

Motherboard installation guide



Motherboard

E7021

Seven Edition V7

November 2011

Copyright © 2011 ASUSTeK COMPUTER INC. All Rights Reserved.

No part of this manual, including the products and software described in it, may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form or by any means, except documentation kept by the purchaser for backup purposes, without the express written permission of ASUSTeK COMPUTER INC. ("ASUS").

Product warranty or service will not be extended if: (1) the product is repaired, modified or altered, unless such repair, modification or alteration is authorized in writing by ASUS; or (2) the serial number of the product is defaced or missing.

ASUS PROVIDES THIS MANUAL "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL ASUS, ITS DIRECTORS, OFFICERS, EMPLOYEES OR AGENTS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING DAMAGES FOR LOSS OF PROFITS, LOSS OF BUSINESS, LOSS OF USE OR DATA, INTERRUPTION OF BUSINESS AND THE LIKE), EVEN IF ASUS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES ARISING FROM ANY DEFECT OR ERROR IN THIS MANUAL OR PRODUCT.

SPECIFICATIONS AND INFORMATION CONTAINED IN THIS MANUAL ARE FURNISHED FOR INFORMATIONAL USE ONLY, AND ARE SUBJECT TO CHANGE AT ANY TIME WITHOUT NOTICE, AND SHOULD NOT BE CONSTRUED AS A COMMITMENT BY ASUS. ASUS ASSUMES NO RESPONSIBILITY OR LIABILITY FOR ANY ERRORS OR INACCURACIES THAT MAY APPEAR IN THIS MANUAL, INCLUDING THE PRODUCTS AND SOFTWARE DESCRIBED IN IT.

Products and corporate names appearing in this manual may or may not be registered trademarks or copyrights of their respective companies, and are used only for identification or explanation and to the owners' benefit, without intent to infringe.

Contents

Contents	iii
Safety information	v
Electrical safety	v
Operation safety	v
 Chapter 1: Quick Start	
1.1 Installing the CPU	1-1
1.1.1 Intel LGA775 Socket	1-1
1.1.2 Intel LGA1366 Socket	1-3
1.1.3 Intel LGA1156 Socket	1-5
1.1.4 Intel LGA1155 Socket (1)	1-7
1.1.5 Intel LGA1155 Socket (2)	1-9
1.1.6 Intel LGA2011 Socket	1-11
1.1.7 AMD AM2 / AM2+ / AM3 Socket	1-15
1.1.8 AMD AM3+ Socket	1-17
1.2 Installing the heatsink and fan	1-19
1.3 Installing a DIMM	1-21
1.4 Installing the motherboard	1-23
1.5 Installing the power supply unit	1-24
1.6 Installing an expansion card	1-25
1.7 Installing disk drives	1-26
1.7.1 PATA optical disk drive	1-26
1.7.2 SATA optical disk drive	1-27
1.7.3 Floppy disk drive	1-28
1.7.4 PATA hard disk drive	1-29
1.7.5 SATA hard disk drive	1-31
1.7.6 SAS hard disk drive	1-32
1.8 Front panel cables	1-33
1.9 Connecting the ATX power	1-34
1.10 Peripheral devices and accessories	1-36
1.11 Starting up for the first time	1-37
 Chapter 2: Manage/update BIOS	
2.1 AFUDOS utility	2-1
2.2 Award BIOS Flash Utility	2-3
2.3 ASUS Update utility	2-6

Contents

2.4	ASUS BIOS Updater	2-9
-----	-------------------------	-----

Chapter 3: Troubleshooting

3.1	Troubleshooting for Motherboard DIY	3-1
3.1.1	Basic troubleshooting.....	3-1
3.2	Other common troubles	3-3
3.2.1	No power.....	3-4
3.2.2	Failure to boot-up; No screen display	3-5
3.2.3	Failure to enter the operating system	3-5
3.2.4	FAQs	3-6

Chapter 4: Computer care tips

4.1	Proper care of your PC	4-1
4.2	Basic knowledge	4-1
4.3	Usage knowledge.....	4-1
4.4	Tips	4-2

Safety information

Electrical safety

- To prevent electrical shock hazard, disconnect the power cable from the electrical outlet before relocating the system.
- When adding or removing devices to or from the system, ensure that the power cables for the devices are unplugged before the signal cables are connected. If possible, disconnect all power cables from the existing system before you add a device.
- Before connecting or removing signal cables from the motherboard, ensure that all power cables are unplugged.
- Seek professional assistance before using an adapter or extension cord. These devices could interrupt the grounding circuit.
- Ensure that your power supply is set to the correct voltage in your area. If you are not sure about the voltage of the electrical outlet you are using, contact your local power company.
- If the power supply is broken, do not try to fix it by yourself. Contact a qualified service technician or your retailer.

Operation safety

- Before installing the motherboard and adding devices on it, carefully read all the manuals that came with the package.
- Before using the product, ensure all cables are correctly connected and the power cables are not damaged. If you detect any damage, contact your dealer immediately.
- To avoid short circuits, keep paper clips, screws, and staples away from connectors, slots, sockets, and circuitry.
- Avoid dust, humidity, and temperature extremes. Do not place the product in any area where it may become wet.
- Place the product on a stable surface.
- If you encounter technical problems with the product, contact a qualified service technician or your retailer.

Chapter 1: Quick Start

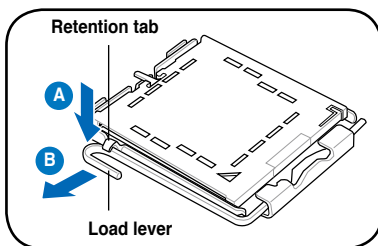
1.1 Installing the CPU

1.1.1 Intel LGA775 Socket

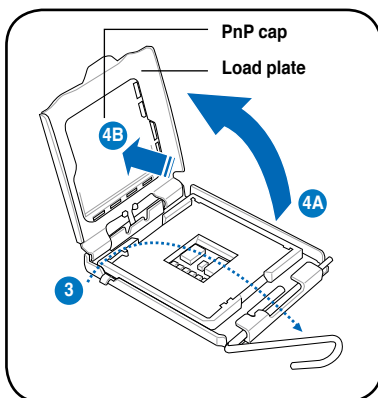
1. Locate the CPU socket on the motherboard.
2. Press the load lever with your thumb (A), then move it to the left (B) until it is released from the retention tab.



To prevent damage to the socket pins, do not remove the PnP cap unless you are installing a CPU.



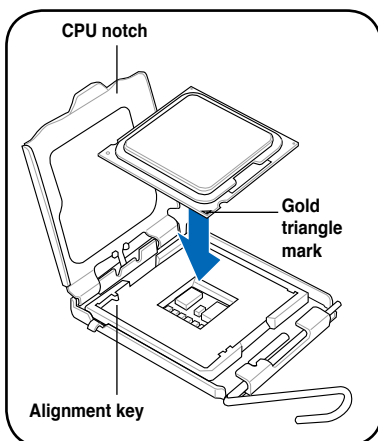
3. Lift the load lever in the direction of the arrow to a 135° angle.
4. Lift the load plate with your thumb and forefinger to a 100° angle (4A), then push the PnP cap from the load plate window to remove (4B).



5. Position the CPU over the socket, making sure that the gold triangle is on the bottom-left corner of the socket then fit the socket alignment key into the CPU notch.



The CPU fits in only one correct orientation. DO NOT force the CPU into the socket to prevent bending the connectors on the socket and damaging the CPU!



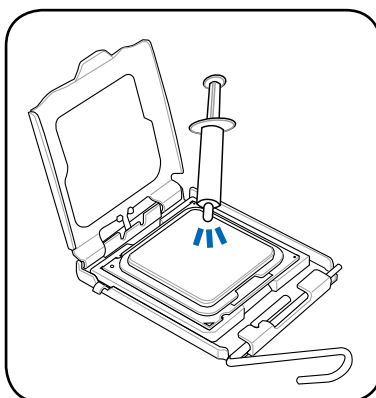
6. Apply some Thermal Interface Material to the exposed area of the CPU that the heatsink will be in contact with, ensuring that it is spread in an even thin layer.



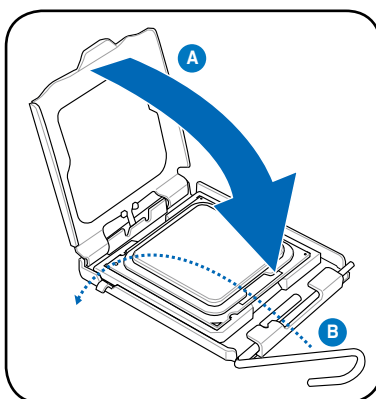
Some heatsinks come with pre-applied thermal paste. If so, skip this step.



The Thermal Interface Material is toxic and inedible. DO NOT eat it. If it gets into your eyes or touches your skin, wash it off immediately, and seek professional medical help.



7. Close the load plate (A), then push the load lever (B) until it snaps into the retention tab.

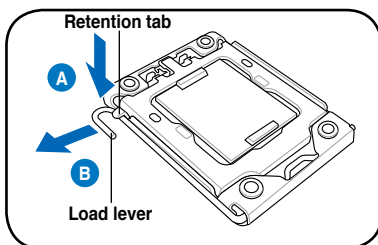


1.1.2 Intel LGA1366 Socket

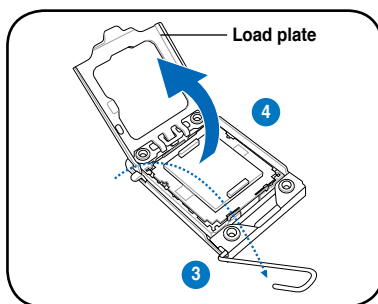
1. Locate the CPU socket on the motherboard.
2. Press the load lever with your thumb (A), then move it to the left (B) until it is released from the retention tab.



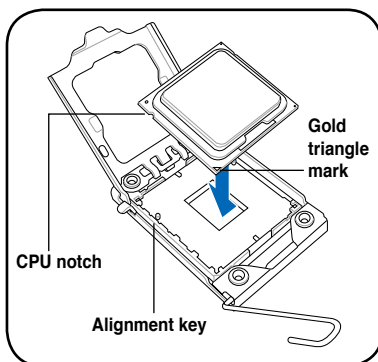
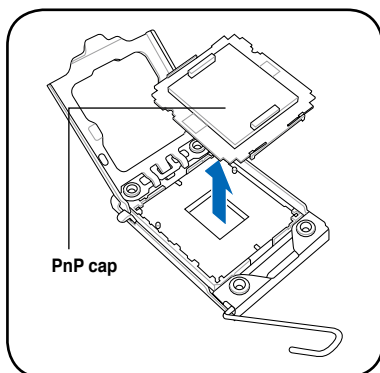
To prevent damage to the socket pins, do not remove the PnP cap unless you are installing a CPU.



3. Lift the load lever in the direction of the arrow to a 135° angle.
4. Lift the load plate with your thumb and forefinger to a 100° angle.



5. Remove the PnP cap from the CPU socket.
6. Position the CPU over the socket, ensuring that the gold triangle is on the bottom-left corner of the socket, and then fit the socket alignment key into the CPU notch.



The CPU fits in only one correct orientation. DO NOT force the CPU into the socket to prevent bending the connectors on the socket and damaging the CPU!

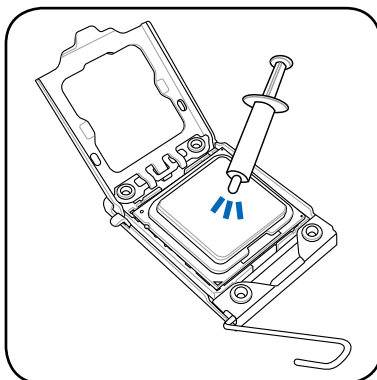
7. Apply some Thermal Interface Material to the exposed area of the CPU that the heatsink will be in contact with, ensuring that it is spread in an even thin layer.



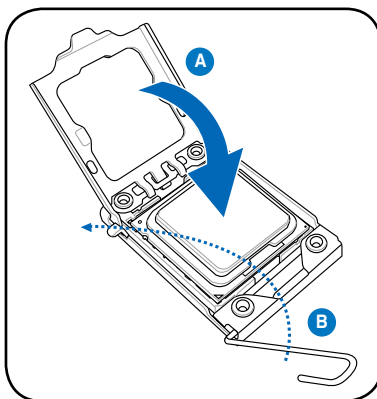
Some heatsinks come with pre-applied thermal paste. If so, skip this step.



The Thermal Interface Material is toxic and inedible. DO NOT eat it. If it gets into your eyes or touches your skin, wash it off immediately, and seek professional medical help.



8. Close the load plate (A), and then push the load lever (B) until it snaps into the retention tab.



1.1.3 Intel LGA1156 Socket

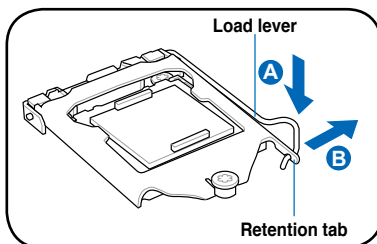


The LGA1155 CPU is incompatible with the LGA1156 socket. DO NOT install a LGA1155 CPU on the LGA1156 socket.

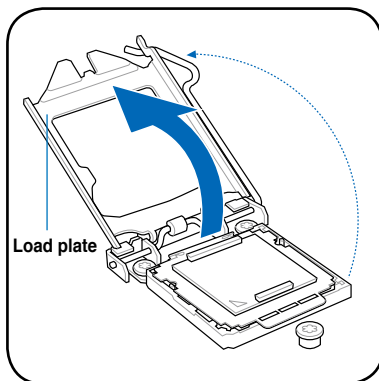
1. Locate the CPU socket on the motherboard.
2. Press the load lever with your thumb (A), and then move it to the right (B) until it is released from the retention tab.



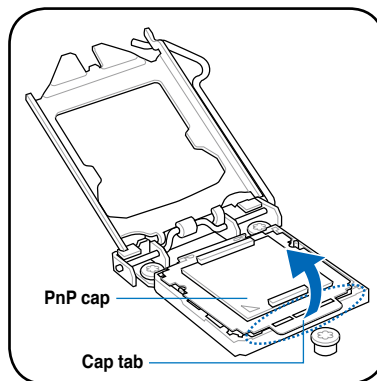
To prevent damage to the socket pins, do not remove the PnP cap unless you are installing a CPU.



3. Lift the load lever in the direction of the arrow until the load plate is completely lifted.



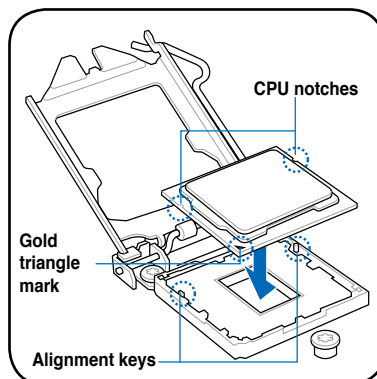
4. Remove the PnP cap from the CPU socket by lifting the tab only.



5. Position the CPU over the socket, ensuring that the gold triangle is on the bottom-left corner of the socket, and then fit the socket alignment keys into the CPU notches.



The CPU fits in only one correct orientation. DO NOT force the CPU into the socket to prevent bending the connectors on the socket and damaging the CPU!



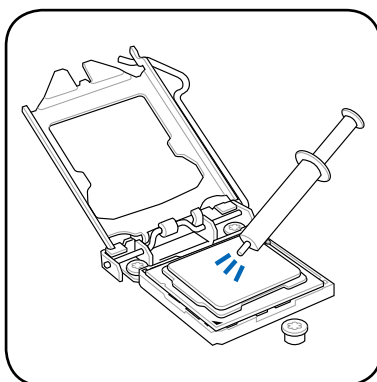
6. Apply some Thermal Interface Material to the exposed area of the CPU that the heatsink will be in contact with, ensuring that it is spread in an even thin layer.



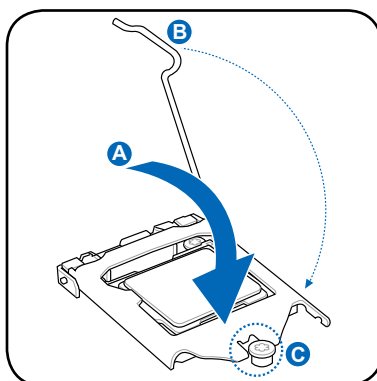
Some heatsinks come with pre-applied thermal paste. If so, skip this step.



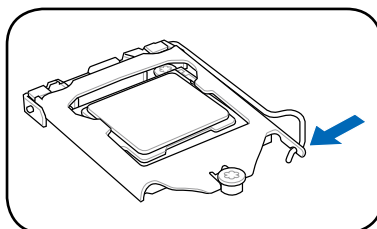
The Thermal Interface Material is toxic and inedible. DO NOT eat it. If it gets into your eyes or touches your skin, wash it off immediately, and seek professional medical help.



7. Close the load plate (A), and then push down the load lever (B), ensuring that the front edge of the load plate slides under the retention lock (C).



8. Insert the load lever under the retention tab.



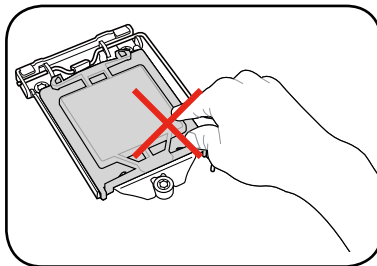
1.1.4 Intel LGA1155 Socket (PnP cap on the load plate)



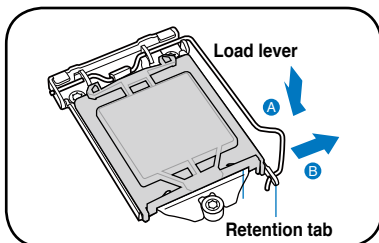
The LGA1156 CPU is incompatible with the LGA1155 socket. DO NOT install a LGA1156 CPU on the LGA1155 socket.

1. Locate the CPU socket on the motherboard.

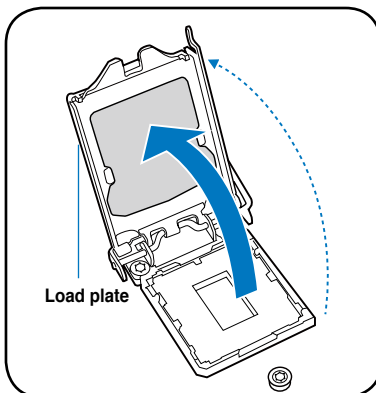
2. Be sure not to remove the PnP cap from the CPU socket before you install the CPU.



2. Press the load lever with your thumb (A), and then move it to the right (B) until it is released from the retention tab.



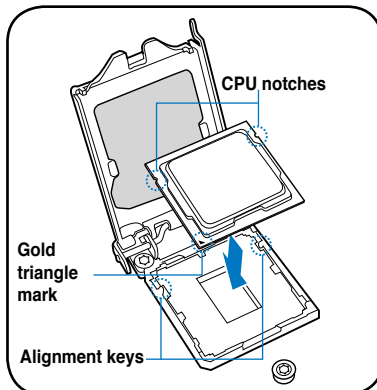
3. Lift the load lever in the direction of the arrow until the load plate is completely lifted.



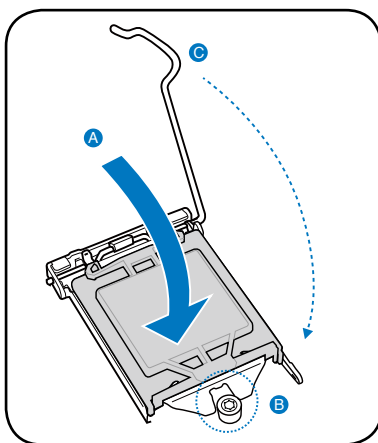
5. Position the CPU over the socket, ensuring that the gold triangle is on the bottom-left corner of the socket, and then fit the socket alignment keys into the CPU notches.



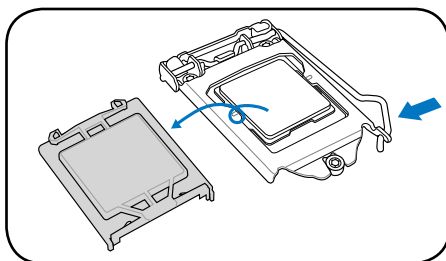
The CPU fits in only one correct orientation. DO NOT force the CPU into the socket to prevent bending the connectors on the socket and damaging the CPU!



6. Close the load plate (A), ensuring that the front edge of the load plate slides under the retention lock (B). Then push down the load lever (C).



7. Insert the load lever under the retention tab to remove the PnP cap from the CPU socket.



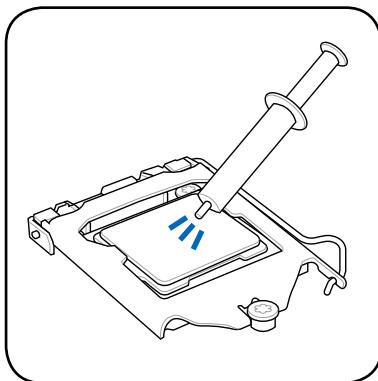
8. Apply some Thermal Interface Material to the exposed area of the CPU that the heatsink will be in contact with, ensuring that it is spread in an even thin layer.



Some heatsinks come with pre-applied thermal paste. If so, skip this step.



The Thermal Interface Material is toxic and inedible. DO NOT eat it. If it gets into your eyes or touches your skin, wash it off immediately, and seek professional medical help.



1.1.5 Intel LGA1155 Socket (PnP cap under the load plate)

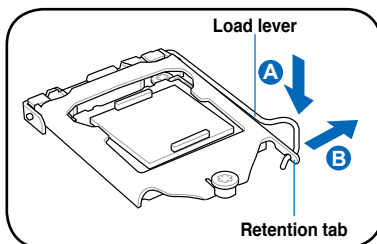


The LGA1156 CPU is incompatible with the LGA1155 socket. DO NOT install a LGA1156 CPU on the LGA1155 socket.

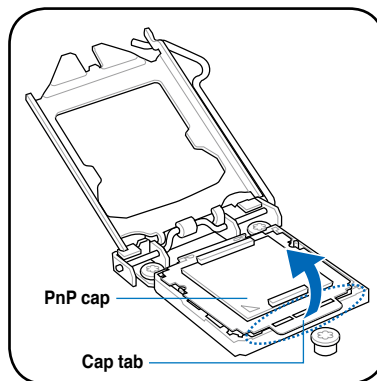
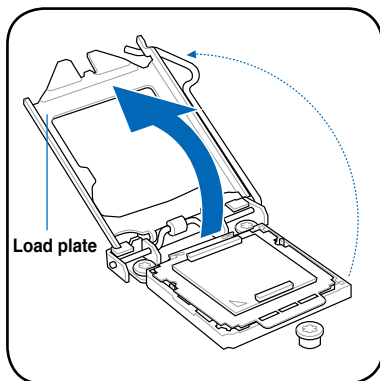
1. Locate the CPU socket on the motherboard.
2. Press the load lever with your thumb (A), and then move it to the right (B) until it is released from the retention tab.



To prevent damage to the socket pins, do not remove the PnP cap unless you are installing a CPU.



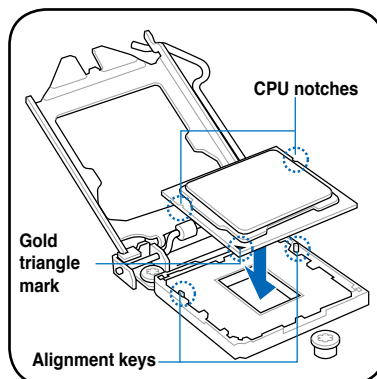
3. Lift the load lever in the direction of the arrow until the load plate is completely lifted.
4. Remove the PnP cap from the CPU socket by lifting the tab only.



5. Position the CPU over the socket, ensuring that the gold triangle is on the bottom-left corner of the socket, and then fit the socket alignment keys into the CPU notches.



The CPU fits in only one correct orientation. DO NOT force the CPU into the socket to prevent bending the connectors on the socket and damaging the CPU!



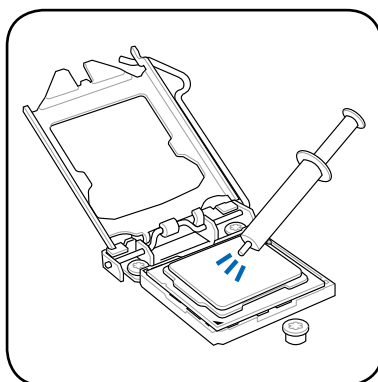
6. Apply some Thermal Interface Material to the exposed area of the CPU that the heatsink will be in contact with, ensuring that it is spread in an even thin layer.



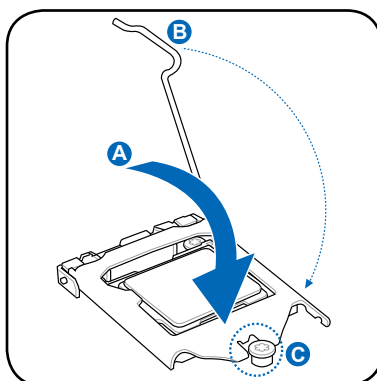
Some heatsinks come with pre-applied thermal paste. If so, skip this step.



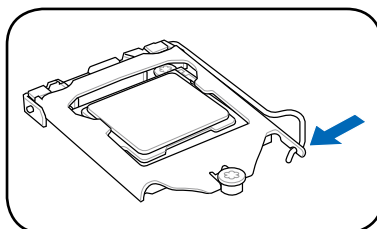
The Thermal Interface Material is toxic and inedible. DO NOT eat it. If it gets into your eyes or touches your skin, wash it off immediately, and seek professional medical help.



7. Close the load plate (A), and then push down the load lever (B), ensuring that the front edge of the load plate slides under the retention lock (C).



8. Insert the load lever under the retention tab.

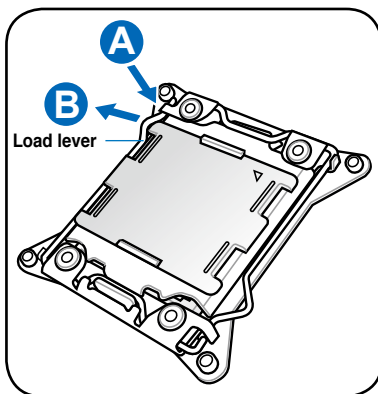


1.1.6 Intel LGA2011 Socket

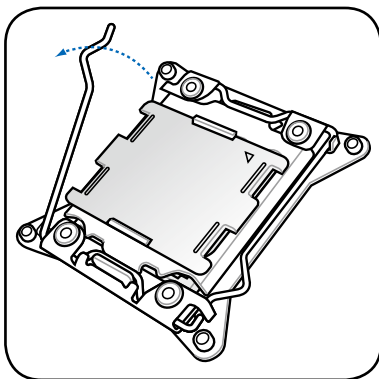
1. Locate the CPU socket on the motherboard.
2. Press the left load lever with your thumb (A), then move it to the left (B) until it is released from the retention tab.



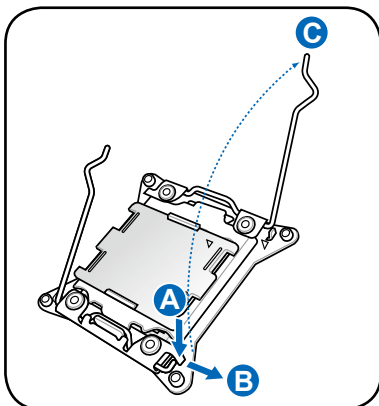
To prevent damage to the socket pins, do not remove the PnP cap unless you are installing a CPU.



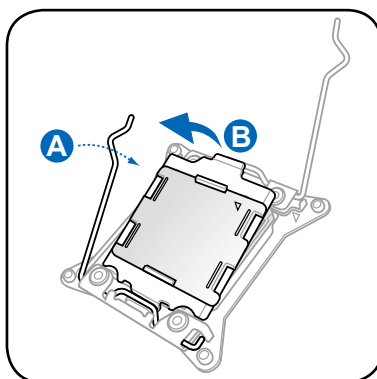
3. Slightly lift the load lever in the direction of the arrow.



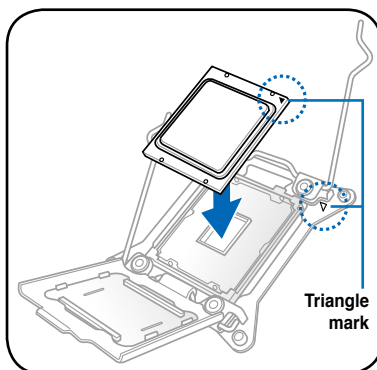
4. Press the right load lever with your thumb (A), then move it to the right (B) until it is released from the retention tab. Lift the load lever in the direction of the arrow (C).



5. Push the left load lever (A) to lift the load plate (B).

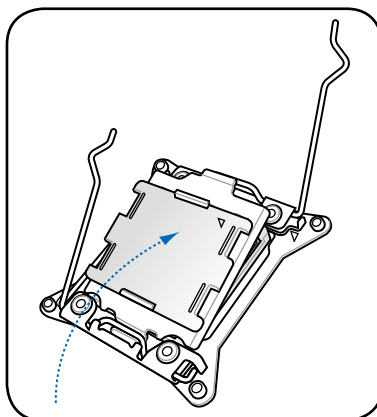


6. Position the CPU over the socket, ensuring that the triangle mark is on the top-right corner of the socket.

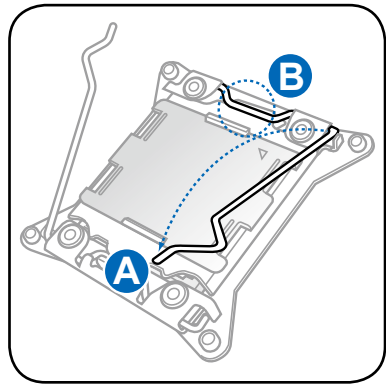


The CPU fits in only one correct orientation. DO NOT force the CPU into the socket to prevent bending the connectors on the socket and damaging the CPU!

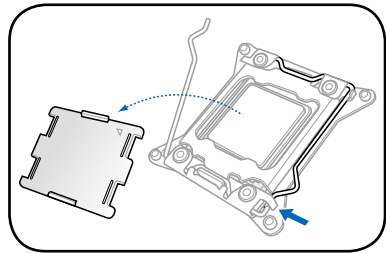
7. Close the load plate.



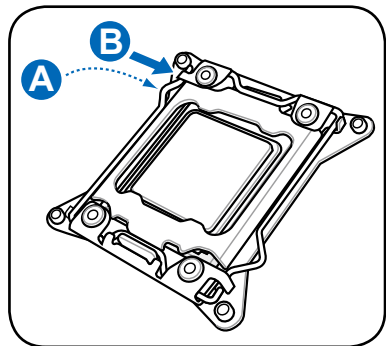
8. Push down the right load lever (A), ensuring that the edge of the load plate is fixed by the lever (B).



9. Insert the right load lever under the retention tab. Remove the PnP cap from the CPU socket.



10. Push down the left load lever (A), and then insert the lever under the retention tab (B).



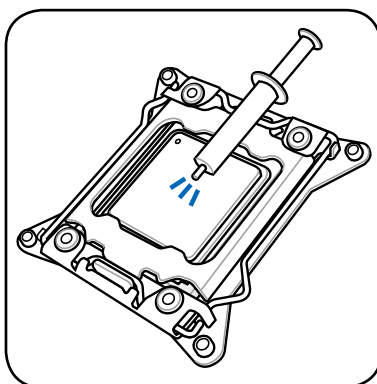
11. Apply some Thermal Interface Material to the exposed area of the CPU that the heatsink will be in contact with, ensuring that it is spread in an even thin layer.



Some heatsinks come with pre-applied thermal paste. If so, skip this step.



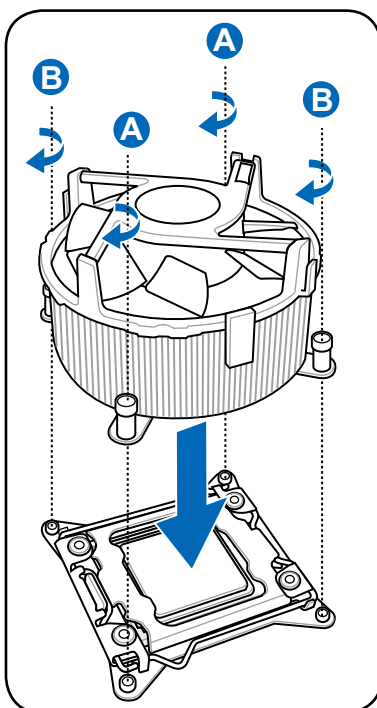
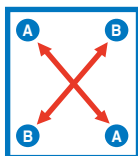
The Thermal Interface Material is toxic and inedible. DO NOT eat it. If it gets into your eyes or touches your skin, wash it off immediately, and seek professional medical help.



12. Place the heatsink on top of the installed CPU, ensuring that the four fasteners match the holes on the CPU socket.
13. Twist each of the four screws with a Philips (cross) screwdriver just enough to attach the heatsink to the CPU socket. When the four screws are attached, tighten them one by one to completely secure the heatsink.



Tighten the four heatsink screws in a diagonal sequence.



1.1.7 AMD AM2 / AM2+ / AM3 Socket

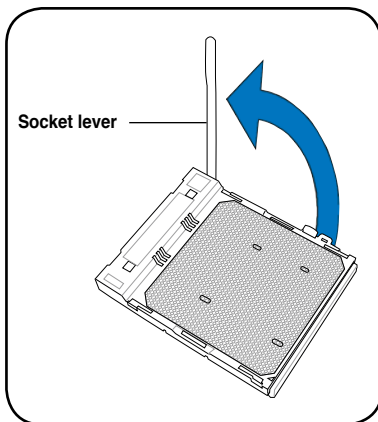


- The AMD AM2 and AM2+ sockets are compatible with AMD AM2, AM2+ and AM3 processors.
- The AMD AM3 socket is compatible with AMD AM3 processors. DO NOT install an AMD AM2+ / AM2 processor on the AM3 socket. Only certain AM3 motherboard models support AM3+ processors by upgrading BIOS. Refer to ASUS support site for details.

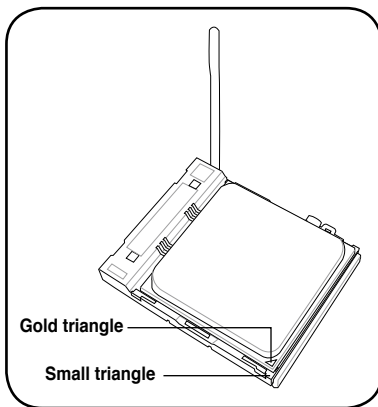
1. Locate the CPU socket on the motherboard.
2. Unlock the socket by pressing the lever sideways, then lift it up to a 90° angle.



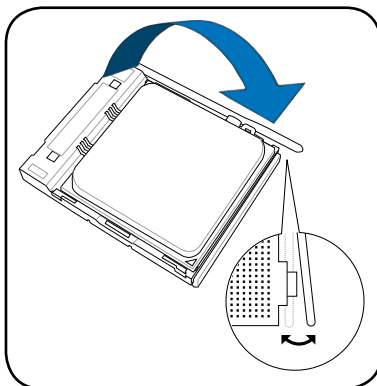
Ensure that the socket lever is lifted up to a 90° angle; otherwise, the CPU will not fit in completely.



3. Position the CPU above the socket such that the CPU corner with the gold triangle matches the socket corner with a small triangle.
4. Carefully insert the CPU into the socket until it fits in place.



5. When the CPU is in place, push down the socket lever to secure the CPU. The lever clicks on the side tab to indicate that it is locked.



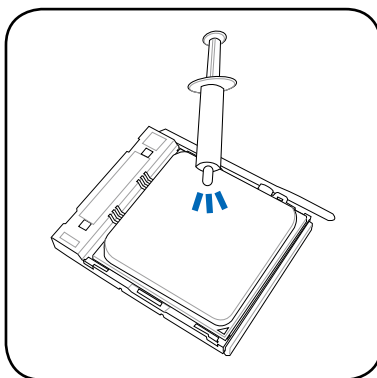
6. Apply some Thermal Interface Material to the exposed area of the CPU that the heatsink will be in contact with, ensuring that it is spread in an even thin layer.



Some heatsinks come with pre-applied thermal paste. If so, skip this step.



The Thermal Interface Material is toxic and inedible. DO NOT eat it. If it gets into your eyes or touches your skin, wash it off immediately, and seek professional medical help.



1.1.8 AMD AM3+ Socket

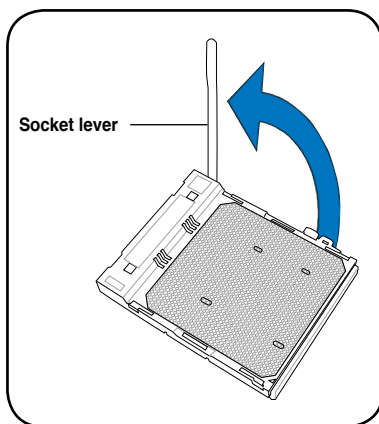


The AMD AM3+ socket is compatible with AMD AM3+ and AM3 processors. Only certain AM3 motherboard models support AM3+ processors by upgrading BIOS. Refer to ASUS support site for details.

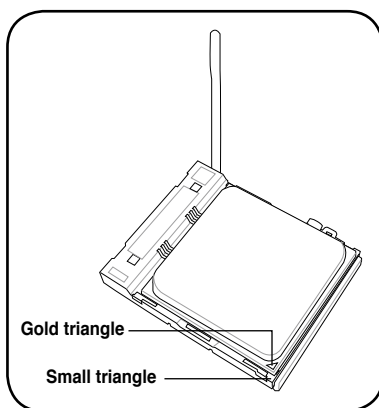
1. Locate the CPU socket on the motherboard.
2. Unlock the socket by pressing the lever sideways, then lift it up to a 90° angle.



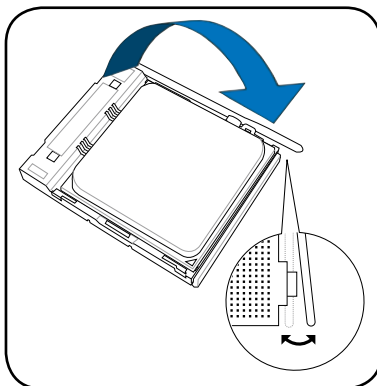
Ensure that the socket lever is lifted up to a 90° angle; otherwise, the CPU will not fit in completely.



3. Position the CPU above the socket such that the CPU corner with the gold triangle matches the socket corner with a small triangle.
4. Carefully insert the CPU into the socket until it fits in place.



5. When the CPU is in place, push down the socket lever to secure the CPU. The lever clicks on the side tab to indicate that it is locked.



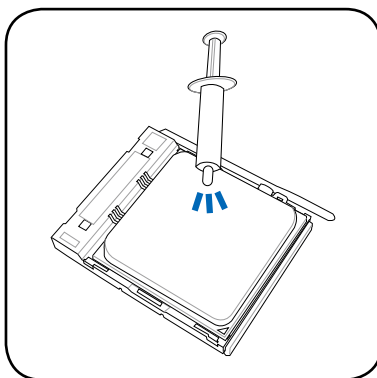
6. Apply some Thermal Interface Material to the exposed area of the CPU that the heatsink will be in contact with, ensuring that it is spread in an even thin layer.



Some heatsinks come with pre-applied thermal paste. If so, skip this step.



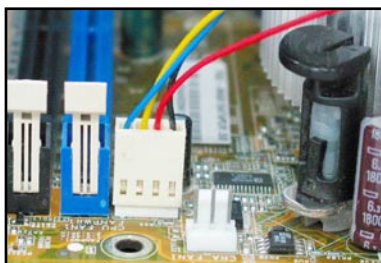
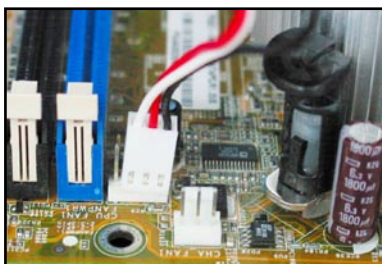
The Thermal Interface Material is toxic and inedible. DO NOT eat it. If it gets into your eyes or touches your skin, wash it off immediately, and seek professional medical help.



1.2 Installing the heatsink and fan

To install the CPU heatsink and fan:

1. Select an Intel-certified or AMD-certified heatsink and fan assembly based on your motherboard. There are 3-pin (left) and 4-pin (right) fan connectors. Only CPU fans with 4-pin connectors supports the ASUS Q-Fan technology.



For Intel-certified heatsink:

2. Some heatsinks will come with pre-applied thermal paste. If so, do not scrape it off and remove the protective film only before installation. If not, before installing the heatsink, apply several drops of thermal paste to the exposed area of the CPU that the heatsink will be in contact with. Ensure that it is spread in an even thin layer.

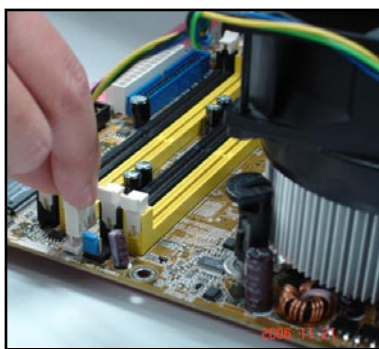
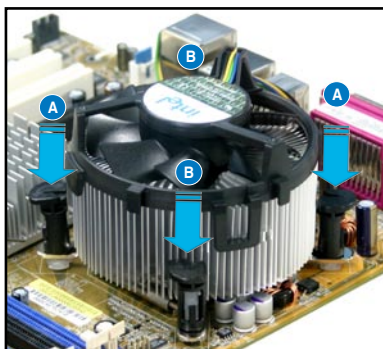


To prevent contaminating the paste, DO NOT spread the paste with your finger directly.

3. Orient each fastener with the narrow end of the groove pointing outward.



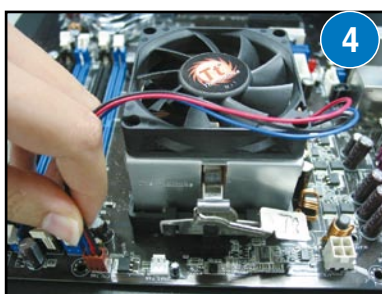
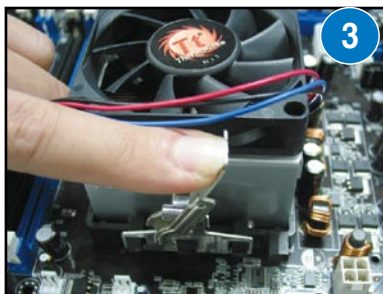
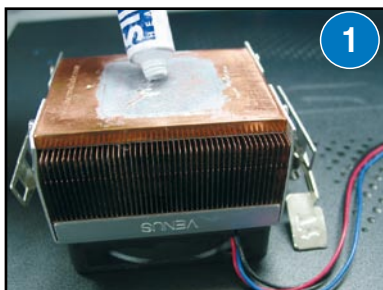
4. Push down two fasteners at a time in a diagonal sequence to secure the heatsink and fan assembly in place.
5. Connect the CPU fan cable to the corresponding connector on the motherboard.



DO NOT forget to connect the CPU fan connector! Hardware monitoring errors can occur if you fail to plug this connector and we suggest you use an omnidirectional heatsink to gain the maximum heat dissipation area.

For AMD-certified heatsink:

Follow the instructions below to install an AMD-certified heatsink.



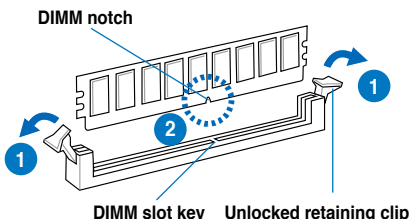
1.3 Installing a DIMM



Ensure to unplug the power supply before adding or removing DIMMs or other system components. Failure to do so may cause severe damage to both the motherboard and the components.

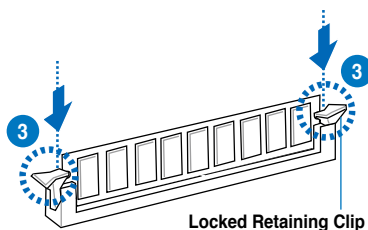
Installing a DIMM on a double clip DIMM socket

1. Unlock a DIMM socket by pressing the retaining clips outward.
2. Align a DIMM on the socket such that the notch on the DIMM matches the DIMM slot key on the socket.



A DIMM is keyed with a notch so that it fits in only one direction. DO NOT force a DIMM into a socket in the wrong direction to avoid damaging the DIMM.

3. Hold the DIMM by both of its ends, then insert the DIMM vertically into the socket. Apply force to both ends of the DIMM simultaneously until the retaining clips snap back into place, and the DIMM cannot be pushed in any further to ensure proper sitting of the DIMM.



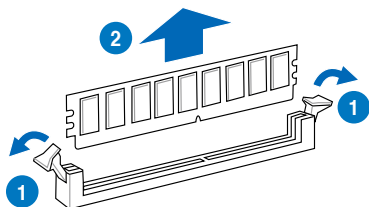
Always insert the DIMM into the socket VERTICALLY to prevent DIMM notch damage.



- To install two or more DIMMs, refer to the user guide bundled in the motherboard package.
- Refer to the user guide for qualified vendor lists of the memory modules.

Removing a DIMM from a double clip DIMM socket

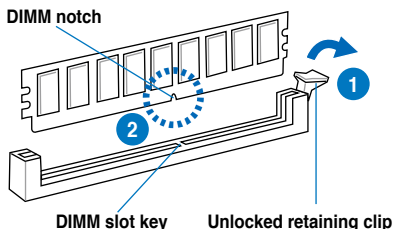
1. Simultaneously press the retaining clips outward to unlock the DIMM.
2. Remove the DIMM from the socket.



Support the DIMM lightly with your fingers when pressing the retaining clips. The DIMM might get damaged when it flips out with extra force.

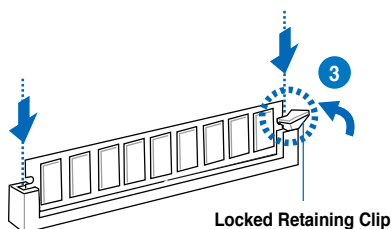
Installing a DIMM on a single clip DIMM socket

1. Unlock a DIMM socket by pressing the retaining clip outward.
2. Align a DIMM on the socket such that the notch on the DIMM matches the DIMM slot key on the socket.



A DIMM is keyed with a notch so that it fits in only one direction. **DO NOT** force a DIMM into a socket in the wrong direction to avoid damaging the DIMM.

3. Hold the DIMM by both of its ends, then insert the DIMM vertically into the socket. Apply force to both ends of the DIMM simultaneously until the retaining clip snaps back into place, and the DIMM cannot be pushed in any further to ensure proper sitting of the DIMM.



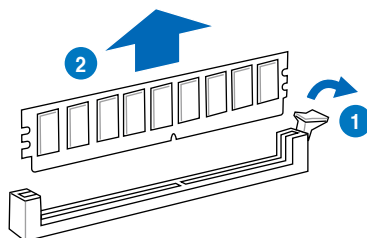
Always insert the DIMM into the socket **VERTICALLY** to prevent DIMM notch damage.



- To install two or more DIMMs, refer to the user guide bundled in the motherboard package.
- Refer to the user guide for qualified vendor lists of the memory modules.

Removing a DIMM from a single clip DIMM socket

1. Press the retaining clip outward to unlock the DIMM.
2. Remove the DIMM from the socket.



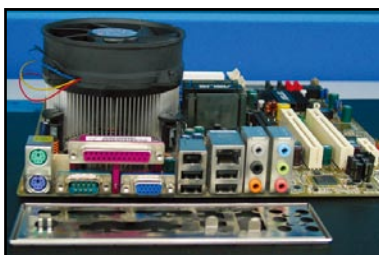
Support the DIMM lightly with your fingers when pressing the retaining clips. The DIMM might get damaged when it flips out with extra force.

1.4 Installing the motherboard

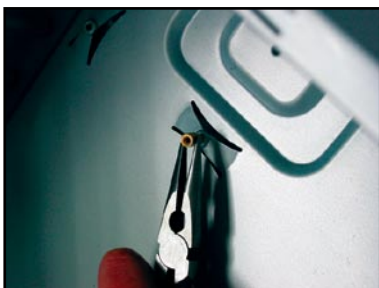
1. I/O ports differ with motherboards. Use and install the rear I/O shield that comes with the motherboard package only.



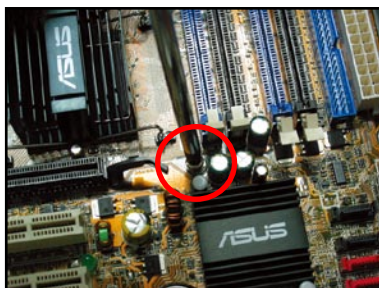
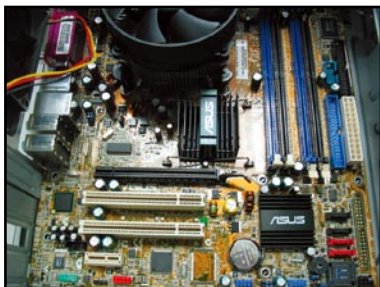
Some sharp edges and points might cause physical injury. We recommend you put on cut or puncture resistant gloves before motherboard and I/O shield installation.



2. Install the standoffs to the matched screw holes on the metal plate.
3. The I/O shield edge springs may damage the I/O ports. Be cautious when installing the I/O shield.



4. Position the I/O side of the motherboard toward the rear of the chassis and place the motherboard into the chassis.
5. Insert and loosely tighten each screw in a diagonal sequence first. After all the screws have been inserted, drive the screws until they are finger-tight.



- You may remove the metal slot covers for the expansion cards at the back of the chassis before installing the motherboard. For some chassis models, it might be difficult to remove the expansion slot cover after the installation.
- DO NOT over-tighten the screws. Doing so may damage the motherboard.

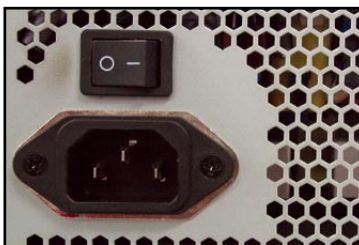
1.5 Installing the power supply unit

There are two kinds of commonly-used power supply units. One is with Active Power Factor Correction (PFC) and the other with passive PFC.

1. Select a power supply unit.

Power supply with active PFC:

Active PFC automatically corrects the AC input voltage.



Power supply with passive PFC:

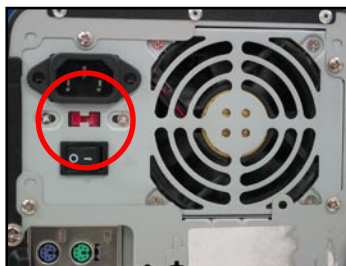
Passive PFC requires user to manually adjust the AC input voltage.



2. If you are using a power supply with passive PFC, adjust to the correct AC input voltage in your area.



Failure to adjust the power supply to the correct AC input voltage will seriously damage the system.



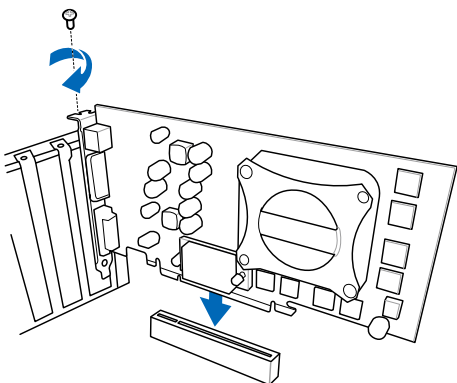
Use power supply units with safety certification only. Using unstable power supply units can damage your motherboard and other components. Refer to the user guide for power supply units that meet the motherboard requirements.

1.6 Installing an expansion card

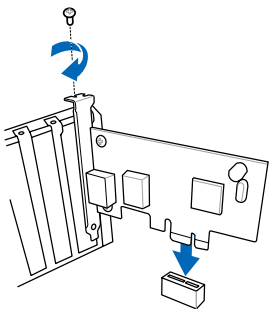
To install an expansion card:

1. Remove the metal slot cover opposite the expansion card slot where you wish to install an expansion card.
2. Install the expansion card and ensure that it is properly seated on the slot.
3. Screw to secure the card on the slot.
4. Repeat the previous steps to install another expansion card.

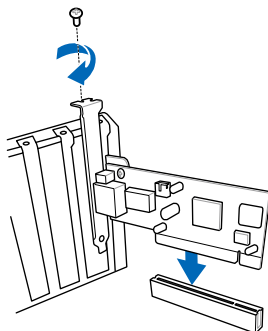
PCIe x16 card



PCIe x1 card



PCI card



- Refer to the card documentation for the card configuration details, and to the motherboard user guide in case you need to configure any jumpers after installing the expansion card.
- Refer to the motherboard user guide for the instructions of the expansion card signal cable connection.

1.7 Installing disk drives

1.7.1 PATA optical disk drive

1. Remove the dummy cover and slide the optical disk drive into the bay.
2. Align with the screw holes and secure the disk drive with screws.



3. Orient and plug the IDE cable into the optical drive. The red stripe on the IDE cable is the pin1 end and should match the dimple marking Pin1 on the optical drive.



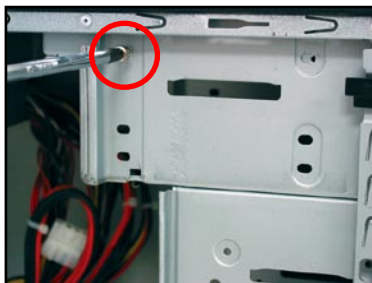
IDE cables are dummy-proof. Never force the IDE cable into the connector.

4. Connect the 4-pin power cable to the optical drive.
5. Attach the audio cable to the connector on the optical drive.

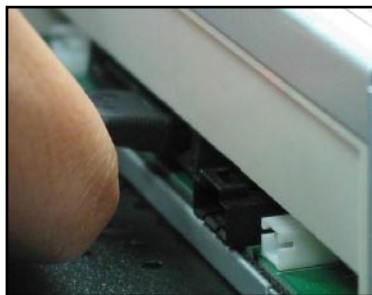


1.7.2 SATA optical disk drive

1. Remove the dummy cover and slide the optical disk drive into the bay.
2. Align with the screw holes and secure the disk drive with screws.



3. Orient and plug the SATA cable into the optical drive. SATA cables are dummy-proof. Never force a SATA cable into the connector.



4. Connect the SATA power cable to the the optical drive.
5. Attach the audio cable to the connector on the optical drive.

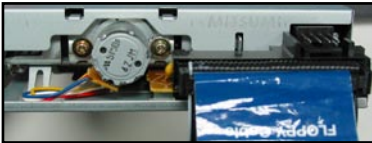


1.7.3 Floppy disk drive

1. Remove the dummy cover and insert the floppy disk drive into the bay.
2. Align with the screw holes and secure the disk drive with screws.



3. Orient and plug the floppy interface cable into the floppy disk drive. The red stripe on the cable is the pin1 end and should match pin1 on the floppy disk drive.
4. Connect the floppy power cable to the connector at the back of the floppy disk drive.

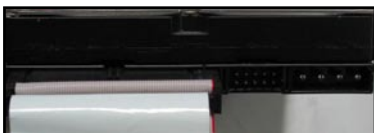


1.7.4 PATA hard disk drive

1. Insert the PATA hard disk drive into the bay.
2. Align with the screw holes and secure the disk drive with screws.



3. Orient and connect the signal cable to the hard disk drive. The red stripe on the cable is the pin1 end. Match the dummy-proof notch and do not force the cable into the connector.
4. Connect the 4-pin power cable to the connector at the back of the hard disk drive.

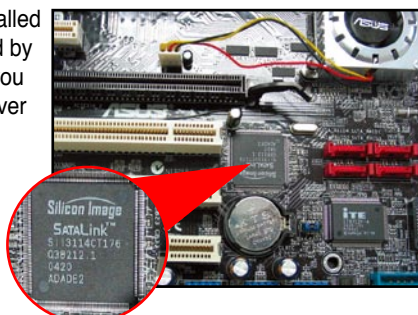


5. Attach the other end of the signal cable to the corresponding slot on the motherboard.



Notes for installing PATA hard disk drive

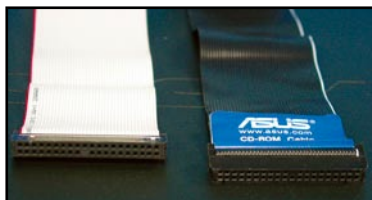
- If your operating system is installed to the hard disk drive controlled by the RAID or other controllers, you have to install the controller driver to the hard disk first.



- The cables are designed with pull tabs. Just easily install the disk drives based on the cable labels. To prevent damaging the pins, pull the cable tabs to disconnect the cable.



- There are two cables for ATA IDE disk drives, the newer 80-wire (right) and the older 40-wire (left) cables. For ATA66/100/133 disk drives, only the 80-wire cable can offer a better performance. The 40-wire cables are usually for the optical drives.



- The cable connector is color-coded. The blue one is for the host connector, and the black/gray one is for the primary/secondary disk drive.



- When connecting two IDE devices, you have to set the jumpers to different position, one in master and one in slave. If you are using an 80-wire cable, you can use the cable select style.



1.7.5 SATA hard disk drive

1. Insert the SATA hard disk drive into the bay.
2. Align with the screw holes and secure the disk drive with screws.

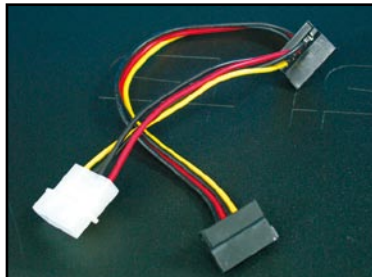
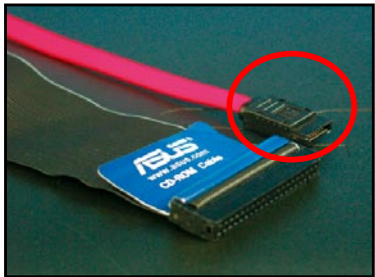


3. Orient and connect the SATA cable to the hard disk drive. The cable can only fit in one direction.
4. Connect the SATA power cable to the connector at the back of the hard disk drive.



Notes for installing SATA hard disk drive

- Serial ATA (SATA) interface provides higher data transmission speed, and better voltage tolerance. The narrow design of the SATA cable also solves cabling issues and allows better airflow in the chassis.
- The SATA power cable connector is different from the traditional 4-pin power connector. ASUS motherboard bundles power adapter cables for you in case your power supply unit does not include this new connector.

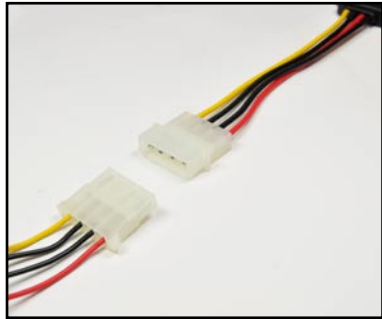


1.7.6 SAS hard disk drive

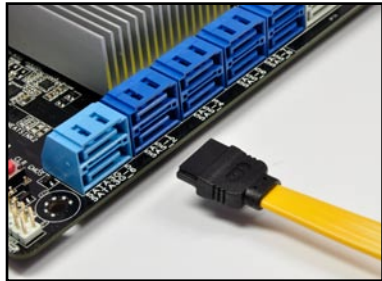
1. Orient and connect the SAS signal / power combo cable to the hard disk drive. The cable can only fit in one direction.



2. Connect the SAS power cable to the power connector on the power supply unit.



3. Connect the SAS signal cable to the SAS connector on the motherboard.

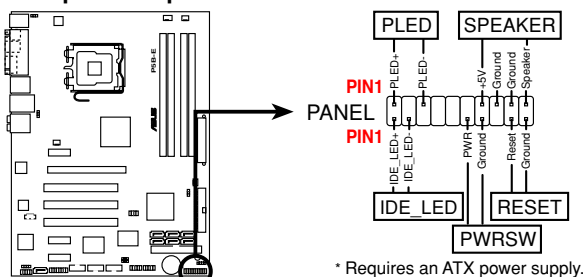


1.8 Front panel cables

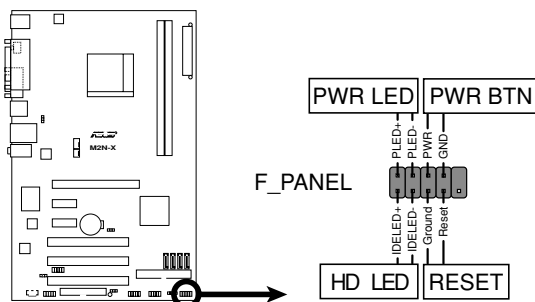
To connect the front panel cables:

- RESET (Reset Switch)
- PLED (Power LED)
- PWRSW (Power Switch)
- IDE_LED (IDE Hard Disk Active LED)
- SPEAKER (Speaker Connector)

20-8 pin front panel connector



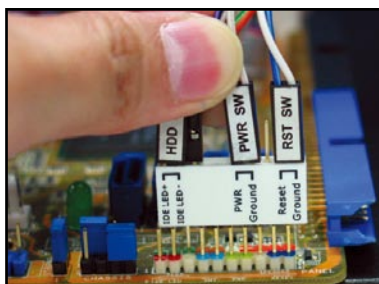
10-1 pin front panel connector



- The front panel cables of your chassis may differ with models or designs. Connect these connectors to the motherboard according to the label.
- If the LEDs do not light up and the pin location is correct, you might have mistaken the ground pins with the signal pins. Usually the white wire stands for the ground pins and the color-coded wire for the signal pins.
- The SPEAKER, RESET and PWRSW front panel cables have no specific orientation, while IDE_LED and PLED cables do. Connect the cable PIN1 to the connector PIN1 on the motherboard.
- The front panel connector varies with your motherboard model, refer to the user guide for more information.

ASUS Q-Connector

ASUS Q-Connector's one step installation saves your time from struggling with the messy front panel cables. Refer to the user guide for details.

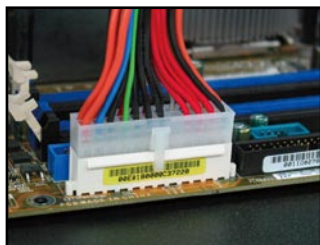


The Q-connector is available in selected models. Refer to the user guide for details.

1.9 Connecting the ATX power

The ATX power connectors can fit in only one orientation. Use the side clip to hook the connectors to the motherboard. DO NOT force the male power connectors into the female counterparts on the motherboard. Usually there will be two connectors on the motherboard: 24-pin and 4-pin power connectors. Some older power supply units may only have 20-pin power connector which also fits the 24-pin power connector on the motherboard.

24-pin power connector



20-pin power connector
(on the 24-pin female counterpart)

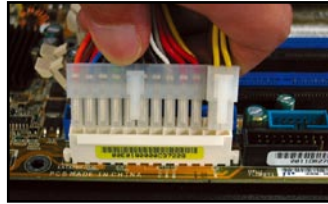
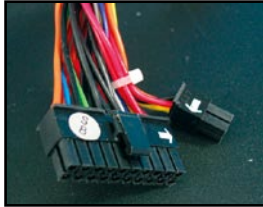


4-pin power connector



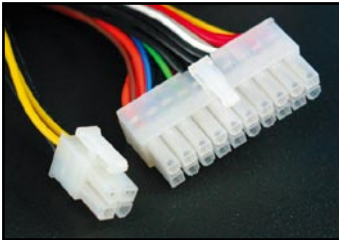


- DO NOT attach the external AC power when connecting the power connectors to the motherboard.
- Ensure the power connectors are firmly secured to the motherboard.
- If your power supply supports 20-pin+4-pin, you are able to combine these two connectors and install to the 24-pin connectors on the motherboard.

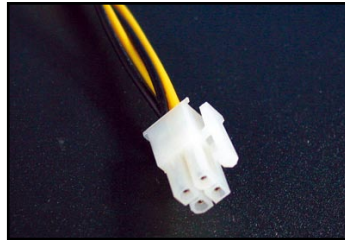


Power connectors

20+4 (24) pin ATX connector



4-pin ATX connector

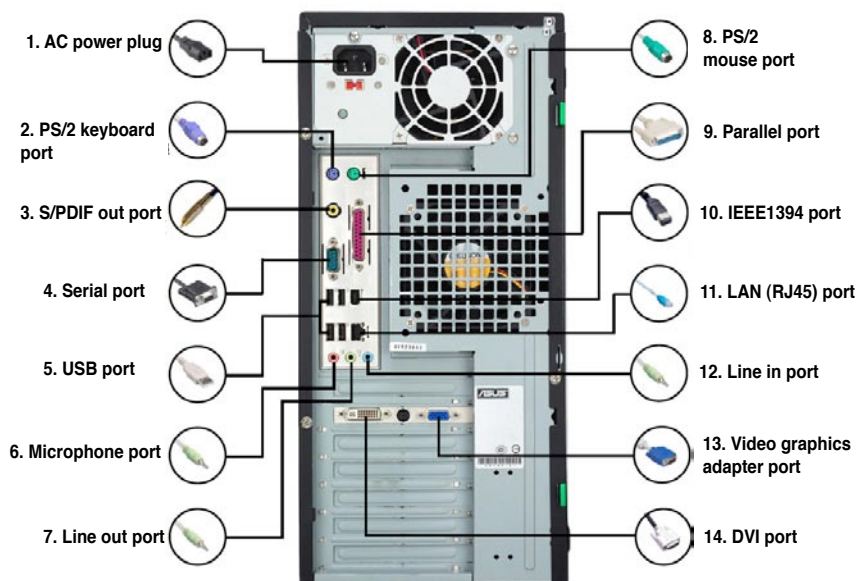
















peripheral power connector (left)
floppy power connector (right)



1.10 Peripheral devices and accessories

Refer to the figure for connecting the peripheral devices and accessories.



- | | | | |
|---|---|--|---|
| 1. AC Power plug + power extension cord |  | 8. PS/2 mouse port + mouse |  |
| 2. PS/2 keyboard port + keyboard |  | 9. Parallel port + printer |  |
| 3. S/PDIF out port + digital 5.1 speaker system |  | 10. IEEE1394 port + external hard disk drive |  |
| 4. Serial port + PDA dock |  | 11. LAN (RJ45) port + modem |  |
| 5. USB port + USB devices |  | 12. Line in port + recorder |  |
| 6. Microphone port + microphone |  | 13. VGA port + CRT monitor |  |
| 7. Line out port + speaker |  | 14. DVI port + LCD monitor |  |



The rear panel connectors vary with models. Refer to the user guide for details.

1.11 Starting up for the first time

The system then runs the power-on self tests or POST. While the tests are running, the BIOS beeps.

BIOS Beep	Description
One continuous beep followed by three short beeps	No VGA detected
One continuous beep followed by two short beeps then a pause (repeated)	No memory detected
One continuous beep followed by four short beeps	Hardware component failure (AMI BIOS)
Four short beeps	Hardware component failure (AWARD BIOS)

Troubleshooting

Trouble	Action
<ul style="list-style-type: none">• Cannot turn on the computer• Power LED is not lit.• Power supply fan is not working.	Ensure the power cord is connected correctly.
The computer is on but the monitor is black.	<ul style="list-style-type: none">• Ensure the monitor power is on and the VGA cable is connected correctly.• Adjust the monitor brightness and contrast.• Shut down the computer and remove the power cord. Check whether the VGA card is installed firmly.
No memory detected	<ul style="list-style-type: none">• Ensure the memory module is correct.• Ensure the DIMMS are firmly seated on the DIMM socket.• Ensure the memory module is from the qualified vendor list. Refer to the user guide for the QVL.
Floppy Error (The indicator is always lit or a warning message pops on the screen.)	<ul style="list-style-type: none">• Check the BIOS configuration about floppy disk drive.• Ensure the cables for the floppy disk drive is plugged correctly.
Hard/optical disk drive error (not recognized or detected)	<ul style="list-style-type: none">• Ensure the jumper setting is correct. (Master/Slave)• Check the BIOS configuration about hard/optical disk drive.• Ensure the device cables are firmly attached.• Ensure the device drivers are installed.

Chapter 2: Manage/update BIOS

2.1 AFUDOS utility

The AFUDOS utility allows you to update the BIOS file in DOS environment using a bootable floppy disk with the updated BIOS file. This utility also allows you to copy the current BIOS file that you can use as backup when the BIOS fails or gets corrupted during the updating process.

Copying the current BIOS

To copy the current BIOS file using the AFUDOS utility:



- Ensure that the floppy disk is not write-protected and has at least 1024KB free space to save the file.
- The succeeding BIOS screens are for reference only. The actual BIOS screen displays may not be same as shown.

1. Copy the AFUDOS utility (afudos.exe) from the motherboard support CD/DVD to a bootable floppy disk.
2. Boot the system in DOS mode, then at the prompt type:
afudos /o[filename]

where the [filename] is any user-assigned filename not more than eight alphanumeric characters for the main filename and three alphanumeric characters for the extension name.

```
A:\>afudos /oOLDBIOS1.rom
```

Main filename Extension name

3. Press <Enter>. The utility copies the current BIOS file to the floppy disk.

```
A:\>afudos /oOLDBIOS1.rom
AMI Firmware Update Utility - Version 1.19(ASUS V2.07(03.11.24BB))
Copyright (C) 2002 American Megatrends, Inc. All rights reserved.
Reading flash ..... done
Write to file..... ok
A:\>
```

The utility returns to the DOS prompt after copying the current BIOS file.

Updating the BIOS file

To update the BIOS file using the AFUDOS utility:

1. Visit the ASUS website (www.asus.com) and download the latest BIOS file for the motherboard. Save the BIOS file to a bootable floppy disk.



Write the BIOS filename on a piece of paper. You need to type the exact BIOS filename at the DOS prompt.

2. Copy the AFUDOS utility (afudos.exe) from the motherboard support DVD to the bootable floppy disk you created earlier.
3. Boot the system in DOS mode, then at the prompt type:
afudos /i[filename]

where [filename] is the latest or the original BIOS file on the bootable floppy disk.

```
A:\>afudos /iP5K3D.ROM
```

4. The utility verifies the file and starts updating the BIOS.

```
A:\>afudos /iP5K3D.ROM
AMI Firmware Update Utility - Version 1.19(ASUS V2.07(03.11.24BB))
Copyright (C) 2002 American Megatrends, Inc. All rights reserved.

WARNING!! Do not turn off power during flash BIOS
Reading file ..... done
Reading flash ..... done

Advance Check .....
Erasing flash ..... done
Writing flash ..... 0x0008CC00 (9%)
```



DO NOT shut down or reset the system while updating the BIOS to prevent system boot failure!

5. The utility returns to the DOS prompt after the BIOS update process is completed. Reboot the system from the hard disk drive.

```
A:\>afudos /iP5K3D.ROM
AMI Firmware Update Utility - Version 1.19(ASUS V2.07(03.11.24BB))
Copyright (C) 2002 American Megatrends, Inc. All rights reserved.

WARNING!! Do not turn off power during flash BIOS
Reading file ..... done
Reading flash ..... done

Advance Check .....
Erasing flash ..... done
Writing flash ..... done
Verifying flash .... done

Please restart your computer

A:\>
```

2.2 Award BIOS Flash Utility

Updating the BIOS

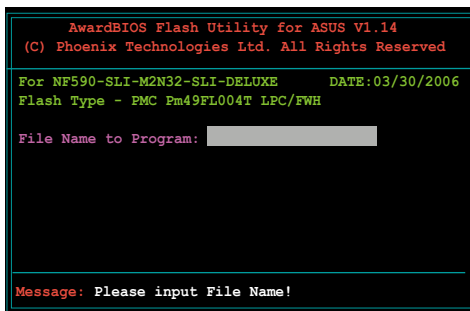
The Basic Input/Output System (BIOS) can be updated using the AwardBIOS Flash Utility. Follow these instructions to update the BIOS using this utility.

1. Download the latest BIOS file from the ASUS web site. Rename the file to XXXXX.BIN (model name.BIN) and save it to a floppy disk, CD ROM or a USB flash disk in **FAT 16/12 format**.



Save only the updated BIOS file in the disk to avoid loading the wrong BIOS file.

2. Copy the AwardBIOS Flash Utility (awdf flash.exe) from the Software folder of the support CD to the floppy disk, CD ROM or a USB flash disk with the latest BIOS file.
3. Boot the system in DOS mode using the bootable floppy disk, CD ROM or a USB flash disk you created earlier.
4. Under the DOS mode, use <X> (X stands for the name of the disk assignment) to switch to the folder of floppy disk, CD ROM or USB flash disk you saved the BIOS file and AwardBIOS Flash Utility.
5. At the prompt, type awdf flash then press <Enter>. The Award BIOS Flash Utility screen appears.



```
AwardBIOS Flash Utility for ASUS V1.14
(C) Phoenix Technologies Ltd. All Rights Reserved

For NF590-SLI-M2N32-SLI-DELUXE      DATE:03/30/2006
Flash Type - PMC Pm49FL004T LPC/FWH

File Name to Program: 

Message: Please input File Name!
```

6. Type the BIOS file name in the File Name to Program field, then press <Enter>.

```
AwardBIOS Flash Utility for ASUS V1.14
(C) Phoenix Technologies Ltd. All Rights Reserved

For NF590-SLI-M2N32-SLI-DELUXE    DATE:03/30/2006
Flash Type - PMC Pm49FL004T LPC/FWH

File Name to Program: M2N32SLI.bin

Message: Do You Want To Save Bios (Y/N)
```

7. Press <N> when the utility prompts you to save the current BIOS file. The following screen appears.
8. The utility verifies the BIOS file in the floppy disk, CD ROM or a USB flash disk and starts flashing the BIOS file.

```
AwardBIOS Flash Utility for ASUS V1.14
(C) Phoenix Technologies Ltd. All Rights Reserved

For NF590-SLI-M2N32-SLI-DELUXE    DATE:03/30/2006
Flash Type - PMC Pm49FL004T LPC/FWH

File Name to Program: M2N32SLI.bin

Programming Flash Memory - OFE00 OK

Write OK  No Update  Write Fail

Warning: Don't Turn Off Power Or Reset System!
```



DO NOT turn off or reset the system during the flashing process!

9. The utility displays a Flashing Complete message indicating that you have successfully flashed the BIOS file. Remove the disk then press <F1> to restart the system.

```
AwardBIOS Flash Utility for ASUS V1.14
(C) Phoenix Technologies Ltd. All Rights Reserved

For NF590-SLI-M2N32-SLI-DELUXE    DATE:03/30/2006
Flash Type - PMC Pm49FL004T LPC/FWH

File Name to Program: M2N32SLI.bin
Flashing Complete
Press <F1> to Continue

Write OK  No Update  Write Fail

F1 Reset
```


Saving the current BIOS file

You can use the AwardBIOS Flash Utility to save the current BIOS file. You can load the current BIOS file when the BIOS file gets corrupted during the flashing process.



Ensure that the floppy disk, CD ROM or a USB flash disk has enough disk space to save the file.

To save the current BIOS file using the AwardBIOS Flash Utility:

1. Follow steps 1 to 6 of the previous section.
2. Press <Y> when the utility prompts you to save the current BIOS file. The following screen appears.

```
AwardBIOS Flash Utility for ASUS V1.14
(C) Phoenix Technologies Ltd. All Rights Reserved

For NF590-SLI-M2N32-SLI-DELUXE    DATE:03/30/2006
Flash Type - PMC Pm49FL004T LPC/FWH

File Name to Program: 0112.bin
Save current BIOS as:

Message:
```

3. Type a filename for the current BIOS file in the Save current BIOS as field, then press <Enter>.

```
AwardBIOS Flash Utility for ASUS V1.14
(C) Phoenix Technologies Ltd. All Rights Reserved

For NF590-SLI-M2N32-SLI-DELUXE    DATE:03/30/2006
Flash Type - PMC Pm49FL004T LPC/FWH

File Name to Program: 0112.bin
Checksum: 810DH
Save current BIOS as: 0113.bin

Message: Please Wait!
```

4. The utility saves the current BIOS file to the disk, then returns to the BIOS flashing process.

```
AwardBIOS Flash Utility for ASUS V1.14
(C) Phoenix Technologies Ltd. All Rights Reserved

For NF590-SLI-M2N32-SLI-DELUXE    DATE:03/30/2006
Flash Type - PMC Pm49FL004T LPC/FWH

File Name to Program: 0113.bin
Now Backup System BIOS to
File!

Message: Please Wait!
```

2.3 ASUS Update utility

The ASUS Update is a utility that allows you to manage, save, and update the motherboard BIOS in Windows® environment. The ASUS Update utility allows you to:

- Save the current BIOS file
- Download the latest BIOS file from the Internet
- Update the BIOS from an updated BIOS file
- Update the BIOS directly from the Internet
- View the BIOS version information

This utility is available in the support DVD that comes with the motherboard package.



ASUS Update requires an Internet connection either through a network or an Internet Service Provider (ISP).

Installing ASUS Update

To install ASUS Update:

1. Place the support DVD in the optical drive.
2. From the **Main** menu, click the **Utilities** tab, and then click **Install ASUS Update VX.XX.XX**.
3. The ASUS Update utility is copied to your system.

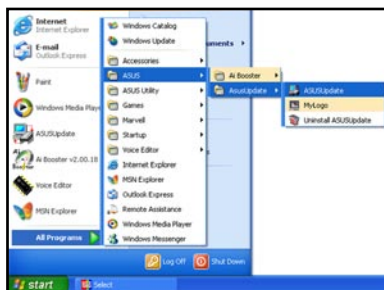
Updating the BIOS through the Internet



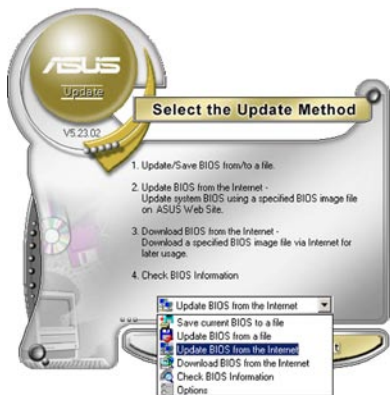
Quit all Windows® applications before you update the BIOS using this utility.

To update the BIOS through the Internet

1. From the Windows® desktop, click **Start > Programs > ASUS > ASUSUpdate > ASUSUpdate**. The ASUS Update main window appears.



2. Select **Update BIOS from the Internet** from the drop-down menu, and then click **Next**.



3. Select the ASUS FTP site nearest you to avoid network traffic, or click **Auto Select**. Click **Next**.



4. From the FTP site, select the BIOS version that you wish to download. Click **Next**.



5. Follow the onscreen instructions to complete the update process.

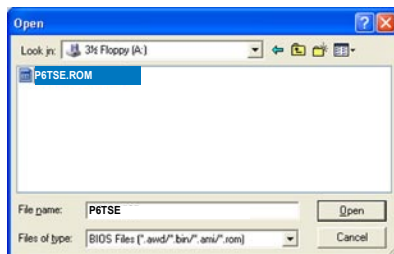
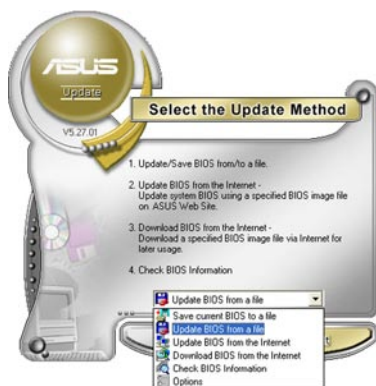


The ASUS Update utility is capable of updating itself through the Internet. Always update the utility to avail all its features.

Updating the BIOS through a BIOS file

To update the BIOS through a BIOS file

1. From the Windows® desktop, click **Start > Programs > ASUS > ASUSUpdate > ASUSUpdate**. The ASUS Update main window appears.
2. Select **Update BIOS from a file** from the dropdown menu, then click **Next**.
3. Locate the BIOS file from the Open window, then click **Open**.
4. Follow the onscreen instructions to complete the update process.



Ensure to load the BIOS default settings to ensure system compatibility and stability. Select the **Load Setup Defaults** item under the **Exit** menu.

2.4 ASUS BIOS Updater

The ASUS BIOS Updater allows you to update BIOS in DOS environment. This utility also allows you to copy the current BIOS file that you can use as a backup when the BIOS fails or gets corrupted during the updating process.



The succeeding utility screens are for reference only. The actual utility screen displays may not be same as shown.

Before updating BIOS

1. Prepare the motherboard support DVD and a USB flash drive in FAT32/16 format and single partition.
2. Download the latest BIOS file and BIOS Updater from the ASUS website at <http://support.asus.com> and save them on the USB flash drive.

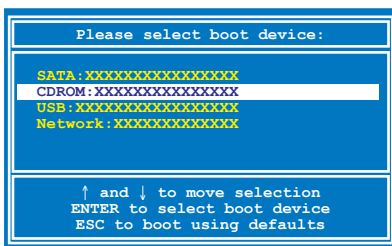


- NTFS is not supported under DOS environment. Do not save the BIOS file and BIOS Updater to a hard disk drive or USB flash drive in NTFS format.
- Do not save the BIOS file to a floppy disk due to low disk capacity.

3. Turn off the computer and disconnect all SATA hard disk drives (optional).

Booting the system in DOS environment

1. Insert the USB flash drive with the latest BIOS file and BIOS Updater to the USB port.
2. Boot your computer. When the ASUS Logo appears, press <F8> to show the **BIOS Boot Device Select Menu**. Insert the support DVD into the optical drive and select the optical drive as the boot device.



3. When the **Make Disk** menu appears, select the **FreeDOS command prompt** item by pressing the item number.
4. At the FreeDOS prompt, type **d:** and press <Enter> to switch the disk from Drive C (optical drive) to Drive D (USB flash drive).

```
Welcome to FreeDOS (http://www.freedos.org) !
C:\>d:
D:\>
```

Backing up the current BIOS

To backup the current BIOS file using the BIOS Updater



Ensure that the USB flash drive is not write-protected and has enough free space to save the file.

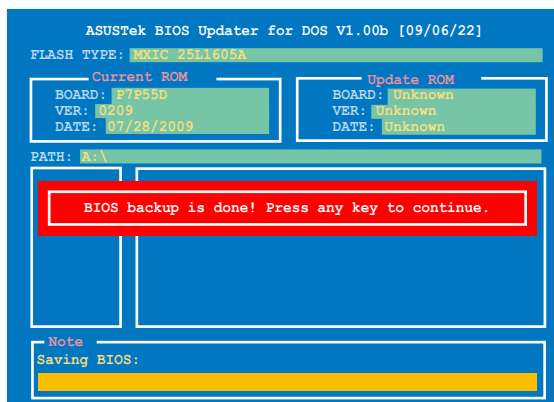
1. At the FreeDOS prompt, type `bupdater /o[filename]` and press <Enter>.

```
D:\>bupdater /oOLDBIOS1.rom
```

Filename Extension

The [filename] is any user-assigned filename with no more than eight alphanumeric characters for the filename and three alphanumeric characters for the extension.

2. The BIOS Updater backup screen appears indicating the BIOS backup process. When BIOS backup is done, press any key to return to the DOS prompt.



Updating the BIOS file

To update the BIOS file using BIOS Updater

1. At the FreeDOS prompt, type `bupdater /pc /g` and press <Enter>.

```
D:\>bupdater /pc /g
```

2. The BIOS Updater screen appears as below.

ASUSTek BIOS Updater for DOS V1.00b [09/06/22]

FLASH TYPE: MXIC 25L1605A

Current ROM	Update ROM
BOARD: P7P55D	BOARD: Unknown
VER: 0209	VER: Unknown
DATE: 07/28/2009	DATE: Unknown

PATH: A:\

A:	
P7P55D.ROM	2097152 2009-08-06 17:30:48

Note

[Enter] Select or Load [Tab] Switch [V] Drive Info
[Up/Down/Home/End] Move [B] Backup [Esc] Exit

3. Press <Tab> to switch between screen fields and use the <Up/Down/Home/End> keys to select the BIOS file and press <Enter>. BIOS Updater checks the selected BIOS file and prompts you to confirm BIOS update.

Are you sure to update BIOS?

Yes No

4. Select **Yes** and press <Enter>. When BIOS update is done, press <ESC> to exit BIOS Updater. Restart your computer.



DO NOT shut down or reset the system while updating the BIOS to prevent system boot failure!



- For BIOS Updater version 1.04 or later, the utility automatically exits to the DOS prompt after updating BIOS.
- Ensure to load the BIOS default settings to ensure system compatibility and stability. Select the **Load Setup Defaults** item under the **Exit** BIOS menu. See Chapter 3 of your motherboard user manual for details.
- Ensure to connect all SATA hard disk drives after updating the BIOS file if you have disconnected them.

Chapter 3: Troubleshooting

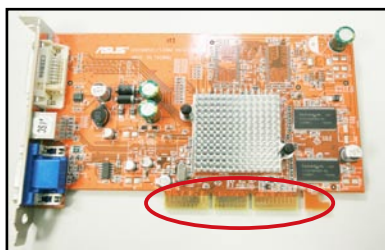
3.1 Troubleshooting for Motherboard DIY

After assembling your own computer, you might encounter troubles in starting it up. This chapter provides answers to some common questions about your PC before entering the operating system. Read this chapter for basic troubleshooting. It saves time and hassles for you on contacting ASUS technical support team or returning the product for warranty service.

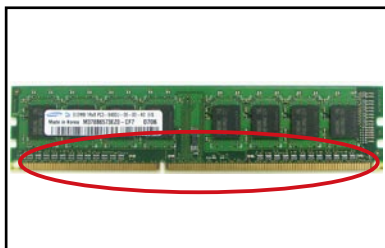
3.1.1 Basic troubleshooting

A. Bad connection

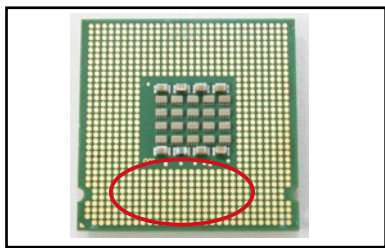
1. Ensure there is no contaminants on the gold contact or the pins.
2. Use a cotton bud or an eraser and gently rub the gold contact. Remember to brush away the eraser crumbs.



VGA card gold contact



DIMM gold contact

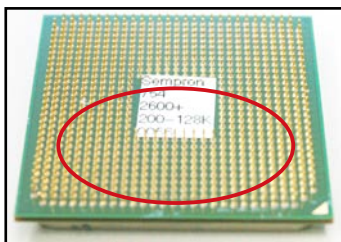


LGA775 processor gold contact points



Handle the card or the CPU by its edges and DO NOT touch the gold contact. Static electricity will seriously damage the device.

3. Ensure there is no broken or bended pins on your connector pins or CPU pins. A broken and bended pin will cause the component malfunction. Contact your retailer for further support.



AMD CPU gold pins



Connector pins



If the broken or bended pins are caused after the purchase, your retailer may ask for repair charge. Sometimes the broken or bended pins are NOT REPAIRABLE.

B. CPU overheated

1. Wipe clean the CPU surface with the clean cloth. Apply several drops of thermal paste to the exposed area of the CPU that the heatsink will be in contact with. Ensure that it is spread in an even thin layer.



CPU surface

2. Ensure there is no contaminants on the heatsink and fan.



Side view of heatsink and fan



Top view of heatsink and fan

3. Follow the instructions of heatsink and fan manufacturers to clean the contaminants that will slow down the fan rotation.

3.2 Other common troubles

- When removing devices from the system, ensure all the power cables are unplugged.
- All the error messages will be displayed on screen during the Power-On Self-Test (POST).
- If there are BIOS beeps, refer to section 1.11 for details.
- Go over the checklist table below for further check.

	Check Items					
	Power LED	Screen display	Heatsink and fan	BIOS beeps	Error messages	Reference page
No power	Off	No	Stop	No	N/A	3-4
No screen display	On	No	Stop	No	N/A	3-5
	On	No	Running	No	N/A	3-5
	On	No	Running	Yes	N/A	3-5
Failure to enter OS	On	Yes	Running	Yes	Yes	3-5
	On	Yes	Running	No	Yes	3-5
	On	Yes	Running	No	No	3-5



If the problem has been fixed but a new problem emerges, go over the checklist again. If the problem persists, contact your retailer or ASUS technical support team for further help.

3.2.1 No power

ASUS motherboards come with a standby power LED. The LED lights up to indicate that the system is ON. If the LED stays unlit, follow the instructions below to fix the problem.



1. Ensure to adjust your power supply to the correct AC input voltage in your area, and the power supply is turned on.



- Before adjusting the AC input voltage, ensure to disconnect the power plug. Failure to do so will seriously damage the power supply unit.
- Failure to adjust the power supply to the correct AC input voltage will seriously damage the system.



AC input voltage switch

Power switch
“—”: On; “O”: Off

2. Ensure you have attached the power cord to the wall outlet.
 - Connect the power plug directly to the wall outlet. DO NOT connect it to the power extension, uninterruptible power supply (UPS) or other devices.
 - Exchange the power plugs of the system and the monitor to check whether the wall outlet is working normally.
3. If the problem persists, you may need to contact your retailer for a new power supply unit. If the power supply unit functions, contact your ASUS motherboard retailer for motherboard warranty service.



3.2.2 Failure to boot-up; No screen display

Most boot-up failure and no screen display result from device defection or incorrect installation. Follow the instructions below to fix the problem.

1. Ensure that all the power cables are attached, including the system and the monitor.
2. Ensure if the problem comes from expansion devices.
 - Remove all the expansion card and devices. Use only motherboard, monitor, VGA card, memory modules, power supply unit, heatsink and fan, keyboard, and mouse to reboot the system.
 - If the system is working normally, it is one of the expansion devices that causes the problem. Reinstall the expansion devices you removed back to the system one by one and find out the defective device.
3. Ensure if the problem comes from the basic system devices.
 - If you have some spare devices, you can replace the devices in turn to find out the defective device in the order of “memory module, CPU, motherboard, hard/optical disk drive, keyboard/mouse.”



When you find out the defective device, contact your device retailer for service.

3.2.3 Failure to enter the operating system

1. If the problem emerges after you add a hardware, remove the newly added hardware and reboot the system. If the system is working normally without the hardware, the device may be defective or incompatible with the system. Contact the device retailer for help.
2. If the problem emerges after you install a software or driver, follow the instructions below to fix the problem.
 - a. Enter the operating system in safe mode and remove the software or driver.
 - b. Contact the operating system company for further support.
 - c. If the previous instructions fail to fix the problem, you may need to reformat your hard disk drive and reinstall a new operating system.
3. If the problem emerges after you change the BIOS settings, reboot and enter the BIOS to load the setup defaults. Refer the motherboard user guide for details.

4. If the problem comes from a computer virus or a corrupt file, follow the instructions below to fix the problem.
 - a. Enter the operating system in safe mode and do a full system virus scan using an anti-virus application.
 - b. Contact the operating system company for further support.
 - c. If the previous instructions fail to fix the problem, you may need to reformat your hard disk drive and reinstall a new operating system.

3.2.4 FAQs

- Q1: The memory reported in POST is different from the memory installed.
- A1: The reported difference in memory may result from defective memory modules or incorrect DIMM installation. Ensure the DIMMs are in good condition and the DIMMs are installed correctly. Refer to the motherboard user guide for details. If you install 4.0 GB memory and it reports 3.X GB, it is normal.
- Q2: The system cannot detect the floppy disk drive, but the floppy disk stays lit.
- A2: The floppy disk cables are not properly installed. Ensure the red stripe on the cable (pin1 end) should match pin1 on the floppy disk drive.
- Q3: Fail to enter the operating system after the USB flash disk or external hard disk drives.
- A3: When the system detects USB flash disk or USB interface hard disks, it may change the booting device priority. Remove the USB devices and restart the system.
- Q4: When installing Windows XP, it fails to locate the hard disk drives installed to the RAID controller.
- A4: Windows XP does not include the RAID controller driver so the hard disk drives are not detected. Copy the RAID controller driver to a floppy disk and when booting the system with the Windows XP disk, press <F6> to read the driver from the floppy disk. Refer to the motherboard user guide for details.

Chapter 4: Computer care tips

4.1 Proper care of your PC

Your personal computer is like other home appliances. Keep your computer away from humidity, direct sun, and static electricity source. You should not move the computer when it is turned on in case of damage. Internal dust will affect the operating disk drive and contribute to overheating problem which will cause computer crash or damage the components.

4.2 Basic knowledge

1. Encase your computer with dust cover when not in use.
2. When using your computer, do not put anything on the monitor to block the ventilation holes. Excessive heat will cause the monitor malfunction.
3. Do not place the computer close to the wall and leave some space for heat dissipation. Overheating will cause the system crash.
4. Place the computer on a stable surface.
5. Keep the computer away from areas of extreme temperature. 5°C to 30°C is the best surroundings temperature. Use an air conditioner or a electric fan to gain a better heat dissipation.
6. Arrange the ribbon cables neatly to avoid insufficient airflow.

4.3 Usage knowledge

1. Turn on and shut down your computer regularly. If your computer needs to be on for a long time, use a better system/CPU fan and high voltage power supply unit.
2. A sudden power failure will damage the hard disk drive. When the power supply is unstable, add an uninterruptible power supply to your computer is recommended.
3. Rearrange the data files, do the virus scanning and virus codes renewal and defragment disk regularly.
4. Clean your computer regularly. (Unplugged all the power cords before cleaning)
 - Uninstall the motherboard and hard/optical disk drives, then clean them with canned air or a soft brush.
 - Remove the dust and hair debris on the power supply unit with an anti-static vacuum.

4.4 Tips

1. If your computer will not be used for a long time, put some desiccant moisture absorbers in the chassis to prevent humidity damage.
2. In some hot and humid climatic areas, you had better turn on your computer every other week. Doing so also helps prevent humidity damage.