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Model: 1245

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Pin Assignments | **Battery Pack Operations**

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**Removal &
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**Connector Pin
Assignments**
**Battery Pack
Operations**

This online guide is designed to serve the needs of those whose job it is to repair Compaq products.

Click to download a ZIP file containing the complete Maintenance & Service Guide for this product.

This Guide will be periodically maintained and updated online as needed.

For content comments or questions, contact http://www.compaq.com/athome/support/msgs/comments.html.

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

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Maintenance and Service Guide

Compaq Presario 1200 Series Portable Computers

First Edition (June 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 Model 1245 Portable Computer.

Compaq Computer Corporation reserves the right to make changes to the Model 1245 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 1200 Series Portable Computer documentation set
- *Introducing Windows 95 Guide*
- Service Training Guides
- Compaq Service Advisories and Bulletins
- *Compaq QuickFind*
- *Compaq Service Quick Reference Guide*

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Product Description

Models and Features
Controls and Lights
Left Side Components
Right Side Components
Bottom of Unit
Rear Connectors
Power Management for Windows 98

Compaq Presario Portable Computers...

are a continuation of new generation multimedia portable computers with innovative integrated designs, outstanding audio and video, advanced core features, and attractive styling.

This full-function, ***AMD-K6***

portable computer allows full desktop functionality.

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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 Model 1245 Portable Computer. The basic steps in troubleshooting include:

1. Follow the **Preliminary Steps**.

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

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

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

This section provides a breakdown and identifies the spare parts ordering number associated with each item for the Compaq Presario 1200 Series Portable Computers.

System Unit

Boards

Display Assembly

Mass Storage Devices

Miscellaneous Cable Kit

Cables

Miscellaneous Hardware & Plastics Kit

Miscellaneous Parts

Documentation & Software

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Removal and Replacement Procedures

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

Serial Number Location

Disassembly Sequence
Electrostatic Discharge
Service Considerations
Cables and Connectors
Preparing the Computer for Disassembly
Battery Pack
Palmrest Cover with Touch Pad
Heatspreader
Keyboard
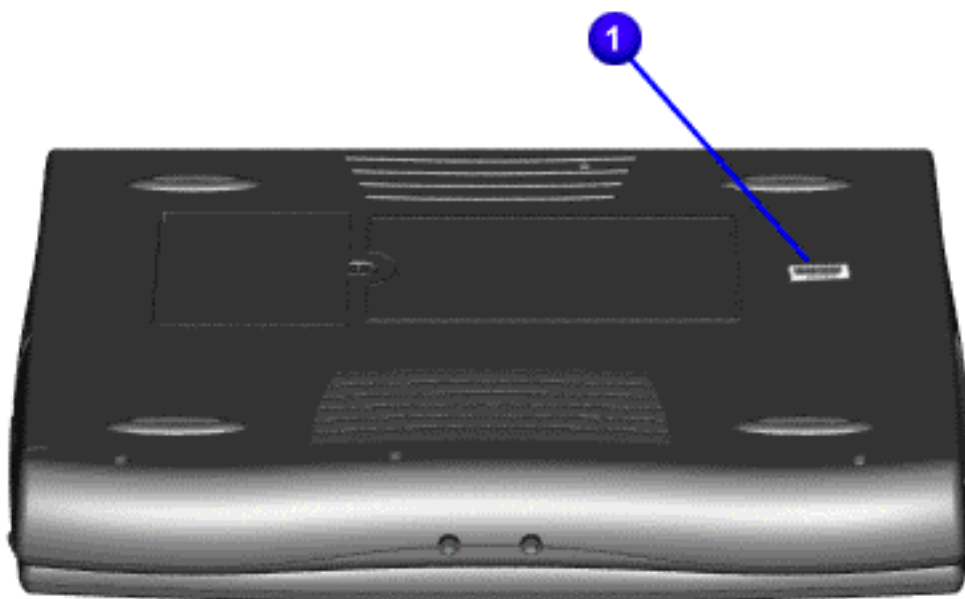
Processor

Hard Drives

CD Drive

Battery
Charger Board

Modem

Display Panel
Assembly

Upper CPU
Cover

Speaker
Assembly

Diskette Drive

Fan Assembly

System Board

Dip Switch
Settings

Memory
Module

Report the computer [**1**] *serial number to Compaq when requesting information or ordering spare parts.*

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Specifications

This chapter covers the following specifications for the Model 1245 Portable Computer:

System interrupts

System DMA

System I/O Address

System memory Catalog

Physical & environmental

Display

Memory Expansion

Battery Pack

Diskette Drive

Hard Drive

CD Drive

Physical and Environmental

Computer Specifications		
	U.S.	**Metric**
Dimensions		
Height Depth Width	1.97 in 12.20 in 10.08 in	4.95 cm 31.00 cm 25.60 cm

Weight	6.88 lb	3.34 kg

Stand-Alone (Battery Pack) Power Requirements	NiMH	
Nominal Operating Maximum Average Peak Operating	W @ 9.6 V W @ 9.6 V W @ 9.6 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	

Operating Temperature	50° to 95 °F	10° to 35 °C
Non-operating Temperature	-4° to 140 °F	-20° to 60 °C
Operating Relative Humidity (non-condensing)	10 to 90%	35°C to 90%
Non-operating Relative Humidity (tw = 38.7°C max)	5 to 95%	60°C to 95%
Operating Altitude	0 to 10,000 ft	0 to 3.15 km
Non-operating Altitude	0 to 30,000 ft	0 to 9.14 km
Operating Shock	10 G, 11 ms, half sine	
Non operating Shock	240 G, 2 ms, half sine	
Operating Vibration	0.5 G	
Non-operating Vibration	1.5 G	

NOTE: Applicable product safety standards specify thermal limits for plastic surfaces. The Compaq Presario Model 1245 Portable Computer operates well within this range of temperatures.

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Connector Pin Assignments

This appendix provides connector pin assignment tables for Compaq Presario 1200 Series Portable Computers. For more information on connectors, refer to the section on Rear Connectors.

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

Click on a link:

- *Parallel Connector*

- *Serial Connector*

- *Keyboard/Mouse*

- *External VGA Monitor*

- *Universal Serial Bus*

- *Modem*

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			

Return <u>to the top</u>.

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
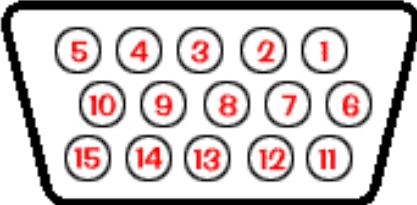
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Keyboard/Mouse		
Connector	**Pin**	**Signal**
	1	Data 1
	2	Data 2
	3	Ground
	4	+5 V
	5	Clock 1
	6	Clock 2

Return to the top.
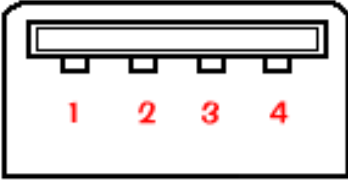
External VGA Monitor		
Connector	**Pin**	**Signal**
	1	Red Analog
	2	Green Analog
	3	Blue Analog
	4	Not connected
	5	Ground
	6	Ground Analog
	7	Ground Analog
	8	Ground Analog
	9	Not connected

	10	Ground
	11	Monitor Detect
	12	DDC2B Data
	13	Horizontal Sync
	14	Vertical Sync
	15	DDC2B Clock
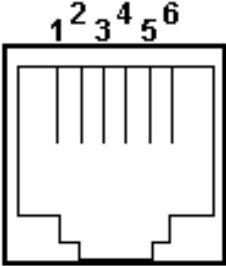
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Universal Serial Bus		
Connector	**Pin**	**Signal**
	1	+5V
	2	Data -
	3	Data +
	4	Ground

Return [to the top](#).

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

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Battery Pack Operating Time

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 steps:

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

2. Customize the timeout value to work more efficiently with the applications. The amount 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 LED light on the display stops blinking. Your battery gauge may read 100 percent for a period of time before LED light on the display stops blinking. Do not unplug the AC adapter until the arrow 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 No. 1.** You may use the computer while the battery is draining.

3. Your battery is re-conditioned.

4. 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**
NiMH Battery Pack	4.0 hours	2:00 hrs

Disposing of a Used Battery Pack

In the interest of safeguarding our environment, Compaq Computer Corporation recommends that nickel metal hydride (NiMH) 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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Left Side Components
Right Side Components
Bottom of Unit
Rear Connectors
Power Management

Compaq Presario 1200 Series
Portable Computer Model 1245

Display	12. 1" HPA
Processor	AMD-K6II 333-MHz MMX
Hard Drive	3.2-GB
CD Drive	24× MAX
Modem	56K Metis (or) 56K Khan
Battery	ES NiMH
System Memory	32 MB

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Controls and Lights

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Controls and Lights	
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Power Management for Windows 98	

Front Panel Components
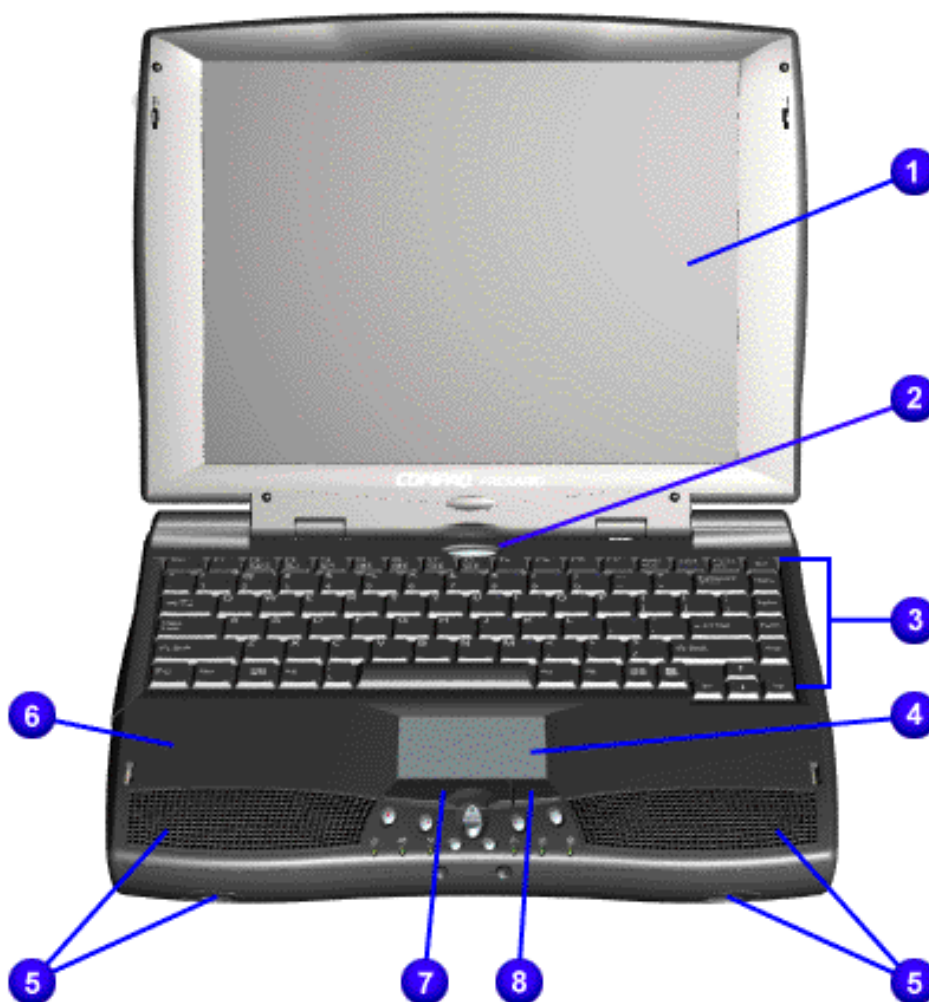
1. Display
2. Power Button
3. Keyboard
4. TouchPad
5. Speakers & Ports
6. Palmrest
7. (L) TouchPad Button
8. (R) TouchPad Button
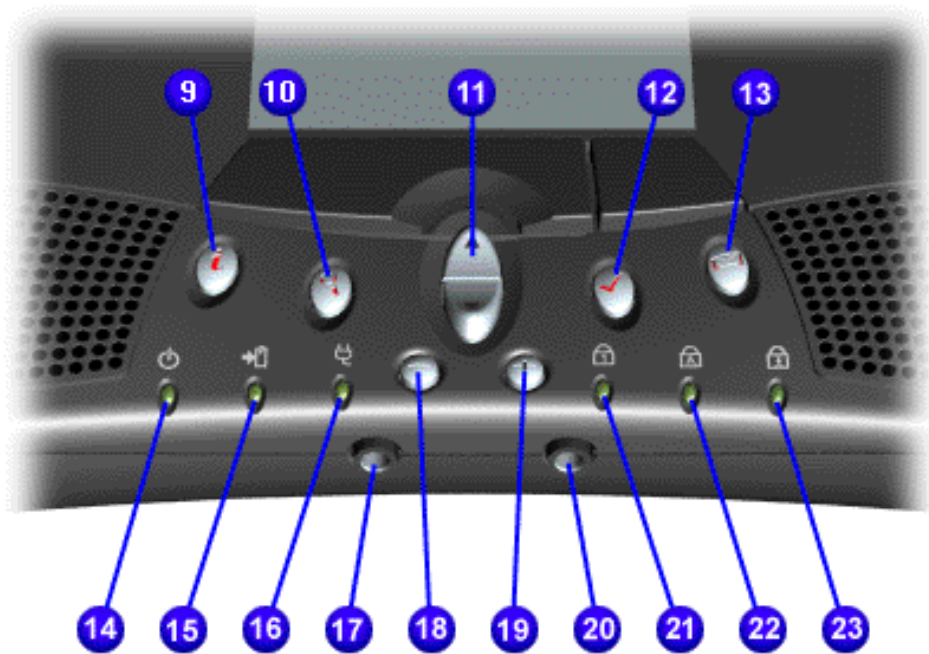
9. Instant Internet Access Button
10. Instant Search Button
11. Scroll up/down Button
12. Instant E-Commerce Button (or Retail Center)   **NOTE:** Depending on the model, the icon for this button may be either a check mark or a shopping cart.
13. Instant E-mail
14. Power Light
15. Battery Charge Light
16. AC Adapter Light
17. Headphone Jack
18. Volume Down Button
19. Volume Up Button
20. Microphone Jack

| 21. Number Lock Light |
| 22. Cap Lock Light |
| 23. Scroll Lock Light |

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Left Side Components
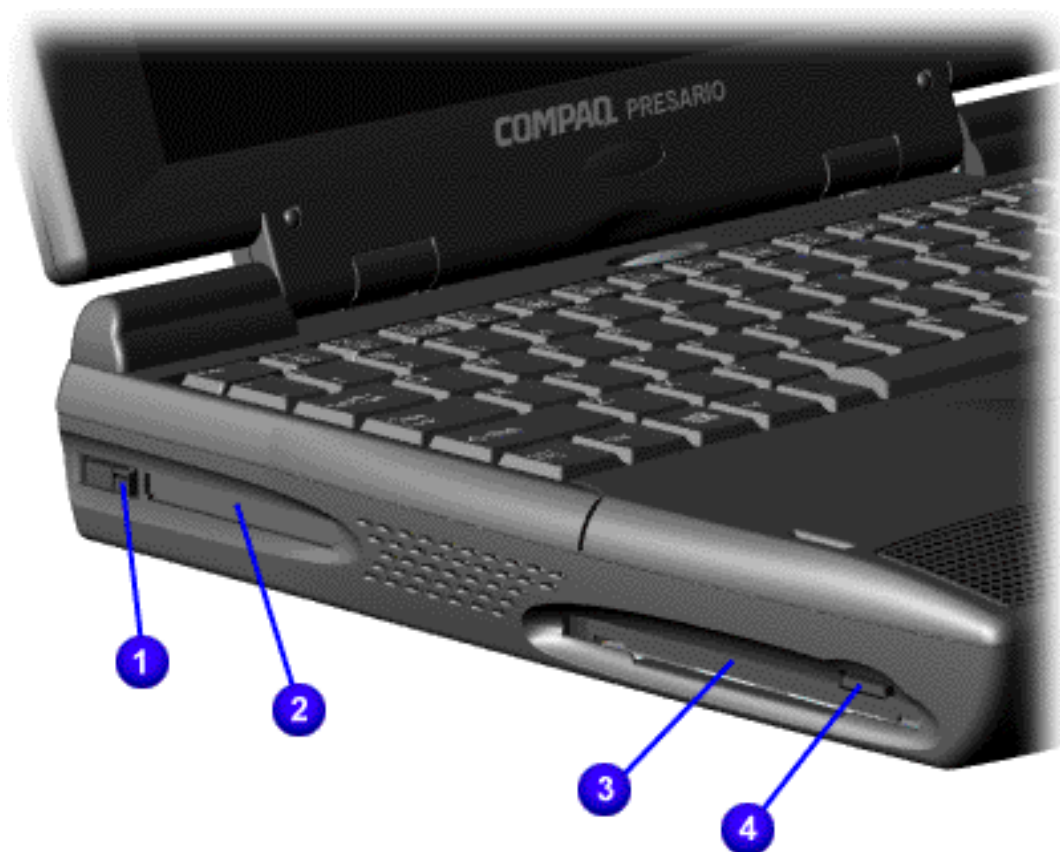
| *Models and Features* |
| *Controls and Lights* |
| **Left Side Components** |
| *Right Side Components* |
| *Bottom of Unit* |
| *Rear Connectors* |
| *Power Management for Windows 98* |

| 1. PC Card Eject Lever |
| 2. PC Card Slot |
| 3. Diskette Drive Slot |
| 4. Diskette Eject Button |

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Right Side Components

Models and Features

Controls and Lights

Left Side Components

Right Side Components

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Power Management for Windows 98

1. Battery Compartment.

2. CD Drive.

3. CD Drive Eject Button.

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Bottom of Unit

Models and Features

Controls and Lights

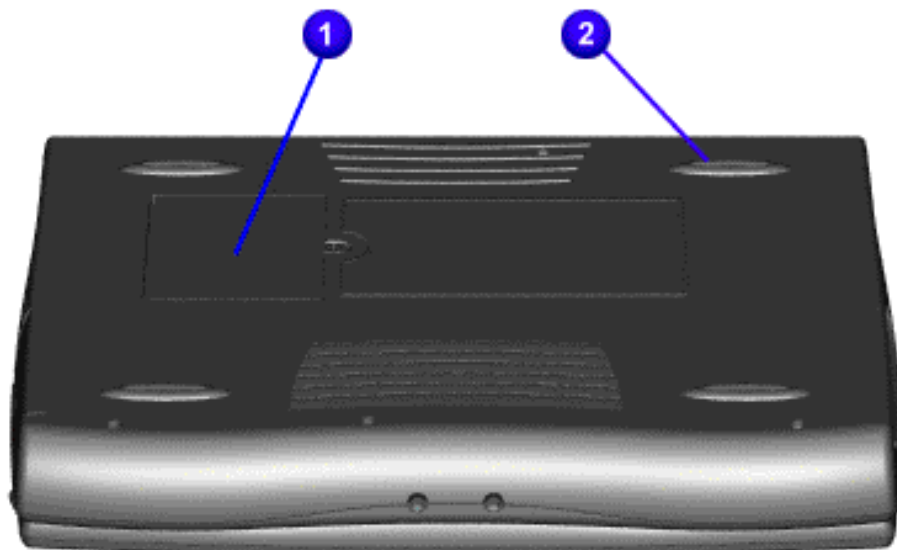*Left Side Components*

Right Side Components

Bottom of Unit

Rear Connectors

Power Management for Windows 98

1. Upgradeable memory compartment.

2. Rubber feet.

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Rear Connectors

| Models and Features |
| Controls and Lights |
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| Right Side Components |
| Bottom of Unit |
| Rear Connectors |
| Power Management for Windows 98 |
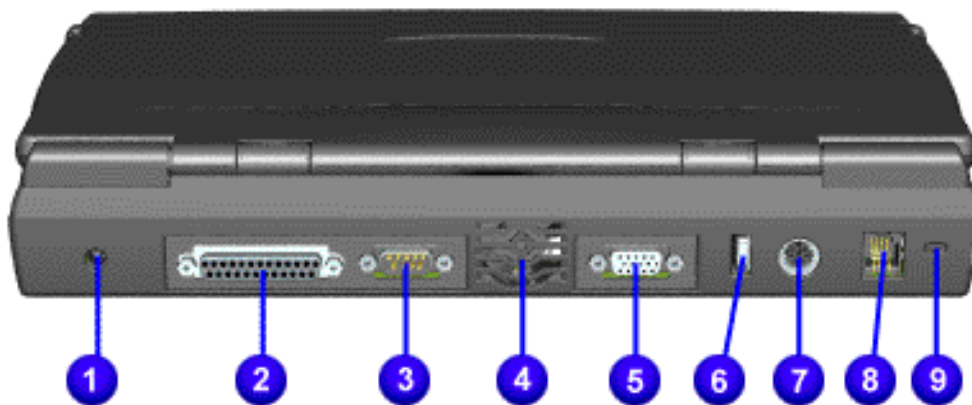
1. AC Adapter.

2. Parallel Printer Port.

3. Serial Port.

4. Fan Exhaust.

5. External Monitor Port.

6. USB.

7. Keyboard/ Mouse Port.

8. Modem Jack.

9. Security Slot.

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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

Sleep

Hibernation

Battery Operating Time

Rebooting After Lockup

Servicing Your Computer

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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 that 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 these preliminary steps are completed, you are ready to run POST.

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Clearing the Power-on Password
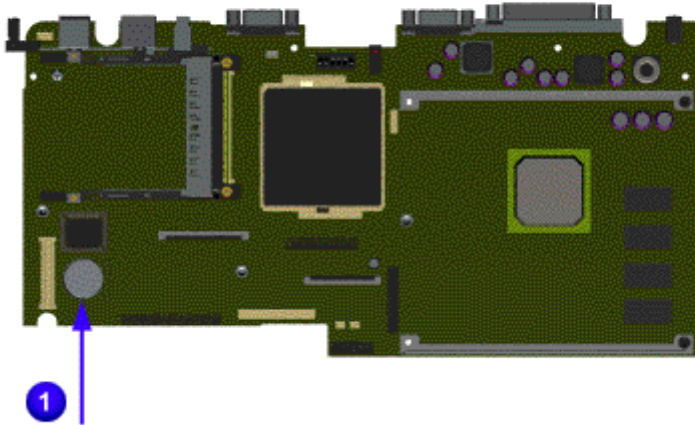
Clearing the power-on password requires removing all Setup attributes that are programmed in the CMOS. The RTC battery ❶ is located on the system board.

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 Touch Pad.

5. Move the keyboard to allow access to the heatspreader.

6. Remove the heatspreader.

7. Remove the modem.

8. Remove the RTC battery for 30 seconds and replace it.

9. Reassemble the computer by reversing the previous steps.

10. Turn on the computer to verify that the power-on password has been cleared. If it has not been cleared, repeat Steps 1 through 10.

Return to preliminary steps page.

or

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Power-On Self Test (POST)

Running POST

To run POST, complete the following steps:

- Turn off the computer; then, turn on the computer.
- If POST does not detect any errors, the computer will not beep. This indicates successful completion of 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**
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.
XXOOOYZZ Ram failure	Replace the system board.
301-Keyboard Error	
Probable Cause	**Recommended Action**
Keyboard failure	1. Ensure that 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:

- Perform 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 save the device list to a file and to print, or save the error log. Run the View System Information (INSPECT) utility and print or save that information. Have the files or the printed information available when you call for support.

Perform 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.

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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	
200 through 215	**Processor Test**
300 through 304	**Memory Test**
401 through 403	**Keyboard Test**
600 through 699	**Parallel Printer Test**
1101	**Diskette Drive Test**
1701 through 1736	**Serial Test**

501 through 516   **Hard Drive Test**

2402 through 2456   **Video Test**

2458 through 2480   **Audio Test**

3206   **Touch Pad Pointing Device Test**

8601 through 8602   **CD Test**

3301 through 6623

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.
202-xx	Memory system ROM checksum failed	2. Replace the system board and retest.

203-xx	Write/Read test failed	1. Remove the memory module and retest.
204-xx	Address test failed	
211-xx	Random pattern test failed	
214-xx	Noise test failed	2. Install a new memory module and retest.
215-xx	Random address test failed	

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

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

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Diskette Drive Test		
600-xx	Diskette ID drive types test failed	1. Replace the diskette media and retest.
601-xx	Diskette format failed	
602-xx	Diskette read test failed	2. Check and/or replace the diskette power and signal cables and retest.
603-xx	Diskette write, read, compare test failed	3. Replace the diskette drive and

604-xx	Diskette random read test failed	retest.
605-xx	Diskette ID media failed	4. Replace the system board and retest.
606-xx	Diskette speed test failed	
609-xx	Diskette reset controller test failed	
610-xx	Diskette change line test failed	
697-xx	Diskette type error	
698-xx	Diskette drive speed not within limits	
699-xx	Diskette drive/media ID error	1. Replace media. 2. Run the Configuration and Diagnostics Utilities.

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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

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Video Test Error Codes

501-xx	Video controller test failed	The following apply to error codes 501-xx through 516-xx:
502-xx	Video memory test failed	
503-xx	Video attribute test failed	1. Disconnect external monitor and test with internal LCD display.
504-xx	Video character set test failed	
505-xx	Video 80 × 25 mode 9 × 14 character cell test failed	2. Replace the display assembly and retest.
506-xx	Video 80 × 25 mode 8 × 8 character cell test failed	3. Replace the system board and retest.
507-xx	Video 40 × 25 mode test failed	
508-xx	Video 320 × 200 mode color set 0 test failed	
509-xx	Video 320 × 200 mode color set 1 test failed	
510-xx	Video 640 × 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:
2403-xx	Video attribute test failed	
2404-xx	Video character set test failed	1. Run the Configuration and Diagnostics Utilities.
2405-xx	Video 80 × 25 mode 9 × 14 character cell test failed	2. Replace the display assembly and retest.
2406-xx	Video 80 × 25 mode 8 × 8 character cell test failed	3. Replace the system board and retest.
2408-xx	Video 320 × 200 mode color set 0 test failed	
2409-xx	Video 320 × 200 mode color set 1 test failed	
2410-xx	Video 640 × 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.
2421-xx	ECG/VGC 640 × 200 graphics mode test failed	2. Disconnect external monitor and test with internal LCD display.
2422-xx	ECG/VGC 640 × 350 16 color set test failed	
2423-xx	ECG/VGC 640 × 350 64 color set test failed	3. Replace the display assembly and retest.
2424-xx	ECG/VGC monochrome text mode test failed	4. Replace the system board and retest.
2425-xx	ECG/VGC monochrome graphics mode test failed	

2431-xx	640 × 480 graphics test failure	
2432-xx	320 × 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	

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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.
8602-xx	Interface test failed	2. Replace the system board and retest.
CD Drive Test Error Codes		
3301-xx	CD drive read test failed	1. Replace the CD and retest.
3305-xx	CD drive seek test failed	2. Verify that the speakers are connected.

6600-xx	ID test failed	3. Verify that drivers are loaded and properly installed.
6605-xx	Read test failed	4. Replace the CD drive and retest.
6608-xx	Controller test failed	5. Replace the system board and retest.
6623-xx	Random read test failed	

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Troubleshooting Without Diagnostics

This section provides information 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	Memory
Battery/Battery gauge	PC Card
CD drive	Power
Diskette/Diskette drive	Printer
Display	Touch Pad
Hard drive	Keyboard/Numeric keypad
Hardware Installation	

Since symptoms can be similar, carefully match the symptoms of the computer malfunction against the problem description in the 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.

The following problems and possible solutions are addressed:

- Audio Problems

- Battery Pack and Battery Gauge Problems

- CD Drive Problems

- Diskette and Diskette Drive Problems

- Display Problems

- Hard Drive Problems

- Hardware Installation Problems

- Keyboard/Numeric Keypad Problems

- Memory Problems

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 that they are evenly spaced and are not bent or broken.
Computer is beeping and battery LED 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 LED 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 LED 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.
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.

Solving CD Drive Problems

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

Solving CD Drive Problems		
Problem	Probable Cause	Solution(s)
CD drive cannot read a compact disc.	Compact disc is upside down or is improperly inserted in the CD drive.	Open the CD 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.

Solving Diskette and Diskette Drive Problems

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

Solving Diskette and Diskette Drive Problems		
Problem	**Probable Cause**	**Solution(s)**
Diskette 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 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.

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 or contrast (if applicable) is not set properly.	Adjust the Brightness of the display by using **Fn** + **F7** or **Fn** + **F8**. Adjust the Contrast of the display by using **Fn** + **F5** or **Fn** + **F6**.
	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 Power icon is flashing, or the Suspend icon is present.	System is in Suspend mode.	Press any key or touch the Touch Pad.
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.**
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.
Contrast cannot be adjusted with **Fn** + **F5** or **Fn** + **F6**.	System may have a TFT display (which is always at maximum contrast)	No adjustment is possible.
	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 LEDs 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.
Ghost bars extending from graphics on the display.	Common characteristic of STN displays.	1. Change the background colors. 2. Adjust the Contrast of the display by using **Fn** + **F5** or **Fn** + **F6**.
A single line, a small group of lines, or a block appears on the display panel. This failure occurs in only a section of the display panel.	Defective display panel.	Replace the display assembly.

NOTE: To perform a "self-test" on an external VGA color or monochrome monitor, note the following: 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.

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.

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.

Solving Minor Problems (continued)

or *return to the Troubleshooting index page.*

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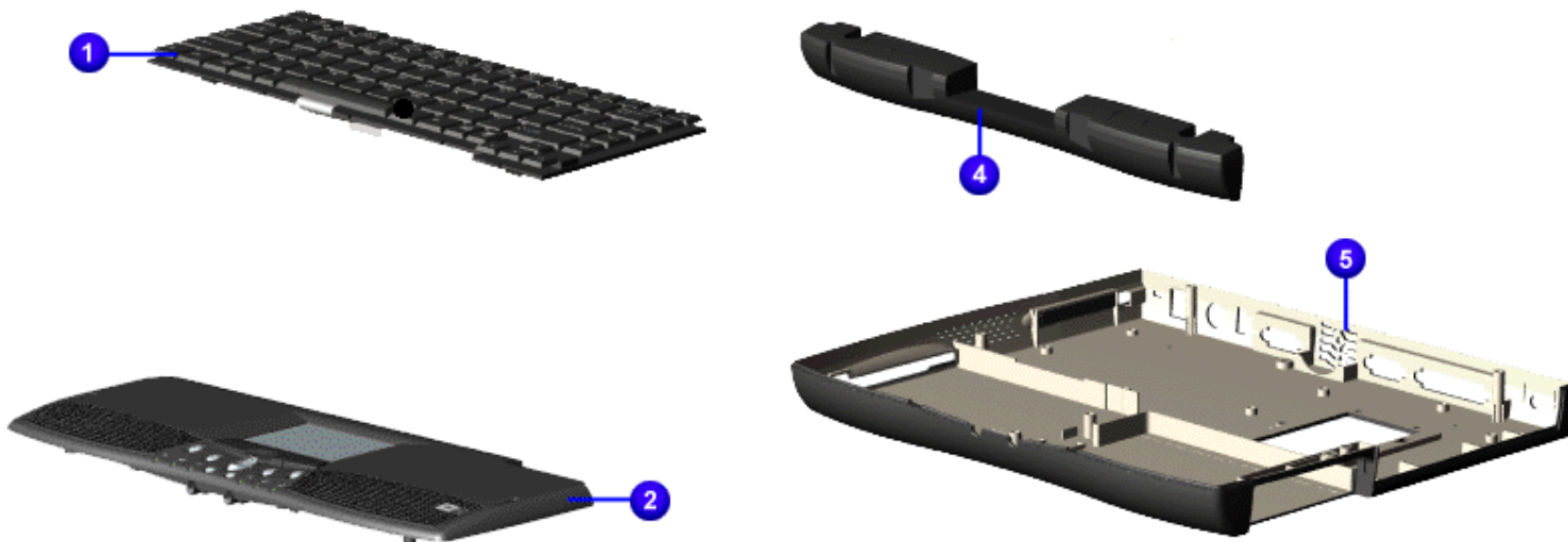
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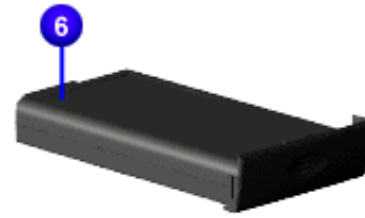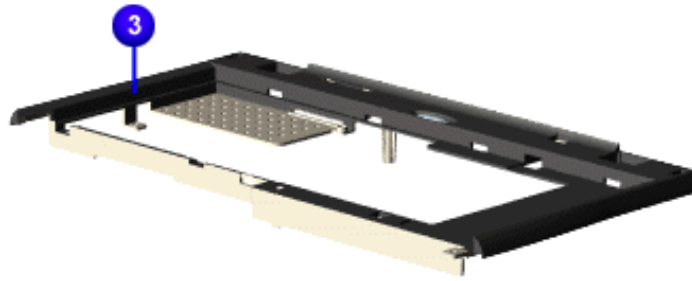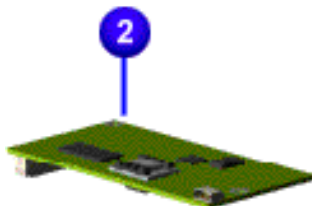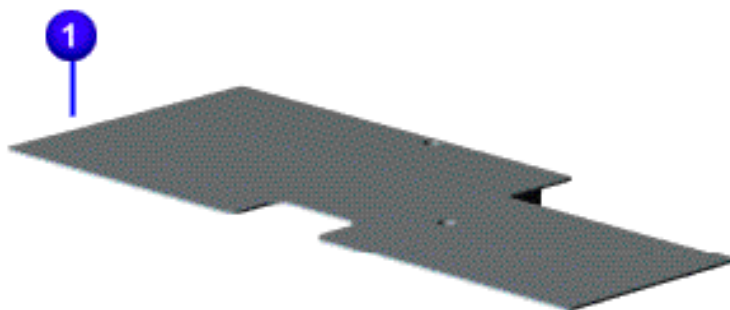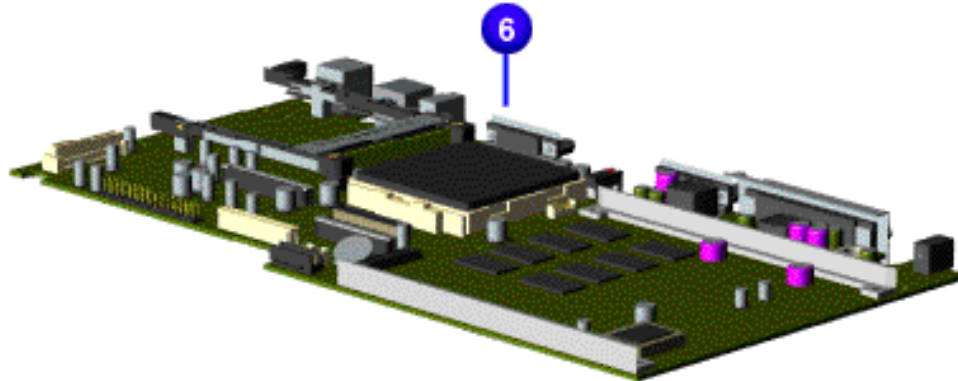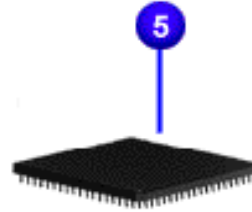| **Home Page** | **Notice** | **Preface** | **Product Description** | **Troubleshooting**
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Contacting Compaq Support

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, no PC Cards in the PC slots, and no CD in the CD-ROM drive.

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.

Return to Compaq Diagnostics page or Troubleshooting Index page.

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System Unit

Place cursor over each device to obtain its part number.

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| Display Assembly |
| Mass Storage Devices |
| Miscellaneous Cable Kit |
| Cables |
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Boards

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Place cursor over each device to obtain its part number.
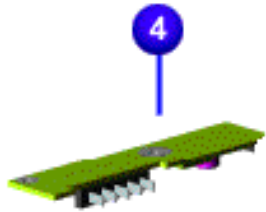
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Place cursor over each device to obtain its part number.
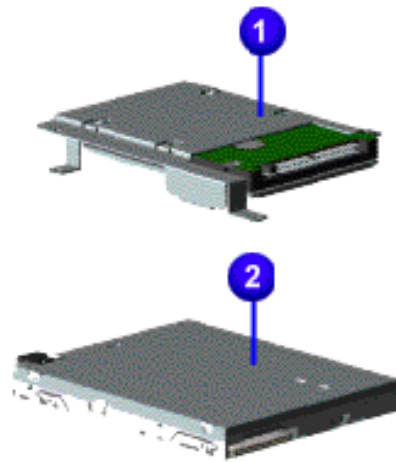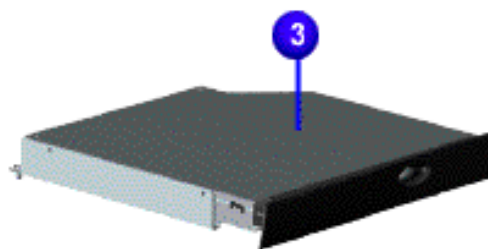
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Place cursor over each device for a description of that item.

Spare Part Number: 330946-001
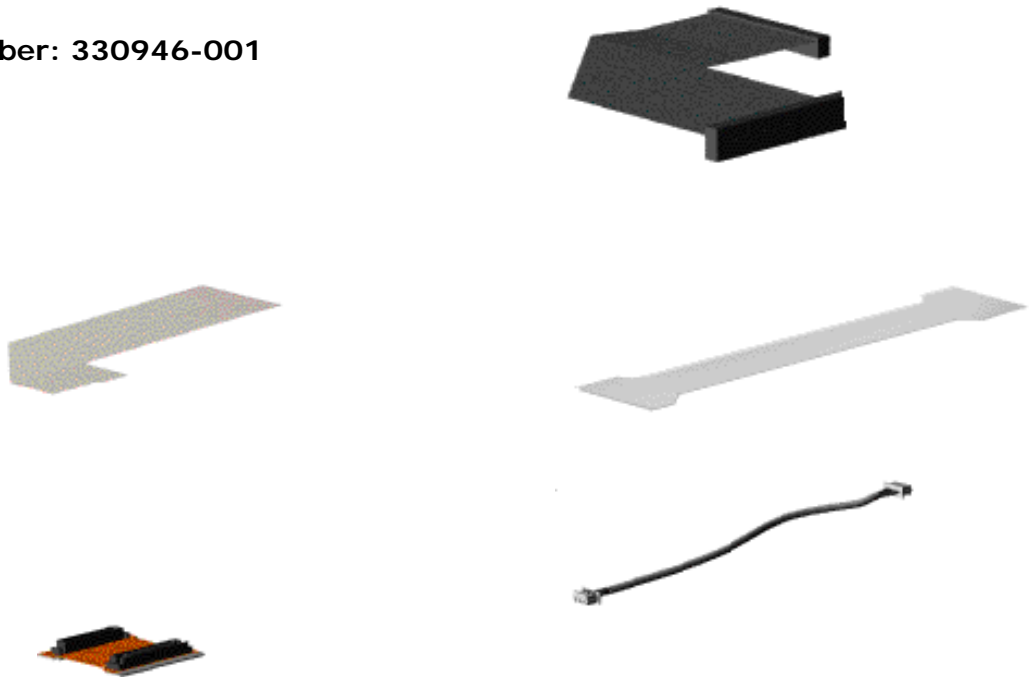
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Description	Spare Part Number
Power Cord	[FrontPage Save Results Component]

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Miscellaneous Hardware and Plastics Kit
Hardware Spare Part Number: 346853-001
Plastics Kit Spare Part Number 142657-001

Description	Quantity
1. Door, Battery Pack	1 each
2. Cover, Memory Module	1 each
3. Door, PCMCIA	2 each
4. Hinge (Clutch) Cover, Left	1 each
5. Hinge (Clutch) Cover, Right	1 each
6. Rubber Foot	10 each
7. Hard Drive Mounting Bracket	1 each

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

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Description	Spare Part Number
Reference Guide US, Canada French Canada Latin America, Mexico Australia, New Zealand, Asia, Pacific, United Kingdom Japan France, Belgium Italy Sweden Netherlands	117894-001 117894-121 117894-161 117894-031 117894-291 117894-051 117894-061 117894-101 117894-331
Quick Restore CD US, Canada French Canada Latin America, Mexico Australia, New Zealand, Asia, Pacific United Kingdom Japan France, Belgium Italy Sweden Netherlands	122315-001 122315-121 122315-161 122315-371 122315-031 122315-291 122315-051 122315-AK1 122315-061 122315-101 122315-331

Feature Guide	
US, Canada French Canada Latin America, Mexico	120231-001 120231-121 120231-161
Australia, New Zealand, Asia, Pacific, United Kingdom Japan France, Belgium Italy Sweden Netherlands	120231-031 120231-291 120231-051 120231-061 120231-101 120231-331

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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 an electrostatic discharge (ESD) may not be affected at all and will work perfectly throughout a normal cycle. Although it may function normally for a while, it is possible for the exposed device's internal layers to degrade, reducing its life expectancy considerably.**

- **Networks built into multiple integrated circuits provide some protection, but in many cases, the discharge can contain enough power to alter device parameters and melt silicon junctions.**

Generating Static

This table shows the different electrostatic voltage levels generated by various activities.

NOTE: 700 volts can degrade a product.

Typical Electrostatic Voltages			
Event	**Relative Humidity**		
	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

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Service Considerations

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

Tool and Software Requirements

To service the computer, you need the following:

- Compaq screwdriver kit (Spare Part No. 161946-001)
- Torx T-9 screwdriver
- 3/16-inch and 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 each screw removed during disassembly be kept with the part from which it was removed, then returned to the original location.

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 units are ribbon cables; they must be handled with extreme care to avoid damage.

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

- Apply only the required tension to seat or unseat the cables during insertion and 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 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 **3.2-GB, 4.0-GB, 4.3-GB, and 6.4-GB hard drive**.

- The ribbon cable position for the **CD drive.**

- The ribbon cable position for the **diskette drive**.

- The cable position for the **speaker assembly.**

Plastic Parts

Plastic parts can be damaged if excessive force is used 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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| *Palmrest Cover with Touch Pad* |
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| *Keyboard* |
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| *Hard Drives* |
| *CD Drive* |
| *Battery Charger Board* |
| *Modem* |
| *Display Panel Assembly* |
| *Upper CPU Cover* |
| *Speaker Assembly* |
| *Diskette Drive* |
| *Fan Assembly* |
| *System Board* |
| *Dip Switch Settings* |
| *Memory Module* |

Before beginning removal and replacement procedures, complete the following procedures:

1. **Disconnect AC power and any external devices.**

2. **Remove the battery pack.**

3. **Remove any PC Cards.**

| ⚠ | **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 Model 1245 Portable Computer into the battery compartment. Do not force the battery pack into the bay if insertion does not occur easily. |

| ⚠ | **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 Model 1245 Portable Computer has 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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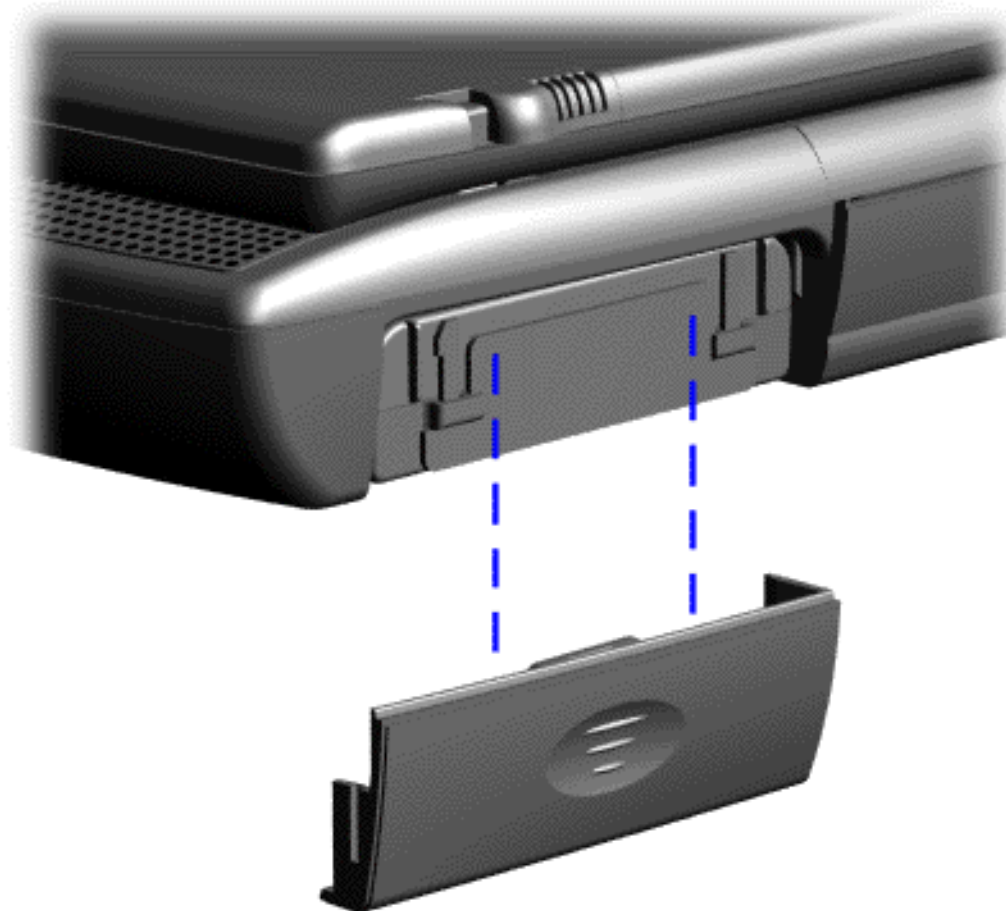
To remove the battery pack, complete the following steps:

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

Next Step

Display Panel Assembly

Upper CPU Cover

Speaker Assembly

Diskette Drive

Fan Assembly

System Board

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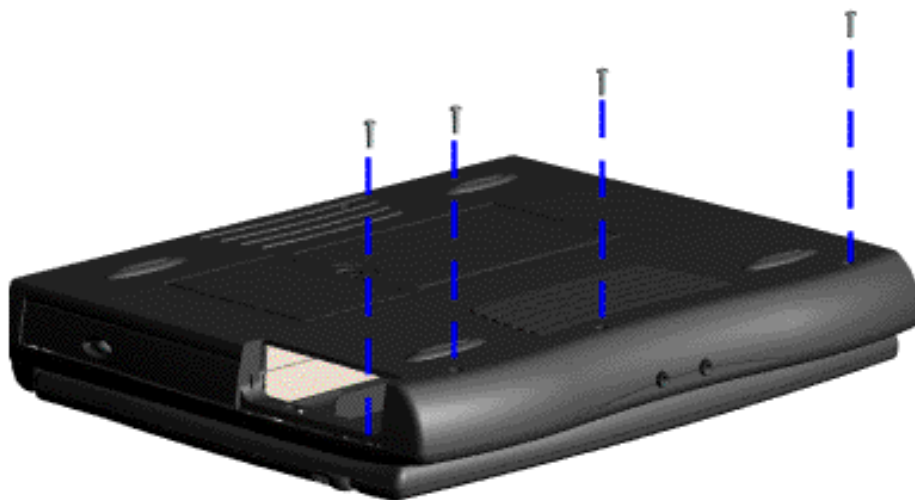
The palmrest cover with touch pad must be removed to gain access to any of the interior components of the computer, and it is the first component that has to be removed to gain access to the interior components.

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 touch pad, complete the following steps:

1. Prepare the computer for disassembly.

Speaker Assembly

Diskette Drive

Fan Assembly

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

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

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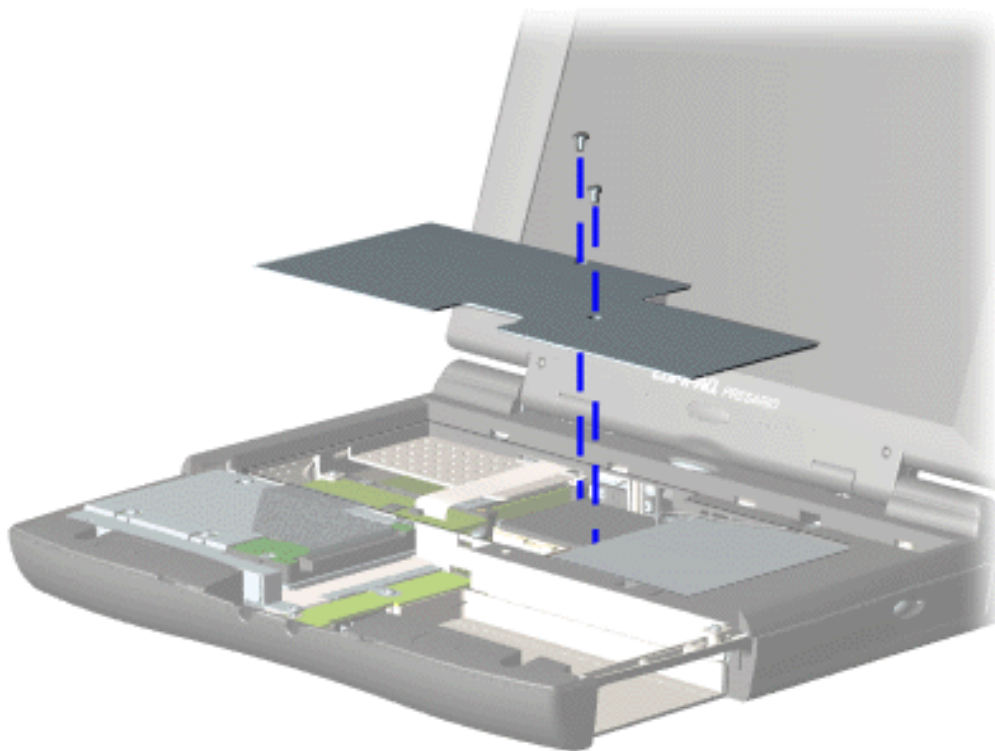
To remove the heatspreader, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Remove Keyboard.

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

To replace

Display Panel Assembly

Upper CPU Cover

Speaker Assembly

Diskette Drive

Fan Assembly

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the heatspeader, reverse the previous procedures.

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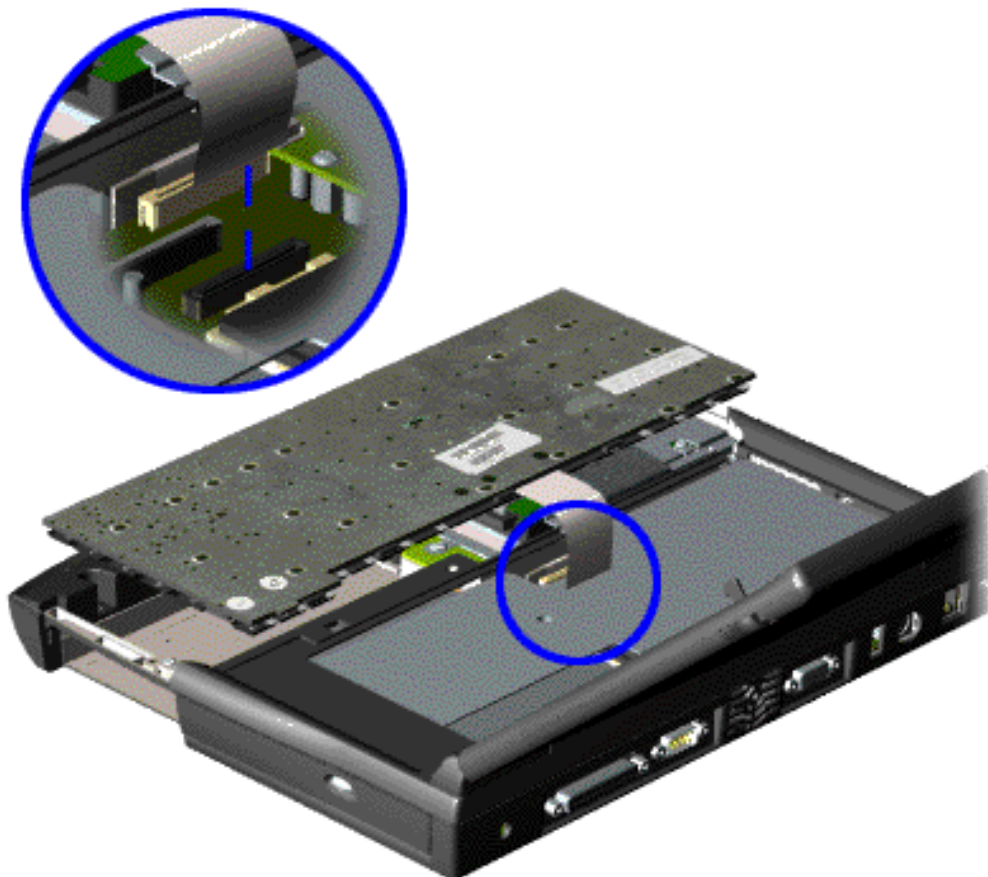
To remove the keyboard, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Turn the keyboard over, and allow it to rest on top of the palmrest cover with touchpad slot opening.

4. Remove the heatspreader .

Display Panel Assembly

Upper CPU Cover

Speaker Assembly

Diskette Drive

Fan Assembly

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5. Disconnect the flex cable from the ZIF connector on the system board.

To replace the keyboard, reverse the previous procedures.

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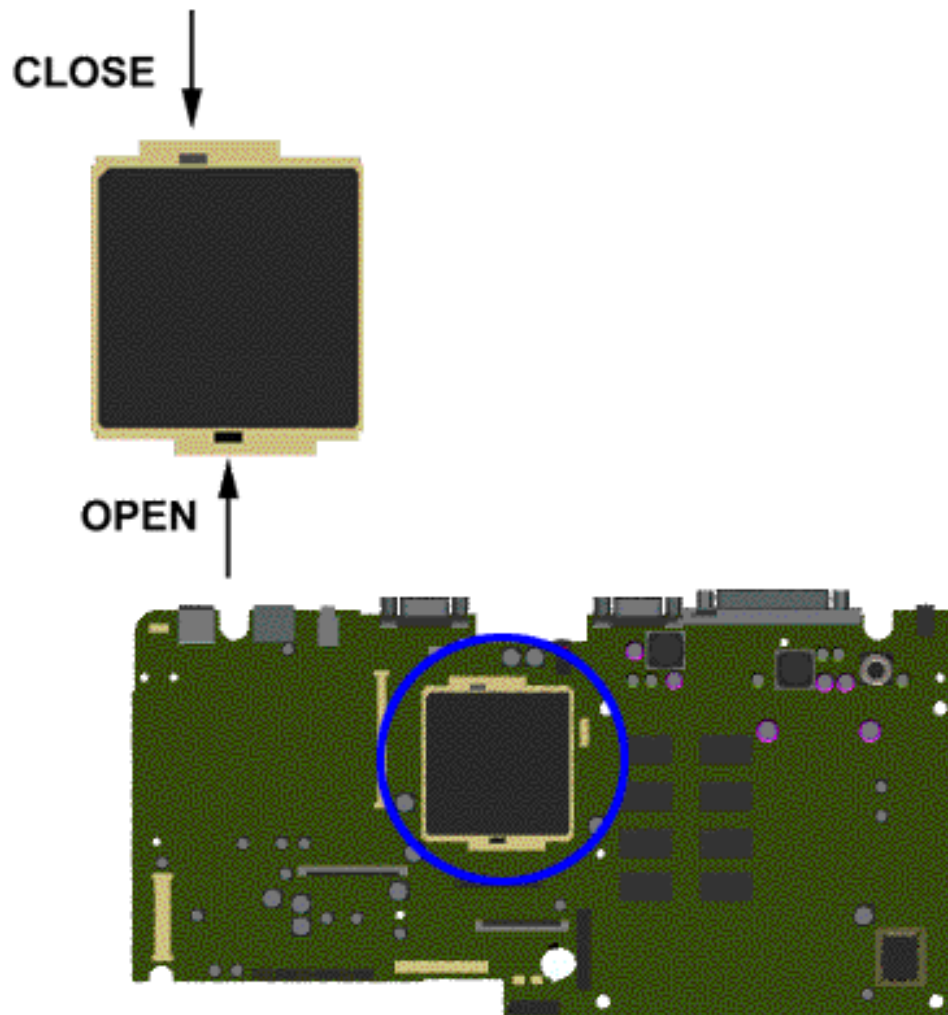
To remove the processor, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove palmrest cover with touch pad.

3. Remove the heatspreader.

4. Remove the keyboard.

5. Insert a

Battery Charger Board

Modem

Display Panel Assembly

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small-blade screwdriver into the bottom slot opening on the processor and push toward the display to release the processor from the chassis slot.

6. Lift the processor out of the processor chassis slot.

Next Step

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- *Heatspreader*
- *Keyboard*
- *Processor*
- *Hard Drives*
- *CD Drive*
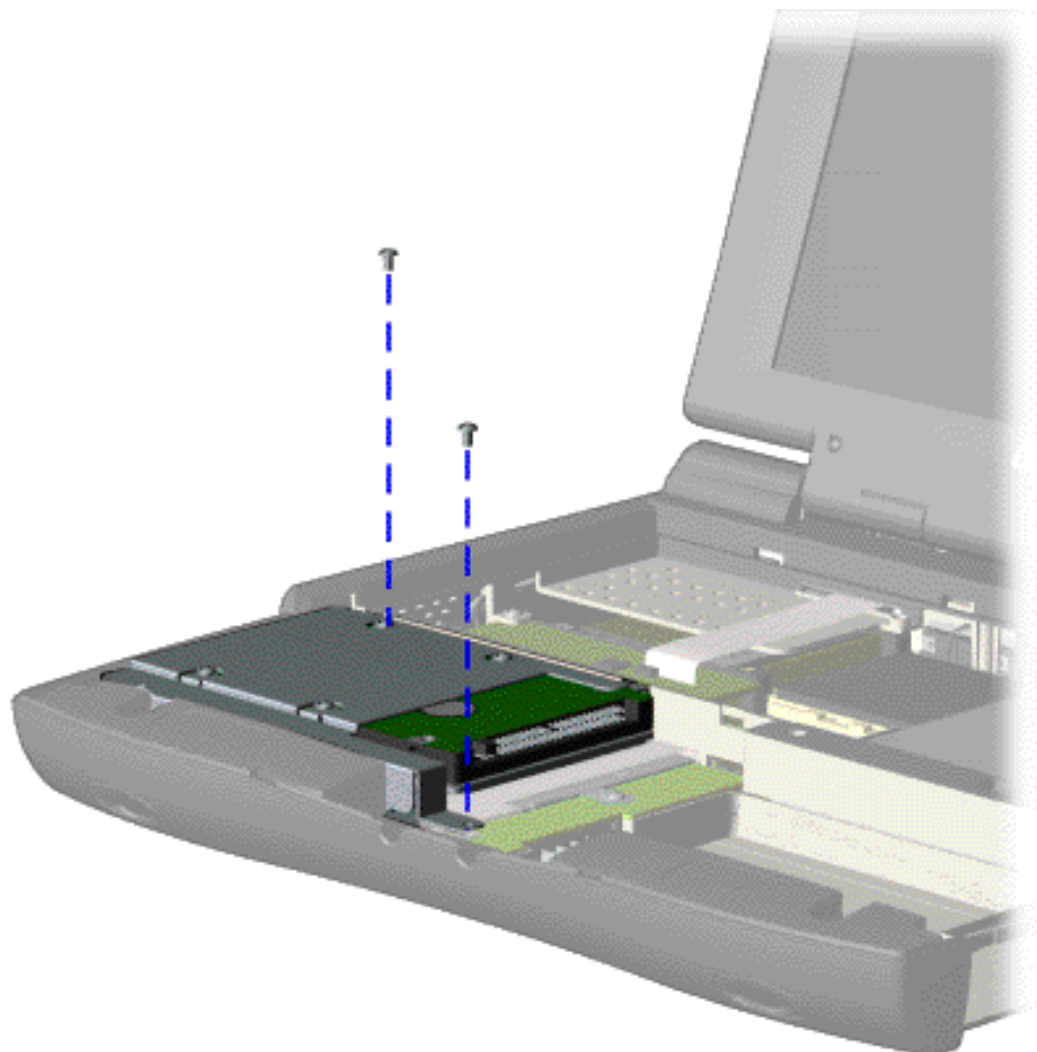
To remove the hard drive, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Remove the keyboard.

4. Remove

Battery Charger Board

Modem

Display Panel Assembly

Upper CPU Cover

Speaker Assembly

Diskette Drive

Fan Assembly

System Board

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Memory Module

two screws from the hard drive mounting bracket and lift up the hard drive.

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Hard Drives
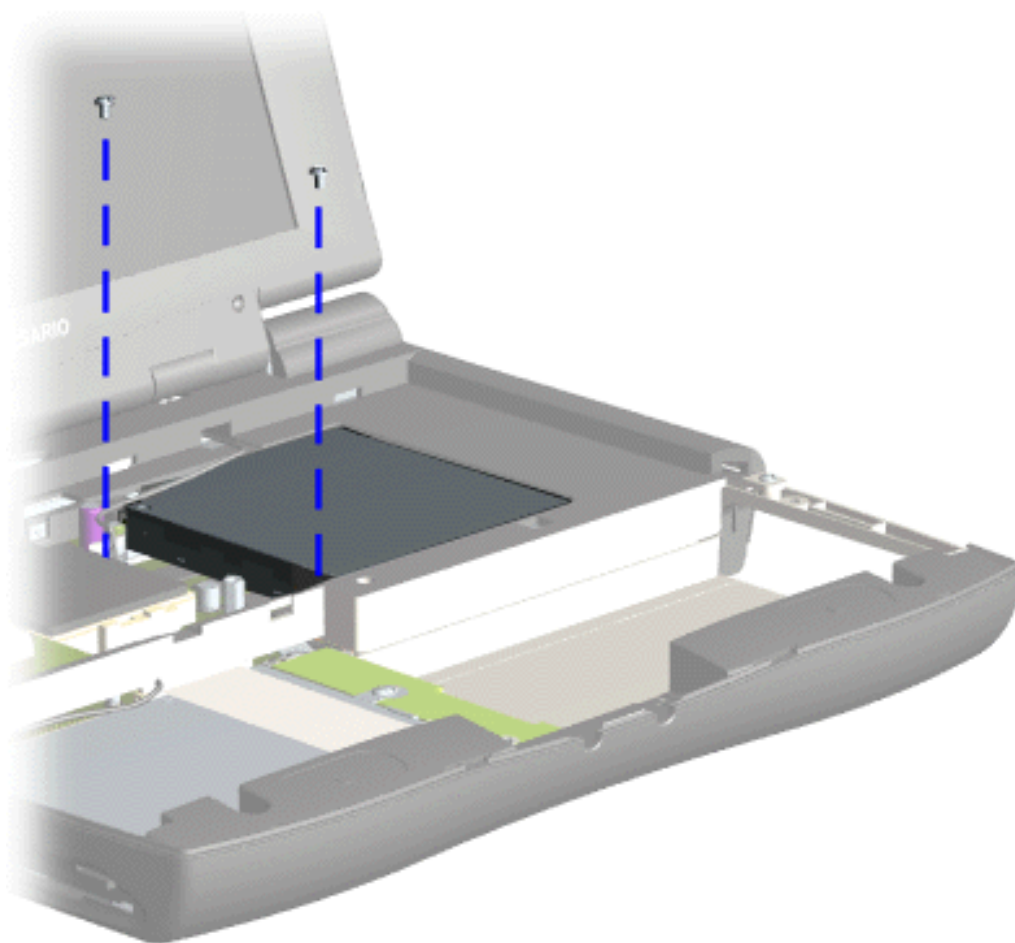
CD Drive

To remove the CD drive, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Remove the heatspreader.

4. Remove the keyboard.

5. Remove the two screws

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located at the back of the CD drive.

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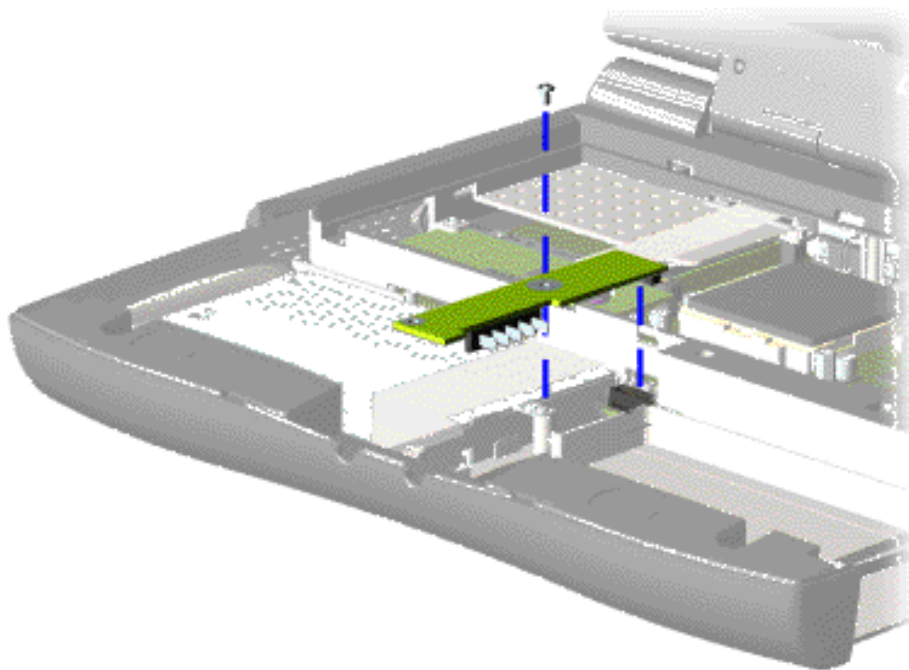*Processor*

Hard Drives

CD Drive

Battery Charger Board

Modem

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 hard drive.

4. Remove one screw from the battery charger board, unplug the board from the connector on the system board, and lift the battery charger board out of the chassis.

To replace the

Display Panel Assembly

Upper CPU Cover

Speaker Assembly

Diskette Drive

Fan Assembly

System Board

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Memory Module

battery charger board, reverse the previous procedures.

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

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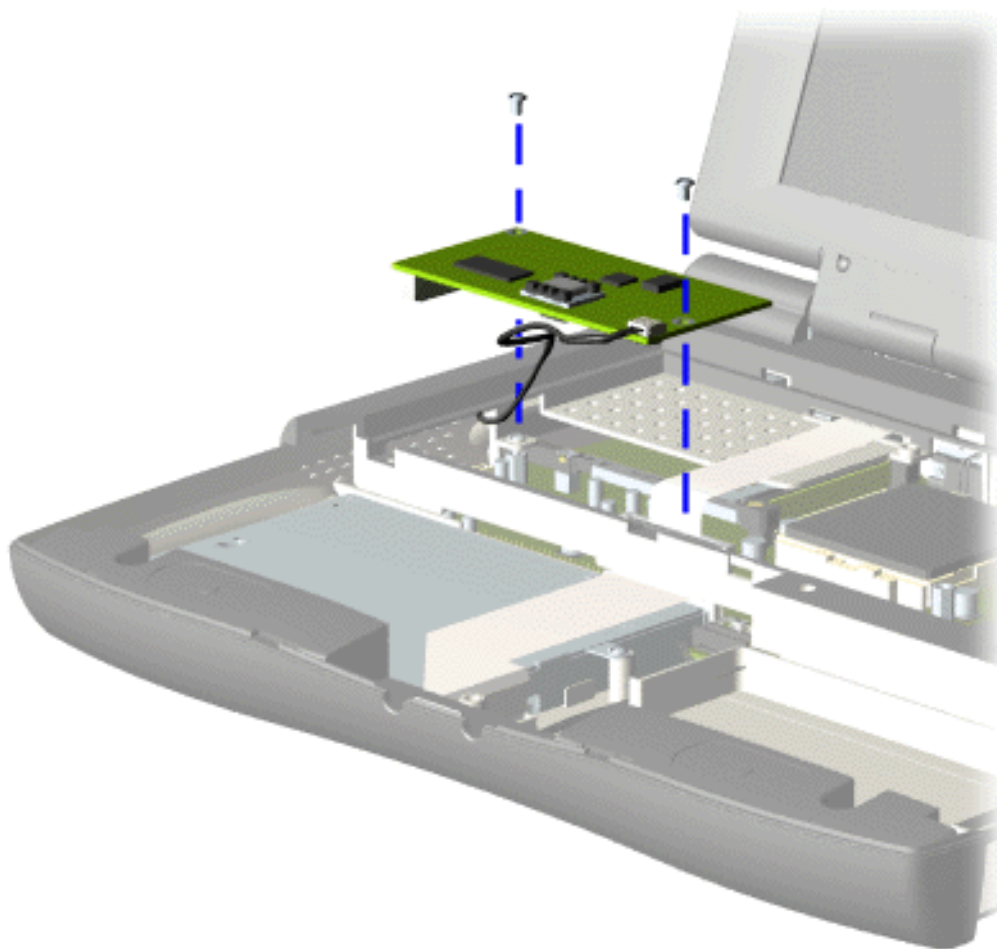
Modem

To remove the modem, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Remove the heatspreader.

4. Remove the keyboard.

5. Remove two screws securing modem and pull the

Display Panel Assembly

Upper CPU Cover

Speaker Assembly

Diskette Drive

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System Board

Dip Switch Settings

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modem off the connector on the system board.

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CD Drive

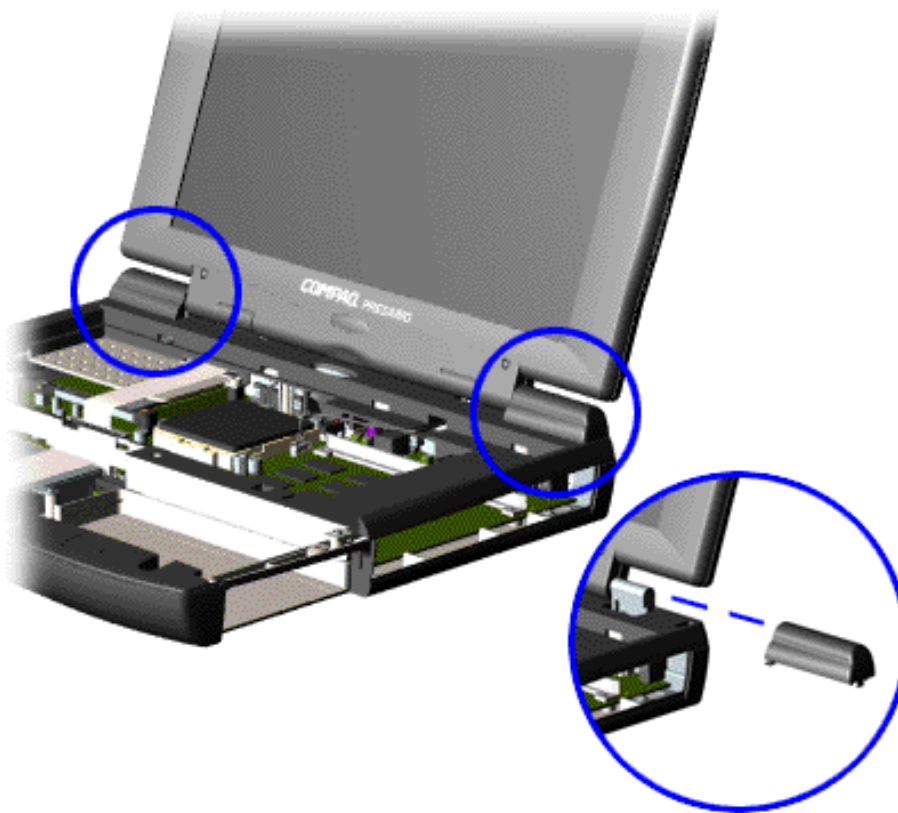*Battery Charger Board*

Modem

Display Panel Assembly

Upper CPU Cover

Speaker Assembly

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

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Remove the heatspreader.

4. Remove the keyboard.

5. Remove the modem.

6. Pull up the hinge covers and lift the covers off the chassis.

IMPORTANT: Carefully remove the display panel assembly hinge covers.

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Fan Assembly

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Removing the Upper CPU Cover
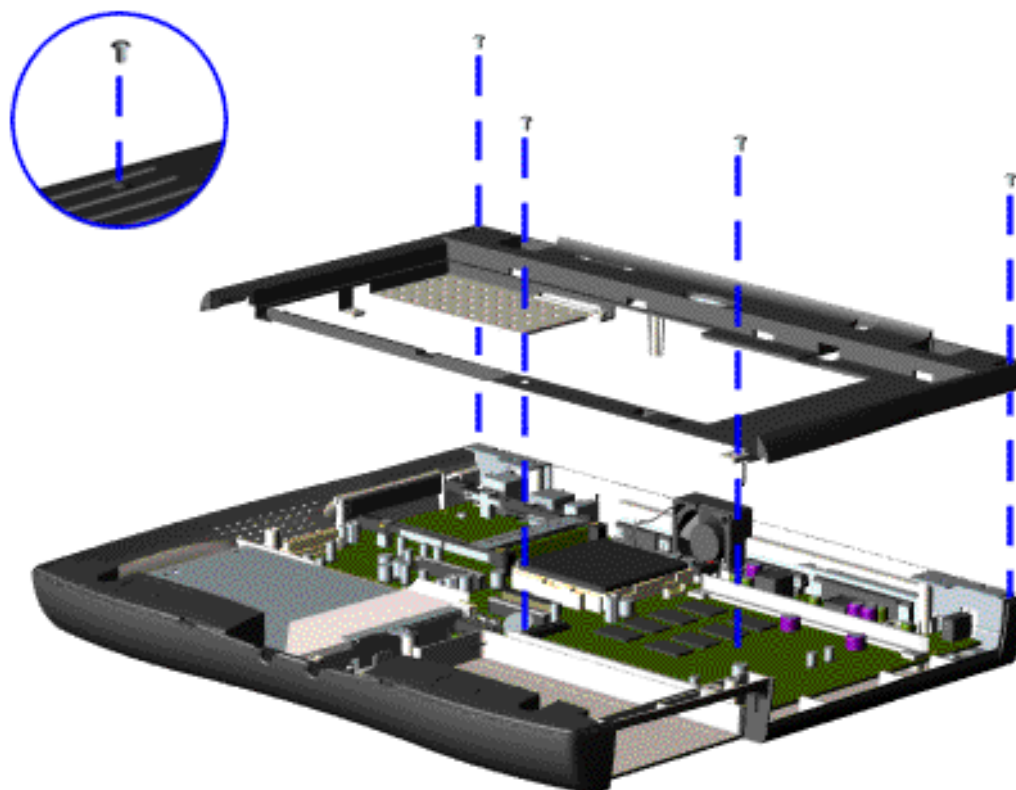
To remove the Upper CPU cover complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Remove the heatspreader.

4. Remove the keyboard.

5. Remove the hard drive.

Electrostatic Discharge

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6. Remove the display panel assembly.

7. Remove the screw located under the bottom of the unit (rear) which secures the Upper CPU cover to the chassis and remove four screws located on the top.

8. Lift the Upper CPU cover off the snaps on the chassis. This disconnects the power switch from the connector on the system board.

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

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Heatspreader

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 heatspreader.

4. Remove the keyboard.

5. Remove the hard

drive.

6. Remove the display panel assembly.

7. Remove the Upper CPU cover.

8. Remove the battery charger board.

9. Disconnect the speaker cables from the system board and remove the speaker assembly from the chassis.

To replace the speaker assembly, reverse the previous procedures.

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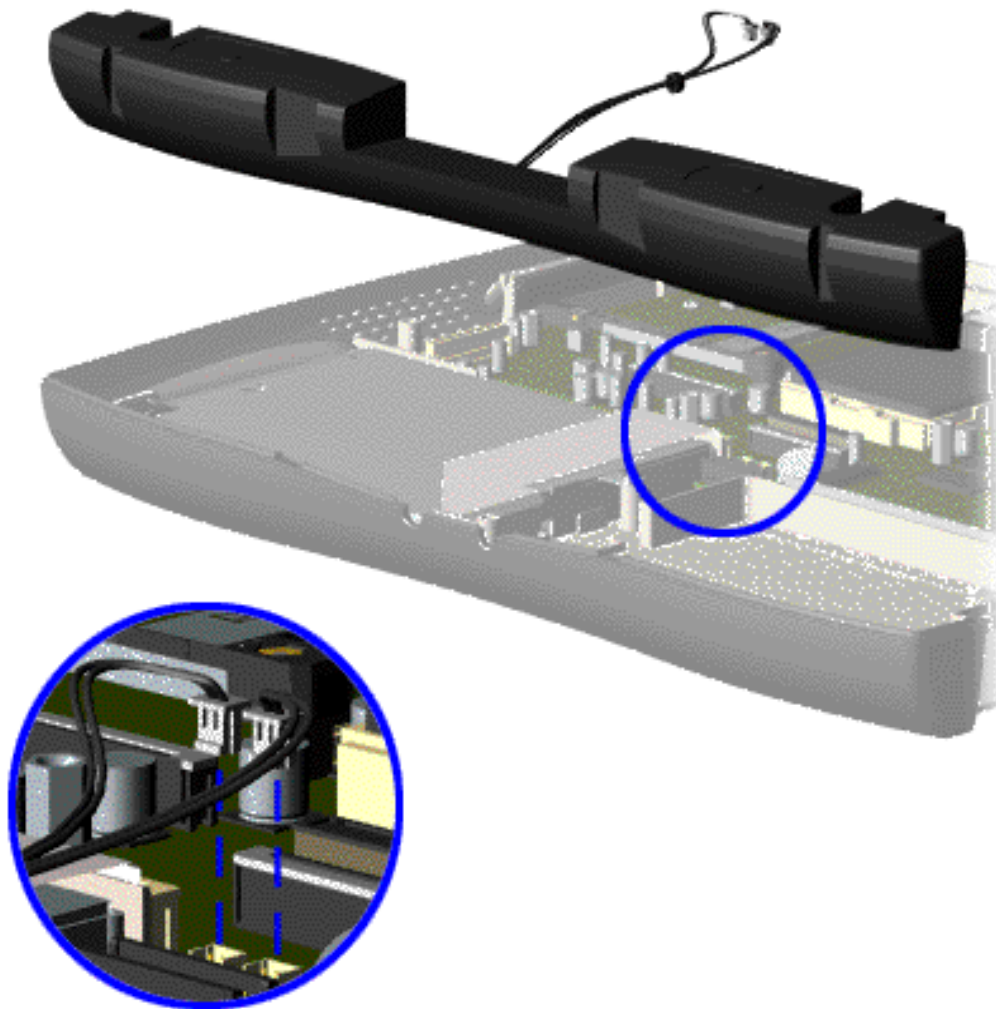STORE | PRODUCTS | SERVICES | SUPPORT | CONTACT US | SEARCH

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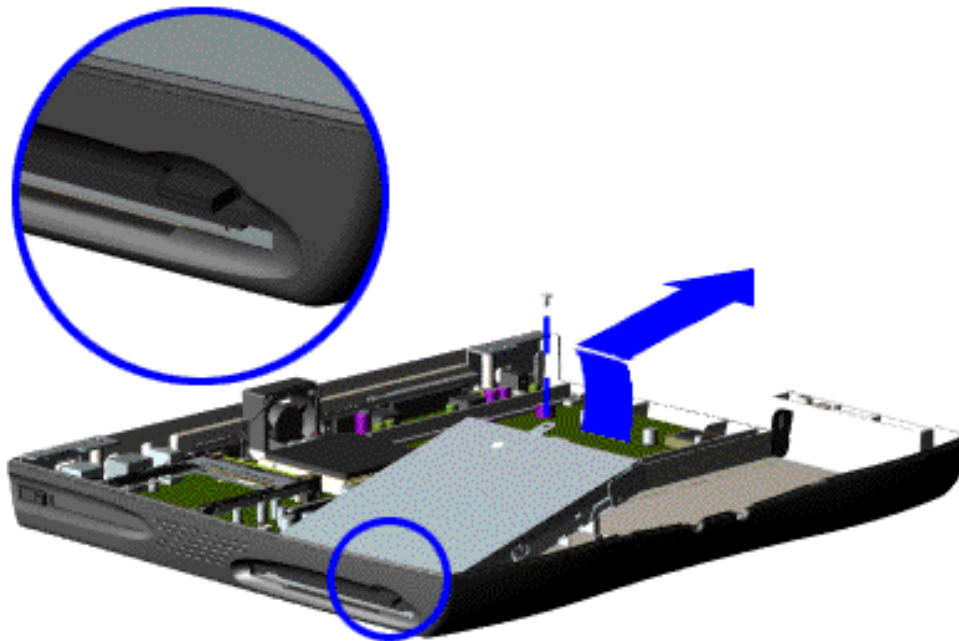
CD Drive

To remove the diskette drive, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Remove the heatspreader.

4. Remove the keyboard.

5. Remove the hard drive.

6. Remove the display panel assembly.

7. Remove the Upper CPU cover.

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Memory Module

8. Remove [battery charger board](#).

9. Remove the diskette drive.

[Next Step](#)

NOTE: When replacing the diskette drive, ensure that the diskette drive eject lever is properly inserted in the chassis slot.

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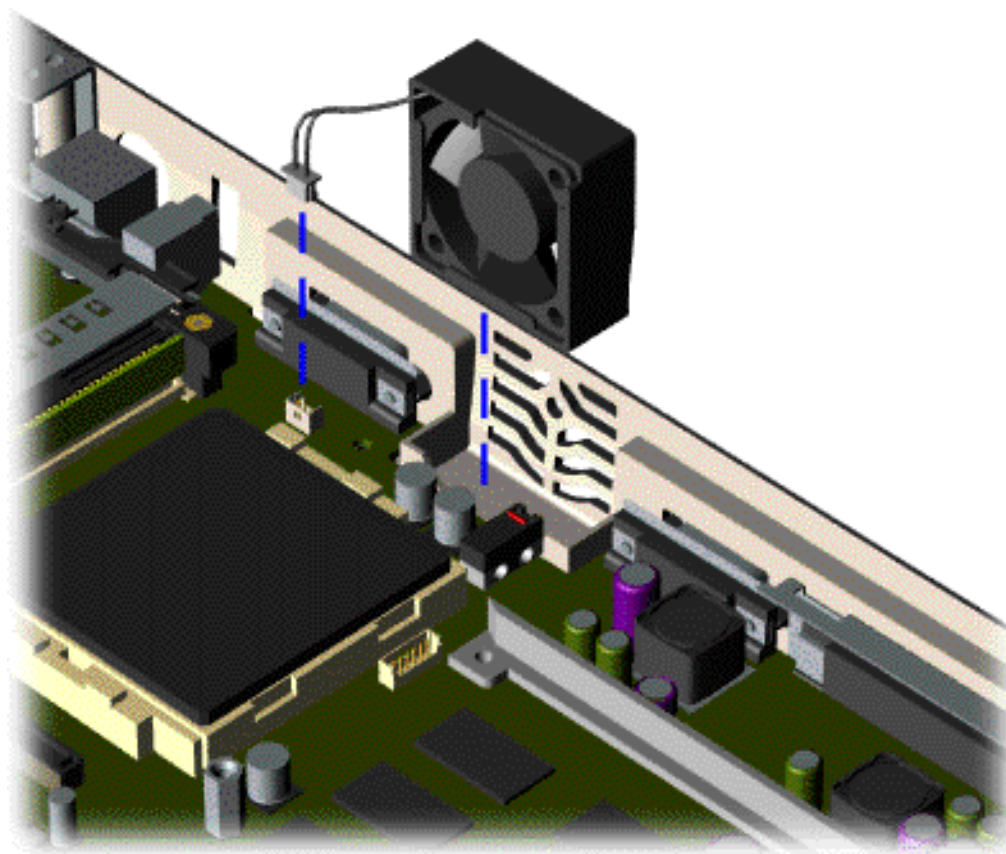
To remove the fan assembly, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Remove the heatspreader.

4. Remove the keyboard.

5. Remove the display panel

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assembly.

6. Remove the hard drive.

7. Remove the Upper CPU cover.

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

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CD Drive
Battery Charger Board
Modem

To remove the system board, complete the following steps:

1. Prepare the computer for disassembly.

2. Remove the palmrest cover with touch pad.

3. Remove the heatspreader.

4. Remove the keyboard.

5. Remove the processor.

6. Remove the modem.

7. Remove the hard drive.

8. Remove the display panel assembly.

9. Remove the Upper CPU Cover.

Display Panel Assembly

Upper CPU Cover

Speaker Assembly

Diskette Drive

Fan Assembly

System Board

Dip Switch Settings

Memory Module

10. Remove the battery charger board.

11. Remove the diskette drive.

12. Remove the CD drive.

13. Remove the fan.

14. Disconnect the speaker assembly cables.

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CAUTION: When replacing the system board, ensure the dip switch voltage settings on the system board are correct for the computer model and processor voltage marked on the processor chip. If the system board
dip switch voltage settings are not correct, damage may occur to the computer and/or system board.

NOTE: *The **black area on the dip switch** indicates the position of the switch.*

AMD 333 MHz, 2.2V

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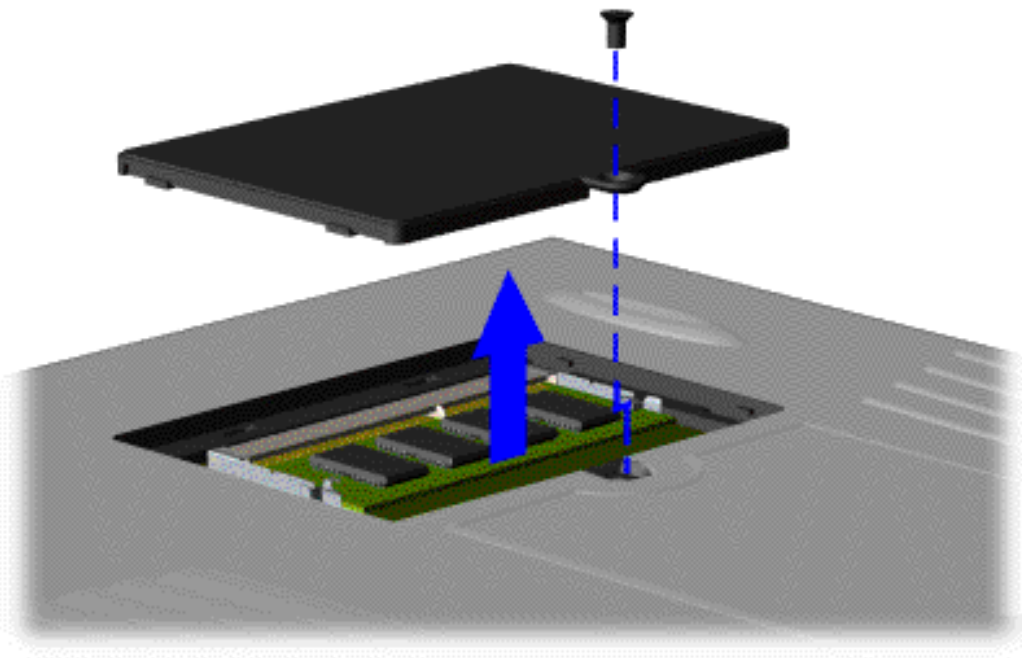
To remove the memory module, complete the following steps:

1. Prepare the computer for disassembly.

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

3. Remove the screw from the memory module

Display Panel Assembly

Upper CPU Cover

Speaker Assembly

Diskette Drive

Fan Assembly

System Board

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Memory Module

door, and slide the memory module door to the right.

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System Interrupts

System Interrupts	
Hardware IRQ	**System Function**
IRQ00	Timer Interrupt
IRQ01	Standard 101/102-Key or Microsoft Natural Keyboard
IRQ02	Programmable interrupt controller
IRQ03	Compaq Presario 56K-DF
IRQ04	Communications Port (COM1)
IRQ05	ES1869 Plug and Play AudioDrive
IRQ06	Standard Floppy Disk Controller
IRQ07	Printer Port (LPT1)
IRQ08	System CMOS/real time clock
IRQ09	(free)
IRQ10	OPTi 82C861 PCI to USB Open Host Controller
IRQ11	IRQ Holder for PCI Steering
IRQ11	NeoMagic MagicGraph 128XD
IRQ12	Synaptics PS/2 TouchPad
IRQ13	Numeric data processor
IRQ14	Primary IDE controller (dual fifo)
IRQ14	Opti Viper Max Dual PCI IDE Controller
IRQ15	Secondary IDE controller (dual fifo)
IRQ15	Opti Viper Max Dual PCI IDE Controller

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System DMA

System DMA	
Hardware DMA	**System Function**
0	ES1869 Plug and Play AudioDrive
1	ES1869 Plug and Play AudioDrive
2	Standard Floppy Disk Controller
3	(free)
4	Direct memory access controller
5	(free)
6	(free)
7	(free)

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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
0022H - 0024H	Motherboard resources
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
0080H - 0080H	Motherboard resources
0081H - 008FH	Direct memory access controller
0092H - 0092H	Motherboard resources
00A0H - 00A1H	Programmable interrupt controller
00C0H - 00DFH	Direct memory access controller
00ECH - 00EFH	Motherboard resources
00F0H - 00FFH	Numeric data processor
0170H - 0177H	Opti Viper Max Dual PCI IDE Controller
0170H - 0177H	Secondary IDE controller (dual fifo)

01F0H - 01F7H	Opti Viper Max Dual PCI IDE Controller
01F0H - 01F7H	Primary IDE controller (dual fifo)
0220H - 022FH	ES1869 Plug and Play AudioDrive
02F8H - 02FFH	Compaq Presario 56K-DF
0330H - 0331H	ES1869 Plug and Play AudioDrive
0370H - 0371H	Motherboard resources
0376H - 0376H	Opti Viper Max Dual PCI IDE Controller
0376H - 0376H	Secondary IDE controller (dual fifo)
0378H - 037FH	Printer Port (LPT1)
0388H - 038BH	ES1869 Plug and Play AudioDrive
03B0H - 03BBH	NeoMagic MagicGraph 128XD
03C0H - 03DFH	NeoMagic MagicGraph 128XD
03F0H - 03F5H	Standard Floppy Disk Controller
03F6H - 03F6H	Opti Viper Max Dual PCI IDE Controller
03F6H - 03F6H	Primary IDE controller (dual fifo)
03F7H - 03F7H	Standard Floppy Disk Controller
03F8H - 03FFH	Communications Port (COM1)
040BH - 040BH	Motherboard resources
0480H - 048FH	Motherboard resources
04D6H - 04D6H	Motherboard resources
0800H - 0807H	ES1869 Control Interface
0CF8H - 0CFFH	PCI bus
FCF0H - FCF7H	Primary IDE Controller (dual fifo)
FCF0H - FCFFH	Opti Viper Max Dual PCI IDE Controller
FCF8H - FCFFH	Secondary IDE Controller (dual fifo)

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System Memory Catalog

System Memory Catalog	
Memory Address	**System Function**
00000000H - 00000000H	Texas Instruments PCI-1131 Card Bus Controller
00000000H - 0009FFFFH	System board extension for PnP BIOS
000A0000H - 000AFFFFH	NeoMagic MagicGraph 128XD
000B0000H - 000BFFFFH	NeoMagic MagicGraph 128XD
000C0000H - 000CBFFFH	NeoMagic MagicGraph 128XD
000E0000H - 000FFFFFH	System board extension for PnP BIOS
00100000H - 01FFFFFFH	System board extension for PnP BIOS
FD000000H - FDFFFFFFH	NeoMagic MagicGraph 128XD
FEA00000H - FEBFFFFFH	NeoMagic MagicGraph 128XD
FECFF000H - FECFFFFFH	OPTi 82C861 PCI to USB Open Host Controller
FED00000H - FEDFFFFFH	NeoMagic MagicGraph 128XD
FFFC0000H - FFFFFFFFH	Motherboard resources

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Display

12.1" (Diagonal) HPA Display		
	U.S.	**Metric**
Active Area Height	9.56"	245 mm
Width	7.17"	183.8 mm
Overall Dimensions Width Height Depth	7.9" 10.7" .31"	202.5 mm 275.0 mm 8.0 mm
Weight	18.2 oz.	520 g
Contrast Ratio	40:1	40:1
Brightness	70 nits. Avg.	70 nits. Avg.
Total Power Consumption	4.0 - 4.5 W (max)	4.0 - 4.5 W (max)

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Memory Expansion

Memory Expansion		
System Memory	**Expansion Board Memory**	**Total Memory**
32-MB	16-MB	48-MB
32-MB	32-MB	64-MB
32-MB	64-MB	96-MB
32-MB	128-MB	160-MB

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Specifications

Battery Pack

Battery Pack	
Nickel Metal Hydride (NiMH)	
Dimensions Height Length Width	0.8 in (20.3 mm) 5.7 in (145 mm) 3.1 in (78.7 mm)
Weight	1.01 lb (458.1 g)
Energy Nominal Open Circuit Voltage Capacity Power	9.6 V 3.8 Ah 36.5 Wh
Environmental Requirements Operating Temperature Non-operating Temperature Charging Temperature	32° F (0-50° C) -20° C -60° C 5° C-45° C

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Diskette Drive

Diskette Drive	
Capacity per Diskette (High/Low)	1,474 KB / 738 KB
Diskette Size	2HD / 2DD
Number of LED Indicators (Read/ Write)	NONE
Number of Drives Supported	ONE
Drive Rotation (rpm)	300
Transfer Rate (Kbps)	500 / 250
Bytes per Sector	512
Sectors per Track (High/Low)	18 / 9
Tracks per Disk (High/Low)	160
Access Times: **Track-to-Track (ms)** **Average (ms)** **Setting Time (ms)** **Latency Average (ms)**	 3 94 15 (Max) 100
Cylinders (High/Low)	80
Number of Read/Write Heads	2

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Hard Drives

Hard Drives	
3.2-GB	
Capacity Per Drive (Formatted)	3.2 GB
Drive Type	2.5"
Logical Configuration Cylinders	7470
Heads	4
Sectors per track	---
Bytes per sector	512
Seek Times **(Typical, Including settling in ms)** Single track	---
Average	12
Full stroke	---

Transfer Rate At interface	33.3 MB/S

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Maintenance & Service Guide
Presario 1200 Series
Model: 1245

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Specifications

CD Drive

24× CD Drive	
Dimensions	128 x 12.7 x 129 mm
Weight	0.5 lbs
Rotational Speed	5120 rpm
Typical Transfer Rate Sustained Data Transfer Rate	3600 KB/s
Access Time Average Random Access Time	110 ms
Spin Up time	2.7 s
Data Buffer Capacity	128 KB

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