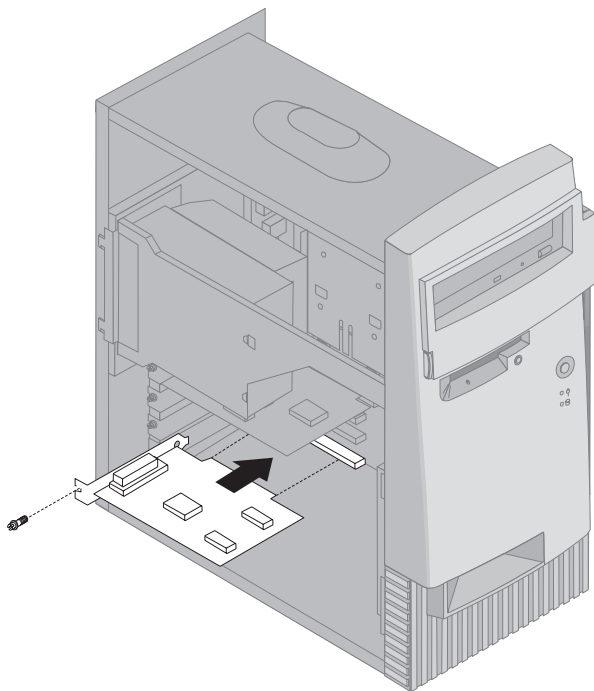
Installing adapters — tower model

Before you begin:

- Read “Safety information” on page ix and “Handling static-sensitive devices” on page 61.
- Read the instructions that come with the new adapter.
- Turn off the computer and all other connected devices.
- Disconnect all cables attached to the computer and remove the computer cover (see “Removing the cover — tower model” on page 68).

To install an adapter:

1. Move the power supply aside if necessary. See “Moving the power supply — tower model” on page 71.
2. Remove the screw and slot cover for the appropriate expansion slot.
3. Remove the adapter from its static-protective package.
4. Install the adapter into the appropriate slot on the system board.
5. Install the screw that secures the adapter.



Note: If you are installing a Wake on LAN supported network adapter, attach the Wake on LAN cable that came with the adapter to the Wake on LAN connector on the system board. (This might not be necessary with all computers.) If you also want to take advantage of the Alert on LAN feature of your computer, you must install your network adapter in PCI slot 3. For the location of PCI slot 3 and the Wake on LAN connector, see the diagram of the system board on the inside of your computer.

6. If you moved the power supply aside, replace it. See “Moving the power supply — tower model” on page 71.

7. Replace the cover and continue with “Configuring Plug and Play adapters” on page 96.

What to do next:

- To work with another option, go to the appropriate section.
- To complete the installation, go to “Completing the installation” on page 94.

Working with internal drives

This section provides information and instructions for installing internal drives.

When you install an internal drive, it is important to note the type and size of the drive you can install in each bay. Also, it is important to correctly connect the internal drive cables to the installed drive.

Internal drives

Internal drives are devices that your computer uses to read and store data. You can add drives to your computer to increase storage capacity and to enable your computer to read other types of media. Some of the different drives available for your computer are:

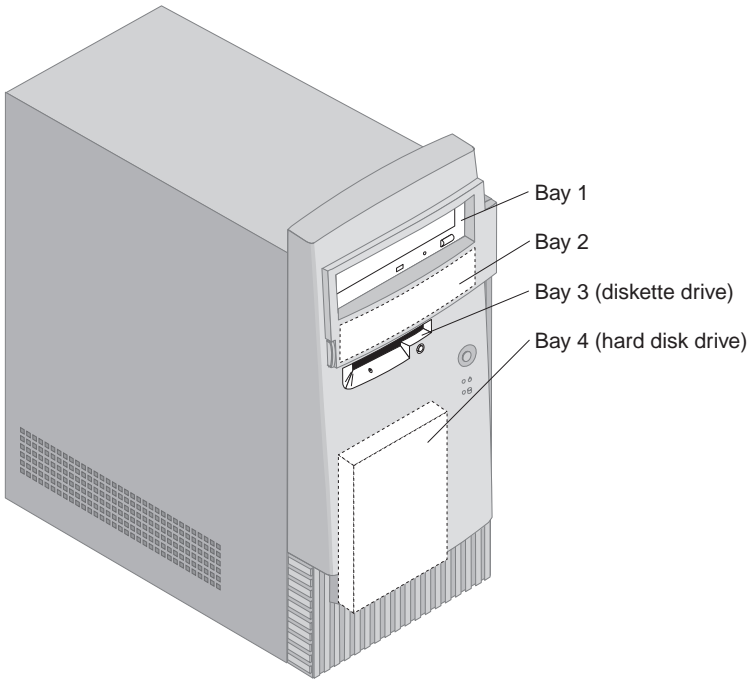
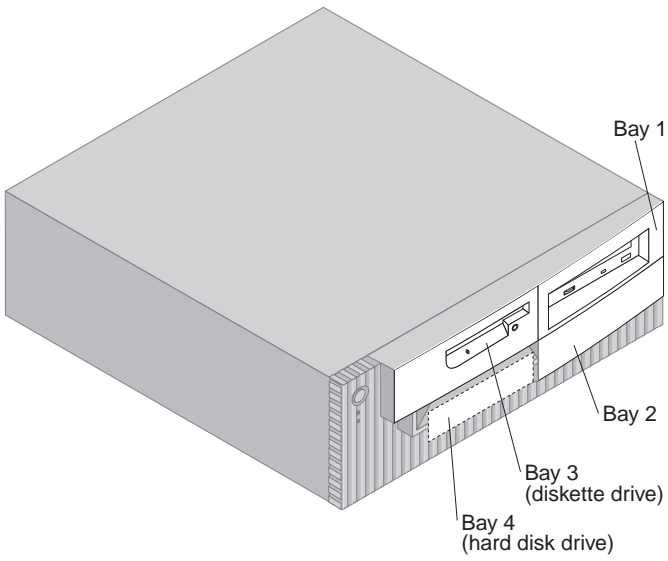
- Hard disk drives
- Tape drives
- CD-ROM drives
- Removable media drives

Internal drives are installed in *bays*. In this book, bays are referred to as bay 1, bay 2, bay 3, and bay 4.

Your computer comes with the following IBM-installed drives:

- A CD-ROM drive in bay 1 (some models).
- A 3.5-inch diskette drive in bay 3.
- A 3.5-inch hard disk drive in bay 4.

Models that do not have drives installed in bays 1 and 2 have a static shield and bay panel installed.



Drive specifications

The following table describes some of the drives you can install in each bay and their height requirements.

Bay 1

- Maximum Height: 41.3 mm (1.6 in.)
- CD-ROM drive (preinstalled in some models),
- 3.5-inch or 5.25-inch hard disk drive (a 3.5-inch hard disk drive requires a mounting bracket)

Bay 2

- Maximum Height: 41.3 mm (1.6 in.)
- 3.5-inch or 5.25-inch hard disk drive (a 3.5-inch hard disk drive requires a mounting bracket)

Bay 3

- Maximum Height: 25.4 mm (1.0 in.)
- 3.5-inch diskette drive (preinstalled)

Bay 4

- Maximum Height: 25.4 mm (1.0 in.)
- 3.5-inch hard disk drive (preinstalled)

Notes:

1. Drives that are greater than 41.3 mm (1.6 in.) high cannot be installed.
2. Install removable media (tape or CD) drives in bays 1 and 2 only.

Power and signal cables for internal drives

Cables connect integrated drive electronics (IDE) drives to the power supply and system board. The following cables are provided:

- Four-wire *power cables* connect most drives to the power supply. At the end of these cables are plastic connectors that attach to different drives; these connectors vary in size. Also, certain power cables attach to the system board.
- Flat *signal cables*, also called *ribbon cables*, connect IDE and diskette drives to the system board. There are two sizes of ribbon cables that come with your computer:
 - The wider signal cable has two or three connectors.
 - If the cable has three connectors, one of these connectors is attached to the IBM-installed hard disk drive, one is a spare, and the third attaches to the secondary IDE connector on the system board.

- If the cable has two connectors, one of these connectors is attached to the hard disk drive, and the other attaches to the primary IDE connector on the system board.

Note: If you want to add another device, and your computer does not come with a CD-ROM drive preinstalled, you will need a second signal cable with three connectors. You will need an 80-conductor ATA 66 signal cable if you are replacing the existing signal cable or adding a second hard disk. ATA 66 signal cables are color-coded. The blue connector attaches to the system board; the black connector attaches to the primary device (also known as the master device), and the gray middle connector attaches to the secondary device (also known as the subordinate device).

If your computer comes with a CD-ROM drive, it will have an ATA 66 signal cable. However, if you installing a hard disk, you must change the switch setting on the CD-ROM drive to secondary and change the connector used for the CD-ROM drive to the gray middle connector.

- The narrower signal cable has two connectors for attaching the diskette drive to the diskette-drive connector on the system board.

Note: To locate connectors on the system board, see “Identifying parts on the system board” on page 74.

The following are some important points to remember when connecting power and signal cables to internal drives:

- The drives that are preinstalled in your computer come with power and signal cables attached. If you replace any drives, it is important to remember which cable is attached to which drive.
- When you install a drive, ensure that the drive connector at the *end* of the signal cable is always connected to a drive; also, ensure that the drive connector at the other end is connected to the system board. This reduces electronic noise from the computer.
- If two IDE devices are used on a single cable, one must be designated as the primary or master device and the other as the secondary or subordinate device; otherwise, some of the IDE devices might not be recognized by the system. The primary or secondary designation is determined by switch or jumper settings on each IDE device.
- If two IDE devices are on a single cable, and only one is a hard disk drive, the hard disk drive must be set as the master device.
- If you have only one IDE device on a cable, it must be set as master.

For help in selecting drives, cables, and other options for your computer, contact IBM, an IBM reseller, or an IBM marketing representative.

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

Installing internal drives — desktop model

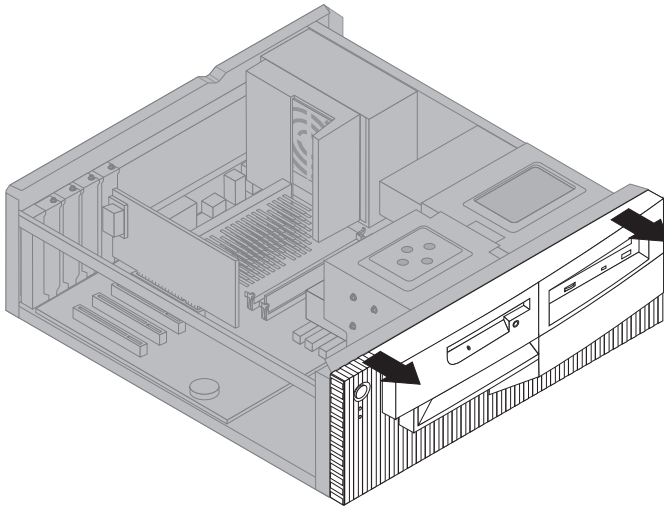
Before you begin:

- Read “Safety information” on page ix and “Handling static-sensitive devices” on page 61.
- Turn off the computer and all other connected devices.
- Disconnect all external cables and power cords, and then remove the computer cover (see “Removing the cover — desktop model” on page 64).

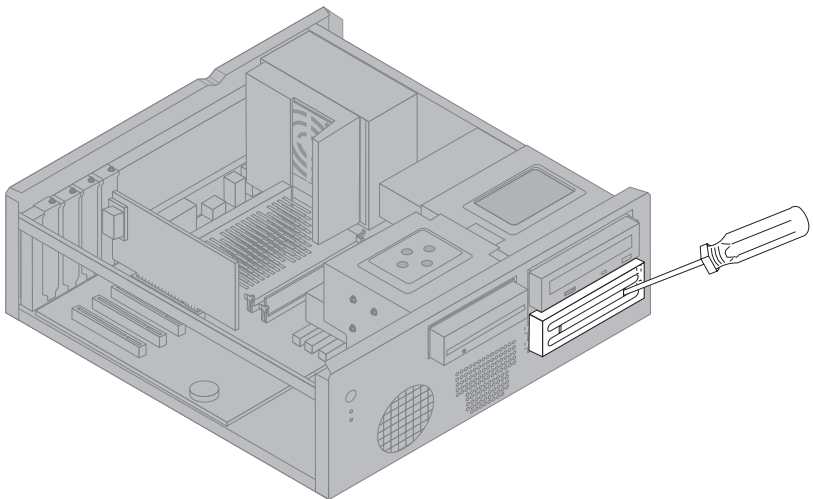
To install an internal drive:

1. See “Removing the cover — desktop model” on page 64 to remove the cover.
2. See “Moving the power supply — desktop model” on page 66 to move the power supply.

3. Remove the front bezel from the chassis using your fingers to release the tabs on the inside of the front bezel.

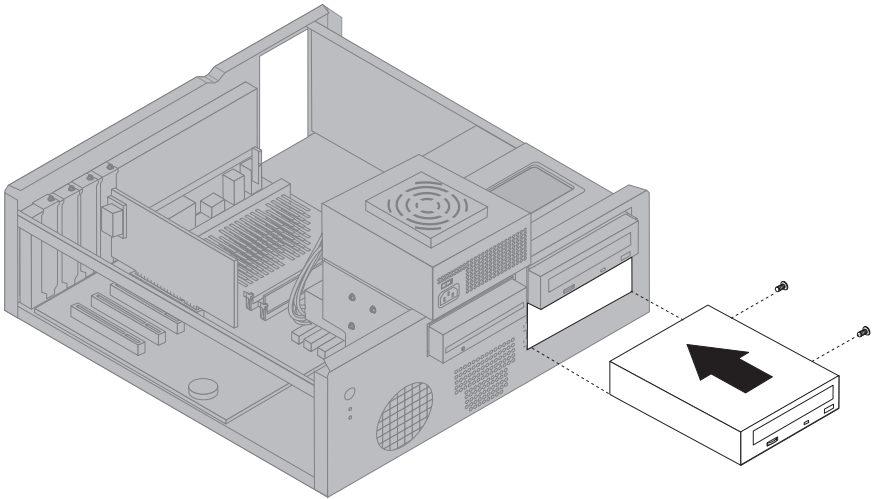


4. Insert a flat-blade screwdriver into one of the slots on the static shield in the drive bay into which you are installing the drive and gently pry the static shield loose from the drive bay.



Note: To install a 3.5-inch drive into drive bay 2 (a 5.25-inch bay), you must obtain conversion kit PN 70G8165. For information on purchasing the kit, contact your IBM reseller or IBM marketing representative.

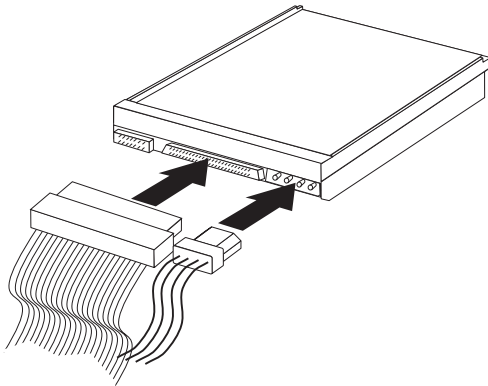
5. Install the drive into the bay. Align the screw holes and insert the two screws.



6. Replace the front bezel by aligning the tabs on the front bezel with the slots on the chassis and snapping the bezel into place.

If the drive you installed is a removable-media drive, remove the bay panel from the front bezel and place the bezel frame that came with your computer over the drive bay.

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



8. Replace the power supply by reversing the steps in “Moving the power supply — desktop model” on page 66.

What to do next:

- To work with another option, go to the appropriate section.
- To complete the installation, go to “Completing the installation” on page 94.

Installing internal drives — tower model

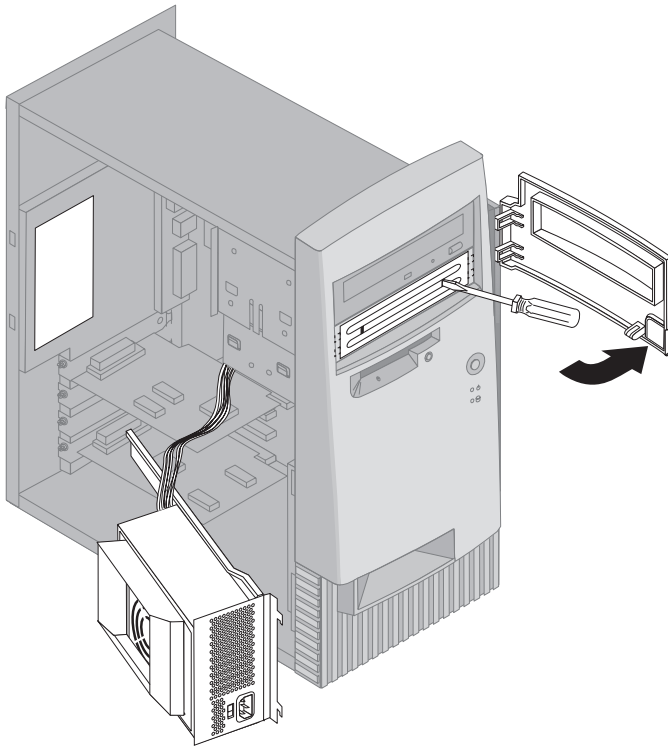
Before you begin:

- Read “Safety information” on page ix and “Handling static-sensitive devices” on page 61.
- Turn off the computer and all other connected devices.
- Disconnect all external cables and power cords, and then remove the computer cover (see “Removing the cover — tower model” on page 68).

To install an internal drive:

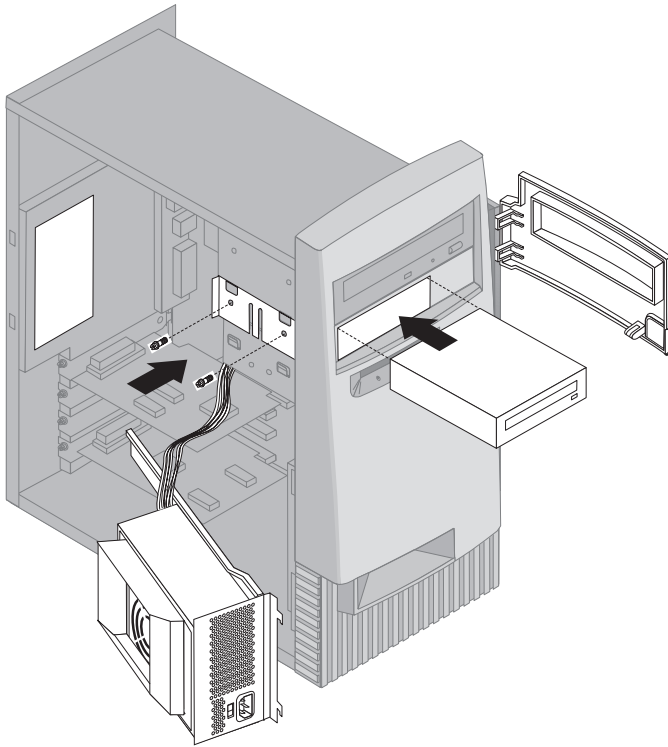
1. Open the swinging door in front of bays 1 and 2.
2. Remove the drive bay panel from the drive bay into which you are installing the drive.

3. Insert a flat-blade screwdriver into one of the slots on the static shield and pry the static shield from the drive bay.



Note: To install a 3.5-inch drive into drive bay 2 (a 5.25-inch bay), you must obtain conversion kit PN 70G8165. For information on purchasing the kit, contact your IBM reseller or IBM marketing representative.

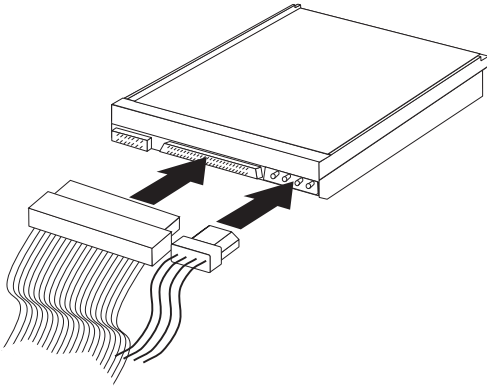
4. Install the drive in the bay. Align the screw holes and insert the two screws.



5. If the drive you installed has nonremovable media (such as a hard disk drive), replace the bay panel.

If the drive you installed is a removable media drive, place the bezel frame that came with your computer over the drive bay.

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



7. Replace the power supply by reversing the steps in “Moving the power supply — tower model” on page 71

What to do next:

- To work with another option, go to the appropriate section.
- To complete the installation, go to “Completing the installation” on page 94.

Installing a security U-bolt

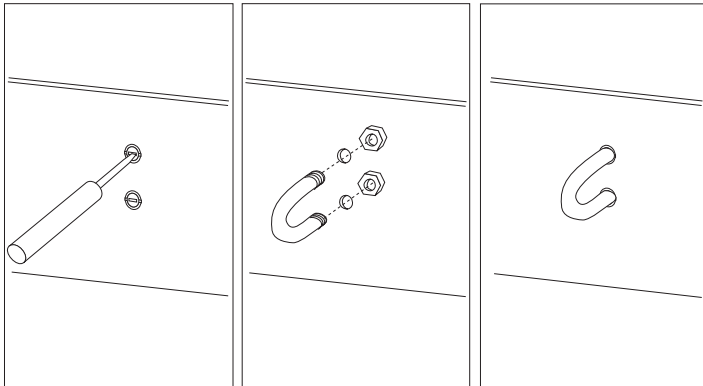
To help prevent hardware theft, you can use the cover lock loop with a padlock and add a security U-bolt and cable to your computer. After you add the security cable, make sure that it does not interfere with other cables that are connected to the computer.

Before you begin:

- Obtain the following:
 - A 19-mm (3/4 in.) U-bolt and threaded nuts that fit the U-bolt
 - A security cable
 - A lock, such as a combination lock or padlock
 - An appropriately sized or adjustable wrench
 - A small, flat-blade screwdriver
- Read “Safety information” on page ix and “Handling static-sensitive devices” on page 61.
- Turn off the computer and all other connected devices.
- Disconnect all external cables and power cords and remove the computer cover (see “Removing the cover — desktop model” on page 64 or “Removing the cover — tower model” on page 68).

To install a U-bolt:

1. Use a tool, such as a screwdriver, to remove the two metal knockouts.



2. Insert the U-bolt through the rear panel; then attach and tighten the nuts with an appropriately sized or adjustable wrench.
3. Replace the computer cover. For more information, see “Replacing the cover and connecting the cables” on page 94.
4. Thread the cable through the U-bolt and around an object that is not a part of or permanently secured to the building structure or foundation

and from which it cannot be removed; then fasten the cable ends together with a lock.

Completing the installation

After working with options, you need to reinstall any removed parts, replace the cover, and reconnect any cables, including power cords and telephone lines. Also, depending on the option installed, you might need to update information in the Configuration/Setup Utility program.

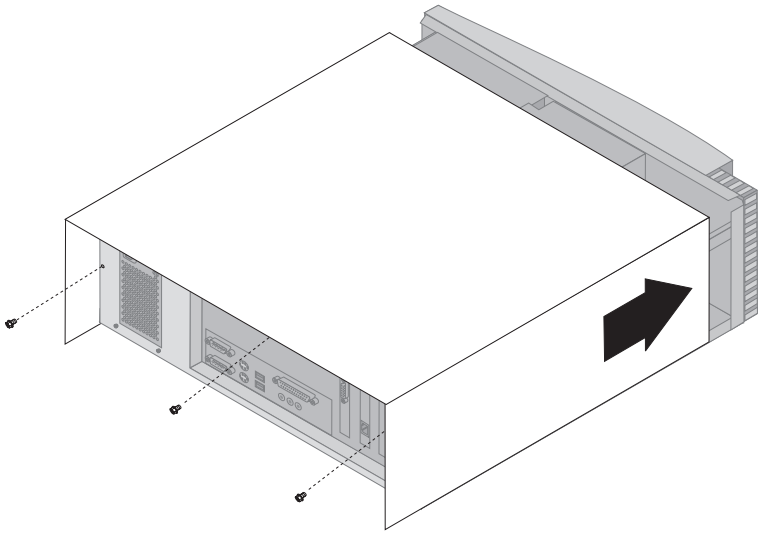
The following list is a quick reference to these procedures:

- “Replacing the cover and connecting the cables”
- “Updating the computer configuration” on page 96

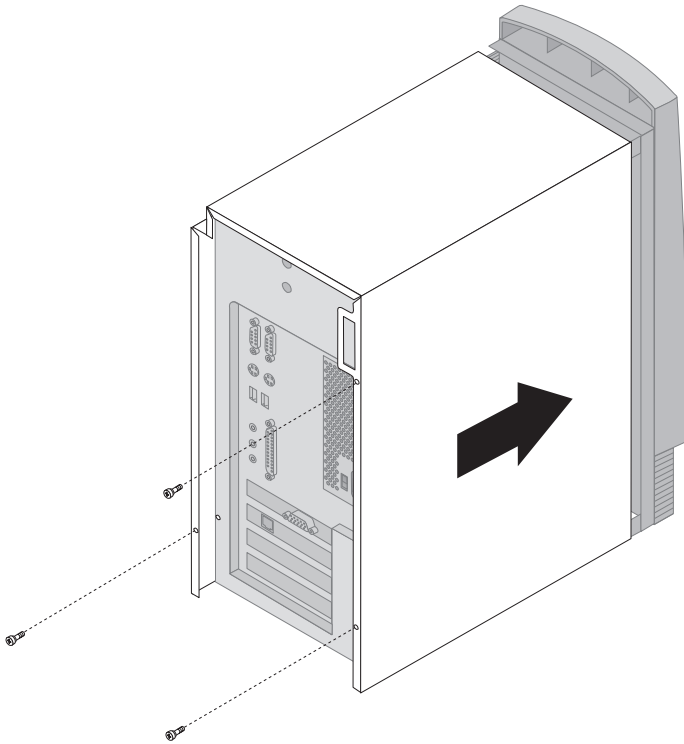
Replacing the cover and connecting the cables

To replace the cover and connect cables to your computer:

1. Ensure that all components have been reassembled correctly and that no tools or loose screws are left inside your computer.
2. Clear any cables that might impede the replacement of the cover.
3. Position the cover over the chassis as shown and slide forward. You might need to lift the front of the cover slightly to align it properly.
4. Insert the three thumbscrews into the holes in the cover and the chassis and tighten.
5. If the computer has a cover lock, then use the key to lock it.
6. Reconnect the external cables and cords to the computer. See “Desktop model connections” on page 12 or “Tower model connections” on page 13.



Desktop



Tower

Updating the computer configuration

Important:

The configuration information in this section applies to installing options. For more information about using the Configuration/Setup Utility program, see the Chapter 4, “Using the Configuration/Setup Utility program” on page 39.

You might need to install device drivers after updating the configuration settings. For more information, see the instructions that come with the option to determine if device drivers are required and how to install them. Some device drivers are included on the *Product Recovery CD* or *Device Driver and IBM Enhanced Diagnostics CD* that comes with your computer.

After adding, removing, or replacing options, the configuration settings must be updated. In most cases, this configuration is performed automatically by system programs. If the settings are not updated automatically, you can use the Configuration/Setup Utility program to reconfigure the appropriate settings. In either case, you must save the settings before exiting the Configuration/Setup Utility program.

Note: For more information about error messages from resource conflicts, see Chapter 6, “Troubleshooting” on page 99.

Configuring Plug and Play adapters

Along with the documentation that comes with your adapter, use the following information to help with adapter configuration.

Plug and Play is a configuration method that makes expanding your computer easier. The system board of your computer supports operating systems that use Plug and Play technology.

A Plug and Play adapter has no switches or jumpers that must be set. A Plug and Play adapter comes with configuration specifications set in the operating system. These specifications provide installation information to the computer during startup. When you install or remove Plug and Play adapters, this information is interpreted by the *basic input/output system (BIOS)*, which supports Plug and Play technology. If the required resources are available, the BIOS software automatically configures the adapter using resources *not* already used by other devices.

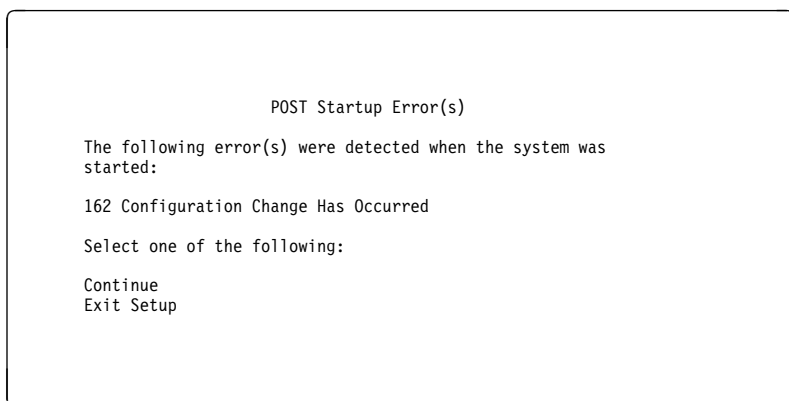
Adapters designed for PCI slots are Plug and Play devices.

Note: See Chapter 6, “Troubleshooting” on page 99 for information on error messages resulting from resource conflicts.

Starting the Configuration/Setup Utility program

When you restart the computer for the first time after working with most options, a message might appear indicating that a configuration change has occurred. If such a message appears, you are prompted to enter the Configuration/Setup Utility program to manually update the configuration settings or to confirm and save the settings that were automatically updated by the system programs.

After you change an option and restart the computer, the following screen might appear.



Note: Depending on the configuration changes that occurred, the error message you see might be different from the one shown here. If the preceding screen appears, select **Continue** until you reach the Configuration/Setup Utility program menu (see Chapter 4, “Using the Configuration/Setup Utility program” on page 39).

If the preceding screen does not appear, use the Configuration/Setup Utility program to configure your computer. For more information, see Chapter 4, “Using the Configuration/Setup Utility program” on page 39.

Configuring startup devices

When your computer is turned on, it looks for an operating system. The order in which it searches devices for the operating system is the startup sequence. After adding new devices to the computer, you might want to change the startup sequence. You can use the Configuration/Setup Utility program to configure startup devices. See “Setting the startup sequence” on page 50.

Chapter 6. Troubleshooting

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

Note

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

- Make sure your computer and monitor are connected to working electrical outlets.
- Make sure all cables are securely connected to the correct locations.

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

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

You can check the hardware by following the procedures in this chapter. You can also use the diagnostic programs provided with your computer (see “IBM Enhanced Diagnostics program” on page 122 for a description of these programs).

If the hardware checks out, and you have not made a user error, you might have a software problem. If you suspect that you have a software problem and your computer comes with IBM-preinstalled software, see “IBM Enhanced Diagnostics program” on page 122 for information about how to run the IBM Enhanced Diagnostics program provided by IBM. Also see the operating system documentation supplied with your computer. If you have installed software applications yourself, see the documentation supplied with the software.

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

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

Power-on self-test (POST)

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

POST does the following:

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

If **Power-On Self-Test** is set to *Enhanced*, numbers showing the amount of memory being tested appear in the top-left corner of the screen until the total amount of memory in the system is reached. Options for running a quick POST or accessing the Configuration/Setup Utility program appear in the lower-left corner of the screen. Quick mode is the default mode of operation.

Note: The amount of available memory shown might be somewhat less than expected because of basic input/output system (BIOS) shadowing in random access memory (RAM).

If POST finishes without detecting any problems, the first screen of your operating system or application program appears if you have not set a power-on password. If you have set a power-on password, a password prompt appears. You must enter your password before the first screen of your operating system or application program will appear. (For more information on using passwords, see “Using a power-on password” on page 42.)

If **Power On Status** is *Enabled* and POST detects no problems, you will hear a single beep. If POST detects a problem, you will hear multiple beeps or no beep. In most cases, an error code appears in the top left corner of the screen, and in some cases a description of the error is displayed beside the code. (Note that the screen will sometimes display multiple error codes and descriptions.) For more information about what caused an error message to appear and what action to take, see “POST error” on page 104 and “Troubleshooting MAP” on page 101.

If you hear no beep at all during POST, see “Device troubleshooting charts” on page 110. You might need to have your computer serviced.

POST error messages appear when POST finds problems with or changes to the hardware during startup. POST error messages are 3-, 4-, 5-, 8-, or 12-character alphanumeric messages and include brief explanations (except I999XXXX errors).

Troubleshooting MAP

Use this procedure as a starting point for problem isolation.

001

- Turn off the computer and wait a few seconds.
- Turn on the computer, monitor, and any other attached devices.
- Wait the normal amount of time for the first screen of your application or the operating system to display.

Is the first screen of your application or operating system displayed?

Yes No

002

Continue at Step 004.

003

You might have an I/O device that is failing, or an intermittent problem with your computer.

Go to “IBM Enhanced Diagnostics program” on page 122 and run the Enhanced Diagnostics.

004

You have an unreadable display, an error message, or the computer is sounding a series of beeps.

Is an error message displayed?

Yes No

005

Do you hear a series of beeps?

Yes No

006

- Make sure that the monitor is turned on and the Brightness and Contrast controls are adjusted correctly.
- Make sure that the monitor signal cable is securely connected to the monitor and to the monitor connector on the graphics adapter. To find the monitor connector on your computer, see

“Desktop model connections” on page 12 or “Tower model connections” on page 13.
If the problem persists, have the computer serviced.

007

Go to “POST beep codes” on page 109.

008

– See “POST error” on page 104 and look for the error message; then return here.

Is the error message in this table?

Yes No

009

A SCSI error message might be displayed. See the SCSI documentation that comes with your computer.

– or –

An application message might be displayed. See the documentation for your application program.

010

Did the Configuration/Setup Utility start automatically after the error message displayed?

Yes No

011

– Follow the action for this error message described in “POST error” on page 104.

012

Have you recently added, removed, or changed any hardware?

Yes No

013

Have the computer serviced.

014

– At the POST Startup Errors screen, select **Continue** if you want to access the Configuration/Setup Utility program menu. Select **Exit Setup** if you want to exit the Configuration/Setup Utility program.

To select an item, press Up Arrow (↑) or Down Arrow (↓) to highlight the item, and then press Enter. If you select **Continue**, the

Configuration/Setup Utility program menu appears on the screen. You will see a pointer next to any menu items that have changed since the last time you turned on your computer. If you did not knowingly make a change to a flagged menu item, there is probably a malfunction in that item. If you made a change, continue here. If you did not make a change, have the computer serviced.

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

1. Select the menu item that is flagged (or that you wish to view) by pressing Up Arrow (↑) or Down Arrow (↓), and then press Enter.
2. A new menu specific to the item that you selected appears. Press Left Arrow (←) or Right Arrow (→) to toggle between choices for a menu item. (Each menu item has a Help screen. To view the Help screen, select the menu item, and then press F1.)
3. When you have finished viewing and changing settings, press Esc to return to the Configuration/Setup Utility program menu.
4. Before you exit from the program, select **Save Settings**. When you exit from the Configuration/Setup Utility program menu your operating system will start automatically (unless there is an unresolved problem with the startup device).

Important

If you did *not* change any settings in the Configuration/Setup Utility program, you must still select **Save Settings** before you exit the Configuration/Setup Utility program menu.

If you exit from the Configuration/Setup Utility without selecting Save Settings, the operating system may not automatically start.

If you select Save Settings before you exit the Configuration/Setup Utility program menu, and your operating system still fails to start, you may have an unresolved problem with the startup device.

5. Press Esc to exit from the Configuration/Setup Utility program and follow the instructions on the screen.

For more information about what caused an error message to appear and what action to take, see to the POST error list.

Diagnostic error codes and messages

Diagnostic codes and messages appear if a hardware problem is detected by one of the IBM Enhanced Diagnostics test programs or if POST detects a problem. Along with error codes, the messages present text information that can be used to identify a failing part.

POST error

The computer might display more than one error message. Often, the first error to occur causes subsequent errors. When using the POST message charts in this section, always begin by following the suggested action for the first error message that appears on your computer screen. Note that, in these charts, "X" can be any alphanumeric character.

| Code | Description | Action |
|------|---|---|
| 101 | Interrupt failure | Have the computer serviced. |
| 102 | Timer failure | Have the computer serviced. |
| 106 | System board failure | Have the computer serviced. |
| 114 | External ROM checksum error | <ol style="list-style-type: none">1. If you installed an adapter card, remove the card and restart the computer.2. Have the computer serviced or replace the adapter card. |
| 129 | Level 1 cache error | Have the computer serviced. |
| 131 | POST detected a system board voltage out of range | Have the computer serviced. |
| 135 | Microprocessor fan failure | Have the computer serviced. |
| 151 | Real time clock failure | Have the computer serviced. |
| 161 | Defective CMOS Battery | Replace the battery. See "Replacing the battery" on page 125. |

| Code | Description | Action |
|------|---|---|
| 162 | A change in device configuration occurred | <ol style="list-style-type: none"> 1. Verify that all external devices are turned on. 2. Verify that all devices are properly installed and securely connected. 3. If you added, removed, or changed the location of a device, you must save the new configuration in the Configuration/Setup Utility program. See “Starting the Configuration/Setup Utility program” on page 97 and Chapter 4, “Using the Configuration/Setup Utility program” on page 39 for more information. |
| 163 | Date and time incorrect | <ol style="list-style-type: none"> 1. Reset date and time in the Configuration/Setup Utility program. 2. If problem persists, have the computer serviced. |
| 164 | CMOS RAM memory size does not match | <ol style="list-style-type: none"> 1. Refer to “Memory problems” on page 117. 2. If problem persists, have the computer serviced. |
| 166 | Boot block check sum error | Have the computer serviced. |
| 167 | No processor BIOS update found | Update the BIOS. See “Updating system programs” on page 35. |
| 168 | Alert on LAN is not working correctly. | <ol style="list-style-type: none"> 1. Go to Chapter 4, “Using the Configuration/Setup Utility program” on page 39 and follow the instructions to verify that Alert on LAN is enabled. 2. If Alert on LAN is enabled and you still get this error code, have the computer serviced. |
| 175 | System board error | Have the computer serviced. |
| 176 | System cover has been removed. | Type in the administrator password. If problem persists, have the computer serviced. |

| Code | Description | Action |
|-------------|--|--|
| 183 | Administrator password required | Type the administrator password. |
| 184 | Asset control antenna not detected. | Have the computer serviced. |
| 186 | System board or hardware security error | Have the computer serviced. |
| 187 | Administrator password and startup sequence has been cleared. | Go to Chapter 4, "Using the Configuration/Setup Utility program" on page 39 and follow the instructions to set an administrator password and the startup sequence. |
| 190 | The computer chassis-intrusion detector was cleared. This is an informational message. | No action is required. |
| 20x | Memory error | <ol style="list-style-type: none"> 1. Refer to "Memory problems" on page 117 2. If problem persists, have the computer serviced. |
| 301 or 303 | Keyboard error | <ol style="list-style-type: none"> 1. Make sure the keyboard is properly connected. 2. Make sure that none of the keys on the keyboard are stuck. 3. If the keyboard is properly connected, have the computer serviced. |
| 604 | Unsupported diskette drive installed. | <ol style="list-style-type: none"> 1. Go to "IBM Enhanced Diagnostics program" on page 122 and follow the instructions for running the IBM Enhanced Diagnostics program. 2. If the problem persists, have the computer serviced. |
| 605 | Diskette unlocked problem | Have the computer serviced. |

| Code | Description | Action |
|------|---|--|
| 662 | Diskette drive configuration error | <ol style="list-style-type: none"> 1. Go the Configuration/Setup Utility program, click on Startup, and ensure the diskette drive is enabled. 2. Check the diskette drive cables and ensure that they are properly installed and securely connected. 3. Run the diagnostic program for the diskette drive. See "IBM Enhanced Diagnostics program" on page 122. 4. If the problem persists, have the computer serviced. |
| 762 | Math coprocessor configuration error | Have the computer serviced. |
| 962 | Parallel configuration error | <ol style="list-style-type: none"> 1. See "Serial-port problems" on page 120. 2. Have the computer serviced. |
| 11xx | Serial port error (xx = serial port number) | <ol style="list-style-type: none"> 1. See "Serial-port problems" on page 120. 2. Have the computer serviced. |
| 1762 | Hard disk configuration error | <ol style="list-style-type: none"> 1. Go the Configuration/Setup Utility program, click on Startup, and ensure that the IDE drives are enabled and that the hard disk configuration is correct. 2. Check the hard disk drive cables and ensure that they are properly installed and securely connected. 3. If the problem persists, have the computer serviced. |

| Code | Description | Action |
|------|--|--|
| 178x | Hard disk or IDE device failed | <ol style="list-style-type: none"> 1. Go the Configuration/Setup Utility program, click on Startup, and ensure that the IDE drives are enabled and that the hard disk configuration is correct. 2. Check the hard disk drive cables and ensure that they are properly installed and securely connected. 3. If the problem persists, have the computer serviced. |
| 18xx | A PCI adapter has requested an unavailable resource. | Go to Chapter 4, "Using the Configuration/Setup Utility program" on page 39 and follow the instructions to reconfigure the PCI devices. |
| 1962 | No startup device found | <ol style="list-style-type: none"> 1. Go to Chapter 4, "Using the Configuration/Setup Utility program" on page 39 and follow the instructions to verify that the startup sequence is configured properly. 2. If the problem persists, have the computer serviced. |
| 2400 | Display adapter failed; using alternate | Have the computer serviced. |
| 2462 | Video configuration error | <ol style="list-style-type: none"> 1. If you added or changed video adapters, check the new configuration in the Configuration/Setup Utility program and ensure that it is correct. 2. Have the computer serviced. |

| Code | Description | Action |
|----------|--------------------------------|--|
| 5962 | IDE CD-ROM configuration error | <ol style="list-style-type: none"> 1. Go the Configuration/Setup Utility program, click on Startup, and ensure that the IDE drives are enabled and that the hard disk configuration is correct. 2. Check the CD-ROM drive cables and ensure that they are properly installed and securely connected. 3. Have the computer serviced. |
| 860x | Pointing device error | <ol style="list-style-type: none"> 1. Make sure that the pointing device is properly attached. 2. If the problem persists, have the computer serviced. |
| I9990301 | Hard disk failure | Have the computer serviced. |

POST beep codes

One beep and the appearance of text on the monitor indicate successful completion of POST. More than one beep indicates that POST detected an error.

Beep codes are sounded in a series of two or three sets of beeps. The duration of each beep is constant, but the length of the pause between the beeps varies. For example, a 1-2-4 beep code sounds like one beep, a pause, two consecutive beeps, another pause, and four more consecutive beeps.

It is possible to misinterpret beep codes if you do not understand exactly how they work. Keep in mind that POST beep codes vary in the length of the pause, and not the duration of the beep tones.

For the following beep codes, the numbers indicate the sequence and number of beeps. For example, a “2-3-2” error symptom (a burst of two beeps, three beeps, then two beeps) indicates a memory module problem.

If the following beep codes occur, have the computer serviced.

| Beep code | Probable cause |
|-----------|--|
| 1-1-3 | CMOS write/read failure |
| 1-1-4 | BIOS ROM checksum failure |
| 1-2-1 | Programmable interval timer test failure |
| 1-2-2 | DMA initialization failure |
| 1-2-3 | DMA page register write/read test failure |
| 1-2-4 | RAM refresh verification failure |
| 1-3-1 | First 64 KB RAM test failure |
| 1-3-2 | First 64 KB RAM parity test failure |
| 2-1-1 | Secondary DMA register test in progress or failure |
| 2-1-2 | Primary DMA register test in progress or failure |
| 2-1-3 | Primary interrupt mask register test failure |
| 2-1-4 | Secondary interrupt mask register test failure |
| 2-2-2 | Keyboard controller test failure |
| 2-3-2 | Screen memory test in progress or failure |
| 2-3-3 | Screen retrace tests in progress or failure |
| 3-1-1 | Timer tick interrupt failure |
| 3-1-2 | Interval timer channel 2 test failure |
| 3-1-4 | Time-of-day clock test failure |
| 3-2-4 | Comparing CMOS memzize against actual |
| 3-3-1 | Memory size mismatch occurred |

Device troubleshooting charts

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

Important

If you find it necessary to remove the computer cover, first read “Safety information” on page ix and “Removing the cover — desktop model” on page 64 or “Removing the cover — tower model” on page 68 for important safety information and instructions.

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

1. Remove the software or device you just added.
2. Run the diagnostic programs to determine if your computer is running properly. (See “IBM Enhanced Diagnostics program” on page 122 for information about diagnostic programs provided with your computer.)
3. Reinstall the new software or new device.

The following directory will help you quickly locate problem categories in the troubleshooting charts.

| Problem type | Go to: |
|-------------------------------------|--|
| Diskette Drive | “Diskette drive problems” on page 112 |
| General | “General problems” on page 115 |
| Intermittent | “Intermittent problems” on page 115 |
| Keyboard, mouse, or pointing-device | “Keyboard, mouse, or pointing device problems” on page 116 |
| Memory | “Memory problems” on page 117 |
| Monitor | “Monitor problems” on page 113 |
| Option | “Option problems” on page 118 |
| Parallel Port | “Parallel-port problems” on page 119 |
| Printer | “Printer problems” on page 120 |
| Serial Port 1 | “Serial-port problems” on page 120 |
| Serial Port 2 | “Serial-port problems” on page 120 |
| Software | “Software problems” on page 121 |
| Universal Serial Bus Ports | “Universal Serial Bus port problems” on page 121 |
| | |

Diskette drive problems

| Diskette drive problems | Action |
|--|--|
| Diskette drive in-use light stays on, or the system bypasses the diskette drive. | <p data-bbox="370 220 802 245">If there is a diskette in the drive, verify that:</p> <ol data-bbox="380 261 915 808" style="list-style-type: none"><li data-bbox="380 261 915 362">1. The diskette drive is enabled. Use the Configuration/Setup Utility program to check this. For more information, see Chapter 4, "Using the Configuration/Setup Utility program" on page 39.<li data-bbox="380 378 915 451">2. The computer is checking for the diskette drive in the startup sequence. Use the Configuration/Setup Utility program to verify this.<li data-bbox="380 467 915 540">3. The diskette you are using is good and not damaged. Try inserting another diskette if you have one.<li data-bbox="380 557 915 613">4. The diskette is inserted correctly, with its label up and its metal shutter end first in the drive.<li data-bbox="380 630 915 670">5. The diskette contains the necessary files to start the computer (the diskette must be startable).<li data-bbox="380 686 915 743">6. The diskette drive cables are properly installed and securely connected.<li data-bbox="380 760 915 808">7. There is no problem with your software program (see "Software problems" on page 121). <p data-bbox="370 824 915 867">If you cannot correct the problem, have the computer serviced.</p> |

Monitor problems

| Monitor problems | Action |
|---|---|
| General monitor problems. | <p>Some IBM monitors have their own self-tests. If you suspect a problem with your monitor, see the information supplied with the monitor for adjustment and testing instructions.</p> <p>If you cannot find the problem, check the other listings on monitor problems in this table.</p> <p>If you cannot correct the problem, have the computer serviced.</p> |
| Wavy, unreadable, rolling, distorted, or jittery screen images. | <p>If the monitor self-tests show that the monitor is working properly, verify that:</p> <ol style="list-style-type: none">1. The location of the monitor is appropriate. Magnetic fields around other devices, such as transformers, appliances, fluorescent lights, and other monitors might be causing the problem. To determine if the location is causing the problem:<ol style="list-style-type: none">a. Turn off the monitor. (Moving a color monitor while it is turned on might cause screen discoloration.)b. Adjust the placement of the monitor and other devices so that they are at least 305 mm (12 in.) apart. Also, when relocating the monitor, be sure it is at least 75 mm (3 in.) from the diskette drives to prevent diskette drive read/write errors.c. Turn on the monitor.2. An IBM monitor signal cable is properly connected to the monitor and computer, and that the cable is installed securely. Non-IBM monitor signal cables might cause unpredictable problems.3. You are not trying to run your monitor at a higher refresh rate than the monitor supports. See the documentation supplied with your monitor for supported refresh rates. <p>Note: An enhanced monitor signal cable with additional shielding might be available for your monitor. See your IBM reseller or marketing representative for information.</p> <p>If you cannot correct the problem, have the computer serviced.</p> |

| Monitor problems | Action |
|---|--|
| Screen flickers. | <p>Set the monitor for the highest, noninterlaced refresh rate supported by your monitor and the video controller in your computer.</p> <p>Attention: Using a resolution or refresh rate that is not supported by your monitor might damage it.</p> <p>You can reset the refresh rate through your operating system, following the instructions provided in the README files. See your operating system documentation for further information on monitor settings.</p> <p>If this does not correct the problem, have the monitor and computer serviced.</p> |
| The monitor works when you turn on the system, but goes blank when you start some application programs. | <p>Verify that:</p> <ol style="list-style-type: none"> 1. The monitor signal cable is securely connected to the monitor and to the monitor connector on the graphics adapter. For the location of the monitor connector on the graphics adapter installed in your computer, see “Desktop model connections” on page 12 or “Tower model connections” on page 13. 2. The necessary device drivers for the application programs are installed. <p>If you cannot correct the problem, have the computer serviced.</p> |
| The monitor works when you turn on the system, but goes blank after some period of computer inactivity. | <p>The computer is probably set for energy savings using one of the power management settings. If the power management features are enabled, disabling or changing the settings might solve the problem (see “Power management features” on page 52).</p> <p>If you cannot correct the problem, have the computer serviced.</p> |
| Blank screen. | <p>Verify that:</p> <ol style="list-style-type: none"> 1. The monitor power cord is plugged into a working electrical outlet. 2. The monitor is turned on and the Brightness and Contrast controls are adjusted correctly. 3. The monitor signal cable is securely connected to the monitor and the monitor connector on the system board. To find the monitor connector on the system board, see “Desktop model connections” on page 12 or “Tower model connections” on page 13. <p>If you cannot correct the problem, have the computer serviced.</p> |

| Monitor problems | Action |
|--|-----------------------------|
| Only the cursor appears. | Have the computer serviced. |
| Wrong characters appear on the screen. | Have the computer serviced. |

General problems

| General problems | Action |
|---|--|
| The computer does not start when you press the power switch. | <p>Verify that:</p> <ol style="list-style-type: none"> 1. All cables are securely connected to the proper connectors on the computer. For the location of the connectors, see “Desktop model connections” on page 12 or “Tower model connections” on page 13. 2. The computer cover is properly installed. <p>If you cannot correct the problem, have the computer serviced.</p> |
| Problems such as a broken cover lock or indicator lights not working. | Have the computer serviced. |

Intermittent problems

| Intermittent problems | Action |
|--|---|
| A problem occurs only occasionally and is difficult to detect. | <p>Verify that:</p> <ol style="list-style-type: none"> 1. All cables and cords are securely connected to the rear of the computer and to attached devices. 2. When the computer is turned on, the fan grill is not blocked (there is air flow around the grill), and the fans are working. If airflow is blocked or the fans are not working, the computer might overheat. 3. If SCSI devices are installed, the last external device in each SCSI chain is terminated correctly. (See your SCSI documentation.) <p>If you cannot correct the problem, have the computer serviced.</p> |

Keyboard, mouse, or pointing device problems

Keyboard, mouse, or pointing-device problems

Action

All or some keys on the keyboard do not work.

Verify that:

1. The computer and the monitor are turned on.
2. The keyboard cable is securely connected to the keyboard connector on the computer. For the location of the keyboard connector, see “Desktop model connections” on page 12 or “Tower model connections” on page 13.

If you cannot correct the problem, have the computer serviced.

The mouse or pointing device does not work.

Verify that:

1. The mouse or pointing-device cable is securely attached to the proper connector on the computer. Depending on the type of mouse you have, the mouse cable will connect to either the mouse or serial connector. To find the mouse and serial connectors, see “Desktop model connections” on page 12 or “Tower model connections” on page 13.
2. The mouse is clean. See “Mouse” on page 37.
3. The device drivers for the mouse are installed correctly.

If you cannot correct the problem, have the computer and the device serviced.

Memory problems

| Memory problems | Action |
|---|--|
| The amount of memory displayed is less than the amount of memory installed. | <p>The amount of available memory shown might be somewhat less than expected because basic input/output system (BIOS) shadowing takes some random access memory (RAM) and ACPI and USB can take up to 1 MB.</p> <p>Verify that:</p> <ol style="list-style-type: none"><li data-bbox="412 402 949 483">1. You have installed the correct type of DIMMs for your computer. See “Working with memory” on page 76 for instructions on adding DIMMs.<li data-bbox="412 492 949 548">2. The DIMMs are properly installed and securely connected.<li data-bbox="412 557 949 638">3. If you added or removed memory, you saved the new configuration before exiting the Configuration/Setup Utility program. <p>If the problem persists, run the memory test from the diagnostic program supplied with your computer. (See “IBM Enhanced Diagnostics program” on page 122 for further information.) The system might have detected a bad DIMM and automatically reallocated memory to enable your computer to continue to operate.</p> <p>If you cannot correct the problem, have the computer serviced.</p> |

Option problems

| Option problems | Action |
|--|--|
| An IBM option that was just installed does not work. | <p data-bbox="370 217 479 243">Verify that:</p> <ol data-bbox="380 256 917 873" style="list-style-type: none"><li data-bbox="380 256 825 282">1. The option is designed for your computer.<li data-bbox="380 295 905 375">2. You followed the installation instructions supplied with the option and in Chapter 5, "Installing options" on page 61.<li data-bbox="380 388 905 488">3. All option files (if required) are installed correctly. See "Installing files from Option Diskettes" on page 125 for information about installing option files.<li data-bbox="380 501 905 553">4. You have not loosened any other installed options or cables.<li data-bbox="380 566 905 727">5. If the option is an adapter, you have provided enough hardware resources for the adapter to function correctly. See the documentation supplied with the adapter (as well as the documentation for any other installed adapters) to determine the resources required for each adapter.<li data-bbox="380 740 905 873">6. You updated the configuration information in the Configuration/Setup Utility program, if necessary, and have no conflicts. For more information, see Chapter 4, "Using the Configuration/Setup Utility program" on page 39.) <p data-bbox="370 886 884 992">If the problem persists, run the diagnostic programs. (See "IBM Enhanced Diagnostics program" on page 122 for information about diagnostic programs provided with your computer.)</p> <p data-bbox="370 1005 891 1062">If you cannot correct the problem, have the computer and the option serviced.</p> |

| Option problems | Action |
|---|---|
| An IBM option that previously worked does not work now. | <p data-bbox="402 159 940 207">Verify that all option hardware and cable connections are secure.</p> <p data-bbox="402 224 940 272">If the option comes with its own test instructions, use those instructions to test the option.</p> <p data-bbox="402 289 940 313">If the failing option is a SCSI option, verify that:</p> <ol data-bbox="412 329 940 532" style="list-style-type: none"> <li data-bbox="412 329 940 378">1. The cables for all external SCSI options are connected correctly. <li data-bbox="412 394 940 443">2. The last option in each SCSI chain, or the end of the SCSI cable, is terminated correctly. <li data-bbox="412 459 940 532">3. All external SCSI options are turned on. External SCSI options must be turned on before the system is turned on. <p data-bbox="402 548 940 597">For more information, see the SCSI documentation that came with your SCSI device or devices.</p> <p data-bbox="402 613 940 660">If you cannot correct the problem, have the computer serviced.</p> |

Parallel-port problems

| Parallel-port problems | Action |
|---------------------------------------|--|
| The parallel port cannot be accessed. | <p data-bbox="402 836 940 860">Verify that:</p> <ol data-bbox="412 876 940 1096" style="list-style-type: none"> <li data-bbox="412 876 940 982">1. Each port is assigned a unique address. For information on how to set a new port address, see Chapter 4, "Using the Configuration/Setup Utility program" on page 39 <li data-bbox="412 998 940 1096">2. The parallel-port adapter, if you added one, is properly installed and firmly seated. See Chapter 5, "Installing options" on page 61 for instructions on adding adapters. <p data-bbox="402 1112 940 1157">If you cannot correct the problem, have the computer serviced.</p> |

Serial-port problems

| Serial-port problems | Action |
|-------------------------------------|---|
| The serial port cannot be accessed. | Verify that: <ol style="list-style-type: none">1. Each port is assigned a unique address. For information on how to set a new port address, see Chapter 4, "Using the Configuration/Setup Utility program" on page 392. The serial-port adapter, if you added one, is properly installed and firmly seated. See Chapter 5, "Installing options" on page 61 for instructions on adding adapters. If you cannot correct the problem, have the computer serviced. |

Printer problems

| Printer problems | Action |
|----------------------------|--|
| The printer does not work. | Verify that: <ol style="list-style-type: none">1. The printer is turned on and is online.2. The printer signal cable is securely connected to the correct parallel, serial, or USB port on the computer. (See "Desktop model connections" on page 12 or "Tower model connections" on page 13 for the location of the parallel, serial, and USB ports.)<p>Note: Non-IBM printer signal cables might cause unpredictable problems.</p>3. You have assigned the printer port correctly in your operating system or application program.4. You have assigned the printer port correctly in the Configuration/Setup Utility program. For more information, see Chapter 4, "Using the Configuration/Setup Utility program" on page 39.5. If the problem persists, run the tests described in the documentation that comes with your printer. If you cannot correct the problem, have the computer serviced. |

Software problems

| Software problem | Action |
|------------------------------|---|
| Is your software program OK? | <p>To determine if problems are caused by installed software, verify that:</p> <ol style="list-style-type: none">1. Your computer has the minimum memory requirements needed to use the software. See the information supplied with the software to verify memory requirements. <p>Note: If you have just installed an adapter or memory, you might have a memory address conflict.</p> <ol style="list-style-type: none">2. The software is designed to operate on your computer.3. Other software works on your computer.4. The software you are using works on another computer. <p>If you received any error messages while using the software program, see the information supplied with the software for a description of the messages and solutions to the problem.</p> <p>If you cannot correct the problem, have the computer serviced.</p> |

Universal Serial Bus port problems

| Universal Serial Bus port problems | Action |
|--|--|
| The Universal Serial Bus ports cannot be accessed. | <p>Verify that the USB device is properly installed and firmly seated.</p> <p>If you cannot correct the problem, have the computer serviced.</p> |

IBM Enhanced Diagnostics program

The IBM Enhanced Diagnostics program is available on:

- The *Product Recovery CD* that comes with computers that have preinstalled software.
- The *Device Driver and IBM Enhanced Diagnostics CD* that comes with computers that do not have preinstalled software.
- The *IBM Enhanced Diagnostics Diskette* (if you have created one).

You can create an *IBM Enhanced Diagnostics Diskette* from:

- The *Product Recovery CD*.
- The *Device Driver and IBM Enhanced Diagnostics CD*.
- The World Wide Web (<http://www.ibm.com/pc/support>) by downloading the diskette image.

These diagnostic programs run independently of the operating system and will help isolate your computer hardware from software that was preinstalled (or that you have installed) on your hard disk. Use the IBM Enhanced Diagnostics to diagnose and isolate hardware problems.

To start the IBM Enhanced Diagnostics program from the *Product Recovery CD*, or the *Device Driver and IBM Enhanced Diagnostics CD*, you might need to change the primary startup sequence.

To use the CD-ROM drive as the First Startup Device, do the following:

1. Shut down the operating system and turn off your computer.
2. Turn on your computer.
3. When you see **Press F1 For Configuration/Setup**, press the F1 key.
4. When the Configuration/Setup Utility program menu appears, select **Start Options**.
5. Select **Startup Sequence** and press Enter.
6. Under Primary Startup Sequence, select **First Startup Device**.
7. Note the device currently indicated as the First Startup Device. You must restore this setting when you finish running diagnostics.
8. Change the First Startup Device to **CD-ROM**.
9. Press Esc two times to return to the Configuration/Setup Utility program menu.
10. Select **Save Settings**.
11. Turn off the computer.

To run diagnostics from the *Product Recovery CD*:

1. Insert the *Product Recovery CD* in the CD-ROM drive and turn on the computer.
2. The Main menu displays.
3. Select **System utilities**.
4. In the System utilities menu, select **Run Diagnostics**. The IBM Enhanced Diagnostics program starts.
5. When you finish running the diagnostic program, remove the CD from the CD-ROM drive, and turn off the computer.
6. If you changed the primary startup sequence, restore it to the original settings.

To run diagnostics from the *Device Driver and IBM Enhanced Diagnostics CD*:

1. Place the *Device Driver and IBM Enhanced Diagnostics CD* in the CD-ROM drive and turn on your computer.
2. A menu appears with a selection to run IBM Enhanced Diagnostics.
3. Select **Run IBM Enhanced Diagnostics** to start the IBM Enhanced Diagnostics program.
4. When you finish running the diagnostic program, remove the CD from the CD-ROM drive, and turn off the computer.
5. If you changed the startup sequence, restore it to the original settings.

To download the latest version of the IBM Enhanced Diagnostics from the IBM Web site and create a startable Enhanced Diagnostics diskette:

1. Go to <http://www.ibm.com/pc/support/> on the World Wide Web.
2. In the **Quick Path** field, enter the type and model number of your computer and click **Go**.
3. Click the **Downloadable files** link.
4. Click the **Diagnostics** link.
5. Click the link to the file under **Downloadable files - Diagnostics** at the bottom of the page.
6. Click the executable file link under **File Details** to download the file to your hard disk.
7. Go to a DOS prompt and change to the directory where the file was downloaded.
8. Insert a blank high-capacity diskette into the diskette drive.
9. Type the following and press Enter: *filename a:* Where *filename* is the name of the file you downloaded from the Web.

To create an IBM Enhanced Diagnostics diskette from the *Product Recovery CD*.

1. If the Access IBM program is not already open, click the Windows **Start** button; then click **Access IBM**.
2. In Access IBM, click **Start up**.
3. In the displayed menu, click **Create a diagnostic diskette** and follow the instructions on the screen.

The file is self-extracting and will be copied to the diskette. When the copy completes, you have a startable *IBM Enhanced Diagnostics Diskette*.

To start the IBM Enhanced Diagnostic program using the diskette:

1. Shut down the operating system and turn off the computer.
2. Insert the *IBM Enhanced Diagnostics Diskette* into the diskette drive.
3. Turn on your computer.
4. Follow the instructions that appear on the screen. For help, press F1.

Other diagnostic programs on the Software Selections CD

The *Software Selections CD* that comes with your computer also contains diagnostic programs designed specifically for certain operating environments (Windows 95, Windows 98, and Windows NT). Because these versions work with the operating system, they not only test the hardware, but also analyze certain software components of your computer. They are especially useful in isolating problems related to the operating system and device drivers.

Recovering from a POST/BIOS update failure

If power to your computer is interrupted while POST/BIOS is being updated (flash update), your computer might not restart correctly. If this happens, use the same procedure that is used to erase a lost or forgotten password to recover from the failure. See "Erasing a lost or forgotten password" on page 46.

Installing files from Option Diskettes

An optional device or adapter might come with a diskette. Diskettes that are included in option packages usually contain files that the system needs for recognizing and activating the options. Until you install the necessary files, the new device or adapter might cause error messages.

If your optional device or adapter comes with a diskette, you might need to install some configuration (.CFG) files or diagnostic (.EXE or .COM) files from the diskette to your hard disk. See the documentation that comes with the option to determine if you need to install files.

Replacing the battery

Your computer has a special type of memory that maintains the date, time, and settings for built-in features, such as serial- and parallel-port assignments (configuration). A battery keeps this information active when you turn off the computer.

The battery requires no charging or maintenance throughout its life; however, no battery lasts forever. If the battery fails, the date, time, and configuration information (including passwords) are lost. An error message is displayed when you turn on the computer.

See “Lithium battery notice” on page xiii for information about replacing and disposing of the battery.

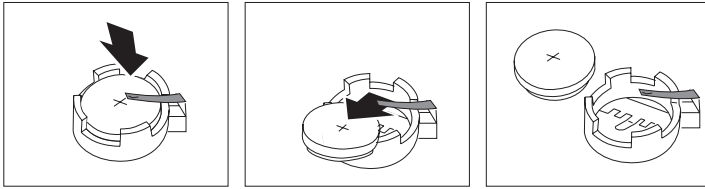
If you replace the original lithium battery with a heavy-metal battery or a battery with heavy-metal components, be aware of the following environmental consideration. Batteries and accumulators that contain heavy metals must not be disposed of with normal domestic waste. They will be taken back free of charge by the manufacturer, distributor, or representative, to be recycled or disposed of in a proper manner.

For further information on battery disposal, call IBM at 1-800-IBM-4333 (1-800-426-4333) in the U.S. For information outside of the U.S., contact your IBM reseller or marketing representative.

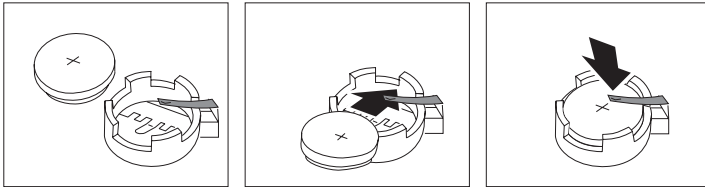
To change the battery:

1. Turn off the computer and all attached devices.
2. Unplug the power cord and remove the cover. See “Removing the cover — desktop model” on page 64 or “Removing the cover — tower model” on page 68.

3. Locate the battery. See the system board label inside your computer or see “Identifying parts on the system board” on page 74.
4. If necessary, remove any adapters that impede access to the battery. See “Installing adapters — desktop model” on page 79 or “Installing adapters — tower model” on page 80 for more information.
5. Remove the old battery.



6. Install the new battery.



7. Replace any adapters that were removed to gain access to the battery. See “Installing adapters — desktop model” on page 79 or “Installing adapters — tower model” on page 80 for instructions for replacing adapters.
8. Replace the cover and plug in the power cord.
Note: When the computer is turned on for the first time after battery replacement, an error message might be displayed. This is normal after replacing the battery.
9. Turn on the computer and all attached devices.
10. Use the Configuration/Setup Utility program to set the date and time and any passwords.
11. Dispose of the old battery as required by local ordinances or regulations.

Chapter 7. Getting help, service, and information

If you need help, service, technical assistance, or just want more information about IBM products, you will find a wide variety of sources available from IBM to assist you.

For example, IBM maintains pages on the World Wide Web where you can get information about IBM products and services, find the latest technical information, and download device drivers and updates. Some of these pages are:

| | |
|---|--|
| http://www.ibm.com | Main IBM home page |
| http://www.ibm.com/pc | IBM Personal Computing |
| http://www.ibm.com/pc/support | IBM Personal Computing Support |
| http://www.ibm.com/pc/us/ibmpc | IBM Commercial Desktop PCs (U.S.) |
| http://www.ibm.com/pc/us/intellistation | IBM IntelliStation Workstations (U.S.) |
| http://www.ibm.com/pc/us/accessories | Options by IBM (U.S.) |
| http://www.ibm.com/pc/us/netfinity | IBM Netfinity Servers (U.S.) |

You can select a country-specific Web site from these pages.

Help is also available from bulletin boards and online services, as well as by fax and telephone. This section provides information about these sources.

Services available and telephone numbers listed are subject to change without notice.

Service support

With the original purchase of an IBM hardware product, you have access to extensive support coverage. During the IBM hardware product warranty period, you may call the IBM Personal Computer HelpCenter (1-800-772-2227 in the U.S.) for hardware product assistance covered under the terms of the IBM hardware warranty. See "Getting help by telephone" on page 131 for HelpCenter telephone numbers in other countries.

The following services are available during the warranty period:

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

Be sure to retain your proof of purchase to obtain warranty service.

Please have the following information ready when you call:

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

If possible, be at your computer when you call.

The following items are not covered:

- Replacement or use of non-IBM parts or nonwarranted IBM parts
Note: All warranted parts contain a 7-character identification in the format IBM FRU XXXXXXXX.
- Identification of software problem sources
- Configuration of BIOS as part of an installation or upgrade
- Changes, modifications, or upgrades to device drivers
- Installation and maintenance of network operating systems (NOS)
- Installation and maintenance of application programs

Refer to your IBM hardware warranty for a full explanation of IBM's warranty terms.

Before you call for service

Many computer problems can be solved without outside assistance, by using the online help or by looking in the online or printed documentation that comes with your computer or software. Also, be sure to read the information in any README files that come with your software.

Most computers, operating systems, and application programs come with documentation that contains troubleshooting procedures and explanations of error messages. The documentation that comes with your computer also contains information about the diagnostic tests you can perform.

If you receive a POST error code when you turn on your computer, refer to the POST error-message charts in your hardware documentation. If you do not receive a POST error code, but suspect a hardware problem, refer to the troubleshooting information in your hardware documentation or run the diagnostic tests.

If you suspect a software problem, consult the documentation (including README files) for the operating system or application program.

Getting customer support and service

Purchasing an IBM PC hardware product entitles you to standard help and support during the warranty period. If you need additional support and services, a wide variety of extended services are available for purchase that address almost any need.

Using the World Wide Web

On the World Wide Web, the IBM Personal Computing Web site has up-to-date information about IBM Personal Computer products and support. The address for the IBM Personal Computing home page is:

<http://www.ibm.com/pc>

You can find support information for your IBM products, including supported options, on the IBM Personal Computing Support page at:

<http://www.ibm.com/pc/support>

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

also can access online support forums, which are community sites monitored by IBM support staff.

For information about specific Personal Computer products, visit the following pages:

<http://www.ibm.com/pc/us/intellistation>

<http://www.ibm.com/pc/us/ibmpc>

<http://www.ibm.com/pc/us/netfinity>

<http://www.ibm.com/pc/us/thinkpad>

<http://www.ibm.com/pc/us/accessories>

http://www.direct.ibm.com/content/home/en_US/aptiva

You can select a country-specific Web site from these pages.

Using electronic support services

If you have a modem, you can get help from several popular services. Bulletin boards and online information services provide assistance through question-and-answer message areas, live chat rooms, searchable databases, and more.

Technical information is available on a wide range of topics, such as:

- Hardware setup and configuration
- Preinstalled software
- OS/2, DOS, and Windows
- Networking
- Communications
- Multimedia

In addition, the latest device driver updates are available.

The IBM Bulletin Board System (BBS) can be reached 24 hours a day, 7 days a week. Modem speeds of up to 14 400 baud are supported. Long distance telephone charges might apply. To access the IBM BBS:

- In the U.S., call 1-919-517-0001.
- In Canada:
 - In Montreal, call 514-938-3022.
 - In Toronto, call 905-316-4255 or 416-956-7877.
 - In Vancouver, call 604-664-6464.

Commercial online services, such as America Online (AOL), contain information about IBM products. (For AOL, use the “Go to” keyword **IBM Connect**.)

Getting information by fax

If you have a touch-tone telephone and access to a fax machine, in the U.S. and Canada you can receive by fax marketing and technical information on many topics, including hardware, operating systems, and local area networks (LANs). You can call the IBM Automated Fax System 24 hours a day, 7 days a week. Follow the recorded instructions, and the requested information will be sent to your fax machine.

To access the IBM Automated Fax System, do the following:

- In the U.S., call 1-800-426-3395.
- In Canada, call 1-800-465-3299.

Getting help online

Online Housecall is a remote communication tool that allows an IBM technical-support representative to access your PC by modem. Many problems can be remotely diagnosed and corrected quickly and easily. In addition to a modem, a remote-access application program is required. This service is not available for servers. There might be a charge for this service, depending on the request.

For more information about configuring your PC for Online Housecall:

- In the U.S., call 1-800-772-2227.
- In Canada, call 1-800-565-3344.
- In all other countries, contact your IBM reseller or IBM marketing representative.

Getting help by telephone

During the warranty period, you can get help and information by telephone through the IBM PC HelpCenter. Expert technical-support representatives are available to assist you with questions you might have on the following:

- Setting up your computer and IBM monitor
- Installing and setting up IBM options purchased from IBM or an IBM reseller
- 30-day, preinstalled-operating-system support
- Arranging for service (on-site or carry-in)
- Arranging for overnight shipment of customer-replaceable parts

In addition, if you purchased an IBM PC Server or IBM Netfinity Server, you are eligible for IBM Start Up Support for 90 days after installation. This service provides assistance for:

- Setting up your network operating system
- Installing and configuring interface cards
- Installing and configuring network adapters

Please have the following information ready when you call:

- Machine Type and Model
- Serial numbers of your computer, monitor, and other components, or your proof of purchase
- Description of the problem
- Exact wording of any error messages
- Hardware and software configuration information for your system

If possible, be at your computer when you call.

In the U.S. and Canada, these services are available 24 hours a day, 7 days a week. In the U.K., these services are available Monday through Friday, from 9:00 a.m. to 6:00 p.m.²

| Country | | Telephone number |
|------------------|-------------|-------------------------|
| Austria | Österreich | 1-546 585 075 |
| Belgium - Dutch | Belgie | 02-717-2504 |
| Belgium - French | Belgique | 02-717-2503 |
| Canada | Canada | 1-800-565-3344 |
| Denmark | Danmark | 03-525-6905 |
| Finland | Suomi | 9-22-931805 |
| France | France | 01-69-32-40-03 |
| Germany | Deutschland | 069-6654-9003 |
| Ireland | Ireland | 01-815-9207 |
| Italy | Italia | 02-4827-5003 |
| Luxembourg | Luxembourg | 298-977-5060 |
| Netherlands | Nederland | 020-504-0531 |
| Norway | Norge | 2-305-3203 |

² Response time will vary depending on the number and complexity of incoming calls.

| Country | | Telephone number |
|------------------------|------------------------|-------------------------|
| Portugal | Portugal | 01-791-5147 |
| Spain | España | 091-662-4270 |
| Sweden | Sverige | 08-632-0063 |
| Switzerland - German | Schweiz | 01-212-1810 |
| Switzerland - French | Suisse | 022-310-0418 |
| Switzerland - Italian | Svizzera | 091-971-0523 |
| United Kingdom | United Kingdom | 01475-555555 |
| U.S.A. and Puerto Rico | U.S.A. and Puerto Rico | 1-800-772-2227 |

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

Getting help around the world

If you travel with your computer or need to move it to another country, you can register for International Warranty Service. When you register with the International Warranty Service Office, you will receive an International Warranty Service Certificate that is honored virtually worldwide, wherever IBM or IBM resellers sell and service IBM PC products.

For more information or to register for International Warranty Service:

- In the U.S. or Canada, call 1-800-497-7426.
- In Europe, call 44-1475-893638 (Greenock, U.K.).
- In Australia and New Zealand, call 61-2-9354-4171.

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

Purchasing additional services

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

Enhanced PC support line

Enhanced PC Support is available for desktop and mobile IBM computers that are not connected to a network. Technical support is provided for IBM computers and IBM or non-IBM options, operating systems, and application programs on the Supported Products list.

This service includes technical support for:

- Installing and configuring your out-of-warranty IBM computer
- Installing and configuring non-IBM options in IBM computers
- Using IBM operating systems in IBM and non-IBM computers
- Using application programs and games
- Tuning performance
- Installing device drivers remotely
- Setting up and using multimedia devices
- Identifying system problems
- Interpreting documentation

You can purchase this service on a per-call basis, as a multiple-incident package, or as an annual contract with a 10-incident limit. For more information about purchasing Enhanced PC Support, see “Ordering support line services” on page 135.

900-number operating system and hardware support line

In the U.S., if you prefer to obtain technical support on a pay-as-you-go basis, you can use the 900-number support line. The 900-number support line provides support for IBM PC products that are out of the warranty period.

To access this support, call 1-900-555-CLUB (2582). You will be notified of the charge per minute.

Network and server support line

Network and Server Support is available for simple or complex networks made up of IBM servers and workstations using major network operating systems. In addition, many popular non-IBM adapters and network interface cards are supported.

This service includes all of the features of the Enhanced PC Support Line, plus:

- Installing and configuring client workstations and servers

- Identifying system problems and correcting problems on the client or the server
- Using IBM and non-IBM network operating systems
- Interpreting documentation

You can purchase this service on a per-call basis, as a multiple-incident package, or as an annual contract with a 10-incident limit. For more information about purchasing Network and Server Support, see “Ordering support line services.”

Ordering support line services

Enhanced PC Support Line and Network and Server Support Line services are available for products on the Supported Products list. To receive a Supported Products list:

- In the U.S.:
 1. Call 1-800-426-3395.
 2. Select document number 11683 for Network and Server support.
 3. Select document number 11682 for Enhanced PC support.
- In Canada, contact IBM Direct at 1-800-465-7999, or:
 1. Call 1-800-465-3299.
 2. Select the HelpWare catalog.
- In all other countries, contact your IBM reseller or IBM marketing representative.

For more information or to purchase these services:

- In the U.S., call 1-800-772-2227.
- In Canada, call 1-800-465-7999.
- In all other countries, contact your HelpCenter.

Warranty and repair services

You can upgrade your standard hardware warranty service or extend the service beyond the warranty period.

Warranty upgrades in the U.S. include:

- Carry-in service to on-site service

If your warranty provides carry-in repair service, you can upgrade to on-site repair service, either standard or premium. The standard upgrade provides a trained servicer within the next business day (9 a.m. to 5 p.m., local time, Monday through Friday). The premium upgrade provides 4-hour average response, 24 hours a day, 7 days a week.

- On-site service to premium on-site service

If your warranty provides for on-site service, you can upgrade to premium on-site service (4-hour average on-site response, 24 hours a day, 7 days a week).

You also can extend your warranty. Warranty and Repair Services offers a variety of post-warranty maintenance options, including ThinkPad EasyServ Maintenance Agreements. Availability of the services varies by product.

For more information about warranty upgrades and extensions:

- In the U.S., call 1-800-426-4968.
- In Canada, call 1-800-465-7999.
- In all other countries, contact your IBM reseller or IBM marketing representative.

Ordering publications

Additional publications are available for purchase from IBM. For a list of publications available in your country:

- In the U.S., Canada, and Puerto Rico, call 1-800-879-2755.
- In other countries, contact your IBM reseller or IBM marketing representative.

Appendix A. Using the Software Selections CD

Use the information in this appendix if you want to install or reinstall software from the *Software Selections CD*.

Important: You must have Microsoft Internet Explorer 4.0 or later installed to run the *Software Selections CD*.

Features of the CD

The *Software Selections CD* contains applications, diagnostic programs, and other support software for Windows 95, Windows 98, and Windows NT Workstation 4.0.

Notes:

1. The *Software Selections CD* does not contain operating systems. Before you can use the CD, your operating system must be installed in your computer.
2. Not all software is available for all operating systems. See the *Software Selections CD* to find out which programs are available for your operating system.
3. Device drivers are only available on the *Product Recovery CD* or the *Device Driver and IBM Enhanced Diagnostics CD*. They are not on the *Software Selections CD*.

You can use the CD to:

- Install some software products directly from the CD on models equipped with a CD-ROM drive.
- Create an image of the *Software Selections CD* on your hard disk or on a local area network (LAN) disk and install the software products from that image.
- Create diskettes for software products that cannot be installed from the CD and install the products from diskette.

The *Software Selections CD* has an easy-to-use, graphical interface and automated installation procedures for most products. It also has a help system that describes the features of the CD.

The products on the *Software Selections CD* are licensed according to the terms and conditions of the IBM International License Agreement for Non-Warranted Programs, which is available through Access IBM. (See *About Your Software* for more information about viewing the license agreement.)

Starting the CD

To use the *Software Selections CD*, insert the CD into your CD-ROM drive. The Software Selections program starts automatically unless the autorun feature is disabled.

If the auto-run feature is disabled:

1. Click the Windows **Start** button; then click **Run**.
2. Type `e:\swselect.exe` where *e* is the CD-ROM drive letter.
3. Press Enter. The Software Selections menu appears.
4. Select the desired option; then follow the instructions on the screen.

or

1. In Access IBM, click **Customize**. (For information about opening Access IBM, see *About Your Software*.)
2. In the Customize menu, click **Install Software**.
3. When prompted, insert the *Software Selections CD* into the CD-ROM drive.

After a program is installed, you can access it through the Programs choice on the Windows Start menu. For most programs, support documentation is built into the online Help system; for some, online documentation is also provided.

For more information about the *Software Selections CD*, see the *About Your Software* book that comes with your computer.

Appendix B. Computer records

This appendix contains forms for recording information about your computer, which can be helpful if you decide to install additional hardware, or if you ever need to have your computer serviced.

Serial numbers

Record and retain the following information.

| | |
|---------------------|----------------------|
| Product Name | PC 300PL or PC 300GL |
| Model/Type (M/T) | _____ |
| Serial Number (S/N) | _____ |

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

Device records

Use the following tables to keep a record of the options in or attached to your computer. This information can be helpful when you install additional options, or if you ever need to have your computer serviced.

| Location | Option Description |
|---|--|
| System Memory (Mem 1 DIMM) (Mem 2 DIMM) | <input type="checkbox"/> 64 MB <input type="checkbox"/> 128 MB <input type="checkbox"/> 256 MB <input type="checkbox"/> 512 MB <input type="checkbox"/> 64 MB <input type="checkbox"/> 128 MB <input type="checkbox"/> 256 MB <input type="checkbox"/> 512 MB |
| AGP Slot | _____ |
| Expansion Slot 1 (PCI) | _____ |
| Expansion Slot 2 (PCI) | _____ |
| Expansion Slot 3 (PCI) | _____ |
| Microprocessor | <input type="checkbox"/> Intel _____ MHz |
| Parallel Connector | _____ |
| Serial Connector A | _____ |
| Serial Connector B | _____ |
| USB Connector 1 | _____ |
| USB Connector 2 | _____ |
| Monitor Connector | _____ |
| Audio Connectors | _____ |
| Keyboard Connector | 104-key keyboard <input type="checkbox"/> Other _____ |
| Mouse Connector | <input type="checkbox"/> ScrollPoint mouse <input type="checkbox"/> 2-button mouse <input type="checkbox"/> Other: _____ |
| 5.25-Inch Bay 1 | <input type="checkbox"/> IDE CD-ROM drive <input type="checkbox"/> Other: _____ |
| 5.25-Inch Bay 2 | <input type="checkbox"/> Zip drive _____ <input type="checkbox"/> Other: _____ |
| 3.5-Inch Bay 3 | <input type="checkbox"/> 1.44 MB diskette drive |
| 3.5-Inch Bay 4 | EIDE hard disk drive <input type="checkbox"/> Other: _____ |
| Key manufacturer address | _____ |
| Phone number | _____ |
| Key code number | _____ |

Appendix C. Product warranties and notices

This appendix includes product warranties, trademarks, and notices.

Warranty Statements

The warranty statements consist of two parts: Part 1 and Part 2. Part 1 varies by country. Part 2 is the same for both statements. Be sure to read both the Part 1 that applies to your country and Part 2.

- **United States, Puerto Rico, and Canada (Z125-4753-05 11/97)**
(Part 1 - General Terms on page 141)
- **Worldwide except Canada, Puerto Rico, Turkey, and United States (Z125-5697-01 11/97)**
(Part 1 - General Terms on page 144)
- **Worldwide Country-Unique Terms**
(Part 2 - Country-Unique Terms on page 148)

IBM Statement of Limited Warranty for United States, Puerto Rico, and Canada (Part 1 - General Terms)

This Statement of Limited Warranty includes Part 1 - General Terms and Part 2 - Country-unique Terms. The terms of Part 2 may replace or modify those of Part 1. The warranties provided by IBM in this Statement of Limited Warranty apply only to Machines you purchase for your use, and not for resale, from IBM or your reseller. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. The term "Machine" does not include any software programs, whether pre-loaded with the Machine, installed subsequently or otherwise. Unless IBM specifies otherwise, the following warranties apply only in the country where you acquire the Machine. Nothing in this Statement of Warranty affects any statutory rights of consumers that cannot be waived or limited by contract. If you have any questions, contact IBM or your reseller.

Machine - PC 300PL Type 6565 and PC 300GL Types 6563, 6564, and 6574

Warranty Period* - Parts: Three (3) Years Labor: One (1) Year

IBM will provide warranty service without charge for:

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

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

**Contact your place of purchase for warranty service information. Some IBM Machines are eligible for On-site warranty service depending on the country where service is performed.*

The IBM Warranty for Machines

IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications. The warranty period for a Machine is a specified, fixed period commencing on its Date of Installation. The date on your sales receipt is the Date of Installation, unless IBM or your reseller informs you otherwise.

During the warranty period IBM or your reseller, if approved by IBM to provide warranty service, will provide repair and exchange service for the Machine, without charge, under the type of service designated for the Machine and will manage and install engineering changes that apply to the Machine.

If a Machine does not function as warranted during the warranty period, and IBM or your reseller are unable to either 1) make it do so or 2) replace it with one that is at least functionally equivalent, you may return it to your place of purchase and your money will be refunded. The replacement may not be new, but will be in good working order.

Extent of Warranty

The warranty does not cover the repair or exchange of a Machine resulting from misuse, accident, modification, unsuitable physical or operating environment, improper maintenance by you, or failure caused by a product for which IBM is not responsible. The warranty is voided by removal or alteration of Machine or parts identification labels.

THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD.

Items Not Covered by Warranty

IBM does not warrant uninterrupted or error-free operation of a Machine.

Unless specified otherwise, IBM provides non-IBM machines **WITHOUT WARRANTIES OF ANY KIND.**

Any technical or other support provided for a Machine under warranty, such as assistance via telephone with "how-to" questions and those regarding Machine set-up and installation, will be provided **WITHOUT WARRANTIES OF ANY KIND.**

Warranty Service

To obtain warranty service for the Machine, contact your reseller or IBM. In the United States, call IBM at 1-800-772-2227. In Canada, call IBM at 1-800-565-3344. You may be required to present proof of purchase.

IBM or your reseller provides certain types of repair and exchange service, either at your location or at a service center, to keep Machines in, or restore them to, conformance with their Specifications. IBM or your reseller will inform you of the available types of service for a Machine based on its country of installation. IBM may repair the failing Machine or exchange it at its discretion.

When warranty service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item.

Any feature, conversion, or upgrade IBM or your reseller services must be installed on a Machine which is 1) for certain Machines, the designated, serial-numbered Machine and 2) at an engineering-change level compatible with the feature, conversion, or upgrade. Many features, conversions, or upgrades involve the removal of parts and their return to IBM. A part that replaces a removed part will assume the warranty service status of the removed part.

Before IBM or your reseller exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service.

You also agree to

1. ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;
2. obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and
3. where applicable, before service is provided
 - a. follow the problem determination, problem analysis, and service request procedures that IBM or your reseller provides,
 - b. secure all programs, data, and funds contained in a Machine,
 - c. provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit them to fulfill their obligations, and
 - d. inform IBM or your reseller of changes in a Machine's location.

IBM is responsible for loss of, or damage to, your Machine while it is 1) in IBM's possession or 2) in transit in those cases where IBM is responsible for the transportation charges.

Neither IBM nor your reseller is responsible for any of your confidential, proprietary or personal information contained in a Machine which you return to IBM or your reseller for any reason. You should remove all such information from the Machine prior to its return.

Production Status

Each IBM Machine is manufactured from new parts, or new and used parts. In some cases, the Machine may not be new and may have been previously installed.

Regardless of the Machine's production status, IBM's appropriate warranty terms apply.

Limitation of Liability

Circumstances may arise where, because of a default on IBM's part or other liability, you are entitled to recover damages from IBM. In each such instance, regardless of the basis on which you are entitled to claim damages from IBM (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), IBM is liable for no more than

1. damages for bodily injury (including death) and damage to real property and tangible personal property; and
2. the amount of any other actual direct damages, up to the greater of U.S. \$100,000 (or equivalent in local currency) or the charges (if recurring, 12 months' charges apply) for the Machine that is the subject of the claim.

This limit also applies to IBM's suppliers and your reseller. It is the maximum for which IBM, its suppliers, and your reseller are collectively responsible.

UNDER NO CIRCUMSTANCES IS IBM LIABLE FOR ANY OF THE FOLLOWING: 1) THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; OR 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR SAVINGS), EVEN IF IBM, ITS SUPPLIERS OR YOUR RESELLER IS INFORMED OF THEIR POSSIBILITY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

IBM Statement of Warranty Worldwide except Canada, Puerto Rico, Turkey, United States (Part 1 - General Terms)

This Statement of Warranty includes Part 1 - General Terms and Part 2 - Country-unique Terms. The terms of Part 2 may replace or modify those of Part 1. The warranties provided by IBM in this Statement of Warranty apply only to Machines you purchase for your use, and not for resale, from IBM or your reseller. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. The term "Machine" does not include any software programs, whether pre-loaded with the Machine, installed subsequently or otherwise. Unless IBM specifies otherwise, the following warranties apply only in the country where you acquire the Machine. Nothing in this Statement of Warranty affects any statutory rights of consumers that cannot be waived or limited by contract. If you have any questions, contact IBM or your reseller.

PC 300PL Type 6565 and PC 300GL Types 6563, 6564, and 6574

Warranty Period* -

- EMEA and Argentina - Parts: Three (3) Years Labor: Three (3) Years
- Japan - Parts: One (1) Year Labor: One (1) Year
- All other countries not listed - Parts: Three (3) Years Labor: One (1) Year

IBM will provide warranty service without charge for:

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

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

**Contact your place of purchase for warranty service information. Some IBM Machines are eligible for On-site warranty service depending on the country where service is performed.*

The IBM Warranty for Machines

IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications. The warranty period for a Machine is a specified, fixed period commencing on its Date of Installation. The date on your sales receipt is the Date of Installation, unless IBM or your reseller informs you otherwise.

During the warranty period IBM or your reseller, if approved by IBM to provide warranty service, will provide repair and exchange service for the Machine, without charge, under the type of service designated for the Machine and will manage and install engineering changes that apply to the Machine.

If a Machine does not function as warranted during the warranty period, and IBM or your reseller are unable to either 1) make it do so or 2) replace it with one that is at least functionally equivalent, you may return it to your place of purchase and your money will be refunded. The replacement may not be new, but will be in good working order.

Extent of Warranty

The warranty does not cover the repair or exchange of a Machine resulting from misuse, accident, modification, unsuitable physical or operating environment, improper maintenance by you, or failure caused by a product for which IBM is not responsible. The warranty is voided by removal or alteration of Machine or parts identification labels.

THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF EXPRESS OR IMPLIED

WARRANTIES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD.

Items Not Covered by Warranty

IBM does not warrant uninterrupted or error-free operation of a Machine.

Unless specified otherwise, IBM provides non-IBM machines **WITHOUT WARRANTIES OF ANY KIND.**

Any technical or other support provided for a Machine under warranty, such as assistance via telephone with “how-to” questions and those regarding Machine set-up and installation, will be provided **WITHOUT WARRANTIES OF ANY KIND.**

Warranty Service

To obtain warranty service for the Machine, contact your reseller or IBM. You may be required to present proof of purchase.

IBM or your reseller provides certain types of repair and exchange service, either at your location or at a service center, to keep Machines in, or restore them to, conformance with their Specifications. IBM or your reseller will inform you of the available types of service for a Machine based on its country of installation. IBM may repair the failing Machine or exchange it at its discretion.

When warranty service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item.

Any feature, conversion, or upgrade IBM or your reseller services must be installed on a Machine which is 1) for certain Machines, the designated, serial-numbered Machine and 2) at an engineering-change level compatible with the feature, conversion, or upgrade. Many features, conversions, or upgrades involve the removal of parts and their return to IBM. A part that replaces a removed part will assume the warranty service status of the removed part.

Before IBM or your reseller exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service.

You also agree to

1. ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;
2. obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and
3. where applicable, before service is provided
 - a. follow the problem determination, problem analysis, and service request procedures that IBM or your reseller provides,
 - b. secure all programs, data, and funds contained in a Machine,

- c. provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit them to fulfil their obligations, and
- d. inform IBM or your reseller of changes in a Machine's location.

IBM is responsible for loss of, or damage to, your Machine while it is 1) in IBM's possession or 2) in transit in those cases where IBM is responsible for the transportation charges.

Neither IBM nor your reseller is responsible for any of your confidential, proprietary or personal information contained in a Machine which you return to IBM or your reseller for any reason. You should remove all such information from the Machine prior to its return.

Production Status

Each IBM Machine is manufactured from new parts, or new and used parts. In some cases, the Machine may not be new and may have been previously installed. Regardless of the Machine's production status, IBM's appropriate warranty terms apply.

Limitation of Liability

Circumstances may arise where, because of a default on IBM's part or other liability, you are entitled to recover damages from IBM. In each such instance, regardless of the basis on which you are entitled to claim damages from IBM (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), IBM is liable for no more than

1. damages for bodily injury (including death) and damage to real property and tangible personal property; and
2. the amount of any other actual direct damages, up to the greater of U.S. \$100,000 (or equivalent in local currency) or the charges (if recurring, 12 months' charges apply) for the Machine that is the subject of the claim.

This limit also applies to IBM's suppliers and your reseller. It is the maximum for which IBM, its suppliers, and your reseller are collectively responsible.

UNDER NO CIRCUMSTANCES IS IBM LIABLE FOR ANY OF THE FOLLOWING: 1) THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; OR 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR SAVINGS), EVEN IF IBM, ITS SUPPLIERS OR YOUR RESELLER IS INFORMED OF THEIR POSSIBILITY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Part 2 - Worldwide Country-Unique Terms

ASIA PACIFIC

AUSTRALIA: The IBM Warranty for Machines: The following paragraph is added to this Section:

The warranties specified in this Section are in addition to any rights you may have under the Trade Practices Act 1974 or other legislation and are only limited to the extent permitted by the applicable legislation.

Extent of Warranty: The following replaces the first and second sentences of this Section:

The warranty does not cover the repair or exchange of a Machine resulting from misuse, accident, modification, unsuitable physical or operating environment, operation in other than the Specified Operating Environment, improper maintenance by you, or failure caused by a product for which IBM is not responsible.

Limitation of Liability: The following is added to this Section:

Where IBM is in breach of a condition or warranty implied by the Trade Practices Act 1974, IBM's liability is limited to the repair or replacement of the goods or the supply of equivalent goods. Where that condition or warranty relates to right to sell, quiet possession or clear title, or the goods are of a kind ordinarily acquired for personal, domestic or household use or consumption, then none of the limitations in this paragraph apply.

PEOPLE'S REPUBLIC OF CHINA: Governing Law: The following is added to this Statement:

The laws of the State of New York govern this Statement.

INDIA: Limitation of Liability: The following replaces items 1 and 2 of this Section:

1. liability for bodily injury (including death) or damage to real property and tangible personal property will be limited to that caused by IBM's negligence;
2. as to any other actual damage arising in any situation involving nonperformance by IBM pursuant to, or in any way related to the subject of this Statement of Warranty, IBM's liability will be limited to the charge paid by you for the individual Machine that is the subject of the claim.

NEW ZEALAND: The IBM Warranty for Machines: The following paragraph is added to this Section:

The warranties specified in this Section are in addition to any rights you may have under the Consumer Guarantees Act 1993 or other legislation which cannot be excluded or limited. The Consumer Guarantees Act 1993 will not apply in respect of any goods which IBM provides, if you require the goods for the purposes of a business as defined in that Act.

Limitation of Liability: The following is added to this Section:

Where Machines are not acquired for the purposes of a business as defined in the Consumer Guarantees Act 1993, the limitations in this Section are subject to the limitations in that Act.

EUROPE, MIDDLE EAST, AFRICA (EMEA)

The following terms apply to all EMEA countries.

The terms of this Statement of Warranty apply to Machines purchased from an IBM reseller. If you purchased this Machine from IBM, the terms and conditions of the applicable IBM agreement prevail over this warranty statement.

Warranty Service

If you purchased an IBM Machine in Austria, Belgium, Denmark, Estonia, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland or United Kingdom, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM.

If you purchased an IBM Personal Computer Machine in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kazakhstan, Kirghizia, Federal Republic of Yugoslavia, Former Yugoslav Republic of Macedonia (FYROM), Moldova, Poland, Romania, Russia, Slovak Republic, Slovenia, or Ukraine, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM.

The applicable laws, Country-unique terms and competent court for this Statement are those of the country in which the warranty service is being provided. However, the laws of Austria govern this Statement if the warranty service is provided in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Federal Republic of Yugoslavia, Georgia, Hungary, Kazakhstan, Kirghizia, Former Yugoslav Republic of Macedonia (FYROM), Moldova, Poland, Romania, Russia, Slovak Republic, Slovenia, and Ukraine.

The following terms apply to the country specified:

EGYPT: Limitation of Liability: The following replaces item 2 in this Section:

2. as to any other actual direct damages, IBM's liability will be limited to the total amount you paid for the Machine that is the subject of the claim.

Applicability of suppliers and resellers (unchanged).

FRANCE: Limitation of Liability: The following replaces the second sentence of the first paragraph of this Section:

In such instances, regardless of the basis on which you are entitled to claim damages from IBM, IBM is liable for no more than: (items 1 and 2 unchanged).

GERMANY: The IBM Warranty for Machines: The following replaces the first sentence of the first paragraph of this Section:

The warranty for an IBM Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications.

The following paragraphs are added to this Section:

The minimum warranty period for Machines is six months.

In case IBM or your reseller are unable to repair an IBM Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.

Extent of Warranty: The second paragraph does not apply.

Warranty Service: The following is added to this Section:
During the warranty period, transportation for delivery of the failing Machine to IBM will be at IBM's expense.

Production Status: The following paragraph replaces this Section:
Each Machine is newly manufactured. It may incorporate in addition to new parts, re-used parts as well.

Limitation of Liability: The following is added to this Section:
The limitations and exclusions specified in the Statement of Warranty will not apply to damages caused by IBM with fraud or gross negligence and for express warranty.

In item 2, replace "U.S. \$100,000" with "1.000.000 DEM."

The following sentence is added to the end of the first paragraph of item 2:
IBM's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

IRELAND: Extent of Warranty: The following is added to this Section:
Except as expressly provided in these terms and conditions, all statutory conditions, including all warranties implied, but without prejudice to the generality of the foregoing all warranties implied by the Sale of Goods Act 1893 or the Sale of Goods and Supply of Services Act 1980 are hereby excluded.

Limitation of Liability: The following replaces items one and two of the first paragraph of this Section:
1. death or personal injury or physical damage to your real property solely caused by IBM's negligence; and 2. the amount of any other actual direct damages, up to the greater of Irish Pounds 75,000 or 125 percent of the charges (if recurring, the 12 months' charges apply) for the Machine that is the subject of the claim or which otherwise gives rise to the claim.

Applicability of suppliers and resellers (unchanged).

The following paragraph is added at the end of this Section:
IBM's entire liability and your sole remedy, whether in contract or in tort, in respect of any default shall be limited to damages.

ITALY: Limitation of Liability: The following replaces the second sentence in the first paragraph:
In each such instance unless otherwise provided by mandatory law, IBM is liable for no more than: (item 1 unchanged) 2) as to any other actual damage arising in all situations involving non-performance by IBM pursuant to, or in any way related to the subject matter of this Statement of Warranty, IBM's liability, will be limited to the total amount you paid for the Machine that is the subject of the claim.

Applicability of suppliers and resellers (unchanged).

The following replaces the second paragraph of this Section:
Unless otherwise provided by mandatory law, IBM and your reseller are not liable for any of the following: (items 1 and 2 unchanged) 3) indirect damages, even if IBM or your reseller is informed of their possibility.

SOUTH AFRICA, NAMIBIA, BOTSWANA, LESOTHO AND SWAZILAND:

Limitation of Liability: The following is added to this Section:

IBM's entire liability to you for actual damages arising in all situations involving nonperformance by IBM in respect of the subject matter of this Statement of Warranty will be limited to the charge paid by you for the individual Machine that is the subject of your claim from IBM.

TURKIYE: Production Status: The following replaces this Section:

IBM fulfils customer orders for IBM Machines as newly manufactured in accordance with IBM's production standards.

UNITED KINGDOM: Limitation of Liability: The following replaces items 1 and 2 of the first paragraph of this Section:

1. death or personal injury or physical damage to your real property solely caused by IBM's negligence;
2. the amount of any other actual direct damages or loss, up to the greater of Pounds Sterling 150,000 or 125 percent of the charges (if recurring, the 12 months' charges apply) for the Machine that is the subject of the claim or which otherwise gives rise to the claim.

The following item is added to this paragraph:

3. breach of IBM's obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982.

Applicability of suppliers and resellers (unchanged).

The following is added to the end of this Section:

IBM's entire liability and your sole remedy, whether in contract or in tort, in respect of any default will be limited to damages.

NORTH AMERICA

CANADA: Warranty Service: The following is added to this Section:

To obtain warranty service from IBM, call **1-800-565-3344**.

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

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

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Year 2000 readiness and instructions

This is a Year 2000 Readiness Disclosure.

A product is Year 2000 Ready if the product, when used in accordance with its associated documentation, is capable of correctly processing, providing and/or receiving date data within and between the 20th and 21st centuries, provided all other products (for example, software, hardware, and firmware) used with the product properly exchange date data with it.

This IBM PC hardware product has been designed to process four-digit date information correctly within and between the 20th and 21st centuries. If your IBM computer is on when the century changes, you should turn it off and then back on again once, or restart the operating system, to ensure that the internal clock resets itself for the new century.

This IBM PC product cannot prevent errors that might occur if software you use or exchange data with is not ready for the Year 2000. IBM software that comes with this product is Year 2000 Ready. However, software from other companies might come with this IBM PC product. IBM cannot take responsibility for the readiness of that software. You should contact the software developers directly if you wish to verify readiness, understand limitations, or look for any software updates.

To learn more about IBM PC products and the Year 2000, visit our Web site at <http://www.ibm.com/pc/year2000>. The information and tools there can help you with your Year 2000 transition plan, especially if you have multiple IBM PCs. IBM encourages you to check periodically for updated information.

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Electronic emission notices

This computer is classified as a Class B digital device. However, this computer includes a built-in network interface controller (NIC) and is considered a Class A digital device when the NIC is in use. The Class A digital device rating and compliance notice are primarily because the inclusion of certain Class A options or Class A NIC cables changes the overall rating of the computer to Class A.

Cet ordinateur est enregistré comme un appareil numérique de classe B. Toutefois, lorsque la carte réseau qu'il contient est utilisée, il est considéré

comme un appareil de classe A. Il a été déclaré de classe A dans l'avis de conformité car la présence de certaines options de classe A ou de câbles de carte réseau de classe A modifie ses caractéristiques et le rend conforme aux normes de la classe A.

Class B Notices

PC 300PL Type 6565 and PC 300GL Types 6563, 6564, and 6574

Federal Communications Commission (FCC) Statement

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult an IBM authorized dealer or service representative for help.


Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Proper cables and connectors are available from IBM authorized dealers. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible Party:

International Business Machines Corporation

New Orchard Road
Armonk, NY 10504
Telephone: 1-919-543-2193

 Tested To Comply
With FCC Standards
FOR HOME OR OFFICE USE

Industry Canada Class B emission compliance statement

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

Avis de conformité à la réglementation d'Industrie Canada

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

Class A Notices

Federal Communications Commission (FCC) Statement

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Industry Canada Class A emission compliance statement

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

Avis de conformité à la réglementation d'Industrie Canada

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

Australia and New Zealand Class A statement

Attention: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Other Notices

European community directive conformance statement

This product is in conformity with the protection requirements of EU Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to electromagnetic compatibility. IBM cannot accept responsibility for any failure to satisfy the protection requirements resulting from a nonrecommended modification of the product, including the fitting of non-IBM option cards.

Federal Communications Commission (FCC) and telephone company requirements

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

Note: If the device is an internal modem, a second FCC registration label is also provided. You may attach the label to the exterior of the computer in which you install the IBM modem, or you may attach the label to the external DAA, if you have one. Place the label in a location that is easily accessible, should you need to provide the label information to the telephone company.

2. The REN is useful to determine the quantity of devices you may connect to your telephone line and still have those devices ring when your number is called. In most, but not all areas, the sum of the

RENs of all devices should not exceed five (5). To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.

3. If the device causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance; if advance notice is not practical, you will be notified as soon as possible. You will be advised of your right to file a complaint with the FCC.
4. Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice to give you an opportunity to maintain uninterrupted service.
5. If you experience trouble with this product, contact your authorized reseller, or call IBM. In the United States, call IBM at **1-800-772-2227**. In Canada, call IBM at **1-800-565-3344**. You may be required to present proof of purchase.

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

6. No customer repairs are possible to the device. If you experience trouble with the device, contact your Authorized Reseller or see the Diagnostics section of this manual for information.
7. This device may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. Contact your state public utility commission or corporation commission for information.
8. When ordering network interface (NI) service from the local Exchange Carrier, specify service arrangement USOC RJ11C.

Canadian Department of Communications certification label

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

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

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

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

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

Étiquette d'homologation du ministère des Communications du Canada

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

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

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

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

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

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

Power cord notice

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

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

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

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

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

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

IBM power cord

| part number | Used in these countries and regions |
|--------------------|--|
| 13F9940 | Argentina, Australia, China (PRC), New Zealand, Papua New Guinea, Paraguay, Uruguay, Western Samoa |
| 13F9979 | Afghanistan, Algeria, Andorra, Angola, Austria, Belgium, Benin, Bulgaria, Burkina Faso, Burundi, Cameroon, Central African Rep., Chad, Czech Republic, Egypt, Finland, France, French Guiana, Germany, Greece, Guinea, Hungary, Iceland, Indonesia, Iran, Ivory Coast, Jordan, Lebanon, Luxembourg, Macau, Malagasy, Mali, Martinique, Mauritania, Mauritius, Monaco, Morocco, Mozambique, Netherlands, New Caledonia, Niger, Norway, Poland, Portugal, Romania, Senegal, Slovakia, Spain, Sudan, Sweden, Syria, Togo, Tunisia, Turkey, former USSR, Vietnam, former Yugoslavia, Zaire, Zimbabwe |
| 13F9997 | Denmark |
| 14F0015 | Bangladesh, Burma, Pakistan, South Africa, Sri Lanka |
| 14F0033 | Antigua, Bahrain, Brunei, Channel Islands, Cyprus, Dubai, Fiji, Ghana, Hong Kong, India, Iraq, Ireland, Kenya, Kuwait, Malawi, Malaysia, Malta, Nepal, Nigeria, Polynesia, Qatar, Sierra Leone, Singapore, Tanzania, Uganda, United Kingdom, Yemen, Zambia |
| 14F0051 | Liechtenstein, Switzerland |
| 14F0069 | Chile, Ethiopia, Italy, Libya, Somalia |
| 14F0087 | Israel |
| 1838574 | Thailand |
| 62X1045 | Bahamas, Barbados, Bermuda, Bolivia, Brazil, Canada, Cayman Islands, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Guyana, Haiti, Honduras, Jamaica, Japan, Korea (South), Liberia, Mexico, Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, Saudi Arabia, Suriname, Taiwan, Trinidad (West Indies), United States of America, Venezuela |

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