



Asus BM6635 User Manual

Bm6635_bm6835_bp6335 user's manual

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Troubleshooting

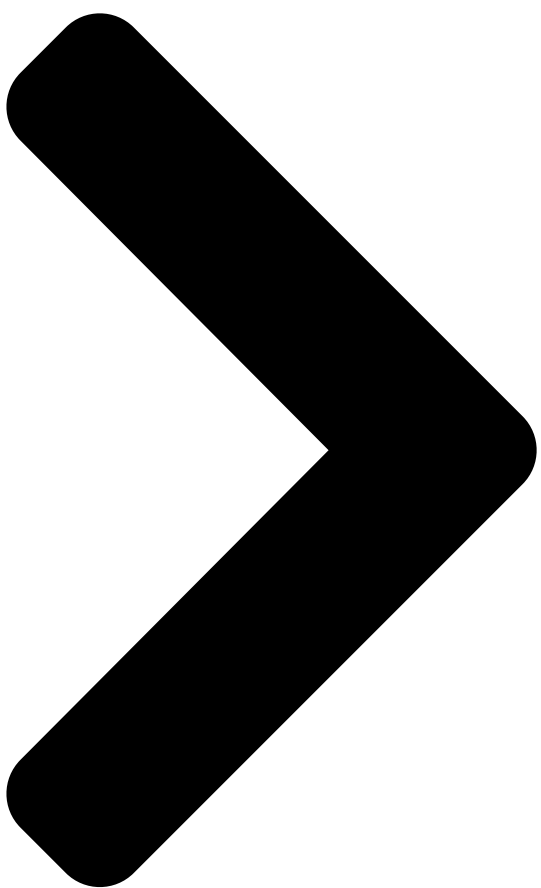
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ASUS Desktop PC

BM6635(MD560)

BM6835

BP6335(SD560)

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User Manual

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Related Manuals for Asus BM6635

[Desktop Asus BM6635 User Manual](#)

(578 pages)

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(92 pages)

[Desktop Asus BM6635 Installation Manual](#)

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[Desktop Asus BM6635/MD560 Installation Manual](#)

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[Desktop ASUS BM6835 Product Specification](#)

(2 pages)

[Desktop ASUS BP6335 Product Specification](#)

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User manual (64 pages)

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Summary of Contents for Asus BM6635

[Page 1: User Manual](#)

ASUS Desktop PC BM6635(MD560) BM6835 BP6335(SD560) BM6635(MD560) BM6835 BP6335(SD560) User Manual...

[Page 2](#) Product warranty or service will not be extended if: (1) the product is repaired, modified or altered, unless such repair, modification or alteration is authorized in writing by ASUS; or (2) the serial number of the product is defaced or missing.

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[Page 4](#) Contents Nero 960 Recovering your system60 Chapter 7: Troubleshooting Troubleshooting 65 ASUS contact information70...

[Page 5: Notices](#)

Notices ASUS Recycling/Takeback Services ASUS recycling and takeback programs come from our commitment to the highest standards for protecting our environment. We believe in providing solutions for you to be able to responsibly recycle our products, batteries, other components, as well as the packaging materials.

[Page 6: Rf Exposure Warning](#)

RF exposure warning This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 10 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

[Page 7: Safety Information](#)

Safety information Disconnect the AC power and peripherals before cleaning. Wipe the Desktop PC using a clean cellulose sponge or chamois cloth dampened with solution of nonabrasive detergent and a few drops of warm water then remove any extra moisture with a dry cloth. DO NOT place on uneven or unstable work surfaces.

[Page 8: Conventions Used In This Guide](#)

Refer to the following sources for additional information and for product and software updates. ASUS websites The ASUS website provides updated information on ASUS hardware and software products. Refer to the ASUS website www.asus.com. ASUS Local Technical Support Visit ASUS website at <http://support.asus.com/contact> for the contact information of...

[Page 9: Package Contents](#)

Package contents ASUS Desktop PC Keyboard x1 Mouse x1 Power cord x1 Support DVD x1 (Optional) Recovery DVD x1 (Optional) Nero 9 burning software Installation Guide x1 Warranty card x1 DVD x1 (Optional) • If any of the above items is damaged or missing, contact your retailer.

[Page 11: Chapter 1: Getting Started](#)

All these values are encapsulated in a stunningly futuristic and stylish system casing. Read the ASUS Warranty Card before setting up your ASUS Desktop PC. Getting to know your computer Illustrations are for reference only. The ports and their locations, and the chassis color vary with different models.

[Page 12: Front Panel](#)

Front USB 2.0 port 4 Front USB 3.0 port 1 Front USB 3.0 port 2 BM6635(MD560) 2 x 5.25 inch optical disk drive bays. The 5.25 inch optical disk drive bays are for 5.25 inch DVD-ROM / CD-RW / DVD-RW devices.

[Page 13](#) • USB 3.0 devices can only be used as data storage only. • We strongly recommend that you connect USB 3.0 devices to USB 3.0 ports for faster and better performance for your USB 3.0 devices. ASUS BM6635(MD560), BM6835, and BP6635(SD560)

[Page 14](#) Front USB 3.0 port 2 Front USB 3.0 port 1 Front USB 2.0 port 3 Front USB 2.0 port 4 BP6335(SD560) Optical disk drive eject button. Press this button to eject the optical disk drive tray. 5.25 inch optical disk drive bay. The 5.25 inch optical disk drive bay is for 5.25 inch DVD-ROM / CD-RW / DVD-RW devices.

[Page 15: Rear Panel](#)

• We strongly recommend that you connect USB 3.0 devices to USB 3.0 ports for faster and better performance for your USB 3.0 devices. USB 2.0 ports. These Universal Serial Bus 2.0 (USB

□.0) ports connect to USB □.0 devices such as a mouse, printer, scanner, camera, PDA, and others. ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 16](#) Microphone port (pink). Microphone port (pink). This port connects to a microphone. Line Out port (lime). Line Out port (lime). This port connects to a headphone or speaker. In a 4, 6, or 8-channel configuration, the function of this port becomes Front Speaker Out. Line In port (light blue).

[Page 17](#) PS/2 keyboard port (purple). This port is for a PS/□ keyboard. D❖I-D port. D❖I-D port. This port is for any DVI-D compatible device and is HDCP compliant allowing playback of HD DVD, Blu-ray, and other protected content. ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 18](#) USB 3.0 ports. These Universal Serial Bus □.0 (USB □.0) ports connect to USB □.0 devices such as a mouse, printer, scanner, camera, PDA, and others. • DO NOT connect a keyboard / mouse to any USB □.0 port when installing Windows ®...

[Page 19](#) • USB □.0 devices can only be used as data storage only. • We strongly recommend that you connect USB □.0 devices to USB □.0 ports for faster and better performance for your USB □.0 devices. ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 20](#) USB 2.0 ports. USB 2.0 ports. These Universal Serial Bus □.0 (USB □.0) ports connect to USB □.0 devices such as a mouse, printer, scanner, camera, PDA, and others. Microphone port (pink). Microphone port (pink). This port connects to a microphone. Line Out port (lime).

[Page 21: Setting Up Your Computer](#)

Connect your monitor to the onboard display output port. To connect an external monitor using the onboard display output ports: Connect your monitor to the VGA port, DVI-D port, or display port of your computer. Plug your monitor to a power source. BM6635(MD560) ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 22](#) BM6835 BP6335(SD560) • If your computer comes with an ASUS Graphics Card, the graphics card is set as the primary display device in the BIOS. Hence, connect your monitor to a display output port on the graphics card. • To connect multiple external monitors to your computer, refer to Connecting multiple external monitors in Chapter □ of this user manual for details.

[Page 23](#) Connecting a USB keyboard and a USB mouse Connect a USB keyboard and a USB mouse to the USB ports on the rear panel of your computer. BM6635(MD560) BM6835 ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 24: Connecting The Power Cord](#)

BP6335(SD560) Connecting the power cord Connect one end of the power cord to the power connector on the rear panel of your computer and the other end to a power source. BM6635(MD560) Chapter 1: Getting started...

[Page 25](#) BM6835 BP6335(SD560) ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 26: Turning Your Computer On/Off](#)

Turn the power switch ON (for BM68□5 only). Press the power button on your computer. Power button Power button BM6835 BM6635(MD560) Power button BP6335(SD560) Wait until the operating system loads automatically. Turning your computer OFF To turn your computer OFF: Close all running applications.

[Page 27: Chapter 2: Using Windows](#)

To skip this step, select Ask me later. Review your date and time settings. Click Next. The system loads the new settings and restarts. You may now start using your computer. ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 28: Using The Start Menu](#)

Using Windows 7 desktop ® Click the Start icon > Help and Support to obtain more information about Windows ® Using the Start menu The Start menu gives you access to programs, utilities,

and other useful items on your computer. It also provides you with more information about Windows 7 through its Help and Support feature.

[Page 29: Pinning Programs On The Start Menu Or Taskbar](#)

Remove from this list. Unpinning programs from the taskbar To unpin programs from the taskbar: From the taskbar, right-click the program that you want to remove from the taskbar, then select Unpin this program from taskbar. ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 30: Managing Your Files And Folders](#)

Using the notification area By default, the notification area shows these three icons: Action Center notification Click this icon to display all the alert messages/notifications and launch the Windows ® Action Center. Network connection This icon displays the connection status and signal strength of the wired or wireless network connection.

[Page 31](#) From the menu that appears, select Sort by, then select your preferred sorting type. Grouping your files To group your files: Launch Windows Explorer. Right-click anywhere on the View pane. From the menu that appears, select Group by, then select your preferred grouping type. ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 32: Backing Up Your Files](#)

Adding a new folder To add a new folder: Launch Windows Explorer. From the toolbar, click New folder. Key in a name for the new folder. You may also right-click anywhere on the View pane, click New > Folder. Backing up your files Setting up a backup To set up a backup: >...

[Page 33: Protecting Your Computer](#)

® Select Manage another account. Select Create a new account. Key in the name of the new user. Select either Standard user or Administrator as the user type. When done, click Create Account. ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 34: Getting Windows ® Help And Support](#)

Setting up a user's password To set up a user's password: Select the user that you would like to set a password. Select Create a password. Key in a password and confirm it. Key in your password's hint. When done, click Create password. Activating the anti-virus software Trend Micro Internet Security is pre-installed on your computer.

[Page 35: Chapter 3: Connecting Devices To Your Computer](#)

You can enable or disable the front and rear USB □.0 and USB □.0 ports individually from the BIOS Setup. Refer to the Configuring the USB ports using the BIOS section in Chapter 4 of this user manual for details. Front panel BM6635(MD560) BM6835 BP6335(SD560) ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 36](#) Rear panel BM6635(MD560) BM6835 BP6335(SD560) Chapter □: Connecting devices to your computer...

[Page 37: Connecting Microphone And Speakers](#)

This desktop PC comes with microphone ports and speaker ports on both the front and rear panels. The audio I/O ports located on the rear panel allow you to connect □-channel, 4-channel, 6-channel, and 8-channel stereo speakers. Connecting Headphone and Mic BM6635(MD560) BM6835 ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 38](#) BP6335(SD560) Connecting 2-channel Speakers Chapter □: Connecting devices to your computer...

[Page 39](#) Connecting 4-channel Speakers Connecting 6-channel Speakers ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 40](#) Connecting 8-channel Speakers Chapter □: Connecting devices to your computer...

[Page 41: Chapter 4: Using Your Computer](#)

• Use your Desktop PC in a comfortably-lit area, and keep it away from sources of glare such as windows and straight sunlight. • Take regular mini-breaks from using your Desktop PC. ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 42: Using The Optical Drive \(On Selected Models Only\)](#)

Using the optical drive (on selected models only) Inserting an optical disc To insert an optical disc: While your system is on, press the eject button below the drive bay cover to open the tray. Place the disc to the optical drive with the label side facing up. Push the tray to close it.

[Page 43: Configuring The Usb Ports Using The Bios](#)

Select the USB port that you want to enable or disable. Press <Enter> to enable or disable the selected USB port. Click Exit and select Save Changes & Reset to save the changes made. Refer to Chapter 1 for the locations of the USB ports. ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 44](#) Chapter 4: Using your computer...

[Page 45: Chapter 5: Connecting To The Internet](#)

Refer to the documentation that came with your DSL/cable modem. Connect one end of an RJ-45 cable to the LAN (RJ-45) port on the rear panel of your computer and the other end to a DSL/cable modem. BM6635(MD560) Modem RJ-45 cable ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 46](#) BM6835 Modem RJ-45 cable BP6335(SD560) Modem RJ-45 cable Turn on the DSL/cable modem and your computer. Configure the necessary Internet connection settings. Contact your Internet Service Provider (ISP) for details or assistance in setting up your Internet connection. Chapter 5: Connecting to the Internet...

[Page 47: Connecting Via A Local Area Network \(Lan\)](#)

To connect via a LAN: Connect one end of an RJ-45 cable to the LAN (RJ-45) port on the rear panel of your computer and the other end to your LAN. BM6635(MD560) RJ-45 cable BM6835 RJ-45 cable ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 48](#) BP6335(SD560) RJ-45 cable Turn on your computer. Configure the necessary Internet connection settings. Contact your network administrator for details or assistance in setting up your Internet connection. Chapter 5: Connecting to the Internet...

[Page 49: Asus Ai Suite li](#)

Recovering your system in this chapter. ASUS AI Suite II ASUS AI Suite II is an all-in-one interface that integrates several ASUS utilities and allows users to launch and operate these utilities simultaneously. This utility is pre-installed on some models. For models without an operating system, follow the steps below to install this utility.

[Page 50: The Tool Menu](#)

The Tool menu The Tool menu includes the EPU, Probe II, and Sensor Recorder panels. Launching and configuring EPU EPU is an energy-efficient tool that provides you with a total power-saving solution. It detects the current loading and intelligently adjusts the power usage in real-time. When you select the Auto mode, the system changes modes automatically according to the current system status.

[Page 51](#) The Preference tab allows you to customize the time interval of sensor alerts, or • change the temperature unit. Saves your configuration Loads your saved configuration Applies your changes Loads the default threshold values for each sensor ASUS BM66□5(MD560), BM68□5, and BP6□□5(SD560)

[Page 52](#) Launching and configuring Sensor Recorder Sensor Recorder allows you to monitor the changes in the system voltage, temperature, and fan speed, as well as recording the changes. To launch Sensor Recorder: Click Tool > Sensor Recorder on the AI Suite II main menu bar. •...

[Page 53: Asus Update](#)

The Update menu allows you to update the motherboard BIOS and the BIOS boot logo with the ASUS designed update utilities. ASUS Update The ASUS Update is a utility that allows you to manage, save, and update the motherboard BIOS in Windows OS. The ASUS Update utility allows you to update the BIOS directly pdate the BIOS directly ®...

[Page 54](#) Follow the onscreen instructions to complete the update process. MyLogo ASUS MyLogo allows you to customize the boot logo. The boot logo is the image that appears on screen during the Power-On Self-Tests (POST). ASUS MyLogo allows you to: ASUS MyLogo allows you to: •...

[Page 55: The System Information Screen](#)

Click the Disk tab and then select each disk to see the details on it. • The Support screen The Support screen displays the information about the ASUS website, technical support website, download support website, or contact information. The Settings screen The Settings screen allows you to customize the main menu bar settings and the interface's...

[Page 56: Asus Webstorage](#)

Installing WebStorage To install WebStorage: Place the support DVD in the optical drive. Double-click the setup.exe file from the ASUS WebStorage folder in the Software folder in the support DVD. Launching WebStorage desktop, click Start >...

[Page 57](#) ASUS WebStorage's mobile applications allow you to synchronize your files between your mobile devices. It also allows you to preview or stream files on your mobile device. Go to Web ASUS WebStorage allows you to experience its value-added cloud service without the risk of losing your data. Settings Click the Settings icon to launch the Settings screen.

[Page 58: Asus Easy Update](#)

ASUS Easy Update ASUS Easy Update is a software tool that automatically detects the latest drivers and applications for your system. From the Windows notification area, ® right-click the ASUS Easy Update icon. Select Schedule to set how often you want to update your system.

[Page 59: Asus Secure Delete](#)

ASUS Secure Delete ASUS Secure Delete makes deleted files completely irrecoverable via a simple drag-and-drop interface, thus protecting your data security. To use ASUS Secure Delete: Do either of the following to launch ASUS Secure Delete: • Click the ASUS Secure Delete shortcut...

[Page 60: Asus Business Suite](#)

Advanced > APM, and then set the WOL (include AC Power Loss) item to [Enabled]. To install ASUS Business Suite: Place the support DVD in the optical drive. Double-click the setup.exe file from the ASUS Business Suite folder in the Software folder in the support DVD.

[Page 61](#) It offers a total system-wide energy optimization, reduces fan noise, and extends the component's lifespan. Refer to the ASUS Ai Suite II section of this chapter for the detailed configuration of this utility. ASUS Update...

[Page 62: Nero 9](#)

Nero 9 Nero 9 allows you to create, copy, burn, edit, share, and update different kinds of data. Installing Nero 9 To install Nero 9: Insert the Nero 9 DVD into your optical drive. If Autorun is enabled, the main menu appears automatically. If Autorun is disabled, double-click the SeupX.exe file from the main directory of your Nero 9 DVD.

[Page 63: Recovering Your System](#)

DO NOT delete the system recovery partition, which is the partition without volume label on Disk 0. The system recovery partition is created at the factory and cannot be restored if deleted. Take your Desktop PC to an authorized ASUS service center if you have problems with the recovery process.

[Page 64](#) Follow the onscreen instructions to complete the recovery process. DO NOT remove the Recovery disc, unless instructed to do so, during the recovery process or else your partitions

will be unusable. Visit the ASUS website at www.asus.com for updated drivers and utilities.
Chapter 6: Using the utilities...

[Page 65: Chapter 7: Troubleshooting](#)

- Connect the external antennas (optional) to the antenna connectors on the ASUS WLAN Card and place the antennas on the top of your computer chassis for the best wireless performance. The arrow keys on the number key pad are not working.

[Page 66](#) No display on the monitor. • Check if the monitor is powered on. • Ensure that your monitor is properly connected to the video output port on your computer. • If your computer comes with a discrete graphics card, ensure that you connect your monitor to a video output port on the discrete graphics card.

[Page 67](#) Check if the disc is centered in the tray, especially for the discs with non-standard size or shape. • Check if the disc is scratched or damaged. The DDD drive eject button is not respond. > Computer. Click , then click Eject from the menu. Right-click ASUS BM665(MD560), BM685, and BP65(SD560)

[Page 68](#) Power Problem Possible Cause Action • Set your computer's power voltage switch to your area's power requirements. Incorrect power voltage • Adjust the voltage settings. Ensure that the power cord is unplugged from the power outlet. No power Press the power key on the front panel (The power Your computer is not to ensure that your computer is turned...

[Page 69](#) Ensure the LAN LED is on. If not, try another LAN cable. If it still does LAN cable problems not work, contact the ASUS service center. Your computer is not Ensure that your computer is properly Cannot access properly connected to a connected to a router or hub.

[Page 70](#) Computer virus attack computer. • Reinstall the operating system. • Send the damaged hard disk drive to ASUS Service Center for Hard disk drive failure servicing. • Replace with a new hard disk drive. • Replace with compatible memory modules.

[Page 71](#) If the problem still persists, refer to your Desktop PC's warranty card and contact the ASUS Service Center. Visit the ASUS Support site at <http://support.asus.com> for the service center information.

[Page 72: Asus Contact Information](#)

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Support Telephone (Component) +49-1805-0109**...

This manual is also suitable for:

Bm6835Bp6335Md560Sd560