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Maintenance & Service Guide
Presario 1800 Series
Models: 1825 and 1800T

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Illustrated Parts Catalog | Removal & Replacement Procedures | Specifications
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Models and Features
Controls and Lights
Internet Zone Buttons and Lights
Front Bezel Components
Left Side Components
Right Side Components
Bottom of Unit
Back Connectors
Port Replicator Components
Port Replicator Connectors

Download the Maintenance and Service Guide (MSG) to your hard drive.

Welcome to the **Presario 1800 Series Maintenance and Service Guide**. This online guide is designed to serve the needs of those whose job it is to repair Compaq products. The Notice contains the copyright and trademark information. The Preface shows symbol conventions, Technician Notes and Serial Number locations on the unit.

This MSG will be periodically maintained and updated online as needed. For content comments or questions, contact the Editor.

To report a technical problem, contact your Regional Support Center or IM

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Help Center.

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Notice

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Maintenance and Service Guide

Compaq Presario 1800 Series Portable Computer

First Edition (August 1999)

Compaq Computer Corporation

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Preface

This *Maintenance and Service Guide* is a troubleshooting guide that can be used for reference when servicing the Compaq Presario 1800 Series Portable Computers.

Compaq Computer Corporation reserves the right to make changes to the Compaq Presario 1800 Series Portable Computers without notice.

Symbols

The following words and symbols mark special messages throughout this guide.

WARNING: Text set off in this manner indicates that failure to follow directions in the warning could result in bodily harm or loss of life.

CAUTION: Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of data.

IMPORTANT: Text set off in this manner presents clarifying information or specific instructions.

NOTE: Text set off in this manner presents commentary, sidelights, or interesting points of information.

Technician Notes

WARNING: Only authorized technicians trained by Compaq should repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly/module level repair. Because of the complexity of the individual boards and subassemblies, the user should not attempt to make repairs at the component level or to make modifications to any printed circuit board. Improper repairs can create a safety hazard. Any indications of component replacement or printed circuit board modifications may void any warranty

Serial Number

When requesting information or ordering spare parts, the computer serial number should be provided to Compaq. The serial number is located on the bottom of the computer.

Locating Additional Information

The following documentation is available to support this product:

- Compaq Presario 1800 Series Portable Computer documentation set
- *Introducing Windows 98 Guide*
- Service Training Guides
- Compaq Service Advisories and Bulletins
- *Compaq QuickFind*
- *Compaq Service Quick Reference Guide*

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Product Description

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Internet Zone Buttons and Lights
Front Bezel Components
Left Side Components
Right Side Components
Bottom of Unit
Back Connectors
Port Replicator Components
Port Replicator Connectors

Compaq Presario 1800 Series Portable Computers are a new generation of multimedia portable computers with a thin and light-weight design, outstanding audio and video, advanced core features, and attractive styling.

The 1800T Series allows configure-to-order (CTO) accessibility, providing a range of

Power Management for Windows 98

outstanding and innovative features and components.

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Troubleshooting

Preliminary Steps
Clearing the Power-On Password
Power-On Self Test (POST)
Compaq Diagnostics
Diagnostic Error Codes
Troubleshooting Without Diagnostics
Solving Minor Problems
Contacting Compaq Support

This section covers troubleshooting information for the Compaq Presario 1800 Series Portable Computers. The basic steps in troubleshooting include:

1. Follow the Preliminary Steps.

2. Run the Power-On Self-Test (POST).

3. Follow the recommended actions described in the diagnostic tables if you are unable to run POST or if POST displays an error message.

When following the recommended actions in the Sections on POST and Diagnostic Error Codes perform them in the order listed. Rerun POST after each recommended action until the problem is solved and no error message occurs. Once the problem is solved, do not complete the remaining recommended actions.

NOTE: If the problem is intermittent, check the computer several times to verify that the problem is solved.

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Illustrated Parts Catalog

System Unit
Boards
Display Assembly
Mass Storage Devices
Miscellaneous Cable Kit
Miscellaneous Hardware Kit
Miscellaneous Plastics Kit
Miscellaneous Parts
Documentation and Software

This section provides a breakdown of spare parts and identifies the spare part ordering number associated with each item for Compaq Presario 1800 Series Portable Computers.

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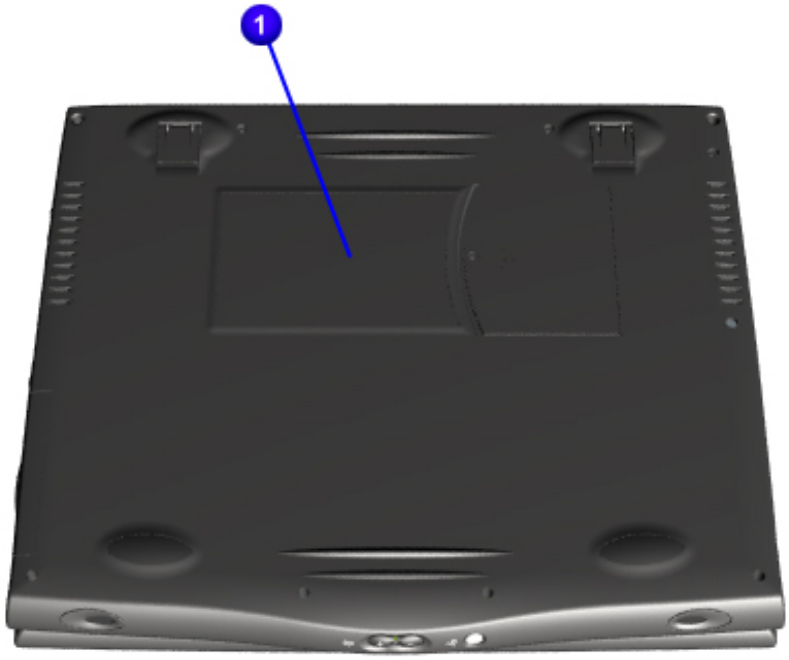
Removal and Replacement Procedures

This section explains the removal and replacement procedures for the computer.

Serial Number Location

Removal Sequence
Electrostatic Discharge
Service Considerations
Cables and Connectors
Preparing the Computer for Disassembly
Battery Pack
Palmrest Cover with TouchPad
Keyboard
Status Panel
Internet Button Board
Heatspreader
Network Interface Card
Modem
Hard Drive
DisqPlay Module
Processor



Report the computer serial number 1 to Compaq when requesting information or ordering spare parts. The serial number is located on the underside of the computer.

DVD or CD Drive
Display Panel Assembly
Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
Speaker Assembly
System Board
Memory Module

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Specifications

This section covers the following specifications of Compaq Presario 1800 Series Portable Computers:

- Physical and Environmental
- System Interrupts
- System DMA
- System I/O Address
- System Memory Catalog
- Display
- Memory Expansion
- Diskette or LS120 Drive
- Hard Drive
- DVD or CD drive
- Battery Pack

Physical and Environmental

Computer Specifications		
	U.S.	**Metric**
Dimensions Height Depth Width	 1.65 in 13.00 in 10.99 in	 4.20 cm 33.00 cm 27.90 cm

Weight	7.9 lbs	3.58 kg
Stand-Alone (Battery Pack) Power Requirements Nominal Operating Maximum Average Peak Operating	**Li-ion 3.2 mAh** W @ 14.8 V W @ 14.8 V W @ 14.8 V	
AC Power Requirements Operating Voltage Operating Current Operating Frequency Maximum Transient	 100-240 V 0.8/0.4 A RMS 47-63 Hz Meets IEC 801-4 and IEC801-5 1kV for 50 ns	
Temperature Operating Nonoperating	 50° to 95 °F -4° to 140 °F	 10° to 35 °C -20° to 60 °C
Relative Humidity (noncondensing) Operating Nonoperating (tw = 38.7°C max)	 90% 5% to 95%	 10% to 90% 5% to 95%
Altitude Operating Nonoperating	 0 to 10,000 ft 0 to 30,000 ft	 0 to 3.05 km 0 to 9.14 km
Shock Operating Non operating	 10 G, 11 ms, half sine 240 G, 2 ms, half sine	
Vibration Operating Nonoperating	 0.5 G 1.5 G	
NOTE: Applicable product safety standards specify thermal limits for plastic surfaces. Compaq Explorer Series Portable Computers operate well within this range of temperatures.		

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System Interrupts

System Interrupts	
Hardware IRQ	**System Function**
IRQ0	System timer
IRQ1	Standard 101/102-key or Microsoft Natural Keyboard
IRQ2	Programmable interrupt controller
IRQ3	Lucent 56K V.90 PCI DF Modem
IRQ4	Communications Port (COM1)
IRQ5	ESS SOLO-1 PCI AudioDrive
IRQ5	RAGE LT PRO AGP 2X (English)
IRQ6	Standard Floppy Disk Controller
IRQ7	Printer Port (LPT1)
IRQ8	System CMOS/real time clock
IRQ9	Available
IRQ10	Available
IRQ11	Intel 21143/2 based 10/100 mbps Ethernet Controller
IRQ11	Texas Instruments PCI-1211 CardBus Controller
IRQ11	Intel 82371AB/EB PCI to USB Universal Host Controller
IRQ12	Synaptics PS/2 TouchPad
IRQ13	Numeric Data Processor
IRQ14	Intel 82371AB/EB PCI Bus Master Primary IDE Controller
IRQ15	Intel 82371AB/EB PCI Bus Master Secondary IDE Controller

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System DMA

System DMA	
Hardware DMA	**System Function**
DMA 1	ESS SOLO-1 DOS Emulation
DMA 2	Standard Floppy Disk Controller
DMA 3	ECP Printer Port (LPT1)
DMA 4	Direct memory access controller

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System I/O Address

System I/O Address	
I/O Address (Hex)	**System Function (Shipping Configuration)**
0000h-000Fh	Direct memory access controller
0020h-0021h	Programmable interrupt Controller`
0040h-0043h	System timer

0060h-0060h	Standard 101/102-Key or Microsoft Natural Keyboard
0061h-0061h	System speaker
0064h-0064h	Standard 101/102-Key or Microsoft Natural Keyboard
0070h-0071h	System CMOS/real time clock
0072h-0073h	Motherboard resources
0080h-0080h	Motherboard resources
0081h-008Fh	Direct memory controller
00A0h-00A1h	Programmable interrupt controller
00C0h-00DFh	Direct memory access Controller
00ECh-00EFh	Motherboard resources
00F0h-00FFh	Numeric data processor
0170h-0177h	Intel 82371AB/EB PCI Bus Master IDE controller
0170h-0177h	Secondary IDE controller (dual fifo)
01F0h-01F7h	Intel 82371AB/EB PCI Bus Master IDE controller
01F0h-01F7h	Primary IDE controller (dual fifo)
0200h-0203h	Gameport Joystick
0220h-022Fh	ESS SOLO-1 DOS Emulation
0330h-0331h	ESS SOLO-1 DOS Emulation
0376h-0376h	Intel 82371AB/EB PCI Bus Master IDE Controller
0376h-0376h	Secondary IDE controller (dual fifo)
0378h-037Fh	ECP Printer Port (LPT1)
0388h-038Bh	ESS SOLO-1 DOS Emulation
03B0h-03BBh	RAGE LT PRO AGP 2X (English)
03C0h-03Dfh	RAGE LT PRO AGP 2X (English)
03E0h-03E1h	Motherboard resources
03F0h-03F5h	Standard Floppy Disk Controller
03F6h-03F6h	Intel 82371AB/EB PCI Bus Master IDE Controller
03F6h-03F6h	Primary IDE controller (dual fifo)
03F7h-03F7h	Standard Floppy Disk Controller
03F8h-03FFh	Communications Port (COM1)
04D0h-04D1h	Motherboard resource
0CF8h-0CFFh	PCI bus
2180h-218Fh	Motherboard resources
8000h-803Fh	Motherboard resources
E000h-EFFFh	Intel 82443BX Pentium ® II Processor to AGP controller
E800h-E8FFh	RAGE LT PRO AGP 2X (English)
F4D8h-F4DBh	ESS SOLO-1 PCI AudioDrive
F4DCh-F4DFh	ESS SOLO-1 PCI AudioDrive
F4E0h-F4Efh	ESS SOLO-1 PCI AudioDrive
F4F0h-F4FFh	ESS SOLO-1 PCI AudioDrive
F800h-F8FFh	Lucent 56K V.90 PCI DF Modem
FC00h-FC7Fh	Intel 21143/2 based 10/100 mbps Ethernet Controller

FC88h-FC8Fh	Lucent 56K V.90 PCI DF Modem
FC90h-FC97h	Primary IDE controller (dual fifo)
FC90h-FC9Fh	Intel 822371AB/EB PCI Bus Master IDE Controller
FC98h-FC9F	Secondary IDE controller (dual fifo)
FCA0h-FCBFh	Intel 82371AB/EB PCI to USB Universal Host Controller
FCC0h-FCFFh	ESS SOLO-1 PCI AudioDrive

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System Memory Catalog

System Memory Catalog	
Memory Address	**System Function**
00000000h-0009FFFFh	System board extension for PnP BIOS
000A0000h-000AFFFFh	RAGE LT PRO AGP 2X (English)
000B0000h-000BFFFFh	RAGE LT PRO AGP 2X (English)
000C0000h-000CBFFFh	RAGE LT PRO AGP 2X (English)
000E0000h-000E7FFFh	Motherboard resources
000E8000h-000FFFFFh	System board extension for PnP BIOS
00100000h-03FFFFFFh	System board extension for PnP BIOS
08000000h-08000FFFh	Texas Instruments PCI-1211 CardBus Controller
F8000000h-FBFFFFFFh	Intel 82443BX Pentium ® II Processor to PCI bridge
FD000000h-FDFFFFFFh	RAGE LT PRO AGP2X (English)
FD000000h-FECFFFFFh	Intel 82443BX Pentium ® II Processor to AGP controller
FE000000h-FE01FFFFh	RAGE LT PRO AGP 2X (English)
FECFE000h-FECFFFFh	RAGE LT PRO AGP 2X (English)
FEDFF800h-FEDFFBFFh	Intel 21143/2 based 10/100 mbps Ethernet Controller
FEDFFC00h-FEDFFCFFh	Lucent 56K V.90 PCI DF Modem
FFF80000h-FFFFFFFFh	Motherboard resources

Display

15.0" (Diagonal) TFT Display with LVDS		
	U.S.	**Metric**
Dimensions Height Width	 9.48 in 12.43 in	 24.05 cm 31.55 cm
Display Dimensions Height Width Depth	 8.99 in 11.98 in Information not available	 22.81 cm 30.41 cm Information not available
Weight	24.36 oz	690 gm
Contrast Ratio	150:1 mini	

Brightness	120 cd/mm^3
Total Power Consumption	Information not available

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14.1" (Diagonal) TFT Display with LVDS		
	U.S.	Metric
Dimensions Height Width	 8.92 in 11.76 in	 22.65 cm 29.85 cm
Display Dimensions Height Width Depth	 8.44 in 11.26 in Information not available	 21.43 cm 28.57 cm Information not available
Weight	19.94 oz	565 gm
Contrast Ratio	150:1 mini	
Brightness	120 cd/mm^3	
Total Power Consumption	Information not available	

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Memory Expansion

Memory Expansion		
System Memory	**Expansion Board Memory**	**Total Memory**
64-MB		64-MB
64-MB	32-MB	96-MB
64-MB	64-MB	128-MB
64-MB	128-MB	192-MB

Diskette or LS120 Drive

	Diskette Drive	**LS120 Drive**
Capacity per Diskette (High/Low)	1.44 MB/720KB	120 MB
Diskette Size	3.5"	3.5"
Number of LED Indicators (Read/Write)	0	1
Number of Drives Supported	1	1
Drive Rotation (rpm)	300	720
Transfer Rate (Kbps)	500	5458
Bytes per Sector	512	512
Sectors per Track (High/Low)	18/9	

Tracks per Side (High/Low)	80	
Access Times Track-to-Track (ms) Average (ms) Setting Time (ms) Latency Average (ms)	 3 94 15 100	 20 112 800 41.67
Cylinders (High/Low)	80	1736
Number of Read/Write Heads	2	2

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Hard Drive

Hard Drive				
	4.8-GB	**6.4-GB**	**10.0-GB**	**18.0-GB**
Capacity Per Drive	4.8-GB	6.4-GB	10.0-GB	18.0-GB
Drive Type				
Logical Configuration Cylinders Heads Sectors per track Bytes per sector	 11648 3 190/330 512	 8647 4 190/330 512	 11968 6 190/330 512	 16383 6 Not available 512
Seek Times (Typical, Including settling in ms) Single track Average Full stroke	 4 14 24	 4 14 24	 4 14 24	 2.5 (Read) 12 (Read) 23 (Read)
Transfer Rate At Interface	33.3 MB/s	33.3 MB/s	33.3 MB/s	33.3 MB/s

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CD/DVD Drive

CD/DVD Drive			
	4x DVD	**6x DVD**	**24x CD-ROM**
Dimensions	128 x 129 x 12.7 mm	128 x 129 x 12.7mm	128 x 129 x 12.7 mm
Weight	0.27 kg	0.28 kg	<0.27 kg
Rotational Speed	2300 rpm	3450 rpm	4225 rpm
Typical Transfer Rate Sustained Data Transfer Rate	5400 KB/s	8100 KB/s	3600 KB/s
Access Time Average Random Access Time	140 ms	140 ms	120 ms
Spin Up time	3.8 s	<15 s	2.7 s

Data Buffer Capacity	128 KB	512 KB	128 KB

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Battery Pack

Battery Pack	
	Lithium Ion (Li ion) *
Dimensions Height Length Width	 0.8 in (20.3 mm) 5.7 in (145 mm) 3.1 in (78.7 mm)
Weight	0.90 lb (408.2 g)
Battery Pack Operating Time	2 hr 30 min*
Energy Nominal Open Circuit Voltage Capacity Power	 14.4 V 3200 mAH 46.1 WH
Environmental Requirements Operating Temperature Non-operating Temperature Charging Temperature	 32° F (0-50° C) -20° C -60° C 5° C-45° C
*The battery operating time changes depending on your power management settings, system components, options, and applications you use.	

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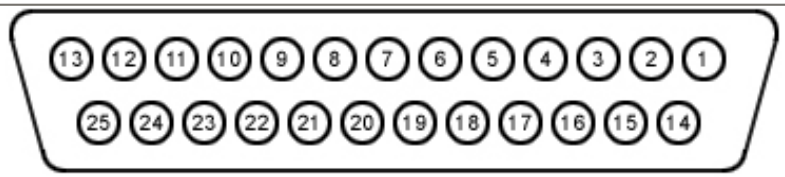
Connector Pin Assignments

This section provides connector pin assignment tables for Compaq Presario 1800 Series Portable Computers. For more information on connectors, refer to the sections on Back Connectors and Port Replicator Connectors.

NOTE: The signals in all tables of this appendix are considered active high unless otherwise indicated by an asterisk (*).

Parallel Connector



Pin	Signal	Pin	Signal
1	Strobe*	10	Acknowledge*
2	Data Bit 0	11	Busy
3	Data Bit 1	12	Paper Out
4	Data Bit 2	13	Select
5	Data Bit 3	14	Auto Linefeed*
6	Data Bit 4	15	Error*
7	Data Bit 5	16	Initialize Printer*
8	Data Bit 6	17	Select In*
9	Data Bit 7	18-25	Signal Ground

* = Active low

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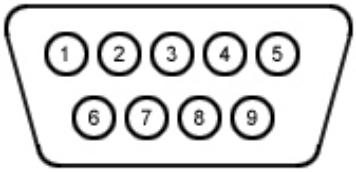
Serial Connector

Connector	Pin	Signal

	1	Carrier Detect
	2	Receive Data
	3	Transmit Data
	4	Data Terminal Ready
	5	Signal Ground
	6	Data Set Ready
	7	Ready to Send
	8	Clear to Send
	9	Ring Indicator

Keyboard/Mouse

Connector	Pin	Signal
	1	Data 1
	2	Data 2
	3	Ground
	4	+5 V
	5	Clock 1
	6	Clock 2

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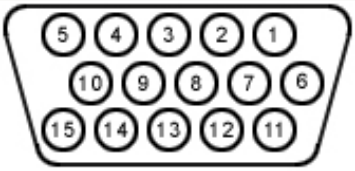
External VGA Monitor

Connector	Pin	Signal
	1	Red Analog
	2	Green Analog
	3	Blue Analog
	4	Not connected
	5	Ground
	6	Ground Analog
	7	Ground Analog

	8	Ground Analog
	9	+5V
	10	Ground
	11	Monitor Detect
	12	DDC2B Data
	13	Horizontal Sync
	14	Vertical Sync
	15	DDC2B Clock

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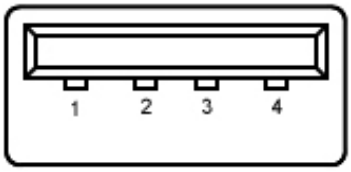
Universal Serial Bus		
Connector	**Pin**	**Signal**
	1	+5V
	2	Data -
	3	Data +
	4	Ground

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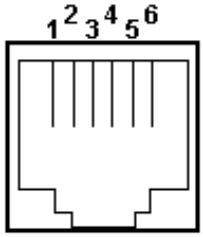
Modem		
Connector	**Pin**	**Signal**
	1	Unused
	2	Tip
	3	Ring
	4	Unused
	5	Unused
	6	Unused

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TV Out		
Connector	**Pin**	**Signal**

	1	Ground
	2	Composite
	3	Ground

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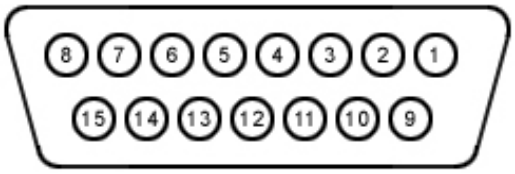
Game Port		
Connector	**Pin**	**Signal**
	1	+5V
	2	SWA
	3	RBTA
	4	GND
	5	GND
	6	RBTB
	7	SWB
	8	+5V
	9	+5V
	10	SWC
	11	RBTC
	12	RMSO
	13	RBTD
	14	SWD
	15	RMSI

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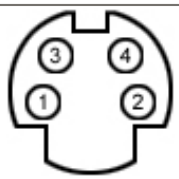
S Video		
Connector	**Pin**	**Signal**
	1	Ground
	2	Ground
	3	SYR
	4	SCG

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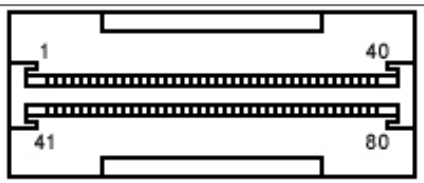
Port Replicator Connector



Pin	Signal	Pin	Signal	Pin	Signal	Pin	Signal
1	Adapter Power	21	Serial Port CTS	41	Not Connected	61	Switch C
2	Adapter Power	22	Serial Port DCD	42	Power Cycle	62	Switch D
3	Adapter Power	23	Serial Port DSR	43	Keyboard Clock	63	MIDI Input
4	Adapter Power	24	Serial Port TXD	44	Keyboard Data	64	MIDI Output
5	Adapter Power	25	Serial Port RTS	45	Mouse Clock	65	Not Connected
6	Adapter Power	26	Monitor DDC	46	Mouse Data	66	USB Power
7	Not Connected	27	Monitor DDC	47	Lp Select	67	USB Power
8	Printer Data 0	28	Monitor Indicator	48	Lp Paper End	68	USB Power
9	Printer Data 1	29	V. SYNC	49	Lp Initialize	69	USB Power
10	Printer Data 2	30	Ground	50	Lp Busy	70	USB A-
11	Printer Data 3	31	H.SYNC	51	Lp Error	71	USB A+
12	Printer Data 4	32	Ground	52	Lp Acknowledge	72	USB B-
13	Printer Data 5	33	Blue	53	Lp AutoFeed	73	USB B+
14	Printer Data 6	34	Ground	54	Lp Strobe	74	5V
15	Printer Data 7	35	Green	55	Joystick Data A	75	5V
16	Lp Indicator	36	Ground	56	Joystick Data B	76	Not Connected
17	Port Replicator Dock Indicator	37	Red	57	Joystick Data C	77	S-Video SYR
18	Serial Port RXD	38	Ground	58	Joystick Data D	78	Ground
19	Serial Port RI	39	Composite TV Out	59	Switch A	79	S-Video SCG
20	Serial Port DTR	40	Not Connected	60	Switch B	80	Ground

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Battery Pack Operations

This appendix covers the following information concerning battery pack operating time:

- Increasing battery pack operating time
- Conditioning a battery pack
- Disposing of a used battery pack

Increasing Battery Pack Operating Time

Battery pack operating time differs depending on several variables. To avoid unnecessary replacement, consider the following variables when determining how long a charged battery pack should last:

- Power management settings
- Hardware configuration
- Software applications
- Installed options
- Display brightness
- Hard drive usage
- Changes in operating temperature
- Type and number of installed PC Cards

NOTE: The power consumption requirements for PC Cards vary widely. Some cards drain the battery pack very rapidly.

Battery pack operating time can be increased by as much as 50 percent by controlling the energy required by the computer and the energy stored in the battery pack.

Minimizing the Energy Required

To minimize the energy required by the computer, follow these guidelines:

- Set the power conservation levels in the Power Management utility to **Maximum**.

- Customize the timeout value to work more efficiently with the applications. The length of battery life depends on the values selected.

Maximizing the Energy Stored

To maximize the energy stored in the battery pack, follow these guidelines

- Condition the battery pack at least every 30 days to improve overall battery performance.
- Keep a battery pack in the computer when using it with AC power to supply the battery pack with a constant trickle charge.
- Store the battery pack in a cool, dry place when not in use.

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Conditioning a Battery Pack

	CAUTION: To avoid a loss of data, ensure that all data is saved before discharging a battery pack.

To condition a battery pack, complete the following steps:

1. Plug in the AC adapter and allow the battery to charge until the battery charging status icon turns off. Your battery gauge may show four bars (and Windows may report 100%) before the battery charging status icon turns off. Do not unplug the AC adapter until the battery charging status icon disappears.

2. Unplug the AC adapter and allow the battery to drain until the computer reaches hibernation and turns itself off. **Do not plug in the AC adapter during this process or you will need to restart with Step 1.** You may use the computer while the battery is draining.

3. Plug in the AC adapter and begin using the computer.

The table below shows the approximate battery pack charge times.

Approximate Battery Charge Time		
Computer	**On Line**	**Off Line**
Li ion Battery Pack	4.5 hours	2:50 hrs

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Disposing of a Used Battery Pack

In the interest of safeguarding our environment. Compaq Computer Corporation recommends that nickel metal

hydride (NiMH) and lithium ion (Li ion) battery packs be recycled. Battery packs should be handled in accordance with country, state, province, or local regulations.

CAUTION: Never attempt to open or service a battery pack. Opening a battery pack not only damages the pack and makes it unusable, but also exposes potentially harmful battery components.

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Compaq Presario 1800 Series Portable Computer Models	
	Model 1825
Display	15.0" TFT
Processor	Pentium II/366-MHz w/256 Cache
Hard Drive	6.4-GB
CD or DVD Drive	4x DVD Drive
Diskette Drive	3.5" Floppy Drive
Modem	56.0 Kbps Data/Fax with PCI
Networking	10/100TX Integrated Ethernet
Battery	sLi ion
System Memory	64 MB
	Model 1800T CTO (Configure to Order)
Display	14.1 " TFT
Processor	Celeron 400-MHz w/128 Cache

Port Replicator Connectors

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Hard Drive	4.8 GB
CD or DVD Drive	24x CD-ROM
Diskette Drive	3.5" Floppy Drive
Modem	56.0 Kbps Data/Fax with PCI
Networking	10/100TX Integrated Ethernet
System Memory	64 MB

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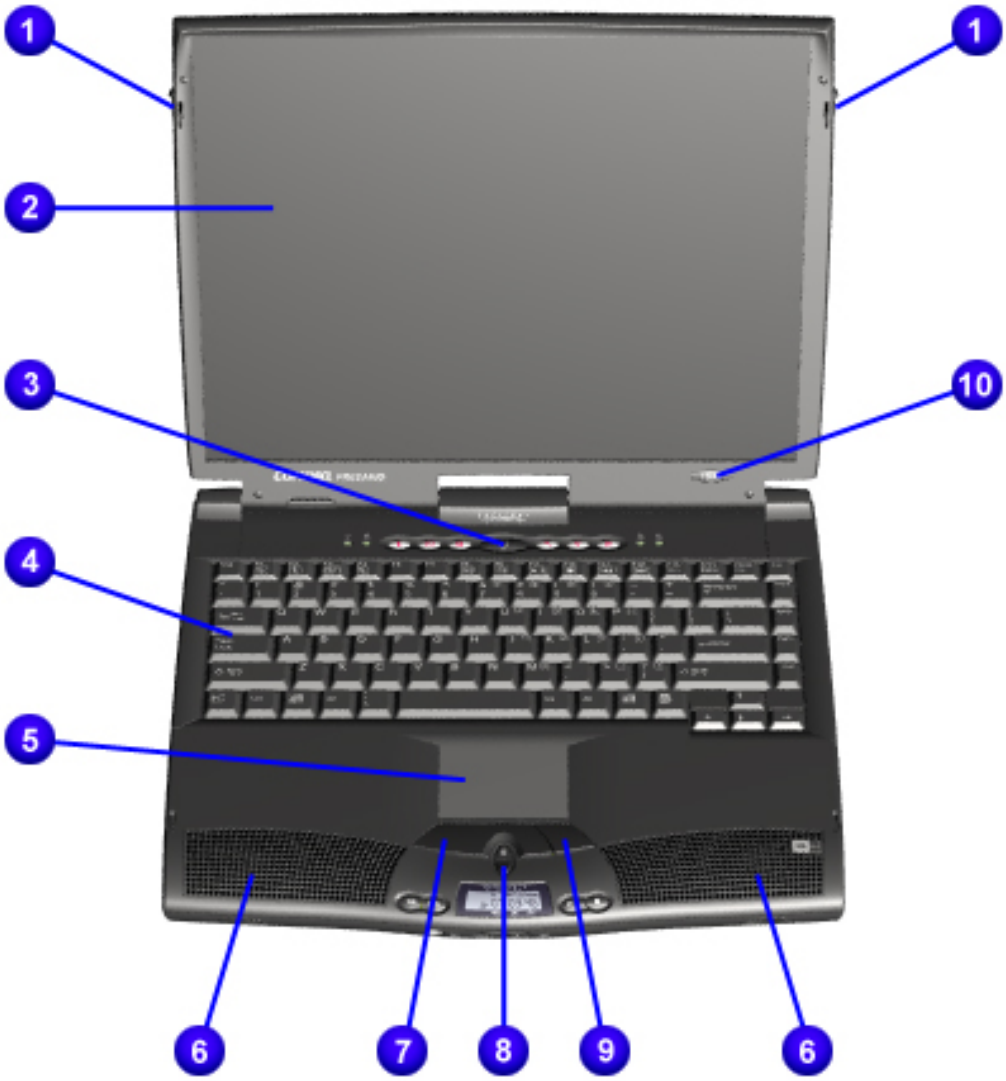

Controls and Lights

1. Display Release Latch

2. Display

3. Power (On/Off) Button

4. Keyboard

5. Touch Pad

6. Integrated Speakers

7. Touch Pad Button (Left)

8. Scroll Up/Down Button

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9. Touch Pad Button (Right)

10. Model Number

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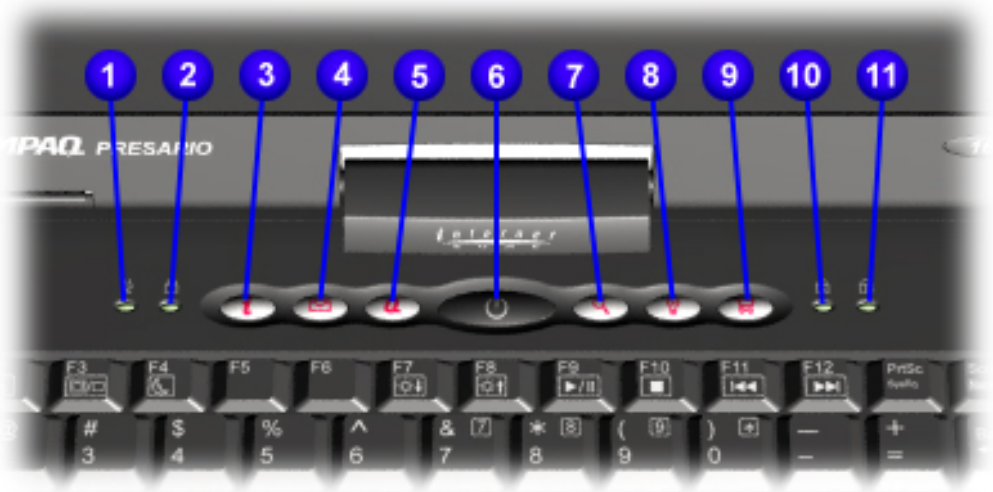

Internet Zone Buttons and Lights

1. AC Adapter Light

2. Cap Lock Light

3. Instant Internet Access Button

4. Instant E-Mail Button

5. My Presario Instant Access Button

6. Power Button

7. Instant Search Button

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8. Online Marketplace Button (US/ Puerto Rico), Instant Answer Button (countries outside the US)
9. Retail Central Button (US/ Puerto Rico), Instant E-Commerce Button (countries outside the US)
10. Num Lock Light
11. Scroll Lock Light

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Front Bezel Components

1. Previous Track Button

2. Next Track Button

3. Sleep Status Icon

4. Power Status Icon

5. Battery Charging Status Icon

6. DisqPlay Status Icon

7. Battery Gauge

8. DisqPlay On/Off Button

9. Volume Down Button

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10.Volume Up Button

11. Play/ Pause Button

12. Stop Button

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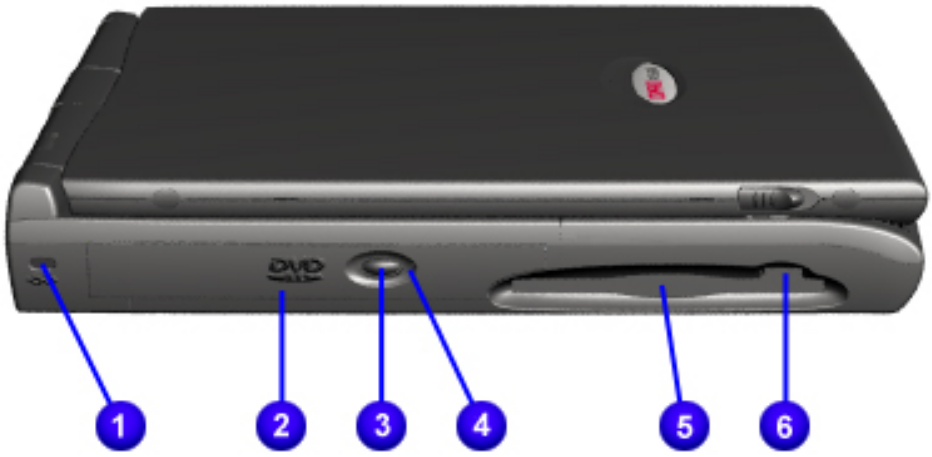

Left Side Components with Diskette Drive

1.	Security Slot
2.	CD or DVD Drive
3.	CD or DVD Drive Eject Button
4.	CD or DVD Drive Manual Eject Hole
5.	Diskette Drive
6.	Diskette Drive Eject Button

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Left Side Components with LS120 Drive

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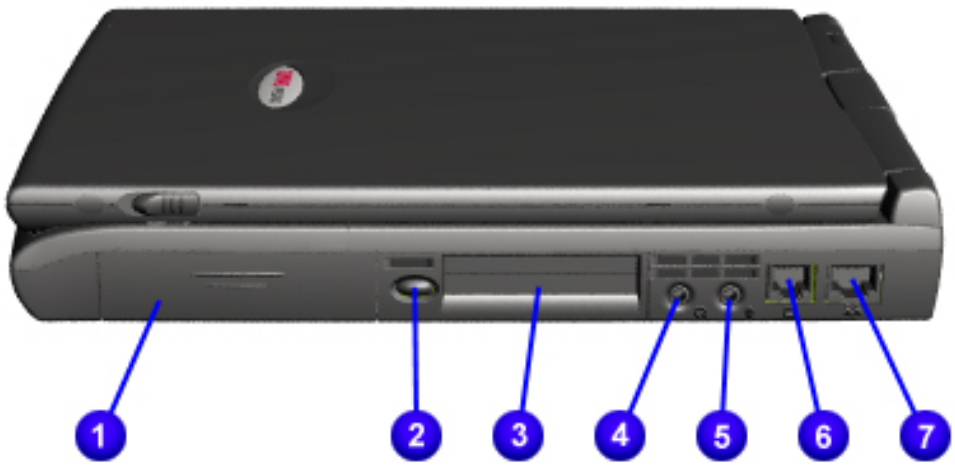

Right Side Components

1.	Battery Compartment
2.	PC Card Eject Button
3.	PC Card Slot
4.	Headphone Jack
5.	Microphone Jack
6.	Modem Port
7.	Ethernet Port

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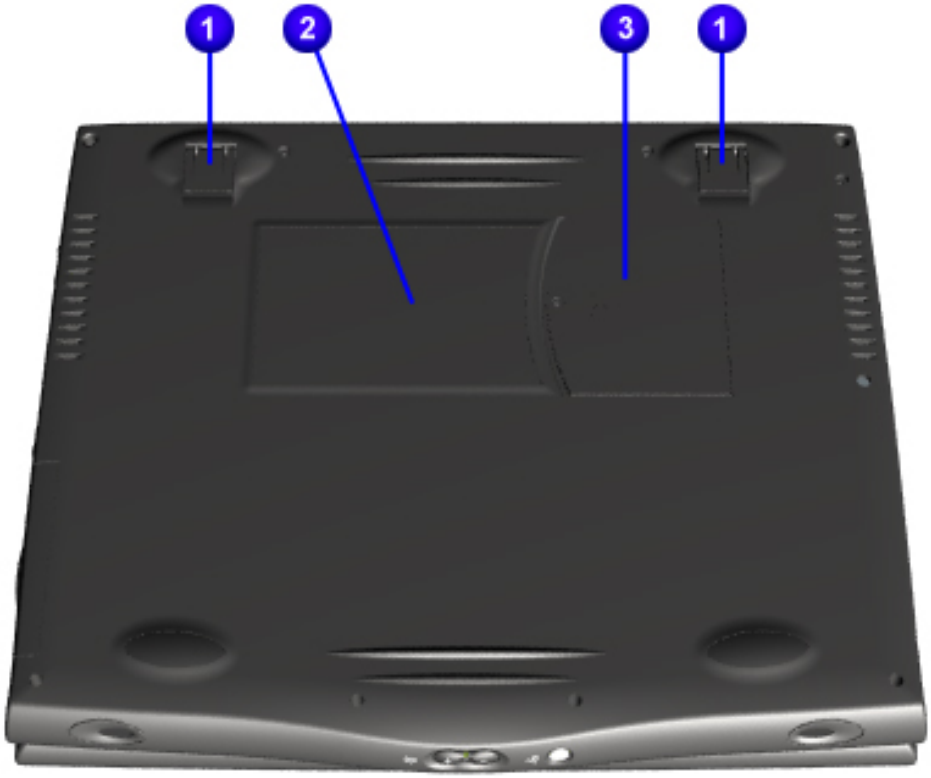

Bottom of Unit

1.	Stand Feet
2.	Serial Number
3.	Memory Compartment Door

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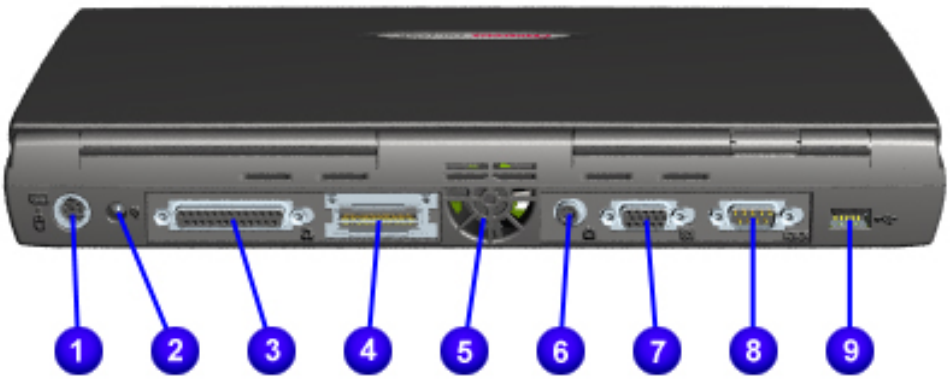

Back Connectors

1.	Keyboard/ Mouse Port
2.	AC Adapter Connector
3.	Parallel Port
4.	Port Replicator Connector
5.	Fan Vent
6.	TV Out Connector
7.	External Monitor Port
8.	Serial Port
9.	Universal Serial Bus Port

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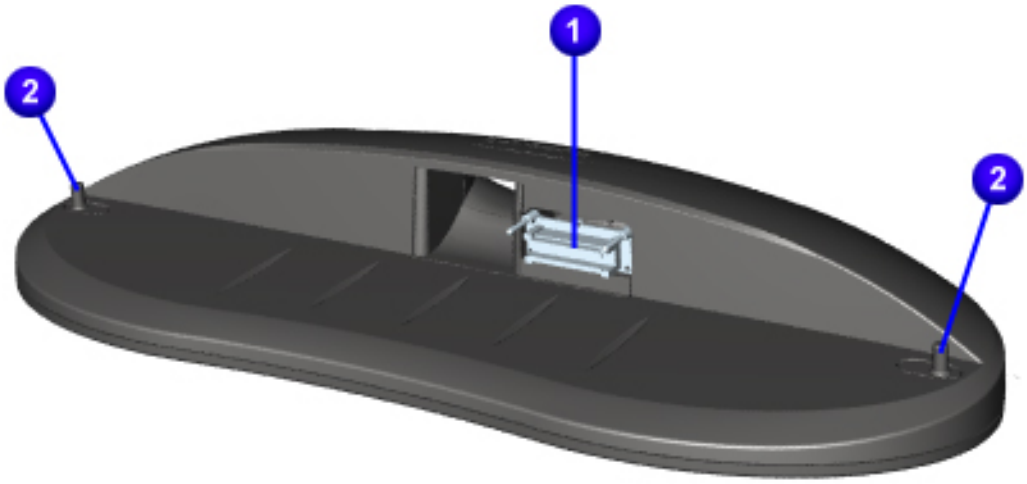

Port Replicator Components

1. Port Replicator Interface Connector
2. Port Replicator Guide Posts

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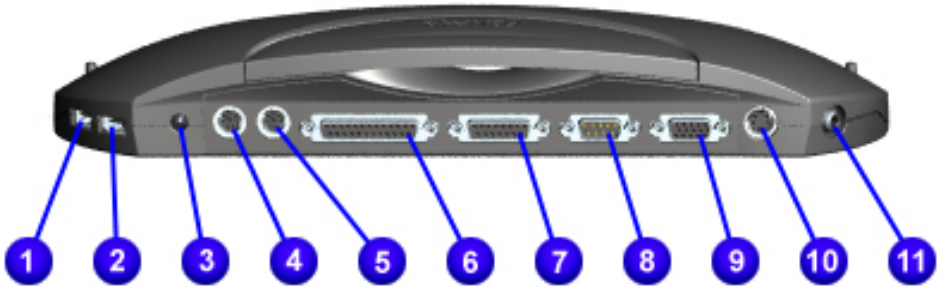

Port Replicator Back Connectors

1.	Universal Serial Bus Port
2.	Universal Serial Bus Port
3.	Power (AC Adapter) Connector
4.	Keyboard/Mouse Port
5.	Keyboard/Mouse Port
6.	Parallel Port
7.	Game Port
8.	Serial Port
9.	External Monitor Port
10.	S Video
11.	(Composite) TV Out

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Power Management for Windows 98

The following power management features are available for conserving AC power and extending battery operating time:

- Power Management Settings
- Hibernation Mode
- Sleep Mode
- Battery Operating Time
- Rebooting After a Lockup
- Recovering From a Loss of Electrical Power
- Servicing the Computer - Full Off Mode

Power Management Settings

Differing patterns of computer use determine the level of power management. These different power management levels can be activated based on the amount of time passed since the last system activity. System activity examples include keyboard or mouse movement, DVD/CD playback (while under program control that monitors Sleep), and modem use.

Select different power settings or schemes through Power Management.The optional settings are **Home/Office Desk**, **Portable/Laptop**, and **Always On**. Change the following settings from the default settings:

- when the computer goes into Sleep (Standby) mode
- when the screen times out and goes blank
- when the hard drive goes into low power mode.

Each of these system components sleeps after the selected or default periods of inactivity. (The setting for hard drive must be less than or equal to the setting for System.)

IMPORTANT: If the computer is on a network, Compaq recommends **System Standby** be set to **Never**.

There are five categories of power management settings under the Control Panel. The default setting for each feature is listed below in the tables.

Power Management Properties		

Always on	**Plugged in**	**Running on Batteries**
System Standby	Never	5 minutes
Turn OFF Monitor	15 minutes	2 minutes
Turn OFF Hard Disks	1 hour	3 minutes

Portable/Laptop	**Plugged in**	**Running on Batteries**
System Standby	Never	15 minutes
Turn OFF Monitor	3 hours	Never
Turn OFF Hard Disks	15 minutes	10 minutes

Home/Office Desk	**Plugged in**	**Running on Batteries**
System Standby	20 minutes	1 minute
Turn OFF Monitor	15 minutes	2 minutes
Turn OFF Hard Disks	30 minutes	10 minutes

CAUTION: The settings on the Alarms tab have been preset for the computer to run at its best. Changing any of these settings could cause the computer to function improperly. It is recommended that these settings be left at their default values.

Power Management Properties	
Alarms:	
Low Battery Alarm:	10%
Critical Battery Alarm	0%
Alarm Actions:	Notification: Text Power Mode: No Action

Compaq Presario 1800 Series Computers have two levels of power management: **Hibernation** and **Sleep**.

Hibernation mode occurs by pressing the **Power** button once. The computer saves the contents of the computer memory to the hard drive. This is followed by the computer turning off.

Sleep mode is a low-power mode, also referred to as Standby mode. It occurs by pressing the **Fn+F4** function key or by clicking the **Start** button, then **Shutdown**, then **Standby**.

CAUTION: While in Sleep mode, the computer will maintain system information and open files. Unsaved information will be lost if the computer is turned off prior to system wake-up, or if a power loss occurs while using the AC adapter.

The following table shows the conditions and indicators for getting in and out of the various power management modes, Sleep, Hibernation, and Off.

Hibernation and Sleep Functions			
Mode	**To Initiate**	**To End**	**Indicators**
Sleep	**Manual** - **Fn+F4** key combination or click the **Start** button on the Windows Taskbar, then point to **Shutdown**, then click **Standby**. **Time-Out Default** - 15 minutes if using battery power. Computer will not automatically enter Sleep mode if on AC power.	Press any key.	Flashing **Power** light***** ***Moon** icon appears on status display (1800 Series only)
Hibernate	**Manual** - Press **Power** Button once **Time-Out Default** - If your battery is low or after 1 hour of Sleep. Computer will not automatically enter Hibernation mode if on AC power.	Press **Power** Button once	**Power** light is off, screen is blank***** *****Power icon does not appear on status display (1800 Series only)
Off	**Standard** - Perform normal Windows shutdown using the **Start** button on the Windows Taskbar. **Manual*** - Press and hold down the **Power** button for 4 seconds. *The Manual shutdown mode is not recommended unless the Standard shutdown mode does not work.	Press **Power** Button once	No **Power** light (or icon), screen is blank.

Hibernation Mode

Hibernation helps conserve battery life and protect the data. Hibernation can be a routine power-saving event or the result of a low battery. As the computer enters Hibernation, it automatically saves the content of the computer memory to the hard drive before it turns off.

The computer will automatically enter Hibernation mode when the battery has little power left or when the computer (operating on battery power) has been in Sleep mode for more than one hour. Activate Hibernation mode by pressing the **Power** button once.

To restart the computer, press the **Power** button once. When the computer enters or wakes from Hibernation mode, it displays a Progress window.

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Sleep Mode

Selecting Sleep mode instead of turning off the computer when finished allows the computer to wake up faster than turning it completely off and saves power over the active (On) mode.

Activate Sleep mode by pressing **Fn+F4**. Or, click **Start**, select the **Shut Down** option, and click **Standby**.

Servicing the Computer - Full Off Mode

The computer must be turned off *completely* when installing or replacing components in the system. Follow the instructions above for properly putting the computer into Off mode, unplug from the outlet, and remove the battery (see battery section for instruction on removing battery).

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Rebooting After a Lockup

To reboot the computer (as if from a cold start), when the keyboard is frozen or the screen is locked, press and hold down the **Power** button for at least four seconds, which will cause a manual shutdown. Then, restart it with a single press of the **Power** button. If it still does not recover, press the **Power** button and hold for four seconds to shut it down, then remove the battery or unplug the AC power for at least 30 seconds. Reinsert the battery or reconnect AC power and press the **Power** button once to reboot.

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Recovering From a Loss of Electrical Power

Loss of electrical power will cause the Internet PC to automatically turn off. This may cause loss of data because the Microsoft Windows operating system is not able to properly close all files and programs.

Loss of power may be caused by one of the following:

- Electrical power service is interrupted.
- The power cord is accidentally disconnected.

If power surges or sags, the display and status lights may flicker, and the computer may automatically restart. If an improper shutdown occurs, ScanDisk, a Microsoft Windows utility program, will automatically run once power is restored. ScanDisk will determine if the improper shutdown caused any errors on the hard disk. These errors may occur if the Microsoft Windows operating system was not able to properly close all files before the shutdown. If no errors are found, the restart process will continue. If ScanDisk does detect errors, follow the instructions shown to continue the restart process. Work that was not saved prior to the lockup may be lost.

Use of a surge suppressor, line conditioner, or uninterruptible power supply (UPS) may protect the computer from damage caused by power surges or sags.

If a power failure occurs or the power cord disconnects while the computer is turned on, turn off the computer until normal service has been restored. ScanDisk may run to check the hard disk for errors caused by the improper shutdown the next time the computer turns on.

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Battery Operating Time

Battery operating time is affected by variables such as the following:

- Power conservation settings

- Hardware configuration
- Software applications
- Installed options
- Display brightness
- Hard drive usage
- Changes in operating temperature
- Type and number of installed PC Cards

For more information on increasing battery pack operating time, conditioning the battery pack, and disposing of a used battery pack, refer to the Battery Pack Operations.

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Preliminary Steps

Before running POST, complete the following preliminary steps:

1. If a power-on password has been established, type the password and press the **Enter** key. If the password is not known, clear the password.

2. Run Computer Checkup.

3. Turn off the computer and its external devices.

4. Disconnect any external devices that 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 with and without the external device connected.

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

6. Ensure the hard drive is installed in the computer.

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

When the preliminary steps are completed, you are ready to run POST.

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Troubleshooting

Clearing the Power-on Password

Clearing the power-on password requires removing all Setup attributes that are programmed in the CMOS. The 1 RTC battery is located on the system board directly forward of the fan.

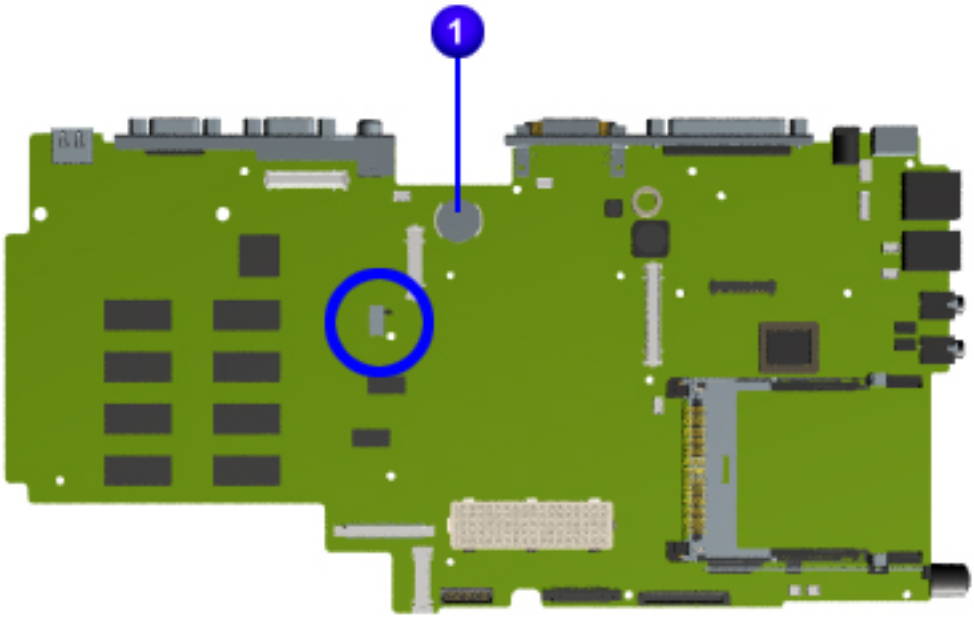
If the password is not known, clear it by performing the following steps:

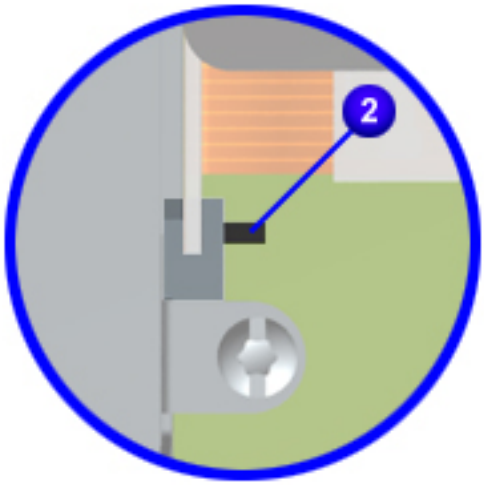
1. Turn off the computer.

2. Disconnect the power cord.

3. Remove the battery pack.

4. Remove the palmrest cover with touchpad.





5. Remove the keyboard.

6. Remove the heatspreader.

7. Slide the 2 black switch toward the front of the computer to clear CMOS. Hold the switch in the forward position for at least 15 seconds to ensure that the password is cleared. The switch is located on the back of the DVD or CD drive in the middle of the system board.

8. Reassemble the computer.

9. Turn on the computer to verify that the power-on password has been cleared. If it has not been cleared, repeat Steps 1 through 9.

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Power-On Self Test (POST)

Running POST

To run POST, complete these directions:

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

If POST does not detect any errors, the computer will not beep. This indicates successful completion of the POST test. POST has run successfully and boots from the hard drive (or from a bootable diskette if one is installed in the diskette drive).

If POST detects errors, the errors are indicated by screen and/or audible messages. Refer to "Power-On Self-Test (POST) Codes" in the tables for a list of POST codes and their relevant descriptions.

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**
Configuration incorrect	Run Computer Setup.
CMOS reflects that an invalid configuration has been set.	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.

XX000YZZ 201-Memory Error	
Probable Cause	**Recommended Action**
	1. Replace the memory modules. 2 Replace the system board.
301-Keyboard Error	
Probable Cause	**Recommended Action**
Keyboard failure	1. Ensure the keys are not depressed during POST. 2. Reconnect the keyboard with the computer 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 and/or replace cables. 3. Replace the system board.
605-Diskette Drive Error	
Probable Cause	**Recommended Action**
Mismatch in drive type	Run Computer Setup.
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.

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Compaq Diagnostics

Compaq Diagnostics is installed on the hard drive of the computer. 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 it is version 10.11 or later.

The Diagnostics menu includes the following utilities:

- Computer Checkup (TEST)
- View System Information (INSPECT)
- Prepare Computer for a Compaq Service Call (RemotePaq)

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

Computer Checkup (TEST)

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

Follow these steps to run Computer Checkup:

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

2. Turn on the external devices that 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 computer. The computer starts from drive A, and the **Diagnostics Welcome** screen appears.

5. Press **Enter** to continue. The **Diagnostics** menu appears.

6. Select Computer Checkup from the **Diagnostics** menu. A **Test Option** menu appears.

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

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

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

9. 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 display 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.

10. Follow the instructions on the screen as the devices are tested. When testing is complete, the **Test Option** menu appears.

11. Exit the **Test Option** menu.

12. Exit the **Diagnostics** menu.

View System Information (INSPECT)

The View System Information (INSPECT) utility provides information about the computer 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 that 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 computer. The computer starts from drive A, and the **Diagnostics Welcome** screen appears.

4. Press **Enter** to continue. The Diagnostics menu appears.

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

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Diagnostic Error Codes

Diagnostic error codes occur if the system recognizes a problem while running the Compaq Diagnostic program. These error codes help identify possibly defective subassemblies.

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 has been resolved, do not proceed with the remaining steps.

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

Select error codes by number or type:

101 through 114	Processor Test
200 through 215	Memory Test
300 through 304	Keyboard Test
401 through 403	Parallel Printer Test
600 through 699	Diskette or LS120 Drive Test
1101	Serial Test
1701 through 1736	Hard Drive Test
501 through 516	Video Test
2402 through 2456	
2458 through 2480	

3206 Audio Test
8601 through 8602 TouchPad Pointing Device Test
3301 through 6623 DVD or CD Test

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. Verify cable connections to speaker. 3. Replace the system board and retest.
Memory Test Error Codes		
200-xx	Memory machine ID test failed	1. Flash the system ROM and retest. 2. Replace the system board and retest.
202-xx	Memory system ROM checksum failed	
203-xx	Write/Read test failed	1. Remove the memory module and retest. 2. Install a new memory module and retest.
204-xx	Address test failed	
211-xx	Random pattern test failed	
214-xx	Noise test failed	
215-xx	Random address test failed	
Keyboard Test Error Codes		
300-xx	Failed ID Test	1. Check the keyboard connection. If

301-xx	Failed Self-test/Interface Test	disconnected, turn off the computer and connect the keyboard. 2. Replace the keyboard and retest. 3. Replace the system board and retest.
302-xx	Failed Individual Key Test	
304-xx	Failed Keyboard Repeat Test	
Parallel Printer Test Error Codes		
401-xx	Printer failed or not connected	1. Connect the printer. 2. Check power to the printer. 3. Install the loop-back connector and retest. 4. Check port and IRQ configuration. 5. Replace the system board and retest.
402-xx	Failed Port Test	
403-xx	Printer pattern test failed	
Diskette or LS 120 Drive Test		
600-xx	Diskette or LS120 ID drive types test failed	1. Replace the diskette media and retest. 2. Check and/or replace the diskette power and signal cables and retest. 3. Replace the diskette or LS120 drive and retest. 4. Replace the system board and retest.
601-xx	Diskette or LS120 format failed	
602-xx	Diskette or LS 120 read test failed	
603-xx	Diskette or LS120 write, read, compare test failed	
604-xx	Diskette or LS120 random read test failed	
605-xx	Diskette or LS120 ID media failed	
606-xx	Diskette or LS120 speed test failed	
609-xx	Diskette or LS120 reset controller test failed	
610-xx	Diskette or LS120 change line test failed	
697-xx	Diskette or LS120 type error	
698-xx	Diskette or LS120 drive speed not within limits	
699-xx	Diskette or LS120 drive/media ID error	1. Replace media. 2. Run the Configuration and Diagnostics Utilities.
Serial Test Error Codes		
1101-xx	Serial port test failed	1. Check port configuration 2. Replace the system board and retest.
Hard Drive Test Error Codes		

1701-xx	Hard drive format test failed	1. Run the Configuration and Diagnostics Utilities and verify drive type. 2. Verify that all secondary drives have secondary drive capability. 3. Replace the hard drive and retest. 4. Replace the system board and retest.
1702-xx	Hard drive read test failed	
1703-xx	Hard drive write/read/compare test failed	
1704-xx	Hard drive random seek test failed	
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

Video Test Error Codes

501-xx	Video controller test failed	The following steps apply to error codes 501-xx through 516-xx: 1. Disconnect external monitor and test with internal LCD display. 2. Replace the display assembly and retest. 3. Replace the system board and retest.
502-xx	Video memory test failed	
503-xx	Video attribute test failed	
504-xx	Video character set test failed	
505-xx	Video 80 x 25 mode 9 x 14 character cell test failed	
506-xx	Video 80 x 25 mode 8 x 8 character cell test failed	
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	
2402-xx	Video memory test failed	The following steps apply to error codes 2402-xx through 2456-xx: 1. Run the Configuration and Diagnostics Utilities. 2. Replace the display assembly and retest. 3. Replace the system board and retest.
2403-xx	Video attribute test failed	
2404-xx	Video character set test failed	
2405-xx	Video 80 x 25 mode 9 x 14 character cell test failed	
2406-xx	Video 80 x 25 mode 8 x 8 character cell test failed	
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	
2419-xx	ECG/VGC ROM checksum test failed	1. Run the Configuration and Diagnostics Utilities. 2. Disconnect external monitor and test with internal LCD display. 3. Replace the display assembly and retest. 4. Replace the system board and retest.
2421-xx	ECG/VGC 640 x 200 graphics mode test failed	
2422-xx	ECG/VGC 640 x 350 16 color set test failed	
2423-xx	ECG/VGC 640 x 350 64 color set test failed	
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	
2458-xx	Advanced VGA BitBLT test	The following step applies to error codes 2458-xx through 2480-xx: Replace the system board and retest.
2468-xx	Advanced VGA DAC test	
2477-xx	Advanced VGA data path test	
2478-xx	Advanced VGA BitBLT test	
2480-xx	Advanced VGA LineDraw test	
Audio Test Error Codes		
3206-xx	Audio System Internal Error	Replace the system board and retest.
TouchPad/Pointing Device Interface Test Error Codes		
8601-xx	Mouse test failed	1. Replace the TouchPad and retest. 2. Replace the system board and retest.
8602-xx	Interface test failed	
DVD or CD Drive Test Error Codes		
3301-xx	DVD or CD drive read test failed	1. Replace the DVD or CD and retest. 2. Verify that the speakers are connected. 3. Verify that drivers are loaded and properly installed.
3305-xx	DVD or CD drive seek test failed	

6600-xx	ID test failed	4. Replace the DVD or CD drive and retest. 5. Replace the system board and retest.
6605-xx	Read test failed	
6608-xx	Controller test failed	
6623-xx	Random read test failed	

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Troubleshooting Without Diagnostics

This section provides information about how to identify and correct 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 on:

Audio
Battery
DVD or CD drive
Diskette or LS120 Drive
Display
Hard drive
Hardware Installation
Memory
PC Card
Power
Printer
TouchPad
Keyboard/Numeric keypad

Since symptoms can appear to be similar, carefully match the symptoms of the computer malfunction against the problem description in the Troubleshooting 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 suspected defective parts.

- 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

Some common audio problems and solutions are listed in the following table.

Solving Audio Problems		
Problem	**Probable Cause**	**Solution(s)**
Computer 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 and Battery 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 and Battery 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 computer to an external power source and charge the battery pack. Replace the battery pack with a fully charged battery pack.
		Check the battery connectors on the system board to verify they are evenly spaced and that they are not bent or broken.

Computer is beeping and battery icon is blinking.	Battery charge is low.	Immediately save any open file(s). Then do any one of the following: • Connect the computer to an external power source to charge the battery pack. • Turn off the computer or initiate Hibernation until you can find another power source or charge the battery pack.
Computer battery icon (front on 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 end of its life.	Replace battery pack.
You have to set the date and time every time you turn on the computer.	RTC battery is dead.	Replace the RTC battery.

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Problem	**Probable Cause**	**Solution(s)**
Battery charge does not last as long as expected.	Battery is being exposed to high temperatures or extremely cold temperatures.	Keep the battery pack within the recommended operating temperature range 50° F to 104° F (10° C to 40° C) or recommended storage range -4° F to 86° F (-20° C to 30° C). Recharge the battery pack.
	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 using them.
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 in Windows Power Properties.
	An external device or PC Card is draining the battery.	Turn off or disconnect external devices when not using them.

	Battery pack has partially self-discharged.	Condition the battery pack by fully charging, fully discharging, then fully recharging it. To maintain the charge, leave battery packs in the computer when it is connected to external power. If the computer is disconnected from external power for more than two weeks, remove battery packs from the computer to reduce the discharge rate.
	Battery pack is being exposed to high temperatures or extremely cold temperatures.	Keep the battery pack within the recommended temperature ranges. Operating: 50° F to 104° F (10° C to 40° C) Storage: -4° F to 86° F (-20° C to 30° C) Recharge the battery pack.

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Solving DVD or CD Drive Problems

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

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

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Solving Diskette or LS120 Drive Problems

Some common causes and solutions for diskette and LS120 drive problems are listed in the following table.

Solving Diskette and Diskette Drive Problems		
Problem	**Probable Cause**	**Solution(s)**
Diskette or LS120 drive cannot write to a diskette.	Diskette is write-protected.	Disable the diskette's write-protect feature or use a diskette 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 diskette.	Use another diskette.

	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:
Diskette or LS120 drive cannot read a diskette.	The wrong type of diskette is being used.	Use the type of diskette required by the drive.
	Diskette has a bad sector.	Copy files to hard drive or another diskette. Reformat bad floppy.
	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.

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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 computer. To do so, complete the following steps:

1. Turn off the monitor.
2. Turn off the computer.
3. Disconnect the monitor signal cable from the computer.
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. Either of these displays indicates that the monitor is working properly.

Solving Display Problems		
Problem	**Probable Cause**	**Solution(s)**
Screen is dim.	Control for brightness	Adjust the Brightness of the display by using **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 Touch Pad.
	Display has overheated.	If computer 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 and the screen on an external monitor displays information.	Display function was switched to the external monitor.	Use **Fn** + **F3** to switch between **LCD** or **CRT.**

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Problem	**Probable Cause**	**Solution(s)**
Internal display flashes or has garbled characters when computer is connected to external monitor.	Using 1024 × 768 or higher resolution on external monitor and have toggled back to internal display, which supports up to 800 × 600.	Restart the computer.
The light tubes on the edge of the display panel do not light up at all and 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.
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. Since you cannot observe the POST result on the display panel when the backlight is not functioning, connect the unit to an external monitor before powering the unit up. If an external monitor is not available, verify that POST completes 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 computer.		

Problem	**Probable Cause**	**Solution(s)**

This display panel has a continuous pattern across it (e.g., a "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.
	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.

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NOTE: To perform a "self-test" on an external VGA color or monochrome monitor, complete the following steps: The screen should be white. A narrow black border may also appear on the left and right sides of the display. Either of these displays indicates that the monitor is working properly.

Solving Hard Drive Problems

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

CAUTION: To prevent loss of information, always 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 hard drive takes an unusually long time after restarting the computer.	System entered Hibernation due to 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 computer, remove the battery pack, and remove and then reinstall the hard drive.

Solving Hardware Installation Problems

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

Solving Hardware Installation Problems		
Problem	**Probable Cause**	**Solutions(s)**
A new device is not recognized as part of the computer system.	Cable(s) of 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 computer, turn on the external device, then turn on the computer to integrate the device with the computer system.
	Device is not seated properly.	Turn off the computer and reinsert the device.

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Solving Keyboard/Numeric Keypad Problems

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

Solving Keyboard/Numeric Keypad Problems		
Problem	**Probable Cause**	**Solution(s)**
Embedded numeric keypad on computer 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 icon on the status panel turns on.
Embedded numeric keypad is disabled and Num Lock function is on.	External numeric keypad is connected to the computer.	Disconnect the external numeric keypad from the computer.

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Solving Memory Problems

Some common causes and solutions for 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. 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 Minor Problems continued

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Contacting Compaq Support

Obtain the following information before contacting Compaq Reseller Support:

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

Shipping Preparation

To ship the computer, complete the following steps:

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

2. Turn off the computer and external devices.

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

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 computer.

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

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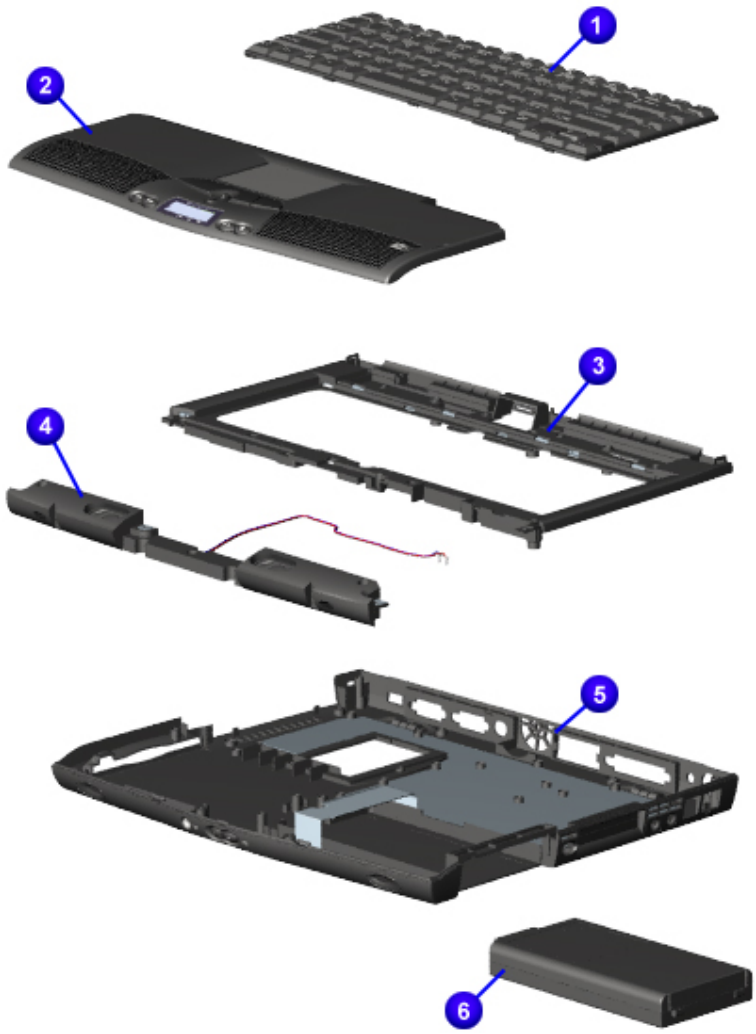
System Unit
Boards
Display Assembly
Mass Storage Devices
Miscellaneous Cable Kit
Miscellaneous Hardware Kit
Miscellaneous Plastics Kit
Miscellaneous Parts
Documentation and Software



System Unit

Description	Spare Part Number
1. Keyboards	US 138180-001
2. Palmrest Cover w/ TouchPad and Button Board	138181-001
3. Upper CPU Cover w/Power Switch	138183-001
4. Speaker Assembly w/Cables	138185-001
5. Enclosure Base	138182-001
6. Battery Pack Li ion Enhanced	138184-001
LS120 Enclosure Base (not shown)	143925-001
Button Board Cover (not shown)	143926-001

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Display Assembly
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Miscellaneous Cable Kit
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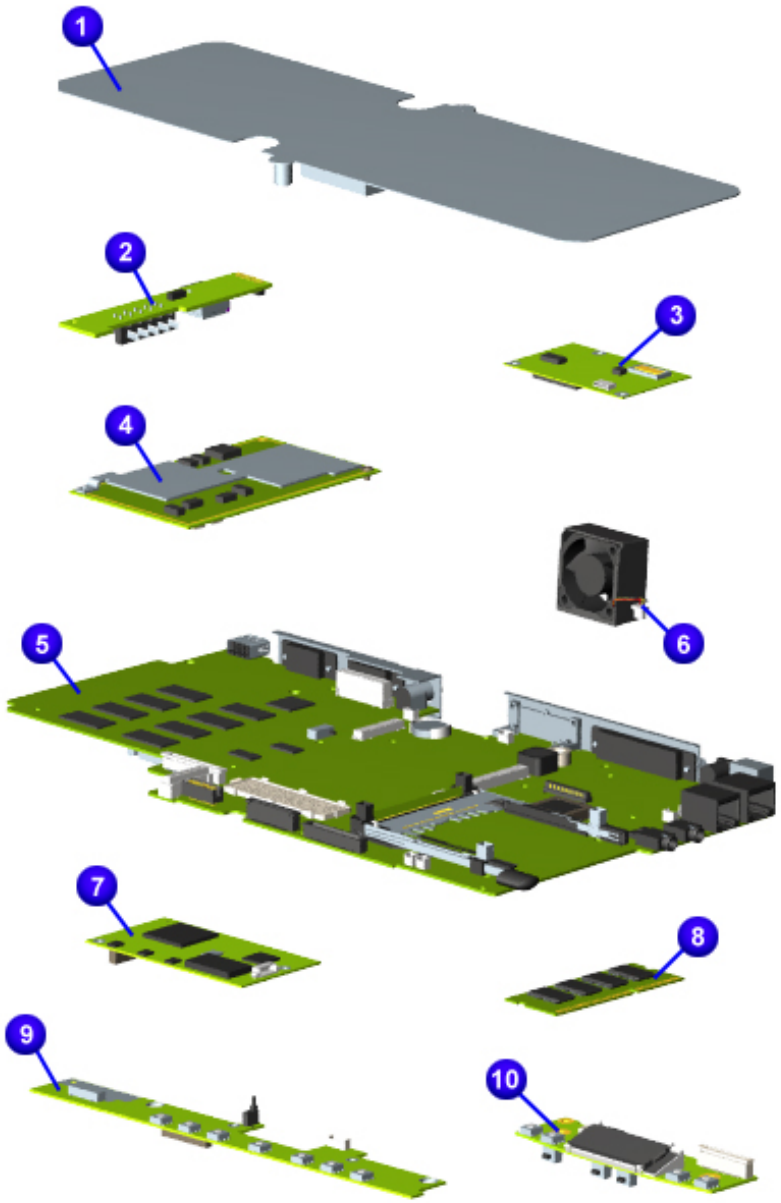

Boards

Description	Part Number
1. Heatspreader	159698-001
2. Battery Charger Board	138177-001
3. Modem	
56K Data/Fax w/o SRAM	400445-001
4. Processors	
PII 366-MHz w/256K Cache	138173-001
5. System Board	158804-001
6. Fan Assembly	138162-001
7. Ethernet Card PCI	138164-001
8. Memory	
S.O. DIMM, 64MB, PC100	122700-001
9. Internet Button Board	138186-001
10. LCD Indicator Module	138187-001

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Display Assembly

Description	Spare Part Number
1. Display 14.1" TFT/ LVDS	138175-001
2. Display 15.0" TFT/ LVDS	138176-001

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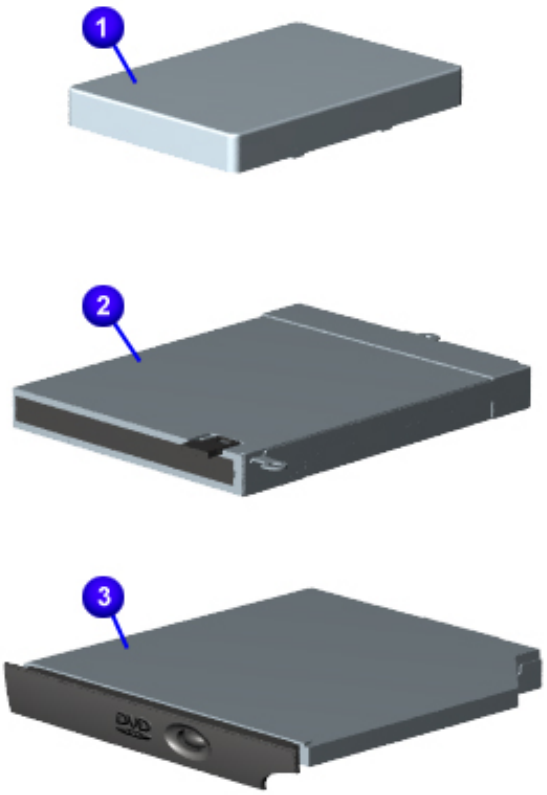

Mass Storage Devices

Description	Spare Part Number
6.4-GB Hard Drive	138179-001
2. Diskette Drives	
1.44-MB Diskette Drive	138188-001
3. CD/DVD Drives	
4X 2C DVD Drive	138178-001
6X DVD Drive (not shown)	158165-001
4.8-GB Hard Drive (not shown)	149371-001
24X 2C CD-ROM Drive (not shown)	143922-001
LS-120 Drive (not shown)	143927-001

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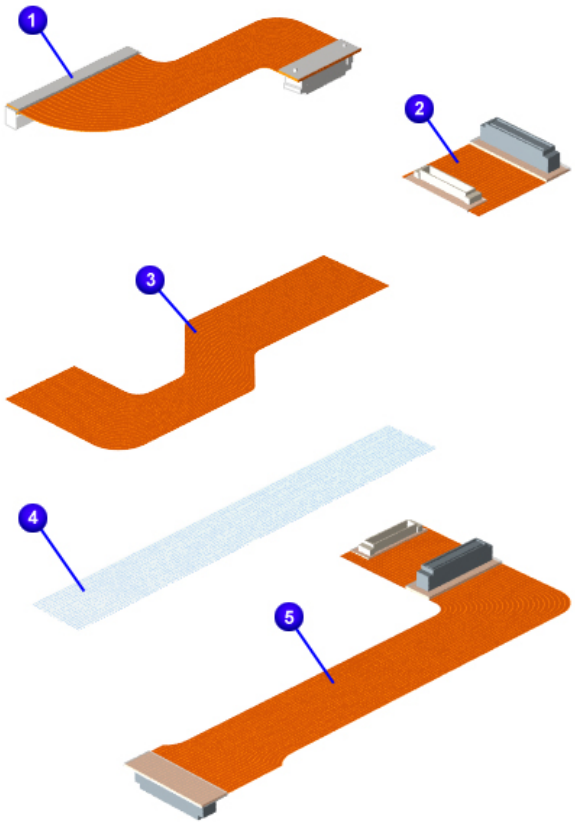

Miscellaneous Cables Kit

Miscellaneous Cables Kit Spare Part Number: 138189-001	
Description	**Quantity**
1. Hard Drive Cable	1 each
2. CD/DVD Drive Cable	1 each
3. Diskette Drive Cable	1 each
4. Status Panel Cable	1 each
5. LS120/CD-ROM(DVD) Cable	1 each
Modem Cable (not shown)	1 each
Touch Pad Cable (not shown)	1 each
Network Interface Card Cable (not shown)	1 each

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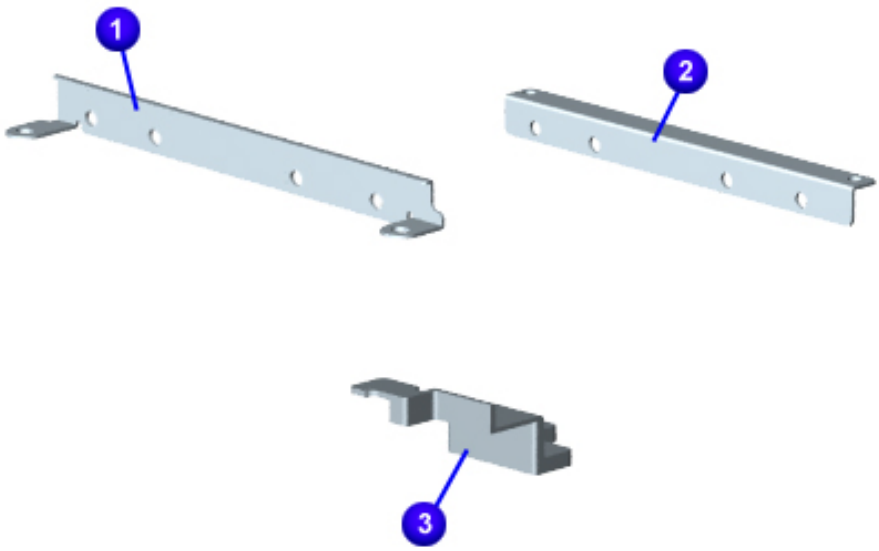

Miscellaneous Hardware Kit

Miscellaneous Hardware Kit Spare Part Number: 138160-001	
Description	**Quantity**
1. Hard Drive Mounting Bracket (right)	1 each
2.Hard Drive Mounting Bracket (left)	1 each
3. Reinforcement Bracket	1 each

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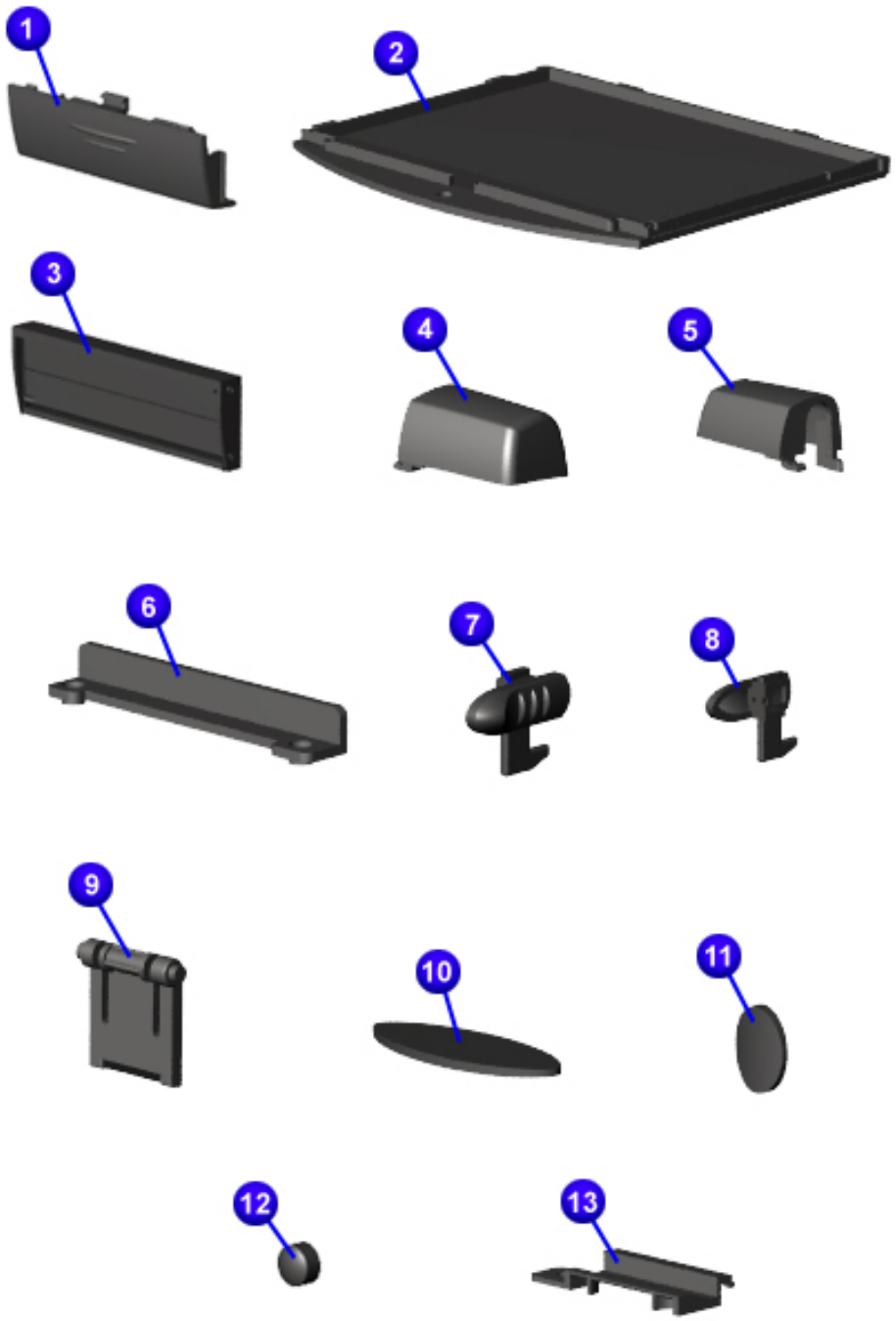
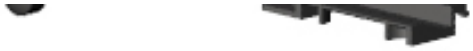


Miscellaneous Plastics Kit

Miscellaneous Plastics Kit Spare Part Number: 138190-001	
Description	**Quantity**
1. Door, Battery Pack	1 each
2. Cover, Memory Module	1 each
3. Door, PCMCIA	1 each
4. Display Hinge Cover, (Right)	1 each
5. Display Hinge Cover, (Left)	1 each
6. CD Drive Guide	1 each
7. Latch, (Right)	10 each
8. Latch, (Left)	10 each
9. Stand-foot	10 each
10. Rubber Foot	10 each



11. Rubber Plug (Side Mount)	10 each
12. Rubber Plug, LCD	10 each
13. Cover, LCD FPC	1 each

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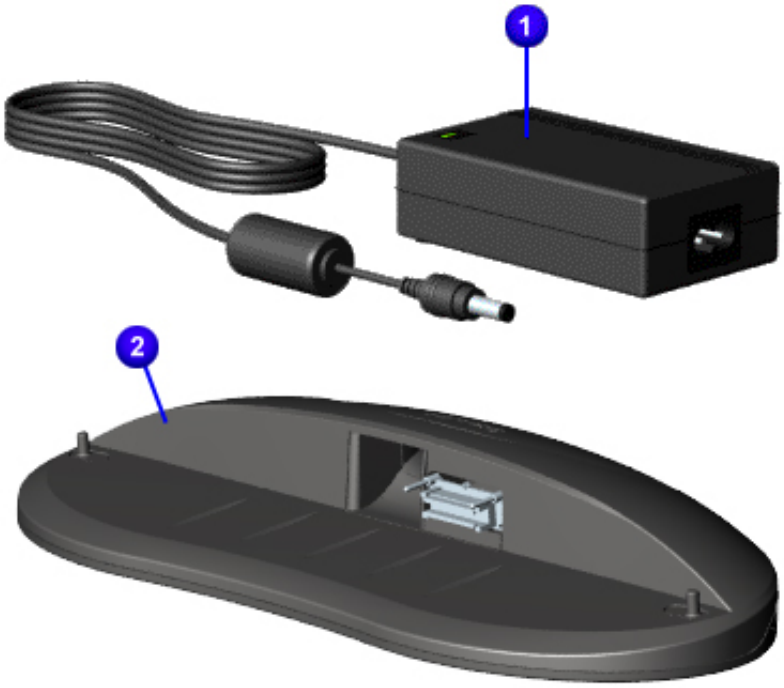
Use the scroll down menu for the description and spare part number of spare parts Not Shown.

Miscellaneous Screw Kit (not shown) 138161-001



Miscellaneous Parts

Description	Spare Part Number
1. AC Adapter	298239-001
2. Port Replicator	138167-001

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Description	Spare Part Number
QuickRestore Kit	120222-001
Reference Guide	117894-001
Features Guide	120223-001
Quick Reference Guide	Information Not Available
QuickFind for Windows*	Information Not Available

*QuickFind is updated monthly. To complete the QuickFind part number, add the suffix from the table below for the desired month. If you do not specify the 3-digit suffix, the default is the current month in which the order is placed.

QuickFind Part Number Suffix			
Suffix	**Month**	**Suffix**	**Month**
-001	January	-007	July
-002	February	-008	August
-003	March	-009	September
-004	April	-010	October
-005	May	-011	November
-006	June	-012	December

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Electrostatic Discharge

A sudden discharge of static electricity from a finger or other conductor can destroy static-sensitive devices or microcircuitry. Often the spark is neither felt nor heard, but damage occurs. An electronic device exposed to electrostatic discharge (ESD) may not seem to be affected at all and will work perfectly throughout a normal cycle. Although, it may function normally for a while, it may be degraded in the internal layers, reducing its life expectancy.

Networks built into many integrated circuits provide some protection, but in many cases, the discharge contains enough power to alter device parameters or melt silicon junctions.

Generating Static

The table shows how different activities generate static electricity at different electrostatic voltage levels.

Typical Electrostatic Voltages			
	Relative Humidity		
Event	**10%**	**40%**	**55%**
Walking across carpet	35,000 V	15,000 V	7,500 V
Walking across vinyl floor	12,000 V	5,000 V	3,000 V
Motions of bench worker	6,000 V	800 V	400 V
Removing DIPS from plastic tubes	2,000 V	700 V	400 V
Removing DIPS from vinyl trays	11,500 V	4,000 V	2,000 V
Removing DIPS from Styrofoam	14,500 V	5,000 V	3,500 V

Removing bubble pack from PCBs	26,000 V	20,000 V	7,000 V
Packing PCBs in foam-lined box	21,000 V	11,000 V	5,000 V
NOTE: 700 volts can degrade a product.			

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Service Considerations

Listed below are some of the considerations that you should keep in mind during the disassembly and assembly of the computer.

Tool and Software Requirements

To service the computer, you need the following:

- Torx T-8 or T-9 screwdriver
- 5mm nut drivers (for screwlocks and standoffs)
- Small standard screwdriver
- Small Phillips screwdriver
- Diagnostics software

Screws

The screws used in the computer are not interchangeable. If an incorrect screw is used during the reassembly process, it can damage the unit. Compaq strongly recommends that all screws removed during disassembly be kept with the part that was removed, then returned to their proper locations.

IMPORTANT: As each subassembly is removed from the computer, it should be placed away from the work area to prevent damage.

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Cables and Connectors

Most cables used throughout the unit are ribbon cables. Cables must be handled with extreme care to avoid damage. Apply only the tension required to seat or unseat the cables during insertion or removal from the connector. Handle cables by the connector whenever possible. In all cases, avoid bending, twisting, or tearing the cables, and ensure that the cables are routed in such a way that they cannot be caught or snagged by parts being removed or replaced.

Cables

Use the following precautions when handling cables to avoid damage to the cable or computer:

- Always handle cables by their connectors.
- Avoid bending, twisting, or pulling on the cables.
- Apply minimum required force when seating or unseating the cables from their connectors.
- Place the cables in such a manner that they cannot be caught or snagged by parts being removed or replaced.
- Handle flex cables with extreme care; they can tear easily.

CAUTION: When servicing these computers, ensure that cables are placed in their proper location during the reassembly process. Improper cable placement can cause severe damage to the unit.

Select the desired illustration.

Removing a cable from a ZIF Connector.

The ribbon cable position for the hard drive.

The ribbon cable position for the DVD or CD drive.

The ribbon cable position for the diskette drive.

The ribbon cable position for the LS120 drive.

The cable position for the speaker assembly.

The cable position for the modem.

The cable position for the Network Interface Card.

The ribbon cable position for the keyboard.

Plastic Parts

Plastic parts can be damaged by the use of excessive force during disassembly and reassembly. When handling the plastic parts, use care. Apply pressure only at the points designated in the maintenance instructions.

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Preparing the Computer for Disassembly
Battery Pack
Palmrest Cover with Touch Pad
Keyboard
Status Panel
Internet Button Board
Heatspreader

Before beginning Removal & Replacement Procedures, complete the following steps:

1. Disconnect AC power and any external devices.
2. Remove the battery pack.
3. Remove any PC Cards.
4. Remove the Port Replicator.

IMPORTANT: The battery pack should be removed before performing any internal maintenance on the computer.

WARNING: Metal objects can damage the battery pack as well as the battery contacts in the battery compartment. To prevent damage, do not allow metal objects to touch the battery contacts. Place only the battery pack for the Compaq Presario 1800 Series Portable Computers into the battery compartment. Do not force the battery pack into the bay if insertion does not occur easily.

Network Interface Card
Modem
Hard Drive
DisqPlay Module
Processor
DVD or CD Drive
Display Panel Assembly
Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
Speaker Assembly
System Board
Memory Module

CAUTION: Do not crush, puncture, or incinerate the battery pack. Do not open a battery pack, as this damages the pack, makes it unusable, and exposes potentially harmful battery components. There are no field-serviceable parts located inside the battery pack.

NOTE: The Compaq Presario 1800 Series Portable Computers have several screws of various sizes which are **not** interchangeable. Care must be taken during reassembly to ensure that the correct screws are used in their correct location. During removal please keep respective screws with their associated sub-assembly.

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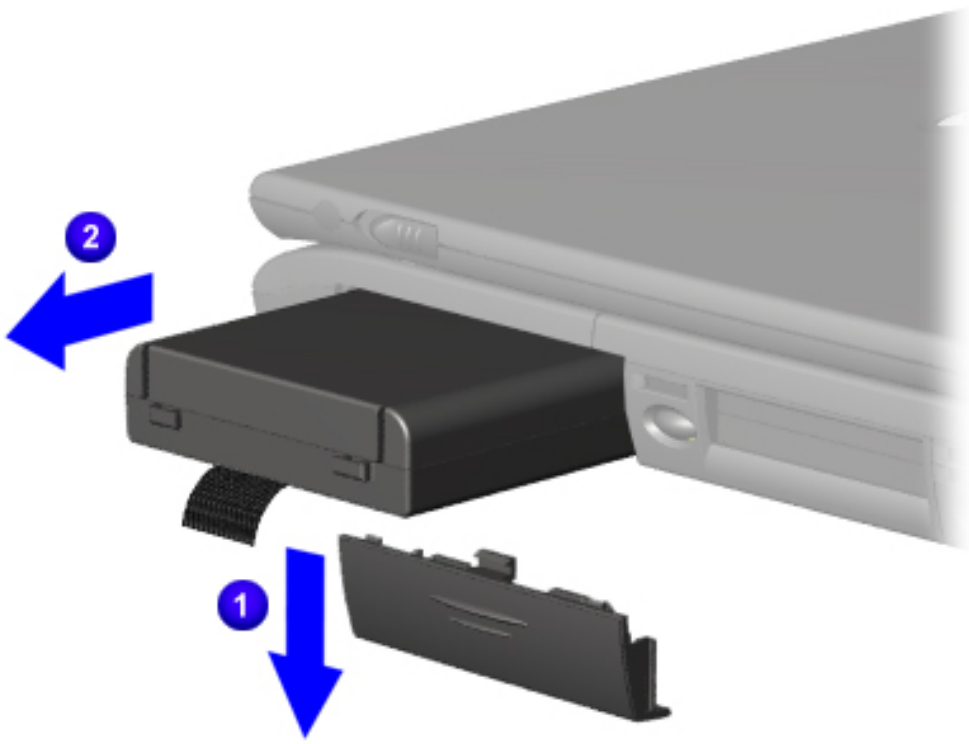
Internet Button Board

Heatspreader

Network Interface Card



Removing the Battery Pack

To remove the battery pack, complete the following steps:

1. Slide the battery pack compartment door down and remove it from the chassis.

2. Pull the battery pack from the chassis by the tab located on the end of the battery pack.

Modem
Hard Drive
DisqPlay Module
Processor
DVD or CD Drive
Display Panel Assembly
Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
Speaker Assembly
System Board
Memory Module

To replace the battery pack, reverse the previous procedures.

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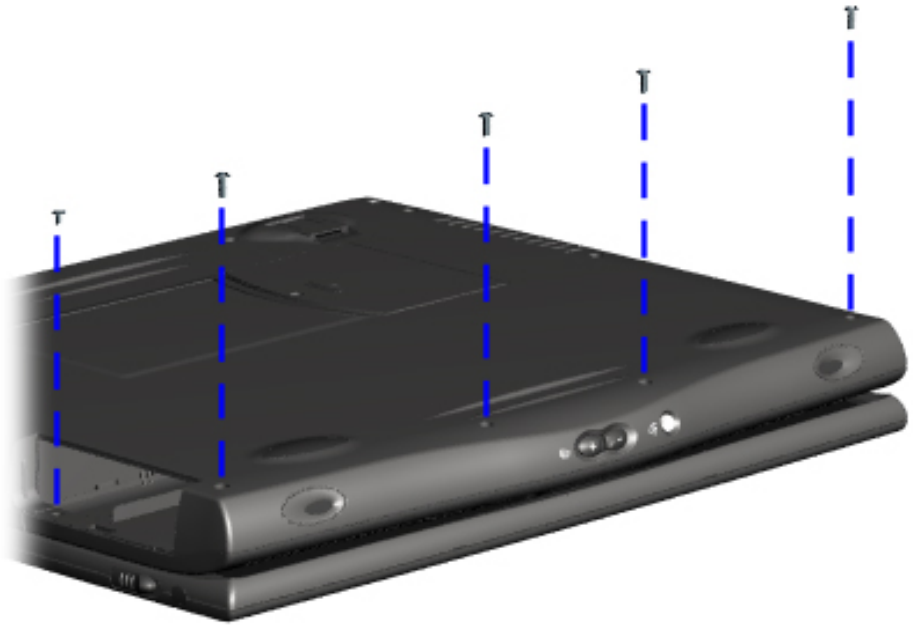
Heatspreader
Network Interface Card
Modem
Hard Drive
DisqPlay Module



Removing the Palmrest Cover with TouchPad

NOTE: It is not necessary to remove the display panel assembly to access the interior components of the computer.

To remove the palmrest cover with touchpad, complete the following steps:

1. Prepare the computer for disassembly.

2. Close the display assembly and turn the computer upside down.

3. Remove five screws from the bottom of the computer.

Processor
DVD or CD Drive
Display Panel Assembly
Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
Speaker Assembly
System Board
Memory Module

Next Step

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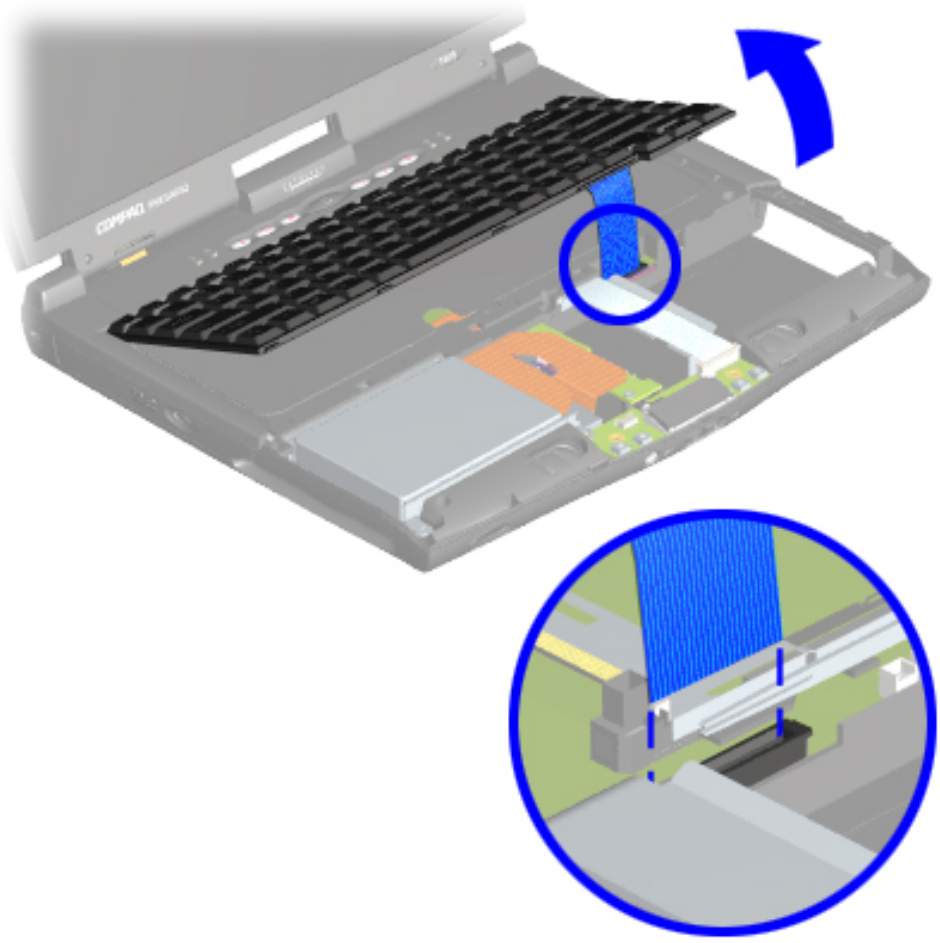
Modem
Hard Drive



Removing the Keyboard

To remove the keyboard, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Gently lift up the front of the keyboard and disconnect the flex cable from the ZIF connector on the system board and remove the keyboard.

- DisqPlay Module
- Processor
- DVD or CD Drive
- Display Panel Assembly
- Upper CPU Cover
- Fan Assembly
- Diskette Drive
- Battery Charger Board
- Speaker Assembly
- System Board
- Memory Module

NOTE: When replacing the keyboard, the keyboard cable should fold behind the ZIF connector rather than underneath the keyboard.

To replace the keyboard, reverse the previous procedures.

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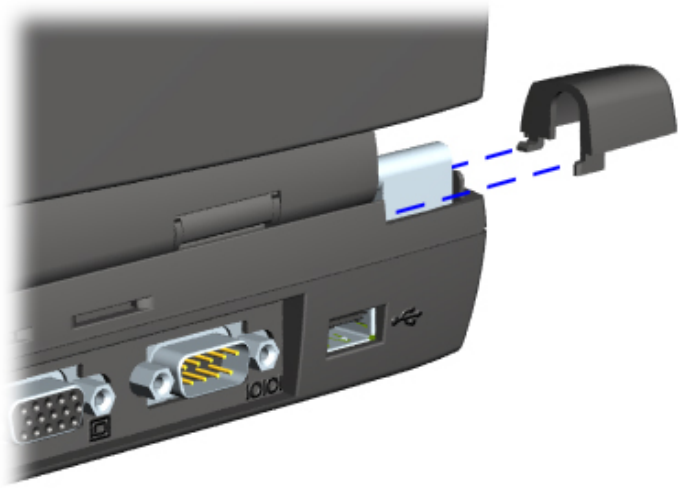

Removing the Status Panel Assembly

NOTE: Illustrations may show parts removed that are not part of this procedure. It is necessary to remove only the parts listed in the written procedure.

To remove the status panel assembly, complete the following steps:

1. Prepare the computer for disassembly.

2. Open the display

DisqPlay Module
Processor
DVD or CD Drive
Display Panel Assembly
Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
Speaker Assembly
System Board
Memory Module

assembly and squeeze the sides of the display assembly hinge covers while sliding them off the hinges.

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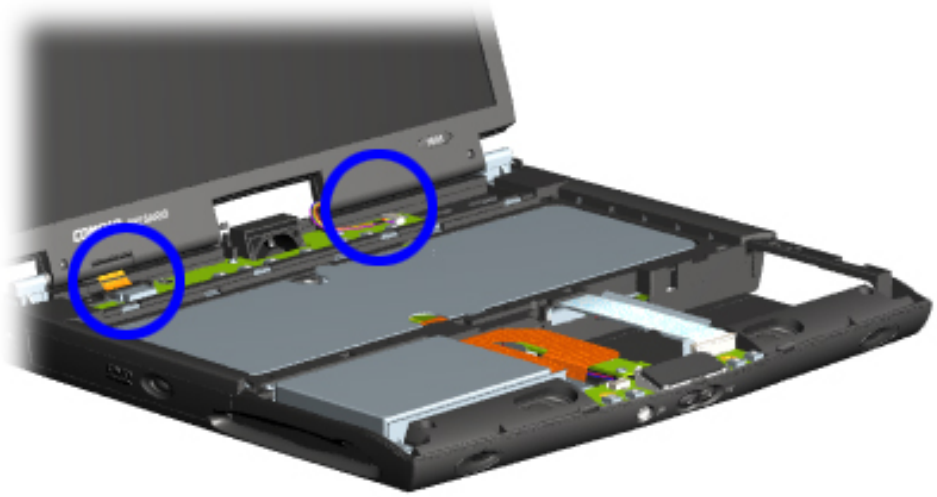
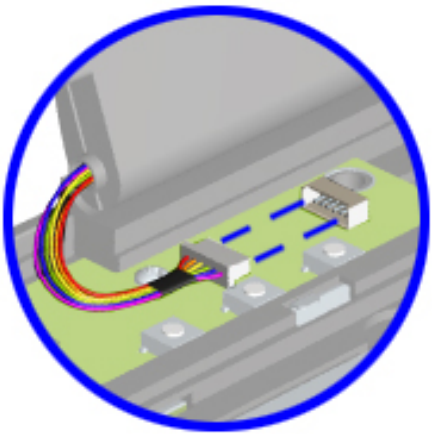
Hard Drive





Removing the Internet Button Board

NOTE: Illustrations may show parts removed that are not part of this procedure. It is necessary to remove only the parts listed in the written procedures.

To remove the Internet Button board, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the status panel.

DisqPlay Module
Processor
DVD or CD Drive
Display Panel Assembly
Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
Speaker Assembly
System Board
Memory Module

3. Remove screw securing the display flex cable bracket and disconnect the display flex cable and backlight cable from the Internet Button Board.

Next Step

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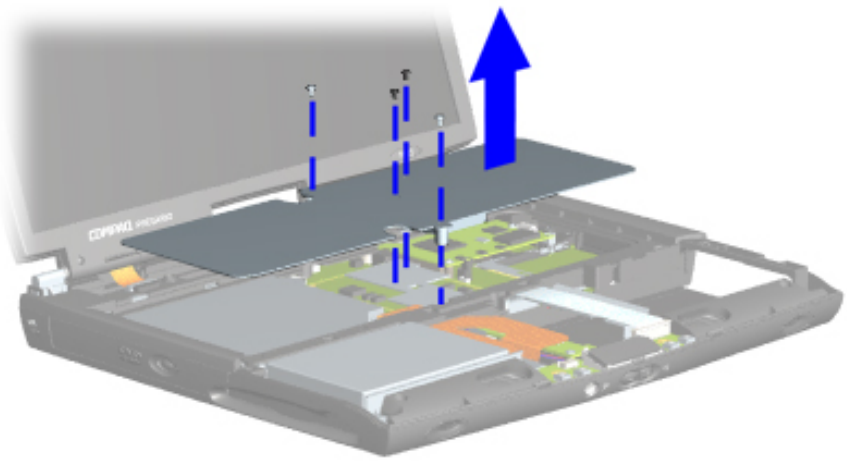
Hard Drive
DisqPlay Module
Processor
DVD or CD Drive



Removing the Heatspreader

To remove the heatspreader, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Remove the keyboard.

4. Remove four screws from the heatspreader and lift out of the chassis.

NOTE: If the thermal pads on the heatspreader are missing or damaged, a new heatspreader should be installed.

IMPORTANT: Before installing the new heatspreader, remove the plastic covering from the thermal pads.

To replace the heatspeader, reverse the previous procedures.

Display Panel Assembly
Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
Speaker Assembly
System Board
Memory Module

WARNING: To prevent damage, do not use excessive force when replacing the screws.

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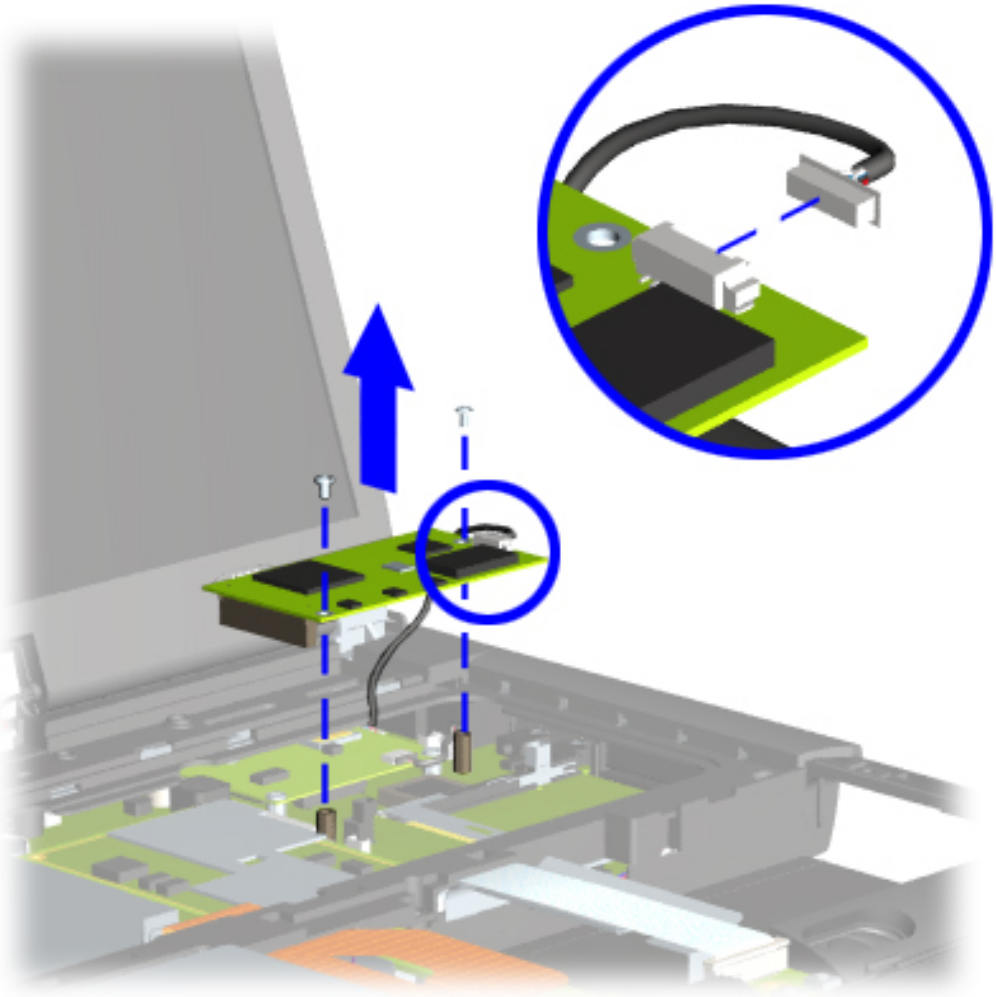

Removing the Network Interface Card

To remove the Network Interface Card (NIC), complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touchpad.

3. Remove the keyboard.

4. Remove

- Modem
- Hard Drive
- DisqPlay Module
- Processor
- DVD or CD Drive
- Display Panel Assembly
- Upper CPU Cover
- Fan Assembly
- Diskette Drive
- Battery Charger Board
- Speaker Assembly
- System Board
- Memory Module

the heatspreader.

5. Remove two screws from the Network Interface Card, lift the Network Interface Card off the system board and disconnect the cable from the Network Interface Card.

To replace the Network Interface Card, reverse the previous procedures.

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Keyboard

Status Panel

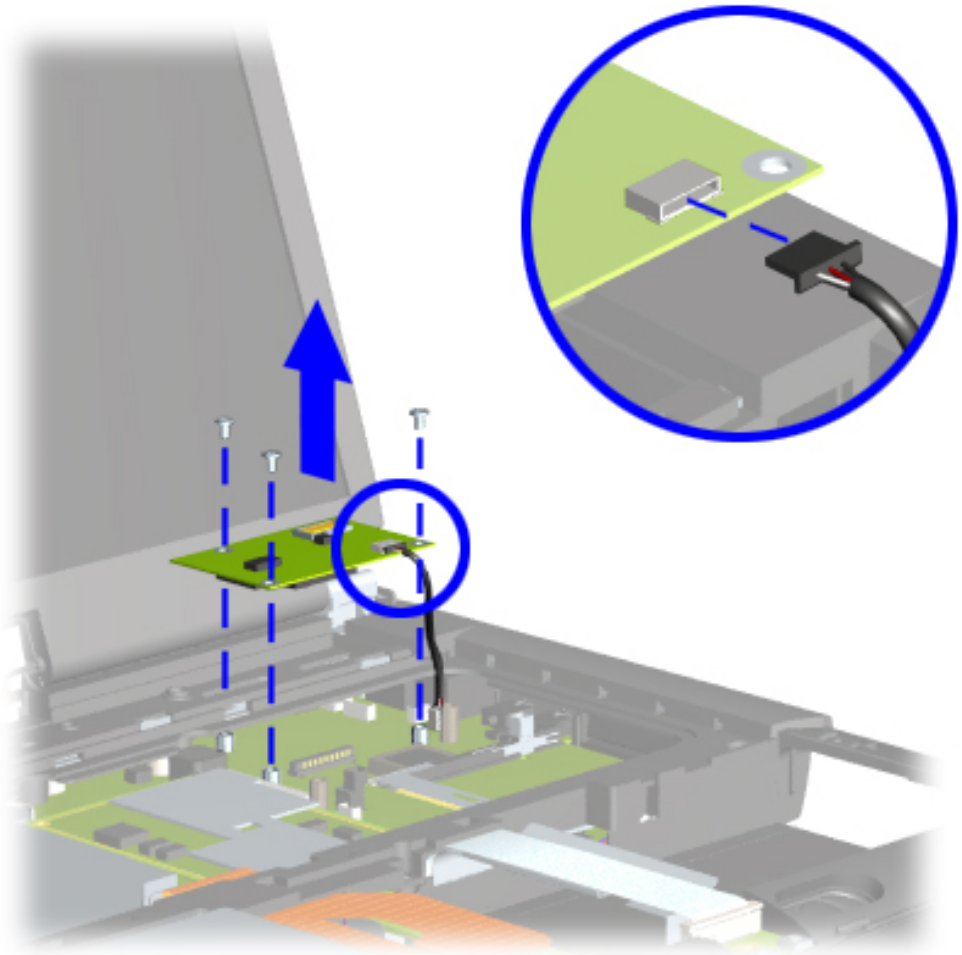
Internet Button Board

Heatspreader

Network Interface Card

Modem

Hard Drive



Removing the Modem

To remove the modem, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touchpad.

3. Remove the keyboard.

4. Remove the status panel.

5. Remove the heatspreader.

6. Remove the Network Interface Card.

7. Remove three screws from the

DisqPlay Module
Processor
DVD or CD Drive
Display Panel Assembly
Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
Speaker Assembly
System Board
Memory Module

modem board, lift the modem board off the connector on the system board, and disconnect the modem cable from the modem board.

To replace the modem board, reverse the previous procedures.

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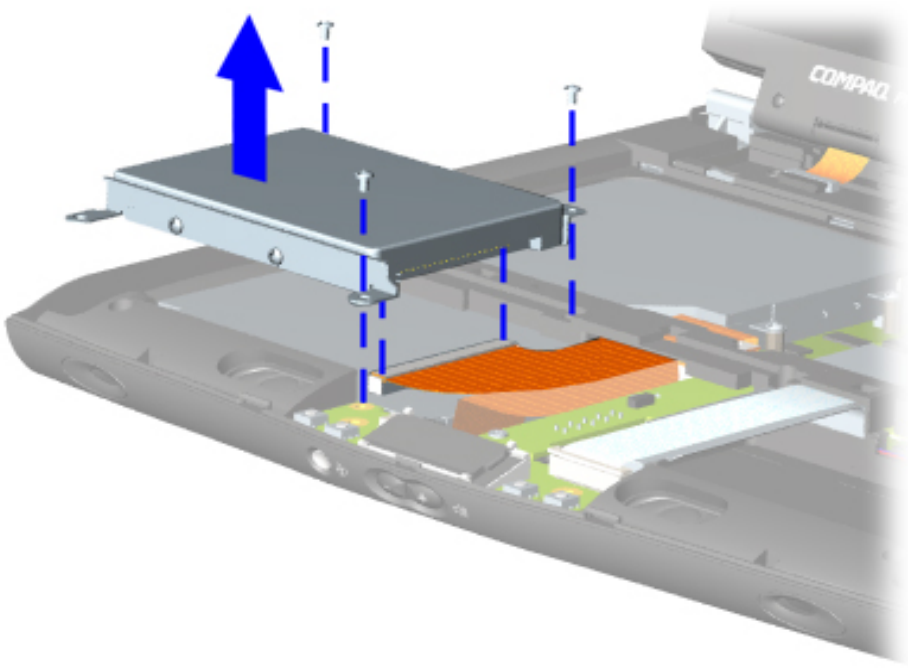

Removing the Hard Drive

NOTE: Illustrations may show parts removed that are not part of this procedure. It is necessary to remove only the parts listed in the written procedure.

To remove the hard drive, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touchpad.

3. Remove three

DisqPlay Module
Processor
DVD or CD Drive
Display Panel Assembly
Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
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screws from the hard drive mounting bracket, disconnect the hard drive data cable and lift out the hard drive with drive mounting bracket attached.

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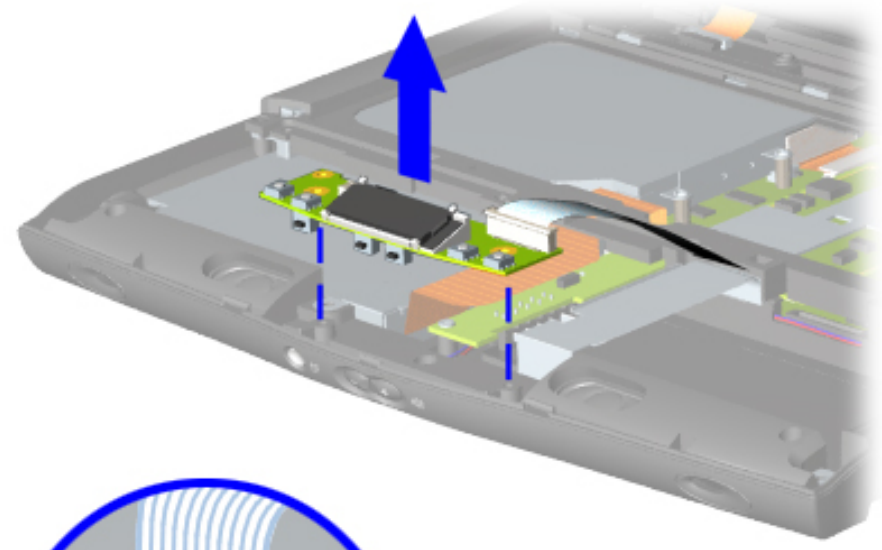

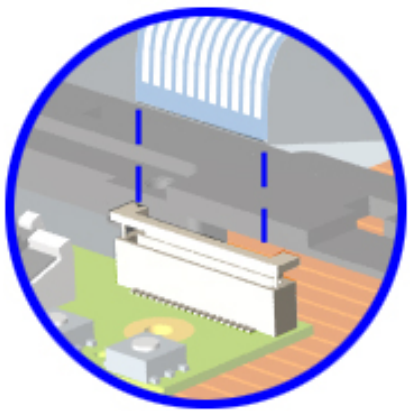

Removing the DisqPlay Module

NOTE: Illustrations may show parts removed that are not part of this procedure. It is necessary to remove only the parts listed in the written procedure.

To remove the DisqPlay Module, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Remove the hard

- DVD or CD Drive
- Display Panel Assembly
- Upper CPU Cover
- Fan Assembly
- Diskette Drive
- Battery Charger Board
- Speaker Assembly
- System Board
- Memory Module

drive.

4. Lift up the DisqPlay Module, disconnect the flex cable from the DisqPlay Module, and remove the DisqPlay Module from the chassis.

To replace the DisqPlay Module, reverse the previous procedures.

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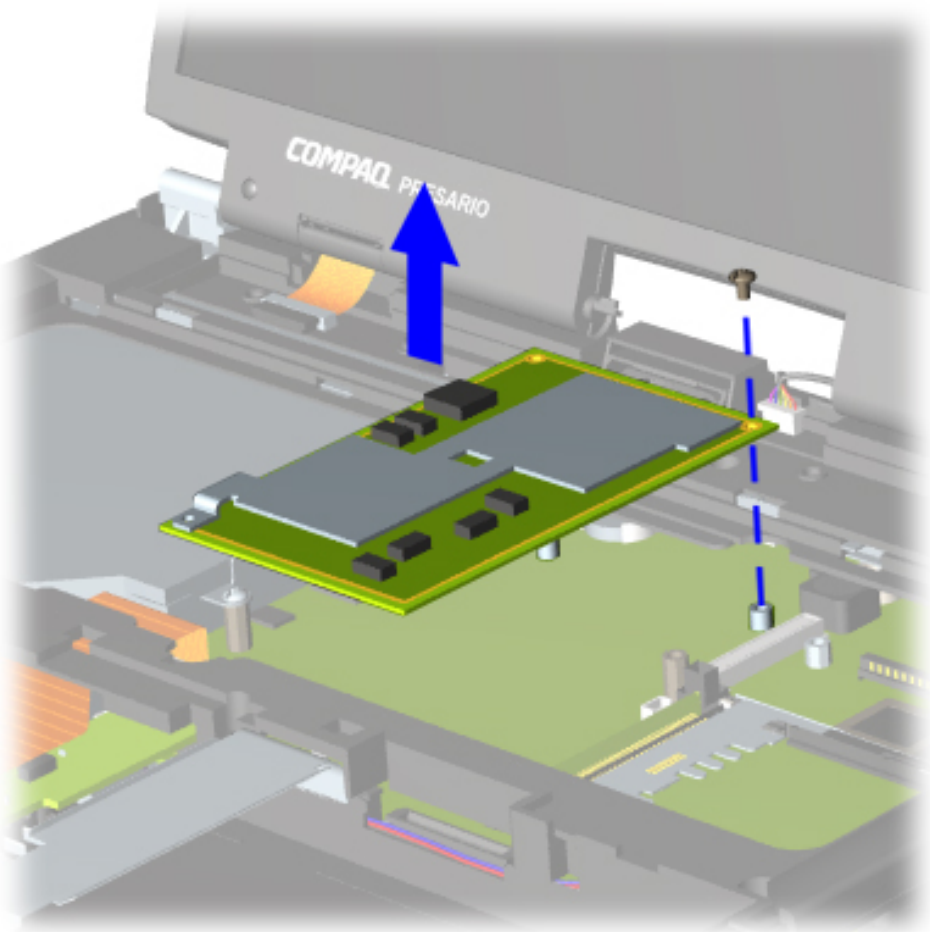

Removing the Processor

To remove the processor, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Remove the keyboard.

4. Remove the heatspreader.

5. Remove screw, lift the processor up off the connector on the system board, and slide the processor from under the upper CPU cover to remove from

DisqPlay Module
Processor
DVD or CD Drive
Display Panel Assembly
Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
Speaker Assembly
System Board
Memory Module

the chassis.

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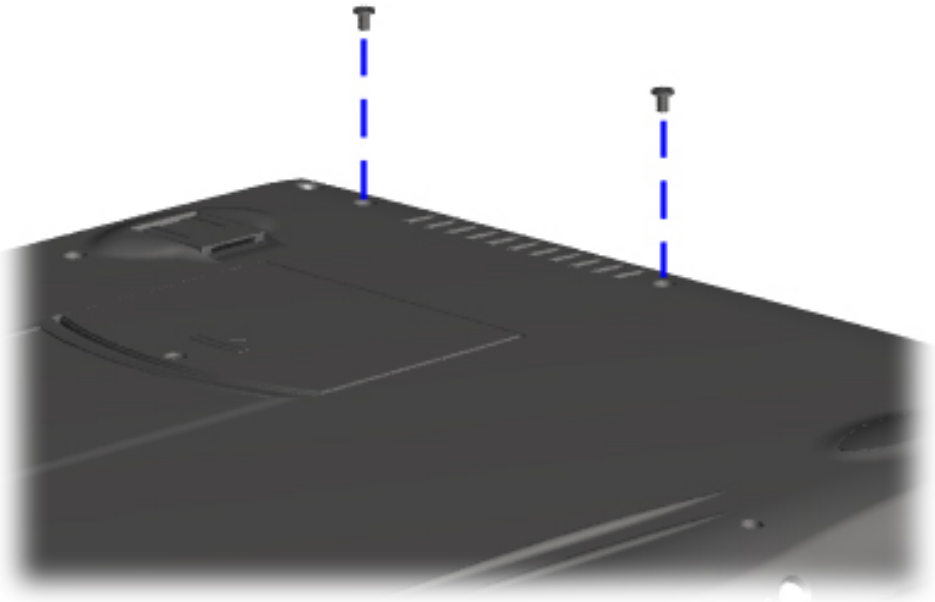

Removing the DVD or CD Drive

To remove the DVD or CD drive, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Remove the keyboard.

4. Remove the heatspreader.

5. Turn the unit over and remove two screws from the base enclosure which secure the DVD or CD drive to the chassis.

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Processor
DVD or CD Drive
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Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
Speaker Assembly
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Hard Drive
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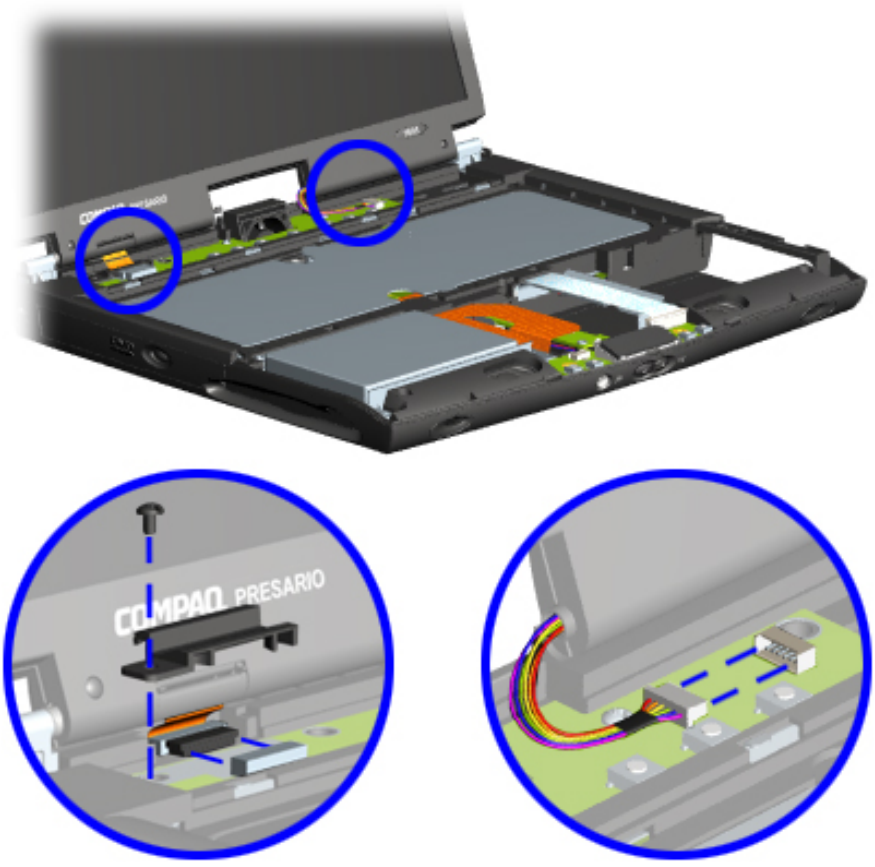
Processor
DVD or CD Drive



Removing the Display Panel Assembly

NOTE: Illustrations may show parts removed that are not part of this procedure. It is necessary to remove only the parts listed in the written procedures.

To remove the display panel assembly, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the status panel assembly.

3. Remove screw securing the display flex cable bracket and disconnect the

Display Panel Assembly
Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
Speaker Assembly
System Board
Memory Module

display flex cable and backlight cable from the Internet Button Board.

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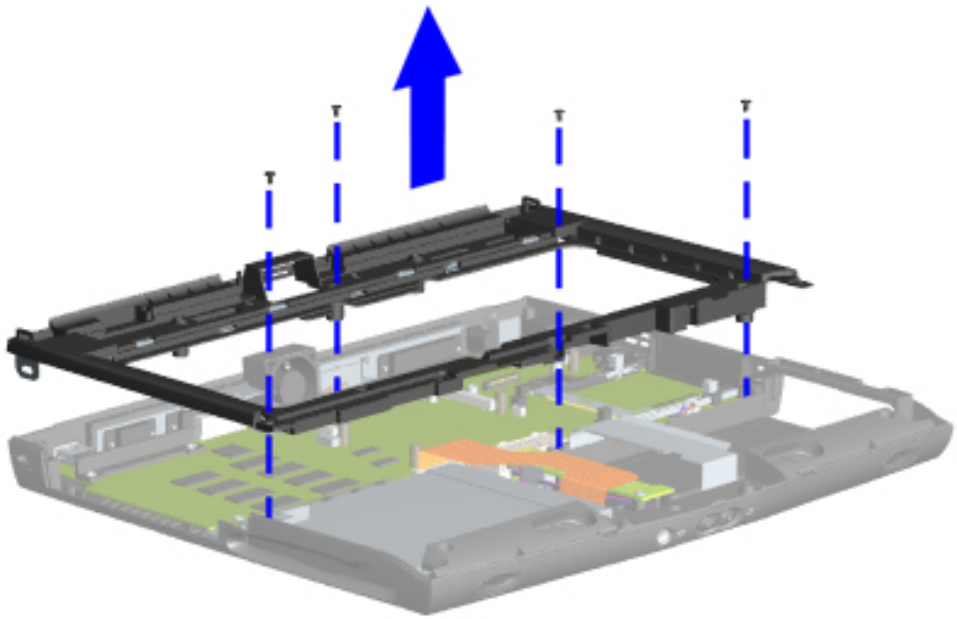

Removing the Upper CPU Cover

To remove the upper CPU cover, complete the following steps:

1. Prepare the computer for disassembly.
2. Remove the palmrest cover with touch pad.
3. Remove the keyboard.
4. Remove the heatspreader.
5. Remove the status panel assembly.
6. Remove the Internet Button board.

Hard Drive
DisqPlay Module
Processor
DVD or CD Drive
Display Panel Assembly
Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
Speaker Assembly
System Board
Memory Module

7. Remove the hard drive.

8. Remove the display panel assembly.

9. Remove four screws located on the top of the upper CPU cover.

10. Lift the upper CPU cover off the chassis.

To replace the upper CPU cover, reverse the previous procedures.

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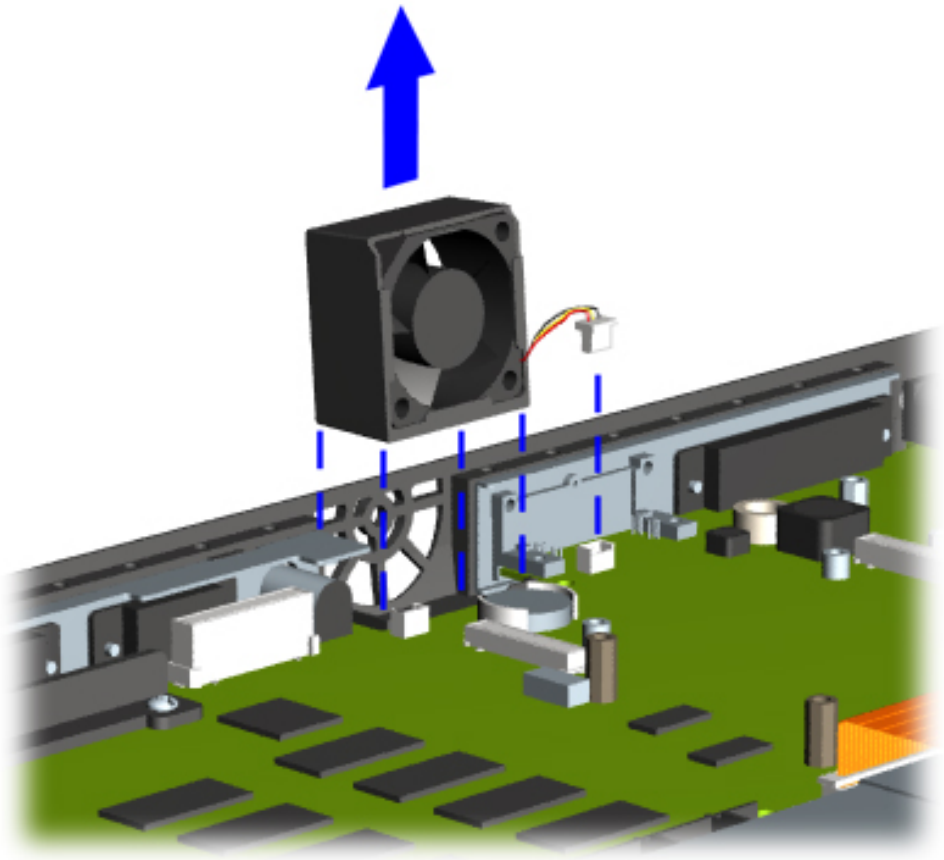

Removing the Fan Assembly

To remove the fan assembly, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Remove the keyboard.

4. Remove the heatspreader.

5. Remove the status panel assembly.

6. Remove the Internet Button board.

DisqPlay Module
Processor
DVD or CD Drive
Display Panel Assembly
Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
Speaker Assembly
System Board
Memory Module

7. Remove the display panel assembly.

8. Remove the hard drive.

9. Remove the upper CPU cover.

10. Lift the fan assembly from the chassis slot and disconnect the fan cable from the connector on the system board.

Next Step

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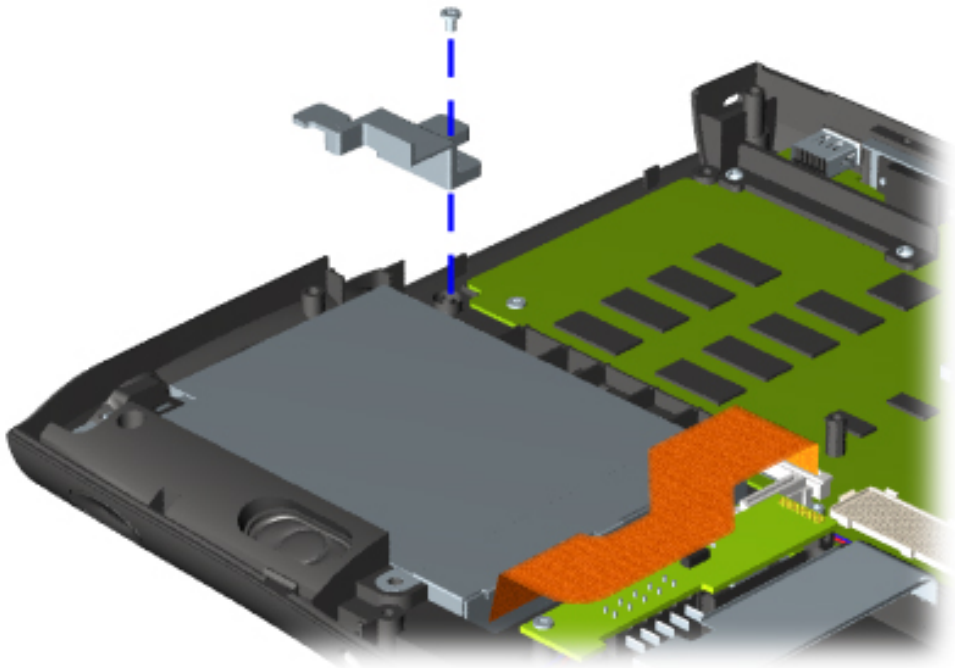

Removing the Diskette or LS120 Drive

To remove the diskette or LS120 drive, complete the following steps:

1. Prepare the computer for disassembly.
2. Remove the palmrest cover with touch pad.
3. Remove the keyboard.
4. Remove the heatspreader.
5. Remove the DVD or CD Drive.
6. Remove the status panel assembly.

DisqPlay Module
Processor
DVD or CD Drive
Display Panel Assembly
Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
Speaker Assembly
System Board
Memory Module

7. Remove the Internet Button board.

8. Remove the display panel assembly.

9. Remove the hard drive.

10. Remove the upper CPU cover.

11. Remove screw from the diskette or LS120 drive retaining bracket.

Next Step

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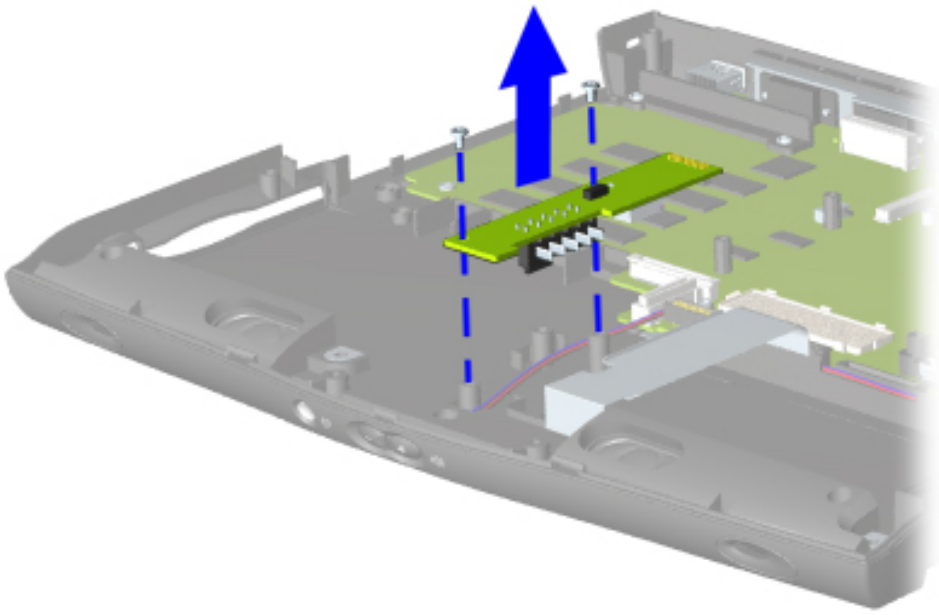

Removing the Battery Charger Board

To remove the battery charger board, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Remove the keyboard.

4. Remove the heatspreader.

5. Remove the status panel assembly.

6. Remove the Internet Button board.

DisqPlay Module
Processor
DVD or CD Drive
Display Panel Assembly
Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
Speaker Assembly
System Board
Memory Module

7. Remove the display panel assembly.

8. Remove the hard drive.

9. Remove the Upper CPU cover.

10. Remove two screws from the battery charger board, unplug the board from the connector on the system board, and lift out of the chassis.

NOTE: When replacing the battery charger board, ensure that the pins are aligned with the connector on the system board.

To replace the battery charger board, reverse the previous procedures.

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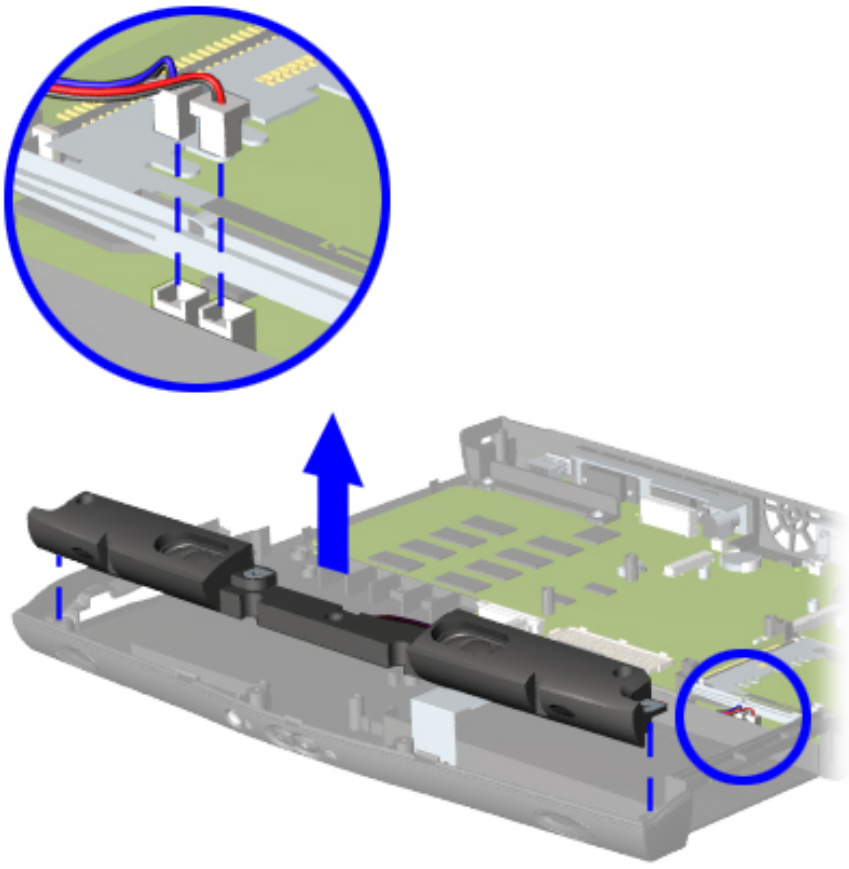
Processor
DVD or CD Drive



Removing the Speaker Assembly

To remove the speaker assembly, complete the following steps:

1. Prepare the computer for disassembly.
2. Remove the palmrest cover with touch pad.
3. Remove the keyboard.
4. Remove the heatspreader.
5. Remove the status panel assembly.
6. Remove the Internet Button board.
7. Remove the display panel assembly.
8. Remove the hard drive.
9. Remove the Upper CPU cover.
10. Remove the battery charger board.
11. Disconnect the speaker cables from the system board

Display Panel Assembly
Upper CPU Cover
Fan Assembly
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Memory Module

and remove the speaker assembly from the chassis.

CAUTION: Ensure that cables are placed in their proper location during the reassembly process.

To replace the speaker assembly, reverse the previous procedures.

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Removing the System Board

To remove the system board, complete the following steps:

1. Prepare the computer for disassembly.
2. Remove the palmrest cover with touchpad.
3. Remove the keyboard.
4. Remove the heatspreader.
5. Remove the status panel assembly.
6. Remove the Internet Button board.
7. Remove the display panel assembly.
8. Remove the hard drive.
9. Remove the Upper CPU cover.
10. Disconnect the DisqPlay module cable from the system board.
11. Remove the processor.
12. Remove the modem.
13. Remove the Network Interface Card.

DisqPlay Module
Processor
DVD or CD Drive
Display Panel Assembly
Upper CPU Cover
Fan Assembly
Diskette Drive
Battery Charger Board
Speaker Assembly
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14. Remove the DVD or CD drive.

15. Remove the fan assembly.

16. Disconnect the diskette or LS120 drive cable from the system board.

17. Remove the battery charger board.

18. Disconnect the speaker assembly cables.

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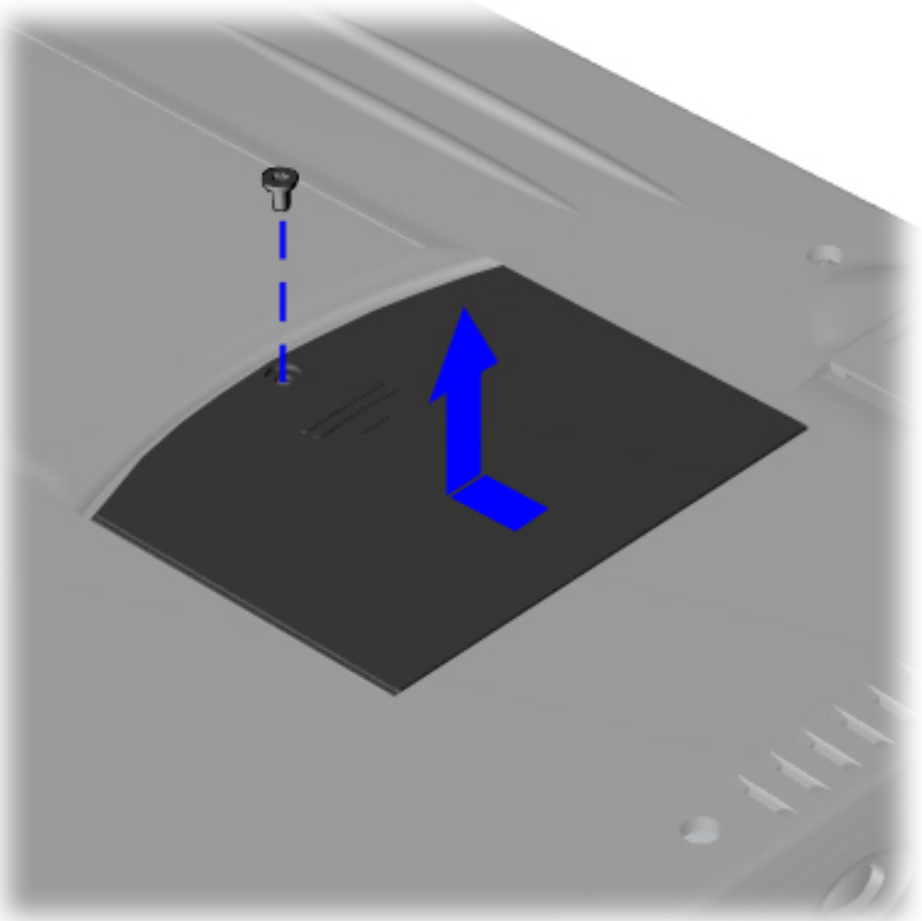

Removing the Memory Module

To remove the memory module, complete the following steps:

1. Prepare the computer for disassembly.

2. Close the computer and turn it upside down.

3. Remove the screw from the memory module door.

DisqPlay Module
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DVD or CD Drive
Display Panel Assembly
Upper CPU Cover
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4. With the front of the computer facing you, slide the memory module door to the left.

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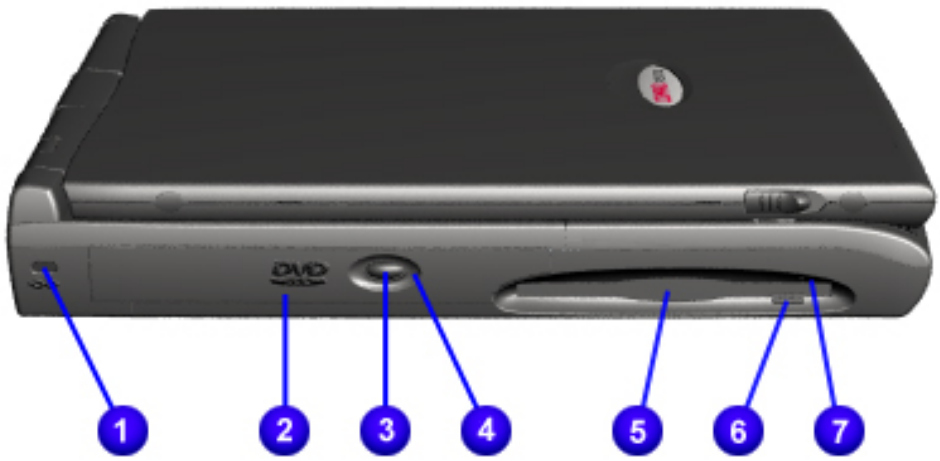

Left Side Components with LS120 Drive

1. Security Slot
2. CD or DVD Drive
3. CD or DVD Drive Eject Button
4. CD or DVD Drive Manual Eject Hole
5. LS120 Drive
6. LS120 Drive Eject Button
7. LS120 Drive Manual Eject Hole

Back to Left Side Components with Diskette Drive

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