



Maintenance and Service Guide

Compaq Presario Internet PC 7000 Series Computers

Models: 7PL313, 7000US, 7001CL, 7000CA

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CD Drive

Dimensions	U.S.	Metric
Width	5.75 in	15.01 cm (maximum)
Height	1.67 in	4.29 cm
Depth	8.23 in	20.80 cm
Weight	2.65 lb	1.200 kg
Modes Supported		
CD-ROM	Mode 1 and Mode 2	
CD-DA	Audio	
CD-XA	Mode 2, Form 1 and 2	
Photo CD	Multiple Session	
Video-CDI	Multiple Session	
CD-Plus/CD-Extra/CD Enhanced	Multiple Sesssion	

CD-RW	Multiple Session	
Block Size		
CD-ROM Mode 1 and Mode 2 Form 1 (XA)	2048 bytes	
CD-ROM Mode 2	2336 bytes	
CD-DA	2324 bytes	
CD-XA	2324 bytes	
Center Hole	1.5 mm diameter	
Diameter	120 mm/80mm	
Thickness	1.2mm	
Track Pitch	1.6mm	
Laser		
Divergence Angle	53.5 degrees +/- 1.5 degrees	
Output Power	0.14 mW (@ objective lens)	
Type	Semiconductor laser GaAIAs	
Wave Length	780nm +/- 25 nm	
Access Time		
Random	< 100 ms (typical)	
Full Stroke	< 150 ms (typical)	
Audio Output Level		
Line Out	0.7 Vrms ± 20%	
Headphone	0.6 Vrms ± 20%	
Cache Buffer	256 KB	
Data Transfer Rate		
	Mode 1	Mode 2
Sustained	4800 KB/sec	5475 KB/sec

	KB.sec (32x)	KB/sec (32x)
Burst	MB/sec	MB/sec
Startup Time	< 5 sec	
Stop Time	< 5 sec	

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DVD Drive		
Dimensions	U.S.	Metric
Width	5.75 in	15.01 cm (maximum)
Height	1.67 in	4.29 cm
Depth	8.23 in	20.80 cm
Weight	1.80 lb	0.90 kg
Modes Supported	Mode 1 and Mode 2	
Block Size	2048 bytes	
Center Hole	15 mm diameter	
Disc Diameter	12 cm, 8 cm	
Thickness	1.2 mm	
Track Pitch	10.74 μm	
Access Time		
Random	< 180 ms typical	
Full Stroke	< 300 ms	
Audio Output Level		
Line Out	1.0 V (RMS) at 47 kW	
Headphone	0.7 V (RMS) at 32 W	
Cache Buffer	512 Kb	

Data Transfer Rate	
Sustained	2705-8115 KB/sec
Burst	
Startup Time	< 10 sec
Stop Time	< 2 sec

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CD-RW Drive		
Dimensions	U.S.	Metric
Width	5.75 in	15.01 cm (maximum)
Height	1.67 in	4.29 cm
Depth	8.23 in	20.80 cm
Weight	2.65 lb	1.200 kg
Modes Supported		
CD-ROM	Mode 1 and Mode 2	
CD-DA	Audio	
CD-XA	Mode 2, Form 1 and 2	
Photo CD	Multiple Session	
Video-CDI	Multiple Session	
CD-Plus/CD-Extra/CD	Multiple Session	
Enhanced		
CD-RW	Multiple Session	
Block Size		
CD-ROM	2048 bytes	
Mode 1 and Mode 2 Form 1 (XA)		
CD-ROM Mode 2	2336 bytes	
CD-DA	2324 bytes	
CD-XA	2324 bytes	

Center HOle	1.5 mm diameter	
Diameter	120 mm/80mm	
Thickness	1.2 mm	
Track Pitch	1.6mm	
Access Time		
Random	< 95 ms	
Full Stroke	< 190 ms	
Audio Output Level		
Line Out	0.7 Vrms \pm 20%	
Headphone	0.6 Vrms \pm 20%	
Cache Buffer	256 KB	
Data Transfer Rate		
	Mode 1	Mode 2
Sustained	4800 KB/sec	5475 KB/sec
	KB/sec (32x)	KB/sec (32x)
Burst	MB/sec	MB/sec
Startup Time	< 5 sec	
Stop Time	< 5 sec	

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Diskette Drive	
Diskette	
Size (in)	3.5 (8.89 cm)
High Density	1.44
Light	Green
Height	One-third
Bytes per Sector	512
Sectors per Track	
High Density	80
Tracks per Side	
High Density	80
Low Density	80
Rotational Speed	300 RPM
Read/Write Heads	2
Average Seek Time (ms)	
Track-to-Track	3
Setting Time	15 (Max)

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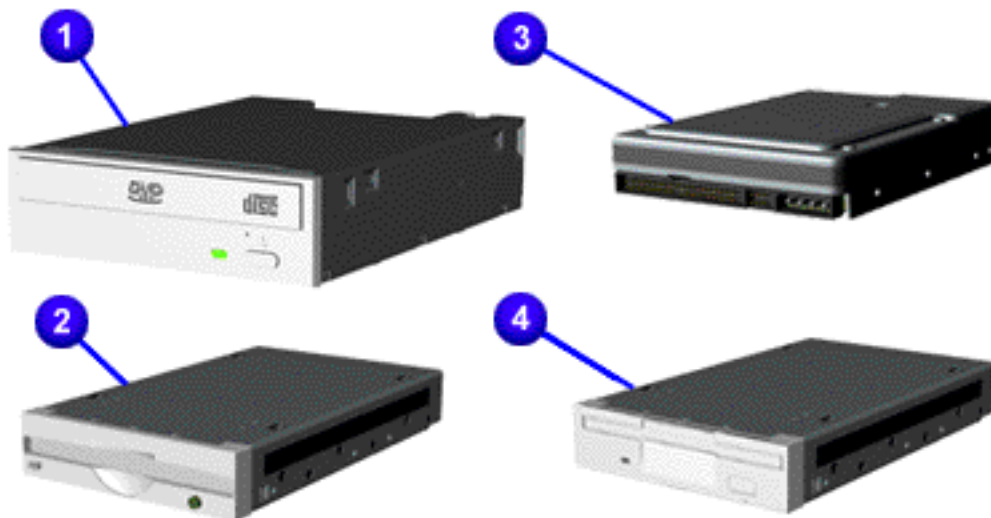
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Spare Part Description	Spare Part No.
1 CD, CD-RW, and DVD Drive	
CD-RW Drive 4x4x32x Quartz CD	191162-001
Models: 7000US, 7PL313, 7001CL, and 7000CA	
DVD 8x Quartz	191163-001
Models: 7000US, 7PL313, 7001CL, and 7000CA	
DVD Drive 10x Quartz	196748-001
Models: 7000US, 7PL313, 7001CL, and 7000CA	
DVD Drive 16x/ 40x Quartz	180593-001
Models: 7000US, 7PL313, 7001CL, and 7000CA	

2	Hard Drives	
	80.0-GB	217689-001
	Models: 7000US,7PL313, 7001CL	
	60.0-GB	201527-001
	Model: 7000CA	
3	Diskette Drive	
	1.44-MB Diskette Drive Quartz	191168-001

Note: The computer serial number should be provided to Compaq whenever requesting information or ordering spare parts.
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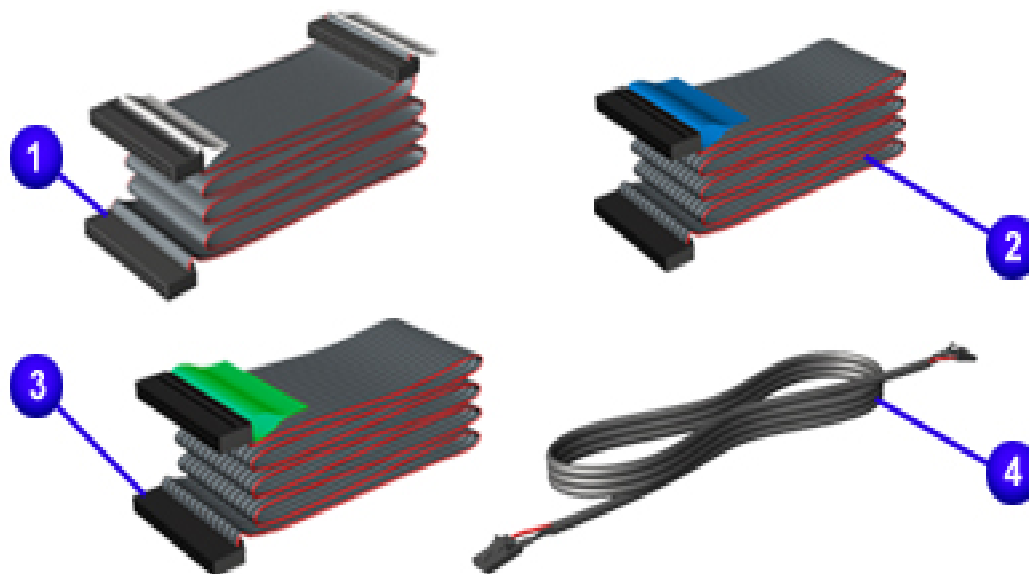
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1 Hard Drive Cable	209865-001
2 1.44-MB Diskette Drive Cable	209864-001
Cables Not Shown	
CD Audio Cable (18-inch)	149806-001
IDE Dual Connect Cable	210824-001

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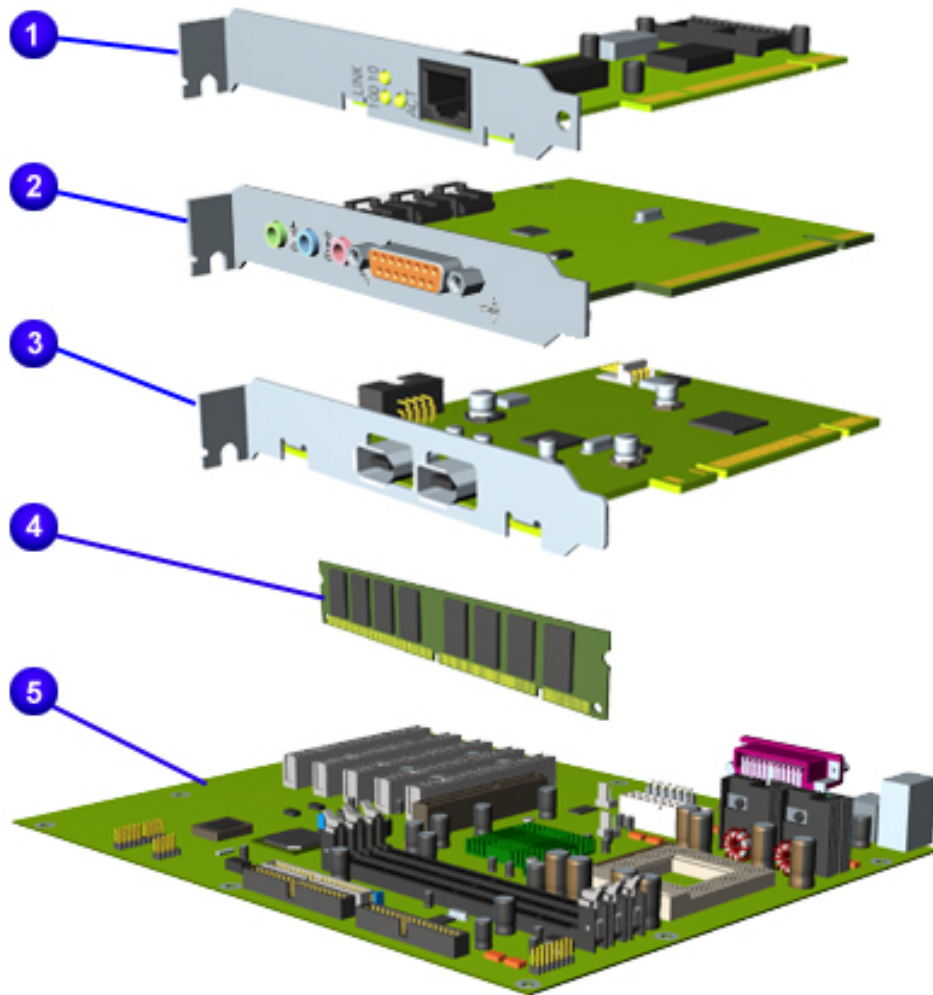
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	Spare Part Description	Spare Part No.
1	Standard and Optional Boards Network Interface Board 10/100	157045-001
2	Sound Card Soundblaster PCI Audio Card	113897-003
3	1394 Card 1394 Board 3PORT LV26	203353-001
4	Memory Modules Memory PC133 128-MB SDIMM Models: 7000US, 7PL313, 7001CL, and 7000CA	170081-001
	Memory DIMM 128-MB 100MHZ Models: 7000US, 7PL313, 7001CL, and 7000CA	166966-001

5	System Board	
	System Board w/o processor	192271-001
	North America	
	System Board w/ 1.25 GB Processor	200407-001
	Models: 7000US, 7PL313, 7001CL, and	
	7000CA	
	North America	
	Parts Not Shown	
	Video Board - M64 32 MB	192068-001
	Model: 7PL313	
	Graphics Board M64/16MB-NO/TV	182757-001
	Model: 7001CL	
	Video Board - M64 32 MB-NO/TV	203280-001
	Models: 7000US and 7000CA	

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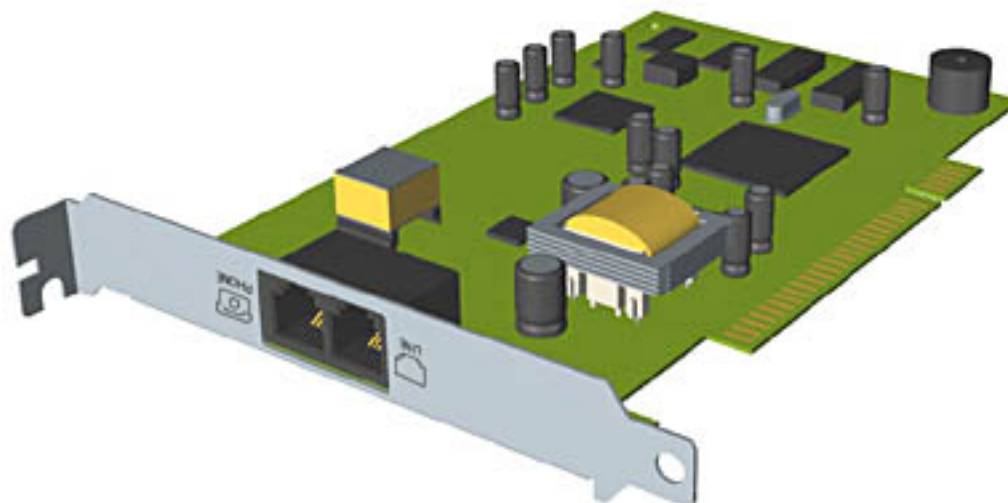
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Spare Part Description
56K Modem - Latin America Excluded

Spare Part No.
166386-002

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Spare Part Description

Spare Part Number

USB Internet Keyboard (US)
Model: 7000US

180190-007

**USB Internet Keyboard
(Latin America)
Model: 7PL313**

180190-167

USB Internet Keyboard (Brazil)

180190-207

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Chassis Assembly w/ Side Panel

215281-001

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5.25 Inch Drive Rails (2 left/2 right side)

210830-001

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3.5 Inch Drive Rails (left/ right side)

199353-001

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Front Bezel Assembly

215279-001

(2) Hard Drive Bracket (4 Screws)

195413-001

Trim Ring (Upper Front Panel)

202398-001

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Access Door

202399-001

Power Switch w/ Holder

199354-001

Plastic Kit

163345-001

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Fax/Modem	
General Description	
Support	Supports K56flex and/or ITU-T V.90. 14400bps send and receive fax modem with automatic fallback to 12000, 9600, 7200, 4800, and 2400bps.
	Supports fax service Class 1 (EIA/TIA 578). Supports V.80 video ready modem. Built-in DTE interface with speed up to 115.2kbps or 57.6kbps, parallel 16550a UART-compatible interface. Power Management Registers to PCI Interface.
Data Mode	K56flex and/or ITU-T V.90 56kb/s for highest Internet connection rates. Ultrahigh compression throughput due to parallel access directly to the host PC. ITU-T V.34 extended rates 33600bps to 2400bps. V.32terbo, V.32bis and fallbacks. TIA/EIA 602 standard for AT command set. V.42 error correction (LAM and MNP). V.42bis and MNP Class 5 data compression.
Fax Mode	Fax modem send and receive rates up to 14400bps. * V.17, V.29, V.27ter, and V.21 channel 2 * TIA/EIA 578 Class 1 FAX
Error Correction	ITU-T recommended V.42 error correction. V.42 error correction (LAM and MNP).

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Power Supply Assembly	
	U.S.
Input Specifications	
Nominal Line Voltage	115 to 230 VAC
Range Input Line	90 to 264 VAC
Frequency Range	47 to 63 Hz AC
Input Current	115V 3.00 AMPS
Input Current	4.5 RMS at Max Load
Output Power	145 Watts
Inrush Current	80 A at 132 VAC (cold start)
Holdup Time	16 ms from zero
Environment	Temperature Range
Operating	10 to +50 C
Non-Operating	-40 to +66 C

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General System Specifications

Dimensions	U.S.	Metric/ International
Height	16.55 in	42.037 cm
Width	8.76 in	22.25 cm
Length	17.30 in	22.25 cm
Weight	25.3 lbs	11.5 kg
Shipping Weight	36.6 lbs	11.5 kg
Input Requirements		
Nominal Line Voltage	115 VAC	230 VAC
Range Line Voltage	90-132 VAC	180-264 VAC
AC Frequency	50 or 60 Hz	50 or 60 Hz
Input Current	4.5 RMS at Max Load	4.5 RMS @ Max Load

Fluctuations	5v +/-5%	3.3v +/-3%
Power (watts)		
Steady State	145	145
Sleep Mode	< 30	< 30

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Environmental Requirements

Temperature		
Operating	50° to 95° F	10° to 35° C
Shipping	-4° to 140° F	-20° to 60° C
Humidity (noncondensing)		
Operating	8% to 90%	8% to 90%
Nonoperating	5% to 95%	5% to 95%
Maximum Altitude (unpressurized)		
Operating	10,000 ft	3048 m
Nonoperating	30,000 ft	9144 m

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System Interrupts

Hardware IRQ	System Function	
IRQ 0	System Timer	
IRQ 1	Motherboard Resources	
IRQ 2	Programmable Interrupt Controller	
IRQ 3	ACPI IRQ Holder for PCI IRQ Sterring	
IRQ 3	Intel (r) 810e Chipset Graphics Driver (DC133 FSB133) 4.11.01.1321	
IRQ 4	Motherboard Resources	
IRQ 5	Intel (r) 82801AA SMBus Controller	
IRQ 5	SoundMAX Integrated Digital Audio	
IRQ 5	ACPI IRQ Holder for PCI IRQ Sterring	

IRQ 6	Standard Floppy Disk Controller	
IRQ 8	System CMOS/real time clock	
IRQ 9	SCI IRQ used by ACPI bus	
IRQ 11	ACPI IRQ Holder for PCI IRQ Steering	
IRQ 11	ACPI IRQ Holder for PCI IRQ Steering	
IRQ 11	Texas Instruments OHCI IEEE 1394 Host Controller	
IRQ 11	Intel (r) 82801AA USB Universal Host Controller	
IRQ 12	Motherboard Resources	
IRQ 13	Numeric Data Processor	
IRQ 14	Primary IDE Controller (dual fifo)	
IRQ 14	Intel (r) 82801AA Ultra ATA Controller	
IRQ 15	Secondary IDE Controller (dual fifo)	
IRQ 15	Intel (r) 82801AA Ultra ATA Controller	

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System I/O

I/O Address (Hex)	System Function (Shipping Configuration)	
0000h-000Fh	Direct Memory Access Controller	
0010h-001fh	Motherboard Resources	
0020h-003fh	Programmable Interrupt Controller	
004h-0043h	System Timer	
004E-004fh	Motherboard Resources	
0050h-0052h	Motherboard Resources	
0060h-0060h	Motherboard Resources	
0061h-0061h	System Speaker	
0064h-0064h	Motherboard Resources	
0070h-0071h	System CMOS/real time clock	

0072h-0077h	Motherboard Resources	
0080h-008fh	Direct Memory Access Controller	
0090h-009fh	Motherboard Resources	
00A0h-00Bfh	Programmable Interrupt Controller	
00C0h-00Dfh	Direct Memory Access Controller	
00F0h-00FFh	Numeric Data Processor	
0170h-0177h	Secondary IDE Controllwer (dual fifo)	
0170h-0177h	Intel(r) 82801AA Ultra ATA Controller	
01F0h-01F7h	Intel(r) 82801AA Ultra ATA Controller	
01F0h-01F7h	Primary IDE controller (dual fifo)	
0376h-0376h	Intel(r) 82801AA Ultra ATA Controller	
0376h-0376h	Secondary IDE controller (dual fifo)	
0390h-0397h	Motherboard resources	
03B0h-03BBh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133) 4.11.01.	
03C0h-03DFh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133) 4.11.01.	
03F0h-03F5h	Standard Floppy Disk Controller	
03F6h-03F6h	Primary IDE controller (dual fifo)	
03F6h-03F6h	Intel(r) 82801AA Ultra ATA Controller	
0400h-047Fh	Motherboard resources	
04D0h-04D1h	Motherboard resources	
0CF8h-0CFFh	PCI bus	
2000h-20FFh	SoundMAX Integrated Digital Audio	
2400h-243Fh	SoundMAX Integrated Digital Audio	
2460h-246Fh	Intel(r) 82801AA Ultra ATA Controller	

2460h-2467h	Primary IDE controller (dual fifo)	
2468h-246Fh	Secondary IDE controller (dual fifo)	
EE00h-EE7Fh	Motherboard resources	
EE80h-EEBFh	Motherboard resources	
EEC0h-EEDFh	Intel(r) 82801AA USB Universal Host Controller	
EEE0h-EEEFh	Intel(r) 82801AA SMBus Controller	

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System Memory		
Memory Address	System Function	
00000000h-0009FFFFh	System board extension for ACPI BIOS	
000A0000h-000AFFFFh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133)	
000B0000h-000BFFFFh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133)	
000E0000h-000FFFFFFh	System board extension for ACPI BIOS	
00100000h-07FFFFFFh	System board extension for ACPI BIOS	
40000000h-40003FFFh	Texas Instruments OHCI IEEE 1394 Host Controller	
40000000h-403FFFFFFh	Intel(r) 82801AA PCI Bridge	
40300000h-403007FFh	Texas Instruments OHCI IEEE 1394 Host Controller	
40400000h-4047FFFFh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133)	
44000000h-47FFFFFFh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133)	
FFB80000h-FFBFFFFFFh	System board extension for ACPI BIOS	
FFF80000h-FFFFFFFFh	System board extension for ACPI BIOS	

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System DMA

Hardware	System Function (Default)	
DMA 2	Standard Floppy Disk Controller	
DMA 4	Direct Memory Access Controller	

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Hard Drives

Hard Drives

[CD and DVD Drive/
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Compaq Computer Corporation uses IDE hard disk drives that conform to two different device I/O implementations. These are Conner mode and ATA-compatible mode. These two modes are incompatible with one another.

Important: Jumper settings are shown on top of the hard drives.

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CD-RW Drive

CD and DVD Drive

Optical Device Type	CD
Optical Device Speed	X
Optical Device Transfer Rate	2500 - 6000KB/s
Interface	ATAPI
Transport Type	Tray Load

CD-RW Drive

Optical Device Type	CD-RW
Device Recording Speed	2X Max
Device ReWrite Speed	2X Max
Device CD Read Speed	24X Max
Storage Capacity: Data	650 MB
Storage Capacity: Music	74 Minutes
Interface	EIDE/ATAPI
Transport Type	Tray Load

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External System Board Connectors

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Function	Description
Keyboard	USB
Mouse	Miniature 6-Pin
Parallel	DSUB 25-Pin
Serial	DSUB 9-Pin
Video	15-Pin VGA
Rear USB Ports	Dual high USB
Microphone In	Mini Stereo
Line In	Mini Stereo
Line Out	Mini Stereo

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Function	Description
DIMM Sockets (3)	168-Pin DIMM
PCI Slots (5)	32 Bit PCI Connector
Clear CMOS	3-Pin Header
USB front I/O connector	10-Pin 0.1 in Connector
Sleep Button & LEDs	2x10 Pin Header
Battery Socket	2-Pin Sacket
CD-ROM Audio (2)	4-Pin Header, Key 2
IDE Drives (2)	40-Pin Headers, Key 20
Diskette Drive	34-Pin Header
Internal Fans (2)	3-Pin Intel Standard
Power Supply	20-Pin ATX power supply connector

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

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

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Generating Static

[Graphics Card](#)

The table below shows the different amounts of static electricity generated by different activities.

[Expansion Card
\(Modem or Network
Card\)](#)

	Relative Humidity		
	10%	40%	55%
Event			
Walking across carpet	35,000 V	15,000 V	7,500 V
Walking across vinyl floor	12,000 V	5,000 V	3,000 V
Motions of bench worker	6,000 V	800 V	400V
Removing DIPS from plastic tubes	2,000 V	700 V	400 V
Removing DIPS from vinyl trays	11,500 V	4,000 V	2,000 V

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Removing DIPS from Styrofoam	14,500 V	5,000 V	3,500 V
Removing bubble pack from PCBs	26,000 V	20,000 V	7,000 V
Packing PCBs in foam-lined box	21,000 V	11,000 V	5,000 V
NOTE: 700 volts can degrade a product			

Preventing Electrostatic Damage to Equipment

Many electronic components are sensitive to ESD. Circuitry design and structure determine the degree of sensitivity. The following proper packaging and grounding precautions are necessary to prevent damage:

1. Protect all electrostatic parts and assemblies with conductive or approved containers or packaging.
2. Keep electrostatic sensitive parts in their containers until they arrive at static-free stations.
3. Place items on a grounded surface before removing them from their container.
4. Always be properly grounded when touching a sensitive component or assembly.
5. Place reusable electrostatic-sensitive parts from assemblies in protective packaging or conductive foam.

Use transporters and conveyors made of antistatic belts and metal roller bushings. Mechanized equipment used for moving materials must be wired to ground the proper materials selected to avoid static charging. When grounding is not possible, use an ionizer to dissipate electric charges.

Preventing Damage to Drives

To prevent static damage to hard drives, use the following precautions.

1. Handle drives gently, using static-guarding techniques.
2. Store drives in the original shipping containers.
3. Avoid dropping drives from any height onto any surface.
4. Handle drives on surfaces that have at least one inch of shock-proof foam.
5. Always place drives PCB assembly side down on the foam.

Grounding Methods

The method for ground must include a wrist strap or a foot strap at a grounded workstation. When seated, wear a wrist strap connected to a grounded system. When standing, use footstraps and a grounded floor mat.

Static-Shielding Protection Levels

Method	Antistatic Plastic	Carbon-Loaded Plastic	Metallized Laminate
Voltages	1,500	7,500	15,000

Grounding Workstations

To prevent static damage at the workstation, use the following precautions:

1. Cover the workstation with approved static-dissipative material. Provide a wrist strap connected to the work surface and properly grounded tools and equipment.
2. Use static-dissipative mats, heel straps, or air ionizers to give added protection.
3. Handle electrostatic sensitive components, parts, and assemblies by the case or PCB laminate. Handle them only at static-free workstations.
4. Avoid contact with pins, leads, or circuitry.
5. Turn off power and input signals before inserting and removing connectors or test equipment.
6. Use fixtures made of static-safe materials when fixtures must directly contact dissipative surfaces.
7. Keep work area free of nonconductive materials such as ordinary plastic assembly aids and Styrofoam.
8. Use field service tools, such as cutters, screwdrivers, and vacuums, that are conductive.
9. Use a portable field service kit with a static dissipative vinyl pouch that folds out of a work mat. Also use a wrist strap and a ground cord for the work surface. Ground the cord to the chassis of the equipment undergoing test or repair.

Ground Equipment

Use the following equipment to prevent static electricity damage to the equipment:

Wrist Straps are flexible straps with a minimum of 1 megohm plus or minus 10% resistance to the ground cords. To provide proper ground, a strap must be worn snug against the skin. On grounded mats without banana-plug connectors, connect a wrist strap with alligator clips.

Heelstraps/Toestraps/Bootstraps can be used at standing workstations and are compatible with most types of boots and shoes. On conductive floors or dissipative floor mats, use them on both feet with a minimum of 1 megohm resistance between operator and ground. To be effective, the conductive strips must be worn in contact with the skin.

Recommended Materials and Equipment

Other materials and equipment that are recommended for use in preventing static electricity include:

1. Antistatic tape
2. Antistatic smocks, aprons, or sleeve protectors
3. Conductive bins, and other assembly or soldering aids
4. Conductive foam
5. Conductive tabletop workstations with ground cord of 1 megohm of resistance

6. Static dissipative table or floor mats with hard tie to ground
7. Field service kits
8. Static awareness labels
9. Wrist straps and footwear straps providing 1 megohm plus or minus 10% resistance
10. Material handling packages
11. Conductive plastic bags
12. Conductive plastic tubes
13. Conductive tote boxes
14. Metal tote boxes
15. Opaque shielding bags
16. Transparent metallized shielding bags
17. Transparent shielding tubes

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Tool Requirements

1. Phillips screwdriver
2. Needle-nose pliers
3. Flathead screwdriver
4. Compaq Utilities software

Screws

The screws used in these products are not interchangeable. If an incorrect screw is used during the reassembly process, it could cause damage to the unit. Compaq strongly recommends that all screws removed during the disassembly process be kept when that was removed, then returned to their proper locations.

Important:

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

Cables and Connectors

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

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Preparation for Disassembly

To prepare the computer for removal and replacement procedures, complete the following steps:

1. Remove any diskette, compact disc, or tape from the computer.
2. Turn off the computer and any peripheral devices that are connected to the computer.

 Caution: The computer power switch should be turned off before you disconnect any cables.

 Caution: Before doing any work inside your computer, ground yourself by touching a metal part of the chassis.

3. Disconnect the power cord from the electrical outlet, and then from the computer.
4. Disconnect all peripheral device cables from the computer.
5. Turn the computer over on its side (open side facing up).

Important:

During disassembly, label each cable as you remove it. Be sure to note its position and routing.

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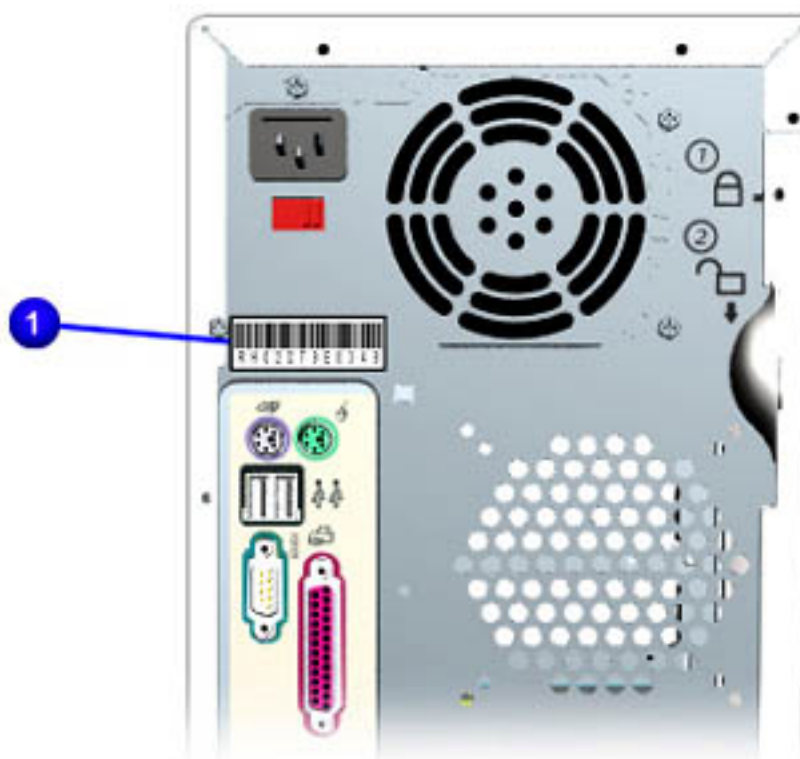
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The computer serial number should be provided to Compaq whenever request information or ordering spare parts. The serial number is located directly above the rear connectors.



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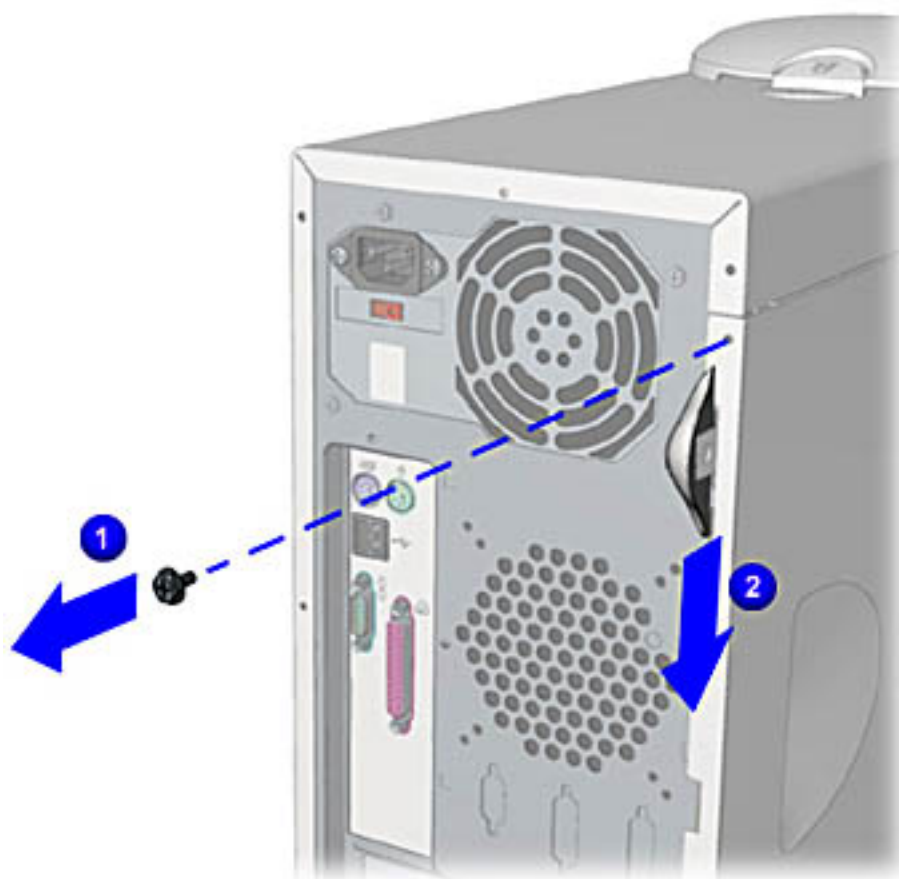
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Removing the Side Access Panel



Removal

1. [Perform the preparation procedures.](#)
2. Remove the screws from the access panel.
3. Locate the latch and press down, and then hold in position.

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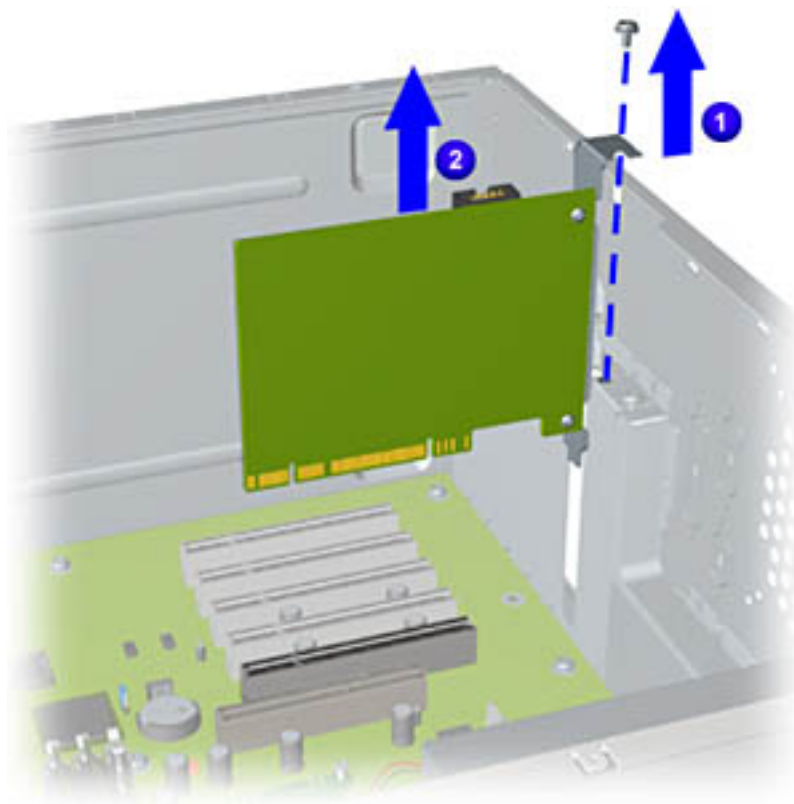
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Removing the Graphics Card



Removal

1. [Perform the preparation procedures.](#)
2. Remove the screw securing the graphics card.
3. Pull the graphics card using a gentle rocking motion from the AGP slot on the system board.

Replacement

1. Align the graphics card with AGP slot on the system board. Insert the card carefully and firmly into the connector.
2. Replace the screw securing the graphics card to the chassis.

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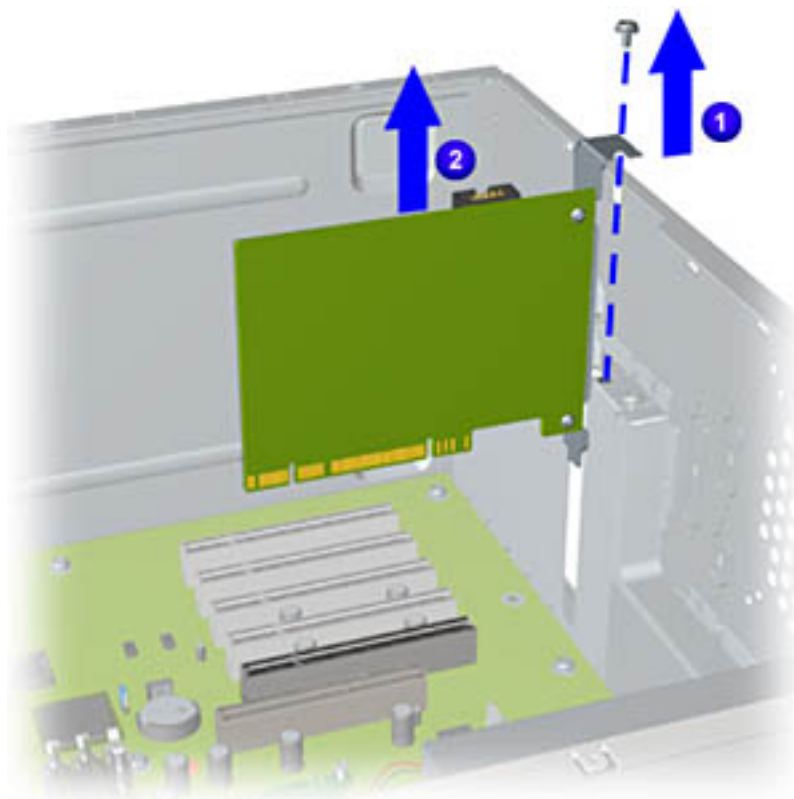
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Removing the Expansion Card



Removal

1. [Perform the preparation procedures.](#)
2. Turn the computer on its side (open side facing up) and locate the expansion card(s).
3. Remove the screw securing the expansion card.
4. Pull the expansion card using a gentle rocking motion from the connector on the system board.

Replacement

Important: The expansion card rear connector must be properly inserted into the rear chassis slot to ensure the card is properly seated into the connector on the system board.

1. Align the card with connector on the system board and rear connector slots on the chassis.
2. Replace the screw to secure the expansion card to the chassis.

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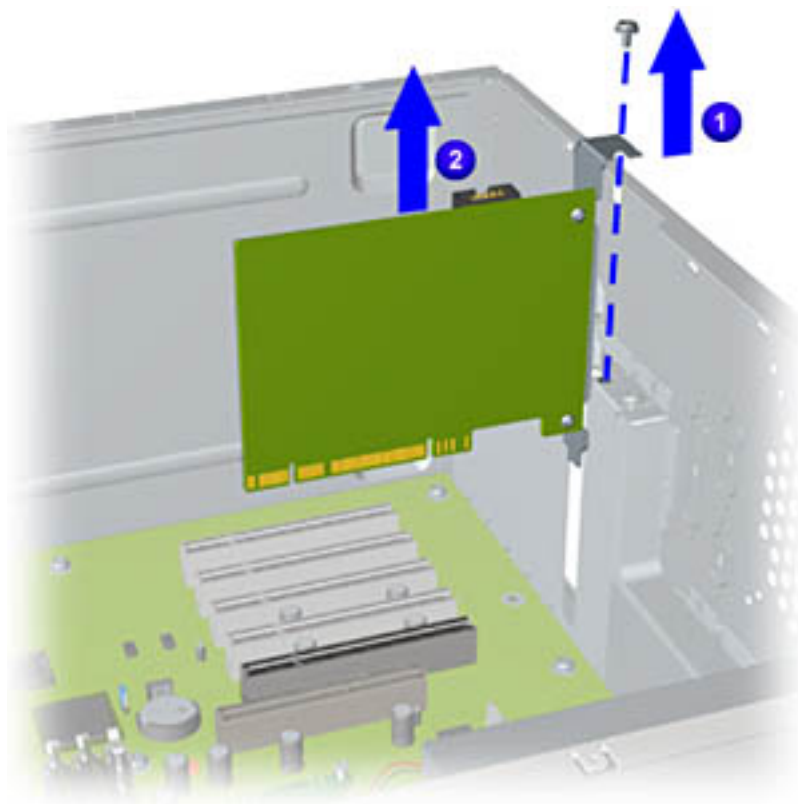
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Removing the 1394 Card



Removal

1. [Perform the preparation procedures.](#)
2. Turn the computer on its side (open side facing up) and locate the 1394 card(s).
3. Remove the screw securing the 1394 card.
4. Pull the 1394 card using a gentle rocking motion from the connector on the system board.

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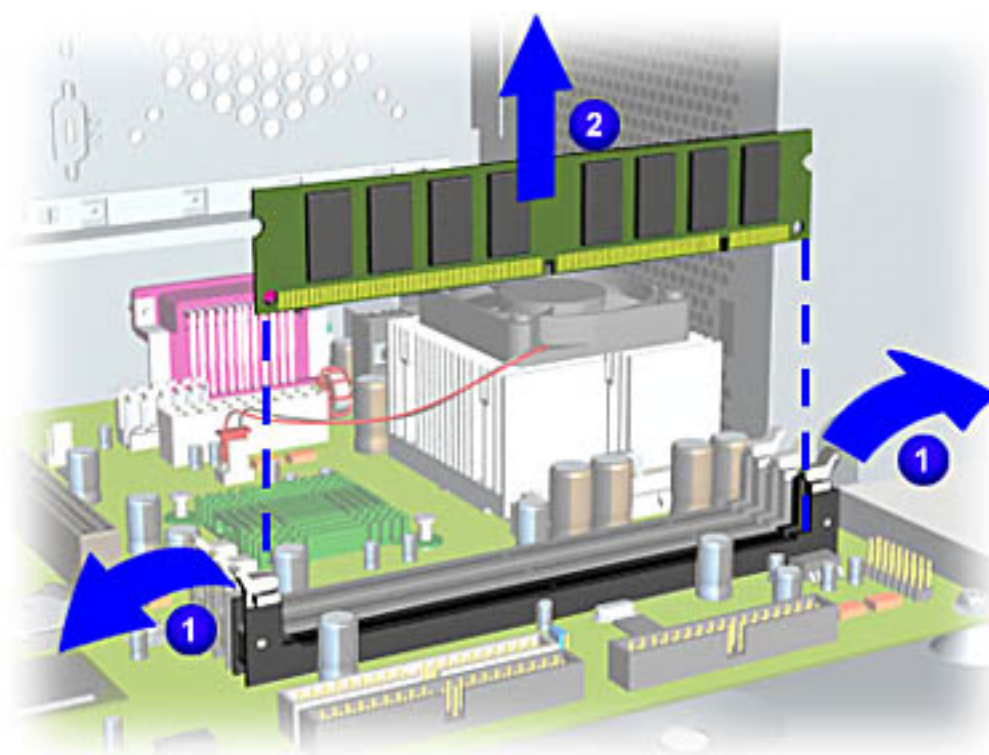
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Removing the Memory Module



Removal

1. [Perform the preparation procedures.](#)
2. Pull outward on the release latches found on both ends of the memory module.
3. Lift the memory module from the system board slot.

Replacement

1. Ensure the latches on both ends properly snap into place.
2. Align the memory module with the memory slot.
3. Push the module carefully and firmly into the slot ensuring that the latches on both ends snap into place.

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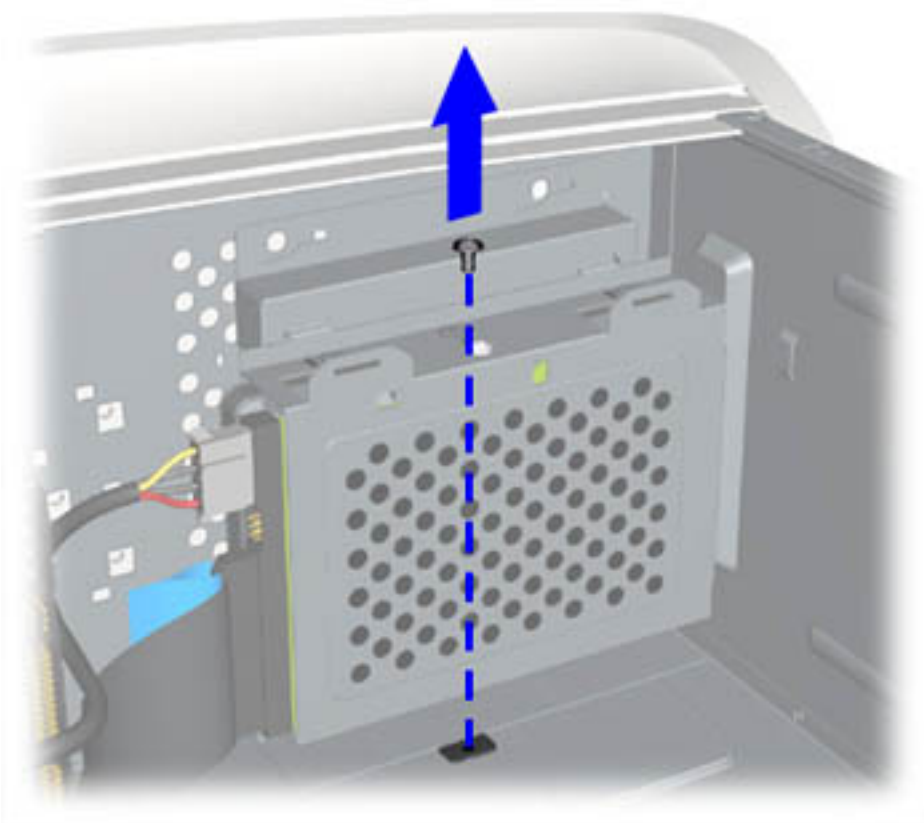
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Removing the Hard Drive



Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. Remove the screw securing the hard drive bracket to the chassis wall.

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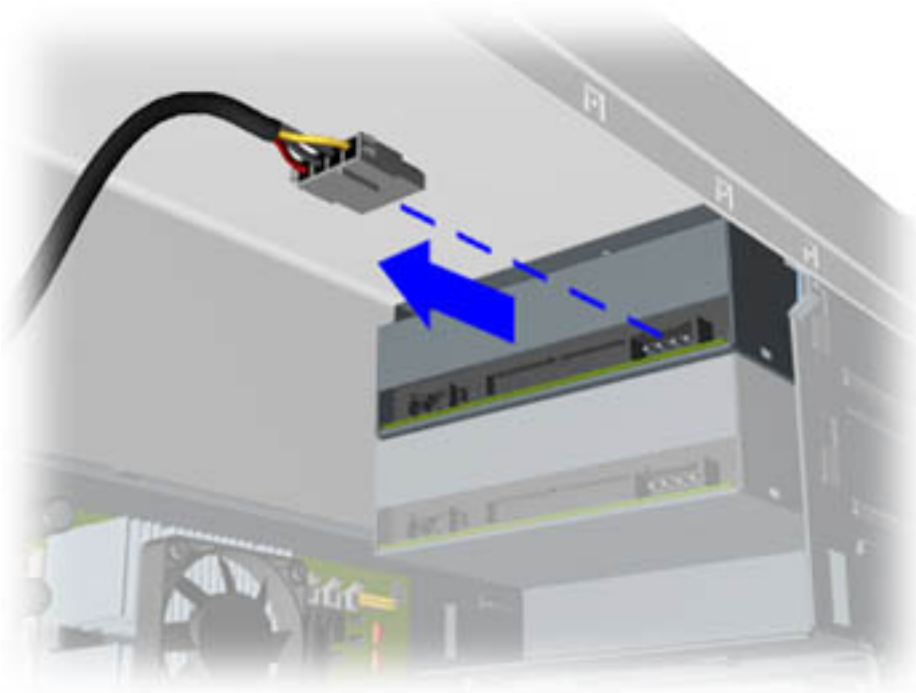
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Removing the Diskette Drive



Removal

To remove the diskette drive, complete the following steps:

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2. [Remove the Side Access Panel.](#)
3. [Unlock the front panel door lock.](#)
4. [Open the CD Storage Door \(Lower Front Panel\).](#)
5. [Remove the Upper Front Panel.](#)
6. Disconnect power cable connected to the drive.

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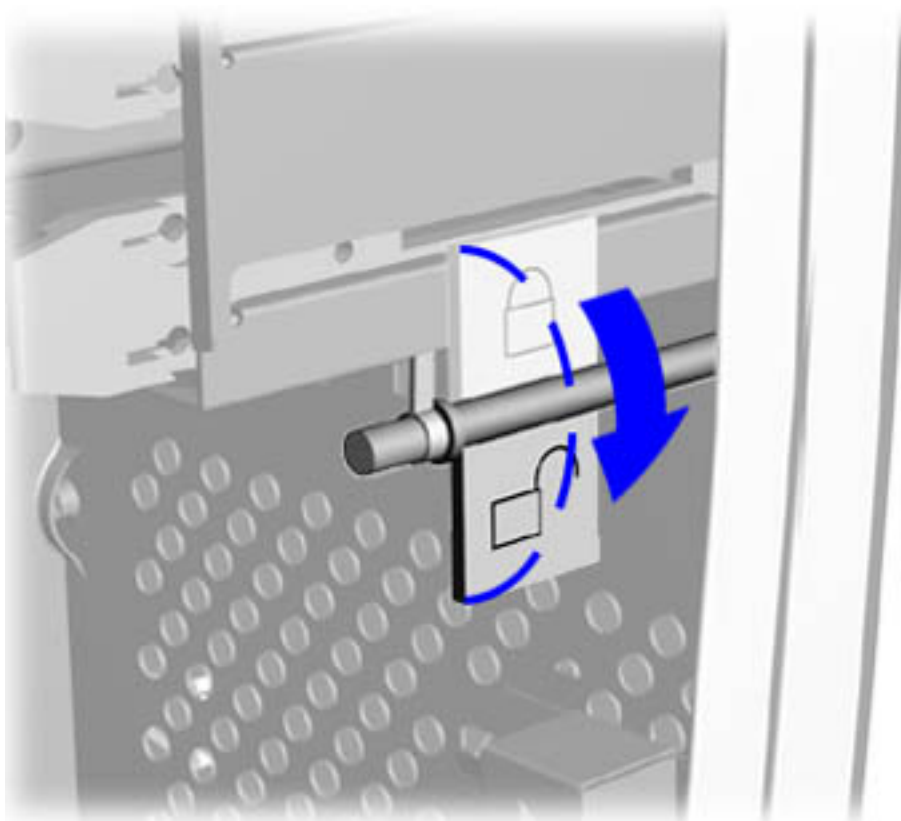
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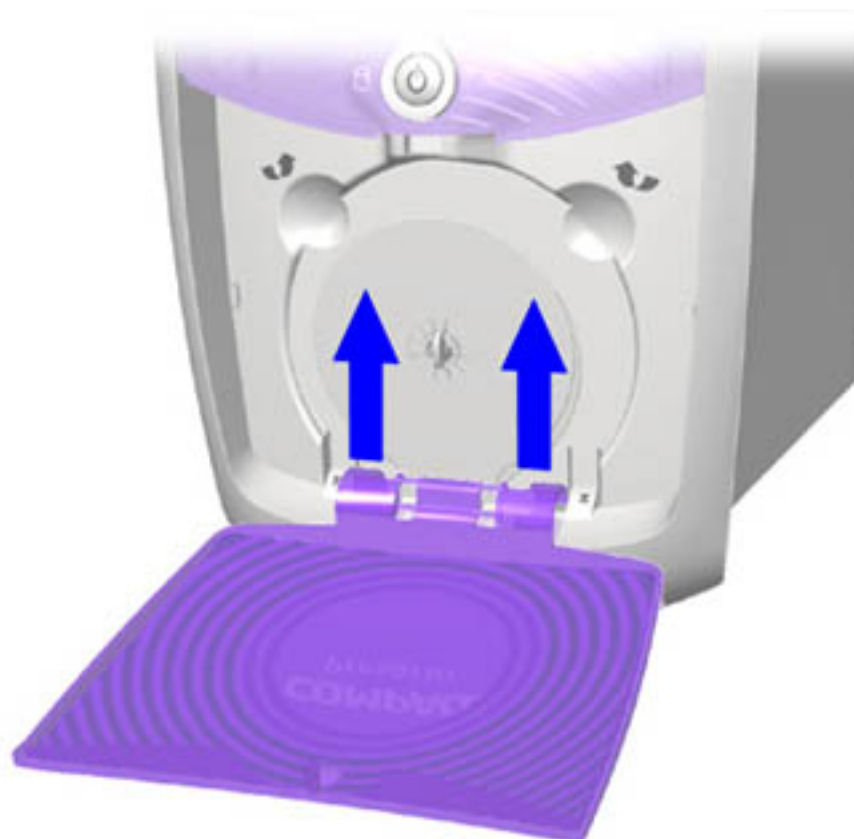
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4. [Open the CD Storage Door \(Lower Front Panel\).](#)
5. [Remove the Upper Front Panel.](#)
6. Lift the CD Storage Door (Lower Front Panel) slightly with both hands while pressing both tabs with your thumbs at the same time. Lift the CD Storage Door (Lower Front Panel) to release from the chassis.

Replacement

To replace the CD Storage Door (Lower Front Panel), reverse this procedure.

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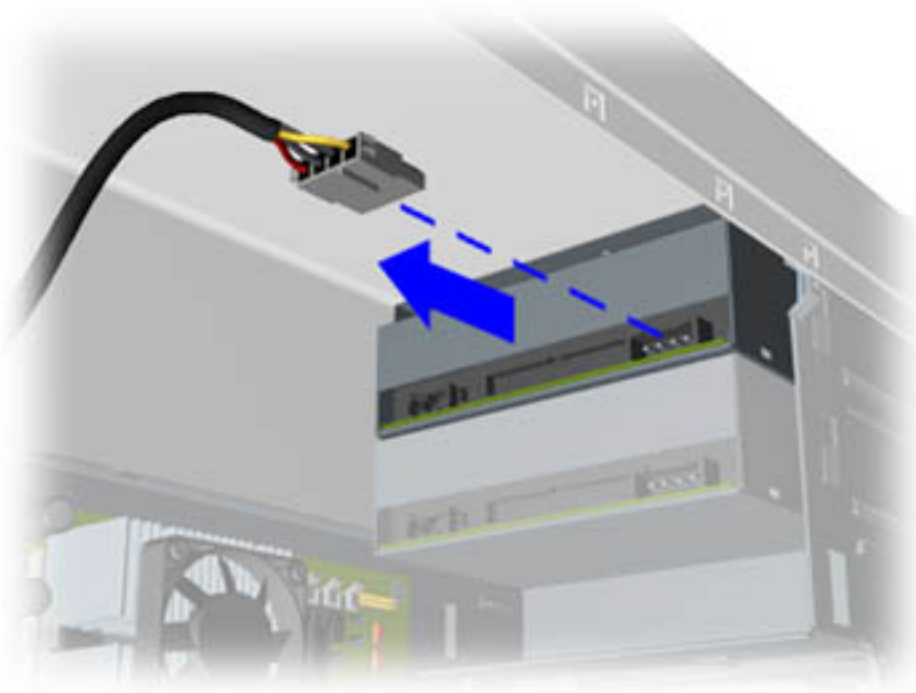
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Removing the CD, CD-RW and/or DVD Drive



Removal

To remove the CD, CD-RW and/or DVD drive, complete the following steps:

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. [Unlock the front panel door lock.](#)
4. [Open the CD Storage Door \(Lower Front Panel\).](#)
5. [Remove the Upper Front Panel.](#)
6. Disconnect power cable connected to the drive.

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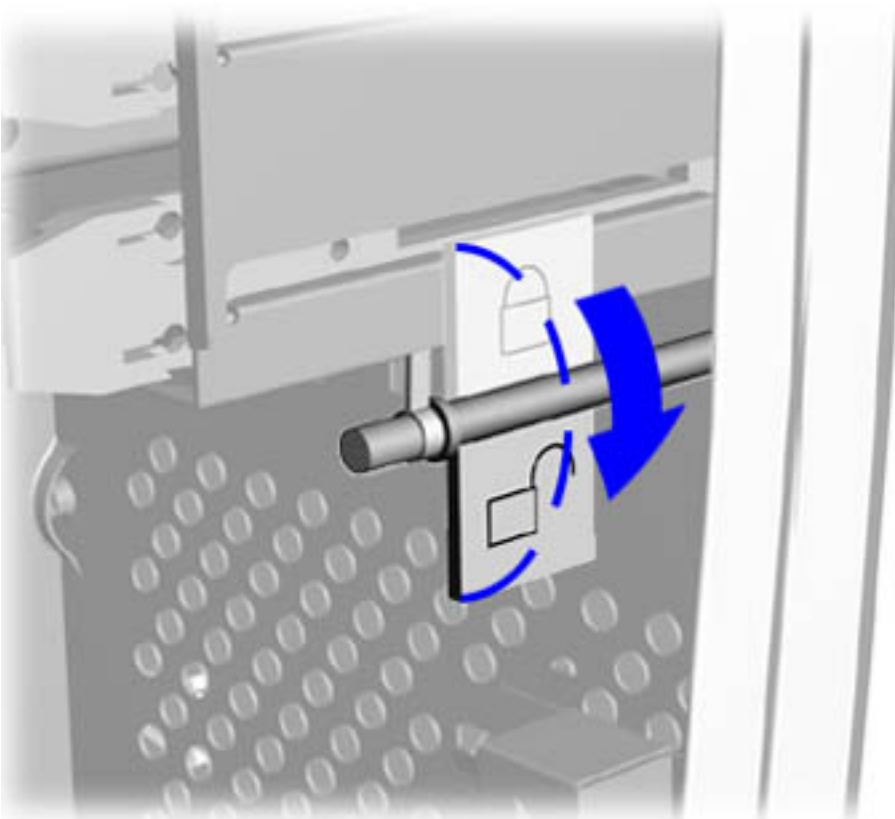
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To unlock the upper front panel, complete the following steps:

1. [Perform the preparation procedures.](#)
2. Rotate the lock to the down position to unlock the upper front panel.

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1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. Remove the four screws located at the top of the rear of the chassis.

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Removal

4. Grab the handle and slide the side access panel from the chassis.

Replacement

Align the tabs on the side access panel with the chassis slots and slide the side panel into place.

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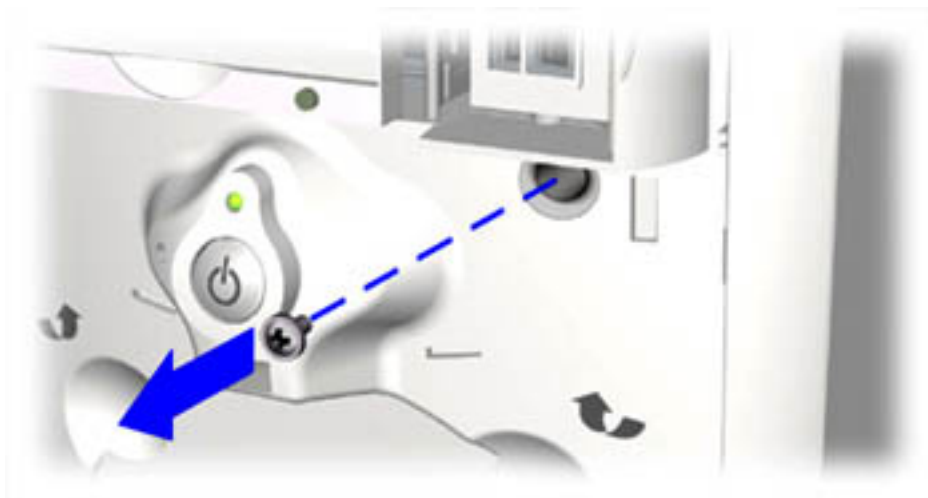
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Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. [Unlock the front panel door lock.](#)
4. [Open the CD Storage Door \(Lower Front Panel\).](#)
5. [Remove the Upper Front Panel.](#)
6. Remove the screw securing the Front I/O Bracket to the front of the chassis.

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1. [Perform the preparation procedures.](#)
2. Press the indentation located at the top of the CD Storage door to open.

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Removal

1. [Perform the preparation procedures.](#)
2. [Remove the Side Access Panel.](#)
3. [Remove the memory modules.](#)
4. [Remove the microprocessor/heatsink assembly.](#)
5. [Remove the expansion card\(s\).](#)
6. [Remove the graphics card.](#)
7. [Remove the 1394 card.](#)
8. [Disconnect the power supply and cable from the system board.](#)
9. [Disconnect the Front I/O \(USB\) cable from the system board.](#)
10. Disconnect the hard drive, diskette drive, CD-RW, CD-ROM, and/or DVD drive data cables from the system board.

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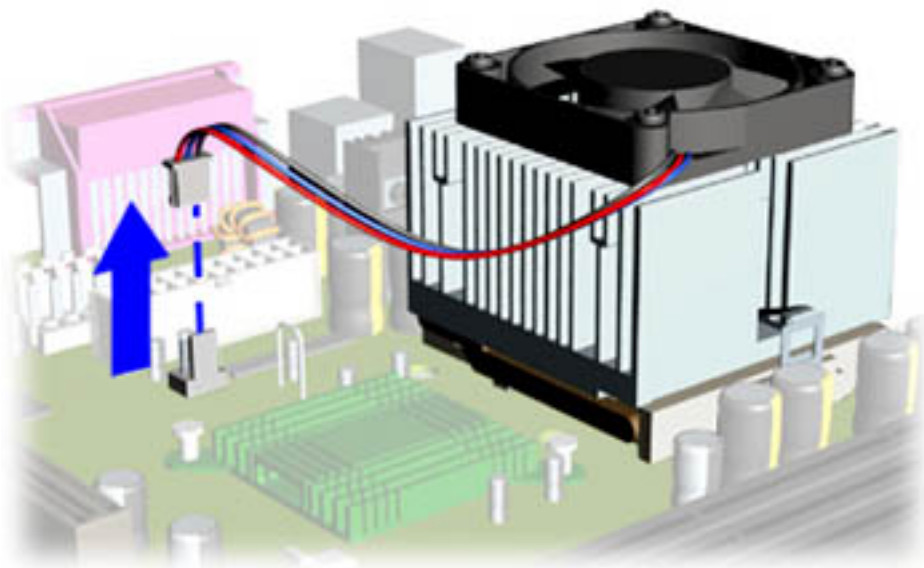
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1. [Perform the preparation procedures.](#)
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3. Disconnect the fan cable from the system board.

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WARNING: The microprocessor may still be hot if the computer was recently used. Allow the microprocessor to cool before removing.

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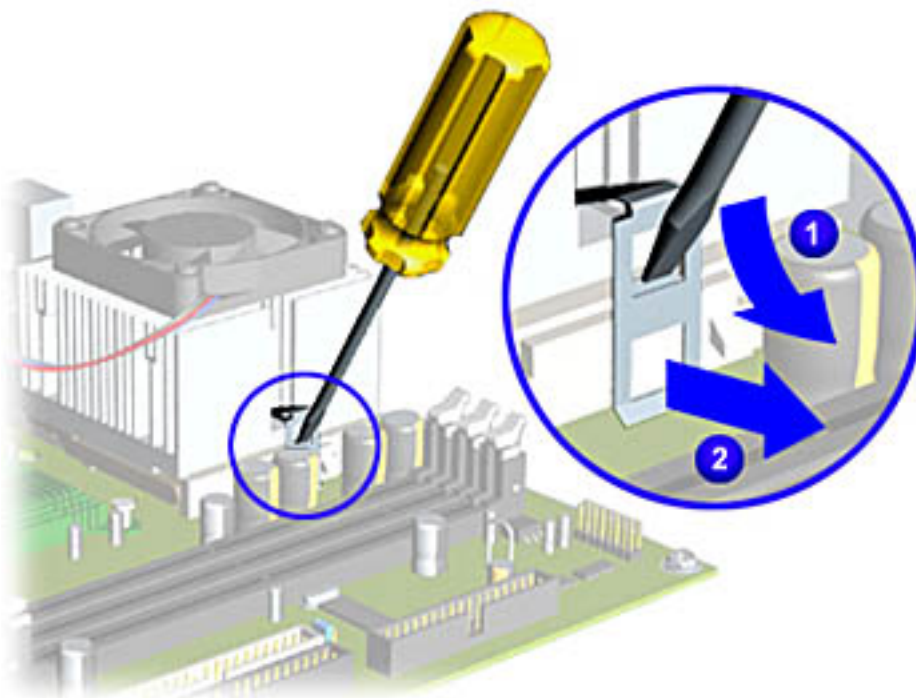
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Removing the Microprocessor/Heatsink Assembly, continued

Removal

- Insert the screwdriver into the top slot on the microprocessor clip. Applying gentle force, press down with the screwdriver and pull outward on the microprocessor clip to release it from the tab on the microprocessor interface socket.

[Next Step](#)



NOTE	The microprocessor/heatsink assembly clip is attached on each side of the microprocessor interface socket.
------	--

IMPORTANT	Do not let the screwdriver slip and hit the system board when removing the microprocessor clip. The system board can be damaged if its surface is struck.
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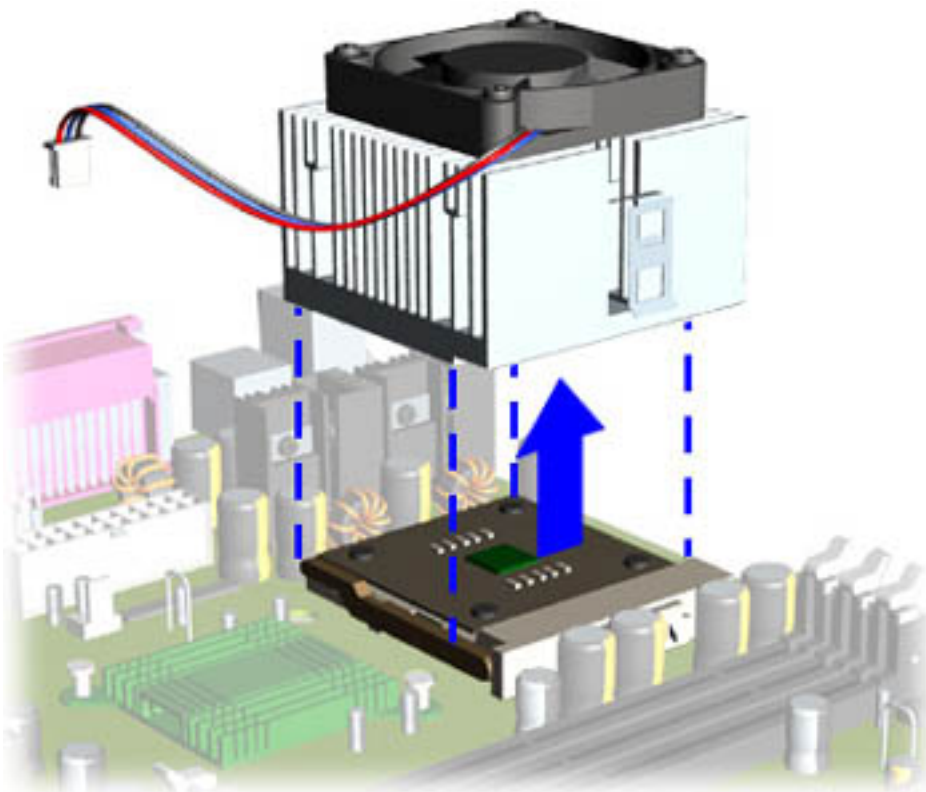
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Removal

- Twist and lift the heatsink assembly from on top of the microprocessor.

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NOTE

Some hand force may be required to separate the heatsink assembly from the microprocessor.

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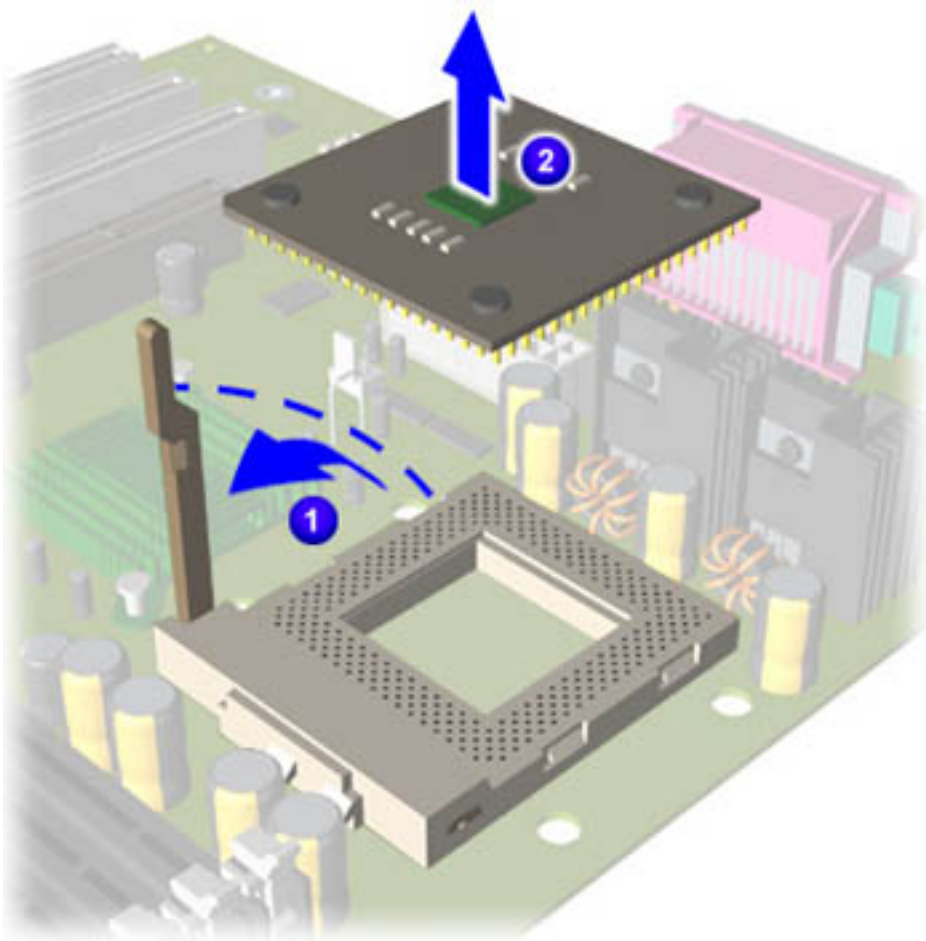
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Removing the Microprocessor/Heatsink Assembly, continued



Removal

6. Push down, pull out, and lift the lever **1** which secures the microprocessor inside the microprocessor interface socket.
7. Lift the microprocessor **2** from the chassis.

[Replacement](#)

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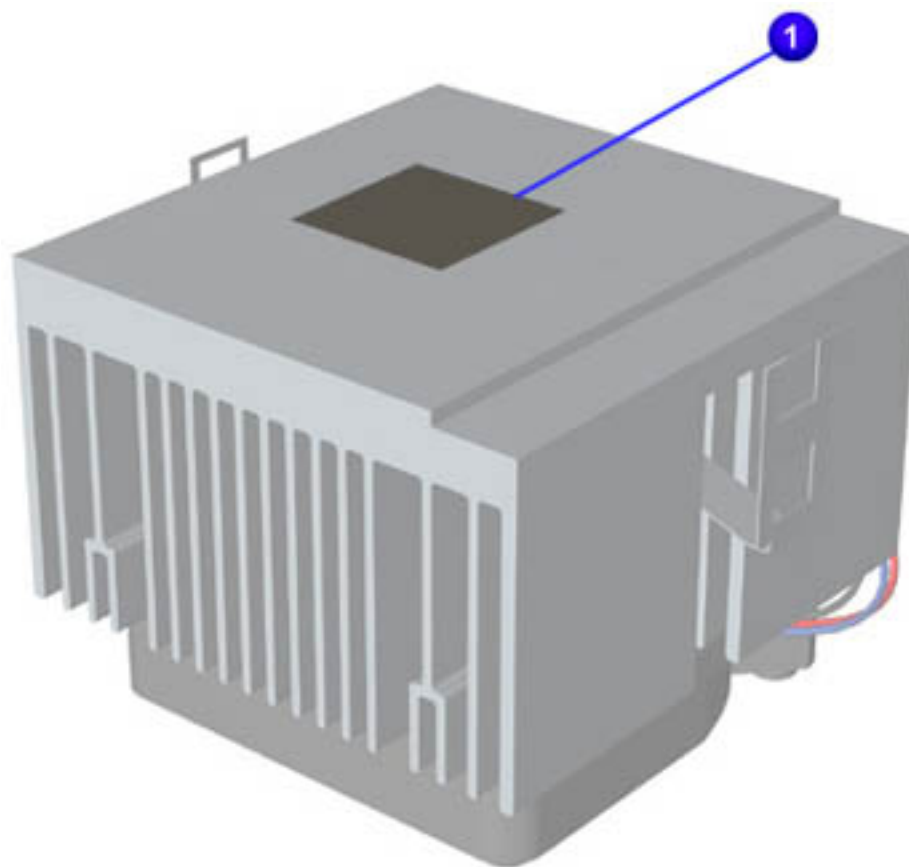
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Replacing the Microprocessor/Heatsink Assembly



Replacement

1. Turn the heatsink over and place it on a flat surface. Locate the old thermal pad **1** on the bottom of the heatsink.
2. Remove the old thermal pad with a scraping tool. Scrape off any residue left on the heatsink after removing the thermal pad.

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IMPORTANT

The microprocessor assembly should be replaced on the system board before securing the system board into the chassis.

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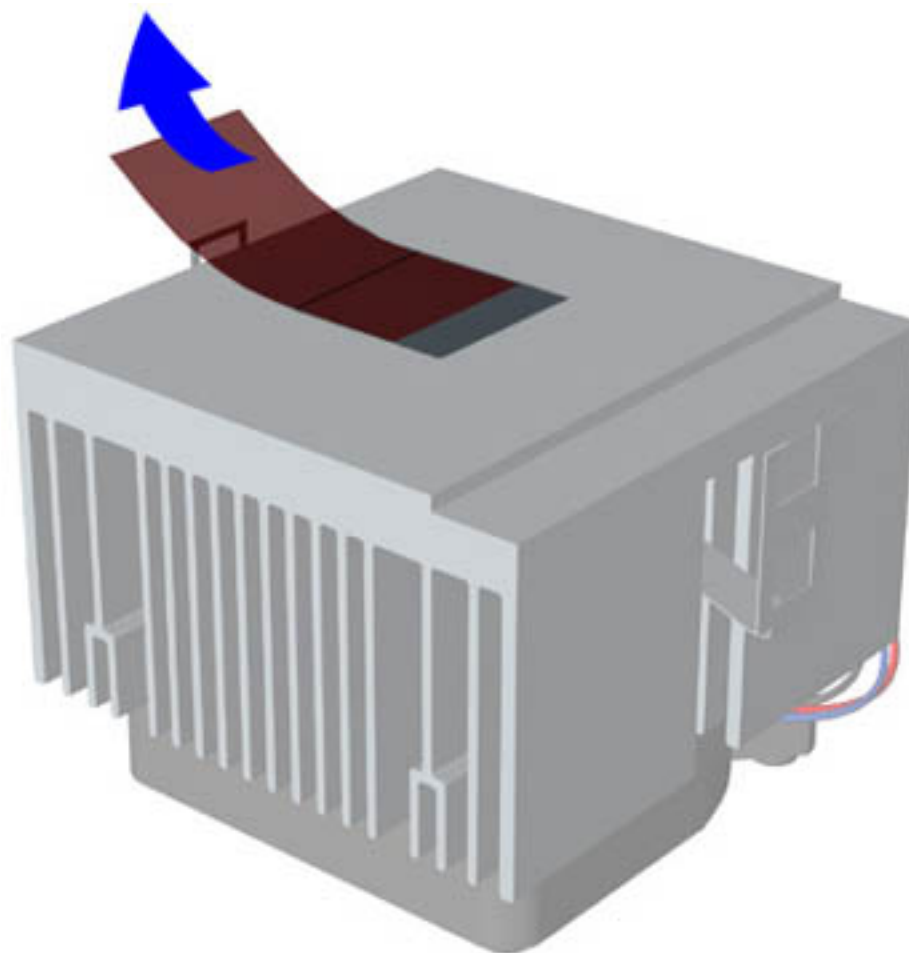
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Replacing the Microprocessor/Heatsink Assembly, continued



Replacement

- Place the new thermal pad (plastic side up) onto the heatsink in the same position as the old thermal pad.
- With the round portion of the screwdriver handle, rub the top of the new thermal pad to ensure that the entire pad sticks to the heatsink.

[Next Step](#)



WARNING: Peel back the plastic tab on the thermal pad carefully, so the new thermal pad will stick properly to the heatsink surface. If the new thermal pad is not applied properly, the microprocessor/ heatsink assembly will not work properly, and you risk damaging the system board.

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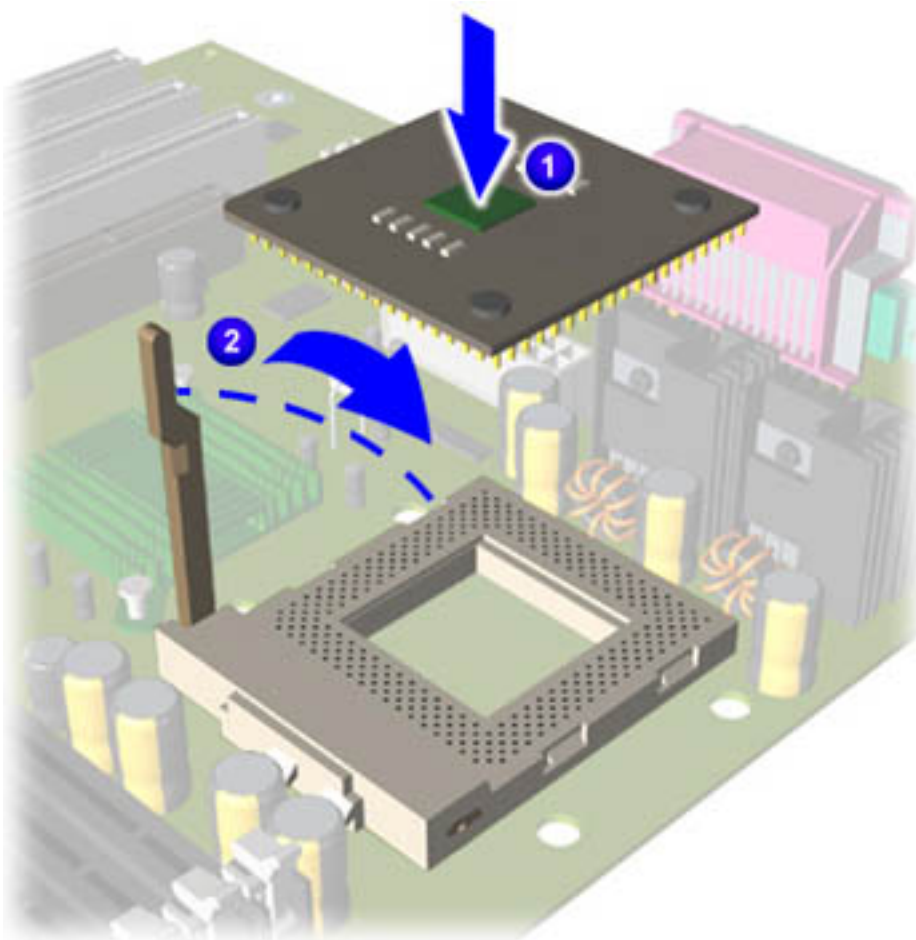
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Replacement

5. Align the microprocessor properly, ensuring that the notch in the left corner is next to the lever hinge on the microprocessor interface.
6. Place the microprocessor into the microprocessor interface socket on the system board. Close the lever to lock the microprocessor in place.

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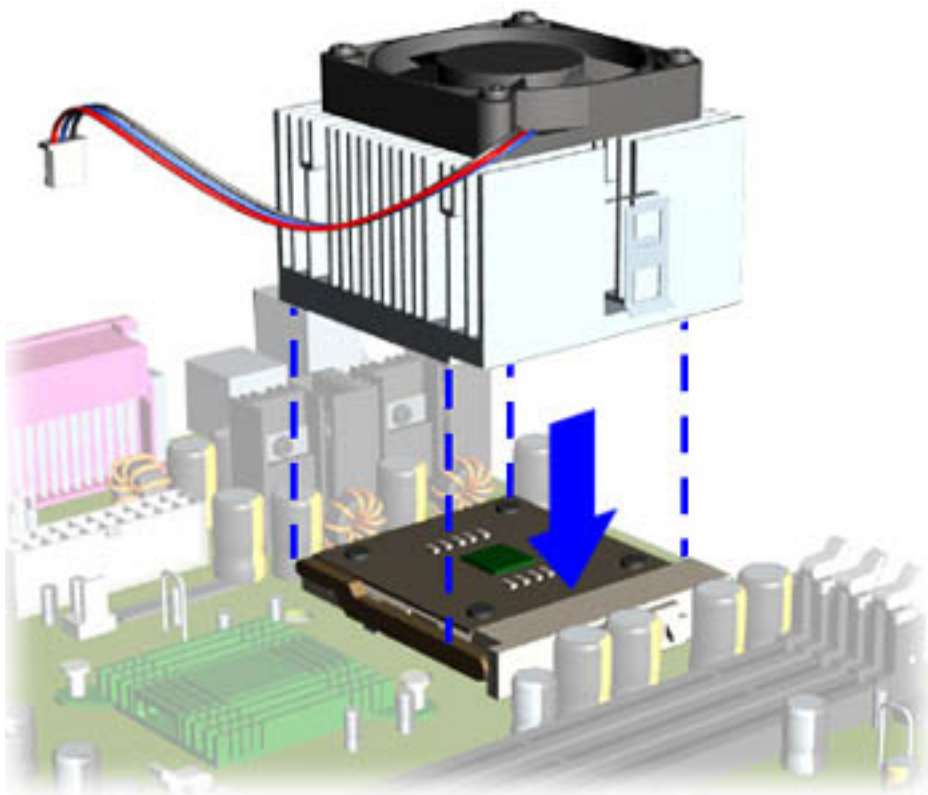
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- Place the heatsink assembly directly on top of the microprocessor.

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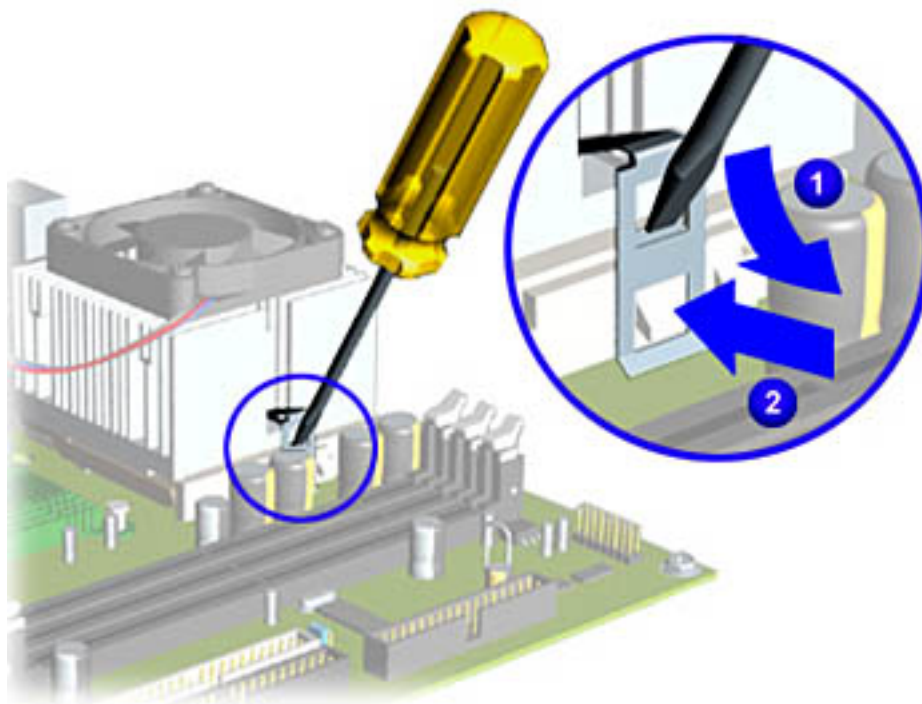
[Optical and Mass
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Replacement

- Insert the screwdriver into the top slot on the microprocessor clip. Applying gentle force, press down with the screwdriver and push inward on the microprocessor clip to attach the clip to the hook tab on the microprocessor interface socket.

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IMPORTANT

Do not let the screwdriver slip and hit the system board when removing the microprocessor clip. The system can be damaged if its surface is struck.

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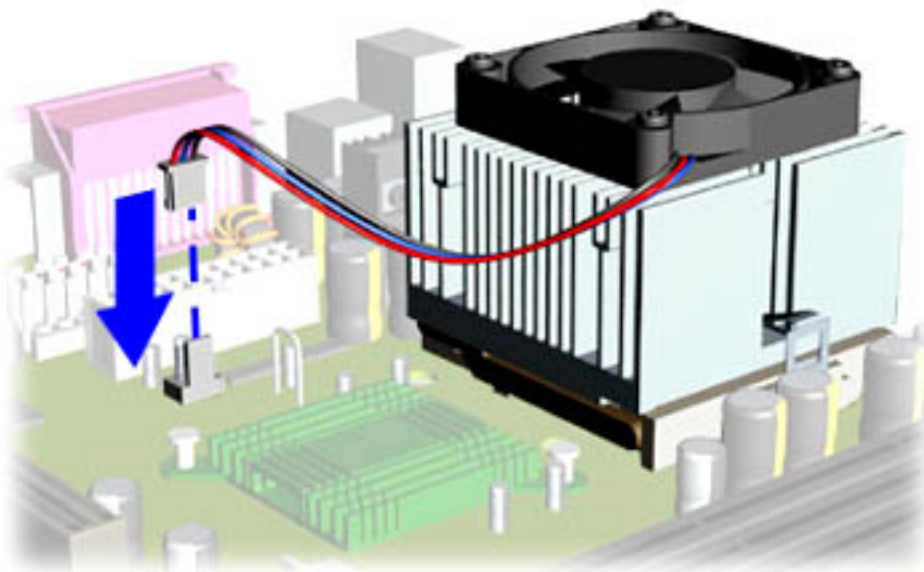
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Replacement

9. Reconnect the heatsink fan power cable to the system board.

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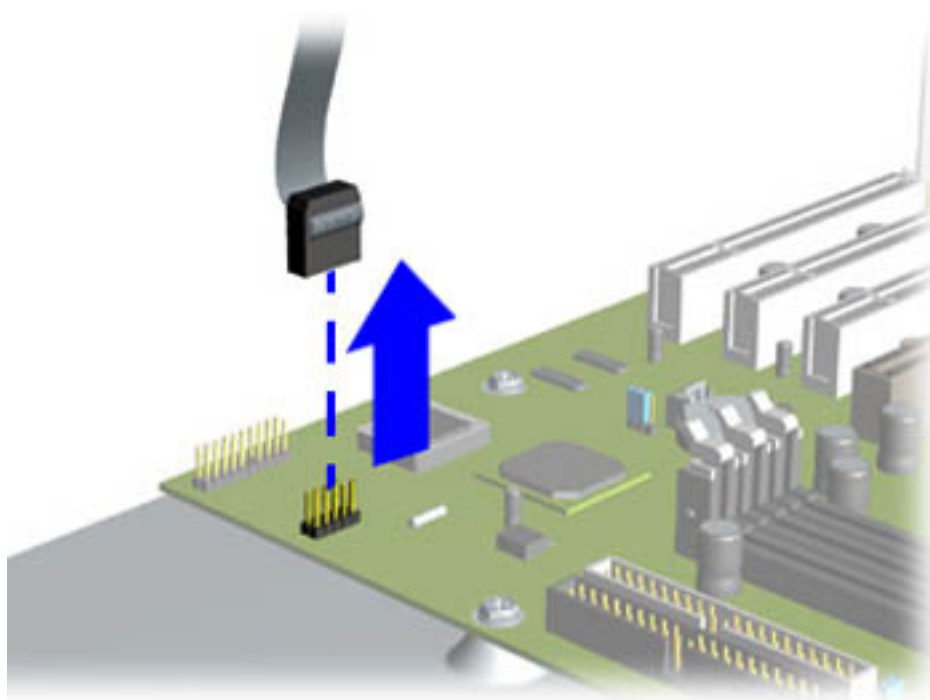
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- Remove the USB cable from the connector on the system board.

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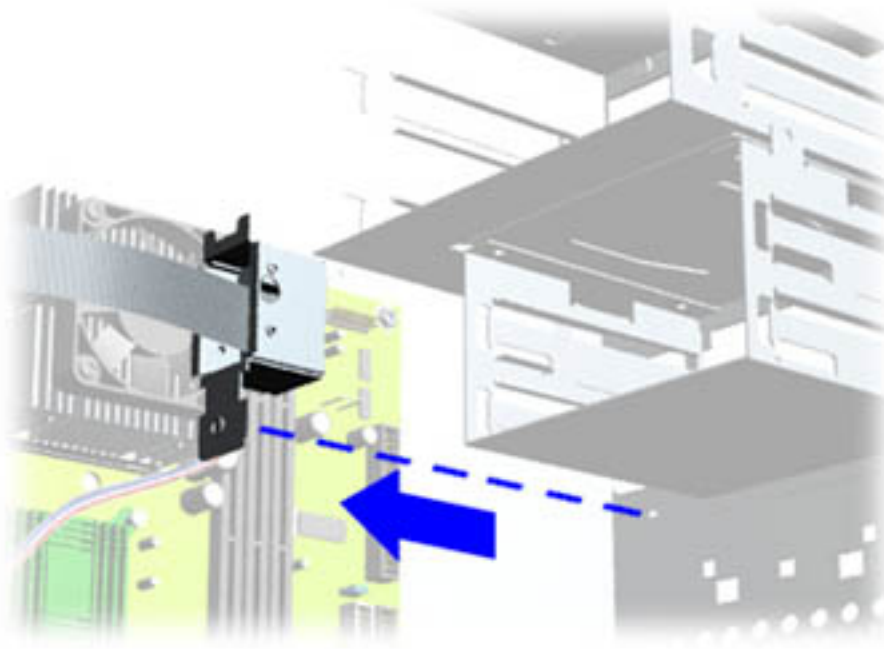
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Removal

8. Remove the Front I/O Board from inside the chassis.

Replacement

To replace the Front I/O Bracket, reverse these procedures.



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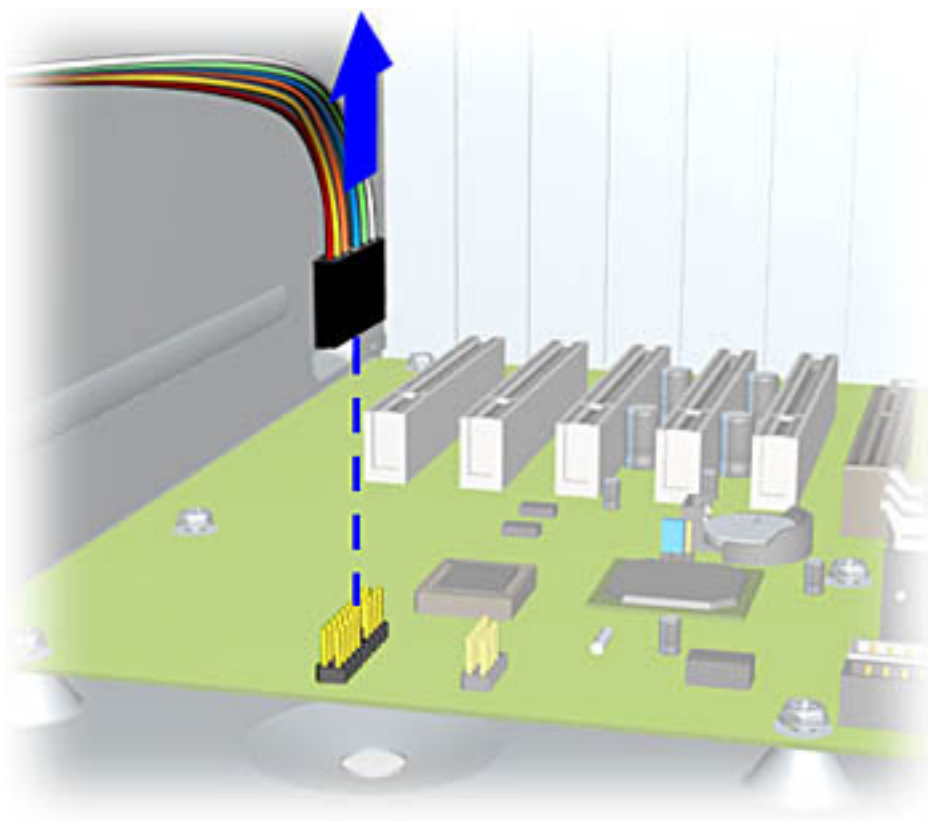
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Removal

11. Disconnect the power button cable from the system board.

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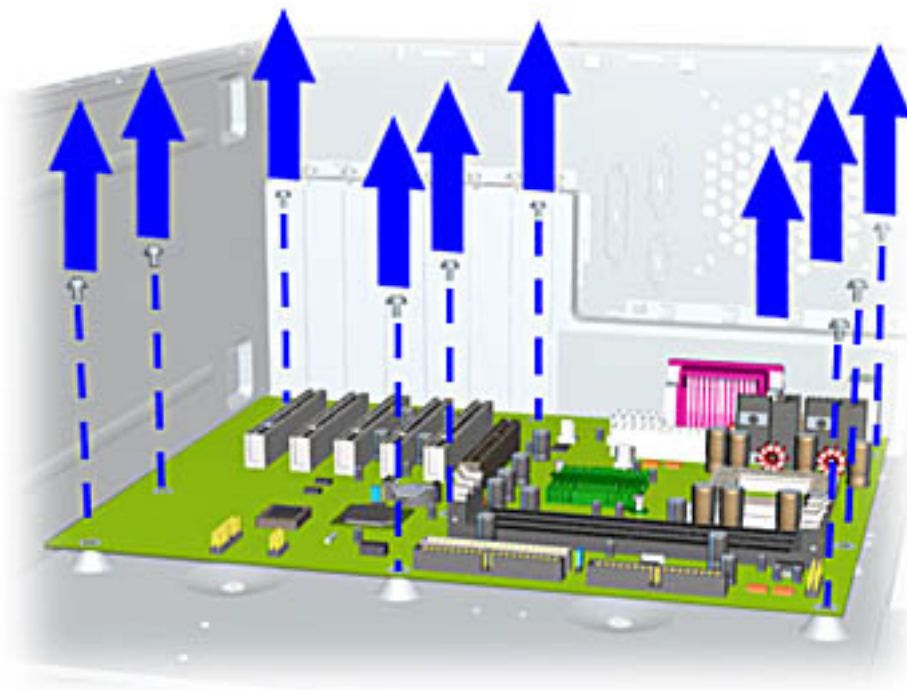
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12. Remove the nine screws from the system board.

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Removal

- Lift up the left corner of the system board. Slide it forward to release the rear connectors from the chassis slots. Remove the system board from the chassis.

Replacement

To replace the system board reverse the previous procedure.

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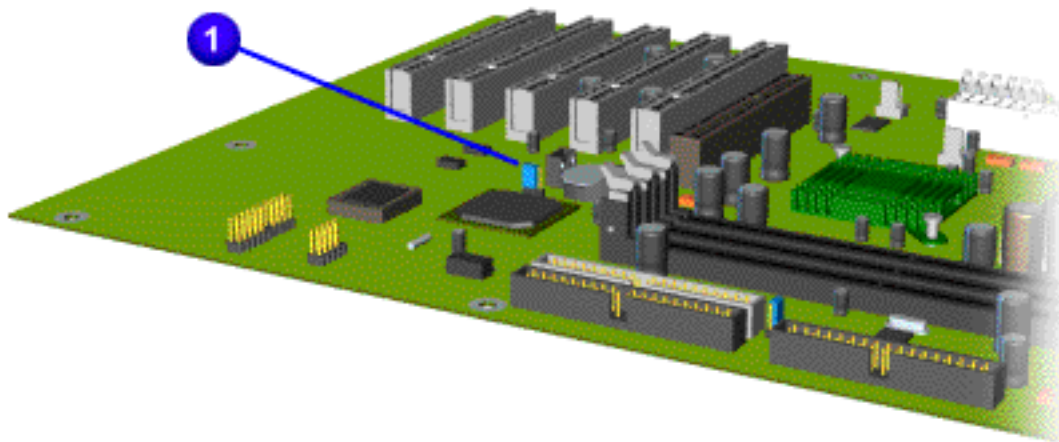
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Removal

- Pull out on the (1) socket lever and (2) lift the RTC battery out of the socket.

To replace the RTC battery, reverse these procedures.

WARNING: The clock/CMOS lithium battery may explode if mistreated. Do not abuse. Use only replacement batteries supplied by Compaq Computer Corporation.

Removing RTC Battery graphic is missing.

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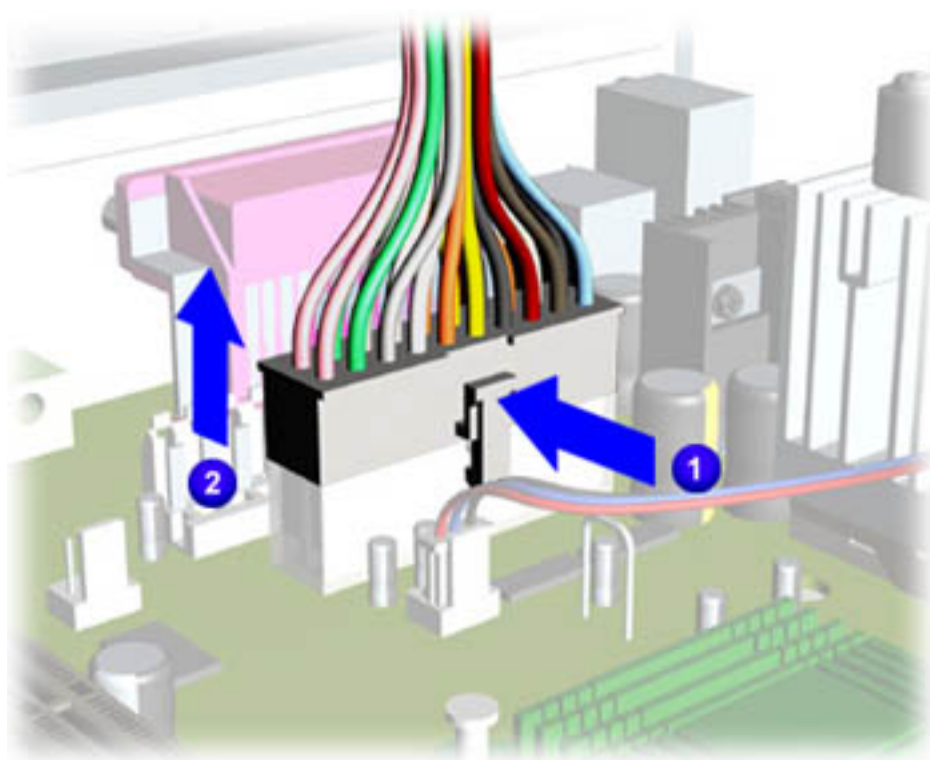
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4. Push the power supply cable clip inward and pull the power cable from the connector on the system board.

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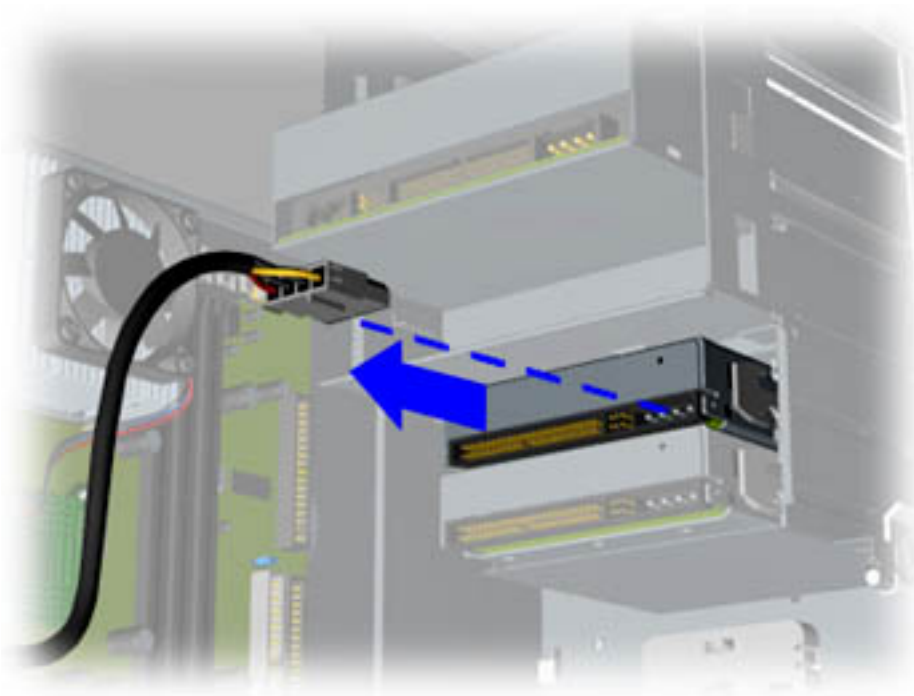
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5. Disconnect the power supply power cables from the CD, CD-RW, and/or DVD drive, diskette drive, and hard drive.

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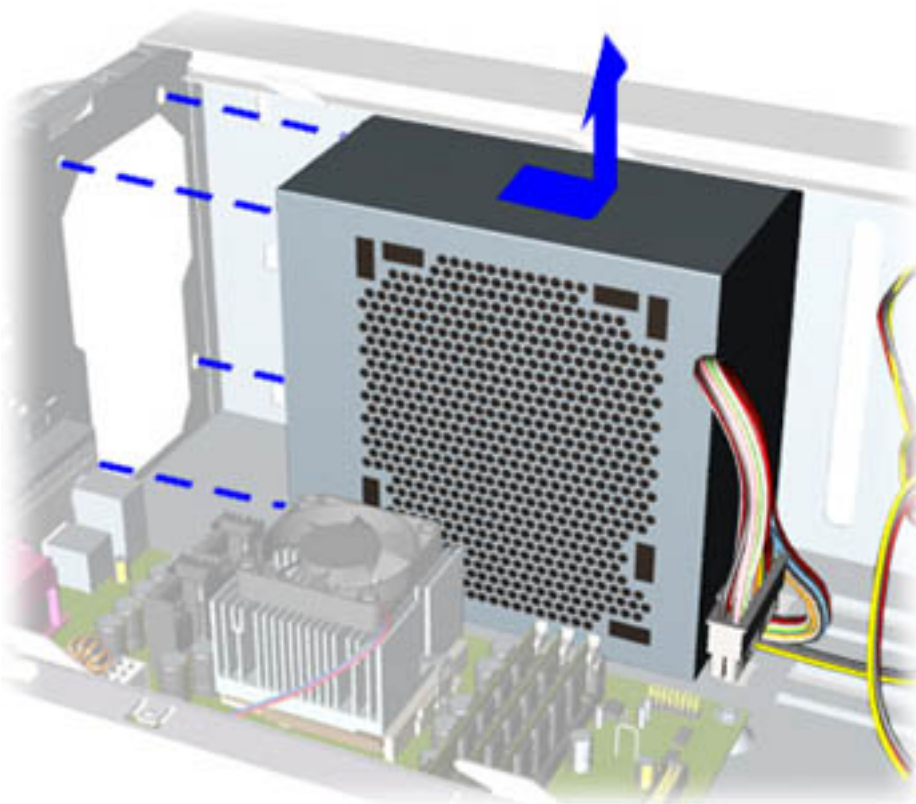
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6. Lift the power supply from the chassis.



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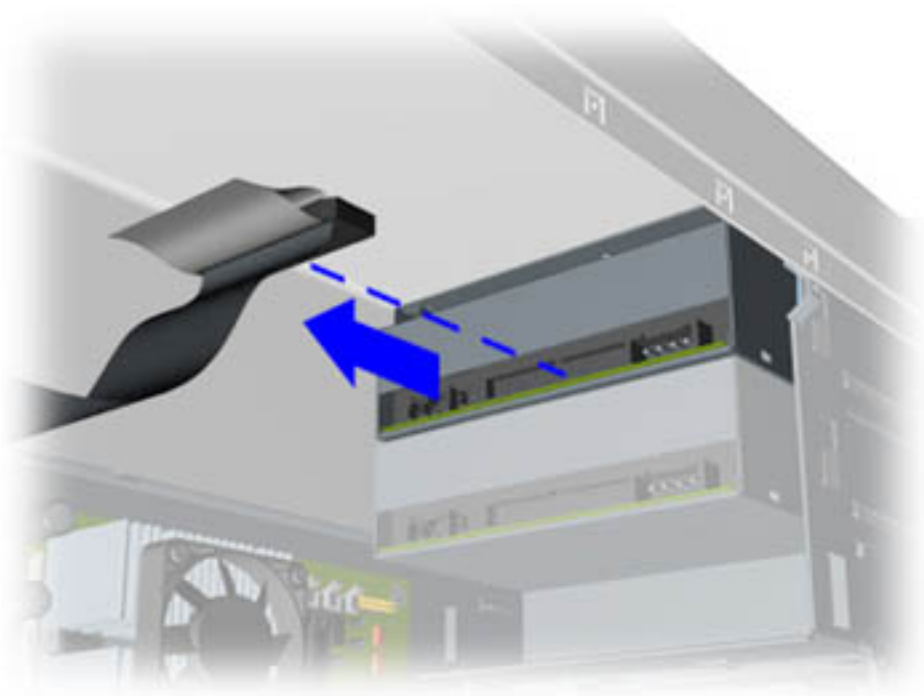
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7. Disconnect data cable connected to the drive.

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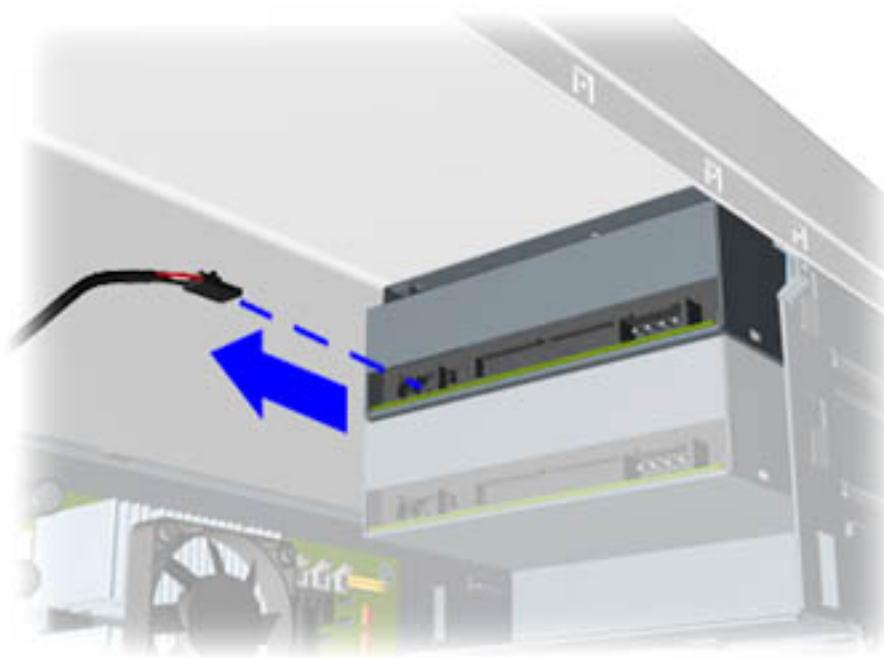
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8. Disconnect audio cable connected to the drive.

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- To release the drive, press inward on the side rails **1** of the drive and pull the drive **2** from the chassis.

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Removal

To remove the drive rails, complete the following step.

Pull the drive rails from each side of the drive.

Replacement

To replace the drive rails reverse the previous procedure.

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4. Press the indentation located at the top of the CD Storage door to open.

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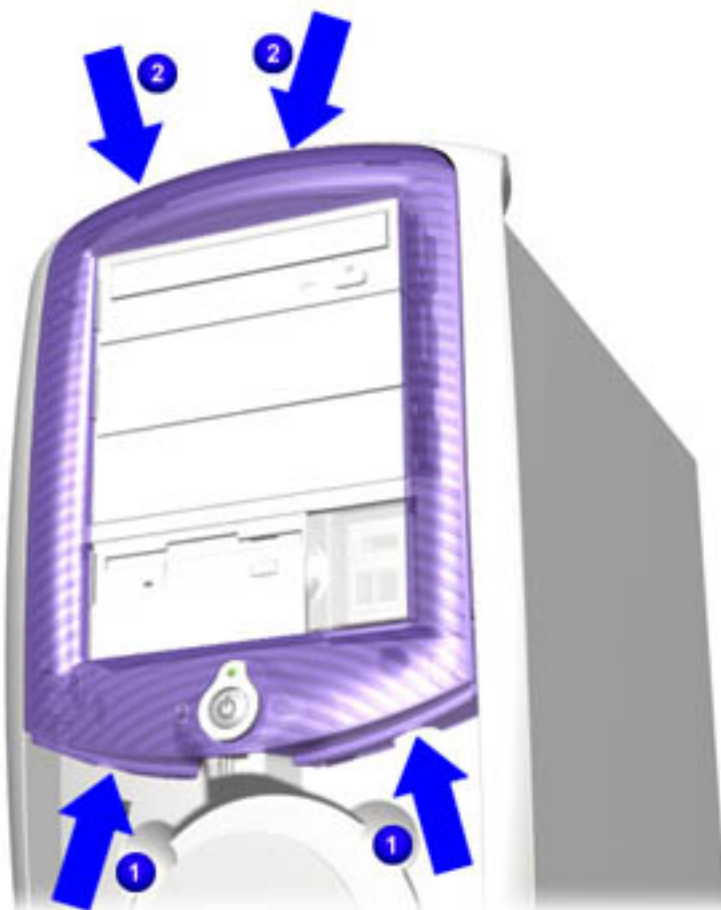
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Removal

5. Pull the upper front panel forward until the top panel tabs **2** release from the slots **1** on the chassis.

Replacement

To replace the Upper Front Panel, reverse this procedure.

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7. Disconnect data cable connected to the drive.

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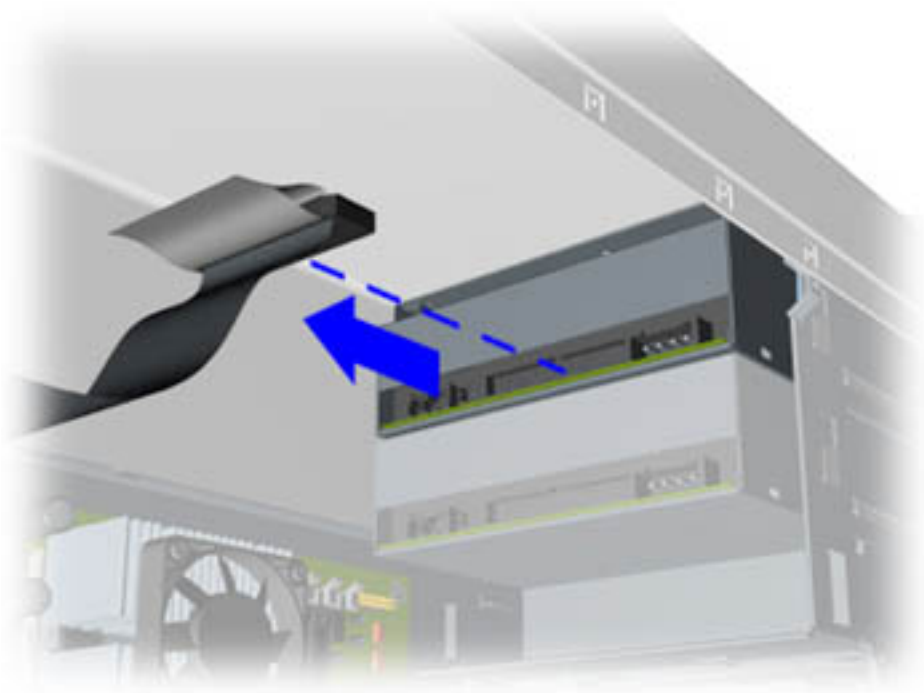
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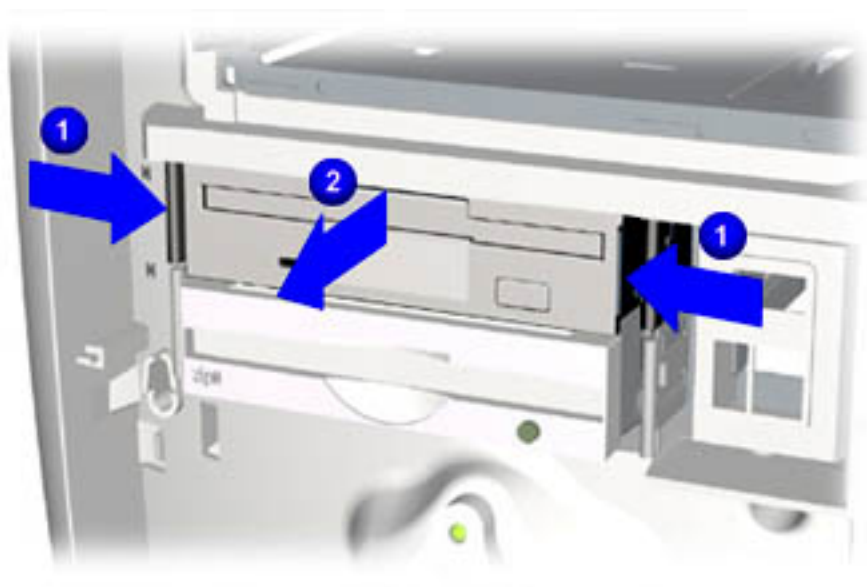
[Optical and Mass
Storage Devices](#) (CD,

Removing the Diskette Drive, continued

Removal

- To release the drive, press inward on the side rails **1** of the drive and pull the drive **2** from the chassis.

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Removal

To remove the drive rails, complete the following step.

Pull the drive rails from each side of the drive.

Replace

To replace the drive rails reverse the previous procedure.

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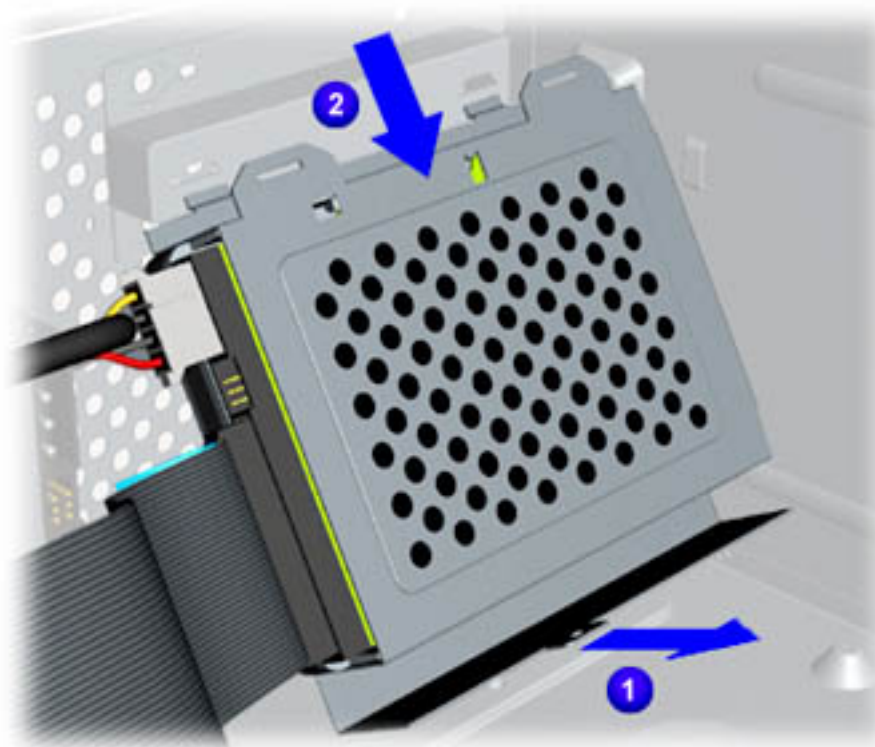
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4. Lift the hard drive bracket (with hard drive attached) from the chassis slots.

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5. Remove the screw securing the hard drive to the hard drive bracket.

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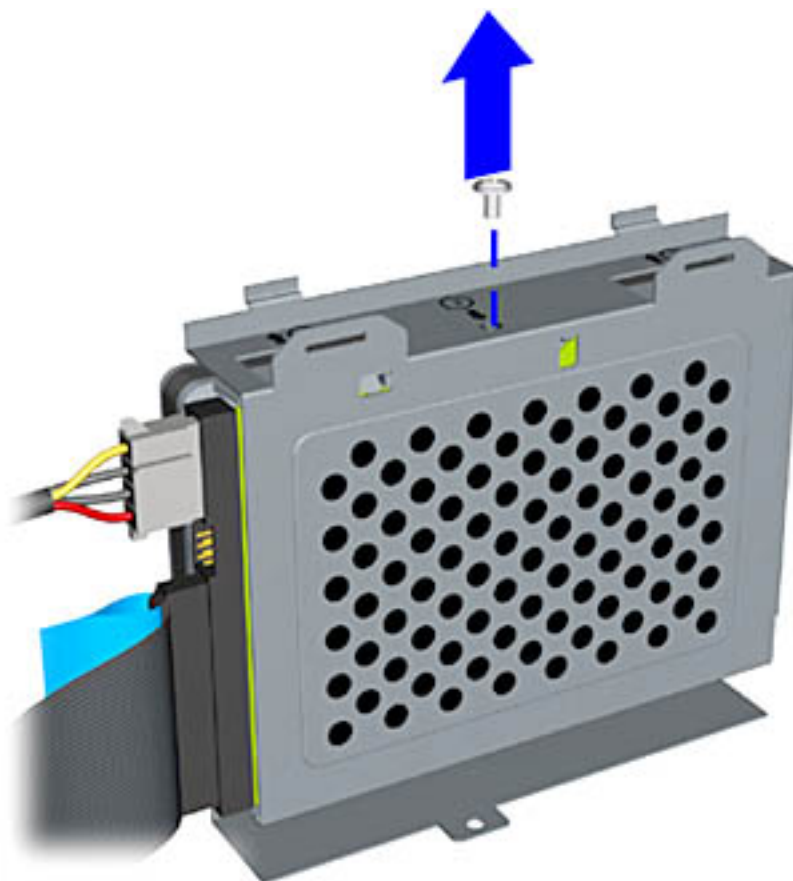
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6. Remove the hard drive from the hard drive bracket.

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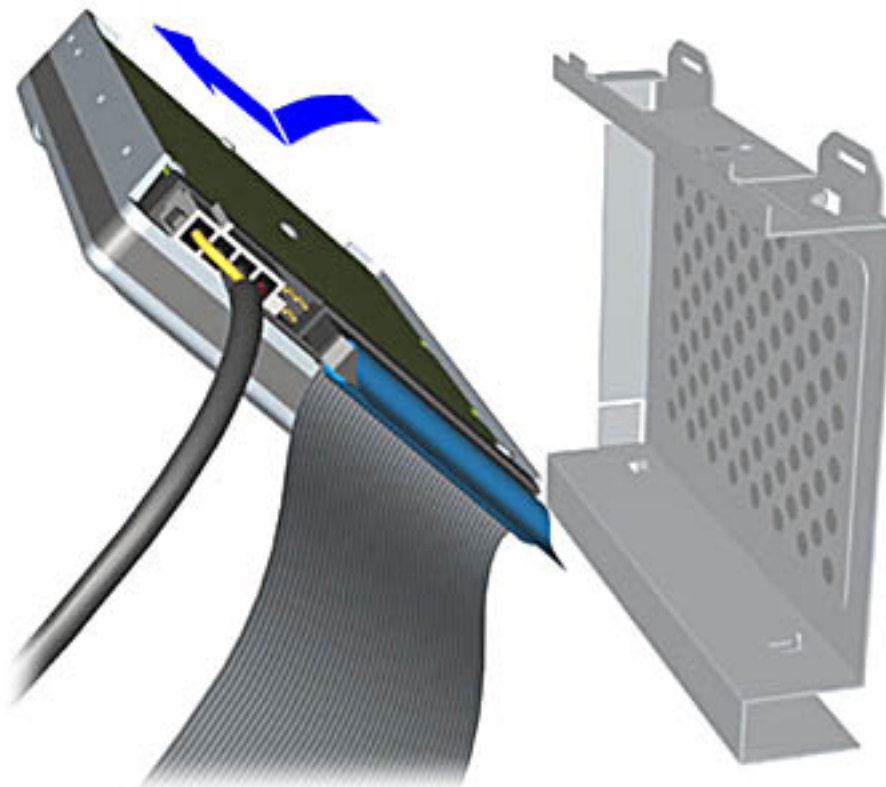
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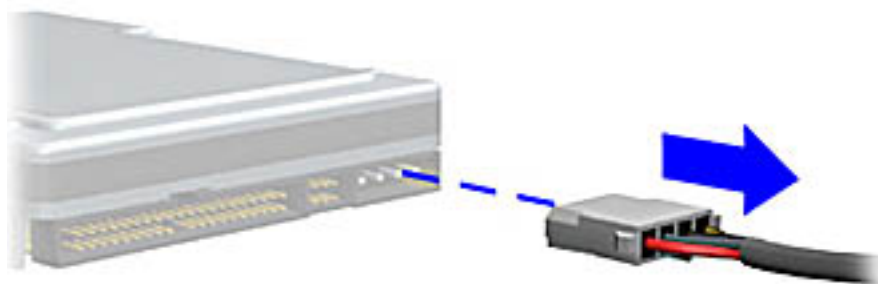
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Removal

7. Disconnect the hard drive power cable using a gentle rocking motion.

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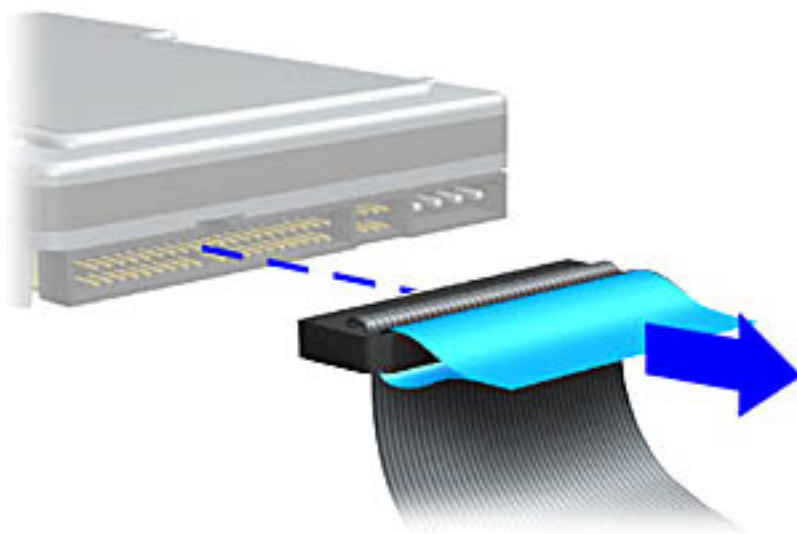
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- Disconnect the hard drive data cable using a gentle rocking motion.

Replacement

To replace the hard drive and bracket reverse the previous procedure.

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5. Disconnect the power and data cables from the connectors on the 1394 card.

Replacement

Important: The 1394 card rear connector must be properly inserted into the rear chassis slot to ensure the card is properly seated into the connector on the system board.

1. Align the card with connector on the system board and rear connector slots on the chassis.
2. Replace the screw to secure the 1394 card to the chassis.

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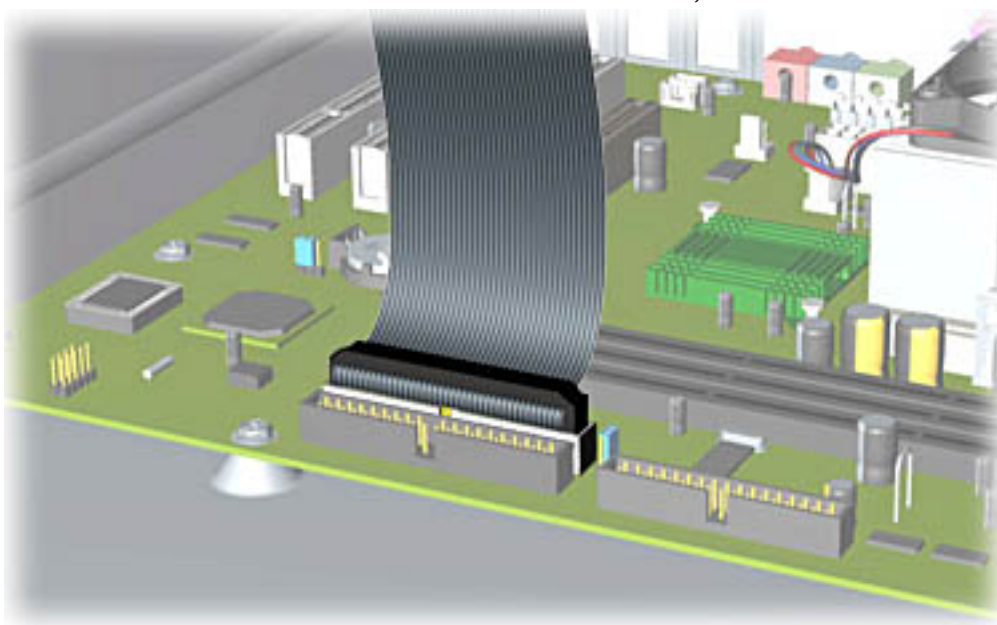
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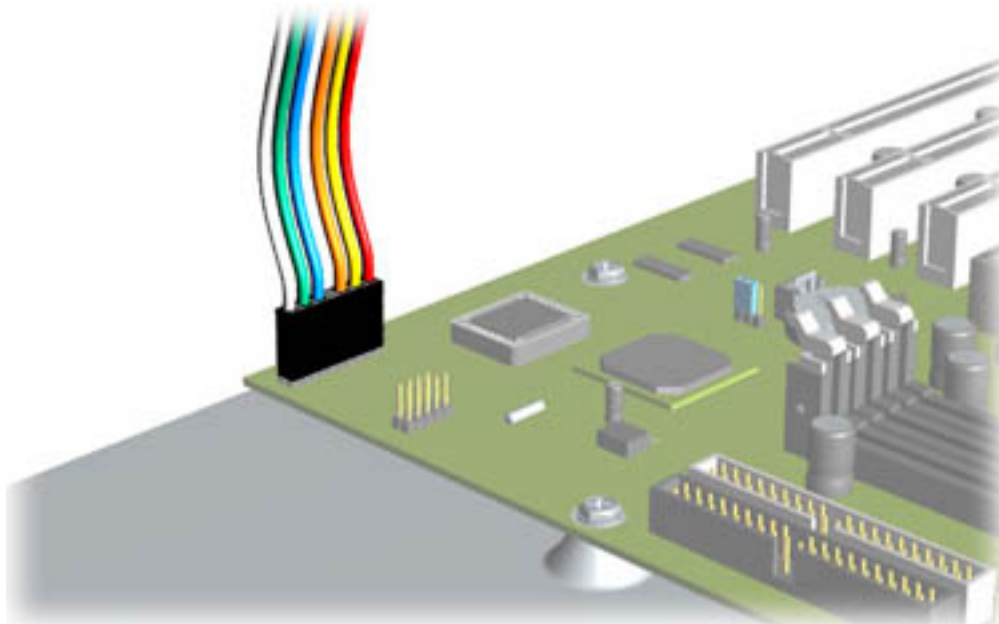
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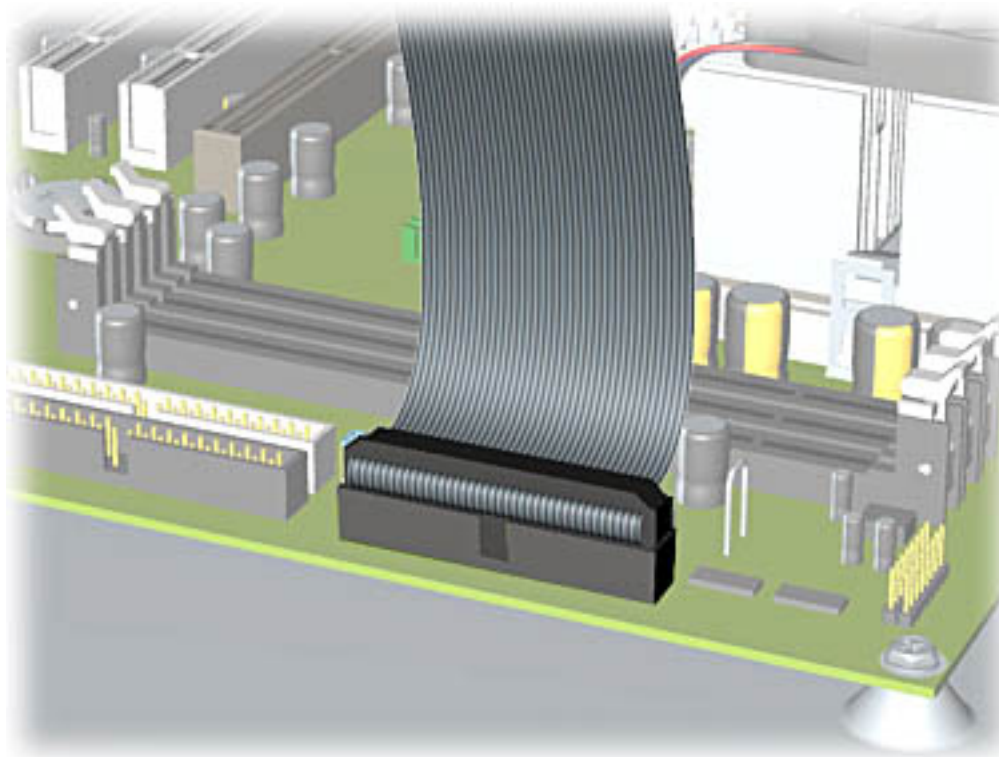
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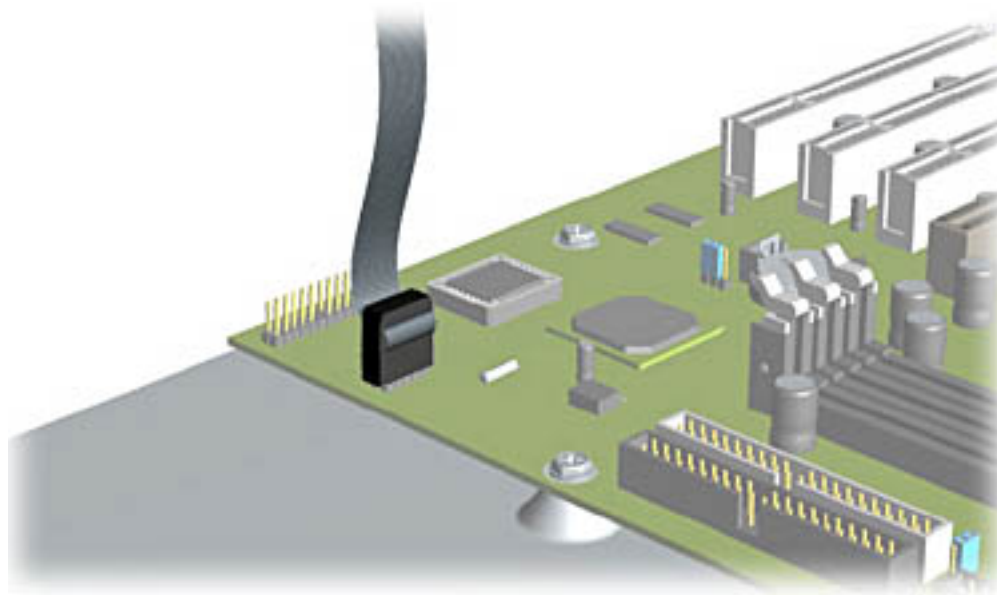
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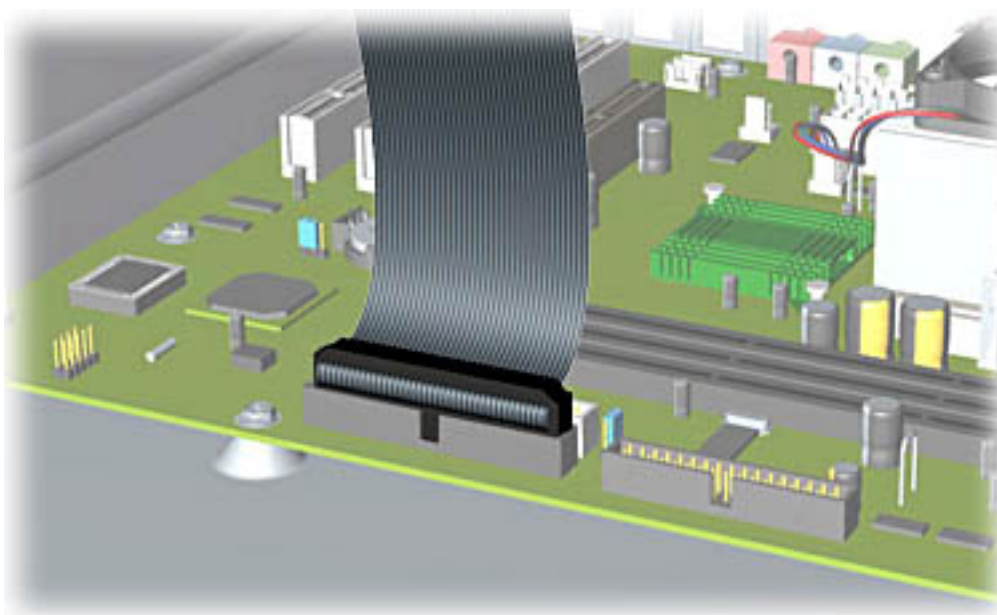
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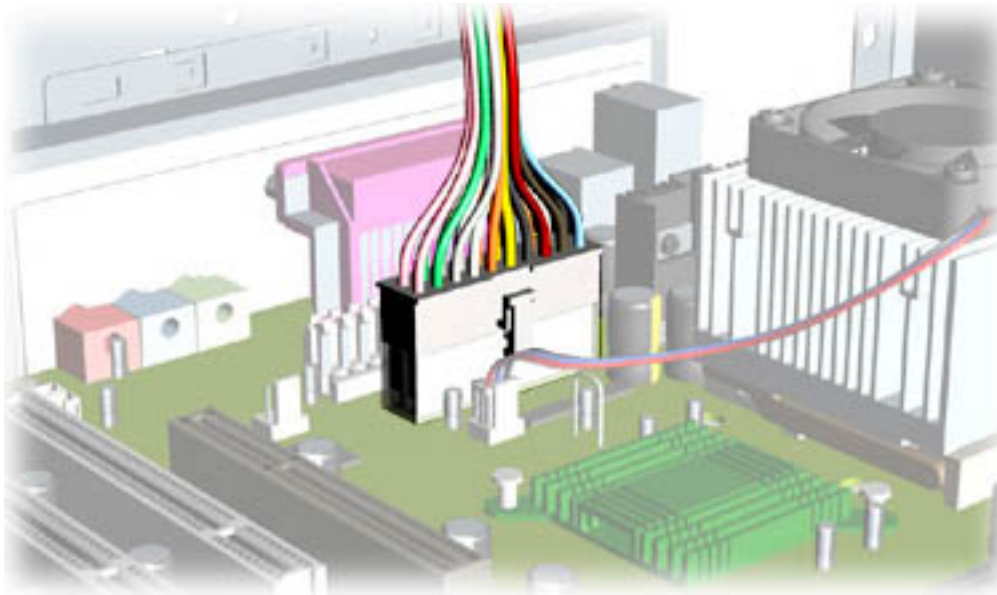
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Clearing CMOS

Clearing CMOS

[Power-On Self Test
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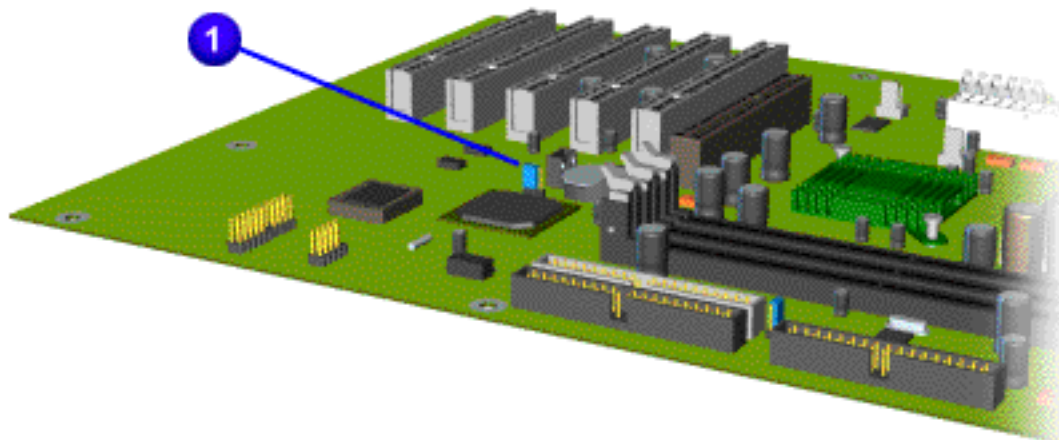
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If the power-on password is unknown, clearing CMOS will disable the password and allow the computer to boot.

The location of the Real-time clock (RTC) batter is shown on the system board illustration below.



1. Complete the preparation for disassembly procedures.
2. Remove the side access panel.
3. To disable the password, move the jumper **1** from pins 1-2 (normal) to pins 2-3 (clear CMOS) for 10 seconds, then return to pins 1-2.

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[Clearing CMOS](#) **Power-On Self Test (POST)**

Power-On Self Test
(POST)

[Configuration](#) **POST** is a series of diagnostic tests that run automatically when the system is turned on. After the computer is turned on, **POST** checks the following assemblies to ensure that the computer system is functioning properly:

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1. Keyboard
2. System board
3. Memory modules
4. Video memory
5. Diskette drives
6. Hard drives
7. Power supply

POST also detects the type of mass storage devices installed in the computer.

If **POST** finds an error in the system, an error condition is indicated by an audible and/or visual message. The table below gives explanations of the error codes and a recommended course of action.

Note:	An external speaker must be installed into the speaker output connector to hear the audible beeps during POST .
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Click a link below to find the probable cause and recommended action for a given error message.

Diskette Drive A Error	Keyboard Controller Error	System BIOS Shadowed
--	---	--------------------------------------

Extended RAM failed at offset	Keyboard Error	System Cache Error
Failing Bits	Operating System Not Found	System CMOS Checksum Back
Fixed Disk 0 or 1 Failure	Parity Check 1	System RAM Failed at Offset
Fixed Disk Controller Failure	Parity Check 2	System Timer Error
Incorrect Drive A Type	Real Time Clock Error	UMP Upper Limit Segment
Invalid NVRAM Media Type	System Battery is Dead	Video BIOS Shadowed

POST Messages

Error Message	Probable Cause	Recommended Action
Diskette Drive A Error	Drive A: is present, but fails the BIOS POST diskette tests.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the signal cables. 3. Replace the diskette drive.
Extended RAM failed at offset	Extended memory not working or not configured properly.	<ol style="list-style-type: none"> 1. Replace the memory modules. 2. Replace the system board.
Failing Bits nnn	nnn is a map of the bits at the RAM address which failed the memory test.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the system board.
Fixed Disk 0 or 1	Hard drive is not working or not configured properly.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the system board.

Fixed Disk Controller Failure	Hard drive is not working or not configured properly.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the system board.
Incorrect Drive A Type	Type of diskette in drive A: not correctly indentified.	<ol style="list-style-type: none"> 1. Replace the memory modules. 2. Replace the diskette drive.
Invalid NVRAM Media Type	Problem with NVRAM (CMOS) access.	Replace the system board .
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Keyboard Controller Error	Keyboard, I/O keyboard controller (on system board), or mouse error.	<ol style="list-style-type: none"> 1. Replace the keyboard. 2. Replace the mouse. 3. Replace the system board.
Keyboard Error	Keyboard, I/O keyboard controller (on system board), or mouse error.	<ol style="list-style-type: none"> 1. Replace the keyboard. 2. Replace the mouse. 3. Replace the system board.
Operating System not found	Operating system cannot be located on either drive A: or C:.	Run Setup .
Parity Check 1	Parity error found in the system bus.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the memory modules. 3. Replace the system board.
Parity Check 2	Parity error found in the I/O bus.	<ol style="list-style-type: none"> 1. Run Setup. 2. Replace the ISA board (modem).
Real Time Clock Error	Real-time clock fails BIOS test.	Replace the system board .

System Battery is Dead

RTC battery is dead.

1. Replace the [RTC battery](#).
2. Run [Setup](#).

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System BIOS Shadowed

System BIOS copied to Shadow RAM.

Status Message:
no action
required.

System Cache Error

RAM cache failed the BIOS test.

Run [Setup](#).

System CMOS Checksum Bad

CMOS is corrupted or modified incorrectly.

Run [Setup](#).

System RAM failed at Offset, nnn

System RAM failed.

Replace the [memory modules](#).

System Timer Error

DMA, timers, etc.

Replace the [system board](#).

UMB Upper Limit Segment Address, nnn

Displays the address of nnn of the upper limit of Upper Memory Blocks, indicating releases segments of the BIOS.

Status Message:
no action
required.

Video BIOS Shadowed

Video BIOS successfully copied to shadow RAM.

Status Message:
no action
required.

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This section explains how to use Setup and Compaq Utilities which should be accessed in the following ways:

1. When a system configuration error is detected during the POST.
2. To change factory default settings for some of the computer features.
3. To change the system configuration, which is sometimes necessary when you add or remove optional hardware.
4. To set system configuration features.

Click a link below to go to the appropriate subsection:

[Preparing the Computer](#)

[Setup](#)

[Accessing Compaq Utilities Options](#)

[View System Information \(INSPECT\)](#)

Preparing the Computer

1. Ensure proper ventilation. The computer should have a 3-inch (7.6cm) clearance of the system unit.
2. Turn off the computer and peripheral devices.
3. Disconnect any peripheral devices other than the monitor and keyboard. Do not disconnect if you want to test or use it to log error messages.
4. Install loop-back and terminating plugs for complete testing.

	<p>Caution: Always ensure that the power is off before disconnecting or reconnecting the mouse, keyboard, or any other peripheral devices. Disconnecting or connecting the keyboard or mouse while the unit power is on can damage the system board.</p>
--	--

Setup

1. Modify settings for audio, storage, power management, communications, and input devices.
2. Get an overall picture of the computer's hardware configuration.
3. Verify configuration parameters in determining problems.
4. Set time and date.

Running Setup

To access the Setup utility, turn on the computer and press the F10 key when the Compaq logo appears on your screen.

	<p>Note: The actual menu displayed on your computer may vary slightly, depending on your configuration.</p>
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Accessing Compaq Utilities Options

This section provides information about the menu options accessible from the Compaq Utilities menu.

Create a Compaq Utilities Diskette

A Compaq Utilities diskette must be created to troubleshoot the system. To create the diskette, complete the following steps:

1. Insert the QuickStore CD into the CD drive.
2. From the Windows desktop, click on Start, then Programs, then Windows Explorer.
3. Click on the CD drive icon.
4. Double-click on the PCdiags folder.
5. Insert a diskette in the diskette drive.
6. Double-click on the QRST5.exe icon.
7. Press Enter when the QuickStore label appears.
8. After the CD has completed copying to the diskette, eject the QuickStore CD.

Running Compaq Utilities

To run Compaq Utilities, turn on or reboot the computer with the Compaq Utilities diskette in the disk drive. The menu will appear on your screen.

View System Information (INSPECT)

The View System Information (INSPECT) utility provides information about the system once it has been configured. INSPECT operates with MS-DOS and provides information about the system operating, including:

1. Contents of the operating system startup files.
2. Current memory configuration.
3. ROM version.
4. Type of processor and coprocessor.
5. Diskette and hard drives.
6. Active printer and communication interfaces.
7. Modem

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

Tables listed on this page give possible error codes, descriptions of each error code that are required to resolve the error condition.

Important:	Retest the system after completing each step. If the problem has been resolved, do not proceed with the remaining diagnostic tests.
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For assistance in the removal and replacement of a particular subassembly, see [Removal and Replacement Procedures](#).

100-xx	Processor	600-xx	Diskette drive	3200-xx	Audio
200-xx	Memory	1 100-xx	Serial	3300-xx	CD or DVD
300-xx	Keyboard	1200-xx	Modem	3300-xx	CD-RW DVD
400-xx	Parallel (printer)	1700-xx	Hard drive	8600-xx	Pointing device interface
500-xx	Monitor	2400-xx	Video		

Processor Error Codes

Error Code:	Description:	Recommended Action:
101-xx	CPU test failed	Replace the system board and retest.
102-xx	Processor error	<ol style="list-style-type: none"> 1. Run Setup and retest. 2. Replace the processor and retest.
103-xx	DMA controller failed	The following step applies to error code 103-xx through 106-xx: Replace the system board .
104-xx	Interrupt controller failed	
105-xx	Port error	
106-xx	Keyboardcontroller self-test failed.	
107-xx	CMOS RAM test failed	The following steps apply to error code: 107-xx through 109-xx: <ol style="list-style-type: none"> 1. Replace the battery/ clock module and retest. 2. Replace the system board and retest.
108-xx	CMOS interrupt test failed	
109-xx	CMOS clock failed	
110-xx	Reprogrammable timer test failed	The following steps apply to error codes 110-xx through 113-xx:
111-xx	Refresh detect test failed	Replace the system board and retest.
112-xx	Speed test failed	
113-01	Protected mode test failed	
114-xx	Speaker test failed	<ol style="list-style-type: none"> 1. Verify the speaker connection. 2. Replace the system board and retest.

199-xx	Installed devices test failed	<ol style="list-style-type: none"> 1. Check system configuration. 2. Verify cable connections. 3. Check switch settings. 4. Run Compaq Utilities. 5. Replace the system board and retest.
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Memory Error Codes

Error Code:	Description:	Recommended Action:
200-xx	Invalid memory configuration	<ol style="list-style-type: none"> 1. Verify memory module value compatibility. 2. Reinsert memory in the correct location.
201-xx	Memory machine ID test failed	<p>The following steps apply to error codes 201-xx and 202-xx:</p> <ol style="list-style-type: none"> 1. Flash the ROM and retest. 2. Replace the memory and retest. 3. Replace the system board and retest.
202-xx	Memory system ROM checksum failed	
203-xx	Memory write/ read test failed	<p>The following steps apply to error codes 203-xx through 210-xx:</p> <ol style="list-style-type: none"> 1. Remove one memory module at a time until the error message stops. 2. Replace other removed modules one at a time, testing each to ensure the error does
204-xx	Memory address test failed	

206-xx	Increment pattern test failed	not return. 3. Replace the system board and retest.
210-xx	Random pattern test failed	

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Keyboard Error Codes

Error Code:	Description:	Recommended Action:
301-xx	Keyboard short test, 8042 self-test failed	The following steps apply to error codes 301-xx through 304-xx: <ol style="list-style-type: none"> 1. Check the keyboard connection. If disconnected, turn the computer off and connect the keyboard. 2. Replace the keyboard and restart. 3. Replace the system board and retest.
302-xx	Keyboard long-test failed	
303-xx	Keyboard LED test, 8042 self-test failed	
304-xx	Keyboard typematic test failed	

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Monitor (VGA or Flat-Panel) Error Codes

Error Code:	Description:	Recommended Action:
501-xx	Video controller test failed	The following step applies to error codes 501-xx through 516-xx: Replace the system board and
502-xx	Video memory test failed	
503-xx	Video attribute test failed	

504-xx	Video character set test failed	retest.
505-xx	Video 80 x 25 mode 9 x 14 character cell test failed	
506-xx	Video 80 x 25 mode 9 x 14 character cell test failed	
507-xx	Video 40 x 25 mode test failed	
508-xx	Video 320 x 200 mode color set 0 test failed	
509-xx	Video 320 x 200 mode color set 1 test failed	
510-xx	Video 640 x 200 mode test failed	
511-xx	Video screen memory page test failed	
512-xx	Video gray scale test failed	
514-xx	Video white screen test failed	
516-xx	Video noise pattern test failed	

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Diskette Drive Error Codes

Error Code:	Description:	Recommended Action:
600-xx	Diskette ID drive types test failed	<p>The following steps apply to error codes 600-xx through 698-xx:</p> <ol style="list-style-type: none"> 1. Replace the diskette and retest. 2. Check and/ or replace the diskette power and signal cables and retest. 3. Replace the diskette drive and
601-xx	Diskette format failed	
602-xx	Diskette read test failed	
603-xx	Diskette write, read, compare test failed	
604-xx	Diskette random seek test failed	

605-xx	Diskette ID media test failed	retest. 4. Replace the system board and retest.
606-xx	Diskette speed test failed	
607-xx	Diskette wrap test failed	
608-xx	Diskette write-protect test failed	
609-xx	Diskette reset controller test failed	
610-xx	Diskette change line test failed	
694-xx	Pin 34 is not cut on 360KB diskette drive	
697-xx	Diskette type error	
698-xx	Diskette drive speed not within limits	
699-xx	Diskette drive/ media ID error	1. Replace media. 2. Run Setup .

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Modem Error Codes

Error Code:	Description:	Recommended Action:
1201-xx	Modem Internal Loop-Back Test	The following steps apply to 1201-xx through 1210-xx: 1. Refer to modem documentation procedures. 2. Check the modem line. 3. Replace the modem device.
1202-xx	Modem Time-Out Error	
1203-xx	Modem External Termination Test	
1204-xx	Modem Auto Originate Test	
1206-xx	Dial Multifrequency Tone Test	
1210-xx	Modem Direct Connect Test	

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Hard Drive Error Codes

Error Code:	Description:	Recommended Action:
1700-xx	Hard drive ID types test failed	<p>The following steps apply to error codes 1700-xx through 1799-xx:</p> <ol style="list-style-type: none"> 1. Run Setup and verify drive type. 2. Replace the hard drive signal and power cables and retest. 3. Replace the hard drive and retest. 4. Replace the system board and retest.
1701-xx	Hard drive format test failed	
1702-xx	Hard drive read test failed	
1703-xx	Hard drive write/ read/ compare test failed	
1704-xx	Hard drive random seek test failed	
1705-xx	Hard drive controller test failed	
1706-xx	Hard drive ready test failed	
1707-xx	Hard drive recalibration test failed	
1708-xx	Hard drive format bad track test failed	
1709-xx	Hard drive reset controller test failed	
1710-xx	Hard drive park head test failed	
1714-xx	Hard drive file write test failed	
1715-xx	Hard drive head select test failed	
1716-xx	Hard drive conditional format test failed	
1717-xx	Hard drive ECC (Error Correction Code) test failed	
1719-xx	Hard drive power mode test failed	

1730-xx	Fixed Disk 0 does not support DMA mode
1731-xx	Fixed Disk 1 does not support DMA mode
1740-xx	Fixed Disk 0 failed Set Block Mode command
1741-xx	Fixed Disk 1 failed Set Block Mode command
1750-xx	Fixed Disk 0 failed Identity command
1751-xx	Fixed Disk 1 failed Identity command
1760-xx	Fixed Disk 0 does not support Block Mode
1761-xx	Fixed Disk 1 does not support Block Mode
1790-xx	Disk 0 Configuration Error
1792-xx	Secondary Disk Controller Failure
1799-xx	Invalid hard drive type failed

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Video Error Codes

Error Code:	Description:	Recommended Action:
2402-xx	Video memory test failed	<p>The following steps apply to error codes 2402-xx through 2456-xx:</p> <ol style="list-style-type: none"> 1. Run Setup. 2. Replace the system board and
2403-xx	Video attribute test failed	
2404-xx	Video character set test failed	

2405-xx	Video 80 x 25 mode 9 x 14 character cell test failed
2406-xx	Video 80 x 25 mode 8 x 8 character cell test failed
2407-xx	Video 40 x 25 mode test failed
2408-xx	Video 320 x 200 mode color set 0 test failed
2409-xx	Video 320 x 200 mode test failed
2410-xx	Video 640 x 200 mode test failed
2411-xx	Video screen memory page test failed
2412-xx	Video gray scale test failed
2414-xx	Video white screen test failed
2416-xx	Video noise pattern test failed
2418-xx	ECG/VGC memory test failed
2419-xx	ECG/VGC ROM checksum test failed
2420-xx	ECG/VGC attribute test failed
2421-xx	ECG/VGC 640 x 200 graphics (256-color mode) test failed
2422-xx	ECG/VGC 640 x 350 16-color set test failed
2423-xx	ECG/VGC 640 x 350 64-color set test failed
2424-xx	ECG/VGC monochrome text mode test failed
2425-xx	640 x 480 graphics test failure
2431-xx	640 x 480 graphics test failure

retest.

2432-xx	320 x 200 graphics (256-color mode) test failed	
2448-xx	Advanced VGA Controller test failed	
2451-xx	132-column Advance VGA test failed	
2456-xx	Advanced VGA 256-color test failed	
2468-xx	Advanced VGA BitBLT test	The following steps apply to error codes 2468-xx through 2480-xx: 1. Run Setup . 2. Replace the system board and retest.
2477-xx	Advanced VGA datapath test	
2478-xx	Advanced VGA BitBLT test	
2480-xx	Advanced VGA Linedraw test	

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Audio Error Codes

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

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CD or DVD Drive Error Codes

Error Code:	Description:	Recommended Action:

3301-xx	CD or DVD drive read test failed	<p>The following steps apply to error codes 3301-xx through 3305-xx and 66xx-xx:</p> <ol style="list-style-type: none"> 1. Replace the CD or DVD disk and retest. 2. Check the jumper settings on the CD or DVD drive. 3. Check and/or replace the power and signal cables and retest. 4. Replace the CD or DVD drive and retest.
3305-xx		
66xx-xx		

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Pointing Device Interface Error Codes

Error Code:	Description:	Recommended Action:
8601-xx	Pointing Device Interface test failed	<ol style="list-style-type: none"> 1. Replace with a working device and retest 2. Replace the system board and retest

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CD-RW Drive Error Codes

Error Code:	Description:	Recommended Action:

xxxx-xx	CD-RW drive	The following steps apply to error codes xxxx-xx through xxxx-xx: <ol style="list-style-type: none">1.2.3.
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This section describes some simple, preliminary tests and guidelines for troubleshooting the computer.

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Checklist for Solving Minor Problems:

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without diagnostics

If you encounter some minor problem with the computer or software application, go through the following checklist for possible solutions before running any of the diagnostic utilities:

1. Is the computer connected to the working power outlet?
2. Is the computer turned on and the power light illuminated?
3. Are all the cables connected properly and seated?
4. Are all of the necessary device drivers installed?
5. Is the CONFIG.SYS file correct?
6. Is the AUTOEXEC.BAT file (MS-DOS) or STARTUP.CMD file correct?
7. Was a nonbootable diskette loaded in the diskette drive at power-up?
8. Are all the switch settings correct?
9. Was Computer Setup run after installing options (memory, disk drives, etc.) and booted installing industry standard architecture boards?

Quick checks and possible solutions for problems related to these topics:

CD Drive	Diskette Drive	Power
DVD Drive	Hard Drive	
USB Ports	Hardware Installation	

In addition, this section provides information for [resolving hardware conflicts](#).

CD Drive		
Problem	Probable Cause	Possible Solution
Cannot read compact disc.	CD is not properly seated in the drive.	Eject the CD, then re-insert it, pressing CD firmly to correctly seat it in the drive.
	CD has been loaded upside down.	Eject the CD, turn it over, then reload.
	CD may be dirty or scratched.	Load another CD disk.
Cannot eject compact disc (tray-load only).	Power cycle delay.	After turning the computer off, wait 30 seconds before turning the computer on again.
	CD drive is not connected properly.	Open the computer and check to see if the cable is connected properly.
	Proper driver is not loaded.	Restart the system and make sure the drivers are loaded.

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DVD Drive		
Problem	Probable Cause	Possible Solution
Cannot read DVD disk.	DVD or CD is not properly seated in the drive.	Eject DVD or CD, press down on the drive firmly to correctly seat it in the drive.
	DVD or CD has been loaded upside down.	Eject the disk, turn it over, then reload.
	DVD or CD disk may be dirty or scratched.	Load another DVD disk.
DVD does not work in the DOS mode.	Proper drivers are not loaded.	Restart the system and make sure the DVD drivers are loaded.
Cannot eject DVD disk.	The system is in the Sleep mode.	Press the Power button to bring the system down full power, then eject the DVD.
	The DVD, diskette, or hard drive was active when attempting to eject the DVD.	Wait until all drive activity ends, then eject the DVD.

	DVD disk is not properly seated in the drive.	Turn off the computer, insert a straightening pin into the emergency eject hole, then push firmly. Slowly pull the tray out from the drive until fully extended, then remove the DVD disk.
DVD drive devices are not detected.	DVD drive is not connected properly.	Open the computer and check to see that the cable is connected properly.
	Incorrect driver is installed.	Ensure the correct driver is installed in computer.
	Drive has been changed.	Make sure the jumper setting is set for "Setup."
	Proper drivers are not loaded.	Restart the system and make sure the DVD drivers are loaded.

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Hard Drive		
Problem	Probable Cause(s)	Possible Solution
Hard drive error occurs.	Hard disk has bad sectors or has failed.	Run Computer Setup. Reformat the hard disk.
Drive not found.	Cable could be loose.	Check cable connections.
Disk transaction problem.	Either the directory structure is bad or there is a problem with a file.	From the desktop click on the Start menu, Programs, Accessories, System Tools, and check for problems. If problems exist, run the checkmark the "Automatically fix errors" box at the bottom to correct the problems. If a large enough allocation units is found, click on the Start button and choose Programs, Accessories, System Tools, Disk Defragmenter.
Nonsystem disk message.	The system is trying to start from a diskette that is not bootable.	Remove the diskette from the diskette drive.

	The system is trying to start from the hard drive but the hard disk has been damaged.	Insert a bootable diskette into the diskette drive and restart the computer with Ctrl+Alt+Del.
	Diskette boot has been disabled in Computer Setup.	Run Computer Setup and enable diskette drives.
Hard drive operation seems slow, or hard drive activity light is not on, or stays on without blinking.	The hard disk files may be fragmented.	From the desktop click on the Start menu, Programs, Accessories, System Tools, and check for problems. If problems exist, run the checkmark the "Automatically fix errors" box at the bottom to correct the problems. If a large enough allocation units is found, click on the Start button and choose Programs, Accessories, System Tools, Disk Defragmenter.

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Hardware Installation		
Problem	Probable Cause(s)	Possible Solutions
A new device is not recognized as part of the computer system.	When the system advised you of changes to the configuration, you did not save the changes.	Reboot the computer and follow the instructions for saving changes.
	The system may not have automatically recognized the new device.	Run Computer Setup and identify the device.
	The cables for the new external device are loose, or the power cables are unplugged.	Check all cables.
	The power switch for the new external device is not turned on.	Turn off the computer, turn on the external device and then turn on the computer to integrate the new modes of the computer.

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Power	
Problem	Possible Solution

Computer will not turn on.	Ensure that the computer is connected to a power supply.
Computer does not automatically display the date and time.	The real-time clock (RTC) batter may need to be replaced - use the Click Herek for replacement procedures.
Computer does not beep during POST.	The speaker volume may have been turned down. Select the Volume option from the Control Panel and adjust the volume.
Computer powered off automatically.	The unit temperature may have been exceeded. Check for function and blockage.

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USB Ports		
Problem	Probable Cause(s)	Possible Solution
Port 3 cannot work with any slow speed devices.	The device is plugged into the wrong port.	Check to see if the keyboard is plugged into the CPU. Ensure that the USB device is properly inserted into the port.
USB device does not work with the system.	The USB device and the system may use different USB architectures.	Ensure that the USB device and the system have the same USB architecture. (UHCI-compliant devices only work with a UHCI-compliant system, and compliant devices will only work with a OHCI-compliant system.)

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Diskette Drive		
Problem	Probable Cause(s)	Possible Solution
Diskette drive light stays on.	Diskette may be damaged.	Remove diskette, insert new diskette into diskette drive.
	Diskette may be installed incorrectly	Remove diskette, reinsert into diskette drive.
	Software program may be damaged.	

Diskette drive cannot write to a diskette.	Diskette is not formatted.	Format diskette. Important: Formatting removes all saved information from the diskette.
	Diskette is write-protected.	Move the write-protect tab on the diskette to the unprotected position
	Writing to the wrong drive.	
	Not enough space is left on the diskette.	Remove diskette, insert new diskette into diskette drive.
Diskette drive cannot read a diskette.	Diskette is not formatted.	Format diskette. Important: Formatting removes all saved information from the diskette.
	Using the wrong diskette type for the drive type.	
	Reading the wrong drive.	
	Diskette drive has been disabled by Computer Setup.	

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Hardware conflicts occur when two or more peripheral devices attempt to use the same hardware resources. I/O addresses, interrupts, and DMA channels are the most common hardware resources used by peripheral devices.

Base I/O address	220H
Interrupt	IRQ 5
8-bit DMA	Channel 1

When different peripheral devices use the same hardware resources at the same time, the devices and/or the system may not function properly. You can resolve hardware conflicts by ensuring that no devices are configured to use the same hardware resources. These resources can either be dipswitch or jumper settings on the peripheral card or software configurable resources. The Computer Setup selection of your Compaq Utilities allows you to view and modify the settings for the peripheral devices factory installed in your computer. Refer to the User's Guide for the particular peripheral cards you wish to install for information on how to view and select their settings.

To resolve hardware conflicts:

1. Change the hardware settings of your audio card or other peripheral card in your system. Make sure the peripheral card is using any settings used by the factory-installed devices.
2. If you are unsure of the settings of the peripheral cards, you can isolate the source of the problem by temporarily removing all cards not manufactured by Compaq, or resetting the default settings and running Compaq Utilities. After that, add the cards back one at a time until the card that is causing the conflict is found.

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Side Access Panel	Model	Processor	Hard Drive	CD/ CD-RW/ DVD	Memory	Secondary Drive
Internet Keyboard Controls	7PL313	Ath/1200GHz/Socket	80.0	10x/12x/16x - DVD	128 PC 100up	CD-RW
	7000US	Ath/1200GHz/Socket	80.0	10x/12x/16x - DVD	128 PC 100up	CD-RW
	7001CL	Ath/1200GHz/Socket	80.0	10x/12x/16x - DVD	128 PC 100up	CD-RW
Rear CPU Connectors	7001CA	Ath/1200GHz/Socket	80.0	10x/12x/16x - DVD	128 PC 100up	8x-CD-RW

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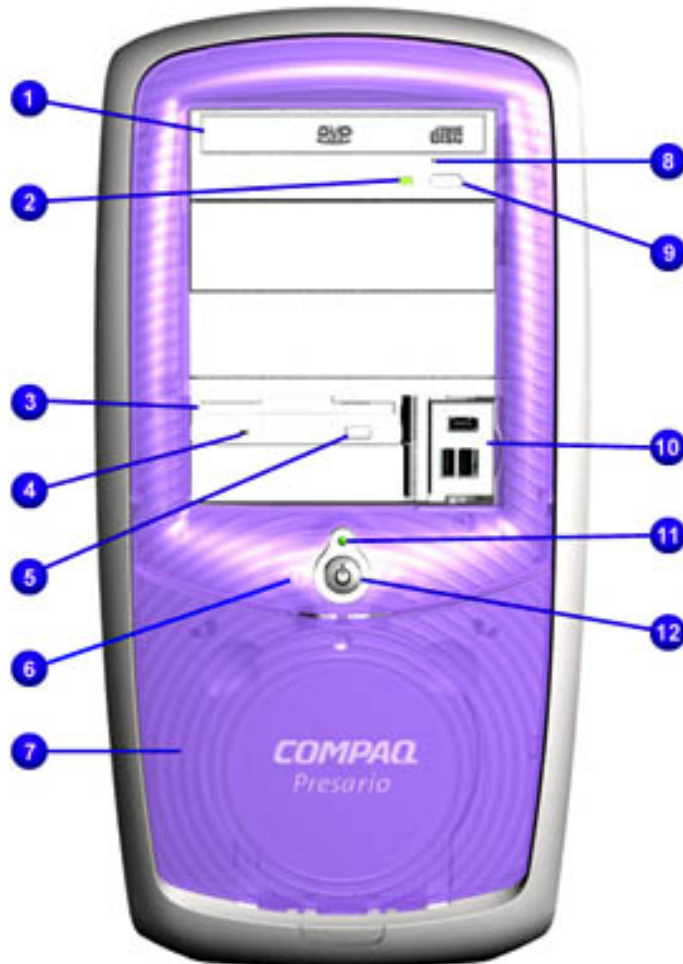
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- 1 CD-ROM, CD-RW, or DVD tray
(DVD drive available on selected models)
- 2 CD-ROM, CD-RW, or DVD Activity Light
- 3 Diskette Drive Slot
- 4 Diskette Drive Activity Light
- 5 Diskette Drive Eject Button
- 6 Hard Drive Activity Light
- 7 CD Storage Tray
- 8 CD-ROM, CD-RW, or DVD Manual Eject Hole
- 9 CD-ROM, CD-RW, or DVD Manual Eject Button
- 10 Dual USB and 1394 Connectors
- 11 Power On Light
- 12 Power On Button

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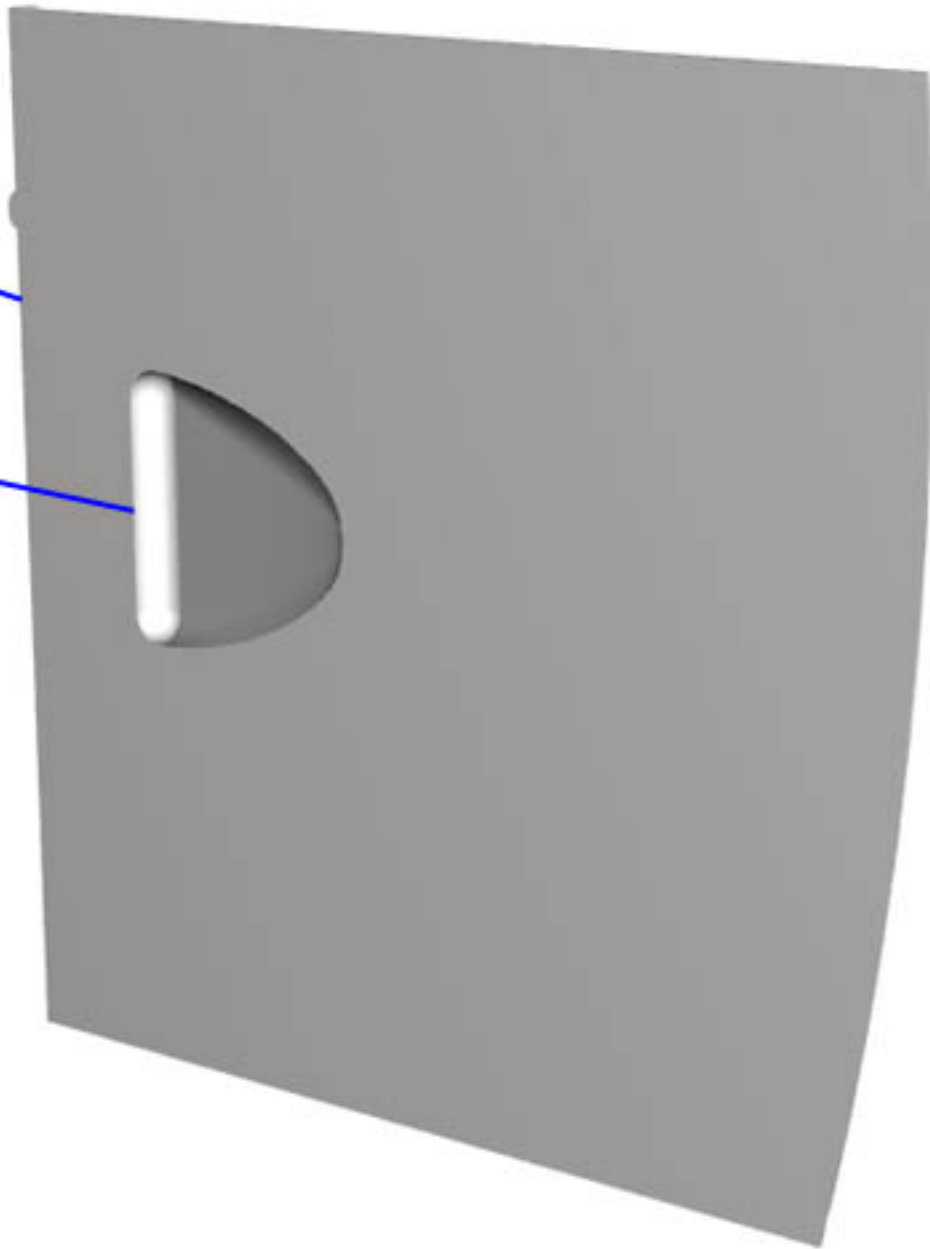
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- 1 Side Access Panel
- 2 Side Access Panel Handle

1

2



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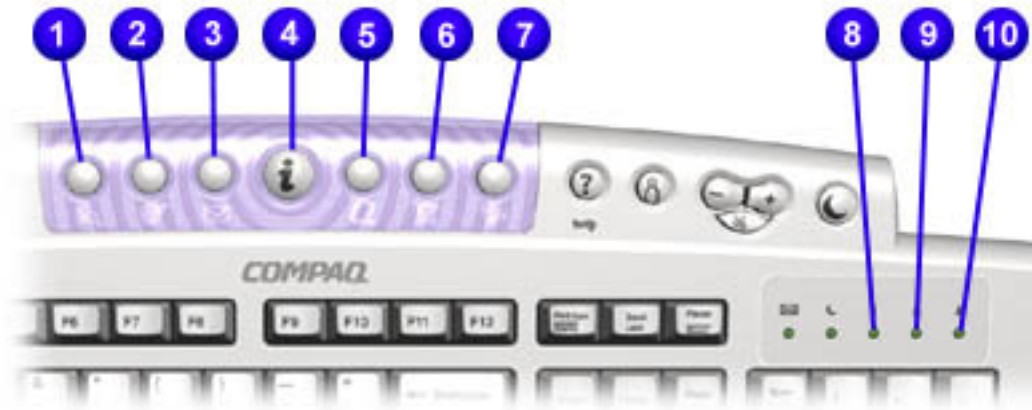
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CD/DVD Control Button Suite



- 1 CD/ DVD Play/ Pause
- 2 CD/ DVD Previous Track
- 3 CD/ DVD Next Track
- 4 CD/ DVD Stop
- 5 CD/ DVD Load/ Eject
- 6 Volume Down Button
- 7 Mute Button
- 8 Volume Up Button
- 9 Sleep Button

Internet Button Suite



- 1 Instant Search
- 2 Communication
- 3 Instant E-mail
- 4 Instant Internet
- 5 My Presario
- 6 Compaq Online Shopping
- 7 Entertainment
- 8 Num Lock
- 9 Caps Lock
- 10 Programmable

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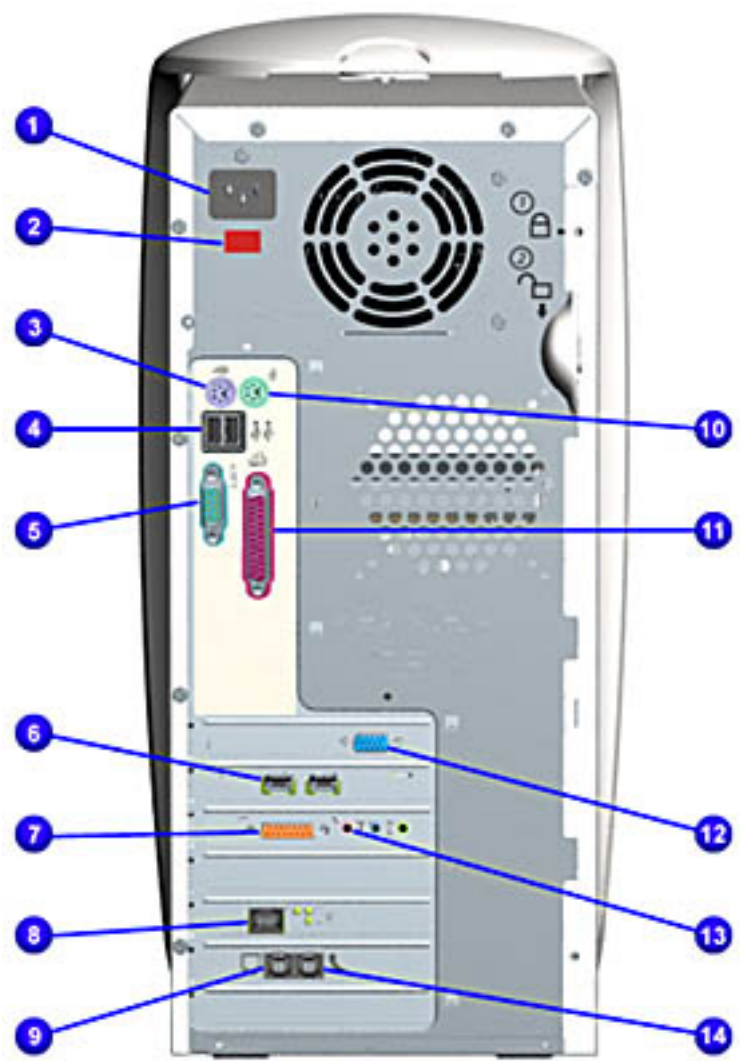
[Internet Keyboard Controls](#)

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- 1 AC Power Connector
- 2 Voltage Select Switch
- 3 PS2 Port for Keyboard
- 4 USB Port for connecting an Internet Keyboard or other USB devices
- 5 Serial Port for connecting a serial peripheral device
- 6 1394 card
- 7 Audio card
- 8 Ethernet port for connecting to an ethernet network (if equipped)
- 9 Modem (from phone line)
- 10 PS2 Port for Mouse
- 11 Parallel port for connecting peripheral devices, such as printers
- 12 Video port (Monitor)
- 13 Audio card ports (Microphone (light pink), Audio In (MP3 Player) (light blue),
- 14 Modem (out to phone)

IMPORTANT: Connectors may vary depending on the model selected



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Requirements:

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The power cord set (flexible cord and wall plug) received with the computer meets the requirements for use in the country where the computer was purchased.

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Power cord sets for use in other countries must meet the requirements of the country where you use the computer. For more information on power cord set requirements, contact your Compaq authorized dealer, reseller, or service provider.

[Rear CPU
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Power Cord Set
Requirements

General Requirements:

The requirements listed below are applicable to all countries:

1. The length of the power cord set must be at least 6.00 feet (1.8 m) and a maximum of 9.75 feet (3.0 m).
2. All power cord sets must be approved by an acceptable accredited agency responsible for evaluation in the country where the power cord set will be used.
3. The power cord set must have a minimum current capacity of 10A and a nominal voltage rating of 125 or 250 Volts AC, as required by each country's power system.
4. The appliance coupler must meet the mechanical configuration of an EN 60 320.IEC 320 Standard Sheet C13 connector, for mating with appliance inlet on the Switch Box.

Country-Specific Requirements:

Country	Accredited Agency
United States	UL*

US/Canada

UL and CSA

* The flexible cord must be Type SJT-2 or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with the NEMA 5-15P (15A, 125V) or NEMA 6-15P (15A, 250V) configuration.

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Preface

This Maintenance and Service Guide is a troubleshooting guide that can be used for reference when servicing the Compaq Presario Series Personal Computers.

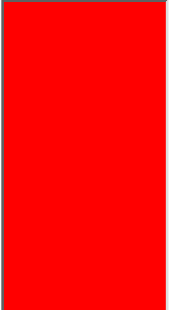
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Symbols

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

 WARNING	Text set off in this manner indicates that failure to follow directions in the warning could result in bodily harm or loss of life.
 CAUTION	Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of data.
IMPORTANT	Text set off in this manner presents clarifying information or specific instructions.
NOTE	Text set off in this manner presents commentary, sidelights, or interesting points of information.

Technician Notes



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

Locating Additional Information

The following documentation is available to support this product:

- Compaq Presario documentation set
- Introducing Windows 98 Guide
- Service Training Guides
- Compaq Service Advisories and Bulletins
- Compaq QuickFind
- Compaq Service Quick Reference Guide
- Compaq Help Center

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