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**User guide COMPAQ ARMADA 1700**  
**Operating instructions COMPAQ ARMADA 1700**  
**Instructions for use COMPAQ ARMADA 1700**  
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**Manual abstract:**

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*...I-1 2 Compaq Armada 1700 Family of Personal Computers Compaq Armada 1700 Family of Personal Computers 3 4 Compaq Armada 1700 Family of Personal Computers preface USING THIS GUIDE This Maintenance and Service Guide is a troubleshooting guide that can be used for reference when servicing the Compaq Armada 1700 Family of Personal Computers.*

*&RPSDT&RPSXWHU&RUSRUDWLRQUHVHUYHVWVKHULJKWWRPDNHFQDQJHVWRWKLVSURGXFW ZLWKRXXQRWLFH \$GGLWLRQDOLQIRUPDWLRQLVDYDLODEOHRQWKH&RPSDT\$UPDGD)DPLORI3HUVRQDO &RPSXWHUV,OOXVWUDWHG3DUWV0DS Symbols 7KHIROORZLQJZRUGVDQG\PEROVDPUNVSHFLDOPHVVDJHVWKURXJKRXWWKLVJXLGH ! 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 in the caution could result in damage to equipment or loss of information. IMPORTANT:*

*7H[WVHWRIILQWKLVPDQQHUSUHVHQWVVFODULNLQJLQIRUPDWLRQRUVSHFLILF LQVWUXFWLRQV NOTE: 7H[WVHWRIILQWKLVPDQQHUSUHVHQWVFRPPHQWDUNVLGHOLJKWVRULQWHUHVWLQJSRLQWVRI LQIRUPDWLRQ Using This Guide vii Technician Notes ! WARNING:Only authorized technicians trained by Compaq should attempt to repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly/module level repair. Because of the complexity of the individual boards and subassemblies, no one should attempt to make repairs at the component level or to make modifications to any printed wiring board. Improper repairs can create a safety hazard.*

Any indication of component replacement or printed wiring board modifications may void any warranty or exchange allowances. **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 your system, you must provide at least 3 inches (7.62 cm) of clearance on the left and right sides of the computer. ! Serial Number

:KHQUHTXHVWLQJLQIRUPDWLRQRURUGHULQJVSDUHSUWVSURYLGHWKHFRRPSXWHUVHULDO  
QXPEHU7KXVHULDOQXPEHULVRQWKHEDFNRIWKHFRPSXWHU Laser Safety

\$OO&RPSDTVVVWHPVHTXLSSHGZLWK&'520GULYHVFRPSOZLWKDSSURSULDWHVVDIHW

VWDQGDUGVLQFOXGLQJ,(&:LWKVSHFLILFUHJDUGWRWKHODVHUVKHHHTXLSPHQWFRPSOLHV

ZLWKODVHUSURGXFWSHUIRUPDQFHVVDQGDUGVHVHWEJRYHUQPHQWDJHQFLHVDVD&ODVVODVHU

SURGXFW,WGRHVQRWHPLWKDJUGRXVOLJKWWKHEHDPVWRWDOOHQFORVHGGXULQJDOOPRGHVRI

FXVWRPHURSHUDWLRQDQGDQGHQDQFH CDRH Regulations 7KH&HQWHUIRU'HYLFHVDQGDGLRORJLFDQ+HDOWK&'5+

RIWKH86)RRGDQG'UXJ \$GPLQLVWUDWLRQLPSOHPHQWGHUJXODWLRQVIRUODVHUSURGXFWVRQ\$XJXVW7KXVH

UHJXODWLRQVDSOAWRODVHUSURGXFWVDPDQXIDFWXUHGIURP\$XJXVW&RPSOLDQFHVLV

PDQGDWRUNRUSURGXFWVDPDUNHWHGLQWKH8QLWHG6WDWHV wireless communication with other IrDA-compliant devices at 1 data rates up to 4 mb/sec (available on selected models) Two standard device slots that will accommodate two Type II or one Type III PC Card, PCMCIA card or CardBus card. The Compaq telephony modem is supported in the top slot and Zoomed-Video in the bottom slot 176-pin expansion connector provides the interface to the convenience base options Rear-panel ports provide connections for parallel, serial, external monitor, and keyboard/mouse Universal Serial Bus (USB)

1.1.2 Models Compaq Armada 1700 computers are configurable, and may contain any or all of the features listed. All models have 32-MB of standard memory, and may be upgraded to 160-MB.

1.1.3 Software Fulfillment Replacement software may be ordered directly from Compaq Computer Corporation. Both the model and the serial number of the computer are needed to identify the specific software available. 1-2 Product Description 1.

2 Computer Options The computer supports the following options: s s s s s s s s s s Convenience Base II pass through model with monitor stand

Convenience Base II with Ethernet with monitor stand Compatible with Convenience Base models from the Armada 1500 Family of Personal Computers

Memory expansion boards Li-ion battery pack Automobile/Aircraft Adapter External Battery Charger PCMCIA modem Hard drive upgrade Hard drive

adapter for MultiBay with carrying case Internal modem CD-ROM drive for Optical Disc Bay DVD drive for optical Disc Bay 120-MB LS-120 diskette drive

for MultiBay 100-MB Zip drive for MultiBay 1.2.1 Convenience Base II Armada 1700 models support the following convenience base models: Convenience

Base II pass through s Convenience Base II with Ethernet s 1.2.2 System Memory Options The computer supports optional 16-, 32-, 64-, and 128-MB memory boards.

The memory boards are 66-MHz SDRAM without parity. System memory can be expanded to 160-MB, depending on the model. 1 Windows 95 supports up to

115-kb/sec. Driver for 4 mb/sec available from www.microsoft.com. Product Description 1-3 1.2.3 External Battery Charger The external battery charger has

the following features: Two battery charge slots s Accepts Li-ion modular batteries s Charges one battery in 1.5 hours s Charges two batteries in 3 hours s

Note: The battery calibration process should be used to discharge the batte Adjusts computer to an angle Secures MultiBay Devices Covers hard drive

compartment Secures hard drive cover (not shown) 1-10 Product Description 1.

3.7 Status Panel Lights The status panel lights are shown in Figure 1-8 and described in Table 1-7.



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Figure 1-8. Status Panel Lights Table 1-7 Armada 1700 Computer Components Status Panel Item 1 2 3 4 5 Component Hard drive activity light MultiBay activity light Number lock indicator Caps lock indicator Scroll lock indicator Function Indicates hard drive or CD-ROM access Indicates MultiBay device activity Indicates that numbers lock is on Indicates that caps lock is on Indicates that scroll lock is on Product Description 1-11 1.4 Design Overview This section presents a design overview of the computer. The overview is limited to field replaceable parts. All replacement parts are listed in Chapter 3. 1.4.1

System Unit The computer is a traditional clamshell design with a display assembly attached to a system unit.

The computer opens to reveal a backlit LCD display and a full-function keyboard. The display is designed for a continuously adjustable tilt angle. 1.4.2 Internal Boards The system electronics are integrated on four printed circuit assemblies: the audio/led board, system board, modem board, and the DC-DC converter board.

The audio/led board provides support for the audio functions. s The system board integrates the processor, on-board memory, level 2 cache, local bus video adapter, and PCMCIA/CardBus adapter. s The optional modem board supports data or fax functions. s The DC-DC converter board creates the system voltages (3.3v and 5v) from the battery or AC/DC input.

s Processor An Intel Mobile Pentium II processor is located on the system board for the 233 MHz and 266 MHz models. Memory Base memory is 32-MB with 16-, 32-, 64-, or 128-MB of optional expansion memory. Base memory is onboard memory built into the system board. Expansion memory consists of one memory expansion board available as a user installable option. Cache Level 2 cache is integrated in the CPU module. It is not user upgradable.

PCMCIA/CardBus and Video Adapter Controller The PCMCIA/CardBus adapter is based on the Texas Instrument PCI1220 PC to CardBus controller unit. The local bus video adapter is the Chips and Technologies 65555 controller. The serial-parallel port board expands the serial and parallel signals from the system board to the serial and parallel expansion connectors. s The audio/led board supports the microphone and headphone jacks, the volume control switches, and the amplifier and equalization circuitry.

s 1-12 Product Description 1.4.3 Video system The standard video subsystem consists of: s s s s s An internal LCD Display 12.1 inch SVGA CTFT display 13.3 inch XGA CTFT display 2 Megabyte frame buffer An inverter to supply AC power to the LCD back-light system A standard external VGA connector for use with CRTs and other VGA compatible displays 40 KByte Video ROM Product Description 1-13 1-14 Product Description chapter 2

TROUBLESHOOTING Follow these basic steps when beginning the troubleshooting process: 1. 2. 3. 4. 5. Complete the preliminary steps listed in Section 2. 1. Run the Power-On Self-Test (POST) as described in Section 2.3. Run Computer Setup as described in Section 2.5.

Run the Computer Checkup (TEST) as described in Section 2.6. If you are unable to run POST or Computer Checkup or if the problem persists after running POST and Computer Checkup, perform the recommended actions described in the diagnostic tables in Section 2.5. Complete the recommended actions in the order in which they are given.

Repeat POST and Computer Checkup after each recommended action until the problem is resolved and the error message does not return. When the problem is resolved, stop performing the troubleshooting steps and do not complete the remaining recommended actions. Refer to Chapter 5 for removal and replacement procedures that are recommended. If the problem is intermittent, check the computer several times to verify that the problem is solved. Follow these guidelines when troubleshooting: s s s s The following table describes the troubleshooting actions: If You Want To: Check for POST error messages Check that computer components are recognized and running properly View information about the computer and installed or connected devices Perform any of the following: s Check the system configuration s Set the system power management parameters s Return the system to its original configuration s Check system configuration of installed devices Then Run: POST Computer Checkup (TEST) under Compaq Utilities View System Information (INSPECT) under Compaq Utilities Computer Setup Troubleshooting 2-1 2.1 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 and Computer Checkup, complete the following steps: 1. Obtain established passwords. If you must clear the passwords, go to Section 2.

2. 2. Ensure that 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 AC power source. 4. Turn on the computer. 5. If a power-on password has been established, type the password and press Enter.

6. Run Computer Setup (Section 2.5). If a Setup password has been established, type the password and press Enter. 7. Turn off the computer and all external devices.

8. Disconnect 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. NOTE: If a problem only occurs when an external device is connected to the computer, the problem could be with the external device or its cable. Isolate the problem by running POST with and without the external device connected.

9. Use Compaq Utilities and loopback plugs in the serial and parallel connectors if you plan to test these ports. Follow these steps to run Compaq Utilities: a. If you are running Compaq Utilities from the hard drive, turn on or restart the computer. Press F10 when the cursor appears in the upper right corner of the screen. If you do not press F10 in time, restart the computer and try again. If you are running Compaq Utilities from diskette, insert the Compaq Utilities diskette in drive A. Turn on or restart the computer. b. Press Enter to accept OK.

c. Select Computer Checkup (TEST). d. Select Prompted Diagnostics. e. After "Identifying System Hardware" completes, select Interactive Testing and follow the instructions on the screen. 2-2 Troubleshooting 2.2 Clearing Passwords The power-on password prevents use of the computer until the password is entered. The setup password prevents unauthorized changes to Computer Setup. To clear the passwords, you must remove all power from the system board. If you do not know the passwords, use the following procedure to clear the password: 1. 2. 3. 4. 5.

6. Remove all battery packs from the battery bay and MultiBay, if applicable. Disconnect the AC power. Remove the real-time clock battery. Wait five minutes.

Reconnect the AC power. Restart the computer. During Power-On Self Test (POST), a "162 System Options not set" message appears.



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7. Shut down the computer, then disconnect AC power again. 8. Replace the real-time clock battery. 9. Install the battery pack(s). 10.

Proceed with the troubleshooting procedures. 2.3 Power-On Self-Test (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 (Section 2.1). 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.

The computer boots from the hard drive or from a bootable diskette if one is installed in the diskette drive. 2.4 POST Error Messages 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 in Section 2.6. If POST detects an error, one of the following events occurs: A message with the prefix "WARNING" appears informing you where the error occurred.

The system pauses until you press F1 to continue. s A message with the prefix "FATAL" appears informing you where the error occurred. After the message, the system emits a series of beeps and stops. s The system emits a series of beeps and stops. s Troubleshooting 2-3 Warning messages indicate that a potential problem, such as a system configuration error, exists.

When F1 is pressed, the system should resume. You should be able to correct problems that produce WARNING messages. IMPORTANT: When a WARNING message includes the prompt to "RUN SCU," press F10 to run Computer Setup. (Computer Setup replaces the SCU utility.) 2-4 Troubleshooting If you receive one of the error messages listed below, follow the recommended action. Table 2-1 Warning Messages Message CMOS checksum invalid, run SCU CMOS failure, run SCU Diskette controller error Description CMOS RAM information has been corrupted. CMOS RAM has lost power. Recommended Action Diskette track 0 failed Hard disk controller error Keyboard controller failure Keyboard failure No interrupts from Timer 0 ROM at xxxx (LENGTH yyyy) with nonzero checksum (zz) Time/Date corrupt - run SCU Hard disk xx failure (or error) Unsupported memory module Run Computer Setup to reinitialize CMOS-RAM. Run Computer Setup to reinitialize CMOS-RAM. The diskette drive controller If there is no diskette drive in the failed to respond to the system, run Computer Setup to recalibrate command.

properly configure the CMOS-RAM to show no diskette drive present. If the problem persists, or if a diskette drive is present, complete these steps until the problems is solved: 1. Check diskette drive connections. 2. Replace diskette drive. 3. Replace system board. The diskette drive cannot read Try another diskette. If the problem track 0 of the diskette in the persists, you may need to replace the drive. diskette drive.

The hard drive controller failed Check the drive parameters. Turn off to respond to the reset the system and check all related command. connections. The keyboard failed the selfReplace the system board. test command.

The keyboard failed to respond Replace the keyboard. If the problem to the RESET ID command. persists, replace the system board. The periodic timer interrupt is Replace the system board. not occurring.

An illegal adapter ROM was Check the external adapter (such as a located at the specified video card) to determine if it is address. causing the conflict. The time and date stored in the 1. Run Computer Setup. real time clock have been 2. If problem persists, replace corrupted, possibly by a power auxiliary battery. loss. 3. If problems persists, replace system board. A failure or an error occurred 1.

Run Scan disk. when trying to access the hard 2. Check disk in DOS and drive. Windows 95. If problem persists, refer to Table 2-10. An EDO memory module was Remove the EDO memory module installed in the memory and replace with SDRAM memory expansion slot. module. Troubleshooting 2-5 Fatal errors emit a beep and may display a FATAL message. Fatal errors indicate severe problems, such as a hardware failure. Fatal errors do not allow the system to resume.

Some of the Fatal error beep codes are listed at the end of this section. Table 2-2 Fatal Error Messages Message CMOS RAM test failed DMA controller faulty Faulty DMA page registers Faulty refresh circuits Interrupt controller failed ROM checksum incorrect RAM error at location xxxx Description A walking bit test of CMOS RAM location 0E (Hex) - 3F (Hex) failed. A sequential read/write of the transfer count and transfer address registers within the primary and secondary DMA controllers failed. A walking bit read/write of the 16 DMA controller page registers starting at location 80 Hex failed. A continuous read/write test of port 61h found that bit 4 (Refresh Detect) failed to toggle within an allotted amount of time.

A sequential read/write of various Interrupt Controller registers failed. A checksum of the ROM BIOS does not match the byte value at F000:FFFF. RAM error occurred during memory test. Beep Code 3 4 0 1 5 2 None Table 2-3 Fatal Error Beep Codes Beep Code Beep Sequence 0 1 2 3 4 5 6 7 8 S-S-S-P-S-S-L-P S-S-S-P-S-L-S-P S-S-S-P-S-L-L-P S-S-S-P-L-S-S-P S-S-S-P-L-S-L-P S-S-S-P-L-L-S-P S-S-S-P-L-L-L-P S-S-L-P-S-S-S-P S-S-L-P-S-S-L-P Description The DMA page registers are faulty. The refresh circuitry is faulty.

The ROM checksum is incorrect. The CMOS RAM test failed. The DMA controller is faulty. The interrupt controller failed. The keyboard controller failed. Graphics adapter is faulty. Internal RAM is faulty. Recommended Action Replace system board. Replace memory board or system board if memory on system board is faulty. S = Short, L = Long, P = Pause 2-6 Troubleshooting 2.

5 Compaq Utilities Compaq Utilities contain several functions that Determine if various computer devices are recognized by the system and are operating properly. s Provide information about the system once it is configured. s Compaq Utilities include the following programs: Computer Setup s Computer Checkup (TEST) s View System Information (INSPECT) s To access Compaq Utilities: 1. Turn on or restart the computer by clicking Start Shut Down Restart the computer. 2. Press F10 when the blinking cursor appears in the upper-right corner of the display. 3. Select a menu option. Computer Setup Computer Setup contains utilities that give you an overall picture of the computer hardware configuration and aid in troubleshooting. These utilities also allow you to set custom features such as security options, power conservation levels, and startup preferences.

If you are running Windows 95, the computer automatically recognizes and configures the system for new devices. If you have a configuration problem or want to view or reset configuration settings, you can use Computer Setup. NOTE: If you are running Windows 95, you should use Computer Setup only to adjust system features such as the power-on password or battery conservation level.



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Windows 95 may override other configuration changes. If you are running Windows NT, the computer does not automatically recognize new devices added to the system.

All devices ordered with your system have been configured for you. Use Computer Setup to view settings for a new device you have added or to reset configuration settings for preinstalled devices. Computer Setup provides two methods of viewing the computer configuration: by type (factory setting) or connection. Troubleshooting 2-7 Categories by type: s s s s s s s System Features--security, power, boot management Communication--port, modem, and other communication devices Storage--storage-related devices such as hard drive, CD-ROM drive, diskette drive Input Devices--keyboard, mouse, and other input devices Network--network adapter or other network-related devices Audio--sound properties and audio device settings Video--display timeouts and video device resources Other--miscellaneous devices System Features--security, power, boot management System Devices--keyboard, mouse, parallel and serial ports ISA--ISA bus and connected devices PCI--PCI bus and connected devices PC Card--PC Card devices Categories by connection: s s s s s Running Computer Setup 1. Turn on or restart the computer by clicking Start Shut Down Restart the computer.

2. Press F10 when the blinking cursor appears in the upper-right corner of the screen. NOTE: If you a setup password is enabled, it must be used to access Computer Setup. 3. Click a language and press Enter. 4. Click Computer Setup and press Enter. 5. When you are finished, click Exit. 2-8 Troubleshooting Exiting Computer Setup 1.

Click Exit. 2. Select one of the following Exit options: s Save--Saves the new settings and exits Computer Setup. NOTE: Some settings may not take effect until the computer is restarted. s Ignore--Exits Computer Setup and restores previous settings. s Cancel--Returns to Computer Setup. Computer Checkup (TEST) Computer Checkup (TEST) determines whether the various computer components and devices are recognized by the computer and are functioning properly. You can display, print, or save the information that Computer Checkup generates. NOTE: Compaq Utilities are intended for testing only Compaq-supplied components. Testing of non-Compaq components may be inconclusive.

Running Computer Checkup (TEST) 1. Plug the computer into an external power source. A low battery condition can interrupt the program. 2. Connect a printer if you want to print a log of error messages.

3. Turn on the external devices that you want to test. 4. Turn on or restart the computer. 5.

Access Compaq Utilities by pressing F10 when the blinking cursor appears in the upper-right corner of the display. 6. Click Computer Checkup View the Device List. s If the list of installed devices is correct, click OK. s If the list is incorrect, ensure that any new devices are installed properly. 7. Select one of the following from the Test Option menu: s Quick Check Diagnostics s s Automatic Diagnostics Prompted Diagnostics 8. Follow the instructions on the screen as the devices are tested. 9. Click Exit Diagnostics Exit from this utility.

Troubleshooting 2-9 Computer Checkup (TEST) Error Codes Computer Checkup (TEST) error codes occur if the system recognizes a problem while running Computer Checkup. These error codes help identify possible defective assemblies. Tables 2-4 through 2-14 list Computer Checkup error codes, a description of the error condition, and the recommended action for resolving the condition. For removal and replacement procedures, refer to Chapter 5. IMPORTANT:

Run Computer Checkup each time you complete a recommended action step. If the problem is resolved when POST and Computer Checkup are rerun (i.e., with no error codes), do not perform the remaining recommended action steps. NOTE: The error codes in the following tables are listed in an "AYE-XX" format, where: A or AA YY XX = Number that represents the faulty assembly = Test or action that failed = Specific problem Table 2-4 Processor Test Error Codes Error Code Description 101-xx 103-xx 104-xx 105-xx 106-xx 107-xx 108-xx 109-xx 110-xx 113-xx CPU test failed. DMA page registers test failed.

Interrupt controller master test failed. Port 61 error. Keyboard controller self-test failed. CMOS RAM test failed. CMOS interrupt test failed. CMOS clock test failed. Programmable timer load data test failed. Protected mode test failed. Recommended Action Replace the processor board and retest. Replace the system board and retest.

2-10 Troubleshooting Table 2-5 Memory Test Error Codes Error Code Description 200-xx 202-xx 203-xx 204-xx 211-xx 214-xx 215-xx Memory machine ID test failed. Memory system CMOS checksum failed. Write/Read test failed. Address test failed. Random pattern test failed. Noise test failed. Random address test failed. Recommended Action The following steps apply to error codes 200-xx and 202-xx: 1. Flush the system CMOS and retest. See note.

2. Replace the system board and retest. The following applies to error codes 203-xx through 215-xx: Remove and replace the SODIMM memory board or system board (if the memory on the system board is faulty) and retest. Table 2-6 Keyboard Test Error Codes Error Code Description 300-xx 301-xx 302-xx 304-xx Failed ID Test. Failed Self test/Interface Test. Failed Individual Key Test. Failed Keyboard Repeat Test. Recommended Action 1. Reseat the keyboard assembly. 2.

Replace the keyboard and retest. 3. Replace the system board and retest. Table 2-7 Parallel Printer Test Error Codes Error Code Description 401-xx 402-xx 403-xx Printer failed or not connected. Failed Port Test.

Printer pattern test failed. Recommended Action 1. Connect the printer. 2. Check power to the printer.

3. Install the loopback connector and retest. 4. Check port and IRQ configuration. 5. Replace the system board and retest. Note: Fn + F11 clears the ESCD configuration information. If the Fn + F11 sequence is pressed very early after powering the machine on (after you see the keyboard LEDs blink, but before the video is initialized), CMOS memory will be invalidated. The ESCD is cleared, the machine is reset and boots with the "I62 - System Options Not Set" message. This is a way to clear out configuration information, such as Windows 95's knowledge about a docking station.

It may help clear up problems if the configuration information had been corrupted. Timing of this keystroke sequence is critical, as there is a very narrow window during which the keys will be recognized. These keys are not documented to users. Troubleshooting 2-11 Table 2-8 Diskette Drive Error Codes Error Code 600-xx 601-xx 602-xx 603-xx 604-xx 605-xx 606-xx 609-xx 610-xx 697-xx 698-xx 699-xx Description Diskette ID drive types test failed. Diskette format failed. Diskette read test failed. Diskette write, read, compare test failed. Diskette random read test failed. Diskette ID media test failed. Diskette speed test failed.

Diskette reset controller test failed.



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Diskette change line test failed. Diskette type error. Diskette drive speed not within limits. Diskette drive/media ID error.

Recommended Action The following steps apply to error codes 600-xx through 698-xx: 1. Replace the diskette. 2. Replace the diskette drive and retest. 3. Replace the system board and retest. 1. Replace media. 2. Run Compaq Utilities. Table 2-9 Serial Test Error Codes Error Code 1101-xx Description Serial port test failed. Recommended Action 1. Check port configuration. 2. Replace the system board and retest.

Table 2-10 Hard Drive Test Error Codes Error Code 1701-xx 1702-xx 1703-xx 1704-xx 1705-xx 1706-xx 1707-xx 1708-xx 1709-xx 1710-xx 1715-xx 1716-xx 1717-xx 1719-xx 1724-xx 1736-xx Description Hard drive format test failed. Hard drive read test failed. Hard drive write/read/compare test failed. Hard drive random seek test failed. Hard drive controller test failed. Hard drive ready test failed. Hard drive recalibration test failed. Hard drive format bad track test failed. Hard drive reset controller test failed. Hard drive park head test failed.

Hard drive head select test failed. Hard drive conditional format test failed. Hard drive ECC\* test failed. Hard drive power mode test failed. Network preparation test failed.

Drive monitoring test failed. Recommended Action 1. Run Compaq 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. \*ECC = Error Correction Code 2-12 Troubleshooting Table 2-11 Video Test Error Codes Error Code Description 501-xx 502-xx 503-xx 504-xx 505-xx 506-xx 507-xx 511-xx 512-xx 514-xx 516-xx 2402-xx 2403-xx 2404-xx 2405-xx 2406-xx 2411-xx 2412-xx 2414-xx 2416-xx 2418-xx 2419-xx 2421-xx 2422-xx 2423-xx 2424-xx 2425-xx 2431-xx 2448-xx Video controller test failed. Video memory test failed. Video attribute test failed. Video character set test failed. Video 80 × 25 mode 9 × 14 character cell test failed. Video 80 × 25 mode 8 × 8 character cell test failed.

Video 40 × 25 mode test failed. Video screen memory page test failed. Video gray scale test failed. Video white screen test failed. Video noise pattern test failed. Video memory test failed. Video attribute test failed. Video character set test failed. Video 80 × 25 mode 9 × 14 character cell test failed. Video 80 × 25 mode 8 × 8 character cell test failed.

Video screen memory page test failed. Video gray scale test failed. Video white screen test failed. Video noise pattern test failed. ECG/VGC memory test failed.

ECG/VGC ROM checksum test failed. ECG/VGC 640 × 200 graphics mode test failed. ECG/VGC 640 × 350 16 color set test failed. ECG/VGC 640 × 350 64 color set test failed. ECG/VGC monochrome text mode test failed.

ECG/VGC monochrome graphics mode test failed. 640 × 480 graphics test failed. Advanced VGA Controller test failed. Continued Recommended Action The following actions 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. The following actions apply to error codes 2402-xx through 2456-xx: 1.

Run Compaq 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. Troubleshooting 2-13 Table 2-11 Continued Error Code Description 2451-xx 2456-xx 2458-xx 2468-xx 2477-xx 132-column Advanced VGA test failed. Advanced VGA 256 Color test failed. Advanced VGA Bit BLT test failed.

Advanced VGA DAC test failed. Advanced VGA data path test failed. Recommended Action The following step action to error codes 2458-xx to 2480-xx: Replace the system board and retest. 2478-xx Advanced VGA BitBLT test failed. 2480-xx Advanced VGA Linedraw test failed.

Refer to Table 2-25 for information about other video errors. Table 2-12 Audio Test Error Codes Error Code Description 114-01 Speaker test failed. Recommended Action 1. Check system configuration. 2.

Verify verify that the audio/led board is properly seated. 3. Verify display audio cable connection. Replace the audio board and retest. 3206-xx Audio System Internal Error Table 2-13 Pointing Device Interface Test Error Codes Error Code Description 8601-xx 8602-xx Pointing device test failed. Interface test failed. Recommended Action Replace the keyboard/CPU cover assembly. Table 2-14 CD-ROM Test Error Codes Error Code Description 3301-xx CD-ROM drive read test failed. Recommended Action 1. Replace the CD and retest.

2. Verify that drivers are loaded and properly installed. 3. Replace the CD-ROM drive and retest. 4. Replace the system board and retest. 3305-xx 6600-xx 6605-xx 6608-xx 6623-xx CD-ROM drive seek test failed. ID test failed. Read test failed. Controller test failed.

Random read test failed. 2-14 Troubleshooting Running 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. In order to access the INSPECT utility, follow the instructions below: 1. Connect a printer if you want to print the INSPECT information.

2. Turn on or restart 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. The list includes the following: s System s Audio s ROM s Operating system s Keyboard s System files s System ports s Windows files s System storage s Miscellaneous s Graphics s Network (applicable only if computer is docked in the s Memory Convenience Base II) 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. Troubleshooting 2-15 Running Compaq Diagnostics Compaq Diagnostics provides computer component information when the operating system is working.

If you are running Windows 95, access Compaq Diagnostics for Windows by double-clicking My Computer Control Panel Compaq Diagnostics. Boot Sequencing 1. 2. 3. 4. Run Computer Setup. Click the System Features icon Boot Management box MultiBoot tab. Designate the hard drive boot (startup) sequence you want. Click OK to accept the changes. Factory Default Settings Initialization Enable POST Memory Test Keyboard num Lock 1 2 Boot display Language Serial/infrared ports Serial port Infrared port Parallel port Ethernet port Checked (enabled) Unchecked (Off) Hard drive in the computer Hard drive in the computer MultiBay Auto Language of country Ports 3F8, IRQ4 2F8, IRQ3 378, IRQ7 300, IRQ9 2-16 Troubleshooting Power Low Battery Warning Beep External Energy Saving Monitor Connected Power Management Enabled Conservation Level Level Definition High Checked (enabled) Unchecked (not connected) While operating power on battery Medium Suspend Time: 5 minutes Hibernation Timeout: Immediate Drive Timeout: 2 minutes Screen Timeout: 2 minutes Suspend Time: 10 minutes Hibernation Timeout: 1 hour Drive Timeout: 6 minutes Screen Timeout: 4 minutes Suspend Time: disabled Hibernation Timeout: low battery Drive Timeout: always on Screen Timeout: always on Medium Custom Security Enable QuickLock/QuickBlank Enable Power-On Password Disable Serial/Infrared Ports Disable Parallel Port Disable PC Card Slots Setup Password Power-On Password Diskette Drives Disable Diskette Drives Disable Diskette Boot Unchecked (Disabled) Unchecked (Disabled) Unchecked (Enabled) Unchecked (Enabled) Unchecked (Enabled) Password blank Password blank Unchecked (Enabled) Unchecked (Enabled) Troubleshooting 2-17 2.



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6 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 messages that may be displayed on the screen. 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. 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. s Verify that all required device drivers are installed.

s Verify that all printer drivers have been installed. s Checklist for Solving Problems If you encounter a minor problem with the computer or software applications, go through the following checklist for possible solutions: s s s s Is the computer connected to an external power source, or does it have a fully charged battery pack installed? Are all cables connected properly and securely? Did the diskette drive contain a nonbootable diskette when you turned on the computer? Have you installed all the needed device drivers? For example, if you are using a mouse, you may need to install a mouse device driver. Are printer drivers installed? Eliminating the typical problems described in this Troubleshooting section may save you time and money. If the problem appears related to a software application, check the documentation provided with the software. You may discover something you can resolve easily by yourself.

2-18 Troubleshooting Solving Audio Problems Table 2-15 Solving Audio Problems Problem Probable Cause Recommended Action(s) Adjust the volume with the volume control buttons located at the top right corner of the computer. Immediately save open files and resolve the low battery condition. Enable low-battery warning beeps in Windows 95 Power Properties or in Computer Setup power management. Press Fn+F5, then press the right arrow key to increase the volume of the system beeps. In Windows 95, adjust the computer volume control buttons and adjust the volume control in Multimedia Properties. NOTE: The volume control in Multimedia Properties only affects the Wave audio sources such as system sounds and \*.wav file playback. To change other sources such as MIDI, video sound, and game effects, use the Volume Control application in accessories/Multimedia. In Windows NT, adjust the multimedia volume control under the Accessories folder. Press the increase volume control button to increase the volume.

Press Fn+F5, then press the right arrow key to increase the volume of the system beeps Use the external speakers or headphones or use the Convenience Base II speakers. To use the internal speakers, disconnect the external speakers or headphones or undock the computer. Make sure the speaker wires are connected properly. Replace the speakers. Continued Computer does not beep after Speaker volume has been the Power-On Self-Test turned down. (POST). Computer beeped five times and battery light is blinking. Computer does not beep to indicate a low-battery condition. Computer has entered a low-battery condition. Low-battery warning beeps have been turned off.

System beeps have been turned down too low. The computer volume control and/or the software volume control needs to be adjusted. Audio playback is too low or too loud. Internal speakers produce no sound. Volume has been muted.

External speakers or headphones are connected to the computer. Speaker wires are not connected. Speakers are bad. Troubleshooting 2-19 Table 2-15 Continued Problem Internal speaker does not produce sound when an external audio source is connected to the stereo line-in jack. Probable Cause Volume may be turned off or set too low.

Recommended Action(s) s Adjust the volume control located at s Use the volume control and mixing the top right corner of the computer. features available in Control Panel Multimedia. icon on the taskbar. s Adjust the volume using the speaker External microphone does not work. Line input may not be connected properly. Headphones or speakers are connected to the stereo speaker/headphone jack, which disables the internal speakers. The wrong type of microphone or microphone plug is being used. The microphone may not be connected properly. Sound source is not selected. Check line input connection.

Disconnect the headphones or speakers to enable the internal speakers. No sound from game program. Audio settings are not set correctly. Computer volume control is turned down. Headphones are connected. Volume or mixing controls set incorrectly. Check to see if a monophonic electret condenser microphone with a 3.5-mm plug is being used. Ensure that the microphone plug is properly connected to the mono microphone jack. Ensure that microphone is selected as the recording source in Control Panel Multimedia and that the recording level is adjusted.

Check the game program audio settings. Adjust the volume with the volume control buttons located at the top right corner of the computer. Use or disconnect the headphones. s Adjust the volume with the volume No sound from headphones. control buttons located at the top right corner of the computer. features available in Control Panel Multimedia. s Use the volume control and mixing Sound source not selected. Volume or mixing controls set incorrectly.

Verify that the sound source is selected in Control Panel Multimedia. s Adjust the volume with the volume control buttons located on the right side of the computer.

in Control Panel Multimedia. s Check the volume and mixer controls 2-20 Troubleshooting Solving Battery Problems The following table lists some common battery problems and recommended actions to take when they occur. The "Solving Power Problems" section in this chapter also may be applicable. Table 2-16 Solving Battery and Battery Gauge Problems Problem The computer turns on the first time it is used, but the battery does not charge. Computer does not turn on when battery pack is inserted and power cord is unplugged. Probable Cause The battery pack is in ship mode. Battery is discharged. Recommended Action(s) Remove and reinsert the battery pack. Ensure that the battery pack is properly installed. Connect the computer to an external power source and charge the battery pack.

Replace the battery pack with a fully charged battery pack. Check battery status by pressing Fn+F8. Computer beeped five times and battery light is blinking. Computer has entered a low-battery condition. Immediately save any open file(s). Then do one of the following: 1. Connect the computer to an external power source. 2. Turn the computer off and replace the battery pack. Computer battery light blinks to indicate low battery condition, but computer does not beep. Battery light does not turn on to indicate battery pack is charging. Low battery beeps were turned off.



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Run Computer Setup and turn on the low battery warning beeps. Volume is turned off or turned Press Fn+F5 to adjust the volume of the system warning beeps. down too low.

Battery pack is already charged. Battery pack was exposed to temperature extremes. Battery pack is at the end of its life. No action is necessary. Allow time for the battery pack to return to room temperature.

Replace the battery pack. No action is required. Continued Battery pack is warm to the touch after charging. Warming occurs during charging.

Troubleshooting 2-21 Table 2-16 Continued Problem Computer turned off and information in memory was lost when the battery pack was replaced.

@@@Real time clock (RTC) battery is at the end of its life. @@@Power management is disabled. An external device or PC Card is draining the battery. Computer is beeping and Battery pack charge is low. @@Recharge the battery pack.

@@Press Fn+F7 and set the power conservation level. Turn off or disconnect external devices when not using them. @@@Compact disc is loaded in the CD loading tray upside down. Compact disc has a scratch on its surface. @@@Insert a different compact disc. @@Using the wrong diskette type for the diskette drive type. Diskette is not formatted. Recommended Action(s) Copy remaining files to the hard drive or another formatted diskette. Reformat the diskette. Use the required diskette type.

Format the diskette. If you are using Windows 95: 1. From the Windows 95 desktop, double-click My Computer. 2. Click 3 1/2 Floppy (A:) File Format. 3. Fill in the appropriate information, then click Start. If you are using Windows NT, format the diskette by entering format a: at the system prompt. Format the diskette. If you are using Windows 95: 1.

From the Windows 95 desktop, double-click My Computer. 2. Click 3 1/2 Floppy (A:) File Format. 3. Fill in the required information, then click Start. If you are using Windows NT, format the diskette by entering format a: at the system prompt. Use another diskette that is not write-protected or disable the write-protect feature. Check the drive letter in your path statement. Save the information to another diskette. Run Computer Setup.

Click on the Storage icon. Make sure Disable diskette write ability is not checked. Diskette drive cannot write to a diskette. Diskette is not formatted. Diskette is write-protected. Writing to the wrong drive. Not enough space is left on the diskette. Disable diskette write ability is turned on. 2-24 Troubleshooting Solving Hard Drive Problems CAUTION: To prevent loss of information, always maintain an up-to-date backup of the hard drive. Table 2-19 Solving Hard Drive Problems Problem Cannot access hard drive.

Probable Cause Hard drive is not seated. Recommended Action(s) Shut down the computer, remove and reinsert the hard drive, then turn on the computer. Shut down the computer, then turn it on again to initialize it during power on. Try inserting another hard drive. Give the system time to restore the previously saved data.

Do one of the following: s If you are running Windows 95, access ScanDisk by clicking Start Programs Accessories System Tools ScanDisk, then check the Automatically fix errors box. Click Start to begin scanning. @@@Hard drive may be damaged. @@Hard drive error occurs. Hibernation was initiated and system is now exiting from it.

@@Errors occur after starting from an additional hard drive. Hard drive does not work. Hard drive may be damaged. @@@@Power switch of new external device is not turned on. @@@@1. Turn off the computer. 2. Turn on the external device. 3. @@@@Follow these steps to enable the infrared port.

1. 2. 3. 4. 5. Click Start Settings Control Panel. Double click the Infrared icon. Select the Options tab. @@Click OK. @@Select the same baud rate for both computers.

Select the same #bits setting for both computers. Select the same stop byte for both computers. Select the same parity setting for both computers.

@@@@Do not move either unit during data transmission. Adjust devices so that they point within 30 degrees of each other.

Verify that devices are not more than 3 feet (1 meter) apart. Fast-IR is not preinstalled. @@@@Disable Call Waiting. 1. Click Start Control Panel double-click Modems.

2. From the General tab of the Modems Properties page, click Dialing Properties. 3. From the My Locations tab of the Dialing Properties page, check the box labeled This location has call waiting. Select \*70, 70#, or 1170 from the drop-down list to disable call waiting for your dialing area. Noisy telephone line Phone line noise causing garbled or missing characters, or slow data transfer speeds. Hang-up Delay S Register (S10) set too low. Check your telephone and modem cable connections. If they are a little loose, they can cause noise on the line. Check with your local telephone company for a phone line filter.

Change S10 default to 150. 1. Click Start Programs Accessories HyperTerminal. 2. Go to Command Mode. 3. Type AT S10=150 and press Enter. Continued Phone line noise causing a disconnection. 2-28 Troubleshooting Table 2-22 Continued Problem No dial tone Probable Cause Phone service is not connected to the telephone wall jack. Recommended Action(s) Verify service from the local phone company: 1.

Unplug the telephone cable from the telephone wall jack. 2. Connect a telephone to the jack, pick up the handset, and listen for a dial tone. If there is a dial tone, reconnect the modem to the telephone wall jack with the telephone cable and make sure all connections are secure. 3.

If there is still no dial tone, contact your local phone company or building manager. The modem is not responding to commands from the computer keyboard. Verify the modem and computer are connected: 1. Click Start Programs Accessories HyperTerminal. 2.

Go to Terminal Mode, then type AT and press the Enter key. If the modem displays OK, the modem and computer are working together. If the modem displays ERROR, or does not respond, restart the computer and repeat step 1. 3. Type ATDT and listen for a dial tone. 4. Type ATH0 (zero) to hang up. Set the Speaker Control to 1: 1. Click Start Programs Accessories HyperTerminal. 2.

Go to Command Mode, type ATM1 and press Enter. 3. Type ATH1 and listen for a dial tone. 4. Type ATH0 (zero) to hang up. Speaker Control AT Command (ATM) is set to 0. The modem is plugged into a digital PBX line rather than an analog line. Characters are garbled and transfer rates are slow. There is noise in the telephone line. Plug the modem into an analog line.

If you are in an office, the analog line is often the one connected to a fax machine or modem. To get an analog line in a hotel, request a room with a data line. s Check your telephone and modem cable connections. If they are loose, they can cause noise on the line. @@1.

Click Start Programs Accessories HyperTerminal. 2. Go to Command Mode. 3. Type AT S10=150 and press Enter.

@@@@@field. @@@@Modem does not dial correctly The "Wait for dial tone before 1. Click Start Settings Control Panel.



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under Windows 95 dialing" check box is checked. 2. Double-click the Modems icon. (Switzerland and Germany This causes Windows 95 to 3. Click the Properties button. only). issue an ATDT; command.

A typical dial string would look 4. Select the Connection tab. like this: 5. @@ATDTnnn-nnnn 6. Click OK Close. @@@@The error message reads: The computer is not receiving a response from the modem. Check that the modem is plugged in, and if necessary, turn the modem off, then turn it back on. 2-30 Troubleshooting Solving PC Card Problems Table 2-23 Solving PC Card Problems Problem Computer does not beep when PC Card is inserted but PC Card works correctly. Probable Cause System beeps are turned down. PC Card sound effects have been disabled.

Recommended Action(s) Press Fn+F5, then press the right arrow key to increase the system beeps volume. In Windows 95, double-click PC Card icon Global Settings tab. Deselect Disable PC Card Sound Effects. Remove and reinsert the card gently to avoid damaging the pins. Run Computer Setup to enable the PC Card slots.

When the system starts, press F10 then select Computer Setup Other Devices PC Card Controller Resources. Deselect the Disabled check box. Computer does not beep when PC Card is not inserted properly. PC Card is inserted and PC Card does not work. The PC Card slots have been disabled.

In Windows 95, click Start Settings Control Panel System Device Manager PCMCIA Socket. Double-click the Texas Instruments TI-1131 CardBus controller to view device properties. Deselect the Disable in this hardware profile check box. Card or card driver is not compatible with the computer or with the operating system. Telephone cord is not plugged in all the way. The wrong COM port is being used to access the card. Contact service provider for a list of compatible PC Cards. Verify that the telephone connection is secure. Computer beeps twice, but modem and/or fax does not work. Verify the COM port assigned to the card and within the application is correct.

In Windows 95, click Start Help Contents Troubleshooting Problem. Follow the instructions on the screen. Contact system administrator. Open Windows Explorer and verify the drive letter. Turn off the computer and reinsert the PC Card. Computer beeps twice but network card does not work. Network server is unavailable. Computer beeps twice when The wrong drive letter is a storage card is inserted, but being used to access the the card does not work. storage card. PC Card does not work Windows NT was running when the PC Card was inserted.

Troubleshooting 2-31 Solving Power Problems Table 2-24 Solving Power Problems Problem Computer will not turn on. Probable Cause Computer is not connected to a power source. Power cord to the external power source is unplugged. Battery pack is discharged. CMOS data is corrupt Battery pack may be defective.

System initiated Hibernation after a preset timeout. Recommended Action(s) Insert battery pack or connect an external power source. Ensure that power cord connecting the computer and the external power source is plugged in properly. Insert a fully charged battery pack or connect an external power source. Flush CMOS memory.

See note on page 11. Remove battery pack, insert another battery pack, and try again. Turn on the computer to restore information at the point where Hibernation was initiated. NOTE: To change the Hibernation timeout setting in Windows 95, click the Hibernation tab in Power Properties. In Windows NT, run Computer Setup and select Power Management. Replace the battery pack with a fully charged battery pack or connect an external power source, then turn on the computer. Computer is in a high temperature environment and the fan is not able to cool it. Let the computer cool down and turn it on again. Make sure the ventilation intake and exhaust are not obstructed. Reset Hibernation in the Power Management utility.

Replace the internal power supply. Computer will not turn on when connected to external power if battery pack is in the computer. Computer turned off while it was left unattended and the power/suspend light is off. Computer turned off while it was left unattended and will not turn on. Computer initiated Suspend or turned off when it was docked. System initiated Hibernation and/or shut down because of a critical low-battery condition. The maximum operating temperature was exceeded. Hibernation does not work properly. Computer does not turn on when connected to external power and no batteries are installed. Hibernation was not reset after a memory upgrade.

Internal power supply is bad. 2-32 Troubleshooting Solving Screen Problems IMPORTANT: Conduct all tests on a working monitor. If the recommended actions do not solve the problem, replace the display. If the problem persists with a new display, replace the system board. Table 2-25 Solving Screen Problems Problem Characters are dim.

Probable Cause The brightness or contrast control (if applicable) is not set properly. Computer screen is in direct light. Display is damaged. QuickLock/QuickBlank was initiated. Screen save was initiated after the Power Management timeout period.

Brightness or contrast needs adjusting. Screen has overheated. Display was switched to the external monitor. System initiated Suspend. System has entered a critical low-battery condition. Recommended Action(s) Adjust the control(s) with the hotkeys: Fn+F9 and Fn+F10. Tilt the display or move computer. Replace the display. Enter the password to exit QuickLock/QuickBlank. Press any key or click the mouse.

Adjust the control(s) with the hotkeys: Fn+F9 and Fn+F10. If computer is in direct sunlight, move it and allow it to cool. Press the Fn+F4 hotkeys to display information on the computer screen. Press the suspend button to exit Suspend. Enter the power-on password if prompted. Immediately connect the computer to an external power source or replace the battery pack. Continued Screen is blank. Computer screen is blank and the screen on an external monitor displays information. Screen is blank and the power/suspend light is blinking. Screen is blank and the power/suspend light and the battery light are blinking. Troubleshooting 2-33 Table 2-25 Continued Problem External monitor does not display information. Probable Cause External monitor was connected after the computer was turned on. The external monitor signal cable or power cord is not properly connected. Small spots, called on-pixels, often appear on CTFT screens. Compaq limits the number of these on-pixels to 0.

003 percent. Incorrect display device drivers are installed or incorrect resolution is set. The external monitor is not Energy Star compliant, but monitor energy saving feature is enabled. Recommended Action(s) Press the Fn+F4 hotkeys to switch to the external monitor. Ensure that the cables are properly connected.

No action is required. Small red, green, or blue spots appear on the computer CTFT display. Display on an external monitor is distorted. Double-click the Display icon in Control Panel, click the Settings tab, and set the correct display type and resolution for the external monitor.



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Complete these steps: 1. Press any key or move the pointing device to restore the display. 2. If display remains distorted, turn off the monitor, then turn it on again. 3. Disable the monitor energy saving feature in Display Properties or in Computer Setup Power Management.

Adjust the settings for the Desktop Area and Resolution. Double-click Control Panel Display Settings Compaq. Press the Fn+T keys to expand the image. The image has a black border and does not fill the screen. The Desktop Area setting is smaller than the Resolution setting. 2-34 Troubleshooting Solving USB Problems Table 2-26 Solving USB Problems Problem External device connected to a USB connector does not work. Probable Cause Recommended Action(s) Reduce the number of connected external USB devices to no more than two hubs on the first tier, and no more than one keyboard and one pointing device on the first or second tier. The operating system limits external devices connected by USB to two tiers that can include no more than two hubs on the first tier and no more than one keyboard and one pointing device on the first or second tier. External device connected to a During startup, only two tiers USB connector does not work are supported by the USB during startup (before connector. These tiers can Windows 95 loads).

An unpowered hub is tiers do not work. connected to another unpowered hub. s Use the external device only after Windows 95 has loaded. s Reduce the number of connected external USB devices to no more than two hubs on the first tier, and no more than one keyboard and one pointing device on the first or second tier.

s Use only powered hubs. s Make sure that all unpowered hubs are immediately preceded by powered hubs in the USB chain. Troubleshooting 2-35 chapter 3 ILLUSTRATED PARTS CATALOG This chapter provides illustrated parts and references for spare parts for the Compaq Armada 1700 Family of Personal Computers. To review an illustrated parts breakdown of the computer, refer to the Illustrated Parts Map that comes with this guide. Illustrated Parts Catalog 3-1 3.

1 System Unit Figure 3-1. System Unit 3-2 Illustrated Parts Catalog Table 3-1 System Unit Item Description Spares Part Number 316227-001 316227-181 316227-201 316227-081 316227-121 316227-051 316227-041 316227-AD1 316227-061 316227-291 316227-161 316227-091 316227-131 316227-071 316227-111 316227-AB1 316227-031 316280-001 316281-001 316275-001 316277-001 1 Keyboard (US/Canada) \* Keyboard (Belgian) \* Keyboard (Brazilian) \* Keyboard (Danish) \* Keyboard (French Canadian) \* Keyboard (French) \* Keyboard (German) \* Keyboard (Hangeul) \* Keyboard (Italian) \* Keyboard (Japanese) \* Keyboard (Latin American Spanish) \* Keyboard (Norwegian) \* Keyboard (Portuguese) \* Keyboard (Spanish) \* Keyboard (Swiss) \* Keyboard (Taiwanese) \* Keyboard (UK English) 2 Top cover assembly 3 Base enclosure assembly 4 12.1-inch CTFT display assembly \* 13.3-inch CTFT display assembly \* Not illustrated Illustrated Parts Catalog 3-3 3.2 Mass Storage Devices Figure 3-2. Mass Storage Devices Table 3-2 Mass Storage Devices Item Description Spares Part Number 316267-001 316295-001 255292-001 316266-001 316293-001 316288-001 1 24x CD-ROM drive \* DVD-ROM drive module 2 4.0-GB hard drive 3 1.44-MB, diskette drive 4 LS-120 drive module 5 100-MB ZIP drive module \* Not illustrated 3-4 Illustrated Parts Catalog 3.3 Cables and Power Cords Figure 3-3. Cables and Power Cords Table 3-3 Cables and Power Cords Item Description Spares Part Number 255135-001 255135-AA1 255135-081 255135-021 255135-061 255135-291 255135-AD1 255135-111 255135-031 (included in optional modem kit) 316284-001 (included in shielding kit) 1 AC power cord (US/Canada) \* AC power cord (Australia/New Zealand) \* AC power cord (China) \* AC power cord (Denmark) \* AC power cord (Europe) \* AC power cord (Italy) \* AC power cord (Japan) \* AC power cord (Korea) \* AC power cord (Singapore) \* AC power cord (UK) 2 Modem cable 3 RTC battery \* Not illustrated Illustrated Parts Catalog 3-5 3.

4 Standard and Optional Boards Figure 3-4. Standard and Optional Boards Table 3-4 Standard and Optional Boards Item Description Spares Part Number 313917-001 313911-001 313918-001 310345-001 316260-001 316264-001 316261-001 316262-001 316279-001 316313-001 1 Memory board (SODIMM), 16-MB, 60 ns, nonparity \* Memory board (SODIMM), 32-MB, 60 ns, non parity \* Memory board (SODIMM), 64-MB, 60 ns, non parity \* Memory board (SODIMM), 128-MB, 60 ns, non parity 2 Audio/LED board 3 DC-DC voltage converter 4 System board with 233-MHz Intel Pentium II CPU \* System board with 266-MHz Intel Pentium II CPU 5 K56flex modem 6 IR module \* Not illustrated 3-6 Illustrated Parts Catalog 3.5 Options Figure 3-5. Options Table 3-5 Options Item Description Spares Part Number 313919-001 254970-001 316231-001 316294-001 316291-001 316312-001 316286-001 1 Automobile/Aircraft adapter 2 External battery charger 3 Li-ion battery pack 4 Hard drive adapter \* Convenience Base II - pass through \* Convenience Base II - Ethernet \* Monitor stand \* Not illustrated Illustrated Parts Catalog 3-7 3.6 Miscellaneous Parts Figure 3-6. Miscellaneous Parts Table 3-6 Miscellaneous Parts Item Description Spares Part Number 316282-001 Miscellaneous Plastics kit : Left clutch/display wiring cover 1 Right clutch/microphone cover 2 RTC battery cover 3 Hard drive cover 4 Modem cover 5 6 Fan 7 Internal AC adapter \* Screw kit \* Shielding kit (includes RTC battery) \* Logo kit \* Country kit (N.A.) \* Country kit (Europe) \* Not illustrated 316271-001 316265-001 316283-001 316284-001 316287-001 316285-001 316285-002 3-8 Illustrated Parts Catalog 3.7 Documentation Table 3-7 Documentation Description Illustrated Parts Map Maintenance and Service Guide Spare Part Number 316268-001 316272-001 Illustrated Parts Catalog 3-9 3-10 Illustrated Parts Catalog chapter 4 REMOVAL AND REPLACEMENT PRELIMINARIES This chapter provides essential information for proper and safe removal and replacement service. 4.

1 Tools Required You will need the following tools to complete the removal and replacement procedures: s s s s s Magnetic Torx T-8 screwdriver (for all screws unless otherwise specified) 7-mm hex socket (for bushing guides) Tool kit, Compaq part number 100767-001 (includes connector removal tool, loopback plugs, and case utility tool) Small flat-blade screwdriver (optional) Scribe Tweezers 4.2 Service Considerations Listed below are some of the considerations that you should keep in mind during disassembly and assembly procedures. Plastic Parts Using excessive force during disassembly and reassembly can damage plastic parts. Use care when handling the plastic parts. Apply pressure only at the points designated in the maintenance instructions.



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