Chapter 4: Troubleshooting

Should you have any problems with your computer, before consulting the computer vendor, you may want to solve the problem yourself. This chapter lists some common problems and their possible solutions.

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Audio

Problem: The speaker cannot be heard.
Solution: The volume might be set too low, please check the volume control.

Problem: The volume is too high (or too low).
Solution: The volume is not correctly set, please check the volume control.

Problem: The headphone doesn't work.
Solution 1: The volume level is not correctly set, please check the volume control.
Solution 2: The headphone is plugged into the wrong jack.
Solution 3: There is no audio source

Battery

Problem: The battery pack will not charge.
Solution 1: The battery pack is exposed to an excessively hot or cold environment. Place the battery in a suitable environment and after it returns to normal temperature try again.
Solution 2: The battery may be bad and may need to be replaced, call your vendor for more details.

Problem: The battery pack will not charge and the charge indicator light is off.
Solution 1: The battery is already fully charged and the indicator light is broken.
Solution 2: The battery pack is exposed to an excessively hot or cold environment. Place the battery in a suitable environment and after it returns to normal temperature try again.

Solution 3: The battery may be bad and may need to be replaced, call your vendor for more details.

Problem: A beeping sound is heard and the low-battery indicator is on.
Solution: The battery power is nearly used up. Connect the AC adapter to your computer or press the Fn + Esc key combination to enter suspend mode.

Problem: A beep isn't heard when the low-battery indicator turns on, or the gauge indicates power is less than 10%.
Solution: The battery power is nearly used up and the volume control may be turned down. Please adjust the volume control and connect the computer with the AC adapter.

Problem: Actual battery operating time is shorter than expected.
Solution 1: The battery is exposed to excessively high or low temperatures. Suitable operating conditions are between 32°F and 113°F (0°C and 45°C) while the ideal temperature for battery operation is between 50°F and 95°F (10°C and 35°C).
Solution 2: Make sure the battery is fully discharged and recharge it completely before reusing.
Solution 3: Power management has been turned off, turn the power management back on.
Solution 4: A peripheral device or PC card is consuming a lot of power. Turn off the unused device to save power.
Solution 5: Previously the battery was given only a partial charge. Always fully charge the battery after it has been totally used up.

Note: Make sure the battery is totally used up before recharging and make sure you recharge the battery to full capacity each time you recharge it.

Boot Password

Problem: You forget the boot password.
Solution: If you forget the password, you may have to delete the memory and you could lose all of the data on your computer. Call your vendor for help.

CD

Problem: The compact disk tray will not open when there is a disk in the tray.
Solution: The compact disk is not correctly placed in the tray, gently try to remove the disk using the eject hole.

Problem: The compact disk cannot be read.
Solution 1: The compact disk is not correctly placed in the tray.
Solution 2: The compact disk is dirty. Please clean it with a CD-ROM cleaner kit.

Problem: A music compact disk can be read while a data disk can not.
Solution: There may be a problem with the disk hardware or software. Refer to your operating system manual for more information on the software and make sure you have the correct software installed for running video compact disks. If the proper software is properly installed and a problem still exists, contact your vendor about a

Problem: All compact disks cannot be read.
Solution 1: The Windows system does not recognize the CD-ROM drive or the CD-ROM drive is not compatible with other devices. Make sure you have the CD-ROM drive properly installed and configured.
Solution 2: The CD-ROM drive is dirty, please clean it with a CD-ROM cleaner kit.

Solution 3: There may be a problem with the disk hardware or software. Refer to your operating system manual for more information on the software and make sure you have the proper software installed for using compact disks. If the correct software is properly installed, contact your vendor about a hardware problem.

Floppy Disk Drive (FDD)

Problem: The floppy disk drive will not write data to disk.
Solution 1: The floppy disk is not formatted.
Solution 2: The floppy disk is write-protected. Undo the protection.
Solution 3: You specified an incorrect disk drive.
Solution 4: There is not enough unused space available on the disk. Please use a new disk or delete any unneeded data.

Problem: The disk drive will not read the disk.
Solution 1: The disk is not formatted.
Solution 2: The disk is damaged.
Solution 3: An incorrect disk type is used.

Hard Disk Drive (HDD)

Problem: The message "Non-system disk" appears.
Solution: The computer is trying to boot from an incorrect floppy disk. Please remove the floppy and insert a correct one before restarting the computer.

Problem: The computer takes longer during START UP.
Solution 1: Data saved on the hard disk drive may be lost or damaged. Please operate the disk scan or disk defragmenter to check for any lost or damaged data.
Solution 2: As in low battery status, the computer is waking up from the suspend mode.

Hardware Installation

Problem: The computer will not recognize the device as part of the system.
Solution 1: The new device is not powered on, please power on the device, then restart the computer.
Solution 2: You did not properly configure the system for the new device or install the device. Try reconfiguring the device or reinstalling the device using the device manual and drivers.
Solution 3: The computer is not properly connected to the device. Please make sure the device is properly connected with the computer.
Solution 4: You did not properly configure the system for the new device. Please reconfigure the system according to the instructions which came with the new device.

LCD Panel

Problem: The screen is blank.
Solution 1: The panel may be set for an external monitor, please reset to normal display using the hot keys.
Solution 2: The screen saver is activated, please press any key or touch the trackpad to return to your display.
Solution 3: The brightness or contrast needs to be adjusted.
Solution 4: The system is in suspend mode. Please press any key to wake up the computer.

Problem: The LCD panel displays incorrect fonts or blinks when the computer is connected with an external monitor.
Solution: The external monitor resolution exceeds what the LCD panel can support. Please disconnect the external monitor and restart the computer.

Memory Module

Problem: The computer will not boot.
Solution: An incorrect type of memory module is installed. Make sure a correct module is installed.

Problem: The memory capacity is insufficient.
Solution: The memory is not correctly configured for the application. Maksure the memory is correctly configured for the application.

Problem: The detected memory capacity is not correct.
Solution: A memory module is not correctly installed or not compatible with your computer.

Problem: The message “out of memory” is displayed.
Solution: The memory configuration is not correctly set or the memory is not enough to run the application.

Problem: The message “insufficient memory” is displayed.
Solution: The application cannot be operated since all the memory is used up.

PC Card

Problem: The PC card cannot be configured.
Solution: The PC card is not supported.

Problem: The system cannot recognize the PC card.
Solution 1: The PC card is not inserted into the socket or inserted incorrectly.
Solution 2: The PC card driver is not installed.
Solution 3: The PC card or card driver is not compatible with the computer.

Problem: A beep sound is not heard while the PC card is inserted.
Solution: The beep sound control is closed.

Power

Problem: The computer will not boot when the battery pack is not inserted.
Solution 1: The power cord is not correctly connected with the AC adapter. Make sure the power cord is firmly plugged into a grounded outlet and the computer.
Solution 2: The outlet does not work, use another outlet.

Problem: The system has automatically entered suspend mode.
Solution 1: The system's temperature is too high, let it cool before using.
Solution 2: The system has entered suspend mode after a specified period of time. Press any key to wake up the computer.

Printer

Problem: The printer cannot be added to the system.
Solution: The printer power is off or the printer is not correctly connected to the computer.

Problem: The printer will not work.
Solution 1: The printer is not turned on, please turn on the printer.
Solution 2: The printer is not properly connected. Please make sure the printer is properly connected.
Solution 3: There is no paper in the printer. Please put more paper in the printer.
Solution 4: The printer driver is not installed or is configured incorrectly. Please check to see that the printer is properly installed and configured.
Solution 5: The printer is a network printer and it is not properly connected to the network.

Problem: The printer prints incorrect data.
Solution 1: The printer driver is not installed or configured correctly.
Solution 2: The printer connector is not correctly connected.