Geometrics Knowledgebase

Smartseis/Strataview screen in DOS mode are not readable

2. The characters on my Smartseis/Strataview screen in DOS mode are not readable.

From your description I suspect a problem with the CMOS bios settings. You can you access the CMOS bios settings by pressing the delete key during boot up. Use an external monitor and external keyboard. During the boot up sequence the message "press delete to run setup" will appear. Press delete at that time, (note some units ask to press F2 key instead of delete). Once in the setup menu, if you have the original paperwork sent with the system, compare it to the current settings. If you do not have the original CMOS setup printout, copy the information(print screen) and fax or E-mail it to Geometrics Customer service. CMOS memory can be corrupted if the power to the system is abruptly removed during an operation, or if the CMOS battery is old and starting to fail. If this is the case the problem will occur again after the unit has been shut off for a period of time. It can also occur if there is a problem with the CPU or mother board and the CMOS memory location is inadvertently accessed.

http://support.geometrics.com/kb/questions.php?questionid=4