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Presario 305 Model

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Pin Assignments | **Battery Pack Operations**

Product Description

Troubleshooting

Illustrated Parts Catalog

Removal & Replacement Procedures

Specifications

Connector Pin Assignments

Battery Pack Operations

See the Notice for copyright and trademark information, and see the Preface for symbol conventions, Technician Notes and Serial Number locations on the unit.

Download a ZIP file of the complete MSG onto local hard drive.

This MSG will be periodically maintained and updated as needed. To report a technical problem, contact your Regional Support Center or IM Help Center. For content comments or questions, contact the Editor.

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Maintenance and Service Guide

Compaq Presario 305 Model Portable Computers

First Edition (July 1999)
Compaq Computer Corporation

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Maintenance & Service Guide
Presario 305 Model

Preface

This *Maintenance and Service Guide* is a troubleshooting reference that can be used when servicing the Compaq Presario 305 Model Portable Computers. Compaq Computer Corporation reserves the right to make changes to the Compaq Presario 305 Model Portable Computers without notice.

Symbols

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

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

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

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

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

Technician Notes

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

WARNING: The computer is designed to be electrically grounded. To ensure proper operation, plug the AC power cord into a properly grounded electrical outlet only.

CAUTION: To properly ventilate the system, you must provide at least 3 inches (7.62 cm) of clearance on the left and right sides of the computer.

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 305 Model Portable Computer documentation set
- *Introducing Windows 98 Guide*
- Compaq Service Training Guides
- Compaq Service Advisories and Bulletins
- *Compaq QuickFind*
- *Compaq Service Quick Reference Guide*
- Compaq Internet site at http://Compaq.com

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Front Components

Left Side Components

Right Side Components

Bottom of Unit

Rear Connectors

Multi-media Expansion Unit

Power Management for Windows 98

The Compaq Presario 305 Computer provides industry-leading features in a uniquely designed ultraportable. The ultra-light 3.1 to 3.3 pound (1.4 to 1.5 kg) notebook (depending on configuration) allows users high mobility, provides a full set of system ports, and when paired with the Mobile Expansion Unit (MEU), can transform into an All-In-

One portable with CD-ROM or DVD and floppy 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 305 Model Portable Computer. The basic steps in troubleshooting include:

1. Follow the Preliminary Steps.

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

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

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

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

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Illustrated Parts Catalog

System Components
System Unit
External Cables
Miscellaneous Plastics Kit
Screw Kit
Miscellaneous Parts
Documentation and Software

This section provides illustrated parts and a reference for spare parts numbers for Compaq Presario 305 Series Personal Computers.

When requesting information or ordering spare parts, the computer serial number should be provided to Compaq.

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Removal and Replacement Procedures

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

Removal Sequence
Serial Number Location
Preparing for Disassembly
Electrostatic Discharge
Service Considerations
Cables and Connectors
Multi-media Expansion Unit

Report the computer serial number, located on the bottom of the unit, when requesting information or ordering spare parts from Compaq.

Battery Pack

Hard Drive

Modem Card

RTC Battery

Keyboard

Memory Board

Switch Cover

Display Panel

Deck

Voltage Converter Board

Modem Connector Board

PC Card

PC Card Assembly

System Board

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Specifications

This section covers the following specifications of Compaq Presario 305 Model Portable Computers:

Physical and environmental	System Interrupts	System DMA
System I/O Address	System Memory Catalog	Display
Diskette drive	Hard drive	CD drive
	Battery pack	

	U.S.	Metric
Dimensions		
Height Depth Width	0.89 in 8.5 in 10.4 in	22.6 mm 216 mm 264 mm
Weight	3.07 - 3.26 lb	1.39 - 1.48 kg
AC Adapter		

Operating Voltage Operating Current Operating Frequency Range Maximum Transient	90 to 260 VAC RMS 1.1 A RMS 47-63 Hz AC 4/50 kV	
Temperature		
Operating Nonoperating	41° to 95 °F -22° to 140 °F	5° to 35 °C -30° to 60 °C
Relative Humidity (noncondensing)		
Operating Nonoperating (tw = 38.7°C max)	10 to 90% 5 to 90% 101.6 °F	10 to 90% 5 to 90% 38.7 °C
Altitude (nonpressurized environment)		
Operating Nonoperating	0 to 10,000 ft 0 to 30,000 ft	0 to 3.05 km 0 to 9.14 km
Shock		
Operating Non operating	-10 G, 11 ms, half sine 60 G, 2 ms, half sine	
Vibration		
Operating	0.25 G, 50 to 500 Hz sine, 1/2 Oct/ Min sweep rate	
Nonoperating	1 G, 50 to 500 Hz sine, 1/2 Oct/Min sweep rate	
NOTE: Applicable product safety standards specify thermal limits for plastic surfaces. The computer operates well within this range of temperatures.		

System Interrupts	
Hardware IRQ	**System Function**
IRQ1	Timer Interrupt
IRQ2	Cascaded
IRQ3	PCMCIA
IRQ4	Modem (COM1)
IRQ5	Audio (default)*
IRQ6	Diskette Drive
IRQ7	Parallel

IRQ8	RTC
IRQ9	Infrared
IRQ10	PCMCIA
IRQ12	Internal Point Stick or External Mouse
IRQ13	Coprocessor (Not available to any peripheral)
IRQ14	IDE Interface (Hard Disk)

NOTES:
PCMCIA cards may assert IRQ3,IRQ4, IRQ5, IRQ7, IRQ9, IRQ10, IRQ11, or IRQ15. Either the infrared or the serial port may assert IRQ3 or IRQ4.
*Default configuration; audio possible configurations are: IRQ5, IRQ7, IRQ9, IRQ10 or none.

System DMA	
Hardware DMA	**System Function**
0	Available for audio
1	Entertainment Audio (Default; Alternate =DMA0, DMA3, None)
2	Diskette Drive
3	ECP Parallel Port LPT1 (Default; Alternate =DMA0, None)
4	DMA Controller Cascading (Not available)
5	Available for PC Card
6	Not assigned
7	Not assigned
NOTE: PC Card controller can use DMA1, 2 or 5.	

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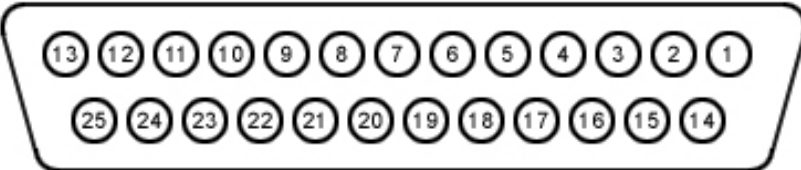
United States
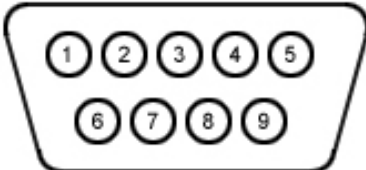
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Connector Pin Assignments

This appendix provides connector pin assignment tables for Compaq Presario 305 Model 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 (*).

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			

Serial Connector

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

Keyboard/Mouse

Connector	Pin	Signal

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

External VGA Monitor		
Connector	**Pin**	**Signal**
	1	Red
	2	Analog
	3	Green
	4	Analog
	5	Blue
	6	Analog
	7	Not connected
	8	connected
	9	Ground
	10	Ground
	11	Analog
	12	Ground
	13	Analog
	14	Ground
	15	Analog
		Not connected
		Ground
		Monitor Detect DDC2B Data
		Horizontal Sync
		Vertical Sync
		DDC2B Clock

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

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

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Battery Pack Operating Time

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

- Increase battery pack operating time
- Conditioning a battery pack
- Disposal 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:

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

- 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.

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. Allow the battery to drain until the computer reaches hibernation and turns itself off. **Do not plug in the AC adapter during this process.** Also, the system should not be allowed to sleep. To prevent sleep, you may either use the computer while the battery is draining, or you may disable power management.

2. 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.

Your battery is now re-conditioned, and you may begin using the computer normally.

The battery pack charge time may vary greatly from 2 hours to 5 hours or more, depending on many factors (including whether it is charged on-line or off-line).

Disposal of a Used Battery Pack

In the interest of safeguarding our environment. Compaq Computer Corporation recommends that nickel metal hydride (NiMH) and lithium ion (Li ion) battery packs be recycled. Battery packs should be handled in accordance with country, state, province, or local regulations.

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

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Front Components	
Left Side Components	
Right Side Components	
Bottom Components	
Rear Connectors	
Multi-media Expansion Unit	
Power Management for Windows 98	

Compaq Presario 305 Model Portable Computer	
Display	11.3-inch Color TFT Display
Processor	333 MHz Celeron II (with 128k integrated cache)
Hard Drive	4.3 GB
Total System Memory	64 MB SDRAM 128 MB SDRAM Maximum
CD Drive	24x
Modem	56 Kbps, V.90 PCI
Battery	High Capacity Li Ion
Video Controller	3D, ATI LT Pro 4 MB SGRAM

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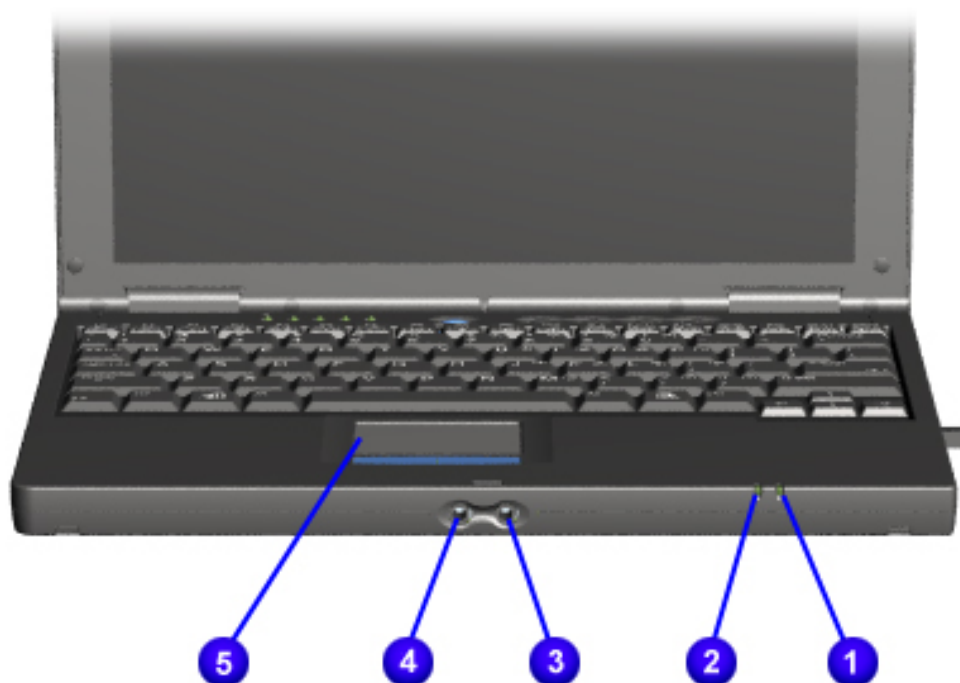
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Upper Unit Components

Left Navigation	Diagram	Components Table

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Right Side Components

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Multi-media Expansion Unit

Power Management for Windows 98
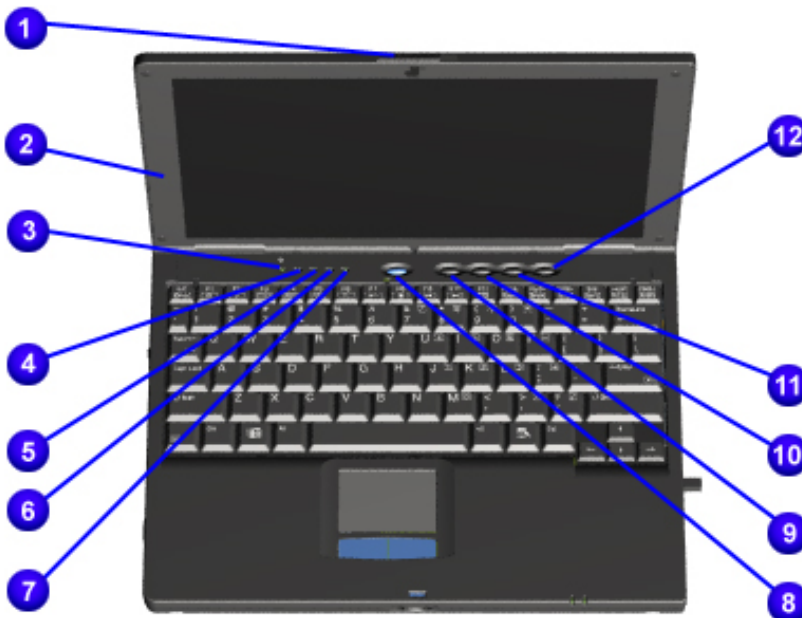
#	Component
1	Display Release Latch
2	Display
3	Hard Drive Light
4	Diskette Drive Light
5	Scroll Lock Light
6	Caps Lock Light
7	Num Lock Light
8	Standby Button
9	Instant Internet Access Button
10	Instant Search Access Button
11	E-Commerce Button
12	Instant E-Mail Button

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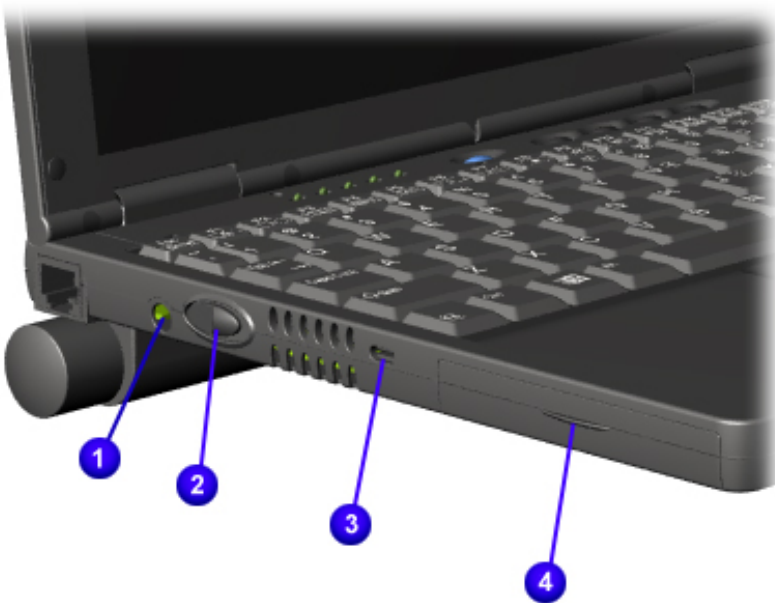STORE | PRODUCTS | SERVICES | SUPPORT | CONTACT US | SEARCH

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Front Components

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Power Management for Windows 98

|	
1	Battery Light
2	Power/ Suspend Light
3	Microphone Jack
4	Stereo Speaker/ Headphone Jack
5	Touch Pad

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Left Side Components

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Left Side Components

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1	Power Connector
2	Power Button
3	Security Cable Slot
4	Hard Drive Bay

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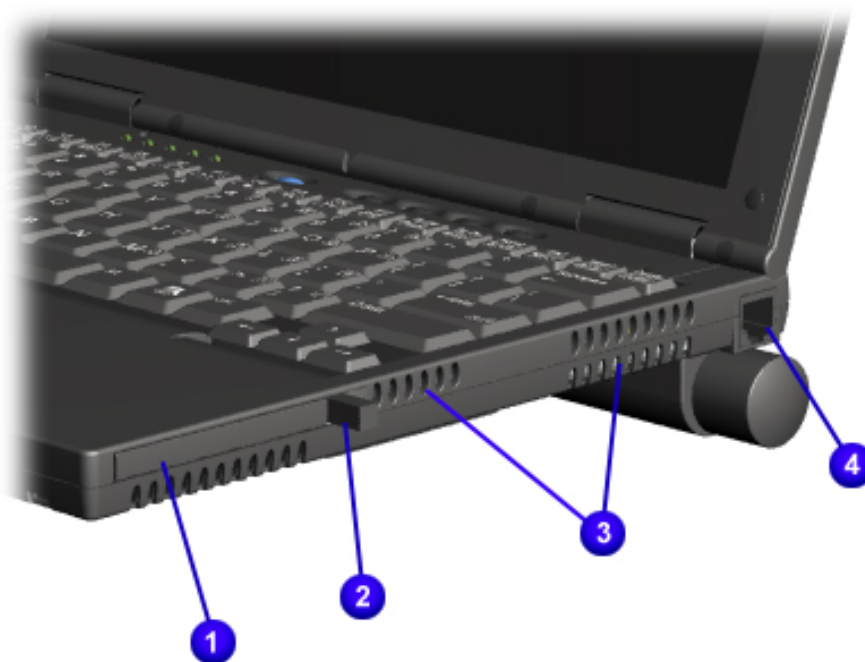
1	PC Card Slot
2	PC Card Eject Lever
3	Air Intake/Exhaust Vents
4	Modem Connector (RJ-11 jack)

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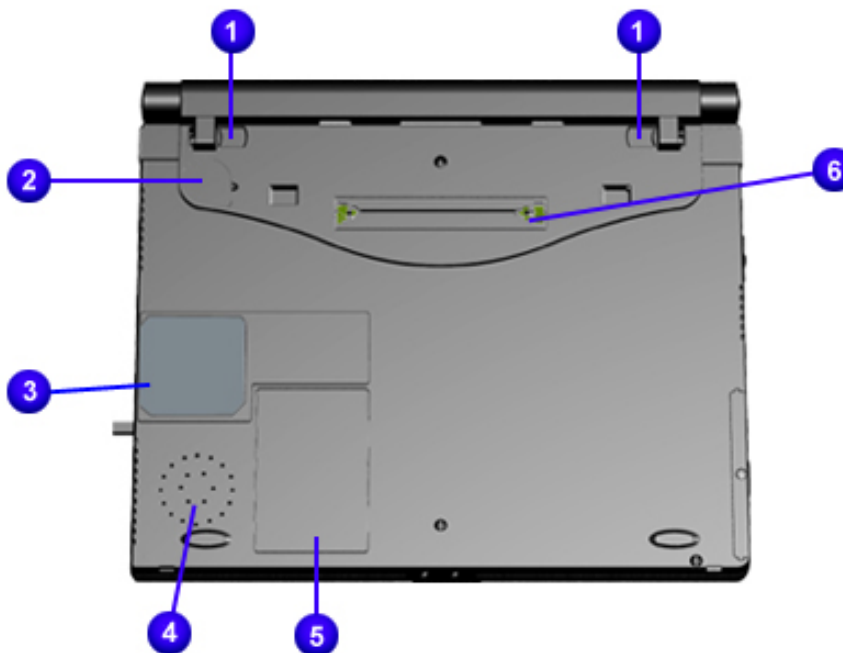
1	Battery Latches
2	Real-time Clock Battery
3	Bottom of fan (Fan removable from inside only)
4	Speaker
5	Modem Compartment
6	220-pin Docking Connector

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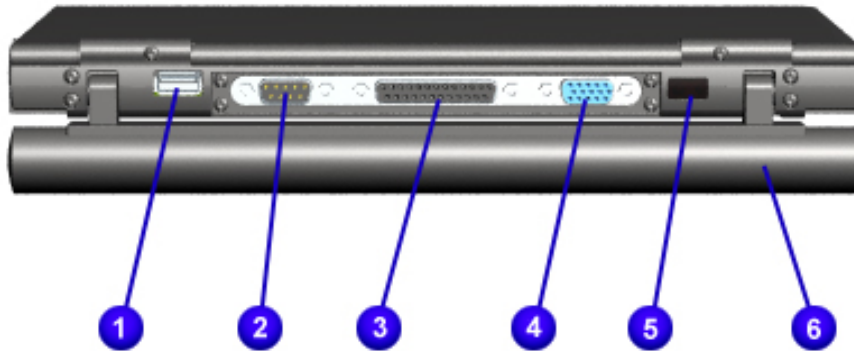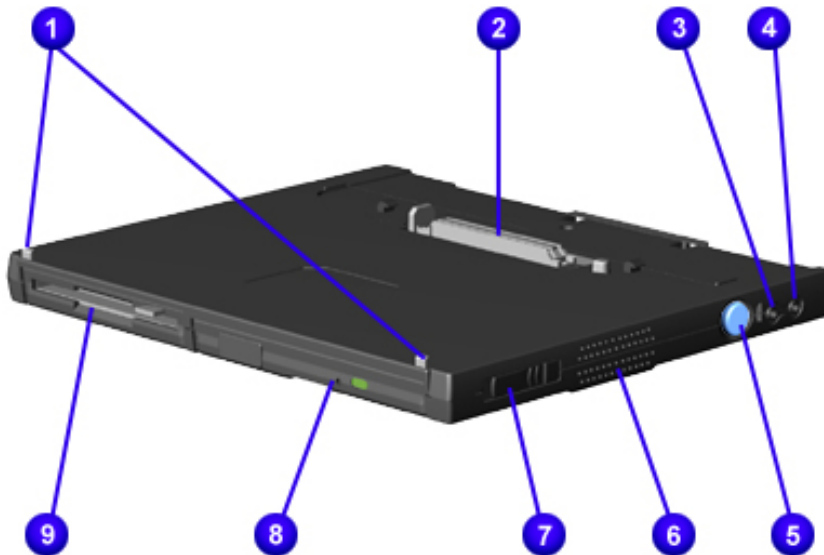
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Rear Connectors

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Right Side Components
Bottom Components
Rear Connectors
Multi-media Expansion Unit
Power Management for Windows 98

1	USB Connector
2	Serial Connector
3	Parallel Connector
4	External Monitor Connector
5	Infrared Port
6	Battery Pack

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Multi-media Expansion Base

1	Docking Alignment Tabs
2	Docking Connector
3	Audio output
4	Audio input
5	Docking Release Button
6	Speaker
7	Multibay Eject Lever
8	CD or DVD
9	Diskette Drive

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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 a Lockup
- Servicing Your Computer - Full Off Mode

Power Management Settings

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

Each of the following system components can be made to go to sleep after periods of inactivity:

- system (goes into Sleep (Standby) mode)
- screen (times out and goes blank)
- hard drive (spins down)

You can select different conditions or power schemes through Power Management.The optional settings are **Home/Office Desk**, **Portable/ Laptop**, and **Always On**. From the default settings, you can change the delay time settings. Note: the setting for hard drive must be less than or equal to the setting for System.

IMPORTANT: If you're on a network, it's recommended that you set **System Standby** to **Never**.

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

Power Management Properties

	Plugged in	Running on Batteries
Power Schemes:		
Always on System Standby:	Never	15 minutes
Turn OFF Monitor	After 15 minutes	After 10 minutes
Always on System Standby:	After 15 minutes	After 10 minutes

ALARMS:

Low Battery Alarm:	10%
Critical Battery Alarm:	0%
Alarm Actions:	X Display Message Notification

Text Action   **No Action**

POWER METER:	Default
ADVANCED:	Default

Display Properties

Monitor: Laptop Display (Maximum resolution according to unit display size)

Sleep

You can select Sleep mode instead of turning off the computer when you have finished using it. This allows the computer to wake up faster than turning it completely off and saves power over the active (On) mode. Compaq Presario Notebook computers have two levels of sleep, Hibernation and Sleep.

Hibernation - by pushing the power button once your computer will perform a save to disk followed by a shut down of the computer into Off mode.

Sleep - is a low power mode, also referred to as Standby mode. While in Sleep mode, your computer will maintain system information and open files. Unsaved information will be lost if you turn off your system prior to system wake-up, or if you lose power while using the AC adapter.

> ⚠ **CAUTION:** While in Sleep mode, your computer will maintain system information and open files. Unsaved information will be lost if you turn off your system prior to system wake-up, or if you lose power while using the AC adapter.

Hibernation Mode

Hibernation helps conserve battery life and protects your data. Hibernation can be a routine power saving event, or can be the result of a low battery condition. As it enters Hibernation your computer will display a progress screen, as it automatically saves the machine state before it shuts down and turns itself off. Your computer will automatically go into Hibernation, when the battery has little power left, or when the system (operating on battery power) has been in Sleep mode for more than an hour. You can also manually initiate Hibernation by pressing the power button once while the system is active. To restore the computer's previous state, simply press the power button once again. While waking up, the computer will display a progress screen.

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

Mode	To Initiate	To End	Indicators
Sleep	Manual keys Standby button Time Out Default 15 minutes. If on Battery power (system will not go to Sleep if on AC power)	Standby button	Flashing green Power LED
Hibernate	Manual - Slide Power Switch once Time Out Default If low battery or after 1 hour of sleep (system will not Hibernate if on AC power)	Slide Power Switch once	No Power LED, blank screen
Off	Perform normal Windows shutdown via the start button, or press and hold down the power button for 4 seconds	Slide Power Switch once	No Power LED, blank screen

Servicing Your Computer - Full Off Mode

If you need to install or replace components in your system, you must turn the computer off *completely*. Follow the instructions above for properly putting the computer into Off mode, unplug from the outlet, and remove the battery (see battery section for instructions on removing battery).

Rebooting After a Lockup

Occasionally you may encounter a frozen keyboard or a locked screen. To reboot your computer (as if

from a cold start) slide and hold down the Power Switch for at least four seconds, which will cause a manual shutdown. Then, restart it with a single slide of the Power Switch. If it still doesn't recover, slide the Power Switch and hold it for four seconds to shut it down, then, remove the battery or unplug the AC power for at least 30 seconds. Reinsert the battery or reconnect AC power and slide the Power Switch once to reboot.

Battery Operating Time

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

- Power conservation settings

- Hardware configuration

- Software applications

- Installed options

- Display brightness

- Hard drive usage

- Power button

- Changes in operating temperature

- Type and number of installed PC Cards

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

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Preliminary Steps

IMPORTANT: Use AC power when running POST, Computer Setup, or Computer Checkup. A low battery condition could initiate Hibernation and interrupt the test.

Before running **POST**, complete the following steps:

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

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

3. Ensure that the battery pack is installed in the computer and the power cord is connected to the computer and plugged into an external AC power source.

4. Turn on the computer.

5. Run **Computer Setup**.

6. Turn off the computer and its external devices.

7. Disconnect any external devices that you do not want to test. If you want to use the printer to log error messages, leave it connected to the computer.

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.

8. Use Compaq Utilities and loopback plugs in the serial and parallel connectors if you plan to test these ports.

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

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Clearing the Power-on Password
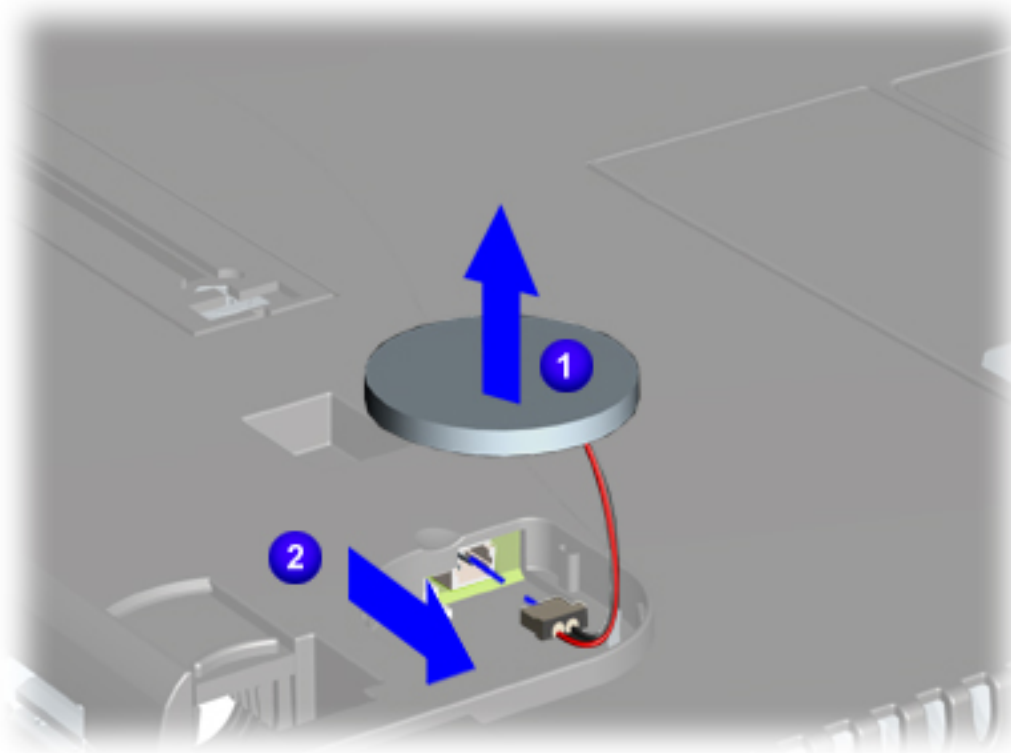
Clearing the power-on password requires removing all Setup attributes that are programmed in the CMOS.

If the password is not known, clear it by removing the RTC battery (located on the system board) as follows:

1. Turn off the computer.

2. Disconnect the AC Adapter.

3. **Remove the Multi-media Expansion Unit**.

4. **Remove the battery pack**.

5. Disconnect and remove the RTC battery.

6. Wait for five minutes.

7. Reconnect the RTC battery.

8. Reconnect the AC Adapter. Do **not** reinstall the battery pack yet.

9. Turn on the computer to verify that the power-on password has been cleared. If it has not been cleared, repeat all steps above.

| **Note:** | Remember to set the date and time the next time the computer is turned on. |

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Power-On Self Test (POST)

Running POST

The Power-On Self Test (POST) is a series of tests that run every time the computer is turned on. POST verifies that the system is configured and functioning properly.

To run POST, complete the following steps:

1. Complete the **Preliminary steps**.

2. Turn on the computer.

If POST does not detect any errors, the computer beeps once or twice to indicate that POST has run successfully, and the computer boots from the hard drive (or from a bootable diskette if one is installed in the diskette drive).

If POST detects an error, it is indicated by screen and/or audible messages. Refer to the following tables for a list of POST codes and their relevant descriptions. If there is more than one recommended action, only try the later actions in the list if the first action recommended does not solve the problem.

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.

102	System board failure
162	System options not set
XX000YZZ 201	Memory Error
301	Keyboard Error
304	Keyboard or System Unit Error
601	Diskette Controller Error
605	Diskette Drive Error
1780	Primary Hard Drive 0 Failure
1782	Hard Drive Controller

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.

XX000YZZ 201-Memory Error	
Probable cause	**Recommended action**

RAM failure	1. Replace the memory module. 2. Replace the system board.
Memory test data error	1. Replace the memory module. 2. Replace the system board.
XX000YZZ RAM failure	Replace the system board.

301-Keyboard Error	
Probable Cause	**Recommended Action**
Keyboard failure	1. Ensure the keys are not depressed during POST. 2. Reconnect the keyboard with the computer off. 3. Replace the keyboard.

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

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

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

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

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

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Compaq Diagnostics

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

The Diagnostics menu includes the following utilities:

- Computer Setup
- Computer Checkup (TEST)
- View System Information (INSPECT)

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

Computer Setup

The Computer Setup utility resides in a hidden partition on the hard drive. It gives you a snapshot of the computer's hardware and configuration, aids in troubleshooting, and allows you to set custom features.

Access Computer Setup when you want to:

- Modify settings for audio, storage, communications, and input devices

- Get an overall picture of the computer's hardware configuration

- Verify configuration parameters in determining problems

- Configure options

- Update time, date, or password information

To run Computer Setup:

Go to the Compaq Utilities menu and select the Computer Setup option. Follow the on-screen instructions to complete your chosen task.

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.

To run Computer Checkup, follow these steps:

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

2. Connect the printer if you want to print a log of error messages.

3. Turn on the external devices that you want to test.

4. Insert the Compaq Diagnostics diskette in drive A.

5. Turn on or restart the computer. The computer starts from drive A, and the **Diagnostics Welcome** screen appears.

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

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

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

9. 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.

10. 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.

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

12. Exit the **Test Option** menu.

13. Exit the **Diagnostics** menu.

View System Information (INSPECT)

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

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

1. Connect the printer if you want to print the INSPECT information.

2. Turn on the computer.

3. Access Compaq Utilities by pressing F10 when the cursor blinks in the upper-right corner of the display.

4. If prompted, select a language.

5. Click **View System Information (INSPECT)**

6. Click 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	Miscellaneous
	Network (applicable only if computer is docked in the expansion base or convenience base)

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.

8. Select Exit Inspect.

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Diagnostic Error Codes

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

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

IMPORTANT:	Retest the system after completing each step. If the problem has been resolved, do not proceed with the remaining steps.

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

Select error codes by number or type:

101 through 114	Processor Test
200 through 215	Memory Test
300 through 304	Keyboard Test
401 through 403	Parallel Printer Test
600 through 699	Diskette Drive Test
1101	Serial Test

1701 through 1736	Hard Drive Test
501 through 516	Video Test
2402 through 2456	
2458 through 2480	
3206	Audio Test
8601 through 8602	Touch Pad Pointing Device Test
3301 through 3305	CD or DVD Test
6600 through 6623	

Processor Test Error Codes		
Error Code	Description	Recommended Action
101-xx	CPU test failed	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	
Memory Test Error Codes		
200-xx	Memory machine ID test failed	1. Flash the system CMOS and retest. 2. Replace the system board and retest.
202-xx	Memory system CMOS checksum failed	
203-xx	Write/Read test failed	Remove and replace the memory board or system board (if memory board on the system board is faulty) and retest.
204-xx	Address test failed	
211-xx	Random pattern test failed	
214-xx	Noise test failed	
215-xx	Random address test failed	

Keyboard Test Error Codes

300-xx	Failed ID Test	1. Check the keyboard connection. If 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. 3. Install the loop-back connector and retest. 4. Check port and IRQ configuration. 5. Replace the system board and retest.
402-xx	Failed Port Test	
403-xx	Printer pattern test failed	

Diskette Drive Test

600-xx	Diskette ID drive types test failed	1. Replace the diskette 2. Replace the diskette drive and retest. 3. Replace the system board and retest.
601-xx	Diskette format failed	
602-xx	Diskette read test failed	
603-xx	Diskette write, read, compare test failed	
604-xx	Diskette random read test failed	
605-xx	Diskette ID media test failed	
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 Compaq Utilities.

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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 these topics:

Audio	Power	Hard drive
Memory	Diskette/Diskette drive	Keyboard/Numeric keypad
Battery/Battery gauge	Printer	Hardware Installation
PC Card	Display	USB
CD or DVD drive	Touch Pad	Modem

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

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

Before Replacing Parts

When troubleshooting a problem, check the following items for possible solutions before replacing parts:

- Verify that cables are connected properly to the suspected defective parts.
- Verify that all required device drivers are installed.
- Verify that all printer drivers have been installed for each application.

Obtaining Update Information with Info Messenger

Compaq Info Messenger allows you to set a customized search of the Compaq Web site. By registering for this utility, you can stay up to date with software and hardware information specific to your system.

- To access Compaq Info Messenger, go to www.compaq.com and select Info Messenger.
- To register, follow the instructions on the Info Messenger page. When your registration is complete, you can
    - implement your customized search whenever you prefer from the Info Messenger page.
    - set Info Messenger to send you the information by email as it becomes available.

Info Messenger will also inform you if there are updates to the system ROM for your computer.

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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.

Audio	Battery pack	Battery gauge	CD/DVD drive	Diskette/diskette drive
Display	Hard drive	Hardware installation	Keyboard	Memory
PC card	Power	Printer	Touchpad/pointing device	Infrared
USB	Modem			

Audio Problems		
Problem	**Probable Cause**	**Solution(s)**
Computer does not beep after the Power-On Self-Test (POST).	System beeps have been turned down.	Use the **Fn**+**F5** hotkeys to turn up the system volume.
Internal speaker does not produce sound when an external audio source is connected to the stereo line-jack.	Volume may be turned off or set too low.	1. Adjust the overall volume by pressing **Fn**+**F5** hotkeys. 2. Adjusting the sliding mixer controls by double-clicking the speaker icon on the Windows taskbar.
	Line input may not be connected properly.	Check line input connection.
	Headphones or speakers are connected to the stereo speaker/headphone jack, which disables the internal speakers.	Disconnect the headphones or speakers to enable the internal speakers.

	Volume may be muted.	Uncheck the mute box in the volume properties.
External microphone does not work.	Using the wrong type of microphone or microphone plug for the computer.	Check to see if you are using a monophonic electret condenser microphone with a 3.5 mm plug.
	The microphone may not be connected properly.	Ensure that the microphone plug is properly connected to the mono microphone jack.
	Sound source not selected.	Ensure that the microphone is selected as the recording source in Control Panel, Multimedia and the recording level is adjusted.
	Audio settings are not set correctly.	Check the audio settings for game programs.
	Volume control on the computer is turned down.	Adjust the computer volume with the **Fn**+**F5** hotkeys.
No sound from headphones	Volume or mixing controls set incorrectly.	1. Adjust the overall volume with the **Fn**+**F5** hotkeys. 2. Use the mixing features available by double-clicking the speaker icon on the Windows taskbar.
	Sound source not selected.	Verify that the sound source is selected in Control Panel, Multimedia.
	The headphones are connected to the wrong jack.	Check the connection.
Volume too low or too loud.	Volume or mixing controls set incorrectly.	1. Adjust the overall volume with the **Fn**+**F5** hotkeys. 2. Check the mixing features available by double-clicking the speaker icon on the Windows taskbar.

Battery Pack and Battery Gauge Problems (see also Power 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.	1. Connect the computer to an external power source and charge the battery pack. 2. Replace the battery pack with a fully charged battery pack.
	Battery connectors may be bent or broken.	Check the battery connectors on the system board to verify they are evenly spaced and that they are not bent or broken.

Computer is beeping and battery power light is blinking.	Battery pack charge is low.	Immediately save any open file(s). Then either: • Connect the computer to an external power source to charge the battery pack. • Replace the battery pack with another fully charged battery. • Turn off the computer or initiate Hibernation until another power source or fully charged battery pack is available.
Computer battery charge light blinks to indicate low battery condition, but computer does not beep.	Volume is turned down too low.	Turn up the volume by using the **Fn**+**F5** hotkeys.
Battery charge does not last very long.	Battery is exposed to high temperatures.	Put the computer in a cooler place and recharge the battery pack.
	Battery pack was exposed to extremely cold temperatures.	Put the computer in a warmer place and recharge the battery pack. Keep the battery pack within the recommended temperature ranges: Operating: 50° F to 104° F (10° C to 40° C) Storage: 32° F to 86° F (0° C to 30° C)
	Battery conservation is disabled or set to drain.	Reset the battery conservation level.
	An external device is draining the battery.	Turn off or remove any external device or PC Cards when not in use.
	Battery gauge may be inaccurate and require recalibration.	Recalibrate the gauge.
Date and time must be set every time computer is turned on.	Real Time Clock (RTC) battery is has reached the end of its useful life.	Restore power, then turn on the computer with the power switch. Contact your Compaq authorized service provider to replace the RTC battery.
Battery pack is warm after charging.	Normal warming occurs during charging.	No action is required.
Battery pack will not charge.	Battery pack was exposed to temperature extremes.	Allow time for the battery pack to return to room temperature. Keep the battery pack within the recommended temperature ranges: Operating: 50° F to 104° F (10° C to 40° C) Storage: 32° F to 86° F (0° C to 30° C) Recharge the battery pack.
	Battery pack is already charged.	No action required.

	Battery pack has exceeded its useful life cycle.	Use a different battery pack.
Computer shut down and memory was lost when replacing the battery pack.	Hibernation was not initiated before removing the battery pack.	Work is lost.
Battery gauge seems inaccurate.	The battery pack may need calibration.	Recalibrate the battery.
	The battery pack has reached the end of its useful life.	Replace the battery pack.

CD/DVD Drive Problems		
Problem	**Probable Cause**	**Solution(s)**
Drive cannot read a disc.	Disc is not properly seated in the drive.	Open loading tray, insert the disc, then close the tray.
	Disc loaded in the loading tray upside down.	Open the loading tray, turn over the disc (label facing up), then close the tray.
	Disc has a scratch on its surface.	Insert a different disc.
CD-ROM drive or DVD-ROM drive is not detected by the computer.	Drive is not properly connected.	If you are running a version of Windows that was pre-installed by Compaq, remove the drive from the MultiBay and reinsert it.
		If you are running a version of Windows that was not pre-installed by Compaq, turn the computer off. Then remove the drive from the MultiBay and reinsert it.

Diskette and Diskette Drive Problems		
Problem	**Probable Cause**	**Solution(s)**
Drive cannot write to a diskette.	Diskette is write-protected.	Disable the write-protect feature or use a diskette that is not write-protected.
	Writing to the wrong drive.	Check the drive letter in the path statement.
	Not enough space is left on the diskette.	Save the information to another diskette.
	Drive error has occurred.	Run Computer Checkup from the Compaq Diagnostics diskette.

	Diskette is not formatted.	Format the diskette: If you are using Windows 98: 1. From the Windows desktop, select My Computer. 2. Select 3.5-in Floppy (A). 3. Select File, then Format. 4. Fill in the appropriate information, then select Start.
	Drive is disabled.	Enable the proper drive through Device Manager.
	Disable diskette write ability is turned on.	Run Computer Setup. Select the Storage icon. Make sure Disable diskette write ability is not checked.
Diskette drive cannot read a diskette.	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 diskette.
	Drive error has occurred.	Run Computer Checkup from the Compaq Diagnostics diskette.
	Diskette is not formatted.	Format the diskette: If you are using Windows 98: 1. From the Windows desktop, select My Computer. 2. Select 3.5-in Floppy (A). 3. Select File, then Format. 4. Fill in the appropriate information, then select Start.
System cannot start up from diskette or SuperDisk LS-120 drive.	A bootable diskette is not in the drive.	Verify that a diskette with the necessary system files is in the drive.
	Diskette bootability is disabled in Computer Setup.	Enable diskette bootability in Computer Setup, Security menu.

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Contacting Compaq Support

Obtain the following information before contacting Compaq Reseller Support:

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

Shipping Preparation

To ship the computer, complete the following steps:

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

2. Turn off the computer and external devices.

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

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

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

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

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System Unit
External Cables
Miscellaneous Plastics Kit
Screw Kit
Miscellaneous Parts
Documentation and Software
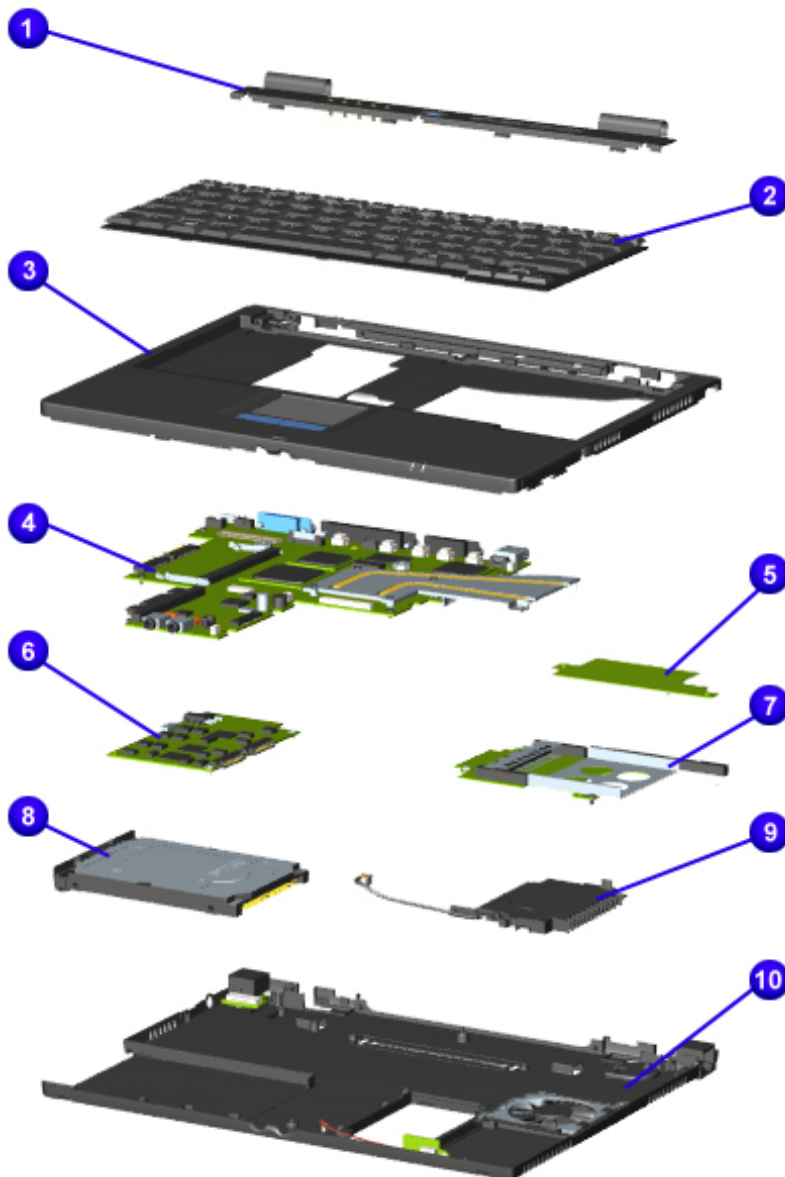
	Description	Spare Part Number
1	Switch Cover (spared with miscellaneous plastics kit)	146634-001
2	Keyboard	
3	Top Cover with Touchpad	146632-001
4	System Board with 333Mhz Celeron Processor	152606-001
5	Modem Connector	140385-001
6	Voltage Converter	136251-001
7	PC Card Assembly	140384-001
8	Hard Drive - 4.3 GB IDE	152607-001
9	Fan (spared with base enclosure)	146633-001
10	CPU Base Enclosure	146633-001

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External Cables
Miscellaneous Plastics Kit
Screw Kit
Miscellaneous Parts
Documentation and Software
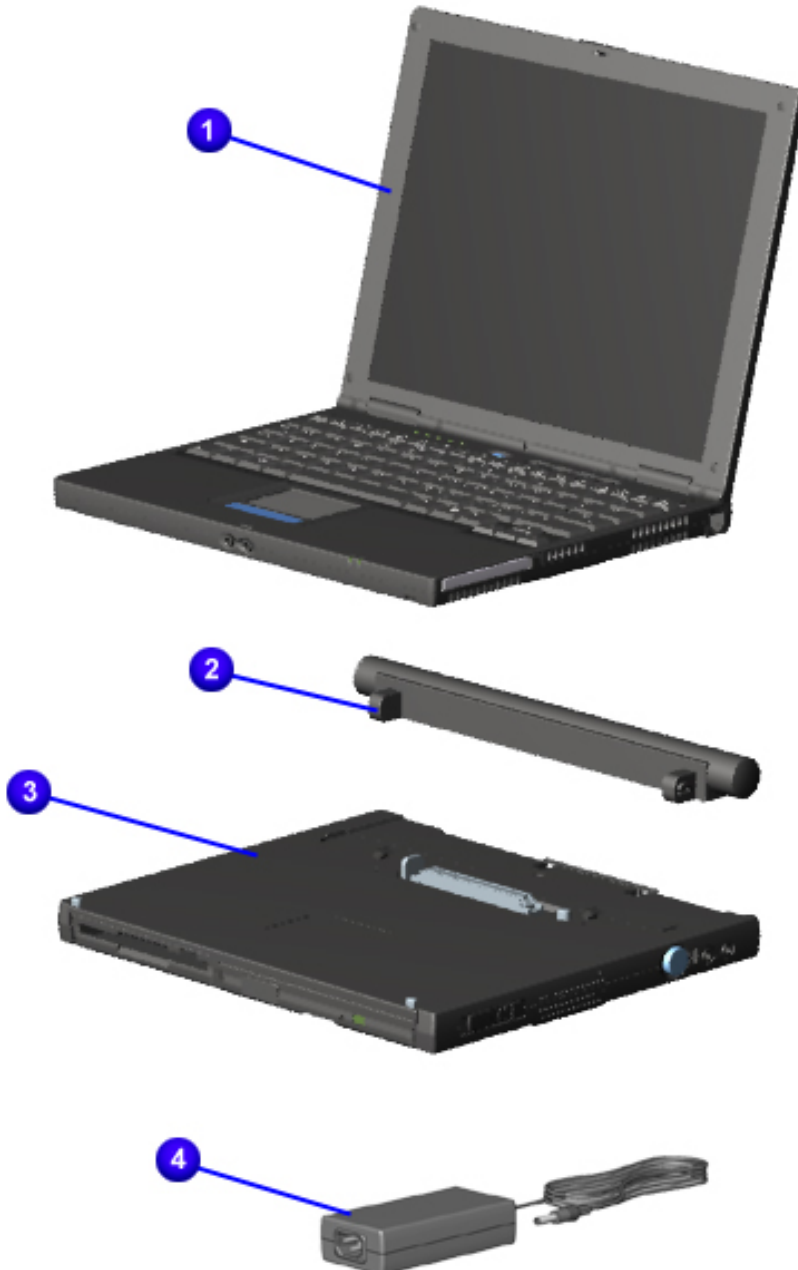
	Description	Part Number
1	Display Panel	146631-001
2	Battery Pack	146630-001
3	Multi-media Expansion Base	146635-001
4	AC Adapter	101898-001

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- **System Components**
- **System Unit**
- **External Cables**
- **Miscellaneous Plastics Kit**
- **Screw Kit**
- **Miscellaneous Parts**
- **Documentation and Software**

	Description	Part Number
1	AC Power Cord	
2	Modem Cable	307366-001
3	Diskette Drive Cable	140383-001

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System Unit
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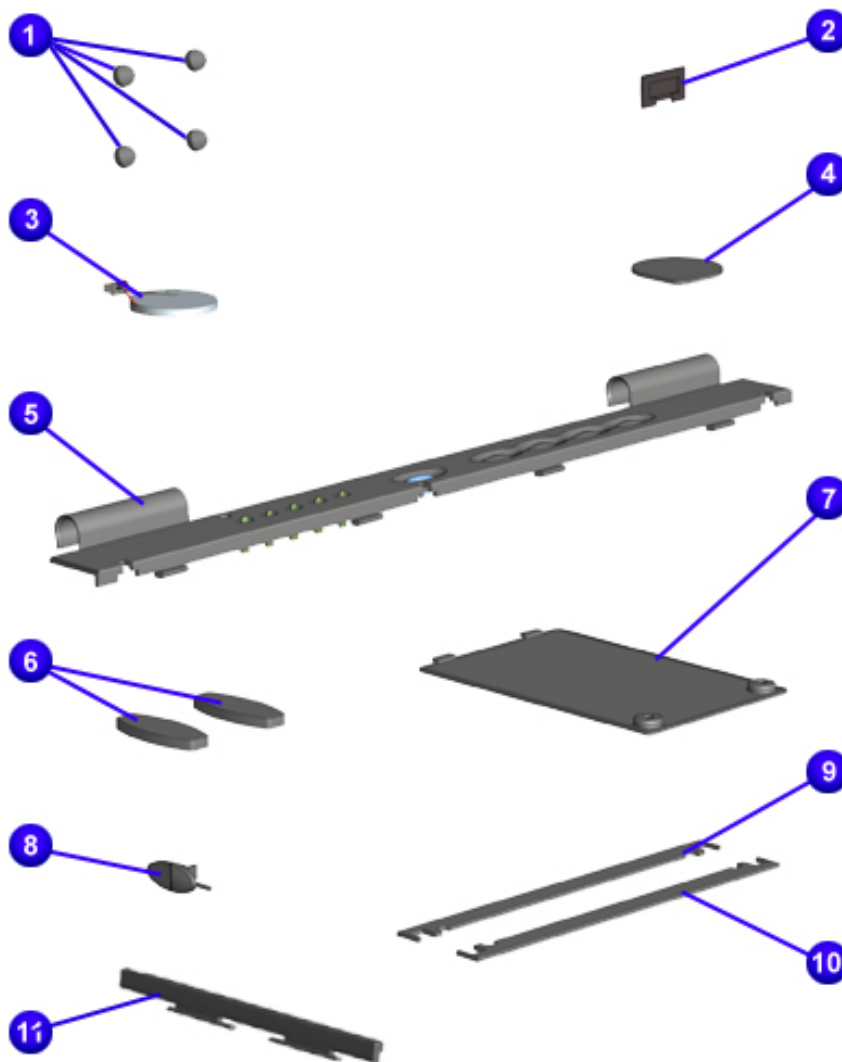
	Description	Part Number
	Miscellaneous Plastics Kit	146634-001
1	Rubber tabs	
2	USB cover	
3	RTC battery	
4	RTC battery cover	
5	Switch cover	
6	Rubber feet	
7	Modem combo card door	
8	Power button	
9	Expansion base connector door (upper)	
10	Expansion base connector door (lower)	
11	PCMCIA door	

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External Cables

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	Description	Part Number
1	Misc Screw Kit	136255-001

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| **System Unit** |
| **External Cables** |
| **Miscellaneous Plastics Kit** |
| **Screw Kit** |
| **Miscellaneous Parts** |
| **Documentation and Software** |

	Description	Part Number
1	Diskette Drive	140383-001
2	Diskette Drive 1.44MB	149372-001
3	24x CD-ROM	152957-001
4	4xDVD	152958-001
5	32MB Memory	135242-001
6	64MB Memory	135243-001
7	128MB Memory	135244-001
8	56Kpbs, V.90 PCI Modem	121896-001

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System Components

System Unit

External Cables

Miscellaneous Plastics Kit

Screw Kit

Miscellaneous Parts

Documentation and Software

Description	Part Number
Quick Restore CD	
Quick Reference Guide (single issue) Quick Reference Guide (quarterly subscription)	
QuickFind for Windows*	
Return Kit	136257-001

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

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

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Multi-media Expansion Unit
Battery Pack
Hard Drive
Modem Card
RTC Battery
Keyboard
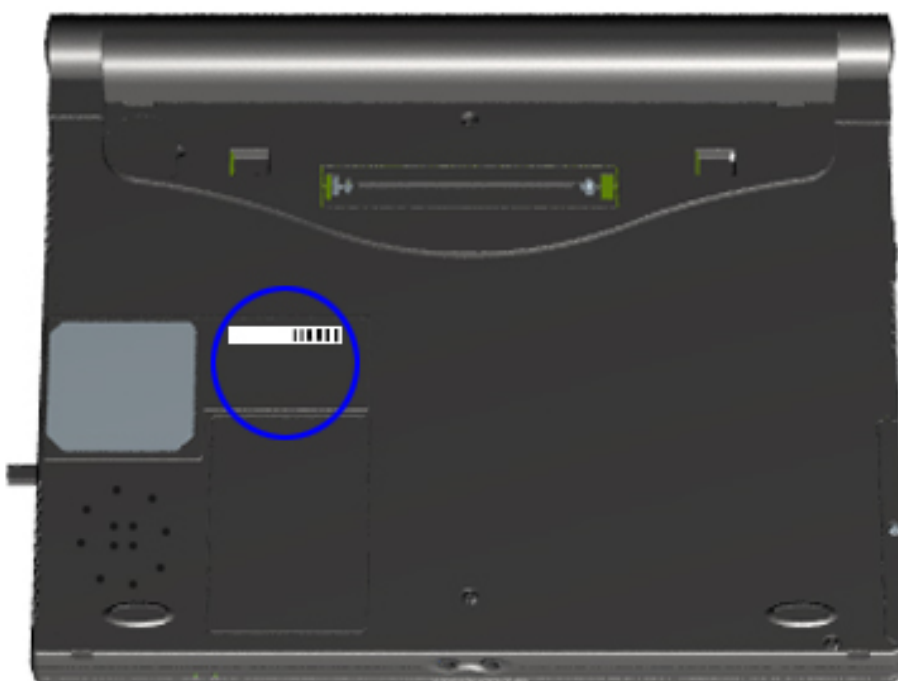
Report the serial number to Compaq when requesting information on ordering spare parts, located on the underside of the unit.

Memory Board

Switch Cover

Display Panel

Deck

Voltage Converter Board

Modem Connector Board

PC Card

PC Card Assembly

System Board

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Preparing for Disassembly

Before removing or replacing any components, the following procedures *must* be completed:

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 305 Model Portable Computers 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.

Memory Board

Switch Cover

Display Panel

Deck

Voltage Converter Board

Modem Connector Board

PC Card

PC Card Assembly

System Board

⚠

CAUTION: Failure to disconnect the AC Adapter from the computer and remove the battery pack before removing and installing internal components can damage the equipment.

NOTE: The Compaq Presario 305 Model 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 appropriate locations. During removal please keep screws with their associated sub-assembly.

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Removal and Replacement Procedures

Electrostatic Discharge

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

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

Generating Static

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

Typical Electrostatic Voltages		
	Relative Humidity	

Event	10%	40%	55%
Walking across carpet	35,000 V	15,000 V	7,500 V
Walking across vinyl floor	12,000 V	5,000 V	3,000 V
Motions of bench worker	6,000 V	800 V	400 V
Removing DIPS from plastic tubes	2,000 V	700 V	400 V
Removing DIPS from vinyl trays	11,500 V	4,000 V	2,000 V
Removing DIPS from Styrofoam	14,500 V	5,000 V	3,500 V
Removing bubble pack from PCBs	26,500 V	20,000 V	7,000 V
Packing PCBs in foam-lined box	21,000 V	11,000 V	5,000 V
NOTE: 700 volts can degrade a product.			

Static-Shielding Materials		
Material	**Use**	**Voltage Protection Level**
Antistatic Plastic	Bags	1,500 V
Carbon-loaded plastic	Floor mats	7,500 V
Metallized laminate	Floor mats	15,000 V

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Service Considerations

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

Tool and Software Requirements

To service the computer, you need the following:

- Compaq screwdriver kit
- Torx T-8 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 all screws removed during disassembly be kept with the part that was removed, then returned to their proper locations.

Fan and RJ11

The Fan and RJ11 are spared with the base assembly. They are not available

separately, and may only be obtained by ordering the entire base assembly. This Maintenance and Service Guide contains no removal and replacement procedures for these components.

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

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Cables and Connectors

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

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

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

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

Removing a cable from a ZIF Connector

Display panel cable location

Inverter cable location

Audio cable location

Touchpad cable location

Fan cable location

Light board cable location

Speaker cable location

Battery cable location

Plastic Parts

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

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Removing the Multi-media Expansion unit

Removal Sequence

Serial Number Location

Preparing for Disassembly

Electrostatic Discharge

Service Considerations

Cables and Connectors

Multi-media Expansion Unit

Battery Pack

Hard Drive

Modem Card

RTC Battery

Keyboard

Memory Board

To remove the Multi-media Expansion Unit, complete the following steps:

1. Prepare the computer for disassembly.

2. Turn off and disconnect all external devices connected to the computer.

3. On the Multi-media Expansion Unit, press the docking release

button 1 to release the expansion unit from the computer.

4. Lift the back end of the computer to disconnect it from the expansion unit 2.

5. Pull the computer away from the expansion unit 3.

To replace the Multimedia Expansion Unit, reverse the removal procedures.

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Removing the Battery Pack

Removal Sequence

Serial Number Location

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Electrostatic Discharge

Service Considerations

Cables and Connectors

Multi-media Expansion Unit

Battery Pack

Hard Drive

Modem Card

RTC Battery
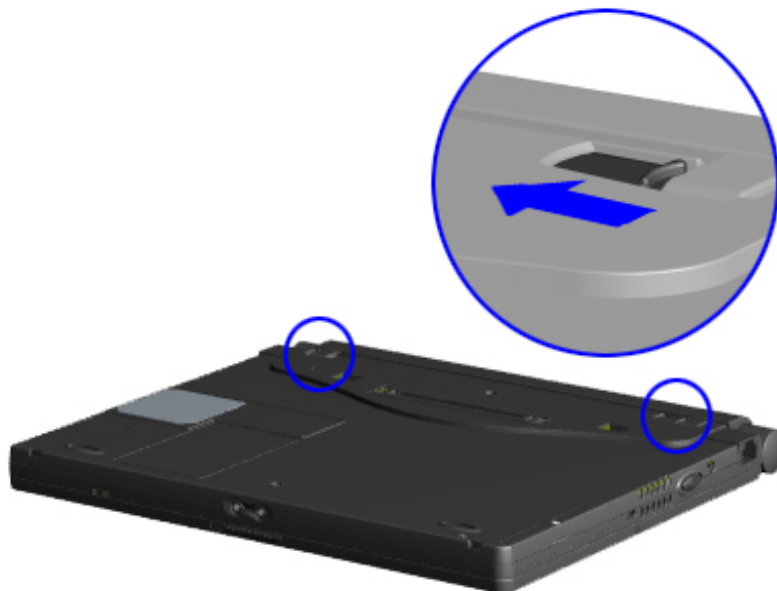
To remove the battery pack, complete the following steps:

> **WARNING:**To reduce the risk of injury or damage to the battery pack, do not crush, puncture, or incinerate the battery pack or short the metal contacts. Do not attempt to open or service the battery pack.

1. **Remove the Multi-media Expansion Unit**.

2. Turn the computer bottom side up and tilt the battery pack so it lies flat (covering all the ports on the back of the computer).

3. Slide the two battery latches toward the center of the computer.

Next Step

Keyboard

Memory Board

Switch Cover

Display Panel

Deck

Voltage Converter Board

Modem Connector Board

PC Card

PC Card Assembly

System Board

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Removing the Hard Drive

Removal Sequence

- Serial Number Location
- Preparing for Disassembly
- Electrostatic Discharge
- Service Considerations
- Cables and Connectors
- Multi-media Expansion Unit
- Battery Pack
- **Hard Drive**
- Modem Card
- RTC Battery
- Keyboard
- Memory Board
- Switch Cover
- Display Panel
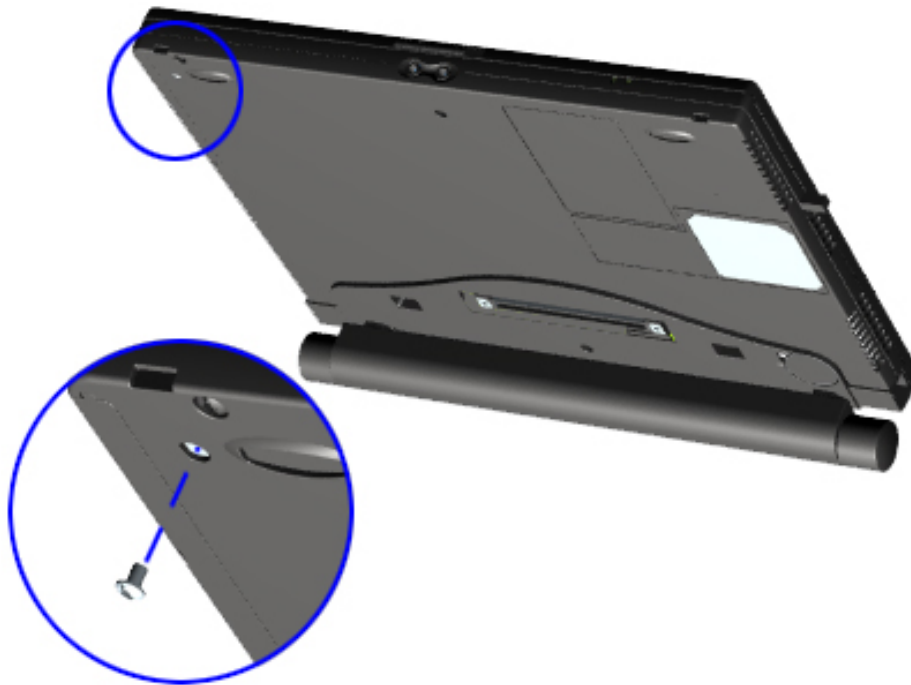
To remove the hard drive, complete the following steps:

NOTE: Before removing a hard drive, back up all information on the hard drive.

1. **Remove the Multi-media Expansion Unit**.

2. Turn the computer bottom side up and remove the hard drive screw.

Next Step

Deck

Voltage Converter Board

Modem Connector Board

PC Card

PC Card Assembly

System Board

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Removing the Modem Card

Removal Sequence

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Electrostatic Discharge

Service Considerations

Cables and Connectors

Multi-media Expansion Unit

Battery Pack

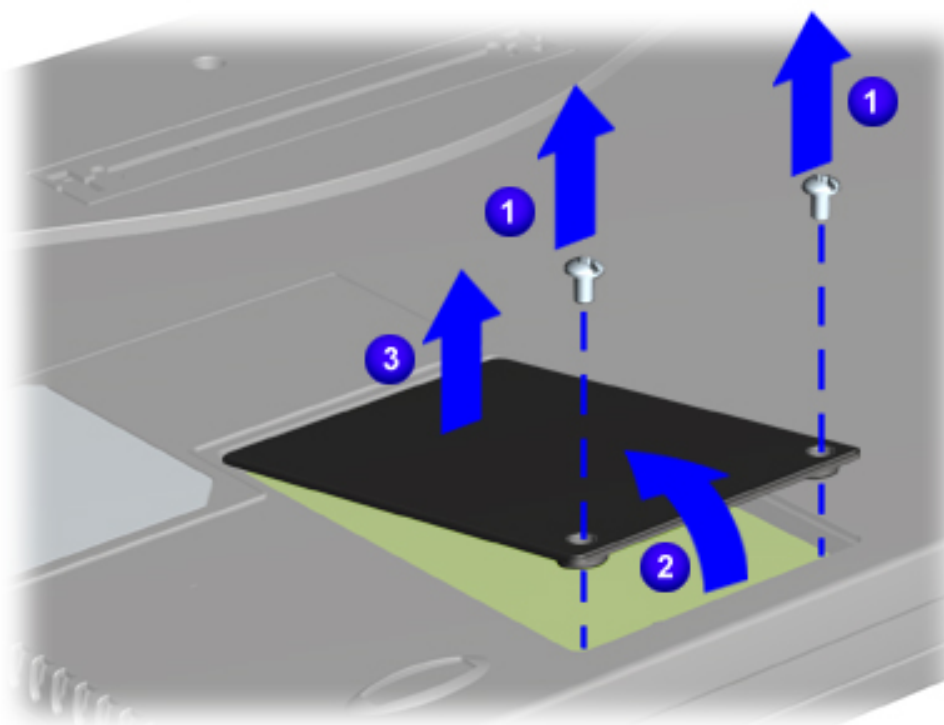**Hard Drive**

Modem Card

RTC Battery

Keyboard

Memory Board

To remove the modem card, complete the following steps:

1. **Remove the Multi-media Expansion Unit**.

2. Turn the computer upside down, front facing forward.

3. Remove two screws (t8) from the modem cover 1.

4. Lift up the front edge of the

Switch Cover

Display Panel

Deck

Voltage Converter Board

Modem Connector Board

PC Card

PC Card Assembly

System Board

modem cover 2 and turn the cover back to remove 3.

Next Step

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Removing the RTC Battery

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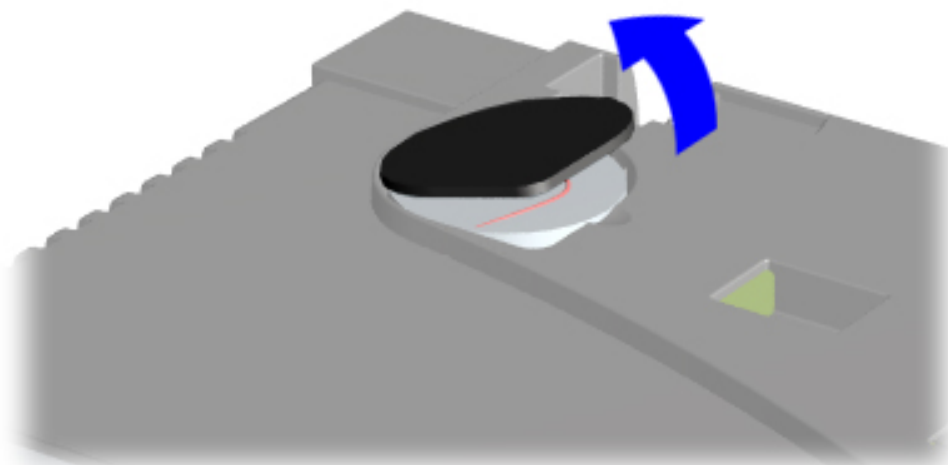
Cables and Connectors

Multi-media Expansion Unit

Battery Pack

Hard Drive

Modem Card

RTC Battery

Keyboard

To remove the RTC battery, complete the following steps:

1. **Remove the Multi-media Expansion Unit**.

2. Turn the computer upside down with the back of the computer facing forward.

3. Remove the RTC battery cover by lifting the cover at

Memory Board

Switch Cover

Display Panel

Deck

Voltage Converter Board

Modem Connector Board

PC Card

PC Card Assembly

System Board

the indention.

4. Remove the RTC battery from the base enclosure.

5. Disconnect the RTC battery cable from the system board to remove the battery.

To replace the RTC battery, reverse the removal procedures.

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Removing the Keyboard

Removal Sequence

Serial Number Location

Preparing for Disassembly

Electrostatic Discharge

Service Considerations

Cables and Connectors

Multi-media Expansion Base

Battery Pack

Hard Drive

Modem Card

RTC Battery

To remove the keyboard, complete the following steps:

1. Lift the display panel to open the computer.

2. Gently press down on each of the three tabs along the top edge of the keyboard.

Next Step

Keyboard

Memory Board

Switch Cover

Display Panel

Deck

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PC Card

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Removing the Memory Board

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Service Considerations

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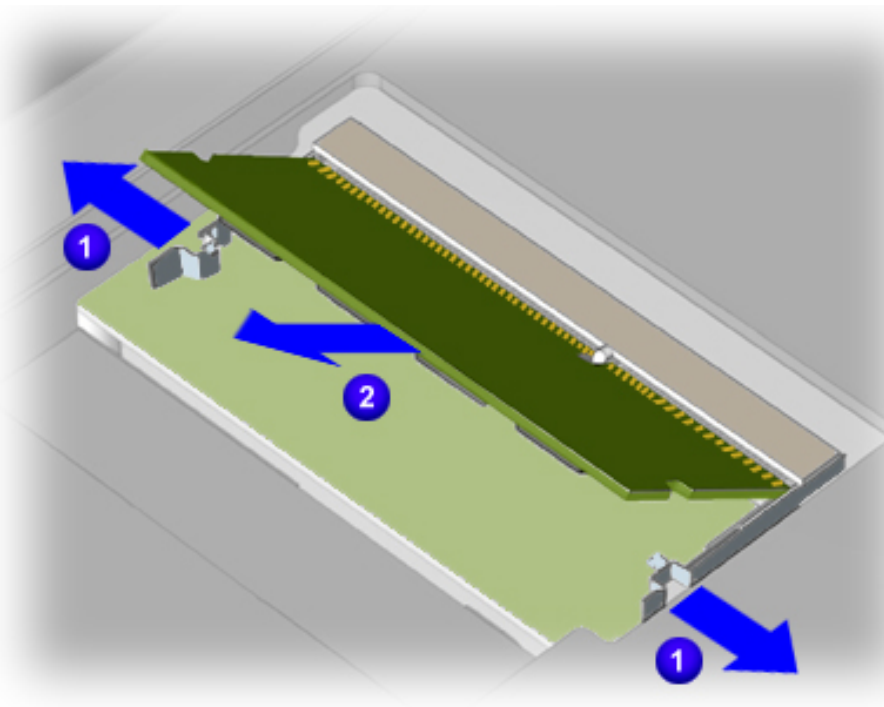
Multi-media Expansion Unit

Battery Pack

Hard Drive

Modem Card

RTC Battery

Keyboard

Memory Board

Switch Cover

Display Panel

To remove the Memory Board, complete the following steps:

WARNING: Failure to unplug the power cord and remove the battery pack before installing a memory expansion board can damage the equipment and expose you to the risk of electrical shock.

Deck

Voltage Converter Board

Modem Connector Board

PC Card

PC Card Assembly

System Board

⚠ **CAUTION:** Electrostatic discharge (ESD) can damage electronic components. Before beginning this procedure, ensure that you are properly grounded. For more information, refer to [Electrostatic discharge section](#).

NOTE: There is only one memory expansion slot in the computer. Before upgrade memory, you must remove the memory board that came with the computer.

1. To remove the memory board, pull away the plastic retention clips on each side of the memory expansion board 1. The memory

expansion board tilts upward.

2. Lift the edge of the memory expansion board and slide it gently out of the memory expansion slot at a 45-degree angle 2.

3. If applicable, turn back the memory insulator.

4. Place the removed memory expansion board in an electrostatic-safe container.

To replace the Memory Board, reverse the removal procedures.

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Battery Pack
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Modem Card
RTC Battery
Keyboard
Memory Board
Switch Cover
Display Panel

NOTE: When removing the switch cover, be careful not to lose the keyboard retention spring tabs located on the top cover.

1. **Remove the Multi-media Expansion Unit**.

2. **Remove the battery pack**.

3. **Remove the keyboard**.

4. Position the computer so the back panel faces forward.

5. Remove the

Deck

Voltage Converter Board

Modem Connector Board

PC Card

PC Card Assembly

System Board

two screws (t8) from the back panel of the computer that secure the switch cover to the base assembly.

Next Step

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Modem Card

RTC Battery
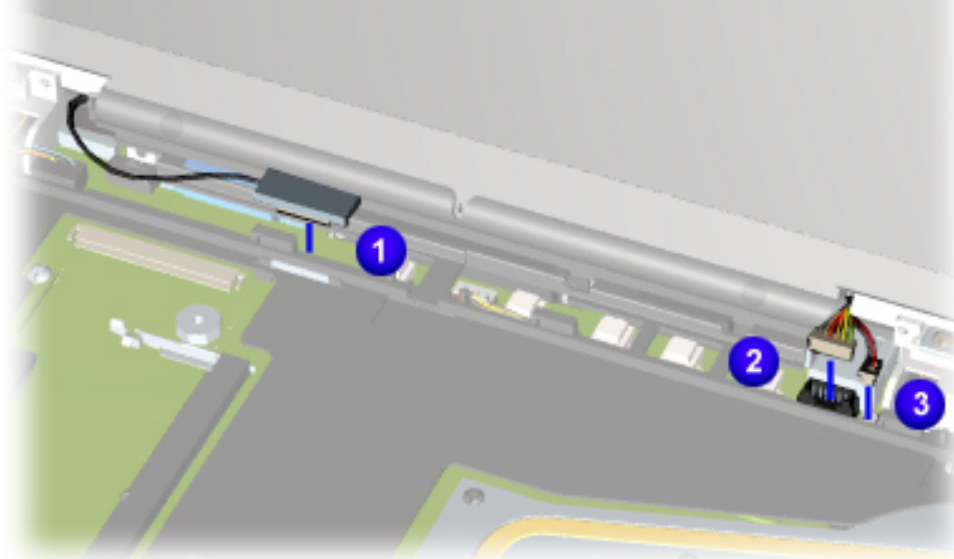
Keyboard

1. **Remove the battery pack**.

2. **Remove the keyboard**.

3. **Remove the switch cover**.

4. Disconnect the display panel cable 1, inverter cable 2, and audio cable 3.

Next Step

Memory Board

Switch Cover

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PC Card

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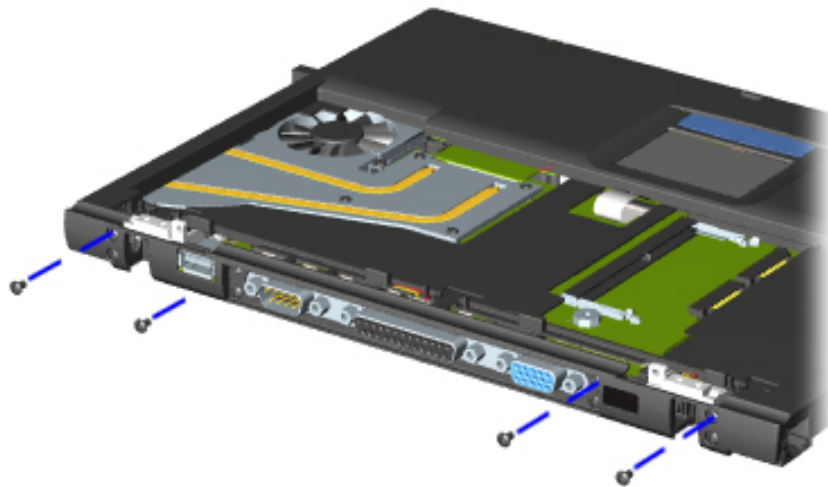
NOTE: The power switch and infrared lens are easily dislodged when the top cover is removed. Make note of their location and orientation before removing the top cover. The power switch and infrared lens are spared in the miscellaneous plastics kit.

1. **Remove the keyboard.**

2. **Remove the switch cover.**

3. **Remove the display.**

4. Remove the four screws (t8) located in the upper half of

Voltage Converter Board

Modem Connector Board

PC Card

PC Card Assembly

System Board

the back of the unit that secure the top cover to the base assembly (as shown).

Next Step

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Removing the Voltage Converter Board

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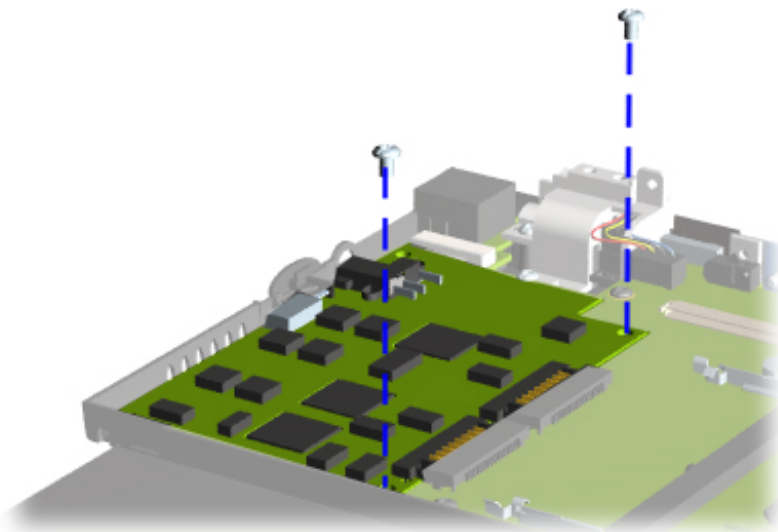
1. **Remove the keyboard**.

2. **Remove the switch cover**.

3. **Remove the display**.

4. **Remove the deck**.

5. Remove the two screws that secure the voltage converter board to the system board.

Next step

Keyboard

Memory Board

Switch Cover

Display Panel

Deck

Voltage Converter Board

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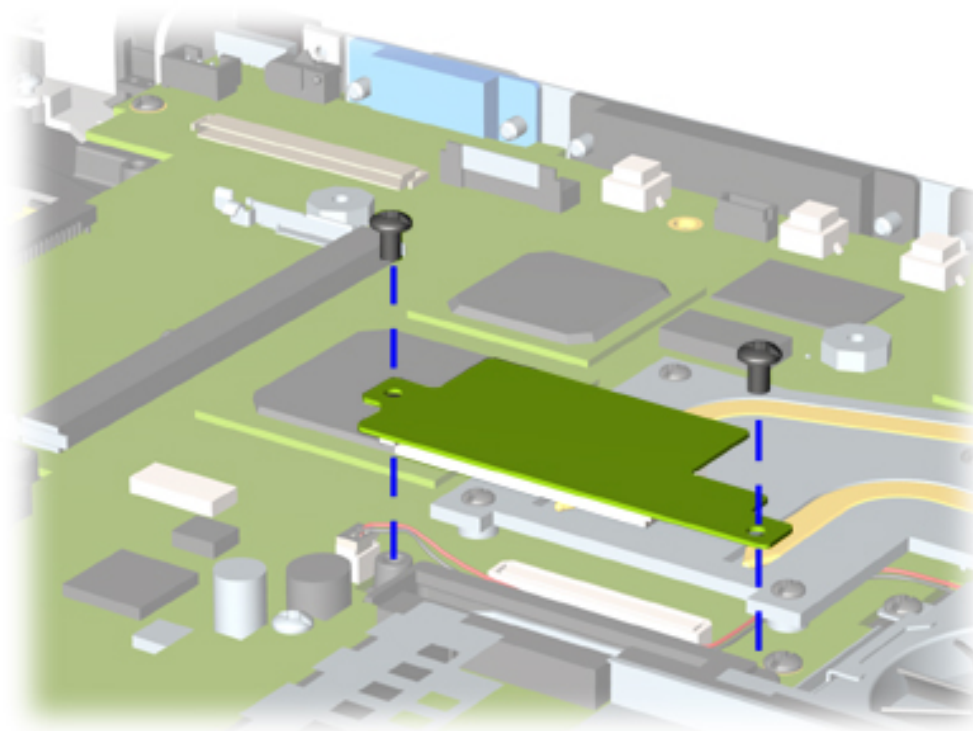
To remove the modem connector board, complete the following steps:

1. **Remove the modem card.**

2. **Remove the keyboard.**

3. **Remove the switch cover.**

4. **Remove**

Memory Board

Switch Cover

Display Panel

Deck

Voltage Converter Board

Modem Connector Board

PC Card

PC Card Assembly

System Board

the display.

5. **Remove the deck.**

6. Remove two screws from the modem connector board.

7. Lift up on the modem connector board to disconnect it from the system board.

To replace the modem board connector, reverse the removal procedures.

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Removing the PC Card

Removal Sequence
Serial Number Location
Preparing for Disassembly
Electrostatic Discharge
Service Considerations
Cables and Connectors
Multi-media Expansion Unit
Battery Pack
Hard Drive
Modem Card
RTC Battery
Keyboard
Memory Board
Switch Cover
Display Panel
Deck
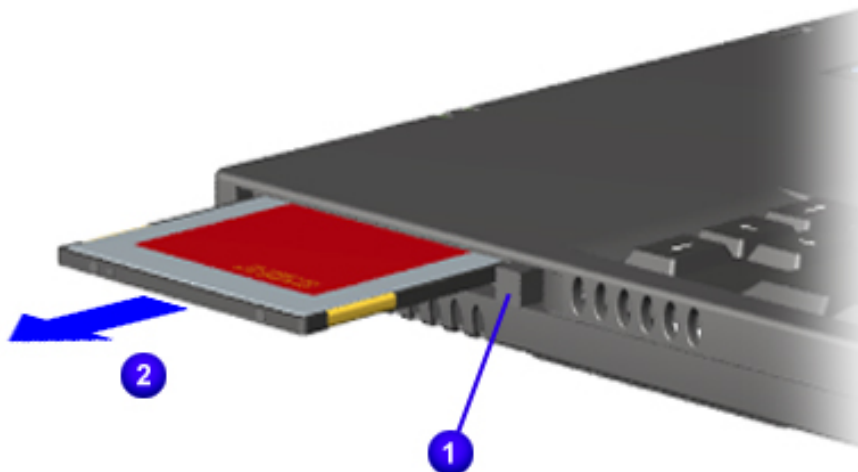
To remove the PC Card, complete the following steps:

CAUTION: If the computer is on and running Windows 95, failure to stop a PC Card before removing it may cause loss of data.

- In Windows 95 or Windows 98 - If the computer is on, stop the PC Card before you remove it. To stop a PC Card, select the PC Card icon in the taskbar, then select the PC Card you want to stop. A message displays when the PC Card can be safely removed.
- In Windows NT 4.0 with CardWare from Compaq only - If

Voltage Converter Board

Modem Connector Board

PC Card

PC Card Assembly

System Board

the computer is on, you must shut it down before removing some PC Cards. Refer to the PC Card documentation for removal requirements.

1. Push the PC Card eject button 1.

2. Gently grasp the card and pull it out 2.

To replace the PC Card, reverse the removal procedures.

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Removing the PC Card Assembly

Removal Sequence

Serial Number Location

Preparing for Disassembly

Electrostatic Discharge

Service Considerations

Cables and Connectors

Multi-media Expansion Unit

Battery Pack

Hard Drive

Modem Card

RTC Battery

Keyboard

Memory Board
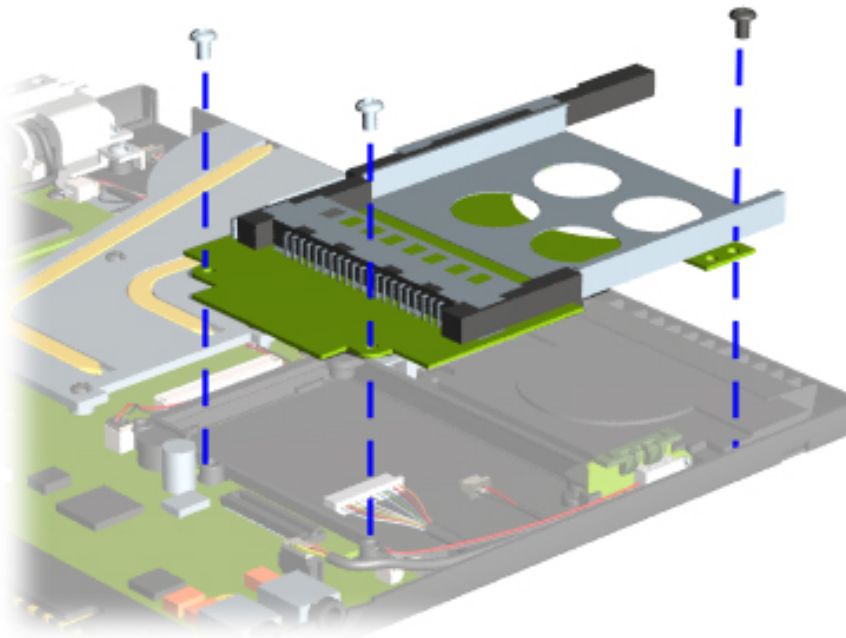
Switch Cover

1. **Remove the modem card.**

2. **Remove the keyboard**.

3. **Remove the switch cover.**

4. **Remove the display.**

5. **Remove the deck.**

6. **Remove the modem connector board.**

7. Remove the two silver (t8) screws on the left side of the PC card assembly.

8. Remove the black (t8) screw that secures the

[Display Panel](#)

[Deck](#)

[Voltage Converter Board](#)

[Modem Connector Board](#)

[PC Card](#)

PC Card Assembly

[System Board](#)

front of the PC card assembly to the base assembly.

9. Lift up on the left side of the PC card assembly to disconnect the assembly from the system board.

NOTE:	Be sure to route the audio and light board cables between the PC card assembly and the base plastic. Do not route near the heat sink.

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Removing the System Board

Removal Sequence
Serial Number Location
Preparing for Disassembly
Electrostatic Discharge
Service Considerations
Cables and Connectors
Multi-media Expansion Unit
Battery Pack
Hard Drive
Modem Card
RTC Battery
Keyboard
Memory Board
Switch Cover
Display Panel
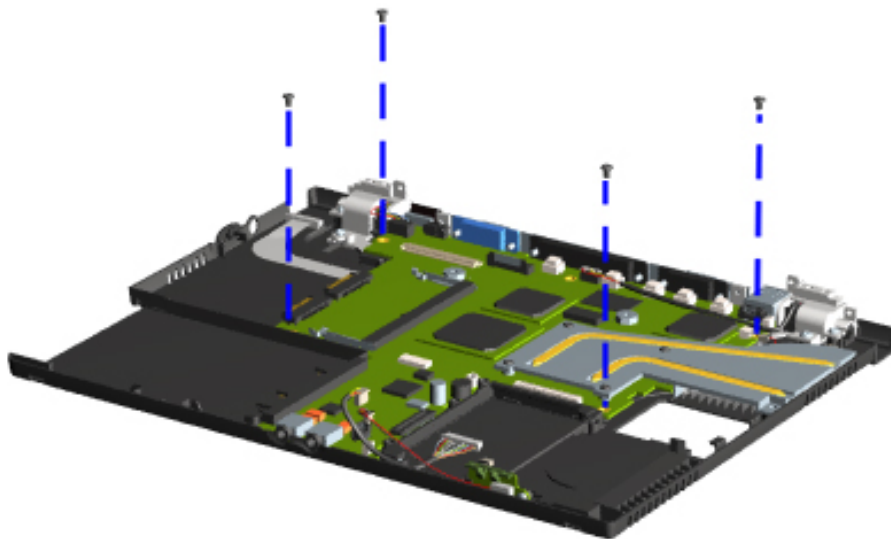
NOTE: There are different sized screws securing the system board to the base enclosure. Make note of the location of these screws. Also, when the system board is removed, components of the base enclosure tend to fall loose. Note the location and orientation of all base enclosure components.

1. **Remove the RTC battery**.

2. **Remove the keyboard**.

Deck

Voltage Converter Board

Modem Connector Board

PC Card

PC Card Assembly

System Board

3. **Remove the switch cover**.

4. **Remove the display**.

5. **Remove the deck**.

6. **Remove the modem connector board**.

7. **Remove the PC card assembly**.

8. Remove the four screws that secure the system board to the base assembly from the top.

Next Step

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Specifications (continued)

Physical and environmental	System Interrupts	System DMA
System I/O Address	System Memory Catalog	Display
Diskette drive	Hard drive	CD drive
	Battery pack	

System I/O Address	
I/O Address (Hex)	**System Function (Shipping Configuration)**
000h-00Fh	Direct memory access controller
010h-01Fh	Unused
020h-021h	Programmable interrupt Controller
022h-024Fh	Opti Chipset Configuration registers
025h-03F	Unused
02E-02F	87334 Super IO configuration for CPU
040h-043h	Counter/Timer Registers
044h-05Fh	Unused
060h-060h	Keyboard Controller
061h-061h	Port B
062h-063h	Unused
064h-064h	Keyboard Controller
065h-06Fh	Unused
070h-071h	NMI Enable/Real Time Clock
072h-07F	Unused
080h-08F	DMA Page Registers
090h-091	Unused
092h-092h	Port A
093h-09F	Unused
0A0h-0A1h	Interrupt controller no. 2

0A2h-0BFh	Unused
0C0h-0DFh	DMA Controller no. 2
0E0h-0EFh	Unused
0F0h-0F1	Coprocessor Busy Clear/Reset
0F2h-0FF	Unused
100h-16F	Unused
170h-177	Secondary Fixed Disk Controller
178h-1EF	Unused
1F0h-1F7	Primary Fixed Disk Controller
1F8h-200	Unused
201h-201	Joystick (Decoded in ESS 1688)
202h-21F	Unused
220h-22F	Entertainment Audio
230h-26D	Unused
278h-27F	Unused
280h-2AB	Unused
2A8h-2E7	Unused
2E8h-2EF	Reserved Serial Port
2F0h-2F7	Unused
2F8h-2FF	Infrared Port
320h-36F	Unused
378h-37F	Parallel Port (LPT1/Default)
380h-387	Unused
388h-38B	FM Synthesizer - OPL3
38Ch-3AF	Unused
3B0h-3BB	VGA
3BCh-3BF	Reserved (Parallel Port/No EPP Support)
3C0h-3DF	VGA
3E0h-3E1	PC Card Controller in CPU
3E8h-3EF	Internal Modem
3F0h-3F7	"A" Diskette Controller
3F8h-3FF	Serial Port (COM1/Default)
CF8h-CFB	PCI Configuration Index Register (PCIDIVO-1)
CFCh-CFF	PCI Configuration Index Register (PCIDIVO-1)

System Memory Catalog		
Size	Memory Address	System Function
640K	00000000h-0009FFFFh	Base Memory
128K	000A0000h-000BFFFFh	Video Memory
48K	000C0000h-000CBFFFh	Video BIOS

160K	000C8000h-000E7FFFh	Unused
64K	000E8000h-000FFFFFh	System BIOS
15M	00100000h-00FFFFFFh	Extended Memory
58M	00100000h-047FFFFFh	Super Extended Memory
58M	04800000h-07FFFFFFh	Unused
2M	08000000h-080FFFFFh	Video Memory (Direct Access)
4G	08200000h-FFFEFFFFh	Unused
64K	FFFF0000h-FFFFFFFFh	System BIOS

11.3-Inch Color TFT Display				
Model	**Sharp**		**Sanyo**	
	U.S.	**Metric**	**U.S.**	**Metric**
Display Dimensions Height Width Depth	.22 in 9.93 in 7.32 in	5.7 mm 252.4 mm 186.0 mm	.22 in 9.80 in 7.35 in	5.7 mm 249.0 mm 186.7 mm
Weight	0.61 lb	307 g	.76 lb	380 g
Contrast Ratio	<200		<200	
Brightness	120 to 130 nit AC only/80 on battery		120 to 130 nit AC only/80 on battery	
Total Power Consumption	2.3 W		2.3 W	
Refresh	800 x 600		800 x 600	

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Specifications (continued)

Physical and environmental	System Interrupts	System DMA
System I/O Address	System Memory Catalog	Display
Diskette drive	Hard drive	CD drive
	Battery pack	

Diskette Drive	
Diskette Size	3.5 inch
Light	On drive
Height	0.55 in (1.40 cm)
Bytes per Sector	512
Sectors per Track High Density Low Density	18 (1.44 MB)/15 (1.2MB) 9
Tracks per Side High Density Low Density	80 (1.44 MB)/80 (1.2MB) 80
Read/Write Heads	2
Access Times Track-to-Track (high/low) Average (high/low) Settling Time Latency Average	3 ms/6 ms 94 ms/174 ms 15 ms 100 ms

Energy	
Voltage	14.4 V
Amp-hour capacity	2.8 Ah
Watt-hour capacity	27 Wh
Temperature	
Operating	41 to 95°F/5 to 35 °C
Non-operating	-22 to 140°F/-30 to 60 °C

Hard Drive	
	4.3 GB
Formatted Capacity per Drive (GB)	4.3 GB^2
Logical Configuration	
Cylinders	8955
Heads	4
Sectors per track	N/A
Bytes per sector	512
Typical Seek Times, ms (including settling)	
Single track	N/A
Average	4 ms
Full stroke	13 ms (read)
Rotational speed	23 ms
	4,009 rpm
Transfer Rate	33.3 MB/s
Operating Temperature	41 to 131°F/5 to 55 °C

CD-ROM Drive	
Applicable Disc	CD-ROM (Mode 1, 2, and 3) CD-XA ready (Mode 2, Form 1 and Form 2) CD-I ready (Mode 2, Form 1 and Form 2) CD-R (ready only) CD Plus Photo CD (single/multisession) CD Extra Video CD CD-WO (fixed packets only) CD-Bridge
Center Hole Diameter	.59 in/15 mm

Disc Diameter	12 cm, 8 cm	
Disc Thickness	1.2 mm	
Track Pitch	1.6 um	
Capacity	Mode 1, 12 Mode 2, 12 cm 8 cm	550 MB 640 MB 180 MB
Laser	Beam Divergence Output Power Type Wave Length	53.5 ± 1.5 degrees 0.24 ± 0.1 mw Semiconducter Laser GaA1As 780 nm ± 25 nm
Access Time	Random Full Stroke	< 150 ms < 300 ms
Audio Output Level	Line out Headphone	0.7 V rms none
Cache Buffer	128 KB	
Data Transfer Rate (Sustained)	24x Variable Normal PIO Mode 4 (single burst) Startup time Stop time	150 KB/sec 1500 to 3600 KB/sec 16.6 MB/sec < 8.3 seconds < 4.0 seconds

Lithium Ion (Li Ion) Battery Pack		
Dimensions	**U.S.**	**Metric**
Height Length	0.9 in 10.47 in	2.3 cm 26.6 cm
Weight	0.48 lb	0.21 kg
Cells	4 Li-Ion	
Energy Voltage Amp-hour capacity Watt-hour capacity	14.4 V 2.8 Ah 27 Wh	
Environmental Requirements Operating Temperature Non-operating Temperature	41° to 95° F -22° to 140° F	5° to 35° C -30° to 60° C

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