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GETTING STARTED & TROUBLESHOOTING

Compaq Armada M700 Series of Personal Computers

First Edition (August 2000)

Part Number 168894-001

Compaq Computer Corporation

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CONTENTS

chapter 1

SETTING UP THE COMPUTER

chapter 2

TAKING A LOOK AT THE COMPUTER

Pointing Device Components	2-1
Top Components	2-2
Left Side Components	2-3
Right Side Components.....	2-4
Front Components	2-5
Rear Panel Components	2-6
Bottom Components.....	2-7
Additional Standard Components	2-8

chapter 3

FINDING INFORMATION, UPDATES, AND HELP

Using the Compaq Portable Product Reference Library CD-ROM.....	3-1
Updating Your System	3-2
Obtaining Update Information and Software.....	3-2
Downloading Software Updates	3-3
Installing Software Updates.....	3-3
Restoring Software	3-5
Installing the Retail Version of an Operating System.....	3-5
Obtaining Technical Support	3-6
Using the Compaq Support Forum	3-6
Preparing to Call Technical Support.....	3-6
Worldwide Telephone Numbers	3-7

chapter 4

COMPUTER SETUP AND DIAGNOSTICS UTILITIES

Selecting Computer Setup or Compaq Diagnostics	4-1
Using Computer Setup	4-2
Selecting from the File Menu	4-2
Selecting from the Security Menu	4-3
Selecting from the Advanced Menu	4-4

Using Compaq Diagnostics	4-6
Displaying System Information.....	4-6
Running a Diagnostic Test	4-6

chapter 5

TROUBLESHOOTING

Quick Solutions Checklist	5-2
Solving Audio Problems	5-3
Solving Battery Problems	5-5
Solving CD Drive/DVD-ROM Drive Problems	5-7
Solving Diskette Drive/SuperDisk LS-120 Drive Problems	5-8
Solving Hard Drive Problems.....	5-9
Solving Infrared Problems	5-10
Solving Keyboard/Numeric Keypad Problems	5-12
Solving Modem Problems	5-12
Solving PC Card Problems	5-16
Solving Power Problems.....	5-18
Solving Display Problems	5-19
Solving USB Problems	5-20

INDEX	I-1
--------------------	------------

chapter 1

SETTING UP THE COMPUTER

1. Record the Product Key number for your operating system.
 - When you start the computer for the first time, you may be prompted to enter this number. You may also need this number to update or troubleshoot your operating system.
 - **To locate your Product Key number—**
 - If an operating system guide with a Certificate of Authenticity on the cover is included with the computer, the number is on the certificate.
 - If an operating system guide is not included with the computer, the number is on the Certificate of Authenticity label on the bottom of the computer.



2. Place the computer on a flat surface near an electrical outlet.



WARNING: This is a Class B digital device, pursuant to Part 15 of the FCC Rules. For more Class B information, refer to the *Compaq Portable Product Reference Library* CD-ROM included with the computer.

To reduce the risk of personal injury, electric shock, fire, or damage to the equipment:

- Do not set up the computer while it is docked in an optional docking base.
- Do not disable the power cord grounding plug. It is an important safety feature.
- Plug the equipment into a grounded (earthed) electrical outlet that is easily accessible at all times.

3. Connect the computer to external power.

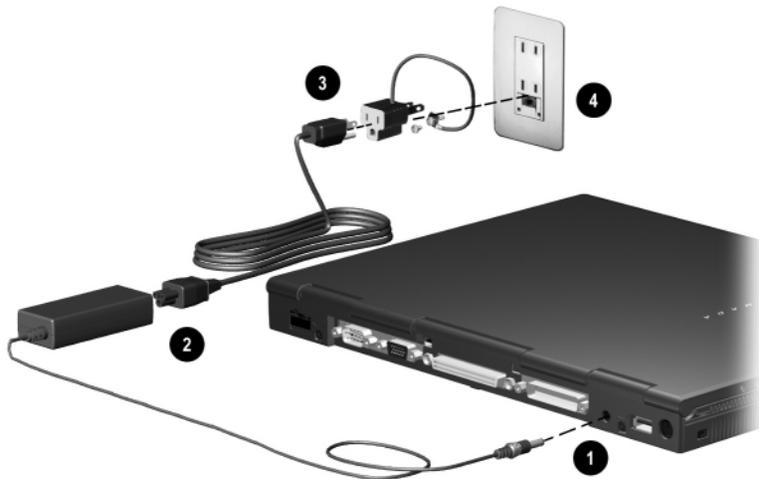
To connect a model with an AC Adapter—

- First, plug the AC Adapter cable into the power connector on the rear panel of the computer ❶.
- Second, plug the power cord into the AC Adapter ❷.
- Third, plug the other end of the power cord into an electrical outlet ❸.

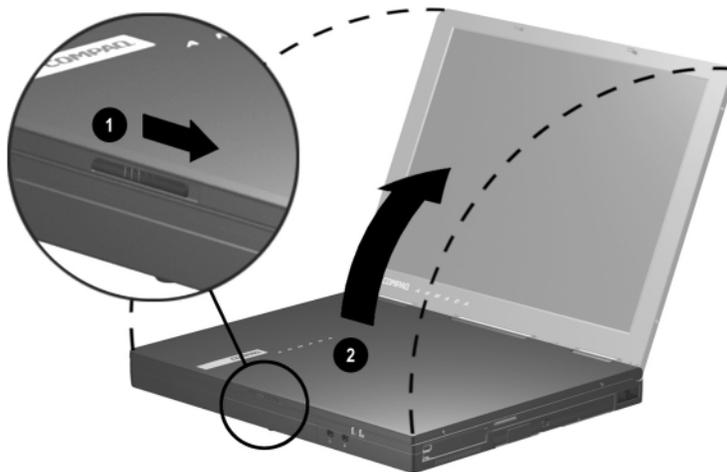


To connect a model with a 3-to-2-prong plug adapter (Japan only)—

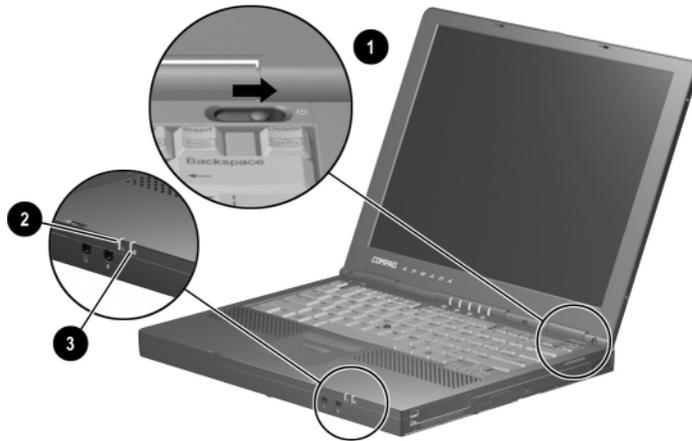
- First, plug the AC Adapter cable into the power connector on the rear panel of the computer ❶.
- Second, plug the power cord into the AC Adapter ❷.
- Third, plug the 3-to-2-prong plug adapter into the power cord ❸, then into an electrical outlet ❹.



4. Open the computer by sliding the display latch right ❶ and raising the display ❷.



5. Turn on the computer by sliding, then releasing the power switch ❶.



When power is turned on

- The power/suspend light ❷ turns on.
- The battery pack in the battery bay begins to charge and the battery light ❸ turns on. The battery light
 - Remains on while the battery pack is charging.
 - Turns off when the battery pack is fully charged.
- You are prompted to begin software setup.

6. Read the following, then set up the software as prompted.

- An operating system available during initial setup is enhanced by Compaq. When the operating system is deleted, the enhancements are also deleted.
- Once you begin software setup, you must complete the entire process. Setup time varies by configuration from less than 10 minutes to up to 60 minutes.



CAUTION: To prevent file corruption and ensure that the correct drivers install during initial setup:

- Do not unplug the computer from the electrical outlet.
 - Do not shut down the computer.
 - Do not remove or insert a drive.
-

- If you are prompted to select a language or operating system, choose carefully.

IMPORTANT: The operating system or languages that you do not choose will be deleted from the computer and cannot be restored during initial setup.

7. After initial setup is complete, you may want to do the following:

- Install any additional software.
- Calibrate the battery pack.

IMPORTANT: Although you can use a new battery pack that has been fully charged to run the computer, the computer cannot accurately report the amount of charge in the battery pack until the battery pack has been calibrated. For calibration information and instructions, refer to “Calibrating a Battery Pack” in Chapter 4 of the *Reference Guide* on the *Compaq Portable Product Reference Library* CD-ROM included with the computer.

- For information about choosing a workspace and creating a safe and comfortable work environment, refer to the *Safety & Comfort Guide* on the *Compaq Portable Product Reference Library* CD-ROM included with the computer.



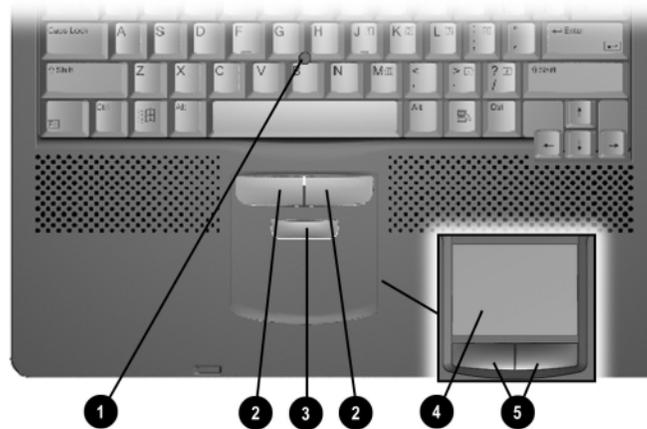
WARNING: To reduce the risk of personal injury, electric shock, fire, or damage to the equipment:

- Disconnect power from the equipment by unplugging the power cord from the electrical outlet.
 - Do not place anything on power cords or cables. Arrange them so that no one may accidentally step on or trip over them. Do not pull on a cord or cable. When unplugging from the electrical outlet, grasp the cord by the plug.
-

chapter 2

TAKING A LOOK AT THE COMPUTER

Pointing Device Components



Pointing Device Components

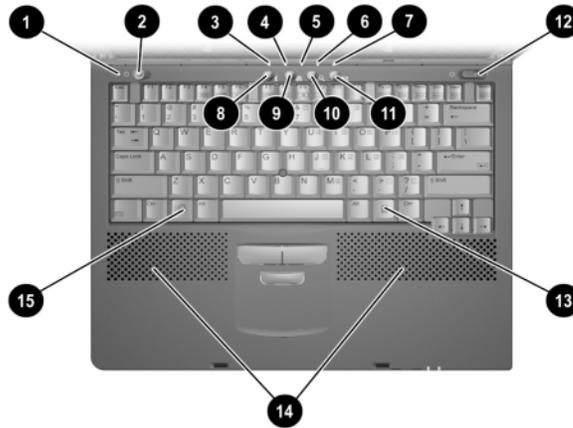
Component	Function
① Pointing stick	Moves the pointer.
② Left and right pointing-stick buttons (pointing-stick models only)	Function like the left and right buttons on an external mouse.
③ Scroll pointing-stick button (pointing-stick models only)	Can be set to scroll, magnify, or function like the scroll button on an external mouse.
④ TouchPad (TouchPad models only)	Moves the pointer, selects, and activates.
⑤ Left and right TouchPad buttons (TouchPad models only)	Function like the left and right buttons on an external mouse. Used with the TouchPad, the left TouchPad button drags and highlights.

Taking a Look at the Computer 2-1

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Part Number: 168894-001 File name: cH02.doc

Top Components



Top Components

Component	Function
① Display switch	Turns off the computer display if the computer is closed while on.
② Suspend button*	Initiates and exits Suspend.** When pressed with the Fn key, initiates Hibernation.
③ Hard drive light	On: The primary hard drive is being accessed.
④ MultiBay drive light	On: A drive in the MultiBay or the external diskette drive bay is being accessed.
⑤ Num lock light	On: Num lock is on and the embedded numeric keypad is enabled.
⑥ Caps lock light	On: Caps lock is on.
⑦ Scroll lock light	On: Scroll lock is on.
⑧ Armada Information Page Easy Access Button***	Direct link to Compaq Armada mobile user information for quick answers to your computer questions.
⑨ MyArmada Easy Access Button***	Opens a Web page you can personalize and use as your Internet starting point.
⑩ Search Easy Access Button***	Opens the AltaVista search engine website.
⑪ Email Easy Access Button***	Provides one-touch access to your default email application.

Continued

2-2 Taking a Look at the Computer

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Top Components *Continued*

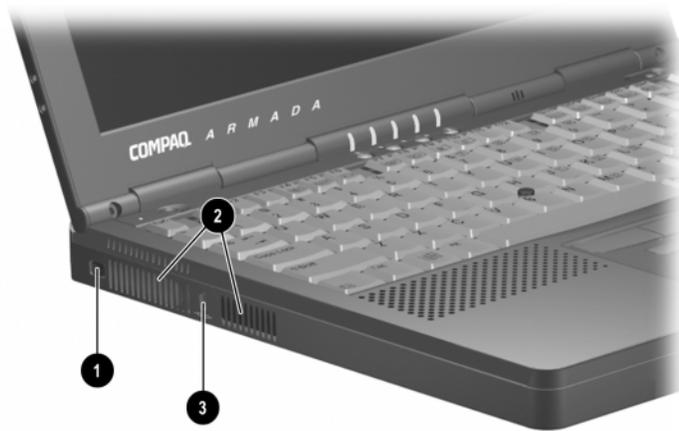
Component	Function
⑫ Power switch	Turns the computer on or off or exits Suspend.**
⑬ Windows application key	Displays a shortcut menu for item beneath the pointer.
⑭ Internal speakers	Produce stereo sound.
⑮ Microsoft logo key	Displays Windows Start menu.

*In Windows 98 the term *sleep button* replaces the term *suspend button*.

**In Windows 98 and Windows 2000 Professional the term *Standby* replaces the term *Suspend*.

***These programmable buttons function as described only after you have set up Internet service with an Internet Service Provider (ISP).

Left Side Components



Left Side Components

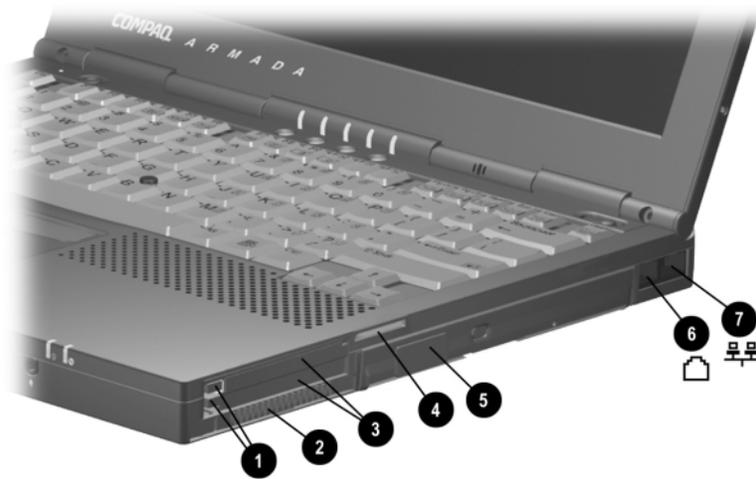
Component	Description
① Composite video-out jack	Connects any video device such as a television, VCR, camcorder, overhead projector, or video capture card that supports video-in through a composite video connector.
② Airflow vents (2)	Allows airflow needed to cool computer components. Do not block airflow vents.
③ Security cable slot	Attaches an optional security cable to the computer.

Taking a Look at the Computer 2-3

COMPAQ CONFIDENTIAL - NEED TO KNOW REQUIRED

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Part Number: 168894-001 File name: cH02.doc

Right Side Components



Right Side Components

Component	Description
① PC Card eject buttons (2)	Top button: Ejects a PC Card from the top PC Card slot. Bottom button: Ejects a PC Card from the bottom PC Card slot.
② Airflow vent	Allows airflow needed to cool computer components. Do not block airflow.
③ PC Card slots (2)	Support 32-bit (CardBus) and 16-bit PC Cards.
④ Acoustic vent	Allows airflow needed to cool sound components. Do not block airflow.
⑤ MultiBay	Supports MultiBay devices.
⑥ RJ-11 jack (internal modem models only)	Connects the modem cable or a standard telephone cable to the computer. NOTE: A modem cable is included with internal modem models.
⑦ RJ-45 jack (network models only)	Connects the network cable. NOTE: A network cable is included with network models.

Front Components

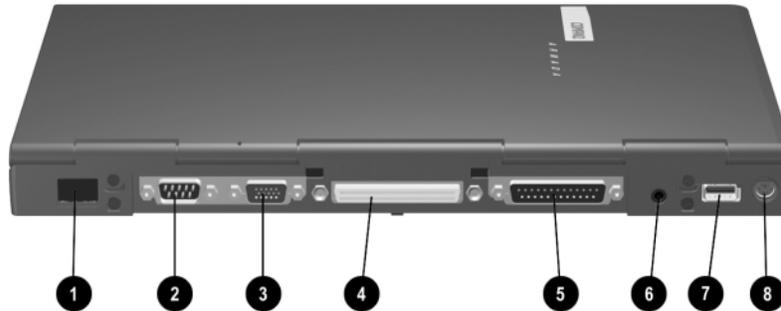


Front Components

Component	Description
① Hard drive bay	Holds the primary hard drive.
② Stereo speaker/ headphone jack	Connects external speakers, headphones, headset, or television audio.
③ Microphone jack	Connects a single sound channel microphone.
④ Power/suspend light	On: Power is turned on. Off: Power is turned off. Blinking: Computer is in Suspend.*
⑤ Battery light	On: A battery pack is charging. Blinking: A battery pack that is the only available power source has reached a low-battery condition.

*In Windows 98 and Windows 2000 Professional the term *Standby* replaces the term *Suspend*.

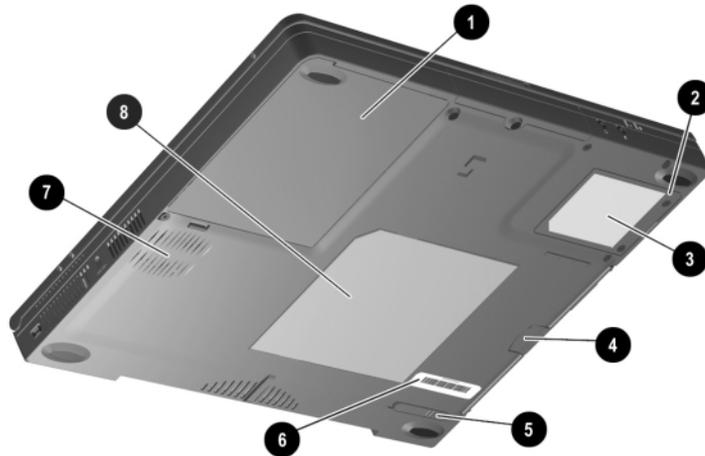
Rear Panel Components



Rear Panel Components

Component	Description
① Infrared port	Links another IrDA-compliant device for wireless communication.
② Serial connector	Connects a serial device.
③ External monitor connector	Connects an external monitor or overhead projector.
④ Docking connector	Connects the computer to a docking base.
⑤ Parallel connector	Connects the external diskette drive assembly or another parallel device.
⑥ Power connector	Connects the AC Adapter or an optional Aircraft Power Adapter or Automobile Power Adapter/Charger to the computer.
⑦ USB port	Connects a Universal Serial Bus (USB) device or hub.
⑧ Keyboard/mouse connector	Connects an external keyboard or a PS/2-compatible external mouse. NOTE: To connect a keyboard and a mouse simultaneously, use an optional Y-adapter.

Bottom Components



Bottom Components

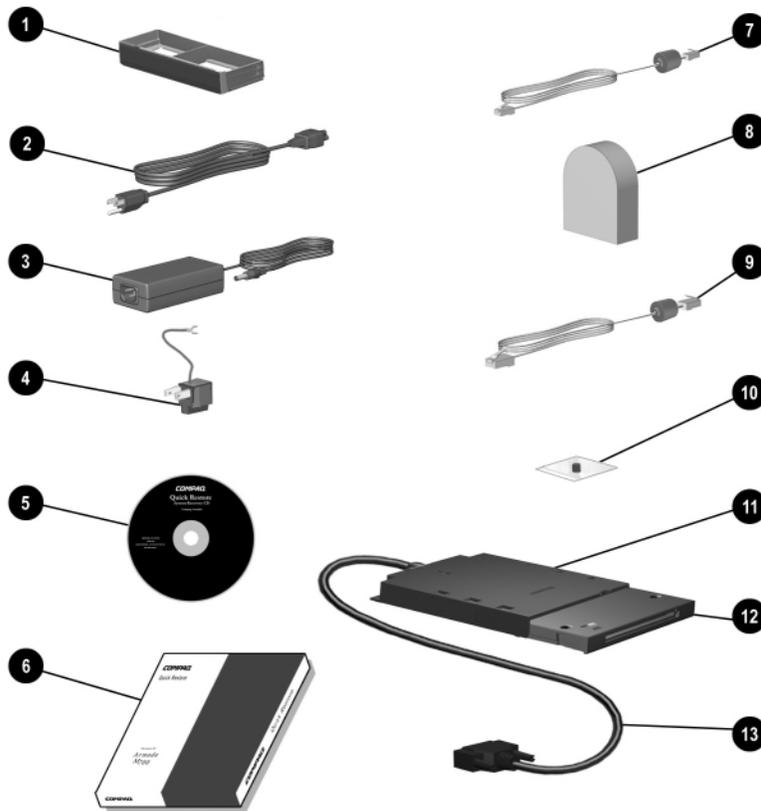
Component	Description
❶ Battery bay	Holds the primary battery.
❷ Modem slot cover	Covers the modem compartment.
❸ Modem agency approvals label (internal modem models only)	Lists the countries in which the modem has been approved for use. You may need this information to use the modem while traveling.
❹ MultiBay notch	Helps you remove a drive or battery pack from the MultiBay.
❺ MultiBay release latch	Releases a removable drive or battery pack from the MultiBay.
❻ Serial number label	Identifies the computer; needed when you call Compaq customer support.
❼ Fan	Provides airflow to cool internal components.
❽ Certificate of Authenticity label	Contains your Product Key number, which you may need to set up, update, or troubleshoot your operating system.

Additional Standard Components

The components included with the computer vary by geographic region and the computer hardware configuration ordered.

The following illustration and table identify the standard components included with most computer models.

NOTE: Some components, such as the hard drive and the primary battery pack, ship inside computer bays identified in previous sections and are not included in this illustration.



Additional Standard Components

Component	Function
① Weight saver	Can replace a MultiBay device to protect the MultiBay and reduce computer weight.
② Power cord	Connects the AC Adapter to an AC electrical outlet.
③ AC Adapter	Converts AC power to DC power.
④ 3-to-2-prong plug adapter (Japan only)	Adapts the power cord to a 2-prong electrical outlet.
⑤ <i>Compaq Portable Product Reference Library</i> CD-ROM	Contains: <ul style="list-style-type: none">■ <i>Reference Guide.</i>■ <i>Modem Commands.</i>■ <i>Safety & Comfort Guide.</i>■ Safety and regulatory information.
⑥ QuickRestore package	Contains the software preinstalled on the computer.
⑦ Modem cable (internal modem models only)*	Connects the modem to an RJ-11 telephone jack or to a country-specific adapter.
⑧ Country-specific modem adapter (included with internal modem models by region as required)	Adapts the modem cable to a non-RJ-11 telephone jack.
⑨ Network cable (network models only)*	Connects the computer to an Ethernet network jack.
⑩ Bag containing spare pointing-stick cap (pointing-stick models only)	To replace a worn pointing-stick cap: <ol style="list-style-type: none">1. Turn off the computer.2. Gently pull off the used rubber pointing-stick cap, then push the replacement cap into place.
⑪ External diskette drive bay	Supports only a diskette drive (not an Imation SuperDisk LS-120 drive).
⑫ Diskette drive	Can be used in the external diskette drive bay or the MultiBay.
⑬ External diskette drive cable	Connects the external diskette drive bay to the computer.

*The modem cable has a 6-pin RJ-11 connector at each end. The network cable has an 8-pin RJ-45 connector at each end.

chapter 3

FINDING INFORMATION, UPDATES, AND HELP

Using the Compaq Portable Product Reference Library CD-ROM

The *Compaq Portable Product Reference Library* CD-ROM and instructions for using the CD-ROM are included with the computer. The CD-ROM contains:

- The *Reference Guide*, a comprehensive guide for using the computer. The guide includes information about power management, battery packs, modems, keyboard features, MultiBay devices, and more.
- *Modem Commands*, which lists and describes AT commands, Status registers, and result codes.
- Safety and regulatory information that supplements the safety and regulatory information in the *Reference Guide*.
- The *Safety & Comfort Guide*, which includes ergonomic and safety information about setting up your work area.

Updating Your System

IMPORTANT: Compaq recommends that you install all software updates as they become available. However, if your system is connected to a network, you may need to confer with your Information Services department before updating system ROM.

Obtaining Update Information and Software

Checking the Compaq Website

You can obtain the latest available update information and software from the Compaq website at <http://www.compaq.com>.

To ensure optimal computer performance, check the Compaq website frequently for product news and software updates.

Registering with Info Messenger

You can set up a customized search of the Compaq website for new information about the software and hardware in your system by registering with Info Messenger.

- **To access Info Messenger**—Go to <http://www.compaq.com>, then select Info Messenger.
- Once you have registered, you can
 - Run your customized search whenever you prefer from the Info Messenger page.
 - Set Info Messenger to email you the information as it becomes available.

Subscribing to the Compaq Support Software CD

You can subscribe to the *Compaq Support Software CD* that contains detailed software support information and the software and installation instructions for the latest device drivers, system ROMs, and utilities.

To obtain ordering information—Contact your Compaq authorized dealer, reseller, or service provider or go to the Compaq website at <http://www.compaq.com>.

Downloading Software Updates

You can obtain download software updates and installation instructions from the Download page at the Compaq website. In addition, each download includes a Readme.txt file that includes installation instructions and other information.

NOTE: Most software at the Compaq website is packaged in a compressed file called a *SoftPaq*. A compressed file containing system read only memory (ROM) is called a *ROMPaq*.

To download software updates from the Compaq website—

1. Go to <http://www.compaq.com/support/files>.
2. From the Downloadables menu, select Portables.
3. Select your computer family, model, and operating system, then select Locate Software.
4. Browse through the entries and ensure that you have the latest software, especially the ROM and video updates.

NOTE: To determine the version of the system ROM installed on the computer, press **Fn+Esc**. The version of the Compaq System BIOS is the version of your system ROM. If you are unable to display the system ROM version with **Fn+Esc**, refer to “Using Computer Setup” in Chapter 4 of this guide.

5. Download any updates that are later than those currently on your computer.

NOTE: If you are downloading a ROMPaq, you will need a formatted 1.44-megabyte or larger diskette and either a diskette drive or an Imation SuperDisk LS-120 drive. A ROMPaq can be installed from a diskette inserted into either a diskette drive or a SuperDisk LS-120 drive, but cannot be installed from a SuperDisk LS-120 disk.

Installing Software Updates

Installing a Downloaded SoftPaq

1. Open and read the Readme.txt file included with the download.
2. Follow the installation instructions in the Readme.txt file or on the Compaq website.

Installing a System ROM

The easiest way to install a system ROM is from a diskette.

NOTE: A system ROM cannot be installed directly from any other drive medium, including a SuperDisk LS-120 disk. A system ROM can be installed directly from your hard drive only if you start up the computer and perform the installation in MS-DOS.

The procedures for downloading a ROMPaq or loading a system ROM from a Compaq CD-ROM include the extraction of the installation files to a diskette.

Be sure you have removed the diskette containing the system ROM from the drive before beginning the following procedure.

1. Shut down the computer.
2. Connect the computer to an electrical outlet.



CAUTION: The system ROM will not install properly if the computer is docked or running on battery power. During the installation, do not shut down or unplug the computer.

3. Insert the diskette containing the system ROM into a diskette drive or a SuperDisk LS-120 drive.
4. Turn on the computer, then follow the instructions on the screen.
5. When a message on the screen confirms that the installation is complete, remove the diskette from the drive.
6. To complete the installation, shut down the computer.

NOTE: Do not *restart* the computer immediately after installing a system ROM. To continue working after a message on the screen reports that the installation is complete, *shut down* the computer, wait 10 seconds, then turn on the computer.

Restoring Software

If it ever becomes necessary, you can restore any or all of the software for the operating system and language you selected during initial setup. The software and instructions for restoring it are in the QuickRestore package included with the computer.



CAUTION: To prevent file corruption and ensure that the correct drivers install:

- Do not restore software while the computer is docked in a docking base.
 - Plug the computer into an electrical outlet and do not unplug it.
 - Do not shut down the computer.
 - Do not remove or insert a drive.
-

Installing the Retail Version of an Operating System

The Microsoft Windows operating system available during the original computer setup is enhanced by Compaq. The enhancements provide additional functionality in such areas as power management and the use of drives and PC Cards.

All Compaq enhancements can be obtained from the *Compaq Support Software CD* or from the Compaq Web site at <http://www.compaq.com>.



CAUTION: Replacing a Compaq-enhanced operating system with a retail version will result in the loss of all enhancements added by Compaq. In some cases it may result in system lockups and loss of unsaved information. Most preinstalled reference files, such as Help files, are available only through a Windows interface. If the operating system is removed from the computer, these reference files become unavailable. In some cases, complete USB support is available only through the Windows interface.

Obtaining Technical Support

Using the Compaq Support Forum

Personal technical support is available from the Compaq Support Forum at the Compaq website. You can either browse the postings as a guest, or register as a user and submit your own questions. Compaq responds to questions within one business day.

To access the Compaq Support Forum—Go to the Compaq website at <http://www.compaq.com>, then select Compaq Support Forum.

Preparing to Call Technical Support

If you cannot solve a problem using the Compaq Support Forum or the troubleshooting tips later in this guide, you may need to call technical support.

To receive the fastest possible solution—Have the following items and information available when you call:

- The computer.
- Serial number and model description on the bottom of the computer.
- Purchase date on invoice.
- Conditions under which the problem occurred.
- Error messages that have displayed.
- Type of printer connected.
- Operating system version number and registration number.
To view these numbers, select Start→Settings→Control Panel→System→General tab.
- System ROM version number and Computer Setup version number. To view these version numbers,
 1. Turn on or restart the computer.
 2. When the blinking cursor appears upper-right on the screen, press **F10**.
 3. Select File→System Information.
- Configuration and diagnostics information.
To obtain, save, or print configuration and diagnostic information, refer to “Using Compaq Diagnostics” in Chapter 4 of this guide.

Worldwide Telephone Numbers

To use the following table—Locate your country. If your location is not listed individually, refer to the “Support for the following countries” section at the end of the table.

To view addresses and the latest telephone numbers—Go to the Compaq website at <http://www.compaq.com>, then select Contact Us → Compaq offices worldwide.

NOTE: Telephone numbers are subject to change without notice.

Worldwide Telephone Numbers		
Location	Country Code	Telephone Number
Argentina		
General Information	+54	14-704-3800
Technical Support	+54	14-704-3800
Australia		
General Information		61-2-9911-1999
Toll Free*		1-300-368-369
Technical Support*		1-300-368-369
PaqFax		61-2-9911-1982
Austria		
General Information	+43	01-546-521-552
Technical Support Business Products	+43	01-546-521-552
Technical Support	+43	01-546-521-552
Belgium		
General Information*	+32	-02-717-4000
Compaq Care Center*	+32	-02-717-4000
General Fax	+32	-2-725-22-13
Ordering Backup Software	+32	-2-716-96-78
Ordering Backup Software Fax	+32	-2-716-96-79
Bolivia		
Technical Support	+51	1-211-2802

*Indicates toll-free domestic numbers not available internationally.
**Indicates telephone numbers not available internationally.

Continued

Worldwide Telephone Numbers *Continued*

Location	Country Code	Telephone Number
Brazil		
General Information	+55	0800-550307
Compaq Customer Assistance Service	+55	0800-550307
Canada		
General Information		905-707-1715
Technical Support*		1-800-OKCOMPAQ
For continuous quality improvement, calls may be monitored.		(1-800-652-6672)
Customer Support*		1-800-263-5868
Ordering Backup Software*		1-800-952-7689
Central America and Caribbean		
Technical Support	+52	1 954 724 7900
Chile		
General Information	+56	-2-290-6550
Technical Support	+56	-2-290-6550
China		
General Information	+86	800-810 9900
Customer Response Center(CRC)	+86	800-810 6888
Technical Support	+86	10 6207 7711
E-mail for Compaq ASE Training		China.Training@compaq.com
BBS	+86	10 6834 6709
Compaq Verification Center	+86	10 6834 6739
Compaq Management Service Center	+86	10 6831 3399-5873
Colombia		
General Information	+57	1-606-9191/9192
Technical Support	+57	1-606-9191/9192
Czech Republic		
General Information	+420	-26 1108 158
Technical Support	+420	-26 1108 158

*Indicates toll-free domestic numbers not available internationally.

**Indicates telephone numbers not available internationally.

Continued

Worldwide Telephone Numbers *Continued*

Location	Country Code	Telephone Number
Denmark		
General Information	+45	-45-90-45-90
Technical Support	+45	-45-90-45-45
QuickLine (BBS)	+45	-45-90-45-50
Eastern Europe, the Middle East, and Africa		
General Information	+353	1 402 68 33
Fax	+353	1 402 68 55
Ecuador		
General Information	+59	1-954-724-7900
Technical Support	+59	1-954-724-7900
Finland		
General Information	+358	203 206 720
Technical Support*	+358	203 206 720**
QuickLine (BBS)		9-615-9870
France		
General Information		0803 804 805** (0,99 FTTC/mn)
Technical Support		0803 813 823** (0,99 FTTC/mn)
QuickLine (BBS) RTC Standard		01 41 33 44 50**
QuickLine (BBS) (RNIS)		01 41 33 42 25**
Germany		
General Information	+49	0180/3 22 12 21** (0,18 DM/min.)
General Information Fax	+49	0180/3 22 12 20** (0,18 DM/min.)
All Products Fax	+49	0180/5 21 21 17** (0,24 DM/min.)
Desktop Hotline	+49	0180/5 21 21 11** (0,24 DM/min.)

*Indicates toll-free domestic numbers not available internationally.

**Indicates telephone numbers not available internationally.

Continued

Worldwide Telephone Numbers *Continued*

Location	Country Code	Telephone Number
Greece		
General Information	+30	1 6141 371
Technical Support	+30	1 6141 731
Hong Kong		
General Information		852-28681382
Technical Support		852-90116633
PaqFax		852-28671648
Hungary		
General Information	+36	1-458-5555
Technical Support (Level 1, CS Engrs) Partner only)	+36	1-458-5402
Customer Support (Carepaq/Non-Desktop - Notebook)	+36	1-458-5520
Email		Info.hu@compaq.com
India		
General Information		91-80-337-4194
Email		Info.hu@compaq.com
Ireland		
General Information		01800 409 454**
Israel		
General Information	+972	- 9-959 3443
Fax	+972	- 9-957 1332
Technical Support	+ 353	- 1-402-6833
Italy		
General Information	+39	-02 57-590-330
Technical Support (Commercial monitor products)	+39	-02 48-230-023
BBS	+39	-2-89-200-222
Ordering Backup Software	+39	-1-67-859-030
Fax Technical Support	+39	-2-48-320-002

*Indicates toll-free domestic numbers not available internationally.

**Indicates telephone numbers not available internationally.

Continued

Worldwide Telephone Numbers *Continued*

Location	Country Code	Telephone Number
Japan		
General Information*		0120-101589
Technical Support*		0120-101589
Dial Q2 Technical Support*		0990-505589
Ordering Backup Software*		0120-250589
Korea		
General Information		822-347-0700
Technical Support		822-523-3575
Hotline		822-080-902-7777
Luxembourg		
General Information	+352	49.13.02 (12.5 Flux/min.)
Compaq Care Center*	+352	49.12.34
Compaq Care Center Fax	+352	49.12.34
General Fax	+352	49.14.40
Ordering Backup Software	+32	-2-716-96-78
Ordering Backup Software Fax	+32	-2-716-96-79
Malaysia		
General Information		603-758-2688
Technical Support		603-754-1155
Mexico		
General Information		01-800-010-2020
Technical Support	+52	01-800-010-2020
PaqFax	+52	-5-229-7920
Netherlands		
General Information	+31	353-1214-1452
Customer Support		0900-1681616**
Compaq Customer Service Center		(Dfl. 0.75/min.)
Compaq Customer Service Center Fax*		0900-8991116** (Dfl. 0.40/min.)
*Indicates toll-free domestic numbers not available internationally.		
**Indicates telephone numbers not available internationally.		

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Worldwide Telephone Numbers *Continued*

Location	Country Code	Telephone Number
New Zealand		
General Information		64-9-373-9165
Norway		
General Information	+47	-22-07-20-20
Technical Support	+47	-22-07-20-20
Fax		-22-07-20-21
Paraguay		
Technical Support	+54	1-14-704-3800
Peru		
General Information	+51	1-211-2802
Poland		
General Information	+48	-22-800 122 622
Technical Support	+48	-22-64 00 000
Portugal		
General Information	+351	-21-412-8400
Technical Support	+351	-21-412-2659
Fax	+351	-21-412-0654
Russia		
General Information	+7	-095-967-1700
Technical Support	+7	-095-967-3138
Singapore		
Compaq Call Center		65-395-1111
General Information		65-395-1515/1151
Customer Support Center		65-395-3030
Fax		65-395-1010
South Africa		
General Information	+27	-11-320 4300 or (toll number 0800 115338 - 0800 600 212
Technical Support	+27	-11-483-3411

*Indicates toll-free domestic numbers not available internationally.

**Indicates telephone numbers not available internationally.

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Worldwide Telephone Numbers *Continued*

Location	Country Code	Telephone Number
Spain		
General Information	+34	-90-210-14-14
Technical Support Business Products	+34	91-590-93-31
Software Fulfillment	+34	90-099-31-03
Fax	+34	91-634-88-11
Sweden		
General Information	+46	-8-730 01 50
Sales Information	+46	-8-730 01 50
Technical Support, charged calls*		729-36 20 00** (75 SEK per call)
FaqPax	+46	-8-730 01 62
QuickLine (BBS)	+46	-8-730 01 62
Switzerland		
InfoLine	+41	01/801 4222**
Equipment Hotline (Monitors, Desktop and Notebooks)	+41	01/838 22 22 (German) 01/838 22 23 (French)
QuickLine Bulletin Board	+41	01/8 38 24 21
Ordering Backup Software		0800 556 206**
Taiwan		
General Information		886-2-2735-1000
Technical Support		886-2-2578-1010
Compaq Care Center		886-2-2393-9376
Thailand		
General Information		66-2-679-6222
Turkey		
General Information	+90	2163918430 /100
Technical Support	+90	800-2611917
Customer Support	+90	2163918430 /362
Fax	+90	2163918428

*Indicates toll-free domestic numbers not available internationally.

**Indicates telephone numbers not available internationally.

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Worldwide Telephone Numbers *Continued*

Location	Country Code	Telephone Number
United Arab Emirates (Dubai)		
General Information	+97	14-818100
United Kingdom		
General Information		845 270 4000**
General Information		141 270 4000
FaxPaq		181 332 3550
QuickLine (BBS)		181 332 9499
United States		
Technical Support* For continuous quality improvement, calls may be monitored.		1-800-OK-COMPAQ (1-800-652-6672)
General Information*		1-800-345-1518
PaqFax*		1-800-345-1518
Download Facility (modem access only)		1-281-518-1418
Ordering Backup Software or replacement user guides*		1-800-952-7689
Uruguay		
Technical Support		-1-14-704-3800
Venezuela		
General Information		-2-955-3800/3900
Technical Support		-2-955-3800/3900
Support for the following countries:		
Albania, Algeria, Armenia, Azerbaijan, Belarus, Benin, Bosnia, Bulgaria, Burkina Faso, Cameroon, Chad, Croatia, Cyprus, Estonia, Georgia, Ghana, Guinea, Gabon, Ivory Coast, Kazakhstan, Kyrgyzstan, Latvia, Lithuania, Macedonian, Malta, Mauritania, Moldavia, Morocco, Niger, Nigeria, Romania, Senegal, Sierra Leone, Slovakia, Togo, Tunisia, Ukraine, Uzbekistan, Yugoslavia		
Customer Support		-1-402 68 33
Customer Support Fax		-1-402 68 55
Customer Support BBS		- 89 - 9933 1380
Customer Support Email Address		bdgsupport.irdub@compaq.com
*Indicates toll-free domestic numbers not available internationally.		
**Indicates telephone numbers not available internationally.		

chapter 4

COMPUTER SETUP AND DIAGNOSTICS UTILITIES

Selecting Computer Setup or Compaq Diagnostics

The computer features two Compaq system management utilities:

- **Computer Setup** is a system information and customization utility that can be used even when your operating system is not working or will not load. This utility includes settings that are not available in Windows.
- **Compaq Diagnostics** is a system information and diagnostic utility that is used within your Windows operating system. Use this utility whenever possible to
 - Display system information.
 - Test system components.
 - Troubleshoot a device configuration problem in Windows 95, Windows 98, or Windows 2000 Professional.

NOTE: It is not necessary to configure a device connected to a USB connector on the computer or an optional docking base.

Using Computer Setup

Information and settings in Computer Setup are accessed from the File, Security, or Advanced menus:

1. Turn on or restart the computer. When the blinking cursor appears upper-right on the screen, press **F10**.
 - To change the language, press **F2**.
 - To view navigation information, press **F1**.
 - To return to the Computer Setup menu, press **Esc**.
2. Select the File, Security, or Advanced menu.
3. To close Computer Setup and restart the computer
 - Select File→Save Changes and Exit, then press **Enter**.
 - or
 - Select File→Ignore Changes and Exit, then press **Enter**.
4. When you are prompted to confirm your action, press **F10**.

Selecting from the File Menu

Selecting from the File Menu	
Select	To Do This
System information	<ul style="list-style-type: none">■ View identification information about the computer, a docking base, and any battery packs in the system.■ View specification information about the processor, memory and cache size, and system ROM.
Save to floppy	Save system configuration settings to a diskette.
Restore from floppy	Restore system configuration settings from a diskette.
Restore defaults	Replace configuration settings in Computer Setup with factory default settings. (Identification information is retained.)
Ignore changes and exit	Cancel changes entered during the current session, then exit and restart the computer.
Save changes and exit	Save changes entered during the current session, then exit and restart the computer.

Selecting from the Security Menu

NOTE: For more information about the security features available on the Security menu, refer to Chapter 6 in the *Reference Guide* on the CD-ROM.

Selecting from the Security Menu	
Select	To Do This
Setup password	Enter, change, or delete a setup password.
Power-on password	Enter, change, or delete a power-on password.
DriveLock passwords	Enable/disable DriveLock; change a DriveLock User or Master password. NOTE: DriveLock settings are accessible only when you enter Computer Setup by turning on (not restarting) the computer.
Password options NOTE: Password options can be selected only when a power-on password is set.	Enable/disable <ul style="list-style-type: none">■ QuickLock.■ QuickLock on Suspend.■ QuickBlank.■ Lock keyboard and mouse at power-on. NOTE: To enable QuickLock on Suspend or QuickBlank, you must first enable QuickLock.
Device security	Enable/disable <ul style="list-style-type: none">■ Ports or diskette drives.*■ Diskette write.*■ CD-ROM or diskette startup. NOTE: Settings for a DVD-ROM can be entered in the CD-ROM field.
System IDs	Enter identification numbers for the computer, a docking base, and any battery packs in the system.

*Not applicable to SuperDisk LS-120 drives.

Selecting from the Advanced Menu

Selecting from the Advanced Menu	
Select	To Do This
Language (or press F2)	Change the Computer Setup language.
Boot Options	Enable/disable <ul style="list-style-type: none">■ QuickBoot, which starts the computer more quickly by eliminating some startup tests. (If you suspect a memory failure and want to test memory automatically during startup, disable QuickBoot.)■ MultiBoot, which sets a startup sequence that can include most bootable devices and media in the system. For instructions, refer to "Changing the Startup Sequence with MultiBoot" in Chapter 5 of the <i>Reference Guide</i> on the CD-ROM.
Device Options	<ul style="list-style-type: none">■ Enable/disable the embedded numeric keypad at startup.■ Enable/disable multiple standard pointing devices at startup. (To set the computer to support only a single, usually nonstandard, pointing device at startup, select Disable.)■ Enable/disable USB legacy support for a USB keyboard. (When USB legacy support is enabled, the keyboard works even when a Windows operating system is not loaded.)■ Set an optional external monitor or overhead projector connected to a video card in a docking base as the primary device. (When the computer display is set as secondary, the computer must be shut down before undocking.)■ Change the parallel port mode from EPP (default) to standard, bidirectional, EPP, or ECP.

Continued

Selecting from the Advanced Menu *Continued*

Select	To Do This
Device Options (<i>continued</i>)	<ul style="list-style-type: none">■ Set video-out mode to NTSC (default), PAL, NTSC-J, or PAL-M.*■ Enable/disable all settings in the SpeedStep window. (When Disable is selected, the computer runs in Battery Optimized mode.)■ Specify how the computer recognizes multiple, identical docking bases that are identically equipped. (Select Disable to recognize the docking bases as a single docking base; select Enable to recognize the docking bases individually, by serial number.)■ Enable/Disable the reporting of the processor serial number by the processor to software.

*Video modes vary even within regions. However, NTSC is common in North America; PAL, in Europe, Africa, and the Middle East; NTSC-J, in Japan; and PAL-M, in Brazil. Other South and Central American regions may use NTSC, PAL, or PAL-M.

Using Compaq Diagnostics

When you access Compaq Diagnostics, a scan of all system components appears on the screen before the Compaq Diagnostics window opens.

You can display more or less information from anywhere within Compaq Diagnostics by selecting Level on the menu bar.

Compaq Diagnostics is designed to test Compaq components. If non-Compaq components are tested, the results may be inconclusive.

Displaying System Information

1. Access Compaq Diagnostics by selecting Start→Settings→Control Panel→Compaq Diagnostics.
2. Select Categories, then select a category from the drop-down list.
 - To save the information, select File→Save As.
 - To print the information, select File→Print.
3. To close Compaq Diagnostics, select File→Exit.

Running a Diagnostic Test

1. Access Compaq Diagnostics by selecting Start→Settings→Control Panel→Compaq Diagnostics.
2. Select the Test tab.
3. In the scroll box, select the category or device you want to test.

4. Select a test type:

- **Quick Test** runs a quick, general test on each device in a selected category.
- **Complete Test** performs maximum testing on each device in a selected category.
- **Custom Test** performs maximum testing on a selected device.
 - To run all tests for your selected device, select the Check All button.
 - To run only the tests you select, select the Uncheck All button, then select the checkbox for each test you want to run.

5. Select a test mode:

- **Interactive Mode** provides maximum control over the testing process. You determine whether the test was passed or failed and may be prompted to insert or remove devices.
- **Unattended Mode** does not display prompts. If errors are found, they are displayed when testing is complete.

6. Select the Begin Testing button.

7. Select a tab to view a test report. The report on the

- **Status tab** summarizes the tests run, passed, and failed during the current testing session.
- **Log tab** lists tests run on the computer, the numbers of times each test has run, the number of errors found on each test, and the total run time of each test.
- **Error tab** lists all errors found on the computer with their error codes.

8. To save the report on the

- **Log tab**—Select the Log tab Save button.
- **Error tab**—Select the Error tab Save button.

9. To print the report on the

- **Log tab**—Select File menu → Save As, then print the file from your folder.
- **Error tab**—Select the Error tab Print button.

chapter 5

TROUBLESHOOTING

Problems that occur while using the computer may originate with the computer, the operating system, a software application, or an optional docking base or external device:

- For problems that may not originate with the computer, refer to your operating system, docking base, software application, or external device documentation.
- For problems that may originate with the computer or system software, refer in this chapter
 - First, to the “Quick Solutions Checklist.”
 - Then, to the troubleshooting tables.
- If the problem persists, refer in this guide to
 - Chapter 4, for information about checking configurations and running diagnostic tests.
 - Chapter 3, for information about using the Compaq Support Forum or contacting a Compaq authorized dealer, reseller, or service provider.

IMPORTANT: If you take the computer to a Compaq authorized dealer, reseller, or service provider for service, provide all necessary passwords.

Quick Solutions Checklist

NOTE: To reset a locked system, press and hold the suspend button while sliding the power switch.

- Is adequate power available to the computer?
 - If the computer is connected to an electrical outlet
 - Are all power connections, including the power cord and any adapters required by your configuration, secure?
 - Is the electrical outlet providing a standard power supply?
 - If the computer is running on battery power, is the battery pack in the computer fully charged?
- Is the system turned on?
- Is the computer positioned to allow adequate airflow around the fan and vents?
- Is the latest available system ROM installed?

NOTE: For instructions, refer to “Updating Your System” in Chapter 3 of this guide.
- If the problem is with an external device
 - Is the device securely connected to its corresponding connector?
 - Is the device receiving reliable electrical power?
 - Is the device turned on?
 - Are all necessary device drivers installed and loaded?

Solving Audio Problems

Problem	Possible Cause	Solution
Internal speaker does not produce sound when an external audio source is connected to the stereo line-in jack.	Volume may be turned off or set too low.	<ul style="list-style-type: none"> ■ Adjust the overall volume by pressing the Fn+F5 hotkeys. ■ Adjust the sliding mixer controls by double-clicking the speaker icon on the Windows taskbar.
	Line input may not be connected properly.	Check line input connection.
	Headphones or speakers are connected to the stereo speaker/headphone jack, which disables the internal speakers.	Disconnect the headphones or speakers to enable the internal speakers.
	Volume may be muted.	Uncheck the mute box in the volume properties.
External microphone does not work.	You are using the wrong type of microphone or microphone plug for the computer.	Check to see if you are using a monophonic electret condenser microphone with a 3.5-mm plug.
	The microphone may not be connected properly.	Ensure that the microphone plug is properly connected to the mono microphone jack.
	Sound source not selected.	Ensure that microphone is selected as the recording source in Control Panel → Multimedia and that the recording level is adjusted.
	Audio settings are not set correctly.	Check the game program's audio settings.
	Volume control on the computer is turned down.	Adjust the computer volume with the Fn+F5 hotkeys.

Continued

Solving Audio Problems *Continued*

Problem	Possible Cause	Solution
No sound from headphones.	Volume or mixing controls set incorrectly.	<ul style="list-style-type: none">■ Adjust the overall volume with the Fn+F5 hotkeys.■ Use the mixing features available by double-clicking the speaker icon on the Windows taskbar.■ Make sure the mute box is not checked.
	Sound source not selected.	Verify that the sound source is selected in Control Panel → Multimedia.
	The headphones are connected to the wrong jack.	Check the connection.
Volume too low or too loud.	Volume or mixing controls set incorrectly.	<ul style="list-style-type: none">■ Adjust the overall volume with the Fn+F5 hotkeys.■ Check the mixing features available by double-clicking the speaker icon on the Windows taskbar.

Solving Battery Problems

Problem	Possible Cause	Solution
Computer is beeping and battery light is blinking.	Battery pack charge is low.	<ul style="list-style-type: none"> ■ Charge the battery pack by connecting to an external power source. ■ Replace the battery pack with another fully charged battery. ■ Initiate Hibernation or turn the computer off until external power or a fully charged battery is available.
Computer battery light blinks to indicate low battery condition, but computer does not beep.	Volume turned down too low.	Turn up the volume using the Fn+F5 hotkeys.
Battery pack will not charge.	Battery pack was exposed to temperature extremes.	Allow time for the battery pack to return to room temperature.
	Battery pack is already charged.	No action required.
	Battery pack has exceeded its useful life cycle.	Use a different battery pack.
Computer shut down and memory was lost when replacing the battery pack.	Hibernation was not initiated before removing the battery pack.	Work is lost.

Continued

Solving Battery Problems *Continued*

Problem	Possible Cause	Solution
Battery charge does not last very long.	Battery is exposed to higher temperatures.	Put the computer in a cooler place and recharge the battery pack.
	Battery is exposed to extremely cold temperatures.	Put the computer in a warmer place and recharge the battery pack. NOTE: The recommended operating temperature range for the battery is from 10°C to 40°C (50°F to 104°F). The recommended storage temperature range for the battery is from 0°C to 30°C (32°F to 86°F).
	Battery conservation is disabled or set to drain.	Reset the battery conservation level.
	An external device is draining the battery.	Turn off or remove any external device or PC Cards when not in use.
	Battery gauge may be inaccurate and require recalibration.	Recalibrate the battery.
Date and time must be set every time computer is turned on.	The Real Time Clock battery has reached the end of its useful life.	<ul style="list-style-type: none"> ■ Restore power, then turn on the computer with the power switch ■ Contact your Compaq authorized service provider to replace the Real Time Clock battery.
Battery gauge seems inaccurate.	The battery pack may need calibration.	Recalibrate the battery.
	The battery pack has reached the end of its useful life.	Replace the battery pack.
Battery pack is warm after charging.	Warming occurs during charging.	No action required.

Solving CD Drive/DVD-ROM Drive Problems

Problem	Possible Cause	Solution
Drive cannot read a disc.	Disc is not properly seated in the drive.	Open the loading tray, insert the disc, then close the tray.
	Disc is loaded in the loading tray upside down.	Open the loading tray, turn over the disc (label facing up), then close the tray.
	Disc has a scratch on its surface.	Insert a different disc.
CD drive or DVD-ROM drive is not detected by the computer.	Drive is not connected properly.	If you are running a version of Windows that was preinstalled by Compaq, remove the drive from the MultiBay and reinsert it.
		If you are running a version of Windows that was not preinstalled by Compaq, turn off the computer. Then remove the drive from the MultiBay and reinsert it.

Solving Diskette Drive/SuperDisk LS-120 Drive Problems

Problem	Possible Cause	Solution
Drive cannot write to a diskette.	Diskette is not formatted.	Format the diskette.
	Diskette is write-protected.	Use another diskette that is not write-protected or disable the write-protect feature.
	Writing to the wrong drive.	Check the drive letter in your path statement.
	Not enough space is left on the diskette.	Save the information to another diskette.
	Drive is disabled.	Enable the proper drive through Device Manager.
System cannot start up from diskette drive or SuperDisk LS-120 drive.	Disable diskette write ability is turned on.	Run Computer Setup. Select Device security from the Security Menu. Make sure Floppy write ability is not enabled.
	A bootable diskette is not in the drive.	Verify that a diskette with the necessary system files is in the drive.
	Diskette bootability is disabled in Computer Setup.	Enable diskette bootability in Computer Setup, Security Menu.

Solving Hard Drive Problems

Problem	Possible Cause	Solution
Accessing information on the hard drive is much slower than usual.	Hard drive entered low power state due to timeout and is now exiting from it.	Wait for the system to restore the previously saved data to its state prior to initiating a low power state.
	Hard drive is fragmented/not optimized or has errors	Run ScanDisk and Disk Defragmenter.
Hard drive does not work.	Hard drive is not seated properly.	Turn off and unplug the computer, remove the hard drive, and reinsert the hard drive.
Errors occur after starting from an additional hard drive.	Additional hard drive has not been specially prepared with necessary software.	Boot from the original hard drive or a specially prepared hard drive.
System does not recognize a hard drive.	The drive is not seated properly.	Remove, then reinsert the drive.
	The drive is damaged.	Try using the hard drive in another bay (for example, a docking base) to verify that the problem is with the drive. Run ScanDisk on the drive.
	The drive was inserted while system was on or in Suspend or Hibernation.	Shut down the computer before inserting removing a hard drive.
DriveLock settings cannot be accessed in Computer Setup.	The DriveLock settings are accessible only when you enter Computer Setup by turning on (not restarting) the computer.	Completely turn off the computer. Turn the computer back on, then run Computer Setup by pressing F10 when the blinking cursor light appears in the upper-right corner of the screen.

Solving Infrared Problems

Problem	Possible Cause	Solution
Cannot communicate with another computer.	The appropriate software is not running on both computers.	Install the appropriate software on the second device, start the second device, and start the program on both computers.
	The other computer does not have an IrDA-compliant infrared port. Your Compaq computer uses the IrDA communications protocol.	Communication between infrared devices must use the same communications protocol. Check the manufacturer's instructions for connecting with infrared devices or try connecting with a device you know to be IrDA-compliant.
	The pathway between the infrared ports is obstructed, one port is more than 30 degrees (plus or minus 15 degrees off the center line) from the other, or the ports are more than one meter apart.	Remove the obstruction, align the infrared ports to within 30 degrees, and position computers within 1.5 feet (about 0.5 meter) of each other.
	There is an interrupt request (IRQ) conflict.	Check for IRQ conflicts in the Device Manager. If two devices have the same IRQ address, reassign one of the devices.
	There is a baud rate conflict.	Select the same baud rate for both computers.
	There is a conflict with the # bits.	Select the same # bits setting for both computers.
	There is a stop byte conflict.	Select the same stop byte for both computers.
	There is a parity conflict.	Select the same parity setting for both computers.

Continued

Solving Infrared Problems *Continued*

Problem	Possible Cause	Solution
Cannot transmit data.	Direct sunlight, fluorescent light, or flashing incandescent light is close to the infrared connections.	Remove the interfering light source(s).
	There is interference from other wireless devices.	Keep remote control units such as wireless headphones and other audio devices away from the infrared connections.
	There is a physical obstruction in the way.	Do not place objects that will interfere with a line-of-sight data transmission between the two units.
	One of the units was moved during data transmission.	Do not move either unit during data transmission.
	The orientation of the units is wrong.	Adjust the devices so that the IR ports point directly at each other.
	The distance between the units is too great.	Verify that devices are not more than 1.5 feet (0.5 meter) apart.
Infrared port doesn't work.	Direct sunlight, fluorescent light, or flashing incandescent light is close to the infrared connections.	Remove the interfering light source(s).
	There is interference from other wireless devices.	Keep remote control units such as wireless headphones and other audio devices away from the infrared connections.
	Computer is in Standby (Windows 2000 Professional only)	Press the suspend button.

Solving Keyboard/Numeric Keypad Problems

Problem	Possible Cause	Solution
Screen is blank and keyboard is working.	A screen timeout has been initiated.	Press any key to refresh the screen.
	QuickLock/QuickBlank has been initiated.	To enable the keyboard and return your information to the screen, enter your power-on password.
	LCD has been disabled.	Press Fn+F4 to cycle from external monitor to internal LCD.
Embedded numeric keypad keyboard is disabled.	Num Lock function is not turned on.	Press Fn+Num Lk to enable the Num Lock function and embedded numeric keypad.

Solving Modem Problems

Problem	Possible Causes	Solution
Modem loses connection.	The cable connection from the phone line to the modem is loose.	Check to make sure the telephone cable is properly connected.
	Call Waiting has not been disabled.	Disable Call Waiting: 1. Select Start→Settings→Control Panel→Modems. 2. From the General tab of the Modems Properties page, select Dialing Properties. 3. From the My Locations tab of the Dialing Properties page, check the box labeled This location has call waiting. Depending on your phone system, select *70, 70#, or 1170 from the drop-down list to disable call waiting.
	There is noise or excessive traffic on your phone line.	Try connecting later.

Continued

Solving Modem Problems *Continued*

Problem	Possible Cause	Solution
Modem not responding.	Modem is not set up correctly in system BIOS.	Check the computer BIOS setup. If it requires specific settings for modems, be sure that they have been enabled.
Modem does not dial correctly.	Telephone number is not entered correctly in the modem's dialing software.	<ul style="list-style-type: none">■ Make sure the telephone number you dialed is correct if you are using the dialing directory or the terminal mode.■ Dial 1 if you are dialing long distance.■ The other line could be busy or not answering.■ Make sure call waiting is disabled.■ The modem may not recognize an international dial tone. Try the ATX3DT command and the telephone number.
Characters are garbled/transfer rates are slow.	There is noise in the telephone line.	<ul style="list-style-type: none">■ Check your telephone and modem cable connections. If they are a little loose, they can cause noise on the line.■ Check with your local telephone company for a phone line filter.

Continued

Solving Modem Problems *Continued*

Problem	Possible Cause	Solution
No dial tone.	Phone service is not connected to the telephone wall jack.	Verify that service from the local phone company by following these steps: <ol style="list-style-type: none">1. Unplug the telephone cable from the telephone wall jack.2. Connect a telephone to the jack, pick up the handset, and listen for a dial tone. If there is a dial tone, reconnect the modem to the telephone wall jack with the telephone cable and make sure all connections are secure.3. If there is still no dial tone, contact your local phone company or building manager.
	The modem is not responding to commands from the computer keyboard.	Verify that the modem and computer are connected: <ol style="list-style-type: none">1. Select Start→Programs→Accessories→HyperTerminal, then go to Terminal Mode.2. Type AT and press the Enter key. If the modem displays OK, the modem and computer are working together. If the modem displays ERROR, or does not respond, restart the computer and repeat step 1.3. Type ATDT and listen for a dial tone.4. Type ATH0 to hang up.

Continued

Solving Modem Problems *Continued*

Problem	Possible Cause	Solution
Modem does not connect at highest speed.	Line conditions in your area or in the area you are calling may not support the highest connect speeds.	Have your telephone line checked by your local telephone service provider. Try dialing an alternate telephone number for the service you are using.
	Another device on your telephone line may be causing interference.	Hang up an extension telephone and disconnect any other devices that may be using the same telephone line, then redial.
	The service or site called does not support 56K or supports an incompatible 56K implementation.	An internal modem supports K56flex. To find an Internet service provider (ISP) that supports K56flex, go to the Compaq Web site at www.compaq.com .
	There is noise on the telephone line.	The 56K protocol of an internal modem will fall back to lower speeds if the telephone line is too noisy for a high-speed connection. Try using another telephone line.
	The telephone line does not support 56K implementation.	The 56K protocol requires that the telephone line contain no more than one analog-to-digital conversion. Try connecting from an alternate site.

Solving PC Card Problems

Problem	Possible Causes	Solution
Computer does not beep when a PC Card is inserted.	PC Card is not inserted properly.	Try reinserting the card. Ensure that the PC Card is inserted in the correct orientation. Insert the card gently to prevent damage to the pins.
	Speakers are turned off or volume is turned down.	Adjust the overall system volume control using the Fn+F5 hotkeys. Make sure the mute box is not checked
	PC Card or card driver is not PCMCIA compliant.	Contact your Compaq authorized dealer, reseller, or service provider for a list of PC Cards tested successfully in Compaq PC Card platforms.
Computer beeps only once when a PC Card is inserted.	The computer beeps once to indicate that a PC Card is recognized but not properly configured.	Before a new PC Card can be used, it may be necessary to perform an initial setup procedure. Follow the PC Card manufacturer's instructions for formatting a hard drive card or installing PC Card-specific drivers for a network card.
Network PC Card does not work.	Necessary drivers are not installed (turned on).	Refer to the instructions that came with the PC Card or contact the vendor for information on installing the correct drivers.
	PC Card is not fully inserted or is upside down.	Ensure the PC Card is inserted correctly.
	Network PC Card or driver is not PCMCIA compliant.	Contact your Compaq authorized dealer, reseller, or service provider for a list of PC Cards tested successfully in Compaq PC Card platforms.

Continued

Solving PC Card Problems *Continued*

Problem	Possible Cause	Solution
Storage PC Card does not work.	SRAM and flash memory PC Cards require the memory card driver to be loaded.	Memory cards can only be accessed using DOS real mode drivers.
	You are trying to access the storage PC Card using the wrong drive letter.	Verify or change the drive letter assignment.
	The PC Card is not formatted.	For memory cards, run MCFORMAT in MS-DOS Mode to format the PC Card. For ATA cards, run ATAINIT, then run MCFORMAT in MS-DOS Mode to format the PC Card.
	The card is not supported.	Contact your Compaq authorized dealer, reseller, or service provider for a list of PC Cards tested successfully in Compaq PC Card platforms.
	Storage cards, such as SRAM, do not work in the desktop expansion base.	Use the storage card in the computer.

Solving Power Problems

Problem	Possible Cause	Solution
Computer will not turn on.	Battery is discharged and computer is not connected to a power source.	<ul style="list-style-type: none"> ■ Charge the battery pack. ■ Replace the battery pack. ■ Connect the computer to an external power source.
	Battery is discharged and cables to the external power source are unplugged.	Ensure that cables connecting the computer and the external power source are plugged in properly.
Computer turned off while it was left unattended.	Computer initiated Hibernation because of a critical low battery condition.	<ul style="list-style-type: none"> ■ Charge the battery pack. ■ Replace the battery pack. ■ Connect the computer to an external power source.
	The computer initiated Hibernation after a user-defined timeout expired.	Turn on the computer.
Computer will not initiate Suspend (Standby) (Windows 95, and Windows 98 only)	Infrared Monitor search is enabled.	To disable Infrared Monitor search: <ol style="list-style-type: none"> 1. Select the Infrared icon in the taskbar. 2. Select the Options tab. 3. Clear the checkbox for Search For and Provide Status for Devices in Range.

Solving Display Problems

Problem	Possible Cause	Solution
Characters on computer display are dim.	Computer is in direct light.	Move the computer or adjust the screen.
	The brightness control is not set properly.	Adjust the brightness control by pressing the Fn+F10 hotkeys.
	You may have a screen saver or screen blanking utility installed.	Press any key to refresh the screen.
	Screen timeout was initiated.	Press any key to light the screen.
	System initiated Suspend after a user-defined timeout expired.	Press the suspend button to exit Suspend.
Computer initiated a low battery Suspend or Hibernation.		<ul style="list-style-type: none"> ■ Replace the battery pack and exit Suspend or Hibernation. ■ Connect the computer to an external power source and exit Suspend or Hibernation.
	Power Management, which controls Suspend and Hibernation, is disabled and the battery pack has discharged.	<ul style="list-style-type: none"> ■ Replace the battery pack and turn on the computer. ■ Connect the computer to an external power source and turn on the computer.
Computer screen is blank and external monitor displays information.	Display was switched to the external monitor.	Press Fn+F4 to display information on the computer screen; press Fn+F4 again to display information simultaneously on both screens.
	Display switch is stuck.	Tap the switch.
Fn+F4 hotkey combination does not switch between internal and external displays.	CRT or other display device is not connected properly.	Check your connections to ensure that an external device is connected properly.

Solving USB Problems

Problem	Possible Cause	Solution
External device connected to a USB connector does not work.	The operating system limits external devices connected by USB to two tiers which can include no more than two hubs on the first tier and no more than one keyboard and one pointing device on the first or second tier.	Reduce the number of connected external USB devices to no more than two hubs on the first tier, and no more than one keyboard and one pointing device on the first or second tier.
External device connected to USB connector does not work during startup (before Windows 95, Windows 98, or Windows 2000 Professional loads).	During startup, only two tiers are supported by the USB port. These tiers can include no more than two hubs on the first tier and no more than one keyboard and one pointing device on the first or second tier.	Use the external device only after Windows 95, Windows 98, or Windows 2000 Professional has loaded. Reduce the number of connected external USB devices to no more than two hubs on the first tier, and no more than one keyboard and one pointing device on the first or second tier.
External devices in lower tiers do not work.	An unpowered hub is connected to another unpowered hub.	Use only powered hubs. Make sure that all unpowered hubs are immediately preceded by powered hubs in the USB chain.

INDEX

A

- AC Adapter, 1-2, 2-6, 2-9
- AC power connector, 1-2, 2-6
- acoustic vent, 2-4
- adapter
 - AC, 1-2, 2-9
 - country-specific modem, 2-9
 - three-to-2-prong plug, 1-3, 2-9
 - Y-, (optional) for keyboard/mouse connector, 2-6
- addresses, obtaining, for Compaq service providers, 3-6
- Aircraft Power Adapter (optional), 2-6
- airflow vent, 2-3, 2-4
- AltaVista website, 2-2
- applications. *See* software
- approvals label, modem agency, 2-7
- Armada Information Page button, 2-2
- AT commands, 3-1
- audio problems, 5-3
- Automobile Power Adapter/Charger (optional), 2-6

B

- backup
 - QuickRestore, 3-5
 - system configuration, 4-2
- base, docking. *See* convenience base (optional); expansion base (optional)
- battery bay
 - device supported, 2-7
- battery light, 1-4, 2-5, 5-5
- Battery Optimized mode, 4-5
- battery pack, MultiBay, 2-9
- battery pack, primary, 2-7, 2-8
- battery packs
 - calibrating, 1-5
 - charging, 1-4
 - identification number, 4-3
 - low-battery condition, 2-5
 - preparing for use, 1-5
 - problems, 5-5

- bay
 - battery, 2-7
 - external diskette drive, 2-9
 - hard drive, 2-5
 - MultiBay, 2-4, 2-7
- bidirectional parallel port mode, 4-4
- button(s). *See also* key; switch
 - Armada Information Page, 2-2
 - Easy Access, 2-2
 - Email, 2-2
 - MyArmada, 2-2
 - pointing-stick, 2-1
 - Search, 2-2
 - suspend, 2-2
 - TouchPad, 2-1

C

- cable. *See also* power cord
 - AC Adapter, 1-2
 - external diskette drive, 2-9
 - modem, 2-9
 - network, 2-9
 - security (optional), 2-3
- calibrating a battery pack, 1-5
- camcorder, 2-3
- cap, pointing stick, 2-9
- caps lock light, 2-2
- CD drive, 5-7
- CD-ROM
 - Compaq Portable Product Reference Library*, 1-2, 3-1
 - Compaq Support Software CD*, 3-2
- Certificate of Authenticity, 1-1, 2-7
- compact disc. *See* CD-ROM
- Compaq customer support, 3-6
- Compaq Diagnostics, 4-1, 4-6
- Compaq Portable Product Reference Library CD-ROM, 1-2, 2-9, 3-1
- Compaq Support Forum, 3-6
- Compaq Support Software CD*, 3-2, 3-5
- Compaq telephone numbers, 3-7
- Compaq website
 - Compaq software enhancements, 3-5
 - Info Messenger, 3-2
 - subscribing to *Compaq Support Software CD*, 3-2

- Support Forum, 3-6
- updating the system from, 3-2
- worldwide telephone numbers and addresses, 3-6
- components, standard, included with computer, 2-8
- composite video-out jack, 2-3
- Computer Setup
 - Advanced menu, described, 4-4
 - changing language of, 4-2
 - displaying version of, 3-6
 - File menu, described, 4-2
 - navigating in, 4-2
 - Security menu, described, 4-3
 - using, vs. Compaq Diagnostics, 4-1
- configuration and diagnostic information, saving or printing in Compaq Diagnostics, 4-7
- connector. *See also* jack; port
 - AC power, 1-2
 - docking, 2-6
 - external monitor, 2-6
 - keyboard/mouse, 2-6
 - parallel, 2-6
 - power, 2-6
 - serial, 2-6
 - USB, 4-1
- convenience base (optional)
 - docking connector on computer, 2-6
 - identification number, 4-3
 - recognition of more than one, 4-5
 - using during initial setup, 1-2
- cord. *See* cable; power cord
- country-specific modem adapter, 2-9
- customer support, 2-2, 3-6

D

- default settings, restoring, 3-5, 4-2
- device, disabling/enabling, 4-3
- diagnostic and configuration information, saving or printing in Compaq Diagnostics, 4-7
- diagnostic utility, Compaq, 4-1, 4-6
- diskette
 - backup, 4-2
 - installing software from, 3-4
- diskette drive, 3-3
 - problems, 5-8
 - using externally, 2-6, 2-9
- display, 1-3, 5-19
- display latch, 1-3
- display switch, 2-2, 5-19

- docking base (optional). *See*
 - convenience base (optional);
 - expansion base (optional)
- docking connector, 2-6
- downloading software updates, 3-3
- DriveLock, 4-3
- drivers, device
 - reinstalling, 3-5
 - updating, 3-2
- drives. *See also* CD drive; diskette drive; hard drives; SuperDisk LS-120 drive
 - activity indicated by MultiBay drive light, 2-2
 - disabling/enabling, 4-3
 - inserting or removing while installing software, 1-5, 3-5
 - problems, 5-7
 - replacing with weight saver, 2-9

E

- Easy Access buttons, 2-2
- ECP (Enhanced Capabilities Port)
 - parallel port mode, 4-4
- Email button, 2-2
- EPP (Enhanced Parallel Port) parallel port mode, 4-4
- expansion base (optional)
 - docking connector on computer, 2-6
 - identification number, 4-3
 - recognition of more than one, 4-5
 - setting device connected to video card in, as primary, 4-4
 - USB connector, 4-1
 - using during initial setup, 1-2
- external diskette drive bay
 - assembly, illustrated, 2-9
 - connector for, 2-6
 - drive activity indicator, 2-2
- external diskette drive cable, 2-6, 2-9
- external monitor connector, 2-6

F

- factory default settings, restoring, 3-5, 4-2
- fan, 2-7
- FCC (Federal Communications Commission) rules, 1-2
- floppy disk drive. *See* diskette drive

H

hard drive
 primary, 2-5
 problems, 5-9
 shipped inside hard drive bay, 2-8
hard drive bay, 2-5
hard drive light, 2-2
headphones, headset, external, 2-5
help. *See* Compaq customer support
Hibernation, 2-2

I

Info Messenger, 3-2
infrared
 port, 2-6
 problems, 5-10
installing
 initial setup software, 1-5
 operating system, 1-5
 SoftPaq, 3-3
 system ROM, 3-4
Intel SpeedStep technology, 4-5
internal modem. *See* modem, internal

J

jack. *See also* connector; port
 composite video-out, 2-3
 microphone, 2-5
 RJ-11, 2-4
 RJ-45, 2-4
 stereo speaker/headphone, 2-5
Japan, connecting power cord in, 1-3

K

key. *See also* button(s); switch
 Microsoft logo, 2-3
 Windows application, 2-3
keyboard
 external, 2-6
 internal, 2-1
 problems, 5-12
 USB, 4-4
keyboard/mouse connector, 2-6
keypad, embedded numeric, 2-2, 5-12

L

label
 Certificate of Authenticity, 1-1, 2-7
 modem agency approvals, 2-7
 serial number, 2-7
 with Product Key number, 1-1, 2-7
LAN. *See* local area network (LAN)
language, choosing
 during initial setup, 1-5
 in Computer Setup, 4-2
latch, display, 1-3
light
 battery, 1-4, 2-5
 caps lock, 2-2
 hard drive, 2-2
 MultiBay drive, 2-2
 num lock, 2-2
 power/suspend, 1-4, 2-5
 scroll lock, 2-2
local area network (LAN)
 network cable, 2-9
 RJ-45 jack, 2-4
lock, security cable (optional), 2-3
locked system, resetting, 5-2
LS-120 drive, SuperDisk, 3-3

M

maintenance
 replacing the pointing stick cap, 2-9
 updating software, 3-2
memory, random access (RAM), 4-2, 4-4
microphone jack, 2-5
microphone, external, 2-5
Microsoft logo key, 2-3
modem adapter, country-specific, 2-9
modem agency approvals label, 2-7
modem cable, 2-4, 2-9
modem slot cover, 2-7
modem, internal. *See also* local area network (LAN)
 cable, 2-9
 commands, 2-9, 3-1
 compartment, 2-7
 modem agency approvals label, 2-7
 problems, 5-12
 slot cover, 2-7
monitor, external, 2-6, 5-19
mouse, external, 2-6, 4-4

MultiBay
location of, 2-4
notch, 2-7
using weight saver in, 2-9
MultiBay battery pack
replacing with weight saver, 2-9
MultiBay drive light, 2-2
MyArmada button, 2-2

N

navigation, 2-1, 4-2
network cable, 2-4, 2-9
network connector (RJ-45 jack), 2-4
num lock light, 2-2
number, Product Key, 1-1
numeric keypad, embedded, 2-2, 5-12

O

operating system
Certificate of Authenticity, 2-7
deleting, 1-5
preinstalled, 3-5
Product Key number, 2-7
reinstalling, 2-9, 3-5
removing, 3-5
retail version of, 3-5
selecting during initial setup, 1-5
updating, 1-1
version number, displaying, 1-1, 3-6
overhead projector, 2-3, 2-6

P

packing box contents, 2-8
parallel connector, 2-6
parallel port, 4-4
passwords, 5-1
PC Card
problems, 5-16
slots, 2-4
phone numbers, worldwide, 3-7
pointer, moving the, 2-1
pointing stick
buttons, 2-1
replacement cap, 2-9
port. *See also* connector; jack
disabling/enabling, 4-3
infrared, 2-6
USB, 2-6

power. *See also* battery packs
connecting to external, 1-2
conservation, 4-5
problems, 5-18
setting preferences, 4-5
power connector, 2-6
power cord, 1-2, 1-6, 2-9
power switch, 1-4, 2-3, 5-2
power/suspend light, 1-4, 2-5
primary battery pack
included with computer, 2-7
problem solving. *See* troubleshooting
processor
displaying information about, 4-2
processor speed
setting, in Computer Setup, 4-5
Product Key number, 1-1
projector, overhead, 2-3, 2-6
PS/2 connector (keyboard/mouse
connector), 2-6

Q

QuickBoot, 4-4
QuickRestore package, 2-9, 3-5

R

read only memory (ROM), 3-2, 3-6
Reference Guide on the CD-ROM, 2-9,
3-3
registration number, displaying, 3-6
regulatory information, 1-2
release latch, MultiBay, 2-7
resetting a locked system, 5-2
restoring software, 3-5, 4-2
Result Codes, 3-1
RJ-11 jack, 2-4
RJ-45 jack, 2-4
ROM, system (read only memory), 3-2,
3-6
ROMPaq, 3-3

S

S registers, 3-1
Safety & Comfort Guide, 1-5
screen. *See also* display
screen, problems, 5-19
scroll lock light, 2-2
Search button, 2-2

security
 passwords, 5-1
 processor serial number, 4-5
 security cable lock, 2-3
 security cable slot, 2-3
 serial connector, 2-6
 serial number, 2-7, 3-6
 of computer, 2-7
 of docking base, 4-5
 of processor, 4-5
 setting up the computer, 1-1
 Setup, Computer. *See* Computer Setup
 shipping box contents, 2-8
 sleep button (Windows 98), 2-3
 slot(s)
 PC Card, 2-4
 security cable, 2-3
 SoftPaq, 3-3
 software
 configuration, diagnostic, and system
 information, 4-1, 4-3, 4-6
 QuickRestore, 2-9, 3-5
 reinstalling, 2-9, 3-5
 ROMPaq, 3-3
 setting up, 1-5
 SoftPaq, 3-3
 updating, 3-2
 software drivers. *See* drivers, device
 solving problems. *See* troubleshooting
 speakers
 external, 2-5
 internal, 2-3
 standard components included with
 computer, 2-8
 Standby (Windows 98), 2-3
 Status registers, 3-1
 stereo speaker/headphone jack, 2-5
 stereo speakers, internal, 2-3
 SuperDisk LS-120 drive, 3-3
 support, technical, 2-2, 3-6
 Suspend (Standby)
 exiting, 2-2
 indicated by power/suspend light, 2-5
 initiating, with Suspend button, 2-2
 suspend button, 2-2, 5-2
 switch. *See also* button(s); key
 display, 2-2, 5-19
 power, 1-4, 2-3
 system information about
 Computer Setup version number, 4-2
 operating system version number,
 1-1, 3-6
 Product Key number, 1-1, 3-6
 system ROM version number, 4-2

 system information, displaying
 in Compaq Diagnostics, 4-1, 4-6
 in Computer Setup, 3-6
 in operating system, 3-6
 system lockup, 5-2
 system ROM (read only memory), 3-2,
 3-6

T

technical support, 2-2, 3-6
 telephone connector (RJ-11 jack), 2-4
 telephone numbers, Compaq worldwide,
 3-7
 television, 2-3, 2-5
 three-to-2-prong plug adapter, 1-3, 2-9
 TouchPad, 2-1
 troubleshooting
 audio problems, 5-3
 battery problems, 5-5
 compact disc/CD drive problems, 5-7
 display problems, 5-19
 hard drive problems, 5-9
 infrared problems, 5-10
 keyboard/numeric keypad problems,
 5-12
 modem problems, 5-12
 PC Card problems, 5-16
 power problems, 5-18
 quick solutions checklist, 5-2
 resetting a locked system, 5-2
 technical support, 2-2, 3-6
 USB problems, 5-20
 turning the computer on or off, 1-4

U

updating the system, 3-2
 USB (Universal Serial Bus)
 configuring, devices, 4-1, 4-4
 port, 2-6
 problems, 5-20

V

VCR, 2-3

vent

acoustic, 2-4

airflow, 2-3, 2-4

version numbers. *See* system
information

video capture card, 2-3

video card in expansion base, 4-4

video-out jack, composite, 2-3

W

web page, personal, 2-2

weight saver, 2-9

Windows application key, 2-3

worldwide telephone numbers, 3-7