

Re:Re:<TSD> Notebook M51Ta [ID=RTM201001...

Subject: Re:Re:<TSD> Notebook M51Ta [ID=RTM2010011300420-784]
From: "Shearly Xu" <tsd@asus.com.tw>
Date: Wed, 20 Jan 2010 15:00:16 +0800
To: roberto_martinez_79@yahoo.com

ASUS CASEID=RTM2010011300420-784

 Rating this mail Quality

 Reply

How would you rate the quality of this mail?

Poor	1	2	3	4	5	6	7	8	9	Best
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="button" value="Submit"/>

Dear Friend,

Thank you for contacting ASUS Customer Service.

My name is Shearly and it's my pleasure to help you with your problem.

Sincerely sorry to make you any inconvenience. However, we doesn't support to install the another graphics card, and if you want to install it, please have a try. But, your warranty will be affected. For the linux OS, sorry, we cannot support it. Thanks for your understanding.

If you have any problem, please contact with me.

Welcome to refer Troubleshooting & FAQ for ASUS products in ASUS website:
<http://support.asus.com/troubleshooting/troubleshooting.aspx?SLanguage=en-us>
<http://support.asus.com/faq/faq.aspx?SLanguage=en-us>

If having any problems, please don't hesitate to let me know. Let's discuss this issue together.
Thank you for using ASUS products and enjoying ASUS services!

Shearly

ASUS Customer Service Center

If you have any suggestions or complaints about our technical support service, please e-mail your feedback to Manager_TMSS@asustek.com.cn.. We will then arrange for a specialist to work on your issue. Your suggestions and feedback are most appreciated and allow us to serve you better.

----- Original Message -----

From : roberto_martinez_79@yahoo.com
Sent : 1/13/2010 4:59:03 PM
To : "tsd@asus.com.tw"
Subject : Re:<TSD> Notebook M51Ta [ID=RWMTM20091018203092386-445]

[CASEID=TM2010011300420]

Dear Shearly Xu,

I would like to complain again about this issue I had with the computer I bought from ASUS. I must tell you with all the respect that I am your customer because I bought your computer for the hardware it has, not because I had Vista inside. And I deserve some listening. The only two requests I make are:

(1) Please include the possibility to select which of the two graphic cards I want to use in the BIOS (so that it is possible to disable the integrated or the discrete graphic card); and/or

(2) publish specs/apis/etc so the linux community can create the appropriate patches/drivers.

Thank you very much and please pass my request to someone that can listen and take some actions in ASUS or please let me contact someone else to make my request.

Thanks again,
rm

--- On Tue, 27/10/09, Shearly Xu <tsd@asus.com.tw> wrote:

From: Shearly Xu <tsd@asus.com.tw>

Subject: Re:<TSD> Notebook M51Ta [ID=RWTM20091018203092386-445]

To: roberto_martinez_79@yahoo.com

Date: Tuesday, 27 October, 2009, 5:30 AM

ASUS CASEID=RWTM20091018203092386-445 How would you rate the quality of this mail? Poor123456789Best

Dear Friend,

Thank you for contacting ASUS Customer Service.

My name is Shearly and it's my pleasure to help you with your problem.

We doesn't support to disable the integrated graphic card in bios to use linux with 3d acceleration. By the way, we doesn't support linux OS. Thanks for your understanding.

If you have any problem,please contact with me.

Welcome to refer Troubleshooting & FAQ for ASUS products in ASUS website:

<http://support.asus.com/troubleshooting/troubleshooting.aspx?SLanguage=en-us>

<http://support.asus.com/faq/faq.aspx?SLanguage=en-us>

If having any problems, please don't hesitate to let me know. Let's discuss this issue together.

Thank you for using ASUS products and enjoying ASUS services!

Shearly

ASUS Customer Service Center

If you have any suggestions or complaints about our technical support service, please e-mail your feedback to Manager_TMSS@asustek.com.cn. We will then

arrange for a specialist to work on your issue. Your suggestions and feedback are most appreciated and allow us to serve you better.

----- Original Message -----

From : roberto_martinez_79@yahoo.com
Sent : 10/18/2009 10:07:49 PM
To : "tsd@asus.com.tw"
Subject : <TSD> Notebook M51Ta

[CASEID=WTM20091018203092386]

Apply date : 10/18/2009 8:30:09 PM

[Information du contact]

*Nom : Roberto Martinez
*Adresse Email : roberto_martinez_79@yahoo.com
Numéro de Téléphone :
Ville :
*Pays : Switzerland

[Information du Produit]

*Type de Produit : Notebook
*Modèle du Produit : M51Ta
*Numéro de série du Produit : 92n0as055609068
Lieu d'achat : Digitec Zurich
*Date d'achat : 2009/6/29

*Systeme d'exploitation : Linux

[Description du problème]

Hello, my computer has two graphic cards:
(integrated) 01:05.0 VGA compatible controller: ATI Technologies Inc
RS780M/RS780MN [Radeon HD 3200 Graphics]
(discrete) 02:00.0 VGA compatible controller: ATI Technologies Inc Mobility Radeon
HD 3650
I wanted to know how to disable the integrated graphic card in bios to be able to use
linux with 3d acceleration. If it is not possible to do it with actual bios 207, will you tell
me how to do it. Thank a lot!

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