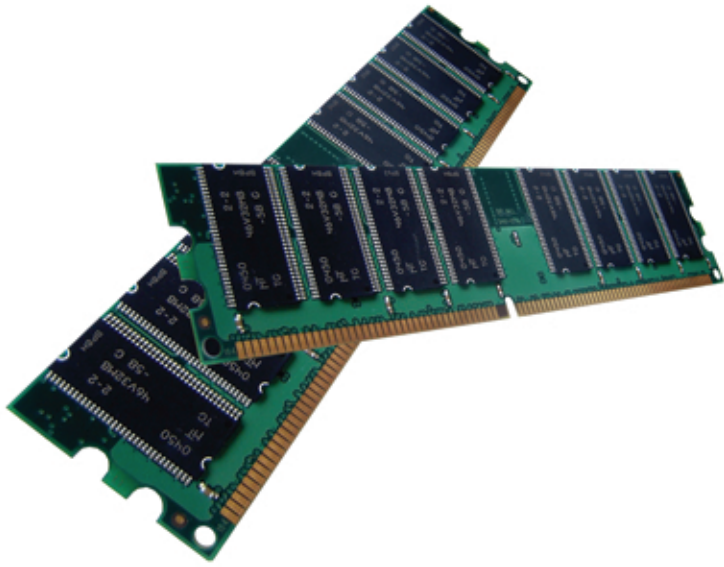


# Memory Suppliers

## Memory Module Installation Instructions



### Required Equipment

- Memory modules
- Non-magnetic-tip screw driver
- Manual for your computer

### Recommended Equipment

- Anti-static wrist band

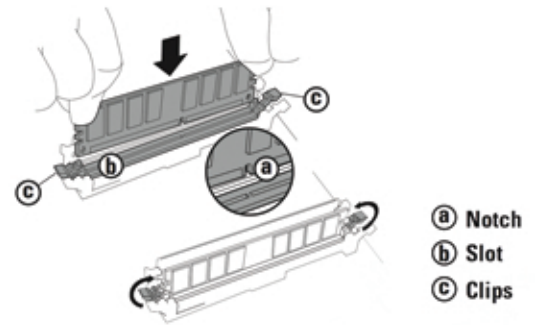
V1.A

## General Memory Module Installation

### Installation Process

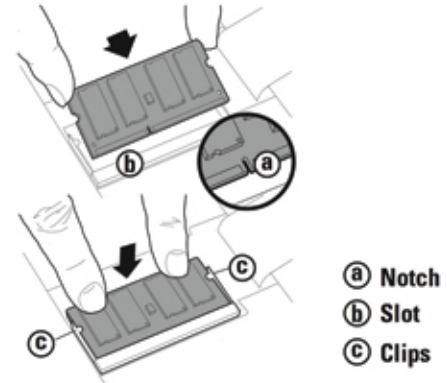
1. Before most hardware upgrades, it is recommended that you update your system BIOS. BIOS updates and instructions can be found on your computer manufacturers website.
2. Make sure you are in a static-safe environment. Remove any plastic bags or papers from your workspace. If possible, use an Anti-Static wrist band to prevent ESD.
3. Turn your computer power off, and then unplug the power cord. For notebooks, remove the battery as well.
4. Remove the computer cover for desktops or the memory cover for notebooks (some notebooks do require keyboard removal). Refer to your computer manual for assistance.
5. Ground yourself by touching any of the unpainted metal surfaces on your computer's frame. (This will remove any static electricity from your body or clothing.)
6. Locate your computer's memory slots/connectors (consult your computer manual). After removing the computer cover or memory cover (keyboard for some notebooks) of your system, do not use any tools to remove and replace the existing modules. Use only your hands to remove and replace.
7. Insert your memory upgrade according to the illustrations in this guide. Align the notch(es) on the module with the notch(es) in the slot, and then press down until the clips on the slot snap into place. (It can take 20 to 30 pounds of pressure to install a module.) Fill the memory slots/connectors starting with the largest module in the first slot/connector or bank. Refer to your computer manual for assistance.
8. Once the module(s) have been installed, replace the computer cover and reconnect the power cord or battery. The installation is now complete.

## Module Installation - Desktops, Servers, Printers



Use firm, even pressure, push Memory Module into socket until clips snap into place. Do not assist clips.

## Module Installation - Notebooks



Firmly push Memory Module in at 45° angle, and then push down until clips snap into place.

## Helpful Hints & Troubleshooting Tips

### If your system does not boot, check the following:

1. If you receive an error message or hear a series of beeps, your system may not be recognizing the new memory. Remove and reinstall the modules to ensure they are securely seated in the sockets.
2. If your system will not boot, check all the connections inside your computer. It is easy to bump a cable and pull it out of its connector, disabling devices such as your hard drive or DVD-ROM. If your system still will not boot, contact technical support.
3. When restarting your system, you may get a message prompt in you to update configuration settings. Refer to your computer manual for more information about these settings.
4. If you get a memory mismatch message, follow the prompts to enter setup, then select Save and Exit. (This is not an error—some systems must do this to update settings.)

### If you encounter any of the following problems, please contact Technical Support.

1. Your module doesn't seem to fit; do not force it into the socket.
2. Your system is only recognizing only half of the new module's memory.

### Electro-Static Discharge (ESD) Damage

Electro-Static Discharge (ESD) is a frequent causes of damage to the memory module. ESD is the result of handling the module without first properly grounding yourself and thereby dissipating static electricity from your body or clothing. If you have a grounded wrist strap, wear it. If you don't, before touching electronic components - especially your new memory module - make sure you first touch an unpainted, grounded metal object. Most convenient is the metal frame inside the computer. In addition, always handle the module by the edges. If ESD damages memory, problems may not show up immediately and may be difficult to diagnose.

### Service Contacts

Phone: 1-800-979-9707

Email: [support@memorysuppliers.com](mailto:support@memorysuppliers.com)