

## Frequently asked questions (FAQ) and troubleshooting for *PCI 5000*



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**Battery backup.** | [Top](#) | [Support](#) | [Home](#) |

**Question:**

Does the battery backup shut down the machine (Windows NT/98/95) before it's turning off the power.

**Answer:**

No the battery backup doesn't support automatic shutdown. It will shut off the power after 3 minutes. But it's possible to detect if the machine is running on battery through an IO-address (Read the manual to see how).

**Question:**

How long does the battery backup last.

**Answer:**

3 times 3 minutes before it has to be recharged. It will last for max. 3 minutes at a time.

**Question:**

Does the battery backup, backup all voltages.

**Answer:**

No. Only +5V. It keeps the motherboard and its functions alive.  
Flatpanel displays will be black (no backlight). CRT screens will work.

**Question:**

Do the supplied demo programs for the battery backup work with Windows NT.

**Answer:**

No these examples doesn't work with Windows NT.

**CD-ROM.** | [Top](#) | [Support](#) | [Home](#) |

**Question:**

Is it possible to boot directly from CD-ROM.

**Answer:**

Yes. E.g. Windows NT 4 and Windows 98 CD-ROM's are boot able.  
NOTE: You have to set the boot sequence to CD-ROM in the BIOS first.

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**Problem:**

During bootup the message "CANNOT ENABLE ECC: DRAM without parity bits (bad) or use 32 bits mode." appear. But the memory isn't faulty !!!

**Solution:**

You're using ECC memory check, but the memory installed has no ECC (Error Correction Code).  
Enter the BIOS setup and go into "BIOS FEATURES SETUP" set "MEMORY PARITY/ECC CHECK" to 'Disabled'.

Press escape and enter "CHIPSET FEATURES SETUP". Set "DRAM DATA INTEGRITY MODE" to 'Parity'. Save these settings and the message won't show up again.

#### Hard drive. | [Top](#) | [Support](#) | [Home](#) |

##### **Problem:**

Not able to format hard drive. Partition(s) lost every time I try to install/format.

##### **Solution:**

Enter BIOS setup and use "IDE HDD AUTO DETECTION" on the disk. Save settings and try to FDISK and FORMAT the drive again.

This problem occurs if there's a factory fresh hard drive installed (a hard drive that hasn't been used ever before), and only if the hard drive hasn't been successfully FDISK'ed before

#### IOmega Zip drive 100 on the parallel port. | [Top](#) | [Support](#) | [Home](#) |

##### **Problem:**

Zip drive doesn't respond, when installing the drivers for windows 95.

##### **Solution:**

Enter the BIOS setup and change the parallel port type to ECP in Integrated Peripherals section of the BIOS setup.

Save BIOS settings and power off the machine. Turn on the machine again after 10 sec.

Start up Windows 95 again and let it detect the new type of parallel port.

Shut down Windows 95 again. Shut off the machine. Turn it on again.

Now it should be no problem to install the drivers.

#### Keyboard. | [Top](#) | [Support](#) | [Home](#) |

##### **Question:**

Can an external keyboard be used simultaneously with the keyboard on the front.

##### **Answer:**

Yes both keyboards can be used at the same time.

#### Motherboard. | [Top](#) | [Support](#) | [Home](#) |

##### **Question:**

How long is the lifetime of the CMOS/RTC battery in the PCI5000.

##### **Answer:**

Expected lifetime for PCI5000 Dallas CMOS/RTC: 7 years @ 25 degree ambient.

Expected lifetime is defined as the time when 1% will fail.

Fail is when the RTC accuracy is less +/- 1 min/month or the CMOS memory is lost.

##### **Question:**

Is the watchdog on the motherboard programmable.

##### **Answer:**

Yes. The watchdog can be programmed through an IO-address. Please refer to the manual.

**Question:**

What types memory can be used with PCI5000.

**Answer:**

4, 8, 16, 32, 64 and 128MB 72 pins SIMM. FASTPAGE or EDO, with or without parity/ECC. Only one module is needed, but the performance is a bit better with 2 equal modules.

**Mouse.** | [Top](#) | [Support](#) | [Home](#) |

**Question:**

Is it possible to connect a PS/2 mouse to a level 2/3.

**Answer:**

Yes, but an adaptor cable is needed. The PS/2 mouse signals is present in the Utility connector.  
NOTE: On level 3B or 3D the PS/2 mouse port is normally used for ButtonMouse or PadMouse.

**Question:**

Is it possible to use both an ordinary mouse and a touchscreen at the same time.

**Answer:**

Yes it is possible.

**Net cards.** | [Top](#) | [Support](#) | [Home](#) |

**Problem:**

3COM 3C905B doesn't work with Windows 95

**Solution:**

When using this net card Windows 95 is for some reason installing a net card in "Other Devices" too. Enter "Device Manager" in "System Properties" (e.g. by pressing right mouse over "This Computer" and select "Properties"). Delete the network adapter in "Other Devices". Now it should work.

**Power supply.** | [Top](#) | [Support](#) | [Home](#) |

**Question:**

What is the voltage supply for the PCI5000.

**Answer:**

There are three choices 230VAC, 110VAC and 24VDC. Only use the voltage written on the machine.

**Serial ports.** | [Top](#) | [Support](#) | [Home](#) |

**Question:**

What is the maximum speed for the serial ports (RS232/RS422/RS485).

**Answer:**

The maximum speed is 115K baud.

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**Question:**

Does the CRT connector work in parallel with the flatpanel display.

**Answer:**

Yes. The CRT can be used in parallel to the flatpanel display (in almost all configurations). The display quality is not optimal on the CRT unless a CRT BIOS is used, but it's useable.

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**Problem:**

During the installation of Windows 95 the machine is rebooting.

**Solution:**

Start over the installation and select Safe Recovery (it's selected by default) during the installation. There's is no harm done whatsoever.

This will normally only happen to older PCI5000/Clips-III systems. The problem is that Windows 95 is accidentally activating the watchdog on the motherboard when it's looking for IO-devices. On newer systems the watchdog needs a code before it can be activated.

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**Problem:**

Windows NT is hanging when it reach the network installation part.

**Solution:**

Skip the network installation when installing NT.  
When NT is installed enter the control panel and click on network. Install the network now.

**Problem:**

Windows NT is going into the blue debug screen when installing and you cannot get past this point.

**Solution:**

Make sure there is installed only 16MB RAM in the machine during the installation.  
Install NT in the way you want.  
When it's installed you HAVE to install service pack 3 or 4.  
Now put back the desired amount of memory into the machine.  
NOTE: This problem is a bug in NT and it's solved in service pack 3 and 4.

**Problem:**

The keyboard seems to die when I reach the point where I have to select whether the computer is connected to the network or not.

**Solution:**

The keyboard isn't dead, but the window where you have to select is not active and therefore it looks like the keyboard is dead. Activate it by pressing ALT+TAB until it is active.

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**Question:**

Is PCI5000 Year 2000 compliant ?

**Answer:**

Yes PCI5000 is Year 2000 compliant.

Note : Ensure your software is year 2000 compliant too.

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