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User manual COMPAQ ARMADA E500
User guide COMPAQ ARMADA E500
Operating instructions COMPAQ ARMADA E500
Instructions for use COMPAQ ARMADA E500
Instruction manual COMPAQ ARMADA E500

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MAINTENANCE AND SERVICE GUIDE

Compaq Armada E500 and Armada V300 Series of Personal Computers

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Manual abstract:

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....B-1 LEE Contents preface USING THIS GUIDE This Maintenance and Service Guide is a troubleshooting reference that can be used when servicing the Compaq Armada E500 and Armada V300 Series of Personal Computers.

Compaq Computer Corporation reserves the right to make changes to the Compaq Armada E500 and Armada V300 Series of Personal 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 in the caution could result in damage to equipment or loss of information. 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. ! Using This Guide EN 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, 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 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, provide the computer serial number. The serial number is on the bottom of the computer. Locating Additional Information The following documentation provides information for the computer: s Compaq Armada E500 and Armada V300

Series of Personal Computers documentation set s Compaq Armada E500 and Armada V300 Series of Personal Computers Technical Reference Guide s Microsoft Operating System Manual s Compaq Service Training Guides s Compaq Service Advisories and Bulletins s Compaq QuickFind s Compaq Service Quick Reference Guide s Compaq Internet site at <http://www.Compaq.com> N Using This Guide chapter 1 PRODUCT DESCRIPTION 1.1 Computer Features and Models The Compaq Armada E500 and Armada V300 Series of Personal Computers offer advanced modularity, Intel Pentium II, III, and Intel Celeron processors with 64-bit architecture, industry-leading Accelerated Graphics Port (AGP) implementation, and extensive multimedia support.

The computers provide desktop functionality and connectivity through the optional expansion base, convenience base, or port replicator. Figure 1-1. Compaq Armada E500 and Armada V300 Personal Computers Product Description 1-1 Models The Armada E500 model naming conventions are shown in Table 1-1.

The computer model designation is composed of a group of characters that define each model's features. Table 1-1 Compaq Armada E500 Model Naming Convention Key AE5 P3 700 T5X 18 V M 64 58 N S F 1 2 3 4 5-6 7-9 10-12 13-14 15 16 17-19 20-21 22 23 24 KEY 1 2 3 4 5-6 7-9 DESCRIPTION Brand

s The Armada V300 features an Intel Celeron 2 500-, 466- or 400MHz processor, with 128-KB integrated L2 cache, varying by computer model. ATI RAGE LT Pro, 4-MB SGRAM (synchronous graphics) The following standard memory is available, varying by computer model: s The Armada E500 is equipped with 64-MB high-performance Synchronous DRAM (SDRAM), expandable to 512 MB. s The Armada V300 is equipped with 64- or 32-MB high-performance SDRAM, expandable to 512 MB. Workstation 4.0, or Windows 2000 preinstalled s s Microsoft Windows 95, Windows 98, Windows NT s The following displays are available, varying by computer model: s s The Armada E500 features a 15.0- or 14.1- inch, XGA, TFT (1024 x 768), 13.

3-inch, XGA, TFT (1024 x 768) or 12.1-inch, SVGA, TFT (800 x 600) display, all with over 16.8 million colors. The Armada V300 features a 14.1- inch XGA TFT (1024 x 768), 13.3-inch SVGA HPA (800 x 600), 12.1-inch SVGA TFT (800 x 600), or 12.1-inch SVGA STN (800 x 600) display, all with over 16.8 million colors. The Armada E500 supports a TouchPad or pointing stick keyboard.

The Armada V300 is equipped with a TouchPad keyboard. s The following keyboards are available, varying by computer model: s s 1-8 Product Description s Mini PCI 56K V.90 modem, or optional Mini PCI V.90 modem plus 10/100 NIC combination card s The following PC Card features are available, varying by computer model: s The Armada E500 features two Type II PC Card slots with support for both 32-bit CardBus and 16-bit PC Cards; Zoomed video is supported in the bottom slot. s The Armada V300 features one Type II PC Card slot with support for both 32-bit CardBus and 16-bit PC Cards.

s s External AC adapter with power cord The following battery packs are available, varying by computer model: s The Armada E500 supports a 9- or 6-cell Lithium ion (Li ion) primary battery pack in the battery bay or DualBay, and a 6-cell Li ion MultiBay battery pack in the MultiBay; supporting up to three battery packs in the computer at one time. s The Armada V300 supports a 9- or 6-cell Li ion primary battery pack in the battery bay and a 6-cell Li ion MultiBay battery pack in the MultiBay. model: s The Armada E500 supports 18.0-, 12.0-, 6.

0-, or 4.3-GB high-capacity SMART hard drives with DriveLock security and Prefailure Warranty. s The Armada V300 supports a 6.0- or 4.3-GB high-capacity SMART hard drive with DriveLock security and Prefailure Warranty. s The following hard drives are available, varying by computer s Flexible MultiBay that accommodates a 24X MAX CD-ROM drive, DVD-ROM drive, SuperDisk LS-120 drive, 6-cell Li ion MultiBay battery pack, or secondary hard drive (when used with a Hard Drive MultiBay Adapter). Connectors for parallel, serial, audio in/out, external monitor, universal serial bus, external keyboard, and AC power Stereo speakers providing Compaq PremierSound 16-bit stereo sound s s Product Description 1-9 1.2 Intelligent Manageability Intelligent Manageability consists of preinstalled software tools for the computer and Compaq servers that assist in tracking, troubleshooting, protecting, and maintaining the computer. It provides the following functions: s Asset Management: provides detailed configuration and diagnostic information. s Fault Management: prevents, predicts, and alerts of impending hardware problems.

s Security Management: protects unauthorized access to data and components. s Configuration Management: optimizes the computer by providing the latest drivers, utilities, and software, which are available on CD ROM and the Compaq Web site at www.compaq.com/support/portables. NOTE: For further help with Intelligent Manageability, select Start Æ Compaq Information Center Æ Intelligent Manageability Accessing the Web Agent The computer may have a preinstalled Web Agent that allows computer configuration information to be viewed using Web technology. To access this feature, select Start Æ Compaq Information Center Æ Insight Web Management. If the computer does not have a preinstalled Web Agent, it can be downloaded from the Compaq Web site at www.compaq.com. Asset Management Asset Management enables component information to be retrieved when on the road or connected to the network.

Asset Management also enables the network administrator to remotely retrieve information from any Compaq computer connected to the network. The information can be used to assist in tracking and maintaining the computer and its components. It provides the following information: 1-10 Product Description s Inventory information--The network administrator can retrieve information about the computer over the network by using Compaq Insight Manager or any PC management tool provided by Compaq Solution Partners. Asset control information retrieved from the computer includes: s Manufacturer, model, and serial number of Compaq computers, monitors, hard drives, battery packs, memory boards, processor speeds, and operating systems System board and ROM revision levels BIOS settings s s Diagnostic information--Diagnostics for Windows includes information on hard drives, ports, video, sound, and other components. This application also allows multi-threaded tests to be run on hardware components.

If problems are found, recommendations are provided. All of the above information can be viewed, printed, or saved. Fault Management Fault Management features minimize downtime and data loss by monitoring system performance and generating the following alerts: s Hard drive alert--provides 72-hour advance warning of impending hard drive problems and can automatically start optional backup software. s System temperature alert--reports overheating.

As the system temperature rises, this feature first adjusts fan speed and other cooling components, then displays an alert, then shuts down the system. s Battery pack alert--reports charging problems and battery pack failure. s Monitor alert--diagnoses and displays external monitor operational problems. s Memory alert--reports memory board configuration changes when a memory board is removed, added, or reconfigured. It also provides the previous and current configurations for comparison. The alerts work with or without network connection. If the computer is not connected to the network, the network administrator cannot receive alerts from the computer. Product Description 1-11 Fault Management Alerts Alerts can be enabled, disabled, and tested, and software can be set to back up information whenever a hard drive alert occurs. s While the computer is connected to a network, alerts pop up on the computer display and are simultaneously reported to the network console. s System temperature alert--reports overheating. As the system temperature rises, this feature first adjusts fan speed and other cooling components, then displays an alert, then shuts down the system.



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NOTE: A battery charging problem alert is reported only on the computer display. s When the computer is not connected to a network, the user will receive a local alert. s To set alerts, select the Intelligent Manageability icon in the system tray. Security Management Security Management features customize system security. s Power-On and Setup Passwords--prevent unauthorized access to information and computer configuration. s DriveLock--prevents unauthorized access to hard drives. s Device disabling--prevents unauthorized data transfer through modems, serial ports, parallel ports, and infrared ports on the computer and an optional docking station. s QuickLock/QuickBlank--locks the keyboard and clears the screen. s Ownership Tag--displays ownership information during system restart. 1-12 Product Description Configuration Management Configuration Management optimizes software upgrade and customer support procedures.

Compaq provides support software to optimize the performance of the computer. This support software is accessible through a monthly CD-ROM subscription. Support software can also be downloaded from the Compaq Web site at www.compaq.com/support/portables.

Managing Power The computer comes with a collection of power management features that allow battery operating time to be extended and power to be conserved. Use power management to monitor most computer components such as the hard drive, processor, and display. Accessing Power Management s In Windows 95, select Start Æ Settings Æ Control Panel Æ Power to view or adjust settings in Power Properties. s In Windows NT 4.0, select Compaq Power instead of Power s In Windows 98, select Power Management instead of Power.

Power Management Levels To extend the life of batteries, use the Battery Conservation tab in Power Properties. s If Windows 95 is running, select Start Æ Settings Æ Control Panel Æ Power to access Power Properties. s In Windows NT 4.0, select Compaq Power instead of Power. s In Windows 98, select Power Management instead of Power. The level of battery conservation or the selection of preset power management levels can be customized. Product Description

1-13 1.3 Computer External Components The external components on the display and left side of the computer are shown in Figure 1-2 and described in Table 1-5. Figure 1-2. Display and Left Side Components 1-14 Product Description Table 1-5 Display and Left Side Components Item 1 2 3 Component Tilt feet (2) Battery bay Armada E500: DualBay Armada V300: Fixed diskette drive Display release latch Audio bass port MultiBay Function Tilt the computer for ease of use.

Accepts a 9- or 6-cell Lithium ion (Li ion) primary battery pack. Accepts a removable diskette drive or 9- or 6-cell Li ion primary battery pack. Accepts diskettes. Opens the computer. Enhances stereo sound. Accepts the following MultiBay devices: CD-ROM drive, DVD-ROM drive, hard drive (in Hard Drive MultiBay Adapter), SuperDisk LS-120 Drive, 6-cell Li ion MultiBay battery pack. Adjust the volume of the stereo speakers. On: Power is turned on. Off: Power is turned off. Blinking: Computer is in Suspend.

** NOTE: The power/suspend light also blinks if a battery pack that is the only source of power available to the computer reaches a critical low-battery condition while Hibernation is disabled. On: A battery pack is charging. Off: No battery packs are changing. Blinking: A battery pack that is the only available power source has reached a low-battery condition. 4 5 6 7 8 Volume buttons Power/suspend light (green) 9 Battery light (green) *In Windows 98 the term Standby replaces the term Suspend.*

Product Description 1-15 The external components on the right side of the computer are shown in Figure 1-3 and are described in Table 1-6. Figure 1-3. Right Side Components 1-16 Product Description Table 1-6 Right Side Components Item 1 Component PC Card slots Function 2 3 4 5 6 7 8 9 Supports 32-bit (CardBus) and 16-bit PC Cards. * The Armada E500 has two PC Card slots; the Armada V300 has only one PC Card slot. Stereo speaker/ Connects stereo speakers, headphones, or headphone jack headset.*

This jack is driven by an amplifier and has volume control. The internal computer speakers are turned off when external speakers or headphones are plugged into this jack. Mono microphone jack Connects a mono microphone, disabling the built-in microphone. Security cable slot Accepts an optional security cable to secure the computer to a fixed object to prevent theft. RJ-11 jack (internal Connects the modem cable to an internal modem models only) modem. NOTE: A modem cable is included with internal modem models. RJ-45 jack (internal Connects the network cable. network interface card models only) Infrared port Provides wireless communication between the computer and another infrared-equipped device using an infrared beam. Air vent Provides for airflow to cool internal components. Composite TV Connects a television, VCR, camcorder, or connector overhead projector.

Product Description 1-17 The external components on the rear of the computer are shown in Figure 1-4 and described in Table 1-7. Figure 1-4. Rear Components 1-18 Product Description Table 1-7 Rear Components Item 1 2 Component AC Adapter connector Universal Serial Bus (USB) connector Function Connects the AC power adapter. Connects USB devices, such as cameras for video conferencing, or hubs which connect multiple USB devices. The USB connector is a powered hub. When running Windows 95 or higher or Windows NT, any combination of up to five powered or unpowered hubs can be connected in any sequence, as long as two unpowered hubs are not connected next to each other. When running a lower version of Windows or Windows NT, or if using a different operating system, up to two hubs can be connected. Connects an optional external monitor, overhead projector, or TV adapter.

Connects optional serial devices, such as a mouse. Connects the computer to the expansion base, convenience base, or port replicator.

Connects an optional parallel device, such as a printer. Connects an optional full-sized keyboard or a mouse. Both external mouse and computer pointing device are active. An optional splitter/adaptor allows both an external keyboard and mouse to be used at the same time. 3 4 5 6 7 External monitor connector Serial connector Docking connector Parallel connector Keyboard/mouse connector Product Description 1-19 Computer keyboard components are shown in Figure 1-5 and described in Table 1-8.

Figure 1-5. Keyboard Components 1-20 Product Description Table 1-8 Keyboard Components Item 1 2 3 4 5 6 7 8 9 Component Power switch Suspend button Display switch Page up and page down keys Embedded numeric keypad Cursor-control keys Windows application key TouchPad (TouchPad models only) Left and right TouchPad buttons (TouchPad models only) Microsoft logo key Caps lock key Function Turns the computer on or off of exits Suspend1.



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Initiates or exits Suspend1. When pressed with the Fn key, initiates Hibernate. Turns off the display if it is closed while the computer is turned on.

Move to the previous or next screen. Converts keys to numeric keypad. Move the cursor around the screen. Displays shortcut menu for item beneath mouse cursor. Moves the mouse cursor, selects, and activates. Function like the left and right mouse buttons on an external mouse. 10 11 Displays the Windows Start menu. Turns on the caps lock function. Product Description 1-21 Additional computer keyboard components are shown in Figure 1-6 and described in Table 1-9. Figure 1-6.

Keyboard Components (continued) 1-22 Product Description Table 1-9 Keyboard Components (continued) Item 1 2 Component Hard drive light (green) MultiBay light (green) Function Turns on when the hard drive is being accessed. Turns on when a MultiBay device is being accessed or a battery pack in the MultiBay is charging or waiting to be charged. Turns on when the numeric lock function is on. Turns on when the caps lock function is on. Turns on when the scroll function is on. Turns on the scroll function. Turns on the numeric lock function. Moves the mouse cursor. Produce stereo sound. Function like left and right mouse buttons on an external mouse.

Used with hotkeys to perform preset hotkey functions. Perform preset functions. 3 4 5 6 7 8 9 10 11 12 Num lock light Caps lock light Scroll lock light Scroll lock key Num lock key Pointing stick Stereo speakers Left and right mouse buttons Fn key F1 through F12 function keys Product Description 1-23 The external components on the bottom of the computer are shown in Figure 1-7 and are described in Table 1-10. Figure 1-7. Bottom Components 1-24 Product Description Table 1-10 Bottom Components Item 1 2 3 4 5 6 Component Mini PCI slot cover Battery release latch Hard drive cover release latch Hard drive cover screw Hard drive cover Diskette drive release latch Function Contains the mini PCI modem or network interface card.

Releases the battery from the battery bay. Releases the hard drive cover. Secures the hard drive cover. Covers the hard drive bay. Releases the device from the DualBay on the Armada E500.

Releases the diskette drive bezel from the Armada V300. Releases the MultiBay device. 7 MultiBay release latch Product Description 1-25 1.4 Design Overview This section presents a design overview of key parts and features of the computer. Refer to Chapter 3 for the illustrated parts catalog and Chapter 5 for removal and replacement procedures. The system board provides the following device connections: s Memory expansion board s Hard drive s Display s Keyboard/TouchPad or pointing stick s Audio s Intel Pentium III, II, or Celeron processors s Fan s PC Cards s Modem or modem/NIC The Armada E500 and Armada V300 computers use an electrical fan for ventilation. The fan is controlled by a temperature sensor and is designed to turn on automatically when high temperature conditions exist. These conditions are affected by high external temperatures, system power consumption, power management/battery conservation configurations, battery fast charging, and software applications. Exhaust air is displaced through the ventilation grill located on the right side of the computer. CAUTION: To properly ventilate the computer, allow at least a 3-inch (7.

6 cm) clearance on the left and right sides of the computer. 1-26 Product Description chapter 2 TROUBLESHOOTING Follow these basic steps when beginning the troubleshooting process: 1. Complete the preliminary steps listed in Section 2.1. 2. Run the Power-On Self-Test (POST) as described in Section 2.3. 3. Run Computer Setup as described in Section 2.5.

4. If you are unable to run POST or if the problem persists after running POST, perform the recommended actions described in the diagnostic tables in Section 2.5. Follow these guidelines when troubleshooting: Complete the recommended actions in the order in which they are given. Repeat POST 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 recommended removal and replacement procedures. If the problem is intermittent, check the computer several times to verify that the problem is solved. Troubleshooting 2-1 The following table describes the troubleshooting actions: If You Want To: Check for POST error messages Then Run: POST Perform any of the following: Computer Setup Check the system configuration Set the system power management parameters Return the system to its original configuration Check system configuration of installed devices 2.1 Preliminary Steps IMPORTANT: Use AC power when running POST or Computer Setup.

A low battery condition could initiate Hibernation and interrupt the test. Before running POST, complete the following steps: 1. Obtain established passwords. If you must clear the passwords, go to Section 2.2. 2. 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. 3. Turn on the computer. 4.

If a power-on password has been established, type the password and press Enter. 5. Run Computer Setup (Section 2.5). If a Setup password has been established, type the password and press Enter. 6. Turn off the computer and all external devices. 7. 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.

2-2 Troubleshooting 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. 8. 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 Prompted Diagnostics. d. After "Identifying System Hardware" completes, select Interactive Testing and follow the instructions on the screen. 2.2 Clearing Passwords 1. Turn off the computer. 2.

Disconnect the AC Adapter. 3. Remove all battery packs. 4. Remove the switch cover (refer to Chapter 5, Section 5.8). 5. Disconnect the Real Time Clock (RTC) battery (Section 5.9). 6.

Wait five minutes. 7. Reconnect the RTC battery. 8. Replace the switch cover.

9. Reconnect the AC Adapter. Do not reinstall any battery packs yet.



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10. Turn on the computer.

NOTE: Remember to set the date and time the next time the computer is turned on. Troubleshooting 2-3 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 occur: A message with the prefix "WARNING" appears, informing you where the error occurred. The system pauses until you press F1 to continue. A message with the prefix "FATAL" appears, informing you where the error occurred. After the message, the system emits a series of beeps, then stops. 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. 2-4 Troubleshooting The system emits a series of beeps, then stops. 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.

The diskette drive controller failed to respond to the recalibrate command. Recommended Action Run Computer Setup (Section 2.5) to reinitialize CMOS-RAM. Run Computer Setup (Section 2.5) to reinitialize CMOS-RAM.

If there is no diskette drive in the system, run Computer Setup (Section 2.5) to 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 are solved: 1. Check diskette drive connections. 2. Replace diskette drive. 3. Replace system board. Diskette track 0 failed The diskette drive cannot read track 0 of the diskette in the drive. The hard drive controller failed to respond to the reset command.

The keyboard failed the selftest command. Try another diskette. If the problem persists, you may need to replace the diskette drive. Check the drive parameters. Turn off the system and check all related connections. Replace the system board. Hard disk controller error Keyboard controller failure Continued Troubleshooting 2-5 Table 2-1 continued Message Keyboard failure Description The keyboard failed to respond to the RESET ID command. The periodic timer interrupt is not occurring. An illegal adapter ROM was located at the specified address. Recommended Action Replace the keyboard. If the problem persists, replace the system board. Replace the system board. No interrupts from Timer 0 ROM at xxxx (LENGTH yyyy) with nonzero checksum (zz) Time/Date corrupt run SCU Check the external adapter (such as a video card) to determine if it is causing the conflict. The time and 1. Run Computer Setup date stored in the (Section 2.

5). real time clock 2. If problem persists, (RTC) have been replace RTC battery. corrupted, 3. If problems persists, possibly by a replace system board. power loss. 1. Run ScanDisk. 2. Check disk in DOS and Windows 95. Hard disk xx failure (or A failure or an error) error occurred when trying to access the hard drive. 2-6 Troubleshooting 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 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 DMA controller faulty 4 Faulty DMA page registers 0 Faulty refresh circuits 1 Interrupt controller failed 5 ROM checksum incorrect 2 RAM error at location xxxx None *Beep codes are defined in Table 2-3.*

Troubleshooting 2-7 Table 2-3 Fatal Error Beep Codes Beep Code 0 Beep Sequence S-S-S-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. 1 2 S-S-S-P-S-L-S-P S-S-S-P-S-L-L-P 3 4 5 6 7 8 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 Replace memory board or system board if memory on system board is faulty. NOTE: S = Short, L = Long, P = Pause 2-8 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. Provide information about the system once it is configured. Compaq Utilities include the following programs: Computer Setup Compaq Diagnostics To access Compaq Utilities: 1. Turn on or restart the computer by clicking StartàShut DownàRestart the computer. 2. Press F10 when the blinking cursor appears in the upper-right corner of the display. 3. Select a menu option. Selecting Computer Setup or Compaq Diagnostics for Windows The computer features two system management utilities: Computer Setup is a system information and configuration utility that can be used even when your operating system is not working or will not load. It includes custom settings that are not available in Windows.

To configure a device in Windows NT 4.0, you must use Computer Setup. Compaq Diagnostics for Windows is a system information and diagnostic utility that is used within the Windows operating system. Use Compaq Diagnostics for Windows to test system components and to display system information whenever possible. To configure a device in Windows 95 or 98 use the operating system itself.



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Windows 95 and 98 can be used to add and remove programs, and provide Wizards to ensure proper device drivers are installed. Diagnostics for Windows is NOT a configuration tool and might only test devices that are properly configured by the operating system. NOTE: It is not necessary to configure a device connected to a USB connector on the computer or an optional docking base. Troubleshooting 2-9 Using Computer Setup All information and settings in Computer Setup are accessed from the File, Security, or Advanced menus. NOTE: Your settings in Computer Setup are not affected by updating the system ROM.

To view information or change a setting in Computer Setup: 1. Turn on or restart the computer. When the blinking cursor appears in the upper-right corner of the screen, press F10. To change the language, press F2. To view navigation information, press F1.

To return to the Computer Setup menu from anywhere in Computer Setup, press Esc. 2. Select the File, Security, or Advanced menu. 3. To close Computer Setup and restart the computer Select FileàIgnore Changes and Exit, then press Enter.

or Select FileàSave Changes and Exit, then press Enter. 4. To confirm your choice, press F10. 2-10 Troubleshooting File Menu Begin here System information To do this View identification information about the computer, docking base, and battery packs. View specification information about the processor, memory and cache size, and ROM date and family. Save to floppy Restore from floppy Save system configuration to a diskette. Restore system configuration from a diskette. (The diskette contains your personal configuration, so you should restore from the diskette before using the Quick Restore CD-ROM.) Replace configuration settings in Computer Setup with factory default settings. (Identification information is retained.

) Cancel changes entered during the current Computer Setup session, then exit and restart the computer. Save changes, then exit and restart the computer. Restore defaults Ignore changes and exit Save changes and exit Troubleshooting 2-11 Security Menu Begin here Setup password Power-on password

Password options To do this Enter, change, or delete a setup password. Enter, change, or delete a power-on password. Enable/disable: QuickLock/QuickBlank. Lock keyboard and pointing stick or touchpad at startup. (These features can be enabled only when a power-on password is set.)

DriveLock passwords Device security Enter, change, or delete a DriveLock password. Enable/disable Ports or diskette drives. Diskette write. CD-ROM or diskette startup. NOTE: Settings for a DVD-ROM can be entered in the CD-ROM field. System IDs Enter identification numbers for the computer, a docking base, and battery packs. 2-12 Troubleshooting Advanced Menu Begin here Language (or press F2) Boot Options To do this Change the Computer Setup language. Enable/disable QuickBoot, which starts the computer more quickly by eliminating some startup tests.

(If you suspect a memory failure and want to test memory automatically during startup, you may want to disable QuickBoot.) MultiBoot, which enables you to set a startup sequence that can include any drives in the system. Change the parallel port mode to or from EPP, standard, bidirectional, or ECP. Device Options Enable/disable the embedded numeric keypad at startup. Enable/disable multiple standard pointing devices at startup.

When this feature is disabled, only one pointing device is activated at startup. Enable/disable USB legacy support for one USB mouse and one USB keyboard. (When USB legacy support is enabled, the keyboard and mouse work without a loaded USB driver.) Set an optional external monitor or overhead projector connected to a video card in a docking base as the primary device. (When the computer display is set as secondary, the computer must be shut down before undocking.) Set video-out mode to NTSC (default), NTSC-J, PAL, or PAL-M. Troubleshooting 2-13 Using Compaq Diagnostics for Windows 1. Access Compaq Diagnostics for Windows by selecting StartàSettingsàControl PanelàCompaq Diagnostics. 2. To select a category, choose one of two methods: Select the Categories menu, then select a category from the drop-down list.

Select a category icon on the toolbar. 3. To run diagnostic tests: a) Select the Test tab. b) In the scroll box, select the category or device you want to test. c) Select the Quick, Complete, or Custom test type. d) Select the Interactive or Unattended test mode. e) Select the Begin Testing button. f) View test information by selecting a report from the Status, Log, or Error tab. 4. To print the information or save it to a drive, select the File menu, then select Print or Save As.

5. To exit, select the File menuàExit. 2-14 Troubleshooting Factory Default Settings Table 2-4 Initialization Enable POST Memory Test Keyboard Num Lock Hard drive boot sequence 1 2 Boot display Language Hard drive in the computer MultiBay Hard drive in the computer hard drive bay Auto Language of country Checked (enabled) Unchecked (Off) Table 2-5 Ports Serial port Infrared port Parallel port Ethernet port 3F8, IRQ4 2F8, IRQ9 378, IRQ7 300, IRQ11 Troubleshooting 2-15 Table 2-6 Power Low Battery Warning Beep External Energy Saving Monitor Connected Power Management Enabled Conservation Level Level Definition High Suspend Time: 3 minutes Hibernation Timeout: Immediate Drive Timeout: 1 minute Screen Timeout: 1 minute Suspend Time: 5 minutes Hibernation Timeout: 1 hour Drive Timeout: 2 minutes Screen Timeout: 3 minutes Allows the desired times to be customized. Default settings are: Suspend Time: disabled Hibernation Timeout: low battery Drive Timeout: always on Screen Timeout: always on While operating on battery power High Checked (enabled) Unchecked (not connected) Medium Custom Table 2-7 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 (Enabled) Unchecked (Enabled) Unchecked (Disabled) Unchecked (Disabled) Unchecked (Enabled) Unchecked (Enabled) Unchecked (Enabled) Password blank Password blank 2-16 Troubleshooting 2.6 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.



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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. Verify that cables are connected properly to the suspected defective parts. Select the Categories menu, then select a category from the drop-down list. 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.

Troubleshooting 2-17 Table 2-8 Solving Audio Problems Problem Possible Cause Solution Use the Fn+F5 hotkeys to turn up the system volume. Adjust the overall volume with the Fn+F5 hotkeys.

Adjust the overall volume by pressing the Fn+F5 hotkeys. Adjust the sliding mixer controls by double-clicking the speaker icon on the Windows taskbar.

Computer does not System beeps have beep after the Power- been turned down. On Self-Test (POST). Internal speaker does Volume may be not produce sound turned off or set too when an external low. audio source is connected to the stereo line-in jack. Line input may not be connected properly. Headphones or speakers are connected to the stereo speaker/ headphone jack, which disables the internal speakers. Volume may be muted External microphone does not work. You are using the wrong type of microphone or microphone plug for the computer.

Check line input connection. Disconnect the headphones or speakers to enable the internal speakers. Uncheck the mute box in the volume properties. Check to see if you are using a monophonic electret condenser microphone with a 3.5-mm plug.

The microphone may Ensure that the not be connected microphone plug is properly. properly connected to the mono microphone jack. Continued 2-18 Troubleshooting Table 2-8 continued Problem External microphone does not work (continued). Possible Cause Sound source not selected. Solution Ensure that microphone is selected as the recording source in Control Panel à Multimedia and that the recording level is adjusted.

Check the game program's audio settings. Adjust the computer volume with the Fn+F5 hotkeys. Adjust the overall volume with the Fn+F5 hotkeys. Use the mixing features available by double-clicking the speaker icon on the Windows taskbar. External microphone does not work (continued). Audio settings are not set correctly. Volume control on the computer is turned down. Sound source not selected. Verify that the sound source is selected in Control Panel à Multimedia. The headphones are Check the connection.

connected to the wrong jack. Volume too low or too Volume or mixing loud controls set incorrectly. No sound from headphones Volume or mixing controls set incorrectly. Adjust the overall volume with the Fn+F5 hotkeys. Check the mixing features available by double-clicking the speaker icon on the Windows taskbar. Troubleshooting 2-19 Table 2-9 Solving Battery/Battery Gauge Problems Problem Computer is beeping and battery power light is blinking Possible Cause Battery pack charge is low. Solution Charge the battery pack by connecting to an external power source. Replace the battery pack with another fully charged battery. Initiate Hibernation or turn the computer off until AC power or a fully charged battery is available. Computer battery charge light blinks to indicate low battery condition, but computer does not beep.

Battery pack will not charge. Volume turned down Turn up the volume using too low. the Fn+F5 hotkeys. Battery pack was exposed to temperature extremes. Battery pack is already charged.

Battery pack has exceeded its useful life cycle. Allow time for the battery pack to return to room temperature. No action required. Use a different battery pack. Work is lost.

Computer shut down and memory was lost when replacing the battery pack. Battery charge does not last very long. Hibernation was not initiated before removing the battery pack. Battery is exposed to Put the computer in a higher temperatures. cooler place and recharge the battery pack. Continued 2-20 Troubleshooting Table 2-9 continued Problem Battery charge does not last very long (continued). Possible Cause Solution Battery is exposed to Put the computer in a extremely cold warmer place and temperatures. recharge the battery pack. NOTE: The recommended operating temperature range for the battery is from 10°C to 40°C (50°F to 104°F). The recommended storage temperature range for the battery is from 0°C to 30°C (32°F to 86°F).

Battery conservation is disabled or set to drain. Reset the battery conservation level. An external device is Turn off or remove any draining the battery. external device or PC Cards when not in use. Battery gauge may be inaccurate and require recalibration. Date and time must be set every time computer is turned on. The real time clock (RTC) battery has reached the end of its useful life. Recalibrate the gauge. Replace the RTC battery (refer to Section 5.9). Battery gauge seems The battery pack inaccurate. may need calibration. Recalibrate the battery. The battery pack has Replace the battery pack. reached the end of its useful life.

Battery pack is warm after charging. Warming occurs during charging. No action required. Troubleshooting 2-21 Table 2-10 Solving Compact Disc and DVD-ROM Problems Problem Drive cannot read a disc Possible Cause Disc is not properly seated in the drive. Disc is loaded in the loading tray upside down.

Disc has a scratch on its surface. Solution Open the loading tray, insert the disc, then close the tray. Open the loading tray, turn over the disc (label facing up), then close the tray. Insert a different disc. If you are running a version of Windows that was preinstalled by Compaq, remove the drive from the MultiBay and reinsert it. If you are running a version of Windows that was not preinstalled by Compaq, turn off the computer. Then remove the drive from the MultiBay and reinsert it. CD-ROM drive or DVD-ROM drive is not detected by the computer. Drive is not connected properly. 2-22 Troubleshooting Table 2-11 Solving Diskette Drive/SuperDisk LS-120 Drive Problems Problem Drive cannot write to a diskette.

Possible Cause Diskette is not formatted. Diskette is write-protected. Solution Format the diskette. 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. Enable the proper drive through Device Manager.



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Writing to the wrong drive. Not enough space is left on the diskette. Drive is disabled.

Disable diskette write Run Computer Setup ability is turned on. (Section 2.5). Select the Storage icon. Make sure Disable diskette write ability is not checked. System cannot start up from diskette or SuperDisk LS-120 drive. A bootable diskette is Verify that a diskette with not in the drive. the necessary system files is in the drive. Diskette bootability is Enable diskette disabled in Computer bootability in Computer Setup. Setup, Security menu.

Troubleshooting 2-23 Table 2-12 Solving Hard Drive Problems Problem Accessing information on the hard drive is much slower than usual. Possible Cause Hard drive entered low power state due to timeout and is now exiting from it. Hard drive is fragmented/not optimized or has errors. Solution Wait for the system to restore the previously saved data to its state prior to initiating a low power state. Run ScanDisk and Disk Defragmenter. Hard drive does not work. Hard drive is not seated properly. Turn off and unplug the computer, remove the hard drive, and reinsert the hard drive. Boot from the original hard drive or a specially prepared hard drive. Errors occur after starting from an additional hard drive.

Additional hard drive has not been specially prepared with necessary software. The drive is not seated properly. The drive is damaged. System does not recognize a hard drive. Remove, then reinsert the drive. @@Run ScanDisk on the drive. @@DriveLock settings cannot be accessed in Computer Setup.

@@@@@running on both computers. @@@@Your protocol. @@try connecting with a device you know to be IrDA-compliant.

@@@@@@@If conflict. two devices have the same IRQ address, reassign one of the devices. There is a baud rate Select the same baud conflict. rate for both computers. There is a conflict Select the same # bits with the # bits.

setting for both computers. There is a stop byte Select the same stop byte conflict. for both computers. There is a parity Select the same parity conflict.

@@Direct sunlight, fluorescent light, or flashing incandescent light is close to the infrared connections.

There is interference Keep remote control units from other wireless such as wireless devices. headphones and other audio devices away from the infrared connections. There is a physical obstruction in the way. One of the units was moved during data transmission. The orientation of the units is wrong. The distance between the units is too great. Infrared port doesn't work. Direct sunlight, fluorescent light, or flashing incandescent light is close to the infrared connections. Do not place objects that will interfere with a line-of-sight data transmission between the two units. Do not move either unit during data transmission.

Adjust the devices so that they point directly at each other. Verify that devices are not more than 1.5 feet (0.5 meter) apart. Remove the interfering light source(s). There is interference Keep remote control units from other wireless such as wireless devices. headphones and other audio devices away from the infrared connections. IR has been disabled. Run IR configuration utility in Control Panel. 2-26 Troubleshooting Table 2-14 Solving Keyboard Problems

Problem Screen is blank and keyboard is working.

Possible Cause A screen timeout has been initiated. QuickLock/QuickBlank has been initiated. Solution Press any key to refresh the screen. @@Press Fn+F4 to cycle from external monitor to internal LCD. @@Embedded numeric Num Lock function is keypad on not turned on.

@@@@@@Disable Call Waiting: 1. @@2. @@@@Check the computer BIOS setup. @@Dial 1 if using dialing long distance. The other line could be busy or not answering.

Make sure call waiting is disabled. The modem may not recognize an international dial tone. Try the ATX3DT command and the telephone number. Check your telephone and modem cable connections. If they are a little loose, they can cause noise on the line. @@@@To set S10=150: 1. @@2. Type AT S10=150 and press Enter. @@@@Unplug the telephone cable from the telephone wall jack. 2.

@@@@@3. @@@@2. Type AT and press the Enter key. @@@@3. Type ATDT and listen for dial tone. 4. @@Try dialing an alternate telephone number for the service you are using. Hang up an extension telephone and disconnect any other devices that may be using the same telephone line, then redial. Continued Another device on your telephone line may be causing interference. Troubleshooting 2-31 Table 2-15 continued Problem Modem does not connect at highest speed (continued).

Possible Cause The service or site called does not support 56K or supports an incompatible 56K implementation. Solution An internal modem supports K56flex. To find an Internet service provider (ISP) that supports K56flex, go to the Compaq Web site at www.compaq.com.

There is noise on the The 56K protocol of a telephone line. internal modem will fall back to lower speeds if the telephone line is too noisy for a high-speed connection. Try using another telephone line. Change the Hang-up Delay S Register: 1. Select Startà Programs àAccessoriesà HyperTerminal.

2. Go to Command Mode, type AT S10=150, then press Enter. NOTE: This command causes the modem to take longer to disconnect even if there is no noise on the line. The telephone line does not support 56K implementation. The 56K protocol requires that the telephone line contain no more than one analog-to-digital conversion. Try connecting from an alternate site. 2-32 Troubleshooting Table 2-16 Solving PC Card Problems Problem Computer does not beep when a PC Card is inserted. Possible Cause PC Card is not inserted properly. Solution Try reinserting the card. Ensure that the PC Card is inserted in the correct orientation.

Insert the card gently to prevent damage to the pins. Adjust the volume control on the computer. Speakers are turned off or volume is turned down. PC Card or card Check the list of PC driver is not PCMCIA Cards tested successfully compliant. in Compaq PC Card platforms. Computer beeps only The computer beeps once when a PC once to indicate that Card is inserted. a PC Card is recognized but not properly configured. Before a new PC Card can be used, it may be necessary to perform an initial setup procedure. Follow the PC Card manufacturer's instructions for formatting a hard drive card or installing PC Card-specific drivers for a network card. Refer to the instructions that came with the PC Card or contact the vendor for information on installing the correct drivers.

Ensure the PC Card is inserted correctly. Continued Network PC Card does not work. Necessary drivers are not installed (turned on). PC Card is not fully inserted or is upside down. Troubleshooting 2-33 Table 2-16 continued Problem Network PC Card does not work (continued).

@@@in Compaq PC Card platforms. @@@@Replace the battery pack. @@Computer turned off while it was left unattended. @@Charge the battery pack. Replace the battery pack.



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@@light. The brightness control Adjust the brightness is not set properly. control by pressing the Fn+F10 hotkeys. You may have a screen saver or screen blanking utility installed. Screen timeout was initiated. System initiated Suspend after a user-defined timeout expired. Computer initiated a low battery Suspend or Hibernation. @@Press the suspend button to exit Suspend. Replace the battery pack and exit Suspend or Hibernation. Connect the computer to an external power source and exit Suspend or Hibernation.

Continued 2-36 Troubleshooting Table 2-18 continued Problem Characters on computer display are dim (continued). Possible Cause Power Management, which controls Suspend and Hibernation, is disabled and the battery pack has discharged. Display was switched to the external monitor. Solution Replace the battery pack and turn on the computer. Connect the computer to an external power source and turn on the computer. Computer screen is blank and external monitor displays information. Press Fn+F4 to display information on the computer screen; press Fn+F4 again to display information simultaneously on both screens. Tap the switch. Check your connections to ensure that an external device is connected properly. Display switch is stuck.

Fn+F4 hotkey CRT or other display combination does not device is not switch between connected properly. internal and external displays. Troubleshooting 2-37 Table 2-19 Solving USB Problems Problem External device connected to a USB connector does not work. Possible Cause The operating system limits external devices connected by USB to two tiers which 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. During startup, only two tiers are supported by the USB port.

These tiers 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. Solution 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. External device connected to USB connector does not work during startup (before Windows 95 loads). Use the external device only after Windows 95 or Windows 98 has loaded. 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.

External devices in lower tiers do not work. An unpowered hub is Use only powered hubs. connected to another Make sure that all unpowered hub. unpowered hubs are immediately preceded by powered hubs in the USB chain. 2-38 Troubleshooting chapter 3 ILLUSTRATED PARTS CATALOG This chapter provides an illustrated parts breakdown and a reference for spare part numbers and option part numbers for the Compaq Armada E500 and Armada V300 Series of Personal Computers. 3.1 Serial Number Location When ordering parts or requesting information, provide the computer serial number and model number located on the bottom of the computer (Figure 3-1). Figure 3-1. Serial Number Location Illustrated Parts Catalog 3-1 3.2 Computer System Major Components Figure 3-2.

Computer System Major Components 3-2 Illustrated Parts Catalog Table 3-1 Spare Parts: Computer System Major Components Item 1 Description Spare Part Number 2a 2b 2c 2d 2e 2f 2g 2h 3 4 Display assembly 15.0-inch, TFT, XGA 190806-001 (use only with config. codes beginning with "DX" and "FFH") 14.1-inch, TFT, XGA 159532-001 use only with config. codes beginning with "CXX", "CZQ", "DC", "DN9", "DPB", "DVR", "FFD", and config. codes "DN81", "DN82", "DN84", "DN85", "DJD3", and "DJD4". 13.3-inch, TFT, XGA (Armada E500 only) 167133-001 use only with config. codes beginning with "DNN" and config. code "DN83".

13.3-inch, HPA, SVGA, (Armada V300 only) 177749-001 use only with config. codes beginning with "DVP". 12.1-inch, TFT, SVGA 159531-001 use only with config.

codes beginning with "CXW", "DJC", "DNM", "DVQ", and config. codes "DJD1", "DJD2", "DVM1", and "DVM2".. 12.1-inch, HPA, SVGA, (Armada V300 only) 160536-001 use only with config.

codes beginning with "CXV". Miscellaneous Plastics Kit, includes: 159536-001 not illustrated: Switch cover RJ-11 modem cover Hinge cover RJ-45 LAN cover Real time clock (RTC) battery Computer feet Touch button cable Display screw covers Front shield TV out connector cover Diskette drive bezel PC Card space saver Hard drive cover Diskette drive space saver Mini PCI slot cover CD-ROM drive space saver Infrared lens LED board 159539-001

Keyboard with pointing stick 154876-XXX (Armada E500 only) Latin American -181 Belgian -161 Spanish -201 Brazilian -091 Norwegian -081 Danish -131 Portuguese -051 French -071 Spanish -121 French Canadian -101 Swedish -041 German -111 Swiss -002 International -AB1 Taiwanese -061 Italian -031 U.K. English -291 Japanese -001 U.S. English -AD1 Korean Continued Illustrated Parts Catalog 3-3 Table 3-1 continued Item 4 Description Spare Part Number 5a 5b 6 7 Keyboard without pointing stick 154877-XXX Arabic -171 Latin American Belgian -181 Spanish -161 Brazilian -201 Norwegian -091 Danish -081 Portuguese -131 French -051 Spanish -071 French Canadian -121 Swedish -101 German -041 Swiss -111 International -002 Taiwanese -AB1 Italian -061 Turkish -141 Japanese -291 U.K. English -031 Korean -AD1 U.S. English -001 Touch button with TouchPad 135227-001 Touch button 3 with TouchPad 188645-001 Touch button without TouchPad 159530-001 (Armada E500 only) Top cover without TouchPad 159533-001 System board Armada E500 only (all with 64 MB SDRAM) Intel Pentium III 700-MHz processor 190804-001 (use only with config.

codes beginning with "DX" and "FFH") Intel Pentium III 650-MHz processor 177751-001 (use only with config. codes beginning with "DPB" and config. codes "FFD5" through "FFD8") Intel Pentium III 600-MHz processor 177750-001 (use only with config. codes beginning with "DN9" and config. codes "FFD1" through "FFD4") Intel Pentium III 500-MHz processor 165102-001 (use only with config. codes beginning with "DNM", "DNN", and "DVM", and config. code "DN83") Intel Pentium III 450-MHz processor 165101-001 (use only with config. codes beginning with "CZQ" and config. codes "DN84" and "DN85") Intel Pentium II 400-MHz processor 159528-001 (use only with config. codes beginning with "DC" and config. codes "DN81" and "DN82") Intel Pentium II 366-MHz processor 159527-001 (use only with config.



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