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Troubleshooting

This section provides troubleshooting information for Compaq Presario 1200XL Series Portable Notebook. The basic steps in troubleshooting are:

1. Preliminary Steps

2. The Power-On Self-Test (POST)

3. The recommended actions you can take, described in the diagnostic tables later in this section, if you are unable to run POST, or if POST displays an error message.

When following the recommended actions for on Power-On Self-Test and Diagnostic Error Codes, perform the steps in the order listed above. Rerun POST after each recommended action until the problem is solved, and if no error message occurs. Once the problem is solved, do not continue with any remaining recommended actions.

> **Note:** If the problem is intermittent, check your Notebook several times to ensure that the problem is solved.

Preliminary Steps

Before running Power-On Self-Test (POST), complete the following steps:

1. If a Power-on password is established, type it and press the **Enter** key. If you do not know the password, clear the password (See Clearing the Power-On Password).

2. Run Compaq Diagnostics.

3. Turn off the Notebook and its external devices.

4. Disconnect any external devices you do not want to test. Do not disconnect the printer if you want to test it or use it to log error messages.

> **Important:** If the problem only occurs when an external device is connected to the computer, the problem may be related to the external device or its cable. Verify this by running POST both with and without the external device connected.

5. Install loopback plugs in the serial and parallel connectors if you want to test these ports.

6. Ensure that the hard drive is installed in the Notebook.

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7. Ensure that the battery pack is inserted in the Notebook and that it is connected to an external AC power source.

When these preliminary steps are completed, you are ready to run .

Clearing the Power-On Password

> **Note:** Clearing the Power-on password also removes all Notebook setup attributes that are programmed in the CMOS.

If you do not know the password, clear it by performing the following steps:

1. Turn off the computer.

2. Disconnect the power cord.

1. Remove the battery pack.

2. Remove the keyboard.

3. Remove the Palmrest Cover with TouchPad .

4. Remove the LED button bezel.

Continued on next page.

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5. To clear the password, remove the RTC battery by prying it out of the socket with a non-metallic object.

⚠ **CAUTION:** When removing the RTC battery from the system board, it is extremely important to use a non-metalic object to pry up the RTC battery to prevent damage to the system bord or the battery.

6. Allow at least 10 seconds to pass. Then replace the battery, simultaneously making contact with the two pads located at R37 on the system boarding, using a conductive piece of material such as a piece of wire or tool.
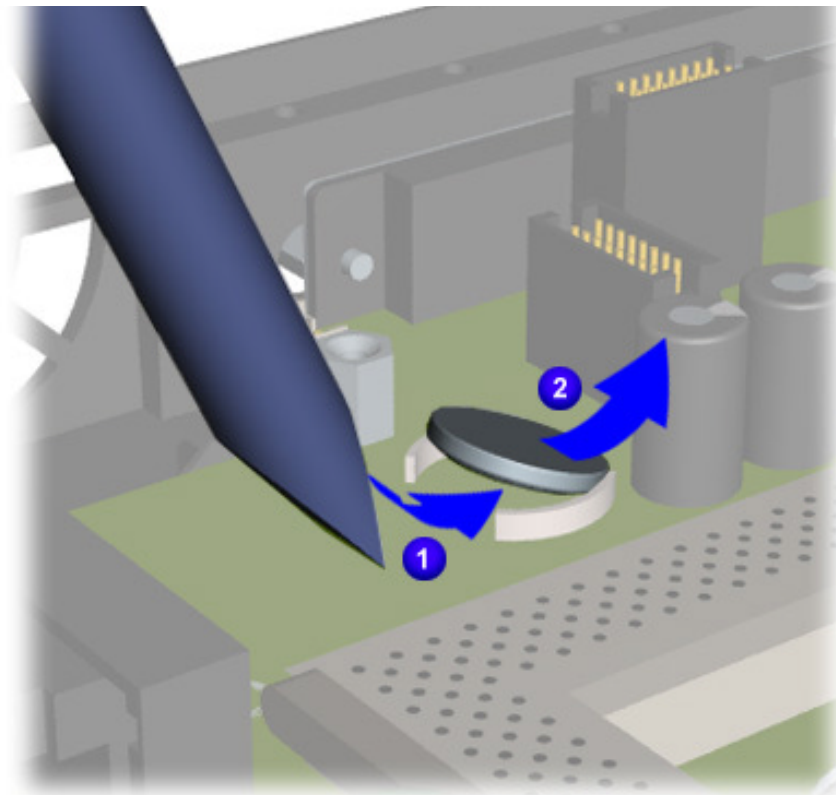
7. Reassemble the Notebook.

8. Turn on the Notebook to verify that the Power-on password has been cleared. If it has not been cleared, repeat Steps 1 through 8.

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Power-On Self-Test (POST)

To run POST, complete these steps:

Turn off the Notebook, then turn it on again. As soon as the Compaq logo appears, press the **ESC** key to clear the logo and display the POST messages as they occur.

If the Notebook does not beep, POST has successfully completed its test and has detected no errors. POST then reboots from the hard drive or from a bootable diskette if one is installed in the diskette drive.

However, if POST detects errors, these are indicated by messages displayed on the screen and/or audible messages. A list of the POST error codes and what they mean is shown in the table below.

> **Note:** If the system is not functioning well enough to run POST, or if the display is not functioning well enough to show POST error messages, refer to the Troubleshooting Tables.

Power-On Self-Test Messages	
102-System Board Failure	
Probable Cause	**Recommended Action**
DMA, timers, etc.	Replace the system board.

162-System Options Not Set	
Probable Cause	**Recommended Action**
Incorrect configuration.	Run Computer Setup.
CMOS reflects an invalid configuration setting.	Run Computer Setup.
RAM failure.	1. Replace the memory modules. 2. Replace the system board.
Memory test data error.	1. Replace the memory modules. 2. Replace the system board.
XX000YZZ RAM failure.	Replace the system board.

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XX000YZZ 201-Memory Error	
Probable Cause	**Recommended Action**
Keyboard failure.	1. Ensure that no keys are pressed during POST. 2. Reconnect the keyboard with the Notebook off. 3. Replace the keyboard.

301-Keyboard Error	
Probable Cause	**Recommended Action**
Keyboard failure.	1. Ensure that no keys are pressed during POST. 2. Reconnect the keyboard with the Notebook off. 3. Replace the keyboard.

304-Keyboard or System Unit Error	
Probable Cause	**Recommended Action**
Keyboard or system board error.	1. Replace the keyboard. 2. Replace the TouchPad or mouse. 3. Replace the system board.

601-Diskette Controller Error	
Probable Cause	**Recommended Action**
Mismatch in drive type or failure in the diskette controller.	1. Run Computer Checkup (TEST). 2. Check or replace cables. 3. Replace the system board.

605-Diskette Drive Error	
Probable Cause	**Recommended Action**
Mismatch in drive type.	Run Computer Setup.

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1780-Primary Hard Drive 0 Failure	
Probable Cause.	**Recommended Action**
Disk 0 failed to respond	1. Run Computer Checkup (TEST). 2. Replace the hard drive.
Hard drive format error.	1. Run Computer Checkup (TEST). 2. Replace the hard drive.

1782-Hard Drive Controller	
Probable Cause	**Recommended Action**
Hard drive controller failure.	1. Run Computer Setup. 2. Replace the hard drive.

Compaq Diagnostics

Compaq Diagnostics is installed on the hard drive of the Notebook. Run the Diagnostics utilities when you want to view or test system information, and if you have installed or connected devices. If you run Compaq Diagnostics from a diskette, ensure that the diagnostic program is version 10.11 or later.

The Diagnostics menu includes the following utilities:

- Computer Checkup (TEST)

- View System Information (INSPECT)

- Diagnostic Error Codes

- Troubleshooting without Diagnostics

- Before Replacing Parts

- Solving Minor Problems

- Solving Hard Drive Problems

- Solving Hardware Installation Problems

- Solving Keyboard/Numeric Keypad Problems

- Solving Memory Problems

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- [Solving PC Card Problems](#)

- [Solving Power Problems](#)

- [Solving Printer Problems](#)

- [Solving TouchPad/Pointing Device Problems](#)

- [Contacting Compaq Support](#)

If you have a problem you cannot solve, run the Diagnostics utilities before calling for support. Run Computer Checkup and select to save the device list to a file and print or to save the log of errors. Run the View System Information (INSPECT) utility and select to print or save that information. Have the files or the printed information available when you call for support.

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Computer Checkup (TEST)

Computer Checkup (TEST) determines whether the various computer components and devices are recognized by the system and functioning properly. You can display, print, or save the information generated by Computer Checkup.

Follow these steps to run Computer Checkup:

1. Plug the Notebook into an external power source. (A low-battery condition could interrupt the program.)

2. Turn on the external devices you want to test. Connect the printer if you want to print a log of error messages.

3. Insert the Compaq Diagnostics diskette in **drive A**.

4. Turn on or restart the Notebook. The Notebook starts from drive A, and the Diagnostics Welcome screen is displayed.

5. Press **Enter** to continue. The Diagnostics menu is displayed.

6. Select **Computer Checkup** on the **Diagnostics** menu to display a Test Option menu.

7. Select **View the Device List** from the **Test Option** menu. A list of the installed Compaq devices is displayed.

8. If the list of installed devices is correct, select **OK**. The Test Option menu is displayed.

   Note: If the list is incorrect, ensure that any new devices are installed properly.

   Select one of the following from the **Test Option** menu:

   • **Quick Check Diagnostics**. Runs a quick, general test on each device with a minimal number of prompts. If errors occur, they are displayed when the testing is complete. You cannot print or save the error messages.

   • **Automatic Diagnostics**. Runs unattended, maximum testing of each device with minimal prompts. You can choose how many times to run the tests, to stop on errors, or to print or save a log of errors.

   • **Prompted Diagnostics**. Allows maximum control over testing the devices. You can choose attended or unattended testing, decide to stop on errors, or choose to print or save a log of errors.

9. Follow the instructions on the screen as the devices are tested. When testing is complete, the Test Option menu is displayed.

10. Exit the Test Option menu and the Diagnostics menu.

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View System Information (INSPECT)

The View System Information (INSPECT) utility provides information about the Notebook and installed or connected devices. You can display, print, or save the information.

Follow these steps to run View System Information (INSPECT) from the Compaq Diagnostics diskette:

1. Turn on the external devices you want to test. Connect the printer if you want to print the information.

2. Insert the Compaq Diagnostics diskette in **drive A**.

3. Turn on or restart the Notebook. The Notebook starts from drive A, and the Diagnostics Welcome screen is displayed.

4. Press **Enter** to continue. The Diagnostics menu is displayed.

5. Select **View System Information (INSPECT)** from the **Diagnostics** menu.

6. Select the item you want to view from the following list:

System	Memory
ROM	Audio
Keyboard	Operating system
System ports	System files
System storage	Windows files
Graphics	

7. Follow the on-screen instructions to cycle through the screens, return to the list and choose another item, or print the information.

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Diagnostic Error Codes

Diagnostic error codes are displayed if the system recognizes a problem while running the Compaq Diagnostics program. These error codes help to identify subassemblies with possible damage or defects.

The following tables list error codes, a description of the error condition, and the action required to resolve the error condition.

> **Important:** Retest the system after completing each step. If the problem is resolved, do not proceed with any remaining steps.

For the removal and replacement of a particular subassembly, see Removal and Replacement Procedures.

Select error codes by number or type:

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Processor Test Error Codes		
Error Code	**Description**	**Recommended Action**
101-xx	CPU test failed.	Replace the processor and retest.
102-xx	Coprocessor or Weitek Error.	1. Run the Configuration and Diagnostics Utilities. 2. Replace the processor board and retest.
103-xx	DMA page registers test failed.	Replace the system board and retest.
104-xx	Interrupt controller master test failed.	
105-xx	Port 61 error.	
106-xx	Keyboard controller self-test failed.	
107-xx	CMOS RAM test failed.	
108-xx	CMOS interrupt test failed.	
109-xx	CMOS clock test failed.	
110-xx	Programmable timer load data test failed.	
113-xx	Protected mode test failed.	
114-01	Speaker test failed.	1. Check system configuration. 2. Check cable connections to speaker. 3. Replace the system board and retest.

Memory Test Error Codes		
Error Code	**Description**	**Recommended Action**
200-xx	Memory machine ID test failed.	1. Flash the system ROM and retest.
202-xx	Memory system ROM checksum failed.	2. Replace the system board and retest.
203-xx	Write/Read test failed.	1. Remove the memory module and retest.
204-xx	Address test failed.	2. Install a new memory module and retest.

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Memory Test Error Codes		
Error Code	**Description**	**Recommended Action**
211-xx	Random pattern test failed.	
214-xx	Noise test failed.	
215-xx	Random address test failed.	

Keyboard Test Error Codes		
Error Code	**Description**	**Recommended Action**
300-xx	Failed ID Test.	1. Check the keyboard connection. If disconnected, turn off the computer and reconnect the keyboard.
301-xx	Failed Self-Test/Interface Test.	
302-xx	Failed Individual Key Test.	2. Replace the keyboard and retest.
304-xx	Failed Keyboard Repeat Test.	3. Replace the system board and retest.

Parallel Printer Test Error Codes		
Error Code	**Description**	**Recommended Action**
401-xx	Printer failed or not connected.	1. Connect the printer.
402-xx	Failed Port Test.	2. Check power to the printer.
403-xx	Printer pattern test failed.	3. Install the loopback connector and retest.
		4. Check port and IRQ configuration.
		5. Replace the system board and retest.

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Diskette Drive Test Error Codes		
Error Code	**Description**	**Recommended Action**
600-xx	Diskette ID drive types test failed.	1. Replace the diskette media and retest.
601-xx	Diskette format failed.	2. Check and/or replace the diskette power and signal cables and retest.
602-xx	Diskette read test failed.	3. Replace the diskette and retest.
603-xx	Diskette Read-Write, read, compare test failed.	4. Replace the system board and retest.
604-xx	Diskette random read test failed.	
605-xx	Diskette ID media failed.	
606-xx	Diskette speed test failed.	
609-xx	Diskette reset controller test failed.	
610-xx	Diskette change line test.	
697-xx	Diskette type error.	
698-xx	Diskette drive speed not within limits.	
699-xx	Diskette drive/media ID error.	1. Replace media. 2. Run the Configuration and Diagnostics Utilities.

Serial Test Error Codes		
Error Code	**Description**	**Recommended Action**
1101-xx	Serial Port test failed.	1. Check port configuration. 2. Replace the system board and retest.

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Hard Drive Test Error Codes		
Error Code	**Description**	**Recommended Action**
1701-xx	Hard drive format test failed.	1. Run the Configuration and Diagnostics Utilities and verify drive type.
1702-xx	Hard drive read test failed.	2. Verify that all secondary drives have secondary drive capability.
1703-xx	Hard drive write/read/compare test failed.	3. Replace the hard drive and retest.
1704-xx	Hard drive random seek test failed.	4. Replace the system board and retest.
1705-xx	Hard drive controller test failed.	
1706-xx	Hard drive ready test failed.	
1707-xx	Hard drive recalibration test failed.	
1708-xx	Hard drive format bad track test failed.	
1709-xx	Hard drive reset controller test failed.	
1710-xx	Hard drive park head test failed.	
1715-xx	Hard drive head select test failed.	
1716-xx	Hard drive conditional format test failed.	
1717-xx	Hard drive ECC* test failed.	
1719-xx	Hard drive power mode test failed.	
1724-xx	Network preparation test failed.	
1736-xx	Drive monitoring test failed.	

*ECC = Error Correction Code

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Video Test Error Codes		
Error Code	**Description**	**Recommended Action**
501-xx	Video controller test failed.	The following steps apply to error codes 501-xx through 516-xx:
502-xx	Video memory test failed.	
503-xx	Video attribute test failed.	1. Disconnect external monitor and test with internal LCD display.
504-xx	Video character set test failed.	
505-xx	Video 80 x 25 mode 9 x 14 character cell test failed.	2. Replace the display assembly and retest.
506-xx	Video 80 x 25 mode 8 x 8 character cell test failed.	3. Replace the system board and retest.
507-xx	Video 40 x 25 mode test failed.	
508-xx	Video 320 x 200 mode color set 0 test failed.	
509-xx	Video 320 x 200 mode color set 1 test failed.	
510-xx	Video 640 x 200 mode test failed.	
511-xx	Video screen memory page test failed.	
512-xx	Video gray scale test failed.	
514-xx	Video white screen test failed.	
516-xx	Video noise pattern test failed.	

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Video Test Error Codes (*Continued*)		
Error Code	**Description**	**Recommended Action**
2402-xx	Video memory test failed.	The following steps apply to error codes 2402-xx through 2456-xx:
2403-xx	Video attribute test failed.	
2404-xx	Video character set test failed.	1. Run the Configuration and Diagnostics Utilities.
2405-xx	Video 80 x 25 mode 9 x 14 character cell test failed.	2. Replace the display assembly and retest.
2406-xx	Video 80 x 25 mode 8 x 8 character cell test failed.	3. Replace the system board and retest.
2408-xx	Video 320 x 200 mode color set 0 test failed.	
2409-xx	Video 320 x 200 mode color set 1 test failed	
2410-xx	Video 640 x 200 mode test failed.	
2411-xx	Video screen memory page test failed.	
2412-xx	Video gray scale test failed.	
2414-xx	Video white screen test failed.	
2416-xx	Video noise pattern test failed.	
2418-xx	ECG/VGC memory test failed.	

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Video Test Error Codes (*Continued*)		
Error Code	**Description**	**Recommended Action**
2419-xx	ECG/VGC ROM checksum test failed.	1. Run the Configuration and Diagnostics Utilities.
2421-xx	ECG/VGC 640 x 200 graphics mode test failed.	2. Disconnect external monitor and test with internal LCD display.
2422-xx	ECG/VGC 640 x 350 16-color set test failed.	3. Replace the display assembly and retest.
2423-xx	ECG/VGC 640 x 350 64-color set test failed.	4. Replace the system board and retest.
2424-xx	ECG/VGC monochrome text mode test failed.	
2425-xx	ECG/VGC monochrome graphics mode test failed.	
2431-xx	640 x 480 graphics test failure	
2432-xx	320 x 200 graphics (256-color mode) test failure.	
2448-xx	Advanced VGA Controller test failed.	
2451-xx	132-column Advanced VGA test failed.	
2456-xx	Advanced VGA 256-Color test failed.	

Video Test Error Codes		
Error Code	**Description**	**Recommended Action**
2458-xx	Advanced VGA BitBLT test failed.	The following applies to error codes 2458-xx through 2480-xx:
2468-xx	Advanced VGA DAC test failed.	
2477-xx	Advanced VGA data path test failed.	Replace the system board and retest.
2478-xx	Advanced VGA BitBLT test failed.	
2480-xx	Advanced VGA LineDraw test failed.	

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Audio Test Error Codes		
Error Code	**Description**	**Recommended Action**
3206-xx	Audio System Internal Error.	Replace the system board and retest.

TouchPad/Pointing Device Interface Test Error Codes		
Error Code	**Description**	**Recommended Action**
8601-xx	Mouse test failed.	1. Replace the TouchPad and retest.
8602-xx	Interface test failed.	2. Replace the system board and retest.

Drive Test Error Codes		
Error Code	**Description**	**Recommended Action**
3301-xx	CD or DVD drive read test failed.	1. Replace the CD or DVD and retest.
3305-xx	CD or DVD drive seek test failed.	2. Verify that the speakers are connected.
6600-xx	ID test failed.	3. Verify that drivers are loaded and properly installed.
6605-xx	Read test failed.	4. Replace the CD or DVD drive and retest.
6608-xx	Controller test failed.	5. Replace the system board and retest.
6623-xx	Random read test failed.	

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Troubleshooting without Diagnostics

This section provides information for identifying and correcting some common hardware, memory, and software problems. It also explains several types of common messages that may be displayed on the screen. The following pages contain troubleshooting information about:

Audio	Memory
Battery	PC Card
CD or DVD Drive	Power
Diskette Drive	Printer
Display	TouchPad
Hard Drive	Keyboard/Numeric Keypad
Hardware Installation	

Since symptoms can be similar, carefully match the symptoms of the computer malfunction against the problem description in the tables to avoid a misdiagnosis.

⚠ **WARNING:** To avoid a potential shock hazard during troubleshooting procedures, disconnect all power sources before removing the keyboard cover or the display bezel.

Before Replacing Parts

Verify that cables are connected properly to the parts that are suspected to be defective.

- Run Computer Setup after connecting external devices.

- Verify that all required device drivers are installed.

- Verify that all required changes have been made to the *CONFIG.SYS* file.

- Verify that all required changes have been made to the *AUTOEXEC.BAT* file.

- Verify that all printer drivers have been installed for each application.

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Solving Minor Problems

Some minor problems and possible solutions are outlined in the following tables. If the problem appears related to a software application, check the documentation provided with the software.

Solving Audio Problems

A common audio problem and solution is listed in the following table.

Solving Audio Problems		
Problem	**Probable Cause**	**Solution**
Notebook does not beep after the Power-On Self-Test (POST).	This is typical; it indicates successful completion of the Power-On Self-Test (POST).	No action is required.

Solving Battery Pack/Gauge Problems

Some common causes and solutions for battery pack problems are listed in the following table. The "Solving Power Problems" section in this chapter may also be applicable.

Solving Battery Pack/Gauge Problems		
Problem	**Probable Cause**	**Solution(s)**
Computer won't turn on when battery pack is inserted and power cord is unplugged.	Battery pack is discharged.	• Connect the Notebook to an external power source and charge the battery pack. OR • Replace the battery pack with a fully charged battery pack.
		Check the battery connectors on the system board to verify that they are evenly spaced and not bent or broken.

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Solving Battery Pack/Gauge Problems		
Problem	**Probable Cause**	**Solution(s)**
Notebook is beeping and battery icon is blinking.	Battery charge is low.	Immediately save any open file(s). Then complete one of the following steps: • Connect the Notebook to an external power source to charge the battery pack. • Turn off the Notebook or initiate Hibernation until you can find another power source or charge the battery pack.
Battery icon on the front of the unit blinks to indicate low-battery condition, but computer does not beep.	Volume is turned down too low.	Adjust the volume.
Battery icon doesn't light and battery pack won't fast-charge.	Battery pack is already charged.	No action is necessary.
	Battery pack was exposed to temperature extremes.	Allow time for the battery pack to return to room temperature.
	Battery pack is at the end of its life.	Replace the battery pack.
You have to set the date and time every time you turn on the Notebook.	RTC battery is dead.	Replace the RTC battery.
Battery charge does not last as long as expected.	Battery is exposed to high temperatures or extremely cold temperatures.	Keep the battery pack within the recommended temperature range for operation or storage. • Operating Range: 50°F to 104°F (10°C to 40°C) • Storage Range: -4°F to 86°F (-20°C to 30°C) Recharge the battery pack.

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Solving Battery Pack/Gauge Problems		
Problem	**Probable Cause**	**Solution(s)**
Battery charge does not last as long as expected.	Battery has partially self-discharged.	Recharge the battery. Discharge the battery completely and then recharge it.
	Power management is disabled.	Set a power management level in Computer Setup.
	An external device or PC card is draining the battery.	Turn off or disconnect external devices when not in use.
Battery pack is warm to the touch after charging.	Normal warming has occurred due to charging.	No action is required.
Battery pack operating time is far less than the documented average operating time.	Power management is turned off or disabled.	Enable power management in Computer Setup and Windows Power Properties.
	An external device or PC card is draining the battery.	Turn off or disconnect external devices when not in use.

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Solving Battery Pack/Gauge Problems		
Problem	**Probable Cause**	**Solution(s)**
	Battery pack has partially self-discharged.	Condition the battery pack by fully charging, fully discharging, then fully recharging it. To maintain the charge, leave the battery pack in the Notebook when it is connected to an external power source. If the Notebook is disconnected from external power for more than two weeks, remove battery packs to reduce the discharge rate.
	Battery pack is exposed to high or extremely cold temperatures.	Keep the battery pack within the recommended temperature range for operation or storage. • Operating Range: 50°F to 104°F (10°C to 40°C) • Storage Range: -4°F to 86°F (-20°C to 30°C) Recharge the battery pack.

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Solving CD and DVD Drive Problems

Some common causes and solutions for CD and DVD drive problems are listed in the following table.

Solving CD or DVD Drive Problems		
Problem	**Probable Cause**	**Solution(s)**
CD or DVD drive cannot read a compact disc or digital versatile disc.	Disc is upside-down or is improperly inserted in the CD or DVD drive.	Open the loading tray, lay the CD label side up in the tray, then close the tray.
	CD is CD Plus or Pregap/Track 0 type.	Cannot read these types of CDs in 24X. Remove the CD.

Solving Diskette Drive Problems

Some causes and solutions for common possible diskette drive problems are listed in the following table.

Solving Diskette Drive Problems		
Problem	**Probable Cause**	**Solution(s)**
Diskette drive cannot write to a diskette.	Disk is write-protected.	Disable the disk's write-protect feature or use a disk that is not write-protected.
	Computer is writing to the wrong drive.	Check the drive letter in the path statement.
	Not enough space is left on the disk.	Use another disk.
	Drive error has occured.	Run Computer Checkup from the Compaq Diagnostics disk.
	Disk is not formatted.	Format the disk. At the system prompt, enter: **FORMAT A:**
Diskette drive cannot read a diskette.	Disk drive cannot read a disk.	Use the type of diskette required by the drive.
	Disk has a bad sector.	Copy files to hard drive or another diskette. Reformat bad diskette.

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Solving Diskette Drive Problems		
Problem	**Probable Cause**	**Solution(s)**
Diskette drive cannot read a diskette. (*Continued*)	Drive error has occurred.	Run Computer Checkup from the Compaq Diagnostics diskette.
	Diskette is not formatted.	Format the diskette. At the system prompt, enter **FORMAT A:**
Cannot boot from diskette.	Bootable diskette is not in drive A.	Put the bootable diskette in drive A.
	Diskette Boot has incorrect setting in Computer Setup.	Run Computer Setup and set diskette as first to boot.

Solving Display Problems

This section lists some common causes and solutions for computer display and external monitor problems.

You can perform a monitor self-test on an external VGA color or monochrome monitor by disconnecting the monitor from the Notebook, then completing the following steps:

1. Turn off the monitor.

2. Turn off the Notebook.

3. Disconnect the monitor signal cable from the Notebook.

4. Turn on the monitor and allow it to warm up for one minute.

The display should be white. A narrow black border may also appear on the left and right sides of the display. Both of these displays indicate that the monitor is working properly.

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Solving Display Problems		
Problem	**Probable Cause**	**Solution(s)**
Screen is dim.	Brightness Control (if available) is not set properly.	Adjust the brightness of the display by pressing **Fn+F7** or **Fn+F8**.
	Computer screen is in direct light.	Tilt display or move computer.
Screen is blank.	Screen save was initiated by Power Management due to lack of user activity.	Press any key or touch the TouchPad.
	Display has overheated.	If the Notebook is in direct sunlight, move it and allow it to cool off.
Display is blank and the Suspend icon is flashing.	System is in Suspend mode.	Press any key or touch the TouchPad.
Internal display is blank but the screen on an external monitor displays information.	Display function was switched to an external monitor.	Press **Fn+F3** to switch between LCD or CRT.
Internal display flashes or has garbled characters when the Notebook is connected to an external monitor.	Using 1024 x 768 or higher resolution on external monitor and toggling back to internal display, which supports up to 800 x 600.	Restart the Notebook.
The light tubes on the edge of the display panel do not light up at all and the Power-On Self-Test (POST) completes when the unit is powered up.*	Improper backlight or display cable connections.	Replace the display assembly.
	Defective inverter board.	Replace the display assembly.
	Defective display cable.	Replace the display assembly.
	Defective display panel.	Replace the display assembly.
	Defective system board.	Replace the system board.

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Solving Display Problems		
Problem	**Probable Cause**	**Solution(s)**
The light tubes on the edge of the display panel do not light up at all and Power-On Self-Test (POST) does not complete when the unit is powered up.*	Defective system board.	Replace the system board.
Backlight (brightness) cannot be adjusted with Fn+F7 or Fn+F8.	Improper display cable connections.	1. Reseat the display cable to the system board. 2. Replace the display assembly.
	Defective inverter board.	Replace the display assembly.
	Defective display cable.	Replace the display assembly.
	Defective system board.	Replace the system board.

This problem indicates that the backlight or its power circuitry has failed. If the backlight is not functioning, the POST result cannot be observed. Connect the unit to an external monitor before powering up the unit. If an external monitor is not available, verify that POST is complete by opening and closing the display, listening for the single or double beep, and watching for the icons to turn on at the front of the Notebook.

Solving Display Problems Continued		
Problem	**Probable Cause**	**Solution(s)**
This display panel has a continuous pattern across it (e.g., "jailbars" pattern), has a single color on it, or has garbled graphics across the entire panel. This failure is for patterns across the entire panel (not just on one section).	Improper display cable connections	Reseat the display cable to the following until the problem is solved: 1. System board 2. Display assembly
	Defective display cable.	Replace the display assembly.
	Defective inverter board.	Replace the display assembly.

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Solving Display Problems Continued		
Problem	**Probable Cause**	**Solution(s)**
	Defective system board.	Replace the system board.
A single line, small group of lines, or block appears on the display panel. This failure occurs in only a section of the display panel.	Defective display panel.	Replace the display assembly.

Note: When you perform a "self-test" on an external VGA color or monochrome monitor, the screen should be white. A narrow black border may also appear on the left and right sides of the display. Both of these displays indicate that the monitor is working properly.

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Solving Hard Drive Problems

Some causes and solutions for possible common hard drive problems are listed in the following table.

⚠ **CAUTION:** To prevent loss of information, maintain an up-to-date backup of your hard drive at all times in case of errors or failures.

Solving Hard Drive Problems		
Problem	**Probable Cause**	**Solution(s)**
Reading the hard drive takes an unusually long time after restarting the Notebook.	System entered Hibernation due to a low-battery condition and is now exiting from it.	Give the system time to restore the previously saved data to its exact state before Hibernation.
Hard drive error occurs.	Hard drive has bad sectors or has failed.	Run Computer Checkup.
Hard drive does not work.	Hard drive is not seated properly.	Turn off and unplug the Notebook, remove the battery pack, and remove and then reinstall the hard drive.

Solving Hardware Installation Problems

Some causes and solutions for possible common hardware installation problems are listed in the following table.

Solving Hardware Installation Problems		
Problem	**Probable Cause**	**Solution(s)**
A new device is not recognized as part of the computer system.	Cable(s) of a new external device are loose, or power cables are unplugged.	Ensure that all cables are properly and securely connected.
	Power switch of new external device is not turned on.	Turn off the Notebook, turn on the external device, then turn on the Notebook to integrate the device with the computer system.
	Device is not seated properly.	Turn off the Notebook and reinsert the device.

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Solving Keyboard/Numeric Keypad Problems

Some causes and solutions for possible common keyboard/numeric keypad problems are listed in the following table.

Solving Keyboard/Numeric Keypad Problems		
Problem	**Probable Cause**	**Solution(s)**
Embedded numeric keypad on Notebook keyboard is disabled.	Num Lock function is not enabled.	Press the **Shift+NumLk** keys to enable the Num Lock function and embedded numeric keypad. The Num Lock light on the Notebook turns on.
Embedded numeric keypad is disabled and Num Lock function is on.	External numeric keypad is connected to the Notebook.	Disconnect the external numeric keypad from the Notebook.

Solving Memory Problems

Some causes and solutions for possible common memory problems are listed in the following table.

Solving Memory Problems		
Problem	**Probable Cause**	**Solution(s)**
Memory count during Power-On Self-Test (POST) is incorrect.	Optional memory expansion card is installed incorrectly, is incompatible with the computer, or is defective.	Ensure that the optional memory expansion card is installed correctly.
"Out of Memory" message is displayed on the screen or insufficient memory error occurs during operation.	System ran out of memory for the application.	Check the application documentation for memory requirements. If necessary, install additional memory.
	Too many TSR (terminate-and-stay-resident) applications are running.	Remove from memory any TSR applications that you do not need.

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Solving PC Card Problems

The following table lists some common causes and solutions for PC card problems.

Solving PC Card Problems		
Problem	**Probable Cause**	**Solution(s)**
When turned on, the Notebook does not beep when a PC card is inserted.	Card is not inserted properly.	Ensure that the card is inserted in the correct orientation.
	PC card beeps are disabled.	Double-click the PC Card icon on the Control Panel, click the **Global Settings** tab, the enable **PC Card** sound effects.
	Speaker is turned off or volume is turned down.	Press **Volume** buttons to turn the speaker on, then increase the volume.
	PC card drivers are not installed.	Double-click the **Add New Hardware** icon on the Control Panel for installation instructions. If PC Card or drivers are not compatible with Windows, install drivers and use the PC Card in MS-DOS mode.
	Card or card driver is not supported.	Contact a Compaq-authorized service provider for a list of PC cards tested sucessfully in Compaq PC card platforms.
PC card modem, fax, or network card does not work.	Card is not fully inserted into the slot or is not inserted properly.	Ensure that the card is inserted in the correct orientation.
	Telephone cord is not plugged in all the way.	Check and secure telephone connection.
	Necessary drivers are not installed (turned on).	Install drivers.
PC card modem or fax card does not work.	You are trying to access the card using the wrong COM port.	See Specifications to verify COM port.

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Solving PC Card Problems		
Problem	**Probable Cause**	**Solution(s)**
	The card conflicts with a serial device.	See <u>Specifications</u> to verify address.
	The card is not supported.	Use supported cards only.
Modem network PC Card does not work.	Network driver is not installed or is not set up properly.	Install driver.
	Telephone cord is not properly connected.	Verify telephone connection.
Memory or storage card does not work.	SRAM and flash memory cards require the memory card driver to be loaded (turned on). Flash memory cards require the Microsoft FlashFile System to be loaded. Hard drives on flash mass-storage cards require the PC Card ATA driver to be loaded.	Install driver.
	You are trying to access the hard drive card using the wrong drive letter.	Double-click **My Computer** to verify the drive letter assigned to the card.
	The card is not supported.	Contact a Compaq-authorized service provider for a list of PC cards tested successfully in Compaq PC card platforms.

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Solving Power Problems

See also [Solving Battery Pack/Gauge Problems](#) in this section.

Solving Power Problems		
Problem	**Probable Cause**	**Solution(s)**
Notebook will not turn on and the battery pack is not inserted.	Notebook is not connected to a power source.	Insert battery or connect an external power source.
	Power cords to the external power source are unplugged.	Ensure that power cords connecting the Notebook and the external power source are plugged in properly.
	Power adapter is defective.	Replace AC adapter and restart.
Notebook turned off while it was left unattended and the power icon is off.	System board is defective.	Replace the system board.
	System initiated Hibernation due to a critical low-battery condition.	Replace the battery pack with a fully charged battery pack, or connect the Notebook to an external power source. Then turn on the Notebook.
	System initiated Hibernation after a preset timeout.	Turn on the Notebook.

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Solving Printer Problems

If you experience problems printing, run a printer self-test. Refer to the documentation provided with your printer for instructions. If the self-test fails, the problem is printer-specific. Refer also to the printing section of your application documentation.

Solving Printer Problems		
Problem	**Probable Cause**	**Solution(s)**
Printer will not turn on.	The signal cable may not be connected properly, or the printer is unplugged.	Ensure that the signal cable is properly connected and that the power cord is connected to the electrical outlet.
Printer will not print.	Printer is not turned on, or is offline.	Turn the printer on and set it to **On Line**.
	The device drivers for the application are not installed.	Refer to the printer documentation to install the correct printer driver.
	The printer is set up for a network, but is not connected to the network.	Connect the printer to the network.
	Printer cable is too long, unshielded, or defective.	Replace the cable.
	Paper tray is empty.	Fill the paper tray with paper and set the printer to **On Line**.
Printer prints garbled information.	Correct printer drivers are not installed.	Refer to the printer documentation to install the correct printer driver.
	Cable is not connected properly.	Ensure that the printer signal cable is properly connected to the Notebook.
	Cable is defective.	Replace the printer cable and retest.

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Solving TouchPad/Pointing Device Problems

The following table lists some common causes and solutions for TouchPad/pointing device problems.

Solving TouchPad/Pointing Device Problems		
Problem	**Probable Cause**	**Solution(s)**
TouchPad or mouse does not work.	Incorrect or no device driver is installed.	Install the device driver and add to the *AUTOEXEC.BAT* file or *CONFIG.SYS* file.
	The device driver is not installed in Windows.	Install the TouchPad/mouse driver in Windows.
External mouse does not work.	Mouse is not securely connected, or is connected to an incorrect external connector.	Ensure that the mouse is securely connected to the appropriate external connector.
TouchPad or mouse does not work even though the device is enabled in Windows.	Mouse is not enabled.	Type **MOUSE** at the system prompt to activate the mouse device driver. Add a line in the *AUTOEXEC.BAT* file to activate the mouse driver automatically each time the computer is turned on or restarted.
	Cable is not properly seated in TouchPad board.	Reseat cable.
	Defective TouchPad board.	Replace the TouchPad board.
	Defective system board.	Replace system board.
	Device driver is not correctly installed in Windows.	Install the appropriate device driver in Windows.
Cursor skips or moves abnormally when using the TouchPad.	The TouchPad needs to be cleaned.	Clean the TouchPad with a cloth dampened with alcohol or an ammonia-based glass cleaner. Wipe up liquid with a dry cloth.

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Contacting Compaq Support

Obtain the following information before contacting Compaq Reseller Support:

- Product name
- Product serial number
- Purchase date
- Conditions in which the problem occurred
- Any error messages that have occurred
- Hardware configuration
- Type of printer connected
- Hardware/software installed
- Printed results of Computer Checkup (TEST)
- Printed copies of *CONFIG.SYS* and *AUTOEXEC.BAT* files, if possible.

Shipping Preparation

To ship the Notebook, complete the following steps:

1. Back up the critical hard drive files. Ensure that backup tapes/diskettes are not exposed to electrical or magnetic fields while stored or in transit.

2. Turn off the Notebook and external devices.

3. Disconnect the external devices from their power sources, then from the Notebook.

   Important: Ensure that there is no diskette in the diskette drive and that there are no PC cards in the PC slots.

4. Close the display and all exterior doors of the Notebook.

5. Pack the Notebook in sufficient packing material to protect it. Use the original packing box or similar packaging.