Installing Server/Desktop/Laptop Memory
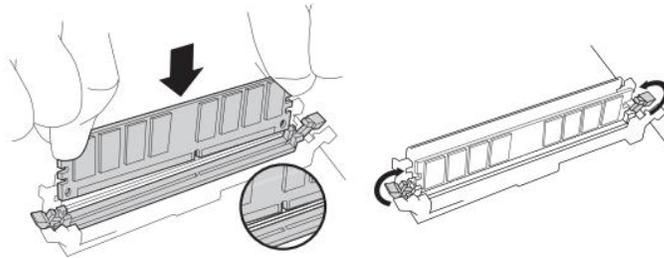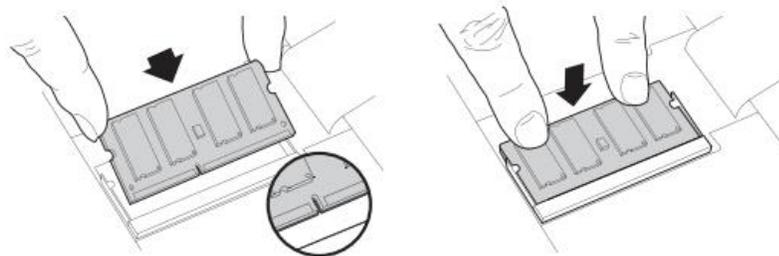
1) Shut down your system and make sure the power is completely off before unplugging the power cable from your computer. For laptops, then remove the battery.

2) Remove your computer's cover. Refer to your owner's manual for how to do this.

3) Using your system's owner's manual (can also be found online), locate your computer's memory expansion slots. Do not use any tools in the removal or installation of memory modules.

4) Insert your new memory module(s) in accordance with the illustrations in this guide. Align the notch(es) on the module with the notch(es) in the slot, and then press the module down until the clips on the slot snap into place.

5) Once the module(s) have been installed, replace the cover on your computer and reconnect the power cord or battery. Installation is now complete.

Desktop/Server Installation

Using firm, even pressure, push DIMM into socket until clips snap into place. Do not assist clips.

Laptop Installation

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

Troubleshooting Tips

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) **Trial-and-error method**: Try to use one memory module at the time to find out the problem. If the system would not work with any one of the old/new memory. Most likely it's the system's problem. If the system can work with the old memory but not the new one OR system can work with one of the new memory but not the other. Most likely the non-working memory module is defective. Find out what is the problem with it so our technicians can better assist you.

   If you encounter any of the following problems, please contact our customer support team:
   1) Your module doesn't fit; **DO NOT FORCE IT INTO THE SOCKET**

   2) Your system is recognizing only half of the new module's memory.

Customer Server and Technical Support

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