

Quick Reference



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Note

Before using this information and the product it supports, be sure to read "Safety information" on page vi and "Appendix. Product warranty and notices" on page 23.

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Safety information

DANGER

Electrical current from power, telephone, and communication cables is hazardous.

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.
- Connect all power cords to a properly wired and grounded electrical outlet.
- Connect to properly wired outlets any equipment that will be attached to this product.
- When possible, use one hand only to connect or disconnect signal cables.
- Never turn on any equipment when there is evidence of fire, water, or structural damage.
- Disconnect the attached power cords, telecommunications systems, networks, and modems before you open the device covers, unless instructed otherwise in the installation and configuration procedures.
- Connect and disconnect cables as described in the following table when installing, moving, or opening covers on this product or attached devices.

To connect: <ol style="list-style-type: none">1. Turn everything OFF.2. First, attach all cables to devices.3. Attach signal cables to connectors.4. Attach power cords to outlet.5. Turn device ON.	To disconnect: <ol style="list-style-type: none">1. Turn everything OFF.2. First, remove power cords from outlet.3. Remove signal cables from connectors.4. Remove all cables from devices.
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DANGER

Le courant électrique provenant de l'alimentation, du téléphone et des câbles de transmission peut présenter un danger.

Pour éviter tout risque de choc électrique :

- Ne manipulez aucun câble et n'effectuez aucune opération d'installation, d'entretien ou de reconfiguration de ce produit au cours d'un orage.
- Branchez tous les cordons d'alimentation sur un socle de prise de courant correctement câblé et mis à la terre.

- Branchez sur des socles de prise de courant correctement câblés tout équipement connecté à ce produit.
- Lorsque cela est possible, n'utilisez qu'une seule main pour connecter ou déconnecter les câbles d'interface.;
- Ne mettez jamais un équipement sous tension en cas d'incendie ou d'inondation, ou en présence de dommages matériels.
- Avant de retirer les carters de l'unité, mettez celle-ci hors tension et déconnectez ses cordons d'alimentation, ainsi que les câbles qui la relient aux réseaux, aux systèmes de télécommunication et aux modems (sauf instruction contraire mentionnée dans les procédures d'installation et de configuration).
- Lorsque vous installez, que vous déplacez, ou que vous manipulez le présent produit ou des périphériques qui lui sont raccordés, reportez-vous aux instructions ci-dessous pour connecter et déconnecter les différents cordons.

<p>Connexion:</p> <ol style="list-style-type: none"> 1. Mettez les unités hors tension. 2. Commencez par brancher tous les cordons sur les unités. 3. Branchez les câbles d'interface sur des connecteurs. 4. Branchez les cordons d'alimentation sur des prises. 5. Mettez les unités sous tension. 	<p>Déconnexion:</p> <ol style="list-style-type: none"> 1. Mettez les unités hors tension. 2. Débranchez les cordons d'alimentation des prises. 3. Débranchez les câbles d'interface des connecteurs. 4. Débranchez tous les câbles des unités.
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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

Laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam.

DANGER:

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 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.

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.

Consignes de sécurité relatives au modem

Lors de l'utilisation de votre matériel téléphonique, il est important de respecter les consignes ci-après afin de réduire les risques d'incendie, d'électrocution et d'autres blessures :

- N'installez jamais de cordons téléphoniques durant un orage.
- Les prises téléphoniques ne doivent pas être installées dans des endroits humides, excepté si le modèle a été conçu à cet effet.
- Ne touchez jamais un cordon téléphonique ou un terminal non isolé avant que la ligne ait été déconnectée du réseau téléphonique.
- Soyez toujours prudent lorsque vous procédez à l'installation ou à la modification de lignes téléphoniques.
- Si vous devez téléphoner pendant un orage, pour éviter tout risque de choc électrique, utilisez toujours un téléphone sans fil.
- En cas de fuite de gaz, n'utilisez jamais un téléphone situé à proximité de la fuite.

Information resources

This publication is intended to provide all the information necessary to install your IBM[®] computer and start the operating system. This publication also includes basic troubleshooting, software recovery procedures, and information about where to call for help and service.

More information about your computer is available by using Access IBM on your desktop to link to the following topics:

- Using your computer
- Installing software from the *Software Selections CD*
- Installing hardware options
- Connecting communication cables
- Troubleshooting common problems
- Registering your computer

For those with Internet access, the most up-to-date user manuals for your computer are available from the World Wide Web. To access this information, point your browser to:

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

Type your machine type and model number in the **Quick Path** field and click **Go**.

For service information, the *Hardware Maintenance Manual* is available at <http://www.ibm.com/pc/support> on the World Wide Web.

Chapter 1. Setting up your computer

Before you begin

Be sure to read ["Safety information" on page v](#) and ["Notices" on page 36](#).

Selecting a location for your computer

Make sure you have an adequate number of properly grounded electrical outlets for all 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

Arrange both the equipment and your work area to suit you. Light sources, air circulation, and the location of electrical outlets can affect how you arrange your workspace.

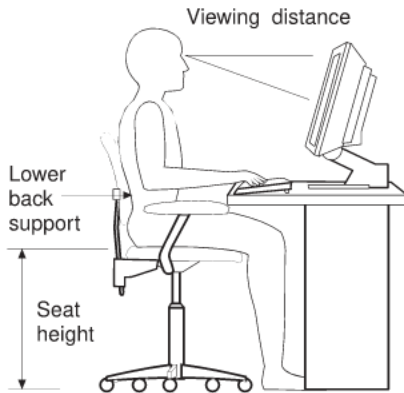
Comfort

The following guidelines will help you decide what working position suits you best.

Choose a chair to reduce fatigue from sitting in the same position for long periods. 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. 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.

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 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 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 screen image; try them only after you have exhausted other methods of reducing glare.

Dust compounds problems associated with glare. 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 fan pulls in fresh air and forces out hot air. The monitor lets hot air escape through vents. Blocking the air vents can cause overheating, possibly resulting in malfunction or damage. Place the computer and monitor so that nothing blocks the air vents; usually 50 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 device power cords and cables 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 accidentally dislodged.

For more information about power cords, see [“Power cord notice” on page 44](#).

Connecting computer cables

Use the following information when setting up your computer. Look for the small connector icons on the back of your computer.

If your computer cables and connector panel have color-coded connectors, match the color of the cable end with the color of the connector. For example, match a blue cable end with a blue connector, a red cable end with a red connector.

Notes:

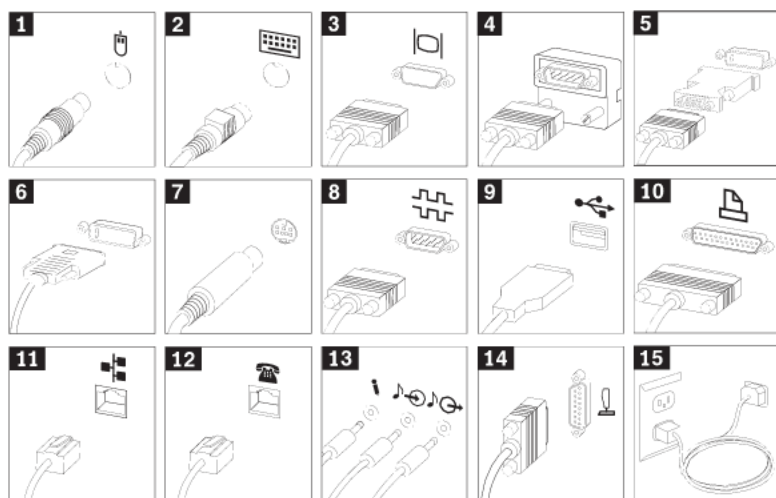
1. Not all computers have all the connectors shown.
2. Connector orientation might be different than shown.
3. On some computers there are two monitor connectors. There might be one on the rear of the system board and one on the advanced graphics port (AGP) video adapter (if present). If this is the case, use the connector on the AGP adapter rather than the one on the system board (identified by the video icon) to connect your monitor.
4. Your computer might come with a converter attached to the AGP video adapter. This converter allows you to connect a super video graphics array (SVGA) monitor to an AGP adapter with a digital visual interface (DVI) connector.

If your computer comes with a DVI monitor, remove the converter from the AGP video adapter and connect the monitor directly to the adapter.

5. AGP adapter cards might not have a video icon to identify the connector.
6. To connect your speakers, insert the cable from one speaker into **Speaker Output** on the other speaker. Next, connect a cable from the speaker's **Line In** to **Line Out** on the back of the computer.
7. For models with a home PNA network/modem card, you must connect each computer on a home PNA network directly to a telephone-line wall connector. If you have more computers than telephone-line wall connectors in a room, use a telephone splitter at the wall connector.

Perform the following steps to set up your computer:

1. 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 voltage switch to 115 V.
 - If the voltage supply range is 180–265 V ac, set the switch to 230 V.
2. Connect the cables in the following order to their corresponding connector:



- | | |
|---|---|
| 1 Mouse | 9 USB device |
| 2 Keyboard | 10 Parallel device (usually a printer) |
| 3 SVGA monitor | 11 LAN |
| 4 SVGA monitor with converter (on AGP adapter) | 12 Modem |
| 5 SVGA monitor with converter (on AGP adapter) | 13 Microphone, audio in, audio out connector |
| 6 DVI monitor (on AGP adapter) | 14 MIDI device |
| 7 S-video device | 15 Power cord (computer, monitor) |
| 8 Serial/modem device | |

Important

To operate the computer within FCC limits, use a category 5 Ethernet cable.

Turning on power

Turn on the monitor and other external devices first; then turn on the computer. When the self-test is done, the IBM logo window closes. If your computer has preinstalled software, the software installation program begins.

If you experience any problems during startup, refer to ["Chapter 2. Troubleshooting and recovery"](#) on page 9 and ["Chapter 3. Getting information help and service"](#) on page 17.

Finishing the software installation

After you start the computer for the first time, follow the instructions on the screen to complete the software installation. If you do not complete the software installation the first time the computer is turned on, unexpected results might occur. Once the installation is complete, click the Access IBM icon on your desktop for more information about your computer.

Software Selections CD

The *Software Selections CD* contains application programs and support software for use with your computer. Insert the *Software Selections CD* into your CD drive and follow the instructions on the screen.

You can use the CD to:

- Install software products or documentation directly from the CD on models equipped with a CD 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.

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

For more information about installing software from the *Software Selections CD*, go to Access IBM on your desktop.

Other operating systems

If you install your own operating system, follow the instructions that come with your operating system CDs or diskettes. Remember to install all device drivers after you install your operating system. Installation instructions are provided with or on the CDs or diskettes, or in the README files. If you prefer to use Microsoft® Windows NT® instead of Windows 2000®, you can make the change easily through the Product Recovery program. Go to Access IBM on your desktop for the procedure.

Shutting down the computer

When you are ready to turn off your computer, always follow the shut down procedure. This prevents the loss of unsaved data or damage to your software programs. To shut down Windows:

1. Click **Start** on the Windows desktop.
2. Click **Shut Down**.
3. Select **Shut down**.
4. Click **OK**.

Accessing and printing the User Guide

The *User Guide* for your computer has information about installing optional hardware. This Portable Document Format (.PDF) file can be accessed through Access IBM on your desktop. It can be viewed using Adobe Acrobat Reader and printed for use when installing optional hardware.

Recording your computer information

Recording information about your computer can be helpful if you ever need your computer serviced.

The machine type (M/T), model number and serial number (S/N) are labeled on your computer. Use the following table to record this information:

Product name	_____
Machine type (M/T) model	_____
Serial number (S/N)	_____
Date of purchase	_____
Registration number	_____

The registration number is required for service and support. You can register your computer by telephone when you call for service and support. Go to Access IBM on your desktop for more information about registering your computer.

Chapter 2. Troubleshooting and recovery

If you are having a problem with your computer, this chapter describes some basic troubleshooting and software recovery tools. Go to Access IBM on your desktop for more advanced troubleshooting.

Basic troubleshooting

Symptom	Action
The computer does not start when you press the power button.	<p>Verify that:</p> <ul style="list-style-type: none">• The power cord is plugged into the rear of the computer and into a working electrical outlet.• If your computer has a secondary power switch on the back of the computer, ensure it is switched on. Check the power indicator on the front of the computer to see if power is on. <p>If you cannot correct the problem, have the computer serviced.</p>
The monitor screen is blank.	<p>Verify that:</p> <ul style="list-style-type: none">• The computer power cord is plugged into the rear of the computer and to a working electrical outlet.• The monitor power cord is plugged into the monitor and into a working electrical outlet.• The monitor is turned on and the brightness and contrast controls are set correctly.• The monitor signal cable is securely connected to the monitor and to the monitor connector on the computer. <p>Note: If your computer has two monitor connectors, verify that your monitor is connected to the one in the AGP option slot rather than the one in the rear of the system board. See "Connecting computer cables" on page 3.</p> <p>If you cannot correct the problem, have the computer serviced.</p>

Symptom	Action
The keyboard does not work (no keys are working).	<p>Verify that:</p> <ul style="list-style-type: none"> • The computer and monitor are turned on and the brightness and contrast controls are set correctly. • The keyboard is securely connected to the keyboard connector on the computer. • No keys are stuck. <p>If you cannot correct the problem, have the computer serviced.</p>
The mouse does not work.	<p>Verify that:</p> <ul style="list-style-type: none"> • The computer and monitor are turned on and the brightness and contrast are set correctly. • The mouse is securely connected to the mouse connector on the computer. <p>If you cannot correct the problem, have the computer serviced.</p>
The operating system will not start.	<p>Verify that:</p> <ul style="list-style-type: none"> • There is no diskette in the diskette drive. • The primary startup sequence includes the startup device (the device where the operating system resides). In most cases, the operating system is on the hard disk. For more information about setting the startup sequence, see "Changing the primary startup sequence" on page 14. <p>If you cannot correct the problem, have the computer serviced.</p>
An error code is displayed before the operating system starts.	See "Error codes"
The computer beeps multiple times before the operating system starts.	<p>Verify that no keys are stuck down.</p> <p>If you cannot correct the problem, have the computer serviced.</p>

Error codes

The following table includes some of the error codes that might display when you turn on the computer.

- Record any error codes that are displayed. If you call for service, you will be asked for the error codes.
- If you get multiple error codes, always work in the order in which the error codes are displayed.

- If the error code is not in the following table, more in-depth troubleshooting is required.
 - If the operating system starts when you turn on your computer, use Access IBM to run the IBM Enhanced Diagnostics and see the online troubleshooting procedures.
 - If the operating system will not start, have the computer serviced.

Code	Description	Action
161	The battery is defective.	Replace the battery. See the battery replacement procedure in your online <i>User Guide</i> available through Access IBM.
162	A change in device configuration occurred.	Verify that: <ul style="list-style-type: none"> • All external devices are turned on. • All devices are properly installed and securely connected. If you cannot correct the problem, have the computer serviced.
176	The system cover has been removed.	Type in the administrator password. If you cannot correct the problem, have the computer serviced.
177	An inventory violation occurred, such as a hardware component was removed. This error message is part of the AssetCare and Asset ID [™] features of the computer.	Type in the administrator password. If you cannot correct the problem, have the computer serviced.
183	Administrator password is required.	Type the administrator password.
190	The computer chassis-intrusion detector was cleared. This is an informational message.	No action is required.
301 or 303	A keyboard error has occurred.	Verify that: <ul style="list-style-type: none"> • The keyboard is properly connected. • No keys on the keyboard are stuck. If you cannot correct the problem, have the computer serviced.
860x (x=any number)	A pointing device or mouse error has occurred.	Verify that the pointing device or mouse is securely attached. If you cannot correct the problem, have the computer serviced.

Software recovery

Use this section if you have to recover your operating system.

Attention:

For most computers, the Product Recovery program is on a separate, hidden, hard disk drive partition. Do not delete or alter this partition. If this partition becomes damaged or altered, see ["Chapter 3. Getting information, help and service" on page 17](#) or go to <http://www.ibm.com/pc/support> on the World Wide Web for information about ordering a *Product Recovery CD* for your operating system.

Creating and using a Recovery Repair diskette

The Product Recovery program is on a separate partition from the operating system and runs independently of the operating system. In order to gain access to the Product Recovery program, you must press F11 during startup while the Press F11 prompt is visible.

If the file that controls the F11 prompt becomes damaged or is accidentally erased, the F11 prompt will not appear and you will not have access to the Product Recovery program. The only method of recovering from this problem is through the use of the *Recovery Repair* diskette. It is a good idea to create a *Recovery Repair* diskette as soon as possible and store it in a safe place as a precautionary measure.

To create a *Recovery Repair* diskette:

1. Start your computer and operating system.
2. Use Windows Explorer to display the directory structure of your hard disk.
3. Open the C:\IBMTOOLS folder.
4. Double-click RRDISK.BAT and follow the instructions on the screen.

To use the *Recovery Repair* diskette:

1. Shut down the operating system and turn off the computer.
2. Insert the *Recovery Repair* diskette into the diskette drive.
3. Turn on the computer and follow the instructions on the screen.

Performing a partial or full recovery

Attention:

The Product Recovery Program on the hidden hard disk drive partition will overwrite all files on the C:\ drive only. A *full recovery* will restore the operating system, device drivers, and applications. A *partial recovery* will restore your operating system and device drivers without restoring applications.

Important

If you are recovering your operating system and you have more than one product recovery CD, always start with *Product Recovery CD 1*.

To perform a recovery of the operating system, do the following:

1. If you have a product recovery CD, open the CD drive, insert the CD, and close the drive. If you do not have a product recovery CD, go to step 2.
2. If possible, shut down your operating system normally.
3. Turn off your computer. If the computer will not turn off after you hold down the power button for at least four seconds, unplug the power cord and wait a few seconds before reconnecting it.
4. Turn on your computer. If you are not using a product recovery CD, quickly press F11 when the Product Recovery Program prompt displays (the prompt displays for only a few seconds). Wait for the product recovery menu to display.
5. You might have a choice of operating systems to recover. Select the operating system you want.
6. Select the recovery options you want and follow the instructions on the screen.
7. When recovery is complete, exit from the program and remove any CD from the CD drive.
8. Restart the computer.

Note: If you recover Windows NT Workstation, the hard disk must be partitioned before all hard disk drive space is available. For information on how to partition the remainder of your hard disk, go to Access IBM on your desktop.

Changing the primary startup sequence

If you inserted a CD in the CD drive and your computer does not read the CD on startup, change the primary startup device using the Configuration/Setup Utility program. To change the startup sequence:

1. Turn off your computer.
2. Turn on your computer.
3. When the Configuration/Setup Utility program prompt appears, quickly press F1. The prompt appears for only a few seconds.
4. From the Configuration/Setup Utility menu, select **Start Options**.
5. From the Start Options menu, select **Startup Sequence**.
6. Under Primary Startup Sequence, select **First Startup Device**.
7. Note the device currently selected as the first startup device and write it down for future reference. You must restore this setting when you finish.
8. Change the first startup device to your CD-ROM or DVD-ROM drive.
9. Press Esc until you return to the Configuration/Setup Utility program menu.
10. Select **Save Settings** and press Enter before you exit from the program.
11. Turn off your computer.

IBM Enhanced Diagnostics

The IBM Enhanced Diagnostics program runs independently of the operating system. You can use this program to test hardware components of your computer. This program is used when other methods are not available or have not been successful in isolating a problem suspected to be hardware related.

You can run the IBM Enhanced Diagnostics program using the Product Recovery program that comes preinstalled on your computer. Alternatively, you can create an IBM Enhanced Diagnostics diskette from the Product Recovery program and run the diagnostics using the diskette.

You can download the latest version of the Enhanced Diagnostic program from <http://www.ibm.com/pc/support> on the World Wide Web. Type your machine type and model number into the **Quick Path** field to find the downloadable files specific to your computer.

Running IBM Enhanced Diagnostics from the Product Recovery program or CD

Use the following steps to run diagnostics from the Product Recovery program:

Important

If you are running diagnostics from the product recovery CD and you have more than one CD, always start with *Product Recovery CD 1*.

1. If you have a product recovery CD, open the CD drive, insert the CD, and close the drive. If you do not have a product recovery CD, go to step 2.
2. Shut down your operating system and turn off the computer.
3. Turn on your computer. If you are not using a product recovery CD, quickly press F11 when the Product Recovery Program prompt displays (the prompt displays for only a few seconds). Wait for the product recovery menu to display.
4. Depending on your operating system, you might be prompted to select a system setting. If no prompt displays, go to the next step.
5. When the main menu appears, select **System Utilities**.
6. From the System Utilities menu, select **Run Diagnostics**. The IBM Enhanced Diagnostics Program starts. When you are finished running diagnostics, you will be returned to the Product Recovery program main menu.
7. Remove any CD from the CD drive and restart the computer.

Creating an IBM Enhanced Diagnostic diskette

To create an *IBM Enhanced Diagnostics* diskette from the Product Recovery program or CD:

Important

If you are creating a diagnostic diskette from a product recovery CD and you have more than one CD, always start with *Product Recovery CD 1*.

1. If you have a product recovery CD, open the CD drive, insert the CD, and close the drive. If you do not have a product recovery CD, go to step 2.
2. Shut down your operating system and turn off the computer.
3. Turn on your computer. If you are not using a product recovery CD, quickly press F11 when the Product Recovery Program prompt displays (the prompt displays for only a few seconds). Wait for the product recovery menu to display.
4. Depending on your operating system, you might be prompted to select a system setting. If no prompt displays, go to the next step.
5. From the main menu, select **System Utilities**.
6. Select **Create a diagnostic diskette** and follow the instructions on the screen.

7. When prompted, insert a blank, formatted diskette into the diskette drive and follow the directions on the screen.

You can download the latest version of the diagnostic program from <http://www.ibm.com/pc/support> on the World Wide Web. Type your machine type and model number into the **Quick Path** field to find the downloadable files specific to your computer.

Running the IBM Enhanced Diagnostics from a diskette

To run the Enhanced Diagnostics program from a 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.
5. When the program finishes, remove the diskette from the diskette drive.
6. Shut down or restart your computer.

Chapter 3. Getting information, help and service

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. This section contains information about where to go for additional information about IBM and IBM products, what to do if you experience a problem with your computer, and whom to call for service should it be necessary.

Getting information

Information about your IBM computer and preinstalled software, if any, is available in the documentation that comes with your computer. That documentation includes printed books, online books, README files, and help files. In addition, information about IBM products is available on the World Wide Web and through the IBM Automated Fax System.

Using the World Wide Web

On the World Wide Web, the IBM 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, 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. In addition, you can choose to receive e-mail notifications whenever new information becomes available about your registered products.

You also can order publications through the IBM Publications Ordering System at

<http://www.elink.ibm.com/public/applications/publications/cgibin/pbi.cgi>

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. In the U.S. and Canada, to access the IBM Automated Fax System, call 1-800-426-3395.

Getting help and service

If you have a problem with your computer, you will find a wide variety of sources available to help you.

Using the documentation and diagnostic programs

Many computer problems can be solved without outside assistance. If you experience a problem with your computer, the first place to start is the troubleshooting information of your computer documentation. If you suspect a software problem, see the documentation, including README files and online help, that comes with the operating system or application program.

Most IBM computers and servers come with a set of diagnostic programs that you can use to help you identify hardware problems. See the troubleshooting information of your computer documentation for instructions on using the diagnostic programs.

The troubleshooting information or the diagnostic programs might tell you that you need additional or updated device drivers or other software. IBM maintains pages on the World Wide Web where you can get the latest technical information and download device drivers and updates. To access these pages, go to <http://www.ibm.com/pc/support> and follow the instructions.

Calling for service

If you have tried to correct the problem yourself and still need help, during the warranty period, you can get help and information by telephone through the IBM PC HelpCenter. 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 selected Engineering Changes (ECs) available that apply to your hardware.

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 XXXXXXX.

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

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
- Arranging for service (on-site or carry-in)
- Arranging for overnight shipment of customer-replaceable parts

In addition, if you purchased an IBM Netfinity Server, you are eligible for IBM Server Start Up Support. This service provides assistance for setting up your network operating system. You can find more information about IBM Server Start Up support at <http://www.ibm.com/pc/qtechinfo/SCOD-44HJ9W.html>

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.

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

If possible, be at your computer when you call. Please have the following information ready:

- 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

Phone numbers are subject to change without notice. For the most up-to-date phone numbers, go to <http://www.ibm.com/pc/support> and click **HelpCenter phone list**.

Country		Telephone number
Austria	Österreich	01-54658 5060
Belgium - Dutch	Belgie	02-714 35 70
Belgium - French	Belgique	02-714 35 15
Canada	Toronto only	416-383-3344
Canada	Canada - all other	1-800-565-3344
Denmark	Danmark	35 25 02 91
Finland	Suomi	09-22 931 840
France	France	01 69 32 40 40
Germany	Deutschland	069-6654 9040
Ireland	Ireland	01-815 9202
Italy	Italia	02-4827 9202
Luxembourg	Luxembourg	298-977 5063
Netherlands	Nederland	020-504 0501
Norway	Norge	23 05 32 40
Portugal	Portugal	21-791 51 47
Spain	España	91-662 49 16
Sweden	Sverige	08-751 52 27
Switzerland	Schweiz/Suisse/Svizzera	0848-80-52-52
United Kingdom	United Kingdom	01475-555 055
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.

Other services

IBM Update Connector is a remote communication tool that you can use with some IBM computers to communicate with the HelpCenter. Update Connector enables you to receive and download updates for some of the software that might come with your computer.

With some computer models, you can register for International Warranty Service. If you travel with your computer or need to move it to another country, you might be able to receive an International Warranty Service Certificate that is honored virtually worldwide, wherever IBM or IBM resellers sell and service IBM 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.

For technical assistance with the installation of, or questions related to, Service Packs for your preinstalled Microsoft Windows product, refer to the Microsoft Product Support Services Web site at <http://support.microsoft.com/directory/>, or you can contact the IBM HelpCenter. Some fees might apply.

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 service name might vary by country.

For more information about these services, see the online information.

Appendix. Product warranty and notices

This appendix includes product warranty and other 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)** (“IBM Statement of Limited Warranty for United States, Puerto Rico, and Canada (Part 1 - General Terms)”)1)
- **Worldwide except Canada, Puerto Rico, Turkey, and United States (Z125-5697-01 11/97)** (“IBM Statement of Warranty Worldwide except Canada, Puerto Rico, Turkey, United States (Part 1 - General Terms)” on page 27)
- **Worldwide Country-Unique Terms** (“Part 2 - Worldwide Country-Unique Terms” on page 32)

IBM Statement of Limited Warranty for United States, Puerto Rico, and Canada (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.

Machine -

- NetVista A40 Types 6578, 6648, 6830, 6840
- NetVista A40p Types 6579, 6649, 6837, 6841, 6847

Warranty period* - Parts: Three (3) years Labor: Three (3) years

Machine - NetVista A40 Types 6831

Warranty period* - Parts: Three (3) years Labor: one (1) year**

Machine - NetVista A40i Types 2251 and 2271

Warranty period*

- United States and Puerto Rico - Parts: Three (3) years Labor: Three (3) years
- All other countries not listed - Parts: One (1) year Labor: One (1) year

** 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.*

** 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.

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. (In Toronto, call 416-383-3344.) 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.

Machine -

- NetVista A40 Types 6830, 6840
- NetVista A40p Types 6569, 6579, 6649, 6837, 6841, 6847

Warranty period*

- Bangladesh, China, Hong Kong, India, Indonesia, Malaysia, Philippines, Singapore, Sri Lanka, Taiwan, Thailand, and Vietnam - Parts: Three (3) years Labor: One (1) year**
- Japan - Parts: One (1) year Labor: One (1) year
- All other countries not listed - Parts: Three (3) years Labor: Three (3) years

Machine - NetVista A40 Types 6568, 6648, 6578

Warranty period*

- United States, Canada, EMEA, and Latin America - 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**

Machine - NetVista A40 Type 6831

Warranty period*

- EMEA - Parts: Three (3) years Labor: Three (3) years
- All other countries not listed - Parts: Three (3) years Labor: One (1) year**

Machine - NetVista A40i Types 2251, 2271

Warranty period*

- United States and Puerto Rico - Parts: Three (3) years Labor: Three (3) years
- All other countries not listed - Parts: One (1) year Labor: One (1) year

** 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.*

**** 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.

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 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.

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 fulfills 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**. In Toronto, call **416-383-3344**.

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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This IBM hardware product and IBM software products that might be packaged with it have been designed, when used in accordance with their associated documentation, to process date data correctly within and between the 20th and 21st centuries, provided all other products (for example, software, hardware, and firmware) used with these products properly exchange accurate date data with them.

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Microsoft, Windows, and Windows NT and Windows 2000 are trademarks of Microsoft Corporation.

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Electronic emissions notices

This computer is classified as a Class B digital device. However, if this computer includes a built-in network interface controller (NIC) and is considered a Class A digital device when the NIC is in use. Additionally, NetVista A40i Types 2251 and 2271 and NetVista A40 Type 6831 are considered Class A digital devices when an 8X/4X/32X CD-RW drive is installed and the headphone connector on the CD-RW drive 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

- NetVista A40 Types 6568, 6578, 6648, 6830, 6831, and 6840
- NetVista A40i Types 2251 and 2271
- NetVista A40p Types 6569, 6579, 6649, 6837, 6841, and 6847

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.

European Union EMC 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.

This product has been tested and found to comply with the limits for Class B Information Technology Equipment according to CISPR 22/European Standard EN 55022. The limits for Class B equipment were derived for typical residential environments to provide reasonable protection against interference with licensed communication devices.

Class A notices

- NetVista A40 Types 6568, 6578, 6648, 6830, 6831, and 6840
- NetVista A40i Types 2251 and 2271
- NetVista A40p Types 6569, 6579, 6649, 6837, 6841, and 6847

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.

European Union EMC 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.

This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to CISPR 22/European Standard EN 55022. The Limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication equipment.

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.

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



Part Number: 19K8183



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on recycled paper containing 10%
recovered post-consumer fiber.

(1P) P/N: 19K8183

