# Diamond 4 Video Drivers when using Commell LV677 motherboard

ECN – 0186

We have recently found that the video drivers installed on the Diamond 4 (all models) fitted with Intel Dual Core motherboards can in some circumstances cause the console to freeze unexpectedly. We are presently investigating the video drivers to resolve this but in the short term we strongly recommend you run the console using the Video output directly from the motherboard, this limits temporarily the number of external monitors to one.

This problem only affects Dual Core motherboards.

To find out if your console might suffer from this you need to look at the back of the console and see if the motherboard has a video output socket shown in the picture below.



On Board Video Connector.

If you have this output panel we recommend that you use this video output connector, and remove the PCI Video card fitted in the console.

Figure 1 Picture of output panel showing video connector

If you have a motherboard with the output panel shown above then we recommend that as a temporary measure you remove the Video card and use the video output connector built into the motherboard.

To do this open the console and remove the video card, then plug your monitor into the video output on the motherboard.

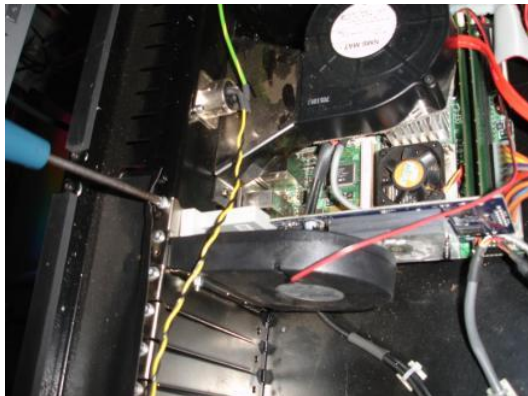Step 1 identify the video card and remove the retaining screw as shown below in Figure 1



Figure 2 removing the retaining screw of the Video card

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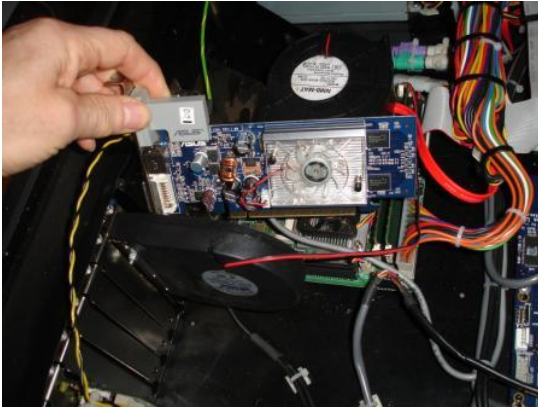Step 2 Gently remove the Video card from the motherboard



**Figure 3 removing the video card**


Step 3 Replace the video card's fixing screw for later use when the video card is replaced once new drivers are available. (The screw has not yet been replaced in the picture below!)
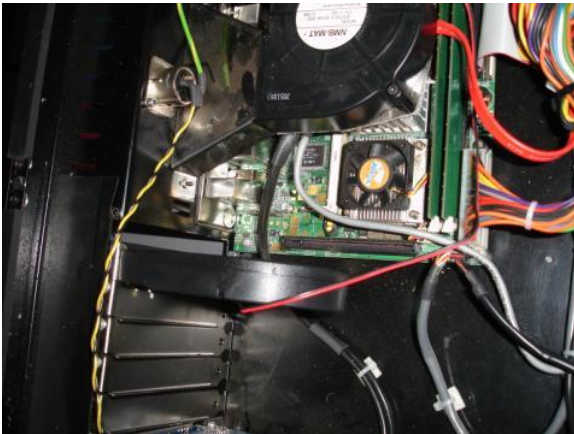


**Figure 4 showing the motherboard once the video card is removed**

There will now be an empty hole where the video card was, it is fine to leave this empty for now.

Step 4 Close the console and plug your video screen into the socket shown in Figure 1. Test the screen works properly.

Now carefully put the video card in a safe place so it can be located and re fitted once new drivers are available.

If you have any difficulty please contact Avolites.


Avolites Ltd. 18 December 2008


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