TECHNICAL NOTES

Article Number -   00007-2010

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Article applies to - AquaMedia PCs

ISSUE: AquaMedia PC Powers up but no Display on VGA/HDMI Screen

During shipping or in the event of a severe Shock/G-Force, it is possible that the RAM modules fitted to the motherboard may become dislodged.

The fault symptom of this type of failure, is that when you press the power button, the Green Power LED lights up and the fan starts to spin, but no display is seen on the VGA or HDMI monitor.

IMPORTANT – **this operation should only be carried out by qualified electronics service engineers and all power to the AquaMedia PC must be disconnected before the case is opened.**

To check and reseat the memory modules, it is necessary to open the case of the AquaMedia PC as follows;

1. Using a medium Philips Head Screwdriver, remove the three retaining screws on the rear of the AquaMedia PC as shown by the three red arrows below.
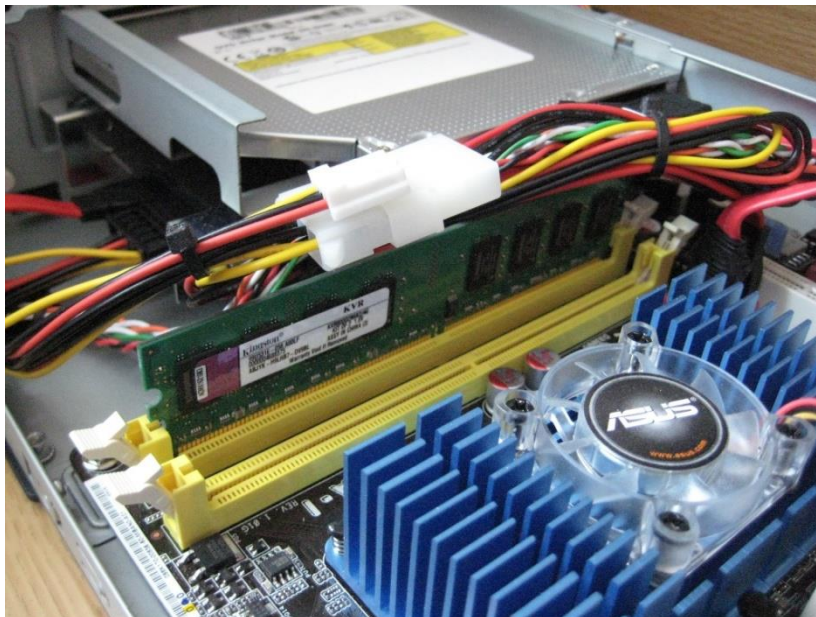

2. Placing your finger tips under the flap indicated by the green arrow, pull gently on the case until it slides away from the chassis by 10-15mm or until the case lid is clear of the silver flap with the hole in
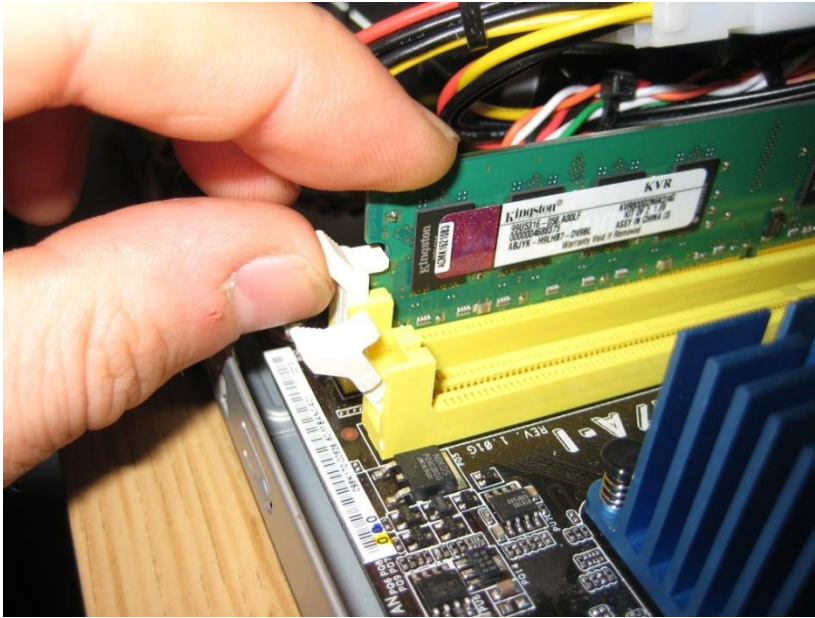
it (indicated by the yellow arrow). In the next photo you can see that the case lid has been pulled back about half the necessary distance in this photo as the silver flap with the hole in it is still visible.
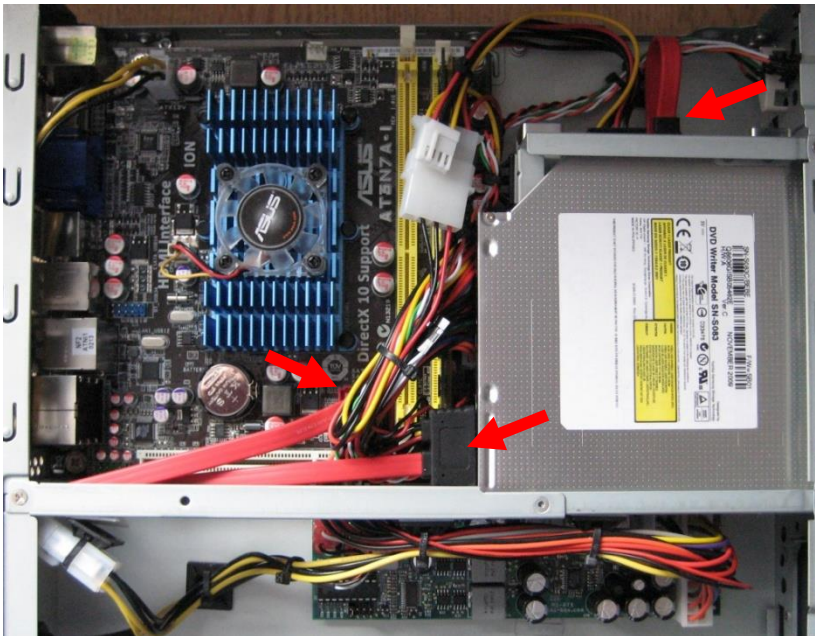

3. Once you have pulled back the case lid the required distance, it should be possible to gently lift the case lid off the chassis, revealing the AquaMedia motherboard and other components.
4. Inspect the two RAM modules that plug in to the long yellow connectors on the motherboard – see photo below.

5. Being careful not to place to much downwards pressure on the motherboard or disturbing the cable assemblies passing close to the RAM modules, gently place a finger on one end of a RAM module and push down to make sure the RAM is properly seated in the socket. When the RAM is properly seated, the white plastic clip should fit neatly in the semi-circular cut-out of the RAM module – see image on next page. Repeat this step three more times, for each end of the two RAM modules.

6. Once you are sure that all RAM modules are properly seated give a last inspection of the main connectors to the DVD Drive and Hard Drive (highlighted in Red in the photo below), to make sure you have not displaced these and then re-assemble the AquaMedia Case.

7. Gently pressing the two sides of the case lid to ensure that it locates correctly on the chassis, lower the lid on to the chassis, remembering to offset the lid by 10-15mm to ensure you miss the silver clip with the hole in it. Once the case lid is lowered in to position and has engaged correctly with the chassis sides, gently push the case lid forward until the silver clip protrudes through it's hole and the lid is in it's normal position.

8. Screw in the three Philips screws and re-connect the DC power to the AquaMedia. Press the Power switch on the front of the unit and ensure that the unit now powers up correctly. If you are still seeing no video on the screen, the unit will need to be returned to Digital Yacht for further investigation.