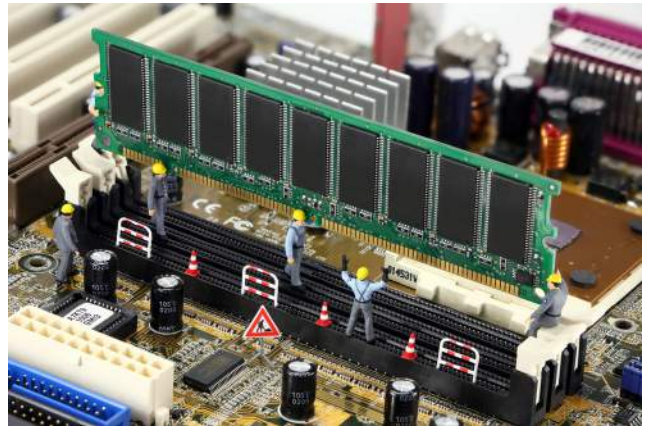# General Ram Installation Guide
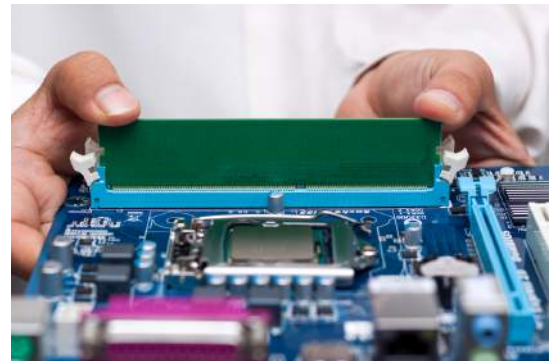
General Precautions.

1. Turn off the computer and disconnect the AC power cord. For notebooks and netbooks remove the battery. Hold the power button down for 2-3 seconds to remove any residual power.

2. Remove the computer cover following the instructions located in your system owners manual.

3. Before installing your memory, discharge any static electricity by grounding yourself to an unpainted metal object, such as the casing on your computer.

4. Locate the area where the memory is to be installed and remove any peripherals that may be obstructing access to the memory sockets.

5. All modules must only be handled by their edges and should not be handled by the chips themselves.

6. Remove any existing memory if necessary to install the new memory products

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Installing your New Ram Memory (Desktop).

1. Align the metal connectors of the memory module with the metal connectors of the dimm socket on the motherboard. Be sure that the dimm is aligned properly and that all pins line up correctly. If the dimm does not fit, turn it around as dimms are keyed and will only fit in one way round.

2. Make sure that the Dimm retaining clips are open and firmly press the Dimm down into the socket and lock the retaining clips in place. (fig.1.0)

3. Replace the computer cover and re-attach cables and peripherals.

4. Update the computers memory configuration if required as outlined in the computer users manual

(fig 1.0)

Installing your New Ram Memory (Notebook).

1. If the SoDimm is being installed into a notebook or hand-held device that has a battery installed, then ensure that the battery is removed before beginning installation.

2. Insert the module at a 30 degree angle and push the module firmly but gently into the slot until the security latches on the sockets have locked into place on each side of the module. (fig.1.1)

3. Replace the memory cover and reattach cables/battery and peripherals.

4. Update the computers memory configuration if required as outlined in the computer users manual

(fig 1.1)

Troubleshooting

I have installed my new memory and my machine will not boot?

1. If you receive an error message or hear a series of beeps, your machine may not be recognizing the new memory. Try removing the new modules and then re-seating them ensuring that you hear the module "click" into place.

2. If your system still will not boot, please check all of the connections inside your machine.

3. If the above points do not allow the machine to boot, please contact Technical Support.

I have Installed my new memory module and my operating system is not seeing all the RAM?

Firstly, we can assure you, there isn't a problem with the memory. While Windows 32Bit systems allow for 4GB of memory to be addressed, it does not equate to 4GB of physical memory.

A percentage of the memory is reserved for use by the devices that you are using, such as a graphics card, integrated network connections, etc, and therefore it cannot be used as normal main memory.

When your machine boots, the system calculates the amount of memory needed for these devices; if you haven't maxxed out the memory in your system, it's invisible to you, and all your physical memory (the installed RAM) is available for use. However if you've maxxed out the DRAM in your system, this amount will be deducted from your physical memory, so you cannot use 100% of your DRAM.

I cannot locate the second slot on my laptop?

Due to the layout of certain laptop/netbook motherboards some memory slots are located in two separate places. You will generally find that one is still located on the base of the machine while the other is usually underneath the keyboard. If you are unsure how to access either slot please refer to your user manual or alternatively you can search a common video site such as You Tube to find an example of how to locate the slot on your machine.

I have installed the new Ram memory but my machine is not recognising it?

Please try the points below before contacting technical support

1. Please try installing the new memory module in the machine on its own to see if it will work without any of your original memory modules.

2. Do you have the latest BIOS on your machine? Some machines require a BIOS update to be able to recognise a larger memory capacity. To check this information you will need to locate your model within the support page on the manufacturers website as this will list any BIOS updates that are avaliable for your specific model. WARNING - If you are not 100% certain that the BIOS is correct for your machine please contact the manufacturers directly for assistance.

3. Does your original memory work within all of the memory slots? On occasions a memory slot can become faulty. By using your original memory module to test each memory expansion slot we can rule out any issues with the actual slots.

Technical support & Customer Services

Email - support@offtek.co.uk

Call - 0845 259 0202

Website - www.offtek.co.uk/help-and-faqs