

## **FAQ 10033 – Error Message “An error has been detected which is preventing start up.”**

In all cases this indicates a problem reading information from the motherboard, this could be caused by a hardware malfunction or a damaged windows file the following should be tried and in most cases will provide a solution.

1        Shutdown the console and disconnect all power for 15 seconds. Re connect the power and power up again. If the console starts normally you do not need to contact Avolites unless this problem re occurs.

2        If 1 above does not work, check the date and time are correct. A dramatically wrong date and time is probably caused by a flat motherboard battery. Correct the date and time and restart the console, but do not disconnect the power, this will probably allow you to start the console but the problem will re occur as soon as power is fully removed. Contact Avolites support for details on fitting a new battery.

3        If neither of the above work, then try a “Standard Recovery”, this will reinstall all windows files and create an original factory install.

If none of the above works you should contact Avolites support for further advice.