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Maintenance & Service Guide

Compaq Aero 8000 H/PC Pro

First Edition (May 1999)

Compaq Computer Corporation

preface

This *Maintenance & Service Guide* is a troubleshooting guide that can be used for reference when servicing the Compaq Aero 8000 H/PC Professional. Only authorized technicians trained by Compaq should attempt to repair this equipment.

Compaq Computer Corporation reserves the right to make changes to the Compaq Aero 8000 H/PC without notice.

Symbols and Conventions

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.



Text set off in this manner presents commentary, sidelights, clarifying information, or specific instructions.

Technician Notes



WARNING: Only authorized technicians trained by Compaq should attempt to repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly/module level repair. Because of the complexity of the individual components and subassemblies, no one should attempt to make repairs at the component level or to make modifications to any printed wiring board. Improper repairs can create a safety hazard. Any indications of component replacement or printed wiring board modifications may void any warranty.



CAUTION: The Aero 8000 H/PC Pro is designed to be electrically grounded. To ensure proper operation, plug the AC power cord into a properly grounded AC outlet only.

System Serial Number

The serial number is displayed on the underside of the Aero 8000 H/PC Pro.

Locating Additional Information

The following documentation is available to support the Compaq Aero 8000 H/PC Pro:

- *Reference Guide* (online)
- Compaq Service Advisories and Bulletins
- Compaq QuickFind
- *Compaq Service Quick Reference Guide*

chapter 1

REMOVAL AND REPLACEMENT PROCEDURES

This chapter provides removal and replacement assembly procedures for the Compaq Aero 8000 H/PC Professional.

1.1 Electrostatic Discharge

A discharge of static electricity from your body or other conductor may damage system boards or other electrostatic-sensitive devices. This type of damage may reduce the life expectancy of the devices.


1.1.1 Preventing Electrostatic Discharge

To prevent electrostatic damage, observe the following precautions:

- Avoid hand contact by transporting and storing products in electrostatic-safe containers.
- Keep electrostatic-sensitive parts in their containers until they arrive at electrostatic-free workstations.
- Place parts on a grounded surface before removing them from their containers.
- Avoid touching pins, leads, or circuitry.
- Always be properly grounded when touching an electrostatic-sensitive component or assembly.

1.1.2 Grounding Methods

There are several methods for grounding. Use one or more of the following methods when handling or installing electrostatic-sensitive parts.

- Use a wrist strap connected by a ground cord to a grounded workstation or computer chassis. Wrist straps are flexible straps with a minimum of 1 megohm +/- 10 percent resistance in the ground cords. To provide proper ground, wear the strap snug against the skin.
 - Use heel straps, toe straps, or boot straps at standing workstations. Wear the straps on both feet when standing on conductive floors or dissipating floor mats.
 - Use conductive field service tools.
 - Use a portable field service kit with a folding, electrostatic-dissipating work mat.
-  If you do not have the suggested equipment for proper grounding, or if you need more information on static electricity or assistance with product installation, contact a Compaq authorized service provider.

1.2 Service Considerations

Listed below are some of the considerations that you should keep in mind during the disassembly and assembly of the Compaq Aero 8000 H/PC Pro.

1.2.1 Tool and Software Requirements

To service the Aero 8000, you need the following:

- Magnetic screwdriver
- Torx T-8 screwdriver
- Small Phillips or flat blade screwdriver

1.2.2 Screws

The screws used in the Compaq Aero 8000 H/PC Pro 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.



CAUTION: When servicing the computer, ensure that all screws are kept with the part with which they belong. Using an improper screw during reassembly can damage the computer.

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

1.2.3 Cables and Connectors

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. Handle flex cables with extreme care; they can tear easily.



CAUTION: When servicing the computer, ensure that cables are placed in their proper location during the reassembly process. Improper cable placement can damage the computer.

1.2.4 Plastic Parts

Plastic parts can be damaged by the use of excessive force during disassembly and reassembly. When handling the plastic parts, use care. Use a bezel removal tool to separate plastic components. Apply pressure only at the points designated in the maintenance instructions.

1.3 Serial Number

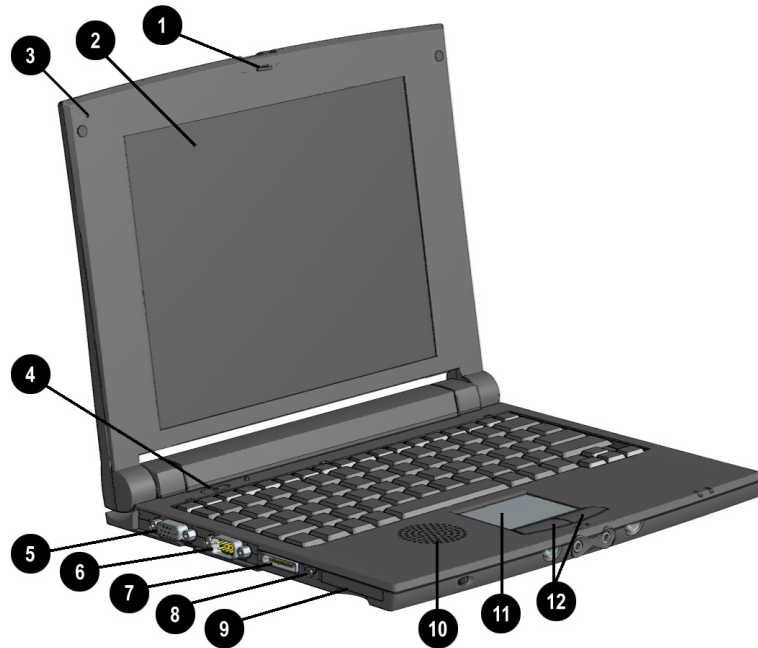
The Aero 8000 H/PC Pro serial number should be given to Compaq when requesting information or ordering spare parts. The serial number is displayed on the bottom of the device.

1.4 Features

- Full-size 800 x 600 SVGA viewable area display
- Light-weight (2.9 lbs./1.32 kgs.) and slim (8.5 x 10.9 x 9.8"/21.6 x 27.7 x 24.9cm) design allows for convenient mobile transport
- Long battery life due to lower power requirements than a notebook
- Automatic synchronization keeps the Aero 8000 and desktop PC up-to-date
- Plugs into a standard VGA connector; does not require a special video adapter card
- Windows CE platform provides handheld versions of Word, Excel, PowerPoint, Outlook and Access
- Large keyboard and convenient touchpad mouse have a definite advantage over most handheld PCs
- Built-in 56K V.90 modem provides instant connectivity
- Enhanced security features allow use of a Smart Card for internal security, and a lock slot to prevent unit theft
- Extensive I/O options:
 - Type II PC Card slot
 - Type II CompactFlash slot
 - Serial port
 - Infrared
 - PS/2 port
 - Two-way microphone/speaker

1.5 Front and Left Side Components

The components located on the Aero 8000 front and left side assembly are identified below.



Front and Left Side Components

Front and Left Side Components		
No.	Component	Function
①	Lid Latch	Secures the lid when the unit is closed.
②	Screen	Displays on-screen information.
③	Microphone	Allows voice memo recording. Works whether the device is open or closed.
④	Power Button	Powers the device. Press once to turn on the device. Press again to turn off.
⑤	VGA Port	Accepts a VGA video cable.
⑥	Serial Port	Connects serial devices such as a printer cable.
⑦	Sync Port	Connects the auto-sync cable for connection to a desktop or docking station.
⑧	AC Power Connector	Connects to external (AC) power via the AC adapter.
⑨	CompactFlash Slot	Accepts a Type I or Type II CompactFlash card.
⑩	Speaker	Produces sound for the alarm, playback of voice memos, and other audio effects.
⑪	Touch Pad	Manipulates the cursor. Press and move your finger on the pad.
⑫	Mouse Buttons	Activates the corresponding cursor command. Use like left and right buttons on a full-size mouse.

1.6 Front and Right Side Components

The components located on the Aero 8000 front and right side assembly are identified below.



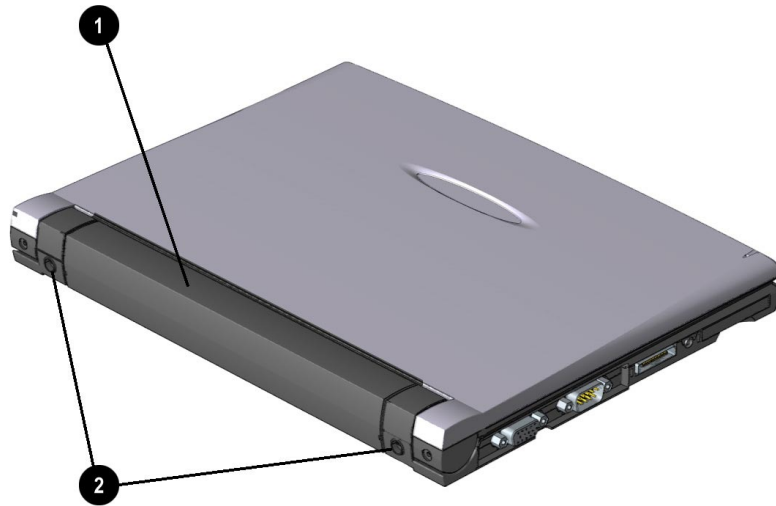
Front and Right Side Components

Front and Right Side Components

No.	Component	Function
①	Notification Button/LED	Notifies the user that the device is powered on or an alarm activates. Flashes once when the device is turned on. Flashes continuously when an alarm you have set goes off. Press once to stop the alarm.
②	Audio In	Accepts audio input for recording or playback.
③	Audio Out	Distributes audio output.
④	Record Button/LED	Activates record function. Press once to record. Press again to stop recording.
⑤	Power On LED	Appears when the unit is connected to AC power.
⑥	Battery Charge LED	Appears when the unit is charging.
⑦	PC Card Slot	Accepts a Type I or Type II PC card.
⑧	Infrared (IR) Port	Allows for wireless infrared communication.
⑨	Smart Card Slot	Accepts a credit card-sized Smart Card.
⑩	Modem Port	Connects an RJ-11 modem cable.
⑪	PS/2 Port	Allows for connection of up to 2 PS/2 devices, such as a keyboard and mouse using an optional "Y" cable.

1.7 Top and Rear Components

The components located on the Aero 8000 top and rear assembly are identified below.

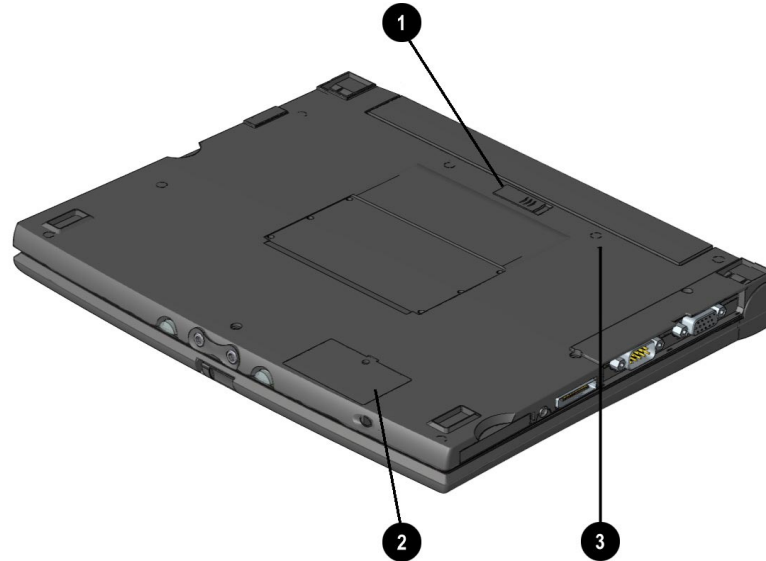


Top and Rear Components

Top and Rear Components		
No.	Component	Function
1	Battery Pack	Powers the device as a rechargeable lithium-ion (Li-Ion) battery pack.
2	Strap Inserts	Allows for connection of a shoulder strap for easier carrying.

1.8 Bottom Panel Components

The components located on the Aero 8000 bottom panel assembly are identified below.



Bottom Panel Components

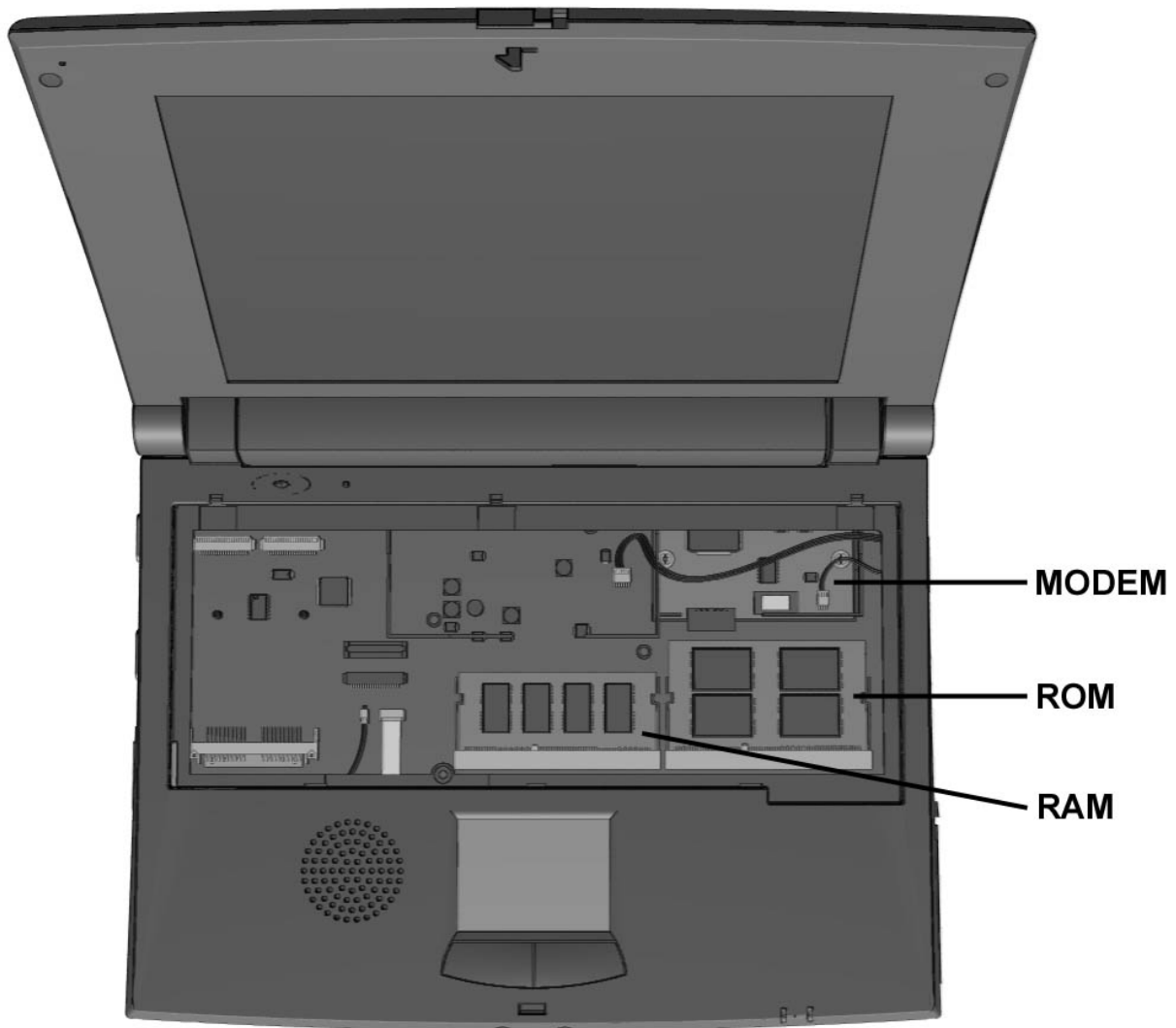
Bottom Panel Components		
No.	Component	Function
①	Main Battery Latch	Secures the main battery. Slide the latch to the side to release the main battery.
②	Backup Battery Door	Holds two NiMH AAA batteries used for backup power to the device.
③	Reset Button	Restarts the operating system. CAUTION: Pressing the Reset button permanently deletes all of your unsaved information.

1.9 Disassembly and Assembly Procedures

This section provides disassembly and assembly procedures for only the parts that are spared for the Compaq Aero 8000 H/PC Pro. Before beginning any of these procedures, be sure to turn off the power to the device and remove any attached devices; then disconnect the power cable from the electrical outlet (if in use).



CAUTION: As you disassemble the device, be sure to place the screws in a safe place, and separate them according to their groupings.



Compaq Aero 8000 Internal

1.9.1 Disconnecting the AC Adapter (if in use)

1. Disconnect the power cord **1** from the wall socket.
2. Disconnect the AC Adapter connector **2** from the unit.



Disconnecting the AC Adapter

To reconnect the AC adapter, reverse this procedure.

- ✎ Replace the AC adapter if the device does not power on and there is power to the AC adapter.

AC Adapter Spare Part Number:

127460-001 ADAPTER AC HNDHLD

246959-001 CORD, AC PWR, 3W

246959-021 CORD, AC PWR, 3W-EMEA

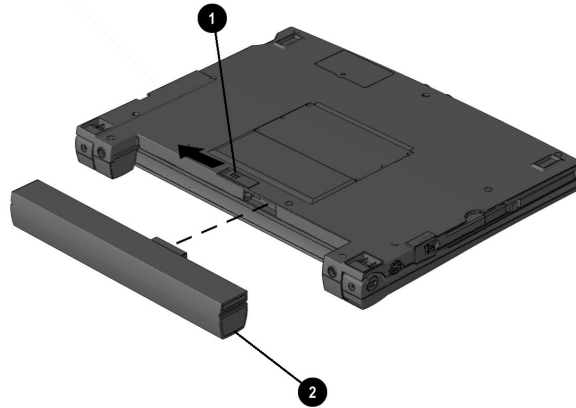
246959-291 CORD, AC PWR, 3W-JP

246959-011 CORD, AC PWR, 3W-AU

246959-031 CORD, AC PWR, 3W-UK

1.9.2 Replacing the Main Battery

Release the battery by sliding the latch ❶ then removing the battery pack (Spare Part No. 115783-001 BTRY LiION STANDARD; 115782-001 BTRY LiION EXTRA POWER) from the unit ❷.



Removing the Main Battery

Install the main battery by sliding the battery into the slot on the back of the device.

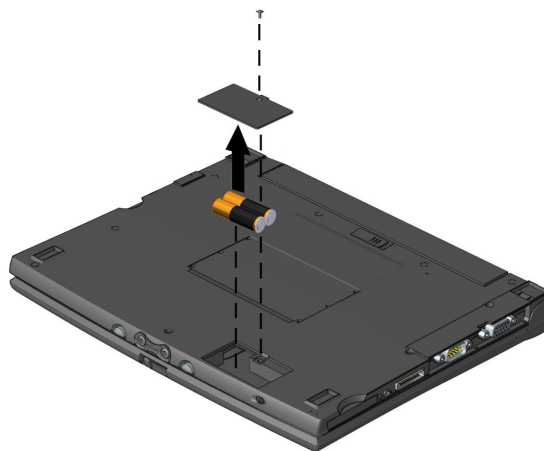
1.9.3 Replacing the Backup Battery

1. Loosen the screw on the backup battery compartment cover using a small flat head screwdriver.
2. Remove the compartment cover (Spare Part No. 127469-001 MISC PLASTIC/SCREWS) and NiMH AAA battery (Spare Part No. 115781-001 BTRY NiMH BACKUP).



CAUTION: The battery is attached to the unit by a cable. Be sure not to damage the cable when manipulating the battery.

3. Remove the cable from the connector in the unit.



Removing the Backup Battery

Install the backup battery by plugging the connector into the unit and placing the battery into the battery compartment. Replace the cover and tighten the cover screw.

1.9.4 Removing the Keyboard

1. Press up on the three tabs holding the keyboard in place and tilt the keyboard (Spare Part No. 127459-001 U.S.) toward you. Pull the keyboard up toward the screen to free the bottom portion of the keyboard.



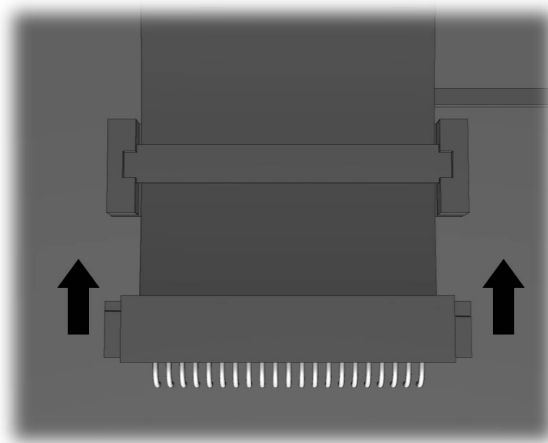
CAUTION: The keyboard is attached to the unit by a ribbon cable. Be sure not to damage the cable when manipulating the keyboard.

Spare Part No.:	127459-001 KEYBOARD-US	127459-011 KEYBOARD -AU
	127459-021 KEYBOARD-EURO	127459-031 KEYBOARD-UK
	127459-041 KEYBOARD-GR	127459-051 KEYBOARD-FR
	127459-061 KEYBOARD-IT	127459-081 KEYBOARD-DK
	127459-101 KEYBOARD-SW	127459-161 KEYBOARD-LA
	127459-291 KEYBOARD-JP	127459-301 KEYBOARD-SW/FR



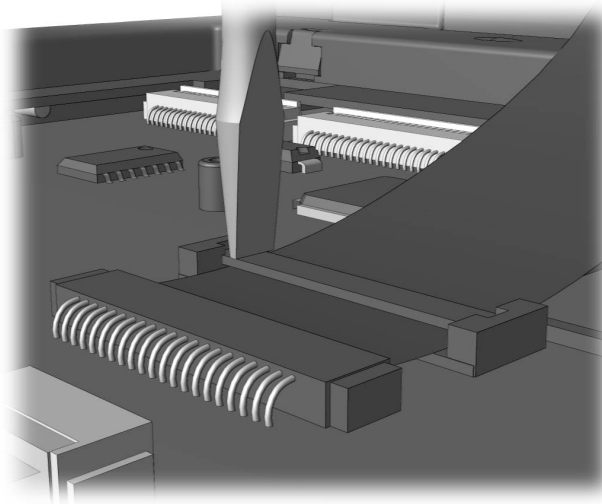
Removing the Keyboard

2. Slide up the latches on either side of the cable connector.



Sliding the Latches

3. Remove the ribbon cable from the unit by inserting a pointed object (such as a flat head screwdriver) into one side of the holder and carefully prying out the bar on the ribbon cable.



Prying Out the Ribbon Cable

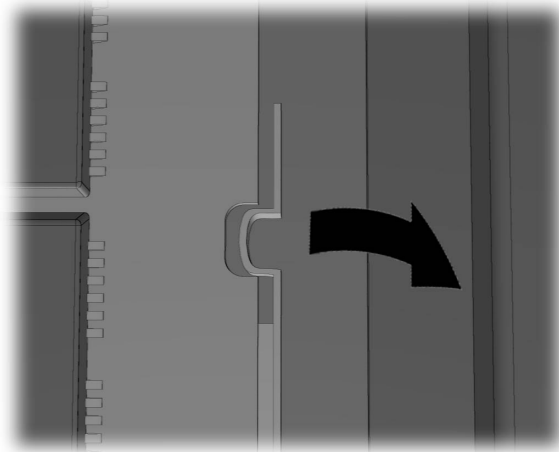
4. Slide the cable out of the connector and remove the keyboard.

Replace the keyboard by plugging the ribbon cable into the unit and securing the cable bar into the holder. Insert the tabs on the bottom of the keyboard into the unit and tilt the keyboard down until it rests in the unit. Snap the three tabs until the keyboard is locked in place.

1.9.5 Removing the RAM

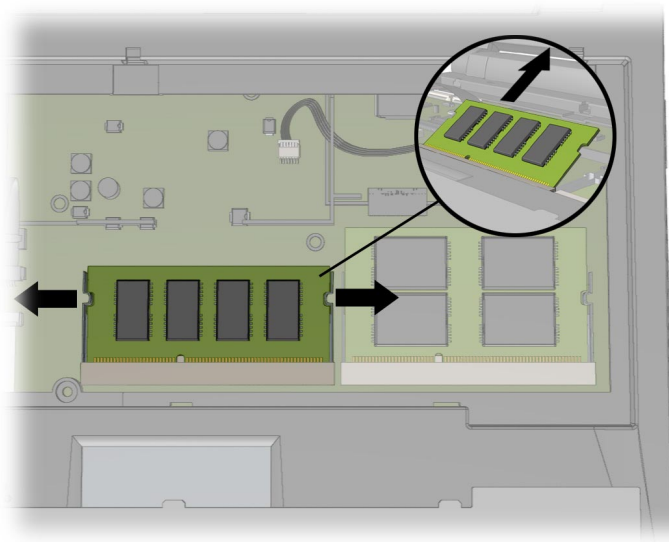
Label the RAM module so as not to confuse it with the ROM when removing both items. Note that the RAM module is smaller than the ROM module.

1. Unsnap the locks on each side of the RAM module.



Removing the RAM Module

2. Pull the module toward the screen to remove the module from the compartment.



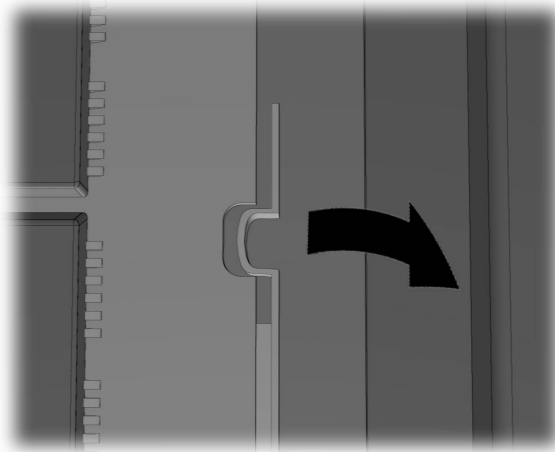
Removing the RAM Module

To replace the RAM, reverse this procedure.

1.9.6 Removing the ROM

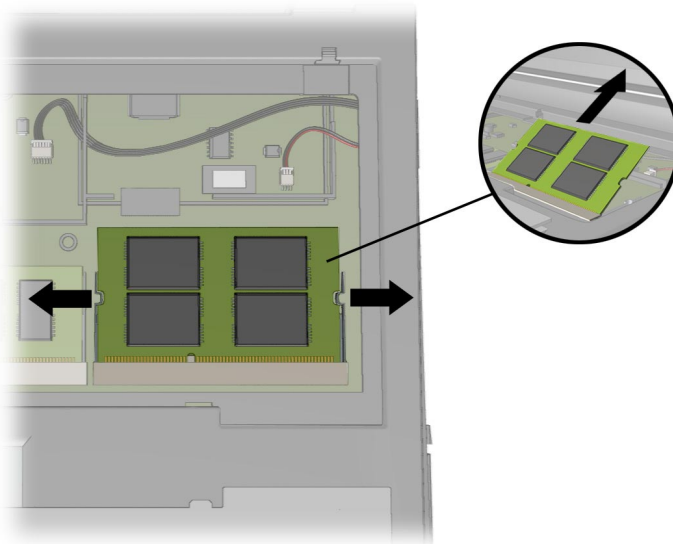
Label the ROM module so as not to confuse it with the RAM when removing both items. Note that the ROM module is larger than the RAM module.

1. Unsnap the locks on each side of the ROM module.



Removing the ROM Module

2. Pull the module toward the screen to remove the module from the compartment.

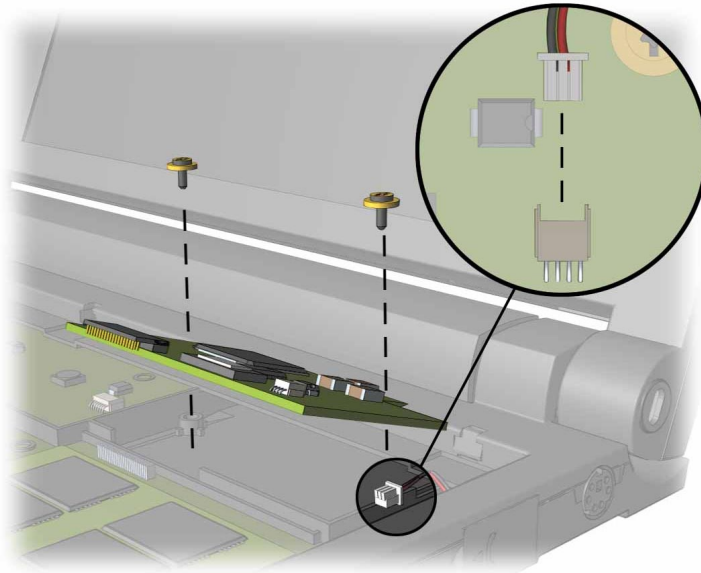


Removing the ROM Module

To replace the ROM, reverse this procedure.

1.9.6 Removing the Modem

1. Remove the two screws securing the modem to the device.
2. Disconnect the modem adapter wire connection from the modem card.
3. Lift the modem card from the front of the module and gently pull the card out from under the plastic shroud.

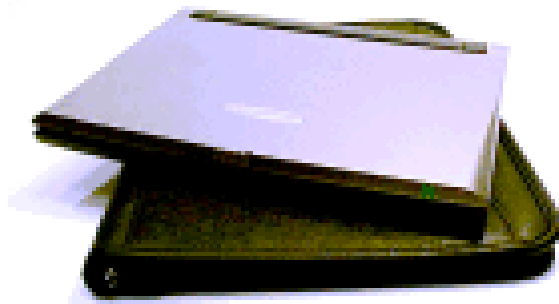


Removing the Modem Module

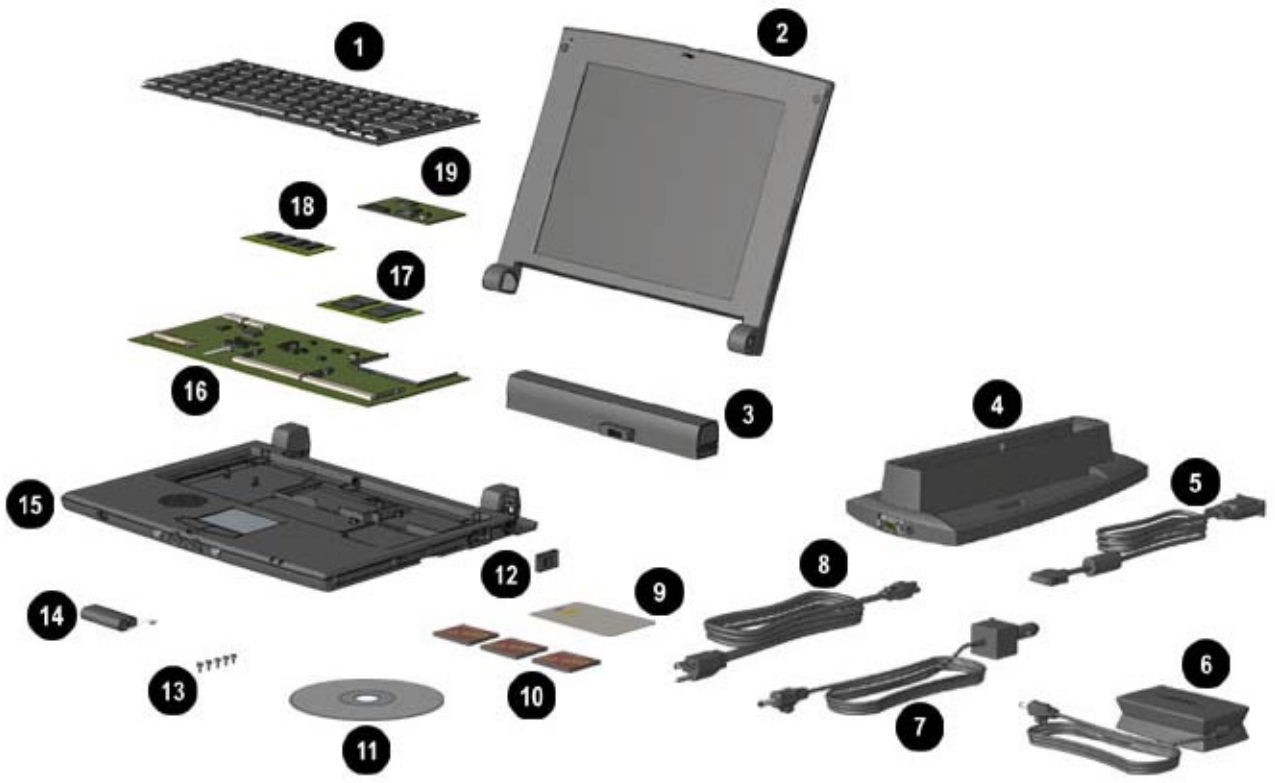
To replace the modem, reverse this procedure.

chapter 2

ILLUSTRATED PARTS MAP



Compaq Aero 8000 H/PC Professional



Compaq Aero 8000 Illustrated Parts Map

Compaq Aero 8000 H/PC Professional

Description	Part Number	
① Keyboard	127459-001 (US)	127459-011 (AU)
	127459-021 (EURO)	127459-031 (UK)
	127459-041 (GR)	127459-051 (FR)
	127459-061 (IT)	127459-081 (DK)
	127459-101 (SW)	127459-161 (LA)
	127459-291 (JP)	127459-301 (SW/FR)
② Cover Top	128537-001	
③ Standard Li-Ion Battery Pack	115783-001	
④ Vertical Dock	127470-002	
⑤ Serial Cable	255630-001	
⑥ AC Adapter	127460-001	
⑦ Auto Adapter	127471-001	
⑧ Power Cord	246959-001 (US)	246959-021 (EMEA)
	246959-291 (JP)	246959-011 (AU)
	246959-031 (UK)	
⑨ SmartCard	127478-001 (3K)	
	127479-001 (8K)	
⑩ CompactFlash Cards	110784-001 (20MB)	
	110592-001 (40MB)	
	127473-001 (64MB)	
⑪ Reference Guide and Software CD	122689-00X	
⑫ Modem Adapter	328558-001 (US)	328558-331 (NL)
	328558-041 (GR)	328558-031 (UK)
	328558-051 (FR)	328558061 (IT)
	328558-081 (DK)	328558-111 (SW)
⑬ Misc. Plastics/Screws	127469-001	
⑭ NiMH Backup Battery	115781-001	
⑮ Unit without Keyboard	128531-001	
⑯ Main Board	128536-001	
⑰ ROM	128533-001 (U.S.)	
⑱ RAM	127467-001 (16MB)	
	127468-001 (32MB)	
⑲ Modem	165224-001	

chapter 3

TROUBLESHOOTING

This chapter covers troubleshooting information for the Compaq Aero 8000 H/PC Pro.

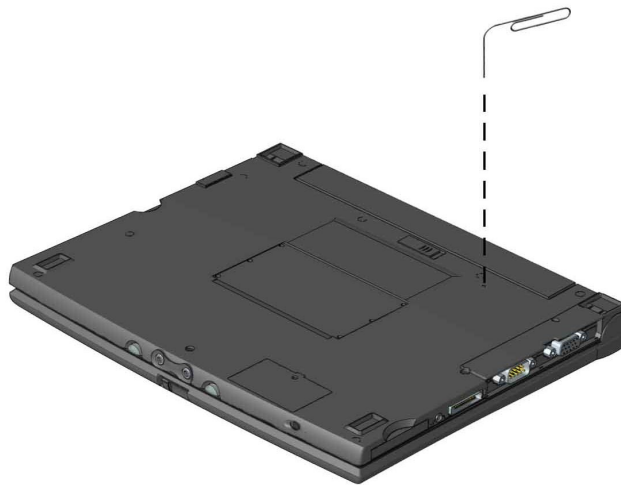
3.1 Resetting the Aero 8000

During a severe system lockup or when a malfunction cannot be corrected any other way, you may need to completely reset and restart your device. Your Aero 8000 can be reset two different ways, depending upon your situation and the action that is called for: normal reset, which does not affect data that has been saved in memory, and full reset, which erases memory contents and settings.

3.1.1 Performing a Normal Reset

A normal reset restarts your Aero 8000 much like pressing **Ctrl + Alt + Del** restarts a computer. To perform a normal reset, follow these steps:

1. Save all work (if possible).
2. Close the lid and turn over the device.
3. Using a paper clip, press the reset button and the device automatically restarts.



Resetting the Device

3.1.2 Performing a Full Reset

A full reset restarts your device and removes all information that was stored in memory, such as your data files and your system settings. To perform a full reset, follow these steps:

1. Disconnect the device from the AC adapter if using external power.
2. Close the lid and turn over the device.
3. Remove the main and backup batteries.
4. Wait at least 5 minutes, then replace the batteries.
5. Turn over the device, open it, and press the power button to restart the Aero 8000.
6. Run through the Welcome Tour again to reestablish your system settings.

NOTE: If you previously saved data using the backup utility, you will be prompted to restore your saved data. Select **Yes** if you wish to do so.

3.2 Using the Compaq Unlock Utility

The Compaq Unlock Utility is used to generate an unlock key that allows a user to regain access to an Aero 8000 unit that has entered either the lockout or administrator lockout modes. The Compaq Unlock Utility is an integral part of the enhanced security built into the Compaq Aero 8000 Handheld PCs. Within the unit security, the user has the option to force the unit into a "lockout" mode if an incorrect password is entered too many times. After five unsuccessful attempts, the unit enters the first lockout mode. At this point the user must enter the Admin password (if defined) or enter an unlock key. This key is generated by the Compaq Unlock Utility. The user enters data provided on the screen of the HPC, and the Unlock Utility on the desktop generates an unlock key (an alphanumeric string), which is entered into the HPC to recover from lockout mode. The Compaq Unlock Utility is available through the COMPAQ AT HOME web site, <http://www.goesd.com/Compaq>. If you plan to use the advanced security, purchase the Compaq Unlock Utility before you need it.

3.3 Solving Audio Problems

Problem	Possible Cause	Solution
I cannot get sound from my device.	The volume is muted or too low.	Adjust the volume through Volume & Sounds Properties in the Control Panel.

3.4 Solving Infrared (Communication) Problems

Problem	Possible Cause	Solution
I cannot transfer files using the IR port.	The IR devices are not set up properly.	Set up the devices properly.
	The sending or receiving device is not properly configured for IR.	Configure each device for IR according to the manufacturer's instructions. For additional information, see "Connecting with an Infrared Port" in the Windows CE Services Help that you installed on your desktop computer.
I cannot transfer more than one file at a time using the IR port.	The receiving device is not compatible with the sending device.	Transfer files another way such as through the auto-sync cable or via a PC Card or CompactFlash Card.
	The Aero 8000 is designed to transfer one file (or 25 Contact cards) at a time when sending data to another device.	Transfer only the recommended number of files at one time.

3.5 Solving Keyboard Problems

Problem	Possible Cause	Solution
The device does not respond to keystrokes.	The device is locked up.	Press the Reset button. NOTE: Pressing the Reset button will delete unsaved data.

3.6 Solving Memory Problems

Problem	Possible Cause	Solution
The device will not turn on or does not recognize the memory.	The memory expansion module is installed incorrectly or not seated properly.	Reinstall the memory expansion module.
	There is an unstable connection between the memory expansion module and the device.	Remove the memory expansion module, clean the edge connector with a soft, dry cloth, and reinstall the module.
	The memory has failed.	<ol style="list-style-type: none">1. Remove the memory expansion module and turn on the device.2. If the same error returns, remove the module and operate with less memory until the module is replaced.
An insufficient memory error occurs during an operation.	The device ran out of program memory for the application.	<ul style="list-style-type: none">• Close all open applications and delete the files that are not being used.• Adjust the amount of available program memory.• Upgrade memory if needed.

Continued

Solving Memory Problems *(Continued)*

Problem	Possible Cause	Solution
The device gets slower each time I use it.	Too many document shortcuts are taking up memory.	<ol style="list-style-type: none">1. See how many recently used document shortcuts exist by pressing the Windows key, then select Documents.2. Remove seldom used document shortcuts by deleting them from the Windows/ Recent folder.
	The memory needs to be refreshed.	Save your data, then perform a full reset.
The device does not have enough space to save my work.	The device ran out of memory.	<ul style="list-style-type: none">• Close all open applications and delete files that are not being used.• Adjust the amount of available storage memory.• Upgrade memory if needed.• Use an ATA Flash RAM PC Card or a CompactFlash Card for additional storage.

3.7 Solving Modem (Communication) Problems

Problem	Possible Cause	Solution
I cannot connect my modem at the specified baud rate.	There may be static or other forms of interference on the telephone line.	Disconnect (hang up) and try to connect again.
	The bandwidth of the Internet service provider (ISP) is limited.	You can connect only at the maximum baud rate supported by the ISP.
The dial-up connection is unreliable.	The telephone cable is not connected properly.	Secure the telephone cable connection.
	Call waiting is interrupting the connection.	Disable call waiting. Select Start→Settings→Control Panel then select Communications Properties . On the Dialing tab, select Disable call waiting by dialing . Then enter the disable code specified by your local telephone company.
I cannot use the Aero 8000 modem when connected to a computer.	The computer or Aero 8000 may not be properly set up for modem communication.	<ul style="list-style-type: none"> • Make sure you have enabled the device connections on the Communications tab of the Mobile Devices folder on your computer.
		<ul style="list-style-type: none"> • Make sure a partnership is established with your computer.
		<ul style="list-style-type: none"> • See the Troubleshooting section in the Windows CE Services Help that you installed on your computer.

Continued

3.8 Solving Modem (Communication) Problems *(Continued)*

Problem	Possible Cause	Solution
I cannot access the Internet like I used to be able.	Your Internet service provider has changed the settings.	Contact your ISP and set up a profile using the new settings.
The modem is too loud or too soft when dialing.	The volume needs to be adjusted.	Adjust the volume through Volume & Sounds Properties in the Control Panel.

3.9 Solving Partnership/Serial (Communication) Problems

Problem	Possible Cause	Solution
I cannot establish a connection between the Aero 8000 and my desktop computer.	The auto-sync cable may be loose or defective.	<ul style="list-style-type: none">• Reconnect the auto-sync cable.• Replace the defective cable with a new one.
	There are problems with the serial communications configuration.	See "Communications Problems" in the Windows CE Services Help that you installed on your computer.
I cannot synchronize data when connected to the computer.	There are problems with the serial communications connection.	See "Communications Problems" in the Windows CE Services Help that you installed on your computer.
	There is a compatibility problem with Microsoft Outlook on the computer.	See the online help included with Microsoft Outlook for information on synchronizing mail.

3.10 Solving PC Card or CompactFlash Card Problems

Problem	Possible Cause	Solution
The PC Card or CompactFlash Card is not recognized as part of the system.	The drivers must be installed. Check the documentation included with the card for information on installing drivers on your Aero 8000.	Cables or power cords attaching the PC Card or CompactFlash Card are loose or unplugged. Check to make sure the cables are properly and securely connected.
	The PC Card or CompactFlash Card is not seated properly.	Remove and reinsert the card correctly.
The device shuts down while the PC Card or CompactFlash Card is in use.	The PC Card or CompactFlash Card drains too much power from the device batteries.	<ol style="list-style-type: none"> 1. Remove the PC Card or CompactFlash Card. 2. Connect the device to external power and reinsert the PC Card or CompactFlash Card.
The PC Card or CompactFlash Card does not work properly.	The card or card driver is not compatible with the Aero 8000.	<ul style="list-style-type: none"> • Refer to the documentation that came with your PC Card or CompactFlash Card. • Visit the Aero 8000 home page on the Internet for a list of PC Cards and CompactFlash Cards supported by Compaq.
	The PC Card or CompactFlash Card is not seated properly.	Remove the reinsert the card correctly.
	If using a PC Card or CompactFlash Card modem, the modem cable is not plugged in all the way.	Secure the modem cable connection.

3.11 Solving Battery and Power Problems

Problem	Possible Cause	Solution
The Aero 8000 goes into auto-suspend after a short period of inactivity.	When operating on battery power, the Aero 8000 suspends operation after three minutes of idle time (the default setting).	Press the Power button to resume operation, then increase the amount of idle time through the Power icon on the Control Panel. NOTE: Increasing the idle time drains the batteries more quickly.
The Aero 8000 does not auto-suspend when connected to a computer or using the modem.	The Aero 8000 is designed to stay on while connected to a computer.	No action required.
The device turned off while left unattended.	The device initiated a safety shutdown due to a critical low battery condition.	<ol style="list-style-type: none"> 1. Replace the batteries or connect the device to external power. 2. Turn on the device.
The device shuts down while the PC Card is in use.	The PC Card drains too much power from the device batteries.	<ol style="list-style-type: none"> 3. Remove the PC Card. 4. Connect the device to external power and reinsert the PC Card.
Battery life is very short.	You are using the device in ways that drain the batteries quickly.	Review your battery usage.

3.12 Solving Screen Problems

Problem	Possible Cause	Solution
The screen appears to be off, even though the power is on.	The screen contrast is extremely light.	Increase the contrast using Fn + < or Fn + > .
	The system is configured for an external monitor.	Switch to LCD modem using Fn + PgUp .
	The backlight is off.	Press Fn + Home .
Items on the screen do not display properly.	The angle of the screen needs to be adjusted.	Adjust the angle of the screen until you can see the items on the screen as clearly as possible.

Continued

Solving Screen Problems *(Continued)*

Problem	Possible Cause	Solution
The characters are dim.	The screen is too light or too dark. The contrast and/or brightness need to be adjusted.	<ul style="list-style-type: none">• Adjust the contrast using the Fn + < or > keys.• Adjust the brightness using the Fn + arrow up or Fn + arrow down.
The screen gets lighter or darker.	The screen has overheated.	Move the device away from the heat source (such as direct sunlight) and allow it to cool. NOTE: Prolonged exposure to direct sunlight may cause your screen to temporarily darken.

3.13 Solving Security Problems

Problem	Possible Cause	Solution
I cannot access the system using my login password.	You are using the wrong password.	Enter the correct password or move to the next stage in the password process by entering the wrong password five times in a row.
I cannot access the system using my response phrase.	You are entering the wrong response phrase.	Enter the correct response phrase or move to the next stage in the password process by entering the wrong response five times in a row.
	You are not entering the correct punctuation.	Compaq security passwords are punctuation-sensitive. Type the punctuation exactly as it was typed when you established the password.

chapter 4

HARDWARE SPECIFICATIONS

Processor	High performance Hitachi SH4 processor designed for Windows CE
RAM	16 or 32 megabytes, expandable to 64 MB
ROM	16 megabytes (32 MB in Japan)
Video Memory	1 megabyte
Expansion Slots	1 PC Card (Type II), 1 Compact Flash (Type I & II), 1 standard SDRAM DIMM, 1 internal Flash Card slot
Display	800 x 600 SVGA screen
Battery Backup	Two rechargeable NiMH AAA cell batteries
Main	One rechargeable Li-Ion battery pack
Audio	Internal microphone and speaker, external jacks for microphone and headphone
Infrared	IrDA on side of device, rate up to 4 megabits per second
Communications	Integrated 56 Kbps V.90 modem, serial port, IR port
Smart Card	One Smart Card slot
Size	8.5" x 10.9" x 9.8" (21.6 x 27.7 x 24.9 cm)
Weight	2.9 lbs. (1.32 kilograms)