

RAPTOR

DIGITAL VIDEO ASSIST

Raptor HDx BIOS Battery Replacement Guide

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Playback Technologies, Inc.

Burbank, CA

Diagnostics

If your deck does not start when you apply power, it may have a drained BIOS battery (also known as a CMOS battery). Please follow these instructions to determine whether the voltage of the battery is low. If it is low, you will need to have the battery replaced.

Note: we prefer to replace BIOS batteries at our facility. We would include this part and labor in our \$125 “Deck Evaluation service.” The deck is then tested to ensure it is in good working order, which takes a couple days.

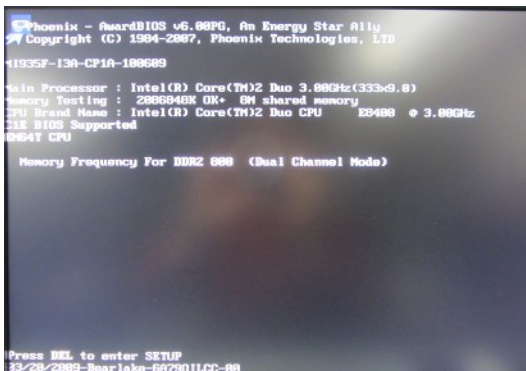
If you cannot wait for the shipping and service time, consider taking it to a local computer repair shop to replace the battery (they often have the CR-2032 button battery on-hand). Since the Raptor HDx is not a standard computer, repair prices may vary substantially, so we recommend that you obtain a quote prior to having the work done. In order to replace the battery, the top and rear panels will have to be removed, as will the main video card. This is one reason why we prefer to do this work ourselves.

Warning: the following instructions walk you through accessing the CMOS setup utility. If you make mistakes changing these settings, your deck may not operate correctly.

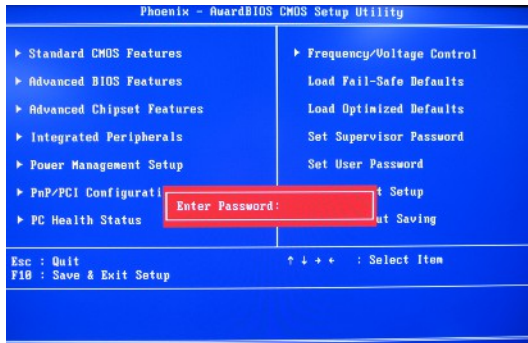
Checking Deck CMOS Battery Voltage

Connect a **USB keyboard** and **VGA monitor** to your deck.

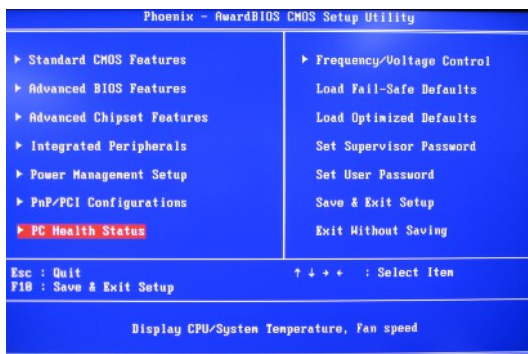
1. Be ready to press the *Delete* key, then power up the deck.
 - a. If you must push the rear panel power switch to get the deck to turn on, the battery is likely drained, and should be replaced.
 - b. A deck that will not start even when you push the power switch can sometimes be repaired by replacing the CMOS battery.



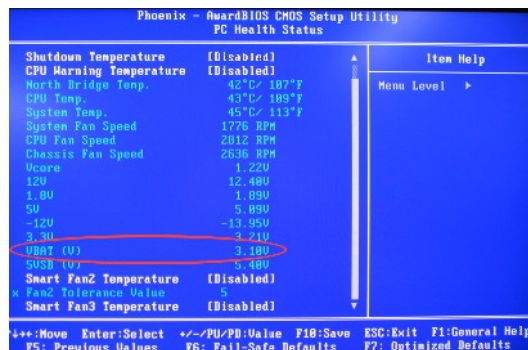
2. When you see this black screen, press the *Delete* key on the keyboard a few times and wait for the screen to clear and proceed to the blue CMOS Setup Utility, pictured in the next step.



- If you are prompted for the Password, type *rxbios* and press *Enter*.



- Use the *down-arrow key* to move the selection to **PC Health Status** and press *Enter*.



- Read the line labeled **VBAT**, circled in the figure at left. If it reports less than 3.00V, your battery should be replaced.
- Remove power from the deck to exit the CMOS setup utility.

Replacing the CMOS Battery

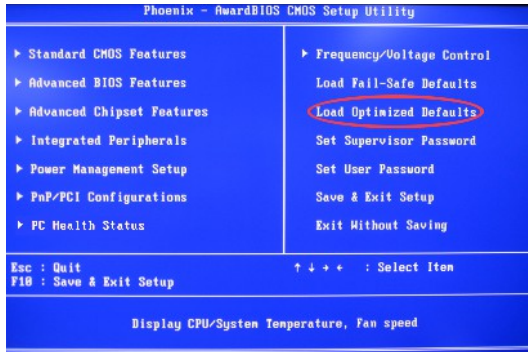
The CMOS battery is mounted vertically on the motherboard, underneath the video card. To replace it, the top and rear panels and the video card must be all removed. *Please handle the video card gently to avoid damage.* The CMOS battery is a standard lithium CR-2032 button battery, which should measure about 3.2V when new.

After the battery is replaced, you will have to manually restore your deck's BIOS to its factory defaults. Follow the instructions below:

Factory BIOS Settings

You will use *arrow keys* to move between items, *PageUp* and *PageDown* to change settings, and *Esc* to exit a section of settings.

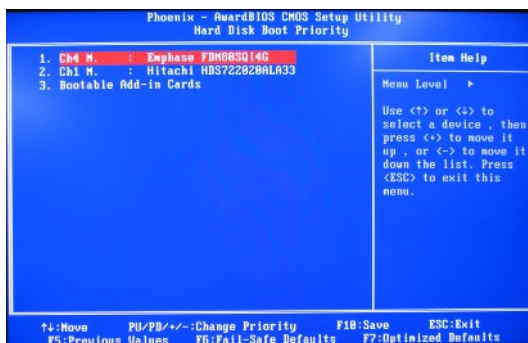
As above, power up the deck (you will need to press the power switch on the rear panel), then press *Delete* a few times to enter Setup. Then proceed to make the following changes:



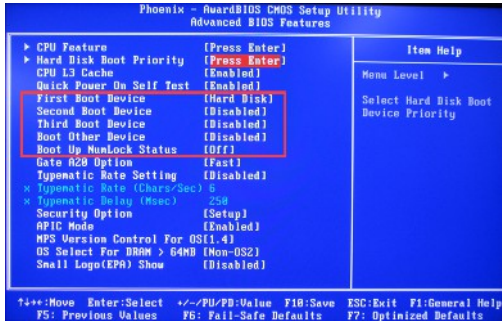
1. Use the *arrow keys* to move the selection to **Load optimized defaults** (circled) and press *Enter*. Then type *Y* to load defaults.



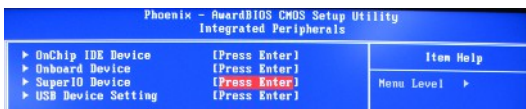
2. Use the *arrow keys* to move the selection to **Standard CMOS features**, then press *Enter*:
 - a. Set the **date** and **time**, using *arrow keys* to move between fields and *Page Up* and *Page Down* to alter each field.
 - b. Use the *down arrow* to move selection to **Halt on** and press *Page Up* to set it to *No errors*.
 - c. Press *Esc* to return to the home screen.



3. Use the *arrow keys* to move the selection to **Advanced BIOS Features** and press *Enter*, then move to **Hard disk boot priority** and press *Enter*:
 - a. Press *Page Down* to make the **Hitachi** disk #2.
 - b. Press *Esc* once to return to **Advanced BIOS Features**.



4. For all of the settings below, use *arrow keys* to switch between items, and *Page Up* and *Page Down* to change settings
 - a. Set **First boot device** to *Hard disk*.
 - b. Set **Second boot device** to *disabled*.
 - c. Set **Third boot device** to *disabled*.
 - d. Set **Boot other** to *disabled*.
 - e. Set **Boot Up Numlock Status** to *OFF*.
 - f. Press *Esc* to return to the home screen.



5. Use the *arrow keys* to move the selection to **Integrated peripherals** and press *Enter* (first shot at left), then move down to **SuperIO Device** and press *Enter* (second shot at left):
 - a. Move down to **PWRON After PWR fail** (circled) and press *Page Up* to set it to *ON*.
 - b. Press *Esc* **twice** to return to the home screen.



6. Use the *arrow keys* to move the selection to **PnP/PCI configuration**, and press *Enter*:
 - a. Press *Page Up* to set **PNP OS installed** to *YES*.
7. Press *F10* and then *Enter* to save the changes and restart the deck.

Contact Information

Email Support

General email: support@playbacktech.com

Phone Support

Call Playback Technologies at +1-818-556-5030, Monday–Friday 9am–5pm Pacific Time, except U.S. holidays.

If you call when the office is closed, please leave a voicemail message including your contact information; we are sometimes able to respond outside of normal business hours.

Mailing Address

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After July 15, 2012, please reach us at:
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