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Presario 1200 Series

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Troubleshooting

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

1. Preliminary Steps.
2. The Power-On Self-Test (POST).
3. The recommended actions described in the diagnostic tables in case you are unable to run POST, or if POST displays an error message.

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

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

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Preliminary Steps

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

1. If a Power-on password is established, type the password and press the **Enter** key. If you do not know the password, see [Clearing the Power-On Password](#).
2. Run [Compaq Diagnostics](#).
3. Turn off the computer and its external devices.
4. Disconnect any external devices you do not want to test. Do not disconnect the printer if you want to test it or use it to log error messages.

Important: If the problem only occurs when an external device is connected to the computer, the problem may be related to the external device or its cable. Check this problem by running [POST](#) both with and without the external device connected.

5. Install loop-back plugs in the serial and parallel connectors if you want to test these ports.
6. Ensure that the hard drive is installed in the Notebook.
7. Ensure that the battery pack is inserted into the Notebook, and that it 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

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

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

1. Turn off the computer.
2. Disconnect the power cord.
3. [Remove the battery pack.](#)
4. [Remove the keyboard.](#)
5. [Remove the LED button bezel.](#)
6. [Disconnect the back-light cable from the connector on the system board.](#)

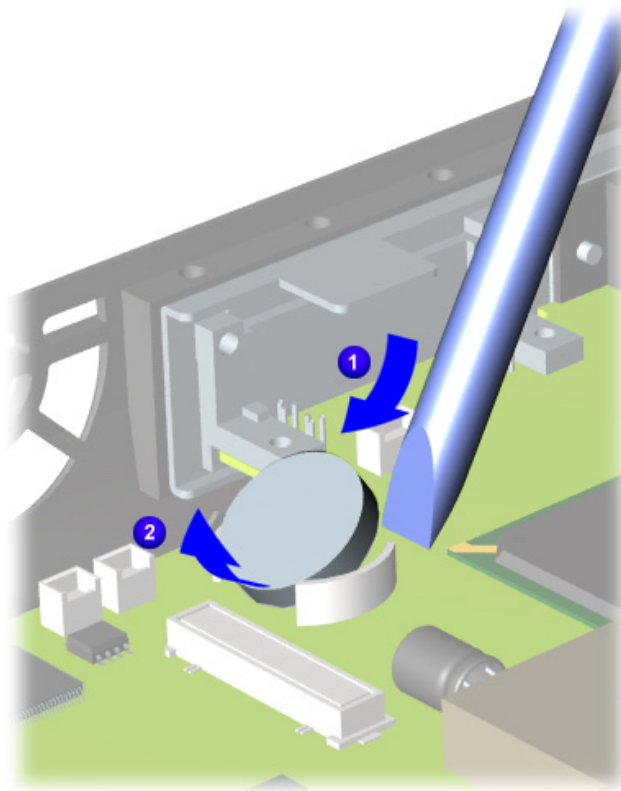
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7. To clear the password, remove the RTC battery by prying it out of the socket on the system board with a *non-metallic* object. Replace the battery after at least 10 seconds. Simultaneously make contact with the two pads located at R37 on the system boarding, using a conductive piece of material such as a piece of wire or tool.



8. Reassemble the Notebook.
9. Turn on the Notebook to verify that the Power-on password has been cleared. If it has not been cleared, repeat Steps 1 through 7.

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Power-On Self-Test (POST)

To run POST, complete the following action:

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

If the Notebook does not beep, POST has successfully completed its test and detected no errors. POST will automatically boot up the Notebook. If a bootable diskette is installed in the diskette drive, the Notebook will boot from the diskette instead of the hard drive.

However, if POST detects errors, the Notebook will beep and may display a text message.

Note: If the system is not functioning well enough to complete POST, or the display is unable to show POST error messages, refer to the section Solving Minor Problems.

POST Messages

A list of the POST error codes and their descriptions are shown in the following tables:

102–System Board Failure

Power-On Self-Test Messages	
102–System Board Failure	
Probable Cause	Recommended Action
DMA, timers, and so on.	Replace the system board.

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162–System Options Not Set

162–System Options Not Set

Probable Cause	Recommended Action
Incorrect configuration.	Run Computer Setup.
CMOS reflects an invalid configuration setting.	Run Computer Setup.
RAM failure.	<ol style="list-style-type: none">1. Replace the memory modules.2. Replace the system board.
Memory test data error.	<ol style="list-style-type: none">1. Replace the memory modules.2. Replace the system board.
XX000YZZ RAM failure.	Replace the system board.

201–Memory Error

XX000YZZ 201–Memory Error

Probable Cause	Recommended Action
Keyboard failure.	<ol style="list-style-type: none">1. Ensure that no keys are pressed during POST.2. Reconnect the keyboard with the Notebook off.3. Replace the keyboard.

301–Keyboard Error

301–Keyboard Error

Probable Cause	Recommended Action
Keyboard failure.	<ol style="list-style-type: none">1. Ensure that no keys are pressed during POST.2. Reconnect the keyboard with the Notebook off.3. Replace the keyboard.

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304–Keyboard or System Unit Error

304–Keyboard or System Unit Error	
Probable Cause	Recommended Action
Keyboard or system board error.	<ol style="list-style-type: none">1. Replace the keyboard.2. Replace the TouchPad or mouse.3. Replace the system board.

601–Diskette Controller Error

601–Diskette Controller Error	
Probable Cause	Recommended Action
Mismatch in drive type or failure in the diskette controller.	<ol style="list-style-type: none">1. Run Computer Checkup (TEST).2. Check or replace cables.3. Replace the system board.

605–Diskette Drive Error

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

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1780–Primary Hard Drive 0 Failure

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

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

The Diagnostics menu includes the following utilities:

- [Computer Checkup \(TEST\)](#)
- [View System Information \(INSPECT\)](#)
- [Diagnostic Error Codes](#)
- [Troubleshooting without Diagnostics](#)
- [Before Replacing Parts](#)
- [Solving Minor Problems](#)
- [Solving Hard Drive Problems](#)
- [Solving Hardware Installation Problems](#)
- [Solving Keyboard/Numeric Keypad Problems](#)
- [Solving Memory Problems](#)
- [Solving PC Card Problems](#)
- [Solving Power Problems](#)
- [Solving Printer Problems](#)
- [Solving TouchPad/Pointing Device Problems](#)
- [Contacting Compaq Support](#)

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

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Computer Checkup (TEST)

Computer Checkup (TEST) determines whether the various computer components and devices are recognized by the system and 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 Notebook into an external power source. (A low-battery condition could interrupt the program.)
2. Turn on the external devices you want to test. Connect the printer if you want to print a log of error messages.
3. Insert the Compaq Diagnostics diskette in drive A.
4. Turn on or restart the Notebook. The Notebook starts from drive A, and the Diagnostics Welcome screen is displayed.
5. Press **Enter** to continue. The Diagnostics menu is displayed.
6. Select **Computer Checkup** on the Diagnostics menu to display a Test Option menu.
7. Select **View the Device List** from the Test Option menu. A list of the installed Compaq devices is displayed.
8. If the list of installed devices is correct, select **OK**. The Test Option menu is displayed.

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

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

- **Quick Check Diagnostics.** Runs a quick, general test on each device with a minimal number of prompts. If errors occur, they are 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.
9. Follow the instructions on the screen as the devices are tested. When testing is complete, the Test Option menu is displayed.
 10. Exit the Test Option menu and the Diagnostics menu.

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View System Information (INSPECT)

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

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

1. Turn on the external devices you want to test. Connect the printer if you want to print the information.
2. Insert the Compaq Diagnostics diskette in drive A.
3. Turn on or restart the Notebook. The Notebook starts from drive A, and the Diagnostics Welcome screen is displayed.
4. Press **Enter** to continue. The Diagnostics menu is displayed.
5. Select **View System Information (INSPECT)** from the Diagnostics menu.
6. Select the item you want to view from the following list:

[System](#)

[Memory](#)

[ROM](#)

[Audio](#)

[Keyboard](#)

[Operating system](#)

[System ports](#)

[System files](#)

[System storage](#)

[Windows files](#)

[Graphics](#)

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

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Diagnostic Error Codes

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

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

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

For the removal and replacement of a particular subassembly, see [Removal Sequence](#).

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Error Code Table

Error Code Type	Error Code Number
Processor Test	101 through 114 (pg 13)
Memory Test	200 through 215 (pg 14)
Keyboard Test	300 through 304 (pg 15)
Parallel Printer Test	401 through 403 (pg 15)
Video Test	501 through 516 (pg 18)
Diskette Drive Test	600 through 699 (pg 16)
Serial Test	1101 (pg 16)
Hard Drive Test	1701 through 1736 (pg 17)
Video Test	2402 through 2456 (pg 19)
Video Test	2419 through 2456 (pg 20)
Video Test	2458 through 2480 (pg 20)
Audio Test	3206 (pg 21)
DVD or CD Test	3301 through 6623 (pg 21)
TouchPad Pointing Device Test	8601 through 8602 (pg 20)

Processor Test Error Codes

Processor Test Error Codes		
Error Code	Description	Recommended Action
101-xx	CPU test failed.	Replace the processor and retest.
102-xx	Co-processor or Weitek Error.	<ol style="list-style-type: none"> 1. Run the Configuration and Diagnostics Utilities. 2. Replace the processor board and retest.

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Processor Test Error Codes		
Error Code	Description	Recommended Action
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.	

Memory Test Error Codes

Memory Test Error Codes		
Error Code	Description	Recommended Action
200-xx	Memory machine ID test failed.	1. Flash the system ROM and retest. 2. Replace the system board and retest.
202-xx	Memory system ROM checksum failed.	
203-xx	Write/read test failed.	1. Remove the memory module and retest. 2. Install a new memory module and retest.
204-xx	Address test failed.	
211-xx	Random pattern test failed.	
214-xx	Noise test failed.	
215-xx	Random address test failed.	

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Keyboard Test Error Codes

Keyboard Test Error Codes		
Error Code	Description	Recommended Action
300-xx	Failed ID Test.	<ol style="list-style-type: none">1. Check the keyboard connection. If disconnected, turn off the computer and reconnect the keyboard.2. Replace the keyboard and retest.3. Replace the system board and retest.
301-xx	Failed Self Test/Interface Test.	
302-xx	Failed Individual Key Test.	
304-xx	Failed Keyboard Repeat Test.	

Parallel Printer Test Error Codes

Parallel Printer Test Error Codes		
Error Code	Description	Recommended Action
401-xx	Printer failed or not connected.	<ol style="list-style-type: none">1. Connect the printer.2. Check power to the printer.3. Install the loop-back connector and retest.4. Check port and IRQ configuration.5. Replace the system board and retest.
402-xx	Port test failed.	
403-xx	Printer pattern test failed.	

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Diskette Drive Test Error Codes

Diskette Drive Test Error Codes			
Error Code	Description	Recommended Action	
600-xx	Diskette ID drive types test failed.	<ol style="list-style-type: none"> 1. Replace the diskette media and retest. 2. Check and/or replace the diskette power and signal cables and retest. 3. Replace the diskette and retest. 4. Replace the system board and retest. 	
601-xx	Diskette format failed.		
602-xx	Diskette read test failed.		
603-xx	Diskette write/read test failed.		
604-xx	Diskette random read test failed.		
605-xx	Diskette ID media failed.		
606-xx	Diskette speed test failed.		
609-xx	Diskette reset controller test failed.		
610-xx	Diskette change line test.		
697-xx	Diskette type error.		
698-xx	Diskette drive speed not within limits.		
699-xx	Diskette drive/media ID error.		<ol style="list-style-type: none"> 1. Replace media. 2. Run the Configuration and Diagnostics Utilities.

Serial Test Error Codes

Serial Test Error Codes		
Error Code	Description	Recommended Action
1101-xx	Serial port test failed.	<ol style="list-style-type: none"> 1. Check port configuration. 2. Replace the system board and retest.

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Hard Drive Test Error Codes

Hard Drive Test Error Codes		
Error Code	Description	Recommended Action
1701-xx	Hard drive format test failed.	<ol style="list-style-type: none"> 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 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 re-calibration 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

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

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Video Test Error Codes (*Continued*)

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

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Video Test Error Codes (Continued)		
Error Code	Description	Recommended Action
2419-xx	ECG/VGC ROM checksum test failed.	<ol style="list-style-type: none"> 1. Run the Configuration and Diagnostics Utilities. 2. Disconnect external monitor and test with internal LCD display. 3. Replace the display assembly and retest. 4. Replace the system board and retest.
2421-xx	ECG/VGC 640 x 200 graphics mode test failed.	
2422-xx	ECG/VGC 640 x 350 16 color set test failed.	
2423-xx	ECG/VGC 640 x 350 64 color set test failed.	
2424-xx	ECG/VGC monochrome text mode test failed.	
2425-xx	ECG/VGC monochrome graphics mode test failed.	
2431-xx	640 x 480 graphics test failure.	
2432-xx	320 x 200 graphics (256 color mode) test failure.	
2448-xx	Advanced VGA Controller test failed.	
2451-xx	132-column Advanced VGA test failed.	
2456-xx	Advanced VGA 256 Color test failed.	

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

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Audio Test Error Codes

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

TouchPad Test Error Codes

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

DVD or CD Test Error Codes

DVD or CD Drive Test Error Codes		
Error Code	Description	Recommended Action
3301-xx	DVD or CD drive read test failed.	1. Replace the DVD or CD and retest.
3305-xx	DVD or 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 DVD or 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 about:

[Audio](#)

[Memory](#)

[Battery](#)

[PC Card](#)

[CD or DVD Drive](#)

[Power](#)

[Diskette Drive](#)

[Printer](#)

[Display](#)

[TouchPad](#)

[Hard Drive](#)

[Keyboard/Numeric Keypad](#)

[Hardware Installation](#)

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



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

Before Replacing Parts

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

- Run Computer Setup after connecting external devices.
- Verify that all required device drivers are installed.
- Verify that all required changes have been made to the CONFIG.SYS file.
- Verify that all required changes have been made to the AUTOEXEC.BAT file.
- Verify that all printer drivers have been installed for each application.

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Solving Minor Problems

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

Solving Audio Problems

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

Solving Audio Problems		
Problem	Probable Cause	Solution
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/Gauge Problems

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

Solving Battery Pack/Gauge Problems		
Problem	Probable Cause	Solution(s)
Computer won't turn on when battery pack is inserted and power cord is unplugged.	Battery pack is discharged.	<ul style="list-style-type: none"> • Connect the computer to an external power source and charge the battery pack. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • 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.

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Solving Battery Pack/Gauge Problems		
Problem	Probable Cause	Solution(s)
<p>Notebook is beeping and battery icon is blinking.</p>	<p>Battery charge is low.</p>	<p>Immediately save any open file(s). Then complete one of the following:</p> <ul style="list-style-type: none"> • Connect the Notebook to an external power source to charge the battery pack. • Turn off the Notebook or initiate Hibernation until you can find another power source or charge the battery pack.
<p>Battery icon on the front of the unit blinks to indicate low battery condition, but computer does not beep.</p>	<p>Volume is turned down too low.</p>	<p>Adjust the volume.</p>
<p>Battery icon doesn't light and battery pack won't fast charge.</p>	<p>Battery pack is already charged.</p>	<p>No action is necessary.</p>
	<p>Battery pack was exposed to temperature extremes.</p>	<p>Allow time for the battery pack to return to room temperature.</p>
	<p>Battery pack is at end of its life.</p>	<p>Replace the battery pack.</p>
<p>You have to set the date and time every time you turn on the Notebook.</p>	<p>RTC battery is dead.</p>	<p>Replace the RTC battery.</p>
<p>Battery charge does not last as long as expected.</p>	<p>Battery is being exposed to high temperatures or extremely cold temperatures.</p>	<p>Keep the battery pack within the recommended temperature range for operation or storage.</p> <ul style="list-style-type: none"> • Operating Range: 50°F to 104°F (10°C to 40°C) • Storage Range: -4°F to 86°F (-20°C to 30°C) <p>Recharge the battery pack.</p>
	<p>Battery has partially self-discharged.</p>	<p>Recharge the battery. Discharge the battery completely and then recharge it.</p>

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Solving Battery Pack/Gauge Problems		
Problem	Probable Cause	Solution(s)
	Power management is disabled.	Set a power management level in Computer Setup.
	An external device or PC Card is draining the battery.	Turn off or disconnect external devices when not in use.
Battery pack is warm to the touch after charging.	Normal warming has occurred due to charging.	No action is required.
Battery pack operating time is far less than the documented average operating time.	Power management is turned off or disabled.	Enable power management in Computer Setup and in Windows Power Properties.
	An external device or PC Card is draining the battery.	Turn off or disconnect external devices when not in use.
	Battery pack has partially self-discharged.	<p>Condition the battery pack by fully charging, fully discharging, then fully recharging it.</p> <p>To maintain the charge, leave the battery pack in the Notebook when it is connected to external power.</p> <p>If the Notebook is disconnected from external power for more than two weeks, remove battery packs to reduce the discharge rate.</p>
	Battery pack is being exposed to high temperatures or extremely cold temperatures.	<p>Keep the battery pack within the recommended temperature range for operation or storage.</p> <ul style="list-style-type: none"> • Operating Range: 50°F to 104°F (10°C to 40°C) • Storage Range: -4°F to 86°F (-20°C to 30°C) <p>Recharge the battery pack.</p>

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Solving CD and DVD Drive Problems

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

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

Solving Diskette Drive Problems

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

Solving Diskette Drive Problems		
Problem	Probable Cause	Solution(s)
Diskette drive cannot write to a diskette.	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 drive cannot read a diskette.	Diskette is not formatted.	Format the diskette. At the system prompt, enter: FORMAT A:
	Diskette drive cannot read a diskette.	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.

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

Solving Display Problems

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

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

1. Turn off the monitor.
2. Turn off the Notebook.
3. Disconnect the monitor signal cable from the Notebook.
4. Turn on the monitor and allow it to warm up for one minute.

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

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Solving Display Problems		
Problem	Probable Cause	Solution(s)
The light tubes on the edge of the display panel do not light up at all and Power-On Self-Test (POST) does not complete when the unit is powered up.**	Defective system board.	Replace the system board.
Back-light (brightness) cannot be adjusted with Fn+F7 or Fn+F8.	Improper display cable connections.	1. Re-seat the display cable to the system board. 2. Replace the display assembly.
(Continued)	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 back-light or its power circuitry has failed. If the back-light is not functioning, the POST result cannot be observed. Connect the unit to an external monitor before powering up the unit. If an external monitor is not available verify that POST is complete by opening and closing the display, listening for the single or double beep, and watching for the icons to turn on at the front of the notebook.*

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Solving Display Problems Continued		
Problem	Probable Cause	Solution(s)
This display panel has a continuous pattern across it (e.g., "jailbars" pattern), has a single color on it, or has garbled graphics across the entire panel. This failure is for patterns across the entire panel (not just on one section).	Improper display cable connections.	Re-seat the display cable to the following until the problem is solved: 1. System board 2. Display assembly
	Defective display cable.	Replace the display assembly.
	Defective inverter board.	Replace the display assembly.
	Defective system board.	Replace the system board.
A single line, small group of lines, or block appears on the display panel. This failure occurs in only a section of the display panel.	Defective display panel.	Replace the display assembly.

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

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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, 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 Notebook.	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 Notebook, 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	Solution(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 Notebook, turn on the external device, then turn on the Notebook to integrate the device with the computer system.
	Device is not seated properly.	Turn off the Notebook and reinsert the device.

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Solving Keyboard/Numeric Keypad Problems

Some 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 notebook keyboard is disabled.	Num Lock function is not enabled.	Press the Shift+NumLk keys to enable the Num Lock function and embedded numeric keypad. The Num Lock light on the notebook turns on.
Embedded numeric keypad is disabled and Num Lock function is on.	External numeric keypad is connected to the notebook.	Disconnect the external numeric keypad from the notebook.

Solving Memory Problems

Some 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. If necessary, install additional memory.
	Too many TSR (terminate-and-stay-resident) applications are running.	Remove from memory any TSR applications that you do not need.

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Solving PC Card Problems

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

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

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

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Solving Power Problems

Also see [Solving Battery Pack/Gauge Problems](#) in this section.

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

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Solving Printer Problems

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

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

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Solving TouchPad/Pointing Device Problems

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

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

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Contacting Compaq Support

Obtain the following information before contacting Compaq Reseller Support:

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

Shipping Preparation

To ship the Notebook, complete the following steps:

1. Back up the critical hard drive files. Ensure that backup tapes/diskettes are not exposed to electrical or magnetic fields while stored or in transit.
2. Turn off the Notebook and external devices.
3. Disconnect the external devices from their power sources, then from the Notebook.

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

4. Close the display and all exterior doors of the Notebook.
5. Pack the Notebook with sufficient packing material to protect it. Use the original packing box or similar packaging.