3 THE HELP! PAGES

Sections 3.1.1 to 3.1.3 cover the most common hardware problems and solutions. This is the place for PDP's (Problem Determination Procedures). Most problems can be solved by first following a logical set of steps to zero in on the problem. The solution is often the result of one of the steps, thus avoiding a service call and the consequent downtime. Opening the system unit, however, should be done only by authorized service personnel.

≡FASTFACTS   *I Zing The Body Electric*

Your system contains many delicate electronic components that operate on only 12 Volts and very small amounts of current. When you walk across a rug in a dry room and touch a doorknob, the resulting spark delivers about 40,000 Volts. It is very easy to deliver a killing charge to the components inside your system, particularly if it has been opened and you are not fully grounded.

The other easy way to destroy your system electronics is to open the machine and swap add-on boards while the power is on.

If you **ARE NOT** absolutely familiar with the equipment and totally sure of what you are doing, please do not open the system unit to make repairs or enhancements. Give the experts a call instead. It may take a little longer, but at least YOU will NOT be responsible for any damage.

If, on the other hand, you **ARE** absolutely familiar with the equipment and **DO** know what you are doing, then you probably know why we prefer to have the Microcentre "crack the case", and we hope you will co-operate.

Sections 3.1.4 to 3.1.8 cover most of the supply and training requirements you will have while using your system.

Section 3.2, The Tower of Babel, deals with the data conversion dilemma.

Where To Get Help consolidates all the names and places available for supply, help, and training.