

The Beginning of your Experience:

When you receive your computer check to make sure that nothing was damaged during shipping. If anything is damaged send an email to: support@zero3computers.com and we will either replace the damaged part or file a claim with UPS to replace the item. Next check the invoice, make sure it is correct and that everything is included that you ordered. If something is missing send an email to: support@zero3computers.com and we will address the missing item.

Starting your Computer:

Connect your monitor, keyboard, mouse and power cable to your system. Make sure the rear power switch, located on the power supply is set to on then push the power button on the front of the case. Most of our computers are sold without an OS. The computer will boot up to a screen that says "Insert boot disk" You will need to insert your Windows XP or 2000 CD in the CD Drive and then press a key to start loading your OS. If you ordered an OS then it will come installed and configured and once you connect your computer will be ready to go.

Once Windows is installed:

Once Windows is installed you will need to install the drivers for the devices. The ethernet, sound, and motherboard drivers are located on the motherboard driver CD. You will just need to run that CD to install those drivers. The motherboard CD also contains a few software titles and PCCillin, which is a great anti-virus program that we recommend using. The video drivers will be located on the video driver CD. The video driver CD also contains DirectX 9.0, which you will also want to install. If you ordered a modem then you will also need to install the modem driver CDs. To do this go to the Control panel => System => Hardware => Device Manager. Under other devices will be a PCI communications device. That is the modem not installed. You will need to right click on that and go to update driver. Then insert the modem driver CD into the CD Drive and let Windows search for the driver on the CD.

Troubleshooting:

No Video

Make sure that your monitor cable is plugged into the blue video port on the back of your computer. If your system has on board video but you added a video card make sure that your monitor cable is plugged into the video card and not the on board video port.

If you are still having no video then remove then something may have come loose during shipping. Take the side panel off of the case by removing the side panel screws. Then push down firmly on the video card and memory to make sure did not come loose.

If that does not work then remove the video card and the memory from the motherboard. Now start the system and see if it beeps. If the system beeps then either the video card or the memory was not seated correctly. Plug both the memory and the video card back into the motherboard and try again.

The only left to try is to re-seat the CPU. To do this pull up on the CPU levers that holds the CPU fan into the socket and remove the heat sink and fan. Then remove the CPU from the socket and re-seat it. Then reattach the CPU fan and heat sink. Make sure that the heat sink making complete contact with the CPU.

If you still are not getting video then we will need to issue you a [RMA](#) for repair of your system. If possible email us at contact@zero3computers.com for the RMA or if you do not have access to email call us at: (228) 219-9313

No Power

Make sure that the black power cord is plugged into the back of your computer and into the wall outlet.

Make sure that the power supply switch is set to the on position which is the -.

Make sure that you are pressing the power button on the front of the case and not the reset button.

We will need to check the power connections on the motherboard to make sure they did not come loose. To do this remove two screws that hold on the side panel. Now remove the side panel. The power supply has several wires that run from it of which two connectors go to the motherboard. The first is a square 4-pin connector that connects around the power supply. The second is a 20-pin connector that is typical located on the right hand side of the motherboard. Make sure that both of those are firmly push in. The power switch is connected to the motherboard by a small 2-pin wire that connects to the lower right hand side of the motherboard. Several small wires plug into this location. The power switch wire is labeled PS or Power Switch. Make sure it is plugged in and not off the connector. Once you check the connections put the side panel back on the case and try to start it again.

If none of these suggestions work then you could have a defective power supply. We will issue a RMA for the power supply or system. . If possible email us at contact@zero3computers.com for the [RMA](#) or if you do not have access to email call us at:

Problems with sound, modem or ethernet

Go to the device manager (Control panel > System > Hardware > Device Manager). Check to see if any device have a ! next to them or anything is listed under other devices. If the sound drivers are not installed they will be listed as Multimedia Audio device. If the modem drivers are not installed it will be listed as PCI communications device. If the ethernet drivers are not installed they will be listed under network adapter. To install you will need to run the motherboard CD for the sound and ethernet drivers. To install the modem you will need to right click on the PCI communications device and go to update driver. Then insert the modem driver CD into the CD Drive and let Windows search for the driver on the CD.

Make sure your speakers are plugged into the green jack in the back of your computer.

Make sure that if you are using a modem that you are plugging the phone cord into the modem and not the ethernet port.

If you are using a cable modem you may need to call your cable company to help you setup the network properties.

Drives not being detected (Hard Drive, Floppy and CD-ROM)

Remove the side panel of the case by removing the two screws. A flat IDE cable and a power cable will connect the cd drive. Make sure that the IDE cable is firmly plugged into the CD drive along with the 4-pin power cable. Then follow the cable to the motherboard where it should also be firmly plugged into the IDE port. Do the same procedure for floppy and IDE hard drive. If you have a Serial ATA hard drive it will be connected with a small red Serial ATA cable and a power cable. Make sure the serial ATA cable is connected to the hard drive and the motherboard as well as the power cable connected to the hard drive.

For some motherboards you will need to load the serial ATA drives before Windows will recognize the hard drive. For info on this check our FAQ's.

Computer not booting from Windows CD

When you start your computer press the DEL key to enter the BIOS setup. Go to the first screen and make sure that your CD drive is being detected. If it is not listed then follow the instructions above under Drives not being detected.

While in the BIOS setup go to either boot or advanced setup and make sure that the first boot device is set to the CD drive. Save settings and reboot computer.

Make sure that your Windows CD is a full version Microsoft original and not a copy.

If you are still having problems getting your CD and the drives is being detected you may need a new CD.

Creating a RAID Driver Disk:

A floppy disk with the VIA RAID is required when installing Windows XP/2000 operating system. You can create a RAID driver disk using the Makedisk.exe utility.

To create a RAID driver disk:

Insert the ASUS motherboard CD into your CD-ROM and locate the

Makedisk.exe utility for your RAID controller.

A. The Makedisk.exe utility for the VIA RAID driver is located in

"DriversVIARAID6240RAIDDriverDiskMakedisk.exe" of the motherboard CD.

Insert a clean floppy disk into the floppy disk drive and execute Makedisk.exe. Follow succeeding screen instructions to complete the process.

To install the RAID Drive:

During the OS installation the system prompts to press F6 to install third-party SCSI or RAID driver. (This happens at the beginning of the install)

Press then insert the floppy disk with the RAID driver into the floppy disk drive.

Follow the succeeding screen instructions to complete the installation.