

## Workstation Memory Upgrade

The sections in this guide outline how to perform a memory upgrade on the following OverDrive workstations:

- Dell Precision 380 Workstation
- Dell Precision 390 Workstation
- Dell Precision T3400 Workstation

Although the motherboards in each workstation differ slightly, the RAM upgrade procedure is the same.

1. Remove the Workstation Cover
2. Install the Memory Modules
3. Verify the New System Memory in Windows XP



**Caution** — To guard against electrical shock, always unplug the workstation from the electrical outlet before removing the cover.



**Protective Earth** — To prevent static damage to components inside the workstation, discharge static electricity from your body before touching any electronic component. To discharge static electricity, touch any unpainted metal surface on the workstation.

### Package Contents

The supplied RAM upgrade kit includes:

- 2 1GB DDR2 ECC DIMM modules
- This guide

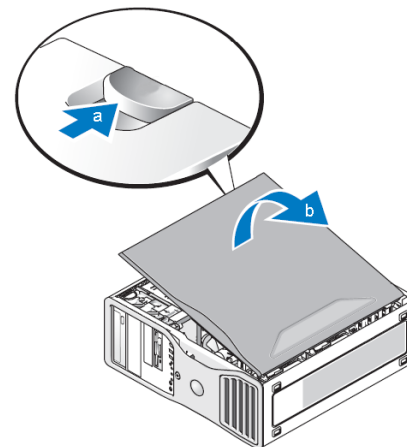
This kit upgrades an OverDrive workstation from the standard 1GB RAM to a total of 3GB RAM.

### Remove the Workstation Cover

1. Shutdown the workstation.
2. Unplug the workstation from the electrical outlet.
3. If the workstation to upgrade is secured by a security cable, remove it from the security cable slot.
4. Lay the workstation on a flat protected work surface with the cover facing up.

A protected work surface helps avoid scratching the workstation and the surface on which it rests. The work surface should include at least 30 cm (1 ft.) of open space to support the removed cover.

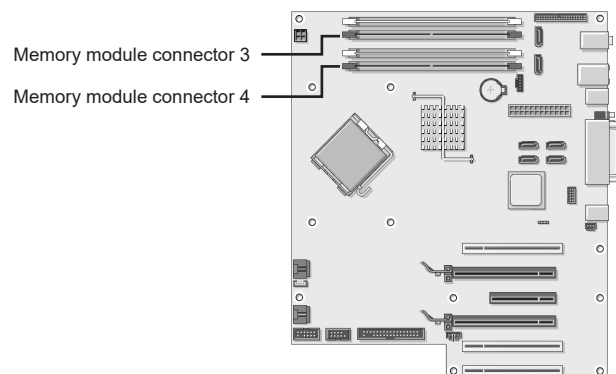
5. Complete the following steps to remove the side cover from the computer:
  - a. Pull back the cover latch release.
  - b. Grip the sides of the workstation cover and pivot the cover upwards, using the hinge tabs along the bottom edge of the workstation case as leverage points.



6. Release the cover from the hinge tabs and set it aside in a secure location.

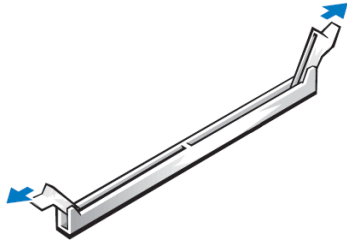
### Install the Memory Modules

1. Touch any unpainted metal surface on the workstation to discharge static electricity from your body.
2. Locate the empty memory module connectors on the motherboard.

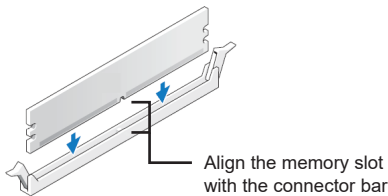


- ★ Do not remove any installed memory modules.

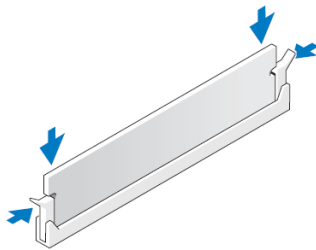
3. Press out the securing clip at each end of memory module connector 3.



4. Take one of the memory modules supplied in the upgrade kit and align the bottom notch in the module with the crossbar in memory module connector 3.



5. Insert the memory module into the connector until the module snaps into position. When the memory module is correctly seated in the connector, the securing clips snap into the cutouts at each end of the module.

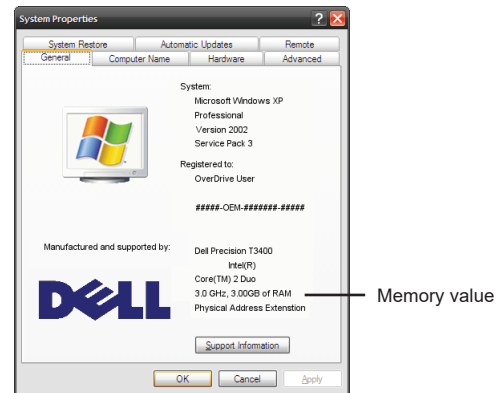


To avoid damage to the memory module, press the module straight down into the connector while applying equal force to each end of the module.

6. Install the remaining supplied memory module into memory module connector 4 by repeating steps 3 to 5.
7. Replace the workstation cover.
8. Connect the workstation and devices to electrical outlets and turn them on.  
If the System Configuration BIOS menu opens on restart, exit the menu without making any changes.

## Verify the New System Memory in Windows XP

1. Log into the workstation.
2. On the desktop, right-click the My Computer icon.
3. Select Properties from the Shortcut menu.
4. In the System Properties dialog box, verify the new system memory value.



The system memory value should have changed to reflect the newly installed memory modules.

5. If the new system memory value is correct, skip to step 7. If the value is incorrect, continue with step 6.
6. When the system memory value is incorrect, complete the following steps:
  - a. Turn off and disconnect the workstation and devices from electrical outlets.
  - b. Remove the workstation cover.
  - c. Verify that the installed memory modules are properly seated in the memory module connectors 3 and 4.
  - d. Replace the workstation cover.
  - e. Connect the workstation and devices to electrical outlets and turn them on.
  - f. Log into the workstation and verify the new System Memory value.
  - g. When the System Memory total is correct, continue with step 7.
  - h. If the System Memory total remains incorrect, contact Ross Video Technical Support.

7. Run Dell Diagnostics to verify that the installed memory modules are operating properly. If problems are found with the memory modules, contact Ross Video Technical Support.

For instructions on how to run Dell Diagnostics, refer to the **Dell Diagnostics** section in the *Dell Precision™ Workstation User's Guide*.

## Contacting Technical Support

Technical Support is staffed by a team of experienced specialists ready to assist you with any question or technical issue.

Ross Video has technical support specialists strategically located around the globe to ensure a prompt response to technical inquiries. Our primary technical support center is located in Ottawa, Ontario, Canada. In addition, we have offices in The United Kingdom (London), Australia (Sydney), and Singapore with satellite locations in New York City, The Netherlands, and China. As we expand our presence globally, we are constantly evaluating other key locations to have a local technical support specialist in order to better service our customers.

### North America

Our North America center located in Ottawa, Ontario, Canada and is open Monday to Friday 8:30 a.m. to 6:00 p.m. EST, with 24/7/365 on-call service after hours.

Our telephone number is: +1-613-686-1557

Toll free within North America: +1 844-652-0645

### EMEA

Our EMEA center is open Monday to Friday 8:30 a.m. to 5:00 p.m. GMT. After hours support is provided by our North America location.

Our telephone number is: +44 (0)1189502446

International toll free: +800 3540 3545

If the local support specialist is not available, your call will be transferred automatically to our North America center.

### Australia

Our Sydney, Australia office is located in Alexandria, NSW.

Our local support telephone number is: 1300 007 677

If the local support specialist is not available, your call will be transferred automatically to our North America center.

### Online

E-mail: [techsupport@rossvideo.com](mailto:techsupport@rossvideo.com)

Website: open a support request using the link <http://www.rossvideo.com/support/tech-support.html> to open a support request.

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