



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#) |

---

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts](#)

[Removal & Replacement](#)

[Jumpers & Switches](#)

[Specifications](#)

[Connector Pins](#)



Welcome to the Presario 5700 Series Maintenance and Service Guide. This online guide is designed to serve the needs of those whose job it is to repair Compaq products. Many of the components of the hardcopy MSG are contained in this online guide. The [Notice](#) contains the copyright and trademark information. The [Preface](#) shows symbol conventions, Technician Notes and Serial Number locations on the unit.

[Download a ZIP file of the complete MSG to local hard drive.](#)

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

[Top](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide



Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#)  
[Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#) | [Power Cord Requirements](#)

## Symbols

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

	<b>WARNING:</b> Text set off in this manner indicates that failure to follow directions in the warning could result in bodily harm or loss of life.
	<b>CAUTION:</b> Text set off in this manner indicates that failure to follow directions in the caution 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.

## Serial Number

When requesting information or ordering spare parts, the computer serial number should be provided to Compaq. The serial number can be found on the rear of the computer next to the fan grill and on the front bezel behind the drive access door.

## Locating Additional Information

The following documentation is available to support this product:

- Compaq Presario documentation set
- Introducing Windows 95 Guide
- Service Training Guides
- Compaq Service Advisories and Bulletins
- Compaq QuickFind
- Compaq Service Quick Reference Guide
- Compaq Help Center

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

[Models and Features](#)

[Controls and Lights Index](#)

[Power Management](#)

[Power Cord Requirements](#)

## Product Description

The Presario 5700 Series Internet PCs provide owners with the broadest array of choices for high-speed access to the Internet. The new minitowers are equipped for the future with an Industry-Standard Y2K Compliant design. Some models also provide Home Phone line Networking that allows you to share simultaneous use of one Internet account, printers, and more over your existing phone lines.

This section describes the model numbers and features of the Compaq Presario 5700 Series of personal computers.



***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

[Clearing CMOS](#)[Power-On Self-Test \(POST\)](#)[Diagnostic Error Codes](#)[Troubleshooting Without Diagnostics](#)

## Troubleshooting

This section provides troubleshooting information for Compaq Presario 5700 Series Personal Computers. Power-On Self-Test (POST) messages, diagnostic error codes, and memory error codes appear in tables.

The message and code tables include a description of the error, the probable cause, and the recommended action that should be taken to resolve the error condition.

Adherence to the procedures and precautions described in this section is essential for proper service.

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Topics

[System Unit](#)[Mass Storage](#)[Cables](#)[Boards](#)[Modems](#)[Keyboards/Mouse](#)[Monitors](#)[Return Kits](#)[Documentation](#)

## Illustrated Parts

This section provides illustrated parts and a reference for spare parts numbers for Compaq Presario 5700 Series Personal Computers.

When requesting information or ordering spare parts, the computer [serial number](#) should be provided to Compaq. The serial number is displayed on the back of the chassis and behind the drive cover.

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)





# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

Disassembly Sequence
<a href="#">Preparation for Disassembly</a>
<a href="#">Serial Number Location</a>
<a href="#">Chassis</a>
<a href="#">Mass Storage Devices</a>
<a href="#">Button Board</a>
<a href="#">Front I/O Cable</a>
<a href="#">Creativity Action Center</a>
<a href="#">Fan</a>
<a href="#">Option Card Retainer</a>
<a href="#">Graphics Board</a>

## Removal and Replacement

This chapter provides general service information for Compaq Presario 5700 Series Personal Computers. Adherence to the procedures and precautions described in this chapter is essential for proper service.

The topics discussed in this section include the following:

- [Electrostatic Discharge](#)
- [Generating Static](#)
- [Preventing Electrostatic Damage to Equipment](#)
- [Preventing Damage to Drives](#)
- [Grounding Methods](#)
- [Grounding Workstations](#)
- [Grounding Equipment](#)
- [Recommended Materials and Equipment](#)
- [Tool Requirements](#)
- [Screws](#)
- [Cables and Connectors](#)

[Fax/Modem](#)[Networking Interface Card](#)[Memory](#)[Processor](#)[Processor Retention Clips](#)[RTC Battery](#)[System Board Cables](#)[System Board](#)[Parallel Port](#)[Back I/O Panel](#)[Power Supply](#)

## Electrostatic Discharge

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

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

[Top](#)

## Generating Static

The accompanying table shows typical electrostatic voltages generated by different activities.

Typical Electrostatic Voltages			
	Relative Humidity		
Event	10%	40%	55%
Walking across carpet	35,000 V	15,000 V	7,500 V
Walking across vinyl floor	12,000 V	5,000 V	3,000 V
Motions of bench worker	6,000 V	800 V	400 V
Removing DIPS from plastic tubes	2,000 V	700 V	400 V
Removing DIPS from vinyl trays	11,500 V	4,000 V	2,000 V
Removing DIPS from Styrofoam	14,500 V	5,000 V	3,500 V
Removing bubble pack from PCBs	26,000 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.			

[Top](#)

# 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:

- Protect all electrostatic parts and assemblies with conductive or approved containers or packaging.
- Keep electrostatic sensitive parts in their containers until they arrive at static-free stations.
- Place items on a grounded surface before removing them from their container.
- Always be properly grounded when touching a sensitive component or assembly.
- Place reusable electronic-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 and proper materials selected to avoid static charging. When grounding is not possible, use an ionizer to dissipate electric charges.

The accompanying table shows typical static-shielding protection levels afforded by different protective packaging materials.

Static-Shielding Protection Levels	
Method	Voltages
Antistatic Plastic	1,500
Carbon-Loaded Plastic	7,500
Metallized Laminate	15,000

[Top](#)

## Preventing Damage to Drives

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

- Handle drives gently, using static-guarding techniques.
- Store drives in the original shipping containers.
- Avoid dropping drives from any height onto any surface.

- Handle drives on surfaces that have at least one inch of shock-proof foam.
- Always place drives PCB assembly side down on the foam.

[Top](#)

## Grounding Methods

The method for grounding 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.

[Top](#)

## Grounding Workstations

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

- Cover the workstation with approved static-dissipative material.
- Provide a wrist strap connected to the work surface and properly grounded tools and equipment.
- Use static-dissipative mats, heel straps, or air ionizers to give added protection.
- Handle electrostatic sensitive components, parts, and assemblies by the case or PCB laminate. Handle them only at static-free workstations.
- Avoid contact with pins, leads, or circuitry.
- Turn off power and input signals before inserting and removing connectors or test equipment.
- Use fixtures made of static-safe materials when fixtures must directly contact dissipative surfaces.
- Keep work area free of nonconductive materials such as ordinary plastic assembly aids and Styrofoam.
- Use field service tools, such as cutters, screwdrivers, vacuums, that are conductive.
- 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.

[Top](#)

## Grounding Equipment

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

- Wrist Straps are flexible straps with a minimum of 1 mega ohm +/- 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 mega ohm resistance between operator and ground. To be effective, the conductive strips must be worn in contact with the skin.

[Top](#)

## Recommended Materials and Equipment

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

- Antistatic tape
- Antistatic smocks, aprons, or sleeve protectors
- Conductive bins, and other assembly or soldering aids
- Conductive foam
- Conductive tabletop workstations with ground cord of 1 mega ohm of resistance
- Static dissipative table or floor mats with hard tie to ground
- Field service kits
- Static awareness labels
- Wrist straps and footwear straps providing 1 mega ohm (+/- 10%) resistance
- Material handling packages
- Conductive plastic bags
- Conductive plastic tubes
- Conductive tote boxes
- Metal tote boxes
- Opaque shielding bags
- Transparent metallized shielding bags

- Transparent shielding tubes

[Top](#)

## Tool Requirements

- Torx T-8, T-10, and T-15 screwdrivers (included in kit number 130619-001)
- Needle-nose pliers
- Flat-bladed screwdriver
- Diagnostics software

[Top](#)

## 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 with the part that was removed, then returned to their proper locations.

IMPORTANT: As each subassembly is removed from the computer, it should be

- placed away from the work area to prevent damage

[Top](#)

## Cables and Connectors

Most cables used throughout the unit are ribbon cables (Figures 4-1, 4-2, 4-3, 4-4, and 4-5). These cables must be handled with extreme care to avoid damage.

Apply only the tension required to seat or unseat the cables during insertion or removal from the connector. Handle cables by the connector whenever possible. In all cases, avoid bending, twisting, or tearing the cables, and ensure that cables are placed in such a way that they cannot be caught or snagged by parts being removed or replaced.

The numbered cables show the recommended configuration for the ribbon cables. The shaded lines indicate alternative configurations for additional optional hard drives, tape drives, and diskette drives.



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

[Top](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)

[STORE](#) | [PRODUCTS](#) | [SERVICES](#) | [SUPPORT](#) | [CONTACT US](#) | [SEARCH](#)

# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

Click on a selection below for jumper and switch information.

[Presario 5700 Models with Celeron System Board](#)

[Presario 5700 Models with AMD System Board](#)

[Presario 5700 Models with Pentium III System Board](#)

Mass Storage

[3.5-inch Hard Drive](#)

[5.25-inch Hard Drive](#)

[DVD Drive](#)

[CD Drive](#)

## Jumper and Switch Information

This section contains jumper and switch information for system board jumpers, system I/O board connectors, and Mass Storage drives.

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)





# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Specifications

Compaq Presario 5700 Series Personal Computer specifications are listed in the following tables. Select the specification you are interested in from the alphabetical list.

- [Mouse](#)  
[Power Supply](#)  
[Diskette Drive](#)  
[IDE Hard Drives](#)  
[Fax/Modem](#)
- [System Memory](#)  
[System Specifications](#)  
[System DMA](#)  
[System I/O](#)  
[System Interrupts](#)
- [Video Memory](#)  
[Zip Drive](#)  
[DVD Drive](#)

System Specifications		
	U. S.	Outside U. S.
Dimensions		

Height	19.0 in	482.60 mm
Depth	20.9 in	530.86 mm
Width	8.38 in	212.73 mm
BTUs	< 178 BTUs/hour*	
Weight	31 lb	14.09 kg
Shipping Weight		
Gross	41 lb	18.64 kg
Average Net	31 lb	14.09 kg
Input Requirements		
Nominal Line Voltage	100 to 120 VAC	220 to 240 VAC
Range Line Voltage	90 to 132 VAC	180 to 264 VAC
Line Frequency	47 to 63 Hz	47 to 63 Hz
Input Current	5.2 at 90 VAC	3.6 at 180 VAC
Power (watts)		
Steady State	165	165
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%
Non-operating	5% to 95%	5% to 95%
Maximum Altitude (unpressurized)		
Operating	10,000 ft	3048 m
Nonoperating	30,000 ft	9144 m

Expansion Slots		<b>2 16-bit full-sized ISA 2 PCI 1 PCI/ISA</b>
*This number will increase if more bay/slots are occupied.		

[Top](#)

S3 Savage 4 Video Memory		
Resolution	Color Depth (bpp)	Vertical Refresh (Hz)
640 × 480	8, 16, 32	60, 72, 75, 85, 160
800 × 600	8, 16, 32	60, 72, 75, 85, 160
1024 × 768	8, 16, 32	60, 72, 75, 85, 160
1152 × 864	8, 16, 32	75
1280 × 1024	8, 16	60, 75, 85, 100
1280 × 1024	32	60, 75, 85
1600 × 1200	8, 16	60, 75, 85
1600 × 1200	32	60
<p>* The Compaq FP720 display supports a maximum resolution of 1024x768 and only supports the 60 Hz refresh rate. The Compaq Presario MV520 Multimedia Monitor supports a maximum resolution of 1024x768, which is displayed only at the 60 Hz refresh rate. The Compaq Presario MV720 Multimedia Monitor supports a maximum resolution of 1280x1024, which is displayed only at the 60 Hz refresh rate. The Compaq Presario MV920 Multimedia Monitor supports a maximum resolution of 1600x1200, which is displayed at up to the 75 Hz refresh rate.</p>		

[Top](#)

TNT Video Memory		
Resolution	Colors	Vertical Refresh (Hz)
640 x 480	256, 65K, 16M	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170, 200, 240
800 × 600	256, 65K, 16M	60, 70, 72, 75, 85, 100, 120, 140, 144, 150, 170, 200, 240

1024 × 768	256, 65K, 16M	60,70,72,75,85,100,120,140,144,150,170,200
1152 × 864	256, 65K, 16M	60,70,72,75,85,100,120,140,144,150,170
1280 × 1024	256, 65K, 16M	60,72,75,85,90,100,120
1280 × 1024	256, 65K, 16M	60,70,72,75,85,100,120,140
1600 × 1200	256, 65K, 16M	60,70,72,75,85,100
1920 × 1080	256, 65K, 16M	60,70,72,75,85
1920 × 1200	256, 65K, 16M	60,70,72,75,85
* The Compaq FP720 display supports a maximum resolution of 1024x768 and only supports the 60 Hz refresh rate. The Compaq Presario MV520 Multimedia Monitor supports a maximum resolution of 1024x768, which is displayed only at the 60 Hz refresh rate. The Compaq Presario MV720 Multimedia Monitor supports a maximum resolution of 1280x1024, which is displayed only at the 60 Hz refresh rate. The Compaq Presario MV920 Multimedia Monitor supports a maximum resolution of 1600x1200, which is displayed at up to the 75 Hz refresh rate.		

System Interrupts	
Hardware IRQ	System Function
IRQ 0	Refresh Timer
IRQ 1	Keyboard
IRQ 2	Programmable Interrupt Controller
IRQ 3	Modem (COM 2) shared with modem audio*
IRQ 4	Communications Port (COM 1)
IRQ 5	USB, ACPI, Audio Drive
IRQ 6	Diskette Drive
IRQ 7	Parallel Port (LPT 1)
IRQ 8	Real-Time Clock, System CMOS
IRQ 9	SCI
IRQ 10	1394, ACPI
IRQ 11	Video Card, ACPI
IRQ 12	PS/2 Mouse

IRQ 13	Numeric Data Processor
IRQ 14	Primary IDE, PCI IDE Controller
IRQ 15	Secondary IDE, PCI IDE Controller

[Top](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

[Parallel](#)

[Serial](#)

[Universal Serial Bus  
\(USB\)](#)

[Keyboard](#)

[Mouse](#)

[VGA Monitor](#)

[MIDI/Joystick](#)

[Line-in](#)

[Speaker/Headphone  
Out](#)

[Microphone](#)

[Phone Line to Wall](#)

[Phone Line to](#)

## Connector Pin Assignments

This section contains the connector pin assignments for the Presario 5700 series of personal computers.

[Phone](#)

[DVD-Drive Data  
Cable](#)

[Modem](#)

Parallel Connector




Pin	Signal	Pin	Signal
1	Strobe*	10	Acknowledge*
2	Data Bit 0	11	Busy
3	Data Bit 1	12	Paper Out
4	Data Bit 2	13	Select
5	Data Bit 3	14	Auto Linefeed*
6	Data Bit 4	15	Error*
7	Data Bit 5	16	Initialize Printer*
8	Data Bit 6	17	Select In*
9	Data Bit 7	18-25	Signal Ground

\* = Active low

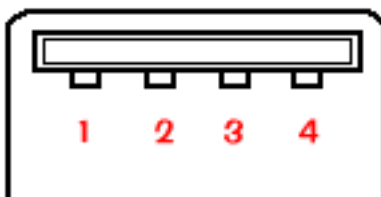
[Back to Top](#)

Serial Connector


Connector	Pin	Signal
-----------	-----	--------

	<table><tr><td>1</td><td>Carrier Detect</td></tr><tr><td>2</td><td>Receive Data</td></tr><tr><td>3</td><td>Transmit Data</td></tr><tr><td>4</td><td>Data Terminal Ready</td></tr><tr><td>5</td><td>Signal Ground</td></tr><tr><td>6</td><td>Data Set Ready</td></tr><tr><td>7</td><td>Ready to Send</td></tr><tr><td>8</td><td>Clear to Send</td></tr><tr><td>9</td><td>Ring Indicator</td></tr></table>	1	Carrier Detect	2	Receive Data	3	Transmit Data	4	Data Terminal Ready	5	Signal Ground	6	Data Set Ready	7	Ready to Send	8	Clear to Send	9	Ring Indicator
1	Carrier Detect																		
2	Receive Data																		
3	Transmit Data																		
4	Data Terminal Ready																		
5	Signal Ground																		
6	Data Set Ready																		
7	Ready to Send																		
8	Clear to Send																		
9	Ring Indicator																		


Universal Serial Bus

Connector	Pin	Signal
	1 2 3 4	- Data + Data Ground +5 VDC

Keyboard

Connector	Pin	Signal
	1	Data
	2	Unused
	3	Ground
	4	+5 VDC
	5	Clock
	6	Unused


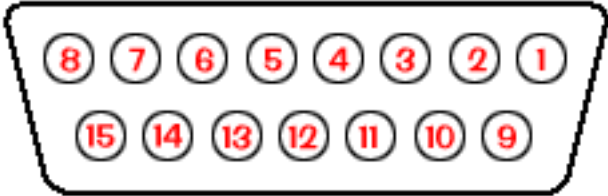
Mouse

Connector	Pin	Signal
	1	Data
	2	Unused
	3	Ground
	4	+5 VDC
	5	Clock
	6	Unused

[Back to Top](#)




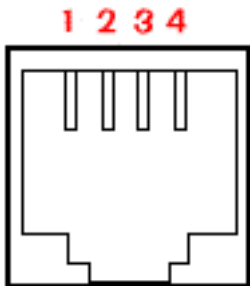
VGA Monitor		
Connector	Pin	Signal

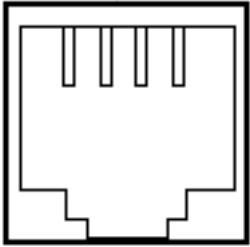


		1	Red Analog
		2	Green Analog
		3	Blue Analog
		4	Volume Up
		5	Ground
		6	Ground Analog
		7	Ground Analog
		8	Ground Analog
		9	+ 5 VDC
		10	Ground
		11	Volume Down
		12	DDC Data
		13	Horizontal Sync
		14	Vertical Sync
		15	DDC Clock
MIDI / Joystick			
Connector	Pin	Signal	
		1	+ 5 VDC
		2	Fire A (1)
		3	X-Axis (1)
		4	GND
		5	GND
		6	Y-Axis (1)
		7	Fire B (1)
		8	+ 5 VDC
		9	+ 5 VDC
		10	Fire A (2)
		11	X-Axis (2)
		12	MIDI Out
		13	Y-Axis (2)
		14	Fire B (2)
		15	MIDI In

[Back to Top](#)

Line In	
Connector	Connector

		Stereo 1/8" Miniphone	
Speaker/Headphone Out			
Connector		Connector	
		Stereo 1/8" Miniphone	
Microphone			
Connector		Connector	
		Stereo 1/8" Miniphone	
Phone Line to Wall Jack			
Connector		Pin	Signal
	1	Unused	
	2	Tip	
	3	Ring	
	4	Unused	
Phone Line to Phone			
Connector		Pin	Signal

	1	Unused
	2	Tip
	3	Ring
	4	Unused

[Back to Top](#)

DVD Drive Data Cable			
Pin	Signal	Pin	Signal
1	RESET	21	DMARK
2	GND	22	GND
3	DD7	23	-DLOW
4	DD8	24	GND
5	DD6	25	-DIOR
6	DD9	26	GND
7	DD5	27	IORDY
8	DD10	28	SPSYNC
9	DD4	29	-DMACK
10	DD11	30	GND
11	DD3	31	INTRQ
12	DD12	32	-IOCS16
13	DD2	33	DA0
14	DD13	34	-PDIA6
15	DD1	35	DA0
16	DD14	36	DAZ
17	DD0	37	-CS1FX
18	DD15	38	-C53FX
19	GND	39	-DASP
20	(KEY)	40	GNP

Internal Fax/Modem			
Pin	Signal	Pin	Signal
1	Unused	4	Tip
2	Unused	5	Unused
3	Ring	6	Unused

[Back to Top](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

---

## Power Cord Set Requirements

The voltage select switch feature on the computer allows it to operate from any line voltage between 120 and 240 volts AC.

The power cord set (flexible cord and wall plug) sent with the computer meets the [general requirements](#) for use in the country where the computer was purchased.

Power cord sets for use in [other countries](#) must meet the requirements of the country where the computer is used. For more information on power cord set requirements, contact a Compaq authorized dealer, reseller, or service provider.

## 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

Power Cord Set Requirements by Country		
Country	Accredited Agency	Applicable Note Numbers
Australia	EANSW	1
Austria	OVE	1
Belgium	CEBC	1
Canada	CSA	2
Denmark	DEMKO	1
Finland	SETI	1
France	UTE	1
Germany	VDE	1
Italy	IMQ	1
Japan	JIS	3
Norway	NEMKO	1
Sweden	SEMKO	1
Switzerland	SEV	1
United Kingdom	BSI	1
United States	UL	2

### NOTES:

1. The flexible cord must be <HAR> Type HO3VV-F, 3-conductor, 1.0 mm<sup>2</sup> conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country where it will be used.

2. 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 a NEMA 5-15P (15A, 125V) or NEMA 6-15P (15A, 250V) configuration.

3. The appliance coupler, flexible cord, and wall plug must bear a "T" mark and registration number in accordance with the Japanese Dentori Law. Flexible cord must be Type VCT or VCTF, 3-conductor, 0.75mm<sup>2</sup> conductor size. The wall plug must be a two-pole type with a Japanese Industrial Standard C8303 (15A, 125V) configuration.

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

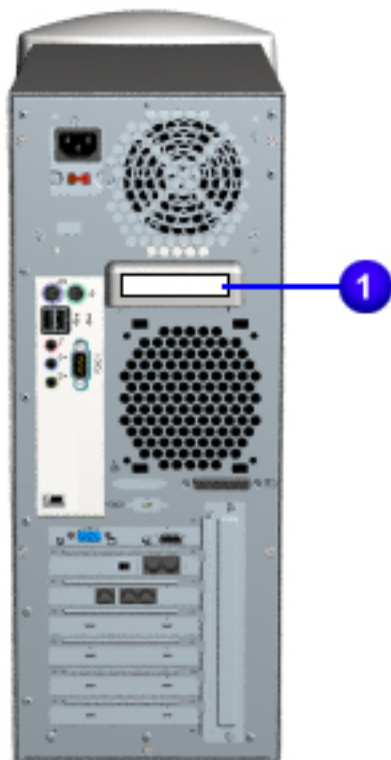
[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

---

## Serial Number

The computer serial number should be provided to Compaq whenever requesting information or ordering spare parts. The serial number is located on the back [1](#) and on the front of the computer, behind the drive cover.





[Back to Removal and Replacement](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#) |

## Models and Features

The following tables list Compaq Presario 5700 Series Personal Computer models and some model-specific features.

- NOTE:
- Modem codes:  
 M = 1.5 Mb Digital DSL/56k V.90  
 K = PCI 56k V.90  
 GW = 56k V.90

Model	Processor Speed (MHz)	Memory (MB)	Hard Drive (GB)	CD/DVD	Video Memory (MB)	Fax/Modem
5710	K6-2/450	96	15	32x	n/a	GW
5711	CELERON/466	64	12	32x	n/a	GW
5712	CELERON/466	64	10	6xDVD	n/a	GW
5713	PIII/450	128	15	32x	8	GW
5714	CELERON/466	64	12	32x	n/a	GW

U.S., Latin America, Canada	5715	CELERON/466	64	12	32x	n/a	GW
	5716	PIII/450	96	15	6xDVD	8	M
	5717	PIII/450	96	19	6xDVD	8	M
	5721	CELERON/500	96	15	6xDVD	n/a	GW
	5722	PIII/500	96	19	6xDVD	8	M
	5724	CELERON/500	96	12	6xDVD	n/a	GW
	5725	PIII/450	96	10	32x	8	GW
	5726	PIII/500	96	19	6xDVD	8	M
	5733	PIII/550	128	19	6xDVD	8	GW
	5735	PIII/550	128	15	6xDVD	8	GW
	5736	PIII/550	128	19	6xDVD	8	GW
	5738	PIII/550	128	12	6xDVD	8	GW
	5745	PIII/600	128	12	6xDVD	8	GW
	5746	PIII/600	128	15	6xDVD	8	K

[Top](#)

Europe, Middle East, Africa	Model	Processor Speed (MHz)	Memory (MB)	Hard Drive (GB)	CD/DVD	Video Memory (MB)	Fax/Modem
	5716	PIII/450	64	10	6xDVD	8	K
	5716	PIII/450	128	10	6xDVD	16	K
	5722	PIII/500	128	13	6xDVD	16	K
	5726	PIII/500	128	13	6xDVD	16	K
	5736	PIII/550	128	17	6xDVD	16	K

[Top](#)

	Model	Processor Speed (MHz)	Memory (MB)	Hard Drive (GB)	CD/DVD	Video Memory (MB)	Fax/Modem
	5713	PIII/450	64	8	32x	8	K

Asia Pacific	5716	PIII/450	64	8	6xDVD	8	K
	5716	PIII/450	64	12	6xDVD	8	K
	5718	PIII/450	64	8	32x	8	K
	5726	PIII/500	96	15	6xDVD	8	K
	5728	PIII/500	96	12	6xDVD	8	K
	5746	PIII/600	96	10	32x	8	K

[Top](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)

[STORE](#) | [PRODUCTS](#) | [SERVICES](#) | [SUPPORT](#) | [CONTACT US](#) | [SEARCH](#)

# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#) |

[CPU Controls & Lights](#)[Keyboards](#)[CPU Rear Connectors](#)[Digital Creativity Imaging  
Center \(DCIC\) / Creativity Action  
Center \(CAC\)](#)

## Controls and Lights Index

This section covers the computer controls and lights for the Compaq Presario 5700 Series of personal computers. Use the navigation bar at left to jump to specific features.

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

---

## Power Management Features

Compaq Presario 5700 Series Personal Computers use ACPI (Advanced Configuration and Power Interface) for system power management. ACPI is an open industry specification that provides reliable power management through improved hardware and operating system coordination.

The following is a list of the power management features:

- **Power Status Lights.** You can quickly tell the sleep condition of the system by glancing at the Power Status Lights on the unit or keyboard.
- **Automatic Sleep.** In Windows 98, there are different Power Schemes under which the system goes into Sleep mode automatically when it times out. The optional settings for Windows 98 are Home/Office Desk, Portable/Laptop and Always On. The system supports different levels of power management for varying patterns of computer usage.
- **Default and Adjustable timeout settings.** The default setting for Sleep timeout is 30 minutes. The Sleep timeout value can be set in the Control Panel by clicking the Power Management icon. At the Properties screen, click System Standby, Turn off Monitor, and Turn off Hard Disk to set the length of time before the system goes to sleep.
- **Manual Sleep.** To manually put your computer into sleep mode in the Windows 98 desktop, press the Sleep button (on the keyboard). The power status light on the CPU will light to show that Sleep mode is activated.
- **Other manual standby options.** Another way to put your computer into sleep mode manually under Windows 98 is to select Start, then Shutdown. Select Standby from the list of choices to put the system into Sleep mode. The system can then be turned off or left in Sleep. When the Sleep button is pressed, the system returns to the

previous Windows 98 Desktop state.

- Wake up events. Events that bring a system back to the working state include:
  - Pressing the Sleep button on the keyboard
  - Pressing the CPU Power button
  - Fax/Modem answers a call
- Synchronized software and hardware volume control buttons.

[Top](#)

## States of Power Management

Power management can be defined by three distinct power states in which the computer operates: On, Off, and Sleep. The following table describes the power states and lists the power consumption of each state:

Power Management States		
Energy State	Description	Power Consumption
On	Power is available to the system. The AC cable is connected, and the power status light is green.	64 Watts Avg., 110 Watts Max
Off	Power is not available to the system and the AC cable is disconnected. The power status light is not lit.	0 Watts
Sleep	Power is available to the system, the AC cable is connected, and the computer is in a low power/standby mode. The power status light is amber.	27 Watts

[Top](#)

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

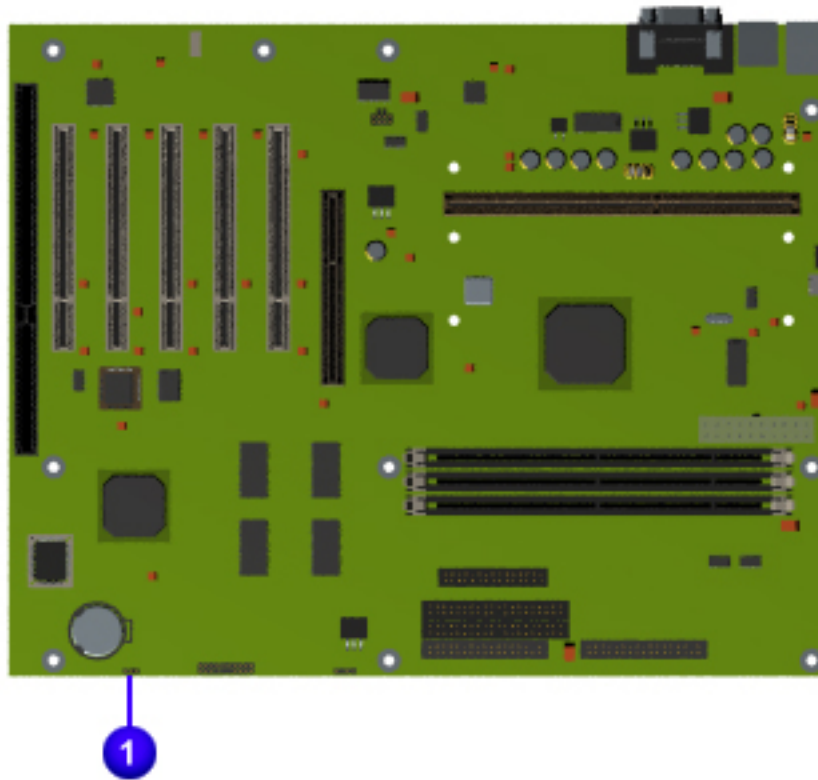
---

## Clearing CMOS for Models 5716, 5717, 5718, 5722, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[Click here for Model 5710](#)

[Click here for Models 5711, 5712, 5714, 5715, 5721, and 5724](#)





Password Jumper Location

If the power-on password is not known, clearing CMOS will disable the power-on password. To clear CMOS, complete the following steps:

1. Complete the [preparation for disassembly](#).
2. [Remove the Chassis](#).
3. To disable the password, move the jumper at JP1 from 1-2 to 2-3.
4. Wait for 10 seconds.
5. Move the jumper at JP1 from 2-3 to 1-2.
6. Replace the chassis and perform the desired troubleshooting.

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

---

## Power-On Self-Test (POST)

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:

- Keyboard
- System board
- Memory modules
- Video memory
- Diskette drive
- Hard drive
- CD (or DVD) drive
- 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 or visual message.

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Diagnostic Error Codes

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

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

For assistance in the removal and replacement of a particular subassembly, see [Removal and Replacement Procedures](#).

Click on the desired error code range or corresponding test for a list of descriptions of each error condition and actions required to resolve the error condition.

Error Code Range	Test
<a href="#">101-199</a>	<a href="#">Processor Test</a>
<a href="#">200-210</a>	<a href="#">Memory Test</a>
<a href="#">301-304</a>	<a href="#">Keyboard Test</a>
<a href="#">400-498</a>	<a href="#">Parallel Printer Test</a>
<a href="#">501-516</a>	<a href="#">Video Display Unit Test</a>

[600-699](#)[802-824](#)[1101-1109](#)[1201-1210](#)[1700-1799](#)[2402-2480](#)[3206](#)[3301-3305](#)[66xx](#)[8601](#)[Diskette Drive Test](#)[Monochrome Video Test](#)[Serial Test](#)[Modem Communications Test](#)[Hard Drive Test](#)[Video Test](#)[Audio Test](#)[CD or DVD Drive Test](#)[Pointing Interface Device Test](#)

Processor Test Error Codes		
Error Code	Description	Recommended Action
101-xx	CPU test failed	Replace the system board and retest.
102-xx	Processor error	1. Run Computer Checkup or Setup and retest.  2. Replace the processor and retest.
103-xx	DMA controller failed	Replace the system board and retest.
104-xx	Interrupt controller failed	Replace the system board and retest.
105-xx	Port error	Replace the system board and retest.
106-xx	Keyboard controller self-test failed	Replace the system board and retest.
107-xx	CMOS RAM test failed	The following steps apply to error codes 107-xx through 109-xx:
108-xx	CMOS interrupt test failed	1. Replace the battery/clock module and retest.
109-xx	CMOS clock test failed	2. Replace the system board and retest.
110-xx	Programmable timer test failed	The following step applies to error codes 110-xx through 113-01:
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"> <li>1. Verify the speaker connection.</li> <li>2. Replace the system board and retest.</li> </ol>
199-xx	Installed devices test failed	<ol style="list-style-type: none"> <li>1. Check system configuration.</li> <li>2. Verify cable connections.</li> <li>3. Check switch settings.</li> <li>4. Run Compaq Utilities.</li> <li>5. Replace the system board and retest.</li> </ol>

[Top](#)

Memory Test Error Codes		
Error Code	Description	Recommended Action
200-xx	Invalid memory configuration	<ol style="list-style-type: none"> <li>1. Verify memory module value compatibility.</li> <li>2. Reinsert memory in the correct location.</li> </ol>
201-xx	Memory machine ID test failed	The following steps apply to error codes 201-xx and 202-xx:
202-xx	Memory system ROM checksum failed	<ol style="list-style-type: none"> <li>1. Flash the ROM and retest.</li> <li>2. Replace the memory and retest.</li> <li>3. Replace the system board and retest.</li> </ol>
203-xx	Memory write/read test failed	The following steps apply to error codes 203-xx through 210-xx:
204-xx	Memory address test failed	1. Remove one memory module at a time until the error message stops.
206-xx	Increment pattern test failed	2. Replace other removed modules one at a time, testing each to ensure the error does not return.
210-xx	Random pattern test failed	3. Replace the system board and retest.

[Top](#)

Keyboard Test 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:
302-xx	Keyboard long test failed	1. Check the keyboard connection. If disconnected, turn the computer off and connect the keyboard.
303-xx	Keyboard LED test, 8042 self-test failed	2. Replace the keyboard and retest.
304-xx	Keyboard typematic test failed	3. Replace the system board and retest.

[Top](#)

Parallel Printer Test Error Codes		
Error Code	Description	Recommended Action
401-xx	Printer failed or not connected	The following steps apply to error codes 401-xx through 498-xx: 1. Connect the printer.
402-xx	Printer data register failed	2. Check power to the printer.
403-xx	Printer pattern test failed	3. Install the loop-back connector and retest.
498-xx	Printer failed or not connected	4. Replace system board and retest.

[Top](#)

Video Display Unit Test 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:
502-xx	Video memory test failed	Replace the system board and

503-xx	Video attribute test failed	retest.
504-xx	Video character set test failed	
505-xx	Video 80 × 25 mode 9 × 14 character cell test failed	
506-xx	Video 80 × 25 mode 9 × 14 character cell test failed	
507-xx	Video 40 × 25 mode test failed	
508-xx	Video 320 × 200 mode color set 0 test failed	
509-xx	Video 320 × 200 mode color set 1 test failed	
510-xx	Video 640 × 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	

[Top](#)

Diskette Drive Test Error Codes		
Error Code	Description	Recommended Action
600-xx	Diskette ID drive types test failed	The following steps apply to error codes 600-xx through 698-xx:
601-xx	Diskette format failed	1. Replace the diskette and retest.
602-xx	Diskette read test failed	2. Check and/or replace the diskette power and signal cables and retest.
603-xx	Diskette write, read, compare test failed	3. Replace the diskette drive and retest.  4. Replace the system board and retest.
604-xx	Diskette random seek test failed	
605-xx	Diskette ID media test failed	
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.

[Top](#)

Monochrome Video Test Error Codes		
Error Code	Description	Recommended Action
802-xx	Video memory test failed	The following step applies to error codes 802-xx through 824-xx:
824-xx	Monochrome video text mode test failed	Replace the system board and retest.

[Top](#)

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)





# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

---

## Troubleshooting 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:

- Is the computer connected to a working power outlet?
- Is the computer turned on and the power light illuminated?
- Are all cables connected properly and seated?
- Are all of the necessary device drivers installed?
- Is the CONFIG.SYS file correct?
- Is the AUTOEXEC.BAT file (MS-DOS) or DOSSTART.BAT file correct?
- Was a non-bootable diskette loaded in the diskette drive at power-up?
- Are all CMOS settings correct?

Click on a selection below identify some quick checks for common problems.

[Power](#)

[Monitor](#)

[CD Drive](#)

[USB](#)

[Diskette Drive](#)

[Hard Drive](#)

[DVD Drive](#)

[Resolving Hardware conflicts](#)

Solutions for Power Problems	
Problem	Possible Solution
Computer will not turn on	Ensure that the computer is connected to a working power source.
Computer does not automatically display the date and time	The real-time clock (RTC) battery may need to be replaced. See Removal and Replacement Procedures.
Computer does not beep during POST	The speaker volume may have been turned down. Push the volume control buttons on the computer and adjust the volume or select the Volume option from the Control Panel.
Computer powered off automatically	<ol style="list-style-type: none"> <li>1. The unit may be in Sleep. If the amber light on the front bezel is on, then the unit is in Sleep.</li> <li>2. The unit temperature may have been exceeded. Check the fan for function and blockage.</li> </ol>

[Top](#)

Diskette Drive Problems	
Problem	Possible Solution
Diskette drive light stays on	<ol style="list-style-type: none"> <li>1. Diskette may be damaged. From the Windows desktop, click on the Start button. Choose Programs=&gt;Accessories=&gt; System Tools=&gt; Scandisk to check for problems.</li> <li>2. Diskette may be installed incorrectly. Remove the diskette and reinsert.</li> <li>3. Software program may be damaged. Check the program diskettes.</li> </ol>

Diskette drive cannot write to a diskette	<ol style="list-style-type: none"> <li>1. Diskette is not formatted. Format the diskette.</li> <li>2. Diskette is write-protected. Either use another diskette that is not write-protected, or disable the write protection on the diskette.</li> <li>3. Writing to the wrong drive. Check the drive letter in your path statement.</li> <li>4. Not enough space is left on the diskette. Use another diskette to write the information.</li> </ol>
Diskette drive cannot read a diskette	<ol style="list-style-type: none"> <li>1. Diskette is not formatted. Format the diskette.</li> <li>2. Using the wrong diskette type for the drive type. Use a diskette that is compatible with the drive.</li> <li>3. Reading the wrong drive. Check the drive letter in your path statement.</li> <li>4. Diskette drive has been disabled by Setup. Run Setup and enable the diskette drive.</li> </ol>

[Top](#)

Solutions for Monitor Problems	
Problem	Possible Solution
Characters are dim	The brightness control is not set properly. Adjust the brightness control.
Screen is blank	<ol style="list-style-type: none"> <li>1. A screen-blanking (energy-saving) utility could be installed. Press any key. If the display reappears, you have a screen-blanking utility installed.</li> <li>2. The brightness needs adjusting. Adjust the brightness control.</li> <li>3. Screen saver has been initiated. Press any key or move the mouse to light the screen.</li> <li>4. System is in Sleep mode. Press the Sleep button to wake up.</li> </ol>

Garbled characters on the screen are mixed with text	The ANSI.SYS driver is not in the CONFIG.SYS file. Add the ANSI.SYS driver to the CONFIG.SYS file by inserting the following line:  DEVICE = C:\ANSI.SYS
Monitor overheats	There is not enough ventilation space for proper airflow. Leave at least 3 inches (7.6 cm) of ventilation space. Also, be sure there is nothing on top of the monitor to obstruct airflow.
Cursor will not move using the arrow keys on the numeric keypad	1. The Num Lock key is on. Press the Num Lock key. The Num Lock light should not be on when you want to use the arrow keys.  2. Possible application error. Restart the computer.

[Top](#)

Solutions for Hard Drive Problems	
Problem	Possible Solution
Hard drive error occurs	Hard disk has bad sectors or has failed. Run Setup. Reformat the hard disk.
Disk transaction problem	The directory structure is bad or there is a problem with a file.  From the Windows desktop, click on the Start button. Choose Programs=>Accessories => System Tools=> Scandisk to check for problems. If problems exist, run Scandisk and click on the "Automatically fix errors" checkbox at the bottom to correct the problems. If a large number of lost allocation units is found, click on the Start button. Choose Programs=> Accessories=> System Tools=> Disk Defragmenter.
Drive not found	Cable could be loose. Check cable connections.

Nonsystem disk message	<p>1. The system is trying to start from a diskette that is not bootable. Remove the diskette from the diskette drive.</p> <p>2. 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.</p> <p>3. Diskette boot has been disabled in Setup. Run Setup and enable diskette boot.</p>
Hard drive operation seems slow	<p>The hard disk files may be fragmented.</p> <p>From the Windows desktop, click on the Start button. Choose Programs =&gt; Accessories =&gt; System Tools =&gt; Scandisk to check for problems. If problems exist, run Scandisk and checkmark the "Automatically fix errors" box at the bottom to correct the problems. If a large number of lost allocation units is found, click on the Start button. Choose Programs =&gt; Accessories=&gt; System Tools=&gt; Disk Defragmenter.</p>
Hard drive activity light is not on, or stays on without blinking	<p>The hard disk files may be fragmented.</p> <p>From the Windows desktop, click on the Start button. Choose Programs=&gt; Accessories =&gt; System Tools=&gt; Scandisk to check for problems. If problems exist, run Scandisk and checkmark the "Automatically fix errors" box at the bottom to correct the problems. If a large number of lost allocation units is found, click on the Start button. Choose Programs=&gt; Accessories =&gt; System Tools=&gt; Disk Defragmenter.</p>

[Top](#)

Solutions for CD Drive Problems	
Problem	Possible Solution

Cannot read compact disc	<ol style="list-style-type: none"> <li>1. CD is not properly seated in the drive. Eject the CD, press down on the CD firmly to correctly seat it in the drive, then reload.</li> <li>2. CD has been loaded upside down. Eject the CD, turn it over, then reload.</li> <li>3. CD may be dirty or scratched. Load another CD.</li> </ol>
Cannot eject compact disc	CD is not properly seated in the drive. Turn off the computer, insert a thin metal rod into the emergency eject hole, then push firmly (a straightened paper clip can be used). Slowly pull the tray out from the drive until the tray is fully extended, then remove the CD.
CD drive devices are not detected; driver is not loaded	<ol style="list-style-type: none"> <li>1. CD drive is not connected properly. Open the computer and check to see that the drive cable is connected properly.</li> <li>2. Ensure the correct driver is installed in CONFIG.SYS.</li> <li>3. If drive has been changed, make sure the jumper setting is set for "Slave."</li> </ol>

[Top](#)

Solutions for DVD Drive Problems	
Problem	Possible Solution
Cannot read DVD disk	<ol style="list-style-type: none"> <li>1. DVD or CD is not properly seated in the drive. Eject the DVD or CD, press down on the DVD or CD firmly to correctly seat it in the drive, then reload.</li> <li>2. DVD or CD has been loaded upside down. Eject the disk, turn it over, then reload.</li> <li>3. DVD or CD disk may be dirty or scratched. Load another DVD disk.</li> </ol>
DVD does not work in the DOS mode.	Proper drivers are not loaded. Restart the system and make sure the DVD drive drivers are loaded.

Cannot eject DVD disk	<ol style="list-style-type: none"> <li>1. The system is in the Sleep mode. Press the Power button to bring the system back to full power, then eject the DVD.</li> <li>2. The DVD, diskette, or hard drive was active when attempting to eject the DVD. Wait until all drive activity ends (the CD/hard drive light and diskette drive light will go out), then try to eject the DVD.</li> <li>3. DVD disk is not properly seated in the drive. Turn off the computer, insert a thin metal rod into the emergency eject hole (a straightened paper clip can be used), then push firmly. Slowly pull the tray out from the drive until the tray is fully extended, then remove the DVD disk.</li> </ol>
DVD drive devices are not detected; driver is not loaded	<ol style="list-style-type: none"> <li>1. DVD drive is not connected properly. Open the computer and check to see that the drive cable is connected properly.</li> <li>2. Ensure the correct driver is installed in CONFIG.SYS.</li> <li>3. If drive has been changed, make sure the jumper setting is set for "Slave."</li> </ol>
Proper drivers are not loaded.	Restart the system and make sure the DVD drive drivers are loaded.

[Top](#)

Solutions for USB Problems	
Problem	Possible Solution
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 share the same USB architecture. (UHCI-compliant devices will only work with a UHCI-compliant system, and OHCI-compliant devices will only work with a OHCI-compliant system).

[Top](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)





# Maintenance & Service Guide

Presario 5700 Series Personal Computers

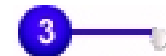
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

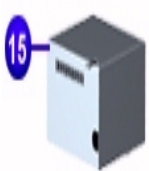
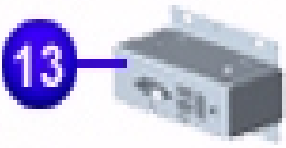
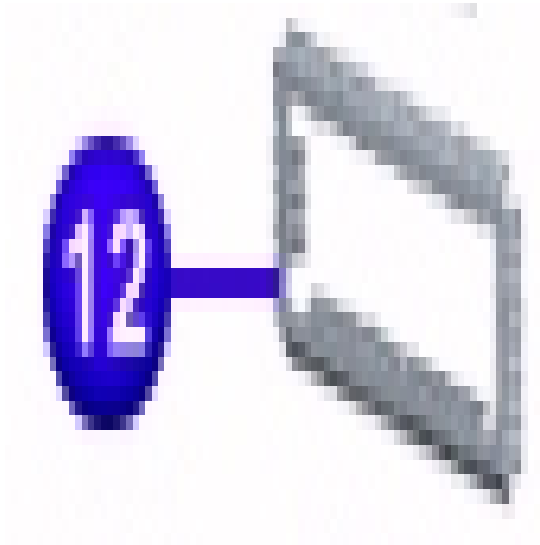
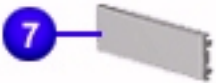
[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

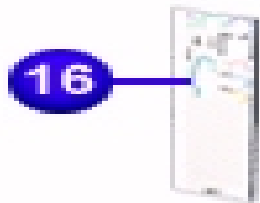
## Illustrated Parts

### System Unit

<a href="#">Illustrated Parts</a>
<a href="#">System Unit</a>
<a href="#">Mass Storage</a>
<a href="#">Cables</a>
<a href="#">Boards</a>
<a href="#">Fax/Modems</a>
<a href="#">Keyboards/Mouse</a>
<a href="#">Monitors</a>
<a href="#">Return Kits</a>
<a href="#">Documentation</a>







System Unit		
Description		Spare Part Number
1	Front bezel assembly	102362-001
2	Cover assembly	402461-001
3	Model logo plate	102382-001
4	Door assembly	102367-001
5	Lightpipe and button board assembly	102373-001
6	DCIC/CAC cover	102370-001
7	Drive bay bezel blank 5.25-in	102371-001
8	Floppy bezel	102369-001
9	Drive bay bezel blank 3.5-in	102368-001
10	Fan	327276-004
11	DCIC/CAC bracket	388599-001
12	Cage assembly	402469-001
13	Power supply	124892-001

14	I/O panel cover (back)	123816-001
15	Option card retainer cover	402471-001
16	Hard drive/Diskette drive/Zip drive cage	402469-001

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

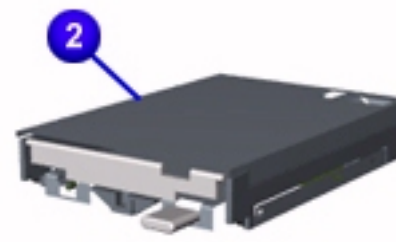
## Illustrated Parts

### Mass Storage Devices

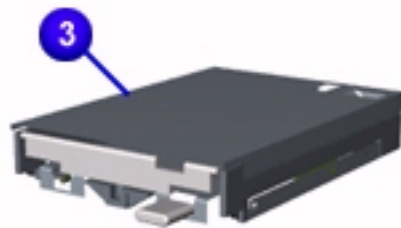
<a href="#">Illustrated Parts</a>
<a href="#">System Unit</a>
<a href="#">Mass Storage</a>
<a href="#">Cables</a>
<a href="#">Boards</a>
<a href="#">Fax/Modems</a>
<a href="#">Keyboards/Mouse</a>
<a href="#">Monitors</a>
<a href="#">Return Kits</a>
<a href="#">Documentation</a>



100MB Zip Drive - 135568-001  
250MB Zip Drive - 138687-001



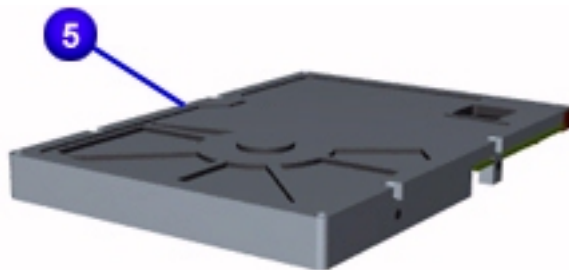
3.5-in 1.44 MB Diskette Drive -  
388617-802



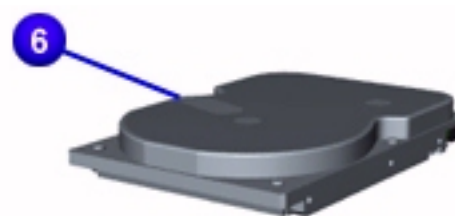
3.5-in 1.44 MB/120MB Diskette Drive  
(super drive) - 136436-001



DVD-ROM Drive, 6x Max -  
136435-001



5.25-in Hard  
Drive  
(Not available on some models)



3.5-in Hard Drive

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

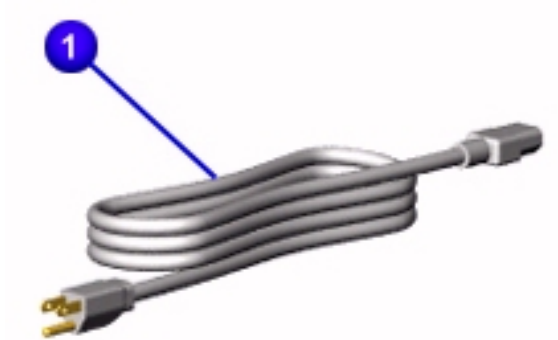
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

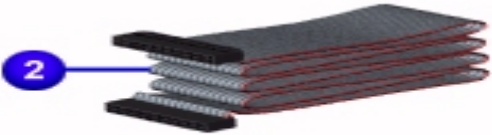
## Illustrated Parts

### Cables

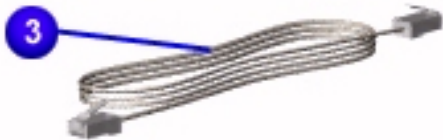
Illustrated Parts
<a href="#">System Unit</a>
<a href="#">Mass Storage</a>
<a href="#">Cables</a>
<a href="#">Boards</a>
<a href="#">Fax/Modems</a>
<a href="#">Keyboards/Mouse</a>
<a href="#">Monitors</a>
<a href="#">Return Kits</a>
<a href="#">Documentation</a>



Power Cord



Diskette Data Cable  
238078-003



Fax/Modem



CD/Audio Cable - 171891-001

Cable



Hard Drive Cable - 238477-008  
CD-ROM Drive Cable - 238477-009

Cables	
Cables (not shown)	Spare Part Number
CD/DVD Cable	238477-001
Modem Adapter Cable	340398-xxx. Click on the box to find the dash number for the modem adapter cable for a specific location.
Internal Cables (not shown)	Spare Part Number
Hard Drive Cable (ATA66)	270847-013
Parallel Port Cable	264380-003



CD-ROM Audio Cable	171891-002
--------------------	------------

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

---

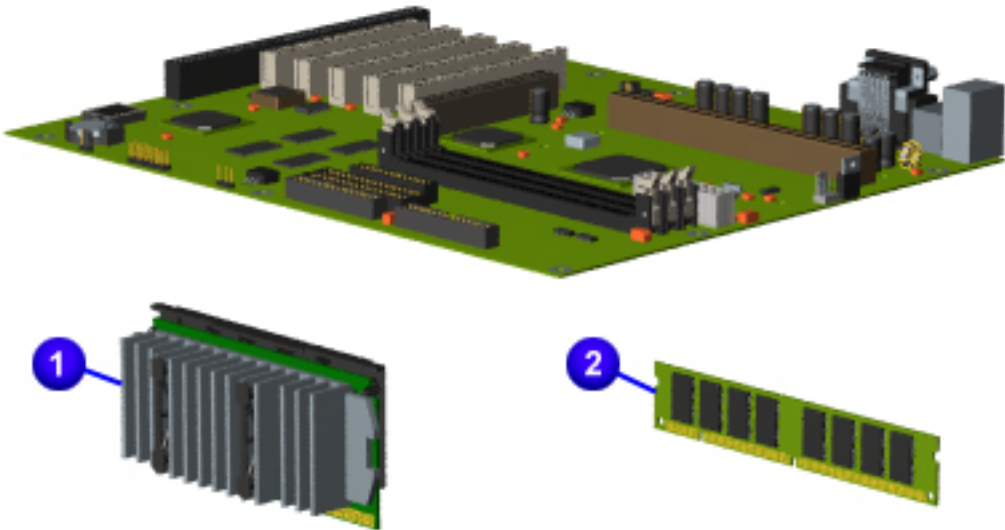
## Illustrated Parts

Board for Models [5716](#), [5717](#), [5718](#), [5722](#), [5725](#),  
[5726](#),  
[5728](#), [5733](#), [5735](#), [5736](#), [5738](#), [5745](#) and [5746](#)

[Click here for Model 5710](#)

[Click here for Models 5711, 5712, 5714, 5715, 5721, and 5724](#)

Illustrated Parts
<a href="#">System Unit</a>
<a href="#">Mass Storage</a>
<a href="#">Cables</a>
<b><a href="#">Boards</a></b>
<a href="#">Fax/Modems</a>
<a href="#">Keyboards/Mouse</a>
<a href="#">Monitors</a>
<a href="#">Return Kits</a>
<a href="#">Documentation</a>



Boards		
Description		Spare Part Number
1	Processor, Pentium III, 450-MHz 500-MHz 550-MHz Processor, Celeron 466-MHz	388110-001 388109-001 138159-001 103047-005
2	32-MB DIMM 64-MB 100 MHz DIMM 128-MB 100 MHz DIMM 256-MB 100 MHz DIMM	166890-001 179190-001 166966-001 149269-001

Buy Online or Call 1.800.AT.COMPAQ

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

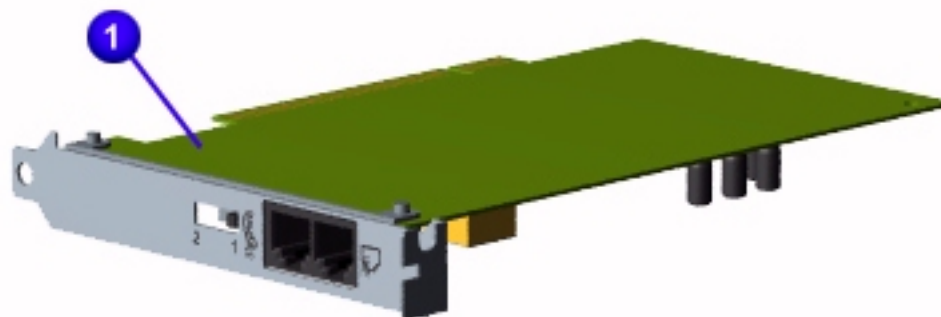
[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Illustrated Parts

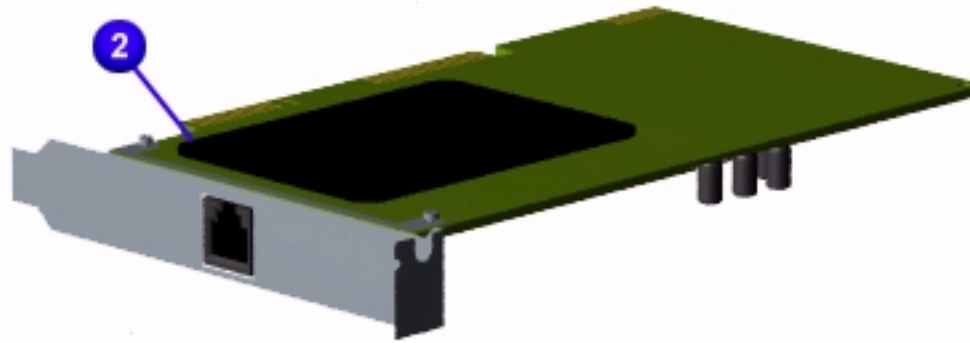
### Fax/Modems

Three examples of the types of modems used are illustrated. Your modem may vary slightly from those shown.

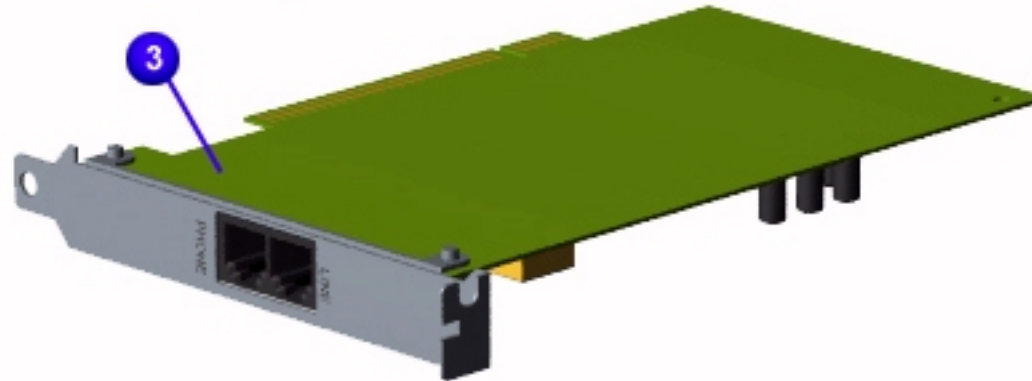
<a href="#">Illustrated Parts</a>
<a href="#">System Unit</a>
<a href="#">Cables</a>
<a href="#">Boards</a>
<a href="#">Fax/Modems</a>
<a href="#">Keyboards/Mouse</a>
<a href="#">Monitors</a>
<a href="#">Return Kits</a>
<a href="#">Documentation</a>



1.5 Mb DSL/56k V90 - 120789-001



International Modem 56k V90 - 334790-021



56Kbps V.90 - 128384-001

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers  
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Illustrated Parts

### Keyboards/Mouse

Illustrated Parts
<a href="#">System Unit</a>
<a href="#">Mass Storage</a>
<a href="#">Cables</a>
<a href="#">Boards</a>
<a href="#">Fax/Modems</a>
<a href="#">Keyboards/Mouse</a>
<a href="#">Monitors</a>
<a href="#">Return Kits</a>
<a href="#">Documentation</a>



Keyboards/Mouse	
Description	Spare Part Numbers
Internet Keyboard	387084-xxx. Click on the box below to determine the dash number for the keyboard for a particular location.
Logitech scroll mouse	334684-006



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Illustrated Parts

### Monitors

Illustrated Parts
<a href="#">System Unit</a>
<a href="#">Mass Storage</a>
<a href="#">Cables</a>
<a href="#">Boards</a>
<a href="#">Fax/Modems</a>
<a href="#">Keyboards/Mouse</a>
<a href="#">Monitors</a>
<a href="#">Return Kits</a>
<a href="#">Documentation</a>



Compaq MV520  
15-in monitor  
105782-001



Compaq MV720  
17-in monitor  
105784-001



Compaq MV920  
19-in monitor  
105786-001

**Buy Online or Call 1.800.AT.COMPAQ**  
[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers  
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721,  
5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Illustrated Parts

### Return Kits

<a href="#">Illustrated Parts</a>
<a href="#">System Unit</a>
<a href="#">Mass Storage</a>
<a href="#">Cables</a>
<a href="#">Boards</a>
<a href="#">Fax/Modems</a>
<a href="#">Keyboards/Mouse</a>
<a href="#">Monitors</a>
<a href="#">Return Kits</a>
<a href="#">Documentation</a>

Return Kits	
Description	Spare Part Number
Return Kit for 5700 series computers - North America	128389-001

Buy Online or Call 1.800.AT.COMPAQ

[privacy and legal statement](#)





# Maintenance & Service Guide

Presario 5700 Series Personal Computers  
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721,  
5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Illustrated Parts

## Documentation

<a href="#">Illustrated Parts</a>
<a href="#">System Unit</a>
<a href="#">Mass Storage</a>
<a href="#">Cables</a>
<a href="#">Boards</a>
<a href="#">Fax/Modems</a>
<a href="#">Keyboards/Mouse</a>
<a href="#">Monitors</a>
<a href="#">Return Kits</a>
Documentation

Documentation and Software	
Description	Spare Part Number
Service Quick Reference Guide (Qty 1)	162212-001
Service Quick Reference Guide (5 pack)	106854-001
Service Quick Reference, Guide Quarterly Subscription (Qty 1)	184960-001
Service Quick Reference Guide, Quarterly Subscription (5 pack)	184961-001
Quick Restore, Presario 5716/5726-U.K.	124834-031
Quick Restore, Presario 5722-U.S.	124834-001
Quick Restore, Presario 5716/5726-France	124834-051
Quick Restore, Presario 5716/5726/5736-Denmark	124834-081
Quick Restore, Presario 5716/5726-Norway	124834-091

Quick Restore, Presario 5716/5726/5736-Sweden	124834-101
Quick Restore, Presario 5716/5736 -Switzerland	124834-AG1
Quick Restore, Presario 5716/5726/5736-Netherlands	124834-331
Quick Restore, Presario 5716-Finland	124834-351
Quick Restore, Presario 5716/5726/5736-Belgium	124834-AK1
Quick Restore, Presario 5733-Brazil	124834-201
Quick Restore, Presario 5733-Caribbean	124835-001
Quick Restore, Presario 5733-LTNA/SP	124834-161
Quick Restore, Presario 5716/5726-Asia Pacific	124834-371
Quick Restore, Presario 5716/5726-Taiwan	124834-AB1
Quick Restore, Presario 5718/5728-PRC	124834-AA1
Quick Restore, Presario 5717-Canada	124834-401

[Top](#)[Top](#)**Buy Online or Call 1.800.AT.COMPAQ**[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Preparing for Disassembly

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

1. Remove any diskette, compact disc (CD), or Digital Versatile Disk (DVD) from the computer.
2. Turn off the computer and any peripheral devices that are connected to the computer.



**CAUTION:** Hold the power button for approximately four seconds or use the shutdown command in Windows to turn off the system before you disconnect any cables.

3. Disconnect the power cord from the electrical outlet then from the computer.
4. Disconnect all peripheral device cables from the computer.

**IMPORTANT:** During disassembly, label each cable as you remove it. Be sure to note the position and routing of each cable before removal.

[Back to Removal and Replacement](#)

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

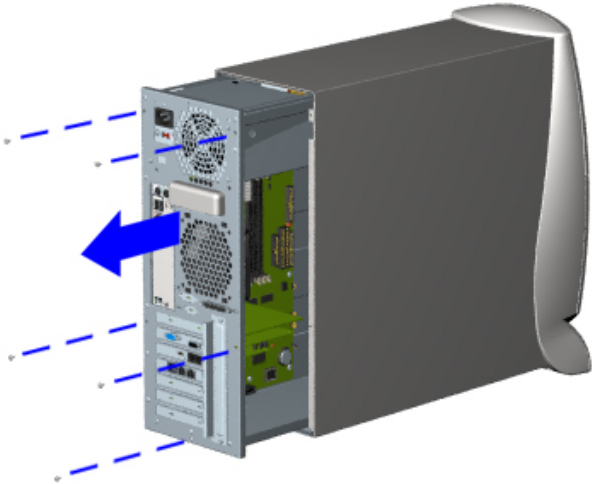
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Chassis

Disassembly Sequence
<b>Chassis</b>
<a href="#">Mass Storage Devices</a>
<a href="#">Button Board</a>
<a href="#">Front I/O Cable</a>
<a href="#">Creativity Action Center</a>
<a href="#">Fan</a>
<a href="#">Option Card Retainer</a>
<a href="#">Graphics Board</a>
<a href="#">Fax/Modem</a>
<a href="#">Networking Interface Card</a>
<a href="#">Memory</a>
<a href="#">Processor</a>
<a href="#">Processor Retention Clips</a>
<a href="#">RTC Battery</a>
<a href="#">System Board Cables</a>
<a href="#">System Board</a>
<a href="#">Parallel Port</a>



#### Removal

- 1 Perform the [preparation for disassembly procedures](#).
- 2 Remove five screws from the back of the computer.
- 3 Grasp the handle on back of the computer chassis, and pull back to separate from cover.

#### Replacement

To replace the chassis, reverse the removal procedure.

[Back to Removal and Replacement](#)

<a href="#">Back I/O Panel</a>
<a href="#">Power Supply</a>

[Back to Removal and Replacement](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers  
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Mass Storage Devices Index

Disassembly Sequence
<a href="#">Chassis</a>
Mass Storage Devices
<a href="#">Button Board</a>
<a href="#">Front I/O Cable</a>
<a href="#">Creativity Action Center</a>
<a href="#">Fan</a>
<a href="#">Option Card Retainer</a>
<a href="#">Graphics Board</a>
<a href="#">Fax/Modem</a>
<a href="#">Networking Interface Card</a>
<a href="#">Memory</a>
<a href="#">Processor</a>

Drive	
1	<a href="#">CD-ROM/DVD Drive</a>
2	<a href="#">Zip Drive</a>
3	Additional 5.25 Drive Bay
4	Additional 3.5 Drive Bay
5	<a href="#">Diskette Drive</a>
6	<a href="#">Hard Drive</a>
<a href="#">Back to Removal and Replacement</a>	

<a href="#">Processor Retention Clips</a>
<a href="#">RTC Battery</a>
<a href="#">System Board Cables</a>
<a href="#">System Board</a>
<a href="#">Parallel Port</a>
<a href="#">Back I/O Panel</a>
<a href="#">Power Supply</a>

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

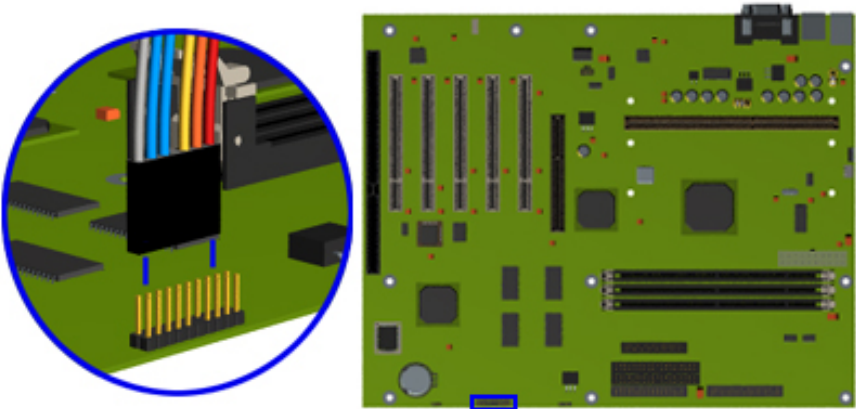
Presario 5700 Series Personal Computers  
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721,  
5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Button Board

Disassembly Sequence
<a href="#">Chassis</a>
<a href="#">Mass Storage Devices</a>
<b><a href="#">Button Board</a></b>
<a href="#">Front I/O Cable</a>
<a href="#">Creativity Action Center</a>
<a href="#">Fan</a>
<a href="#">Option Card Retainer</a>
<a href="#">Graphics Board</a>
<a href="#">Fax/Modem</a>
<a href="#">Networking Interface Card</a>
<a href="#">Memory</a>



- Removal
- 1 Perform the [preparation for disassembly procedures](#).
  - 2 [Remove the Chassis](#).
  - 3 Disconnect button board power/data cable from the system board.  
[Go to step 4.](#)



<a href="#">Processor</a>
<a href="#">Processor Retention Clips</a>
<a href="#">RTC Battery</a>
<a href="#">System Board Cables</a>
<a href="#">System Board</a>
<a href="#">Parallel Port</a>
<a href="#">Back I/O Panel</a>
<a href="#">Power Supply</a>

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Front I/O Cable

#### Disassembly Sequence

[Chassis](#)

[Mass Storage Devices](#)

[Button Board](#)

[Front I/O Cable](#)

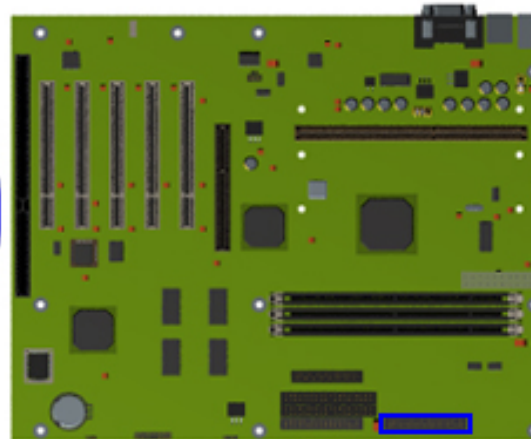
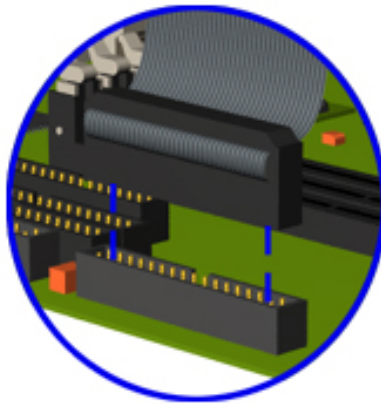
[Digital Creativity Imaging Center](#)

[Fan](#)

[Option Card Retainer](#)

[Graphics Board](#)

[Fax/Modem](#)



#### Removal

1. Perform the [preparation for disassembly procedures](#).
2. [Remove the Chassis](#).
3. Disconnect Digital Creativity Imaging Center cable from the system board.  
[Go to Step 4.](#)

#### Replacement

To replace the Digital Creativity Imaging Center cable, reverse the replacement procedure.

<a href="#">Networking Interface Card</a>
<a href="#">Memory</a>
<a href="#">Processor</a>
<a href="#">Processor Retention Clips</a>
<a href="#">RTC Battery</a>
<a href="#">System Board Cables</a>
<a href="#">System Board</a>
<a href="#">Parallel Port</a>
<a href="#">Back I/O Panel</a>
<a href="#">Power Supply</a>

*Buy Online or Call 1.800.AT.COMPAQ*

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Digital Creativity Imaging Center

#### Disassembly Sequence

[Chassis](#)

[Mass Storage Devices](#)

[Button Board](#)

[Front I/O Cable](#)

[Digital Creativity Imaging Center](#)

[Fan](#)

[Option Card Retainer](#)

[Graphics Board](#)

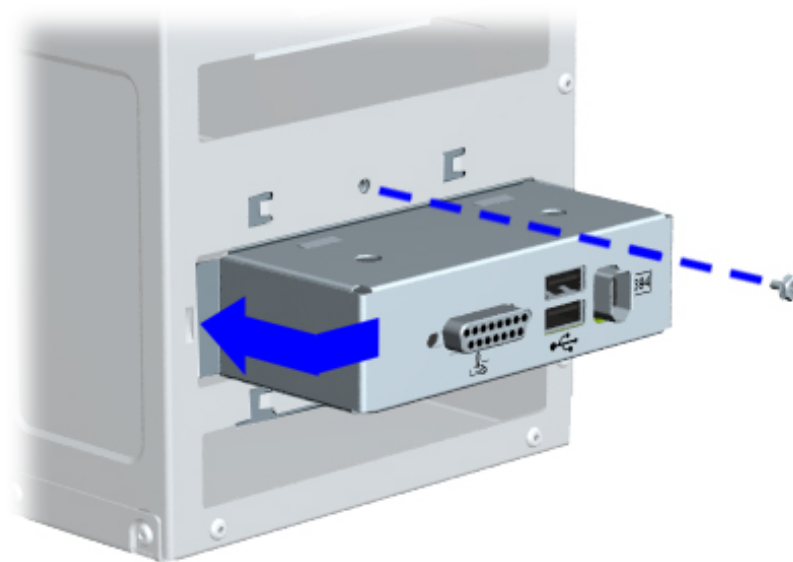
[Fax/Modem](#)

[Networking Interface Card](#)

[Memory](#)

[Processor](#)

[Processor Retention Clips](#)



#### Removal

4. Remove EMI gasket (not shown) from the front of DCIC port.
5. Remove the screw holding the DCIC port to the chassis.
6. Slide port to the left, then push in to remove from chassis.

#### Replacement

To replace the Digital Creativity Imaging Center, reverse the removal procedure.

<a href="#">RTC Battery</a>
<a href="#">System Board Cables</a>
<a href="#">System Board</a>
<a href="#">Parallel Port</a>
<a href="#">Back I/O Panel</a>
<a href="#">Power Supply</a>

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

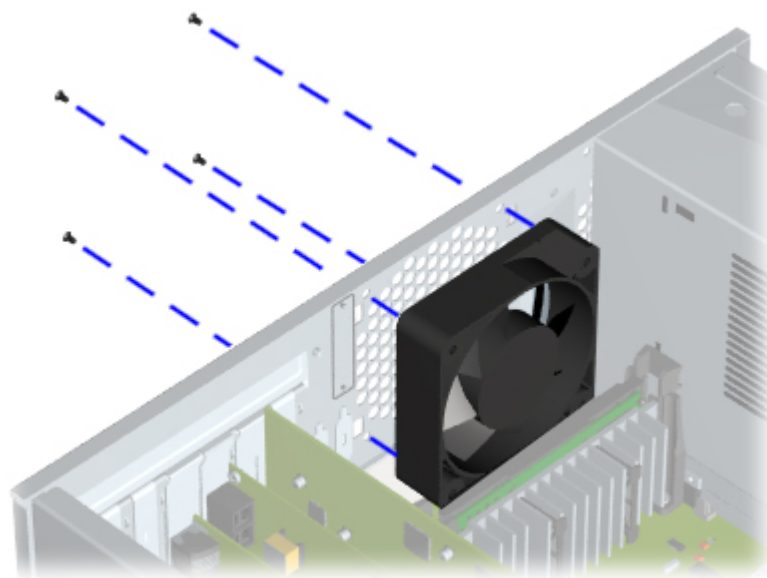
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Fan

Disassembly Sequence
<a href="#">Chassis</a>
<a href="#">Mass Storage Devices</a>
<a href="#">Button Board</a>
<a href="#">Front I/O Cable</a>
<a href="#">Creativity Action Center</a>
<b>Fan</b>
<a href="#">Option Card Retainer</a>
<a href="#">Graphics Board</a>
<a href="#">Fax/Modem</a>
<a href="#">Networking Interface Card</a>
<a href="#">Memory</a>
<a href="#">Processor</a>
<a href="#">Processor Retention Clips</a>



#### Removal

1. Perform the [preparation for disassembly procedures](#).
2. [Remove the Chassis](#).
3. Disconnect fan cable from the system board.
4. Slide tabs out of the slots on both sides of baffle and lift baffle up (baffle not shown).
5. Remove four push pins on the back of the chassis at the corners of the fan grid. (Note: Use needle nose pliers or similar tool to remove push pins.)
6. Pull fan straight out.

#### Replacement

To replace the fan, reverse the removal procedure.

[RTC Battery](#)

[System Board Cables](#)

[System Board](#)

[Parallel Port](#)

[Back I/O Panel](#)

[Power Supply](#)

[Back to Removal and Replacement](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

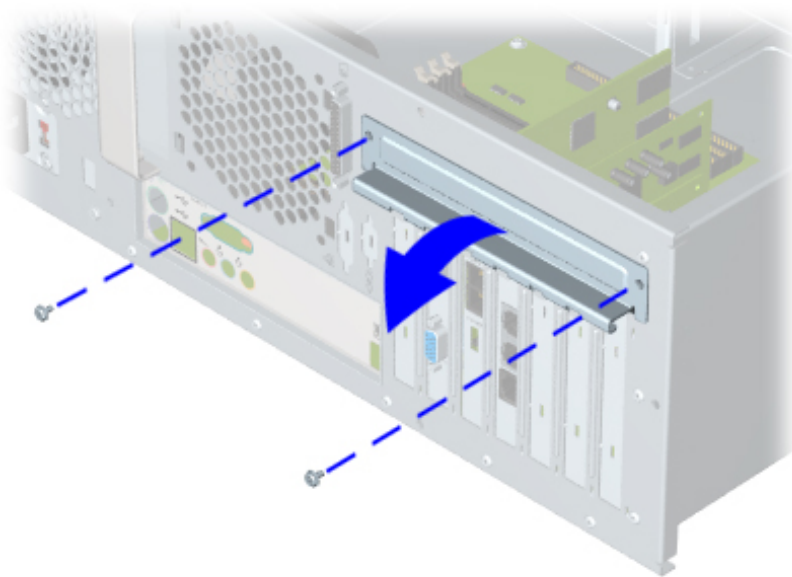
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Option Card Retainer

#### Disassembly Sequence

[Chassis](#)[Mass Storage Devices](#)[Button Board](#)[Front I/O Cable](#)[Creativity Action Center](#)[Fan](#)[Option Card Retainer](#)[Graphics Board](#)[Fax/Modem](#)[Networking Interface Card](#)[Memory](#)[Processor](#)

#### Removal

1. Perform the [preparation for disassembly procedures](#).
2. [Remove the Chassis](#).
3. Remove two screws from the Option Card Retainer and remove retainer from chassis.

#### Replacement

To replace the Option Card Retainer, reverse the removal procedure.



<a href="#">Processor Retention Clips</a>
<a href="#">RTC Battery</a>
<a href="#">System Board Cables</a>
<a href="#">System Board</a>
<a href="#">Parallel Port</a>
<a href="#">Back I/O Panel</a>
<a href="#">Power Supply</a>

[Back to Removal and Replacement](#)

[Buy Online or Call 1.800.AT.COMPAQ](#)

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Graphics Board

(Refers only to Pentium III models 5716, 5717, 5718, 5722, 5726, 5728, 5733, 5745 and 5746)

Disassembly Sequence
<a href="#">Chassis</a>
<a href="#">Mass Storage Devices</a>
<a href="#">Button Board</a>
<a href="#">Front I/O Cable</a>
<a href="#">Digital Creativity Imaging Center</a>

- Removal
1. Perform the [preparation for disassembly procedures](#).
  2. [Remove the Chassis](#).
  3. [Remove the Option Card Retainer](#).

[Fan](#)

[Option Card Retainer](#)

[Graphics Board](#)

[Fax/Modem](#)

[Networking Interface Card](#)

[Memory](#)

[Processor](#)

[Processor Retention Clips](#)

[RTC Battery](#)

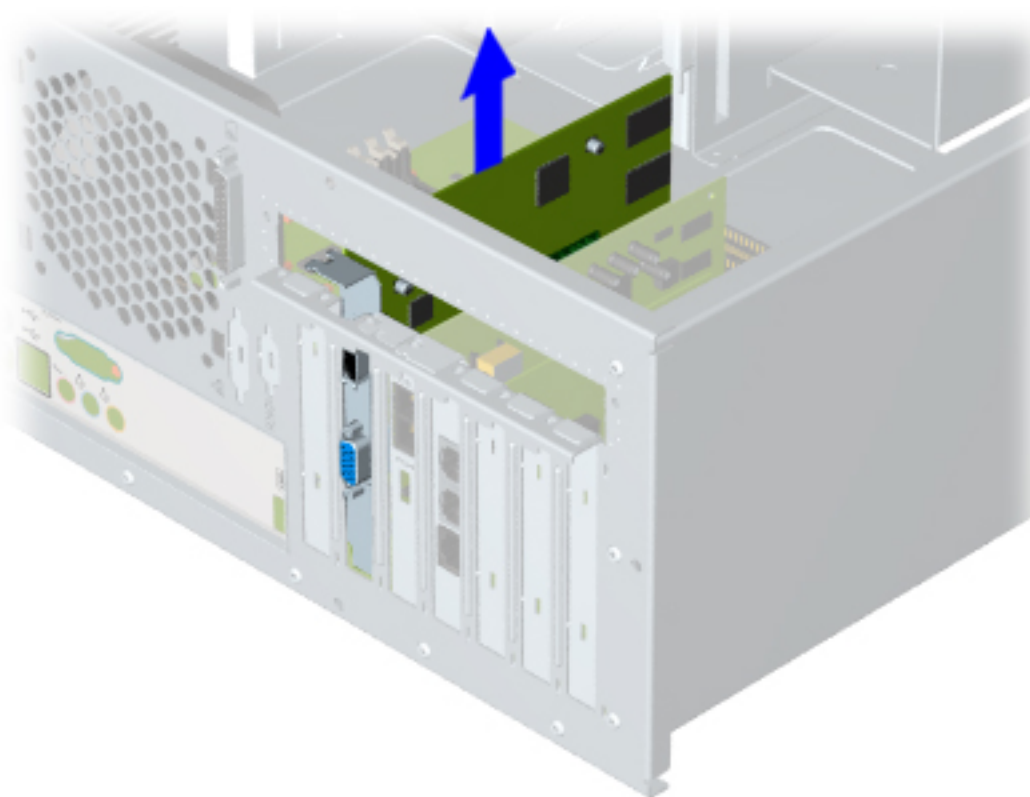
[System Board Cables](#)

[System Board](#)

[Parallel Port](#)

[Back I/O Panel](#)

[Power Supply](#)



4. Pull the Graphics Board and bracket out and to the right to remove from the chassis.

**Replacement**  
To replace Graphics Board, reverse the removal procedure.

[Back to Removal and Replacement](#) 0

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Fax/Modem

Disassembly Sequence
<a href="#">Chassis</a>
<a href="#">Mass Storage Devices</a>
<a href="#">Button Board</a>
<a href="#">Front I/O Cable</a>
<a href="#">Creativity Action Center</a>
<a href="#">Fan</a>

#### Removal

1. Perform the [preparation for disassembly procedures](#).
2. [Remove the Chassis](#).
3. [Remove the Option Card Retainer](#).

[Option Card Retainer](#)

[Graphics Board](#)

[Fax/Modem](#)

[Networking Interface Card](#)

[Memory](#)

[Processor](#)

[Processor Retention Clips](#)

[RTC Battery](#)

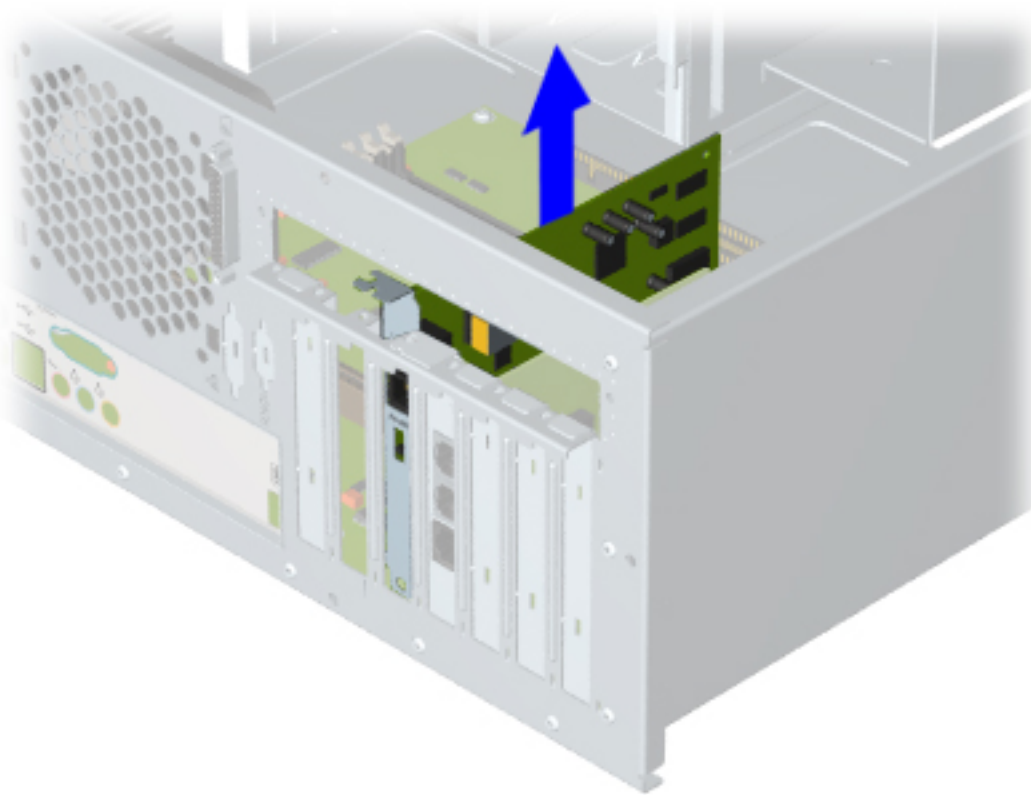
[System Board Cables](#)

[System Board](#)

[Parallel Port](#)

[Back I/O Panel](#)

[Power Supply](#)



4. Pull the Fax/Modem and bracket out and to the right to remove from the chassis.

#### Replacement

To replace the Fax/Modem, reverse the replacement procedure.

### [Back to Removal and Replacement](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

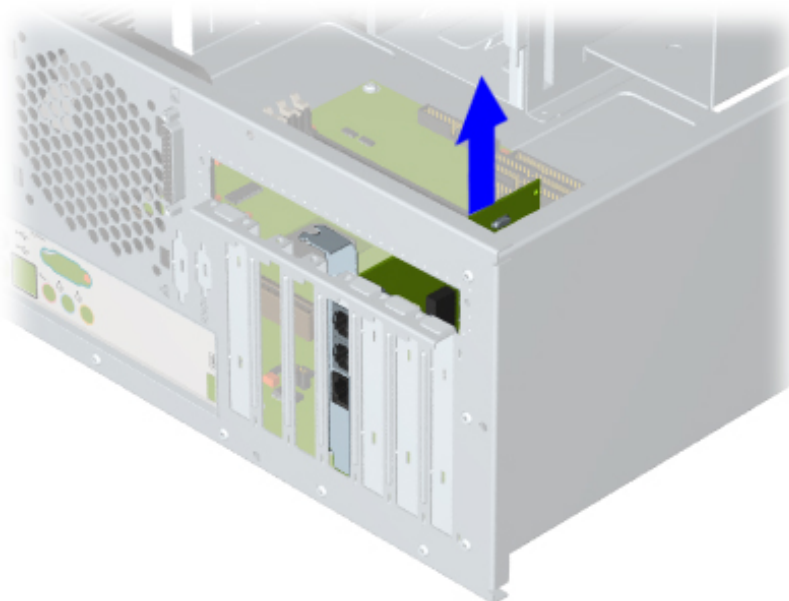
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Networking Interface Card

#### Disassembly Sequence

[Chassis](#)[Mass Storage Devices](#)[Button Board](#)[Front I/O Cable](#)[Creativity Action Center](#)[Fan](#)[Option Card Retainer](#)[Graphics Board](#)[Fax/Modem](#)[Networking Interface Card](#)[Memory](#)[Processor](#)

#### Removal

1. Perform the [preparation for disassembly procedures](#).
2. [Remove the Chassis](#).
3. Remove the [Option Card Retainer](#).
4. Pull the Networking Interface Card and bracket out and to the right to remove from chassis.

#### Replacement

To replace the Networking Interface Card, reverse the removal procedure.

<a href="#">Processor Retention Clips</a>
---

<a href="#">RTC Battery</a>
-----------------------------

<a href="#">System Board Cables</a>
-------------------------------------

<a href="#">System Board</a>
------------------------------

<a href="#">Parallel Port</a>
-------------------------------

<a href="#">Back I/O Panel</a>
--------------------------------

<a href="#">Power Supply</a>
------------------------------

[Back to Removal and Replacement](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#)  
[Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#) | [Power Cord Requirements](#)

## Removal and Replacement

### Memory Module

#### Disassembly Sequence

[Chassis](#)

[Mass Storage Devices](#)

[Button Board](#)

[Front I/O Cable](#)

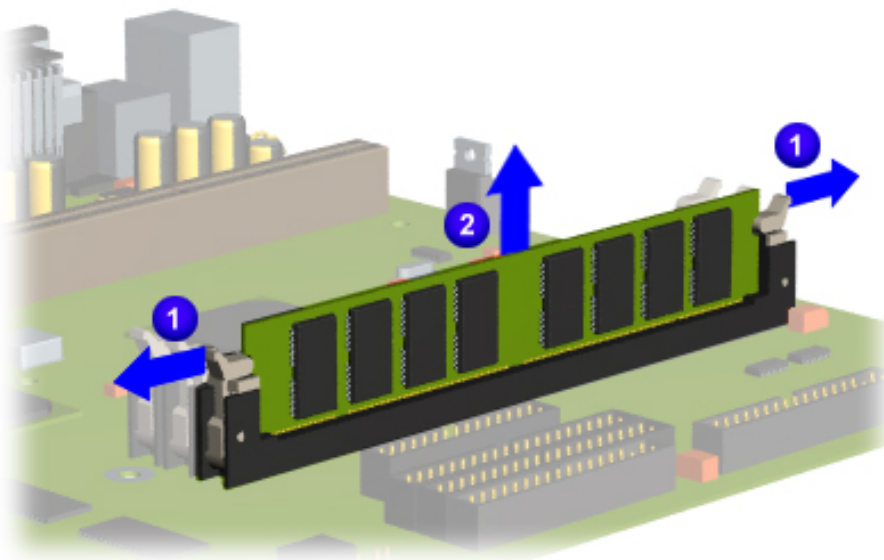
[Creativity Action Center](#)

[Fan](#)

[Option Card Retainer](#)

[Graphics Board](#)

[Fax/Modem](#)



#### Removal

1. Perform the [preparation for disassembly procedure](#).
2. [Remove the chassis](#).
3. Press outward on the release latches [1](#) found on both ends of the Dual Inline Memory Module (DIMM).
4. Detach Memory Module from slot [2](#).

#### Replacement

To replace Memory Module, reverse the removal procedure.



[Networking Interface Card](#)

Memory

[Processor](#)

[Processor Retention Clips](#)

[RTC Battery](#)

[System Board Cables](#)

[System Board](#)

[Parallel Port](#)

[Back I/O Panel](#)

[Power Supply](#)

[Back to Removal and Replacement](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Processor

Disassembly Sequence
<a href="#">Chassis</a>
<a href="#">Mass Storage Devices</a>
<a href="#">Button Board</a>
<a href="#">Front I/O Cable</a>
<a href="#">Creativity Action Center</a>
<a href="#">Fan</a>

- Removal
1. Complete the [preparation for disassembly procedures](#).
  2. [Remove the Chassis](#).
  3. [Disconnect baffle from the fan](#).
  4. Pull release tabs outward on the ends of the processor retention clips [1](#).
  5. Slide processor out of the retention clips [2](#).
- Replacement

[Option Card Retainer](#)

[Graphics Board](#)

[Fax/Modem](#)

[Networking Interface Card](#)

[Memory](#)

[Processor](#)

[Processor Retention Clips](#)

[RTC Battery](#)

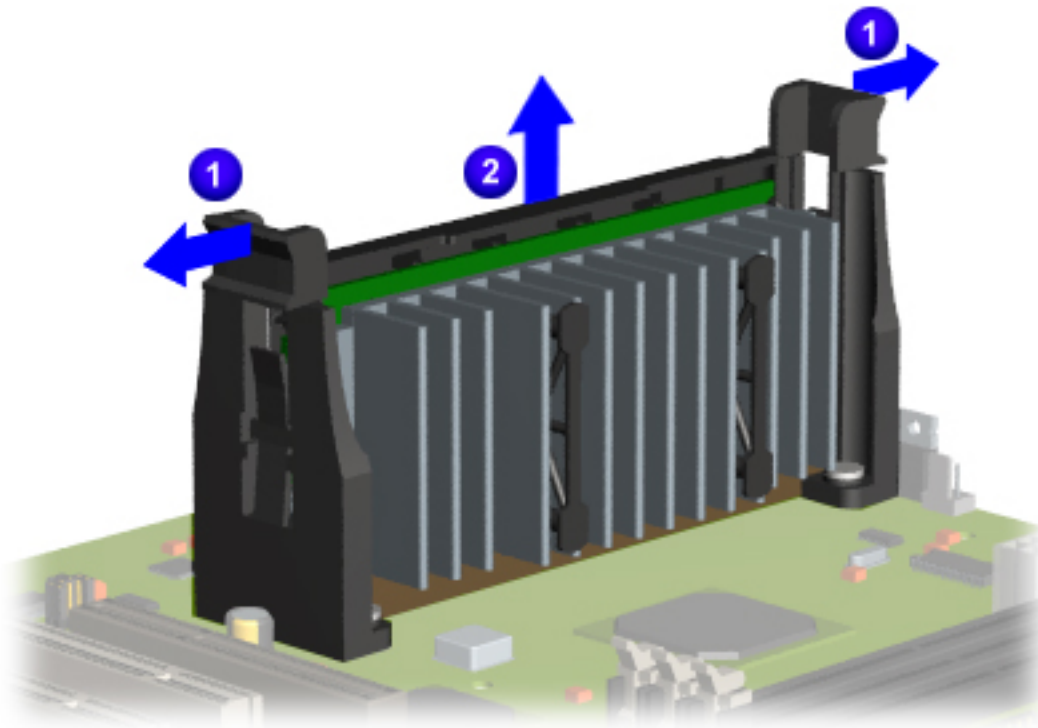
[System Board Cables](#)

[System Board](#)

[Parallel Port](#)

[Back I/O Panel](#)

[Power Supply](#)



To replace the processor, reverse the removal procedure.

[Back to Removal and Replacement](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

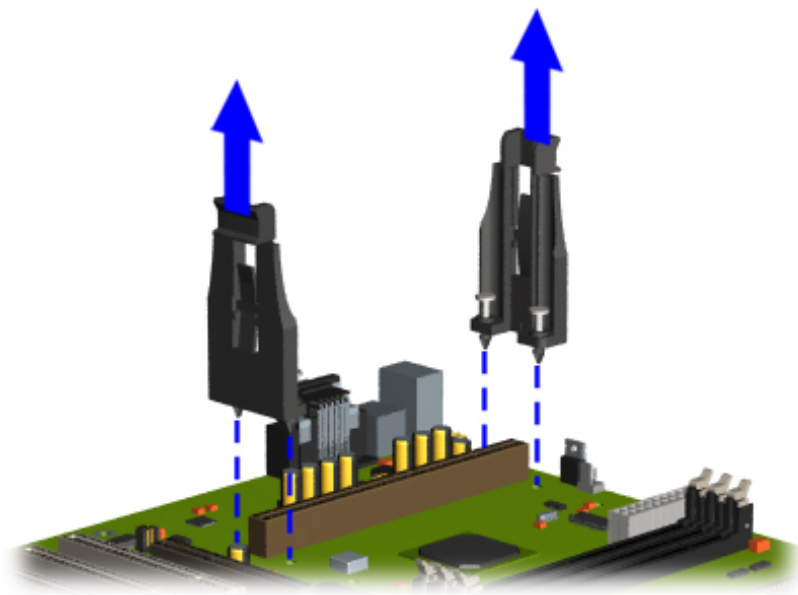
[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Processor Retainer Clips

(Refers only to Pentium III models 5716, 5717, 5718, 5722, 5726, 5728, 5733, and 5745)

Disassembly Sequence
<a href="#">Chassis</a>
<a href="#">Mass Storage Devices</a>
<a href="#">Button Board</a>
<a href="#">Front I/O Cable</a>
<a href="#">Creativity Action Center</a>
<a href="#">Fan</a>
<a href="#">Option Card Retainer</a>
<a href="#">Graphics Board</a>
<a href="#">Fax/Modem</a>
<a href="#">Networking Interface Card</a>
<a href="#">Memory</a>
<a href="#">Processor</a>



#### Removal

1. Perform the [preparation for disassembly procedures](#).
2. [Remove the Chassis](#).
3. [Disconnect Baffle from Fan](#).
4. [Remove the Processor](#).
5. Loosen four push pins from the processor retainer clips. (Note: Use needle nose pliers or similar tool to remove push pins).
6. Remove the processor retention clips.

#### Replacement

To replace the processor retention clips, reverse the removal procedure.

Processor Retention Clips
<a href="#">RTC Battery</a>
<a href="#">System Board Cables</a>
<a href="#">System Board</a>
<a href="#">Parallel Port</a>
<a href="#">Back I/O Panel</a>
<a href="#">Power Supply</a>

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

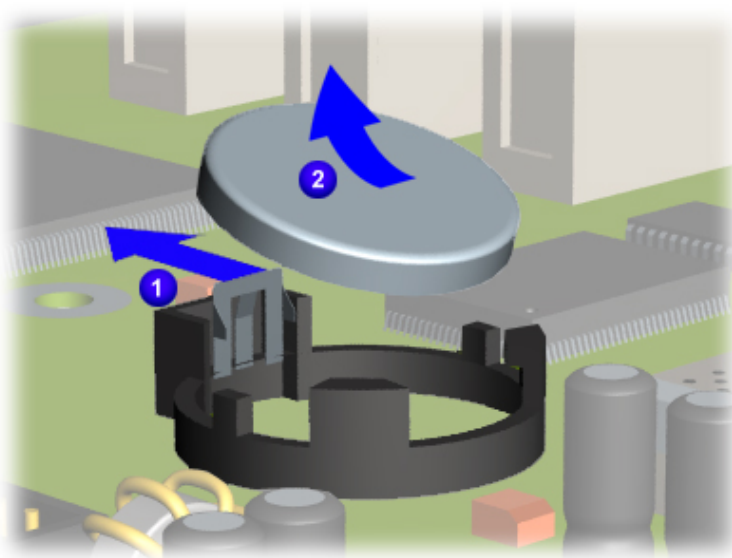
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### RTC Battery

#### Disassembly Sequence

[Chassis](#)[Mass Storage Devices](#)[Button Board](#)[Front I/O Cable](#)[Creativity Action Center](#)[Fan](#)[Option Card Retainer](#)[Graphics Board](#)[Fax/Modem](#)[Networking Interface Card](#)[Memory](#)[Processor](#)

#### Removal

1. Perform the [preparation for disassembly procedure](#).
2. [Remove the Chassis](#).
3. Push out the socket lever [1](#) and slide the RTC battery out of the socket [2](#).

#### Replacement

To replace RTC battery, reverse the removal procedure.



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

[Processor Retention Clips](#)

RTC Battery

[System Board Cables](#)

[System Board](#)

[Parallel Port](#)

[Back I/O Panel](#)

[Power Supply](#)

[Back to Removal and Replacement](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### System Board Cables

Disassembly Sequence
<a href="#">Chassis</a>
<a href="#">Mass Storage Devices</a>
<a href="#">Button Board</a>
<a href="#">Front I/O Cable</a>
<a href="#">Creativity Action Center</a>
<a href="#">Fan</a>

- Removal
1. Parallel Port Cable, J8 system board connector.
  2. Fan Cable, J15 system board connector.
  3. CD/DVD Audio Cable, J17 system board connector.
  4. Power Cable, J9 system board connector.
  5. Data Cables, J12, J13, J14 system board connectors.
  6. Button Board Cable, J10 system board connector.
  7. Audio disable, JP6 system board connector.
  8. CPU Frequency Ratio, JP2 system board connector.
- Replacement



[Option Card Retainer](#)[Graphics Board](#)[Fax/Modem](#)[Networking Interface Card](#)[Memory](#)[Processor](#)[Processor Retention Clips](#)[RTC Battery](#)[System Board Cables](#)[System Board](#)[Parallel Port](#)[Back I/O Panel](#)[Power Supply](#)

To replace the System Board Cables,  
reverse the removal procedure.

[Back to Removal and Replacement](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### System Board

Disassembly Sequence
<a href="#">Chassis</a>
<a href="#">Mass Storage Devices</a>
<a href="#">Button Board</a>
<a href="#">Front I/O Cable</a>
<a href="#">Creativity Action Center</a>
<a href="#">Fan</a>

- Removal
1.

Perform the [preparation for disassembly procedures](#).
2.

[Remove the Chassis](#).
3.

Disconnect baffle from fan by sliding tabs out of the slots on both sides of baffle, then lift baffle up.

[Option Card Retainer](#)

[Graphics Board](#)

[Fax/Modem](#)

[Networking Interface Card](#)

[Memory](#)

[Processor](#)

[Processor Retention Clips](#)

[RTC Battery](#)

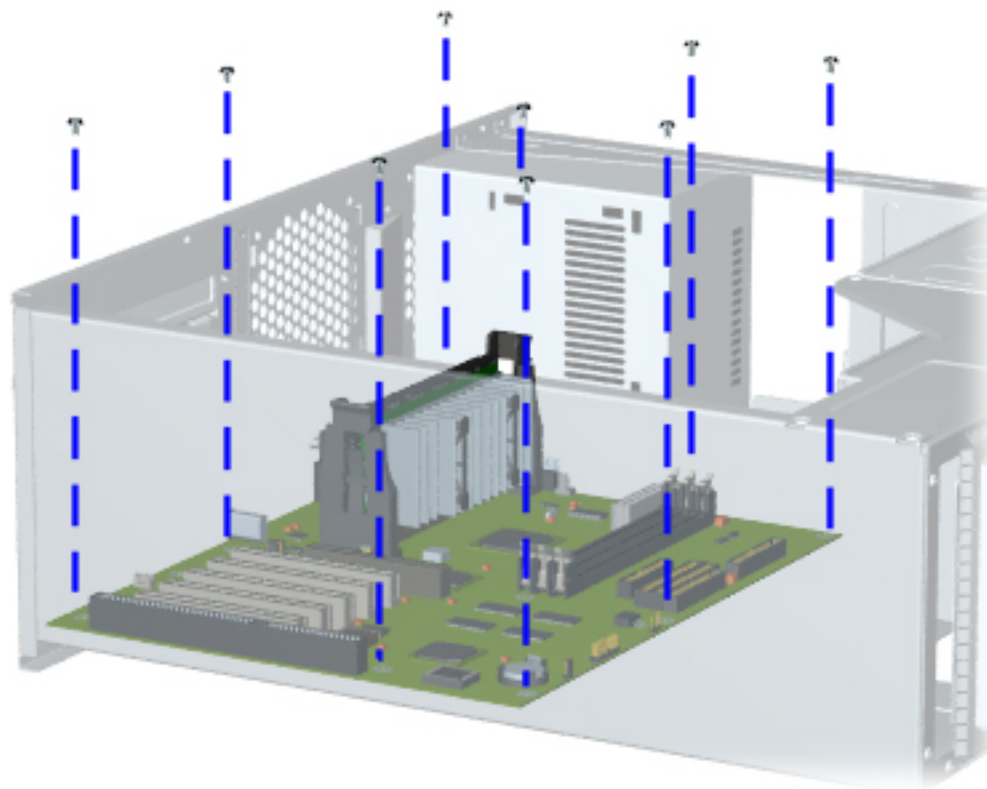
[System Board Cables](#)

[System Board](#)

[Parallel Port](#)

[Back I/O Panel](#)

[Power Supply](#)



4. [Remove the Graphics Board](#) (on selected models only).
5. [Remove the Fax/Modem.](#)
6. [Remove Networking Interface Card](#) (on select models only).
7. [Remove Memory.](#)
8. [Remove the Processor.](#)
9. [Remove the Processor Retention Clips.](#)
10. [Disconnect the System Board Cables.](#)
11. Remove nine screws from the System Board.
12. Slide System Board toward drive bay and lift from the computer.

#### Replacement

To replace the system board, reverse the removal procedure.

Be sure to  
remove  
components  
such as DIMMs,  
NOTE: processor, and  
video memory  
before replacing  
the system  
board.

## [Back to Removal and Replacement](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

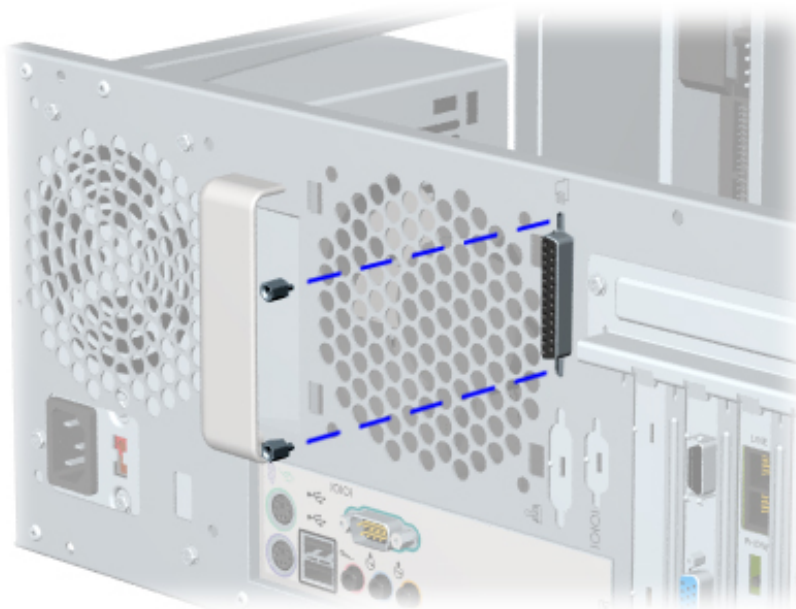
[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Parallel Port

(For non-AMD models only)

Disassembly Sequence
<a href="#">Chassis</a>
<a href="#">Mass Storage Devices</a>
<a href="#">Button Board</a>
<a href="#">Front I/O Cable</a>
<a href="#">Creativity Action Center</a>
<a href="#">Fan</a>
<a href="#">Option Card Retainer</a>
<a href="#">Graphics Board</a>
<a href="#">Fax/Modem</a>
<a href="#">Networking Interface Card</a>



#### Removal

1. Perform the [preparation for disassembly procedures](#).
2. [Remove the Chassis](#).
3. Disconnect the parallel cable from connector on the system board.
4. Remove the screwlocks that secure the Parallel Port to the chassis and pull the Parallel Port out of the chassis.

#### Replacement

To replace the Parallel Port, reverse the removal procedure.

<a href="#">Memory</a>
<a href="#">Processor</a>
<a href="#">Processor Retention Clips</a>
<a href="#">RTC Battery</a>
<a href="#">System Board Cables</a>
<a href="#">System Board</a>
Parallel Port
<a href="#">Back I/O Panel</a>
<a href="#">Power Supply</a>

[Back to Removal and Replacement](#)

[Buy Online or Call 1.800.AT.COMPAQ](#)

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Back I/O Panel

Back I/O Panel may vary depending on model. Pentium III model shown.

Disassembly Sequence
<a href="#">Chassis</a>
<a href="#">Mass Storage Devices</a>
<a href="#">Button Board</a>
<a href="#">Front I/O Cable</a>
<a href="#">Creativity Action Center</a>
<a href="#">Fan</a>
<a href="#">Option Card Retainer</a>

- Removal
1. Perform the [preparation for disassembly procedures](#).
  2. [Remove the Chassis](#).
  3. [Disconnect Baffle from Fan](#).
  4. [Remove Graphics Board](#) (On select models only).
  5. [Remove the Fax/Modem](#).
  6. [Remove Networking Interface Card](#) (on select models only).
  7. [Remove Memory](#).
  8. [Remove Processor](#).
  9. [Disconnect System Board Cables](#).
  10. [Remove the System Board](#).
  11. Push the Back I/O Panel into the chassis from the rear of the chassis and remove.

Replacement

[Graphics Board](#)

[Fax/Modem](#)

[Networking Interface Card](#)

[Memory](#)

[Processor](#)

[Processor Retention Clips](#)

[RTC Battery](#)

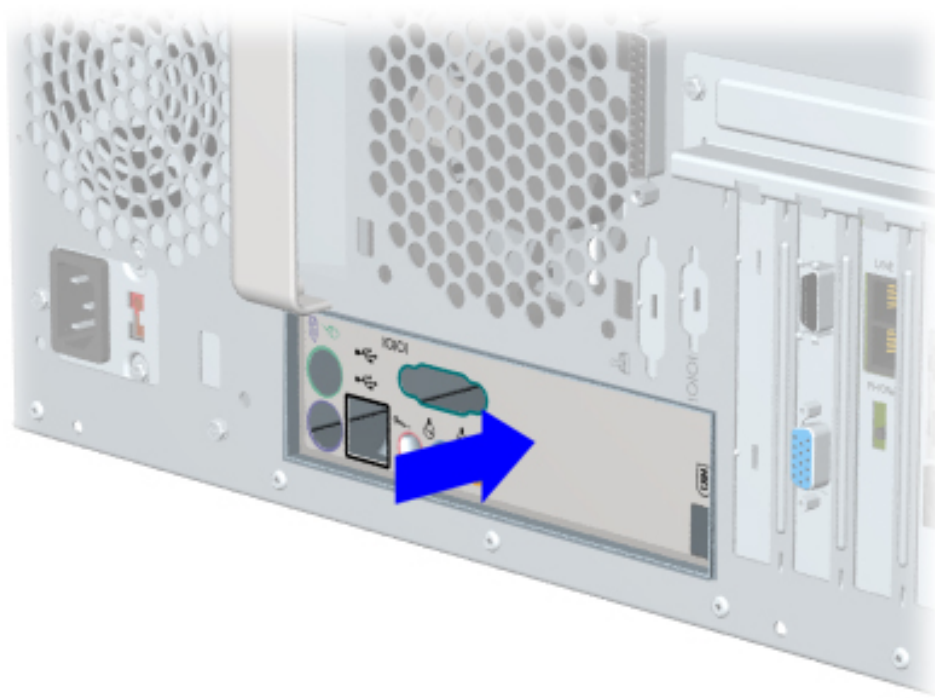
[System Board Cables](#)

[System Board](#)

[Parallel Port](#)

[Back I/O Panel](#)

[Power Supply](#)



To replace the Back I/O Panel, reverse the removal procedure.

## [Back to Removal and Replacement](#)

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)





# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Power Supply

#### Disassembly Sequence

[Chassis](#)

[Mass Storage Devices](#)

[Button Board](#)

[Front I/O Cable](#)

[Creativity Action Center](#)

[Fan](#)

[Option Card Retainer](#)

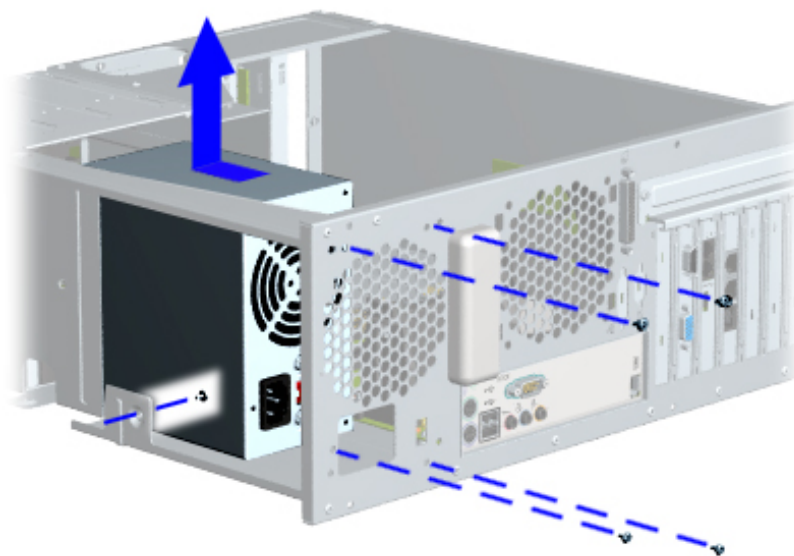
[Graphics Board](#)

[Fax/Modem](#)

[Networking Interface Card](#)

[Memory](#)

[Processor](#)



#### Removal

1. Perform the [preparation for disassembly procedures](#).
2. [Remove the Chassis](#).
3. [Remove 5.25" or 3.5" Hard Drive](#).
4. [Disconnect System Board Cables](#).
5. Disconnect power supply cables from CD/DVD, Zip drive, Diskette and Hard Drive.
6. [Remove Graphics Board](#) (on select models only).
7. [Remove the Fax/Modem](#).
8. [Remove Networking Interface Card](#) (on select models only).
9. [Remove Memory](#).
10. [Remove Processor](#).
11. [Remove the System Board](#).
12. Remove four screws from the back of the unit and one screw from the tab.
13. Slide the Power Supply toward front of unit and down to remove from chassis.

<a href="#">Processor Retention Clips</a>
<a href="#">RTC Battery</a>
<a href="#">System Board Cables</a>
<a href="#">System Board</a>
<a href="#">Parallel Port</a>
<a href="#">Back I/O Panel</a>
<b>Power Supply</b>

[Back to Removal and Replacement](#)

[Buy Online or Call 1.800.AT.COMPAQ](#)

[privacy and legal statement](#)

Replacement

To replace the Power Supply, reverse the removal procedure.



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Presario 5700 Models with Celeron System Board

this board has no jumper settings except for clearing CMOS.

Jumper location JP1	
CMOS Jumper Settings	
CMOS Normal	CMOS Clear
Pins 1-2	Pins 2-3

[Back to Jumpers](#)

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)



[STORE](#) | [PRODUCTS](#) | [SERVICES](#) | [SUPPORT](#) | [CONTACT US](#) | [SEARCH](#)

# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

---

## Presario 5700 Models with AMD System Board



Click [here](#) for AMD Jumper Settings

Compaq Presario 5700 Series System Board: Connectors		
Function	Description	Designator
Keyboard	Miniature 6-pin	PS1

Mouse	Miniature 6-pin	PS1
Parallel Port	DSUB 25-pin	P1
Serial Port	DSUB 15-pin	COM1
Video	VGA 15-pin	VGA1
Microphone in	Mini stereo	J3
Line out	Mini stereo	J1
Line in	Mini stereo	J2
DIMM sockets	168-pin DIMM	DIMM 1-3
Socket 7	321-pin PGA	CPU1
Socket 7 clock multiplier	3x3-pin header	BF0, BF1, BF2
CPU bus speed select	4 2-pin headers	FREQ 0-3
Battery socket	Battery holder	BAT1
Power supply	20-pin	ATX-PWR-1
PCI slots	32-bit PCI connector	PCI1, PCI2, PCI3
ISA slots	16-bit ISA connector	ISA1
CD-ROM audio	4-pin header, key 2	J4
IDE drives	40-pin headers, key 20	IDE1, IDE2
Diskette drive	34-pin header	J1
CPU core voltage select	3x5-pin header	JP5

	Fans	3-pin	FAN1, FAN2
	CMOS clear	3-pin header	JP3
	Button board	16-pin header	JP8
	Back USB	Dual 4-pin	USB1
	Front Panel I/O	30-pin header	J5

[Back to Jumpers](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

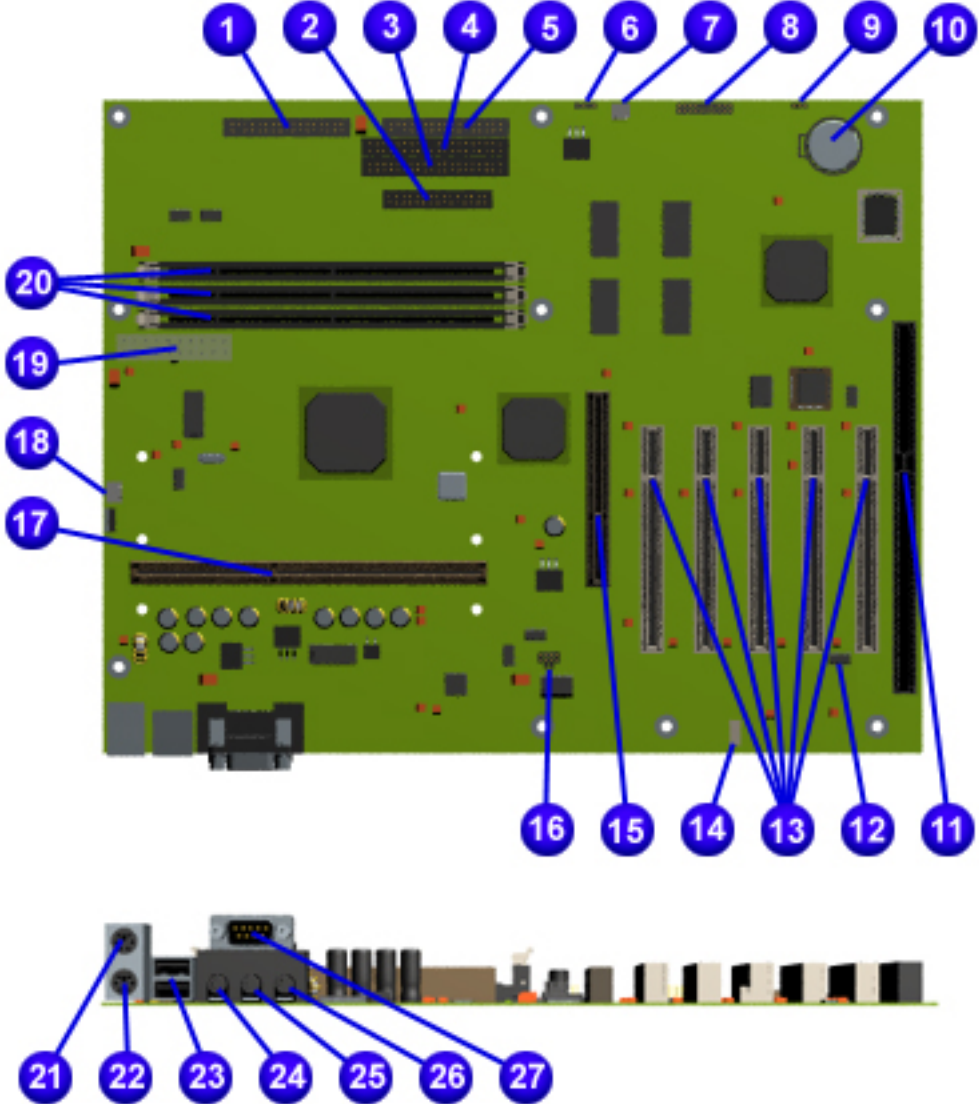
[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

---

## Presario 5700 Models with Pentium III System Board

Click the desired connector below to see its description.





5700 Models with Pentium III System Board: Connectors and Jumpers			
	Function	Description	Designator
1	Front I/O Connector		J11

2	Parallel Port Connector		J8
3	Primary IDE Drive		J12
4	Secondary IDE Drive		J13
5	Diskette Drive		J14
6	Fan Connector	4-Pin	J16
7	Fan Connector	3-Pin	J20
8	Button Board		J10
9	CMOS Jumper		JP1
10	RTC Battery	Battery holder	BT1
11	ISA Slot	ISA Connector	ISA1
12	On-board Audio Disable		JP6
13	PCI Slots	PCI Connector	PCI 1 to 5
14	CD Audio		J17
15	AGP Slot		AGP1
16	Frequency Multiple Jumpers		JP2
17	Slot 1		J18
18	Heatsink Fan Connector		J15
19	ATX Power Supply Connector		J9
20	DIMM	168-pin DIMM	DIMM 1 to 3
21	Mouse	Mini 6-pin	J1 (Upper)
22	Keyboard	Mini 6-pin	J1 (Lower)

23	USB (2)		J2
24	MIC Connector	Mini stereo	J3A
25	Line in	Mini stereo	J3B
26	Audio Connector (line out)	Mini stereo	J3C
27	Serial Port		J4
28	1394 Connector	6-pin 1394 connector	J7

[Back to Jumpers](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

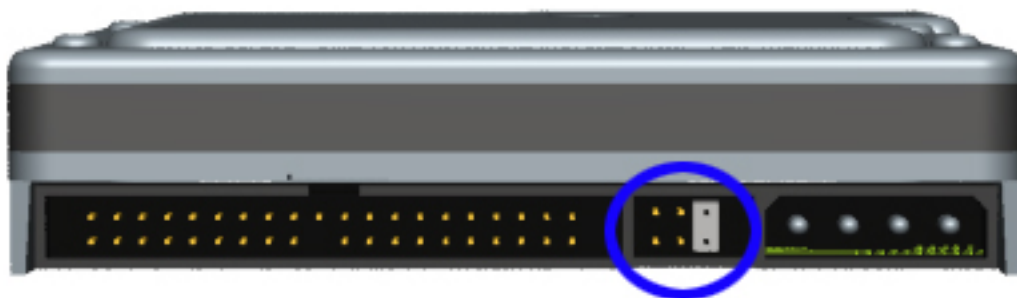
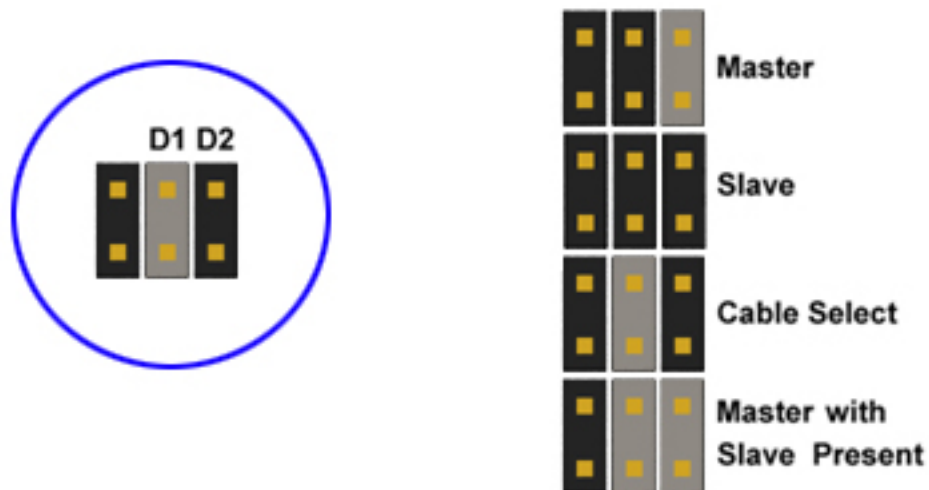
Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

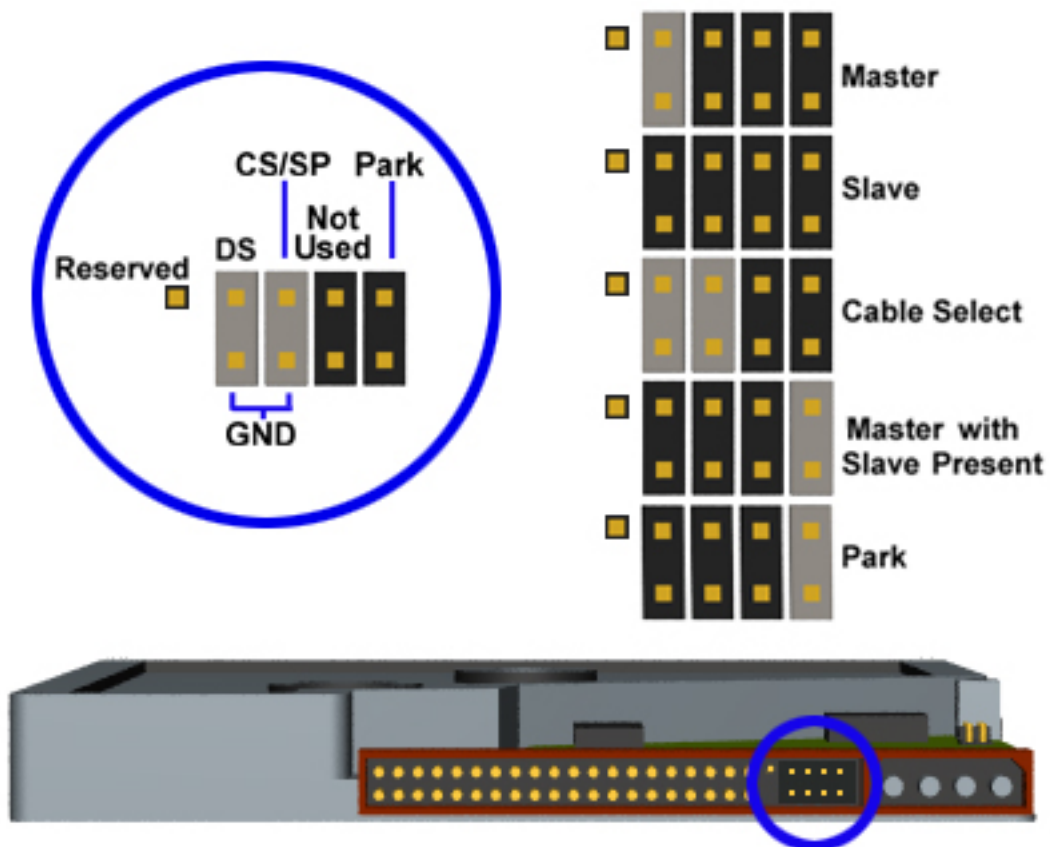
---

## 3.5 " Hard Drive



[Back to Jumpers](#)

## 5.25" Hard Drive



[Back to Jumpers](#)

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)



# Maintenance & Service Guide

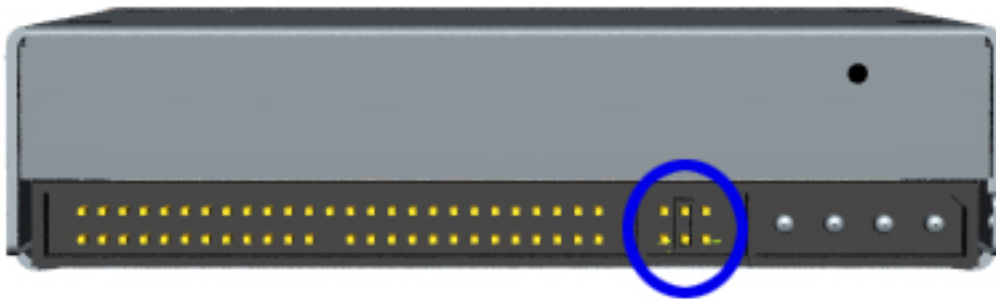
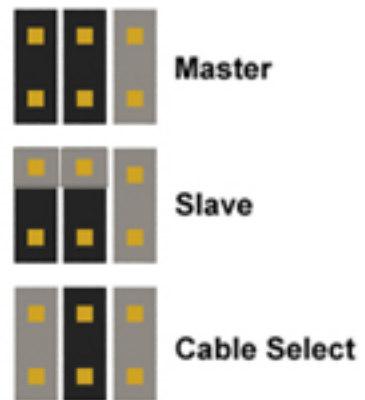
Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

---

## Digital Versatile Disk Drive

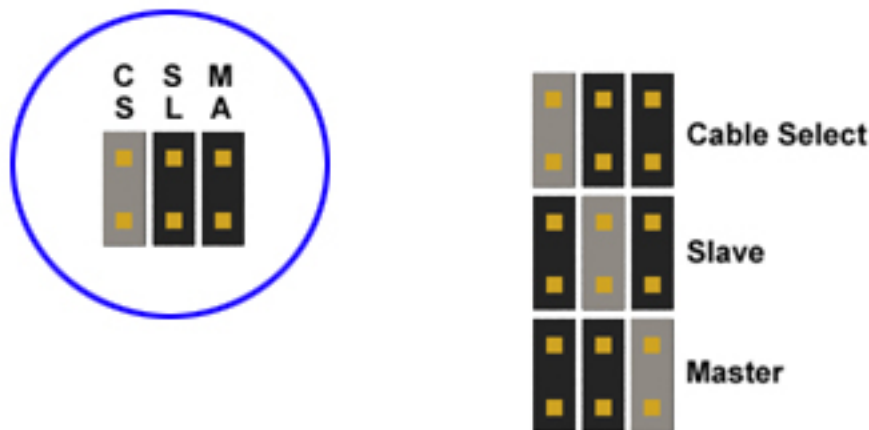


Settings may vary depending on vendor.

[Back to Jumpers](#)

## CD Drive





Settings may vary depending on vendor.

[Back to Jumpers](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers  
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Specifications

Compaq Presario 5700 Series Personal Computer specifications are listed in the following tables. Select the specification you are interested in from the alphabetical list.

- [Mouse](#)  
[Power Supply](#)  
[Diskette Drive](#)  
[IDE Hard Drives](#)  
[Fax/Modem](#)
- [System Memory](#)  
[System Specifications](#)  
[System DMA](#)  
[System I/O](#)  
[System Interrupts](#)
- [Video Memory](#)  
[Zip Drive](#)  
[DVD Drive](#)

[Top](#)

IDE Hard Drives							
	8-GB	10-GB	12-GB	13.2 GB	15-GB	17-GB	19-GB
Compaq Part Number	134127-001	127244-001	480080-001	134128-001	128476-001	127245-001	334788-001
Formatted Capacity							
Physical (MB)	8640	10000	12838	13020	15011	17245	19259
Logical (MB)	8455	10000	12838	13020	16383	17245	19259
Drive Type	65	65	65	65	65	65	65
Transfer Rate							
Head (Mbits/sec)	121.9-194.9	171	168.16-101.05	121.9-194.9	139.61-224.31	188	168.16-101.05
Interface (Mbytes/sec)	66	33.3	33.3	66	66.6	66.6	33.3

Typical Seek Time (including settling) Single Track (ms) Average (ms) Full Stroke (ms)	1.5 11.0 18.0	3.0 12.0 20.0	2.0 10.5 22.0	1.5 11.0 18.0	1.7 8.5 15.0	2.1 10.5 20.0	2.0 10.5 22.0
Disk Rotational Speed (RPM)	5400	5400	4000	5400	5400	5400	4000
Cylinders Physical Logical	12515 16383	12561 16383	15449 24876	12515 16383	15301 16383	12561 16383	15449 37317
Data Heads Physical Logical	4 16	6 16	4 16	6 16	8 16	8 16	6 16
Sectors per Track Physical Logical	250-403 63	244-416 63	289-483 63	250-403 63	214-312 63	244-416 63	289-483 63
Buffer Size (KB)		128	128				

[Top](#)

Mouse		
	U. S.	Metric
Dimensions		
Height	1.48 in	37.5 mm
Length	4.76 in	120.8 mm
Width	2.44 in	62.0 mm
Weight	6.1 oz	131 g
Base Resolution	400 DPI	
Tracking Speed (maximum)	10 in/sec	25 cm/sec
Temperature		
Operating	32° F to 104° F	0° C to 40° C
Storage	-4° F to 140° F	-20° C to 60° C
Lifetime		
Mechanical	Exceeds 300 miles	Exceeds 483 km
Switch	Exceeds 1 million operations	Exceeds 1 million operations
Relative Humidity	10% to 90%, noncondensing	
ESD	No soft errors through 10 kV; No hard errors through 15 kV; specific performance depends on host system	

[Top](#)

Fax/Modem			
	Conexant HCF V.90 56K Data Fax PCI Modem	Supra Express 56i PRO	1.5Mb DSL
Maximum Data Speed (Kbps)	56*	56*	56*
Data	V.90, K56Flex, V.34, V.32terbo, V.32bis, V.32, V.22bis, V.22, V.21, Bell 212A, Bell 103	V.90, K56Flex, V.34, V.32terbo, V.32bis, V.32, V.23, V.22bis, V.22, V.21, Bell 212A, Bell 103	V.90, K56Flex, V.34, V.32terbo, V.32bis, V.32, V.22bis, V.22, V.23, V.21, Bell 212A, Bell 103
Error Correction	V.42bis, V.42, LAPM, and MNP 2-5	V.42, LAPM, and MNP 2-4	V.42 and MNP2-4
Fax	V.17 (14.4 kbps transmission speed) V.29, V.27ter, V.21 Channel 2, Class 1 command set, Group III FAX	V.17 (14.4 kbps transmission speed) V.29, V.27ter, V.21 Channel 2, Group III FAX, Class 1 interface	V.17 (14.4 kbps transmission speed) V.29, V.27ter, V.21 Channel 2, Group III, Class 1 interface
* Both K56flex and V.90 are designed only to allow faster downloads from either K56flex or V.90 compliant digital sources. Maximum achievable download transmission rates are currently unknown, may not reach 56kbps, and will vary with line conditions.			

[Top](#)**Buy Online or Call 1.800.AT.COMPAQ**[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Specifications

Compaq Presario 5700 Series Personal Computer specifications are listed in the following tables. Select the specification you are interested in from the alphabetical list.

[Diskette Drive](#)

[IDE Hard Drives](#)

[Fax/Modem](#)

[Mouse](#)

[Power Supply](#)

[System DMA](#)

[System I/O](#)

[System Interrupts](#)

[System Memory](#)

[System Specifications](#)

[Video Memory](#)

[Zip Drive](#)

[DVD Drive](#)

System Memory			
Size	Low Address	High Address	System Function
640 KB	00000000	0009FFFF	Base Memory
128 KB	000A0000	000BFFFF	Video RAM
32 KB	000C0000	000C7FFF	Video ROM

32 KB	000C8000	000CFFFF	unused
64 KB	000D0000	000DFFFF	unused
48 KB	000E0000	000EBFFF	unused  Not available for option cards  Can use for UMBs
16 KB	000EC000	000EFFFF	16-bit cacheable, shadowable, read only memory  Not available for option cards
64 KB	000F0000	000FFFFF	System BIOS ROM shadow image
15 MB	00100000	00FFFFFF	Standard Extended Memory
64 MB	01000000	04FFFFFF	Rest of Extended Memory
60 MB	05000000	07FFFFFF	unused
512 KB	08000000	0807FFFF	Standard Direct Video Memory
512 KB	08080000	080FFFFF	Optional Direct Video Memory
1919 MB	08100000	7FFFFFFF	unused
16 MB	80000000	80FFFFFF	Memory mapped I/O devices
~ 2000 MB	81000000	FDFDFFFF	unused/System ROM aliases
128 KB	FDFE0000	FDFFFFFFFF	System ROM (alias)
~ 32 MB	FE000000	FFFDFFFF	unused
128 KB	FFFE0000	FFFFFFF	System BIOS ROM

[Top](#)

System DMA			
Default DMA	ISA Bus Pin	Function	Alternative Mapping
DMA0	D09/D08	ECP Printer Port	
DMA1	B18/B17	ESS Solo Dos Emulation	0, 1
DMA2	B06/B26	Floppy	N/A

DMA3	B16/B15	Available	
DMA4	N/A	Cascade Channel	N/A
DMA5	D11/D10	Available	
DMA6	D13/D12	Modem Audio	0, 3, 7, Disabled
DMA7	D15/D14	Modem Audio <sup>3</sup>	0, 3, 6, Disabled

[Top](#)

Power Supply		
	U. S.	Outside U. S.
Input Specifications		
Voltage Switch Setting	115 V	230 V
Nominal Line Voltage	115 VAC	230 VAC
Range Input Line	90 to 132 VAC	180 to 264 VAC
Frequency Range	47 to 63 Hz	47 to 63 Hz
Power Factor	0.55	0.55
Input Power	310 Watts	310 Watts
Input Current	6 at 90 VAC	3 at 180 VAC
Inrush Current	65 A at 115 VAC (cold start)	65 A at 230 VAC (cold start)
Holdup Time	16 ms from zero crossing at 120 VAC	16 ms from zero crossing at 240 VAC
Steady State	200 Watts	200 Watts
General Specifications		
Full Output Rating	To 122° F and 5,000 ft To 90° F and 10,000 ft (derate linearly)	To 50° C and 1524 m To 32° C and 3048 m (derate linearly)
Minimum Load	1.4 A on + 5.0 V output; 0.07 A on 12 V output	1.4 A on + 5.0 V output; 0.07 A on 12 V output
Ambient Temperature Range		
Operating	50° to 122° F	10° to 50° C

Storage	-40° to 151° F	-40° to 66° C
Dielectric Voltage Withstand		
Input to Ground	1500 VAC/1 second	
Safety Standard	UL 1950; CSA 22.2 950; TUV/VDE EN 60 950 (VDE0805/11.91); EMKO-TSE (74-SEC) 207/94	
Input Transient Susceptibility		
Common and Differential Mode (superimposed on AC line)	2500 V, 1 us, damped sinusoid 600 V, 10 us pulse	
Differential Mode	20% step change in AC input voltage	

[Top](#)

Diskette Drive	
Diskettes	
Size (in)	3.5 (8.89 cm)
High Density (MB)	1.44
Low Density (KB)	720
Light	Green
Height	One-third
Bytes per Sector	512
Sectors per Track	
High Density	18
Low Density	9
Tracks per Side	
High Density	80
Low Density	80
Read/Write Heads	2
Average Seek Time (ms)	
Track-to-Track	3
Average	94
Settling Time	15



Latency Average	100
-----------------	-----

[Top](#)

100 MB Zip Drive	
Total formatted capacity (bytes)	100,663,296
Sector size (bytes)	512
Total number of sectors	196,608
Number of reassignable spare sectors	252
Seek times (including settling), ms:	
Average	29
Track-to-track	5
Maximum	55
Average latency, ms	10
Motor speed, rpm	2941±5%
Motor start time, ms	3000
Track density, tpi	2118
Track width, µm	12
Transfer rate, kb/s:	
From diskette	790-1400
Buffer (maximum)	3300

[Top](#)

250MB Zip Drive	
Total formatted capacity (bytes)	250,640,386
Sector size (bytes)	512
Total number of sectors	489,532

Number of reassignable spare sectors	252
Seek times (including settling), ms:	
Average Track-to-track Maximum	29 4 56
Average latency, ms	10.2
Motor speed, rpm	2941±5%
Motor start time, ms	3000
Track density, tpi	3315
Track width, µm	7.66
Transfer rate, kb/s:	
From diskette Buffer (maximum)	1200-2400 11110 (mode 3)

[Top](#)

DVD Drive		
Dimensions	U. S.	Metric
Width	5.74 in	14.60 cm
Height	1.68 in	4.29 cm
Depth	8.23 in	20.80 cm
Weight	1.80 lb	0.9 kg
Applicable Disc		
DVD-5, DVD-9, DVD-10, DVD-18 CD-ROM CD-DA CD-XA Photo CD CD-I Ready CD-Bridge CD-R	Mode 1 and Mode 2 Audio Mode 2, Form 1 and 2 Single and Multiple Session	

Block Size		
CD-ROM Mode 0 CD-ROM Mode 1 CD-ROM Mode 2 DVD	2352 bytes 2352, 2340, 2336, 2048 bytes 2352, 2340, 2336, 2048 bytes 2048 bytes	
Center Hole	15 mm diameter	
Diameter	12 cm, 8 cm	
Thickness	1.2 mm	
Track Pitch	1.6 $\mu$ m	
Laser		
Beam Divergence Output Power Type Wave Length	53.5 degrees +/- 1.5 degrees 5 mW Semiconductor laser GaAlAs 650 nm +/- 25 nm (DVD) 795 nm +/- 25 nm (CD)	
Access Time		
Random Full Stroke	DVD: < 150 ms < 225 ms	CD: < 100 ms < 225 ms
Audio Output Level		
Line Out Headphone	1.0 V (RMS) at 47 kW 0.7 V (RMS) at 32 W	
Cache Buffer	128 KB	
Sustained Data Transfer Rate	150 KB/sec (single, CD-ROM mode) 1200-3000 KB/sec (20 $\times$ CAV CD-ROM mode) 2760 KB/sec (DVD mode)	
Interface Cable Length (Max)	18 in	
Startup Time	< 15 sec	
Stop Time	< 2 sec	

[Top](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

- [MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#)
- [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#) | [Power Cord Requirements](#)

## Specifications

Compaq Presario 5700 Series Personal Computer specifications are listed in the following tables. Select the specification you are interested in from the alphabetical list.

- [Mouse](#)  
[Power Supply](#)  
[Diskette Drive](#)  
[IDE Hard Drives](#)  
[Fax/Modem](#)
- [System Memory](#)  
[System Specifications](#)  
[System DMA](#)  
[System I/O](#)  
[System Interrupts](#)
- [Video Memory](#)  
[Zip Drive](#)  
[DVD Drive](#)

System I/O		
Low I/O	High I/O	Function
Address	Address	
0000	000F	DMA Controller #1

0010	001F	DMA Controller Aliases
0020		Interrupt Controller #1 Control Register
0021		Interrupt Controller #1 Mask Register
0022	003D	Interrupt Controller Aliases
0040	0043	Counter/Timer
0044	004F	
0050	0053	Counter/Timer Aliases
0053	005F	
0060		Keyboard Controller Data Register
0061		Port B: SERR/IOCHK NMI, Speaker, Refresh
0062	0063	
0064		Keyboard Controller Command/Status Register
<a href="#">Top</a>		
0065	006F	
0070		NMI Mask Register (Bit 7)
0070		RTC/Configuration Memory Index Port (Bit 6:0)
0071		RTC/Configuration Memory Data Port
0072		RTC Extended Index
0073		RTC Extended Data
0074	007F	
0080	008F	DMA Page Registers
0090	0091	Alias of DMA page registers if SOUTH BRIDGE.4C.7=0
0092		Port 92 (fast reset and A20 gate)
0093	009F	Alias of DMA page registers if SOUTH BRIDGE.4C.7=0
00A0		Interrupt Controller #2 Control Register
00A1		Interrupt Controller #2 Mask Register

00A2	00B1	
00B2		APM Control
00B3		APM Status
00B4	00BF	
00C0	00DF	DMA Controller #2
00E0		ESS Index Register
00E1		ESS Data Register
00E2	00E3	DDC2 Registers
00E4	00E5	Master I2C Interface
00E6		TV/MPEG Configuration Register
00E7	00E9	
00EA		Ultra I/O Index Register
00EB		Ultra I/O Data Register
00EC	00EF	Modem configuration
00F0	00F1	Coprocessor Busy Clear/Reset
00F2	00F8	
00F9		Lock Configuration Register (Dummy Write)
00FA		
00FB		Unlock Configuration Register (Dummy Write)
00FC		TV/MPEG Configuration Register to remap base I/O address and interrupt resource
00FD	00FF	
0100	0101	
0102		Video: POS. 102 register
0103	012F	
0130	0131	BGL Index/Data for second line modem  See 260 for controllerless modems
0132	016F	

0170	0177	Secondary IDE Controller
0178	01EF	
01F0	01F7	Primary IDE Controller
01F8	0200	
0201		Joystick Port
0202	021F	
0220	022F	Audio Controller
0230	025F	
0260	0263	Reserved-Modem use during POST
0264	0277	
0278	027F	Reserved-Parallel Port
0280	02E7	
02E8	02EF	Reserved-Serial Port (COM4)
02F0	02F7	
02F8	02FF	FAX/Modem (COM2)
0330	0331	MPU-401
0332	036F	
0370	0377	Reserved-Floppy Drive Controller 2
0378	037F	Parallel Port
0380	0387	
0388	038B	Audio FM Synthesizer
038C	03B3	
03B4	03B5	Video: Monochrome
03B6	03B9	
03BA		Video: Monochrome
03BB		
03BC	03BF	Reserved-Parallel Port
03C0	03CF	Video: VGA Registers
03D0	03D3	

03D4	03D5	Video: Color
03D6	03D9	
03DA		Video: Color
03DB	03E7	
03E8	03EF	Reserved-Serial Port (COM3)
03F0	03F7	Floppy Disk Controller (Primary)
03F6	03F7	IDE Interface (Fixed Disk and CD-ROM)
03F8	03FF	Serial Port (COM1)
0400	04EF	
04D0		Interrupt Controller #1 Edge/Level Control
04D1		Interrupt Controller #2 Edge/Level Control
04D2	0677	
0678	067A	Parallel Port ECP Mode
0778	077A	Parallel Port ECP Mode
0CF8		PCI Configuration Index (32-bit I/O only)
0CFC		PCI Configuration Data

[Top](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)





# Maintenance & Service Guide

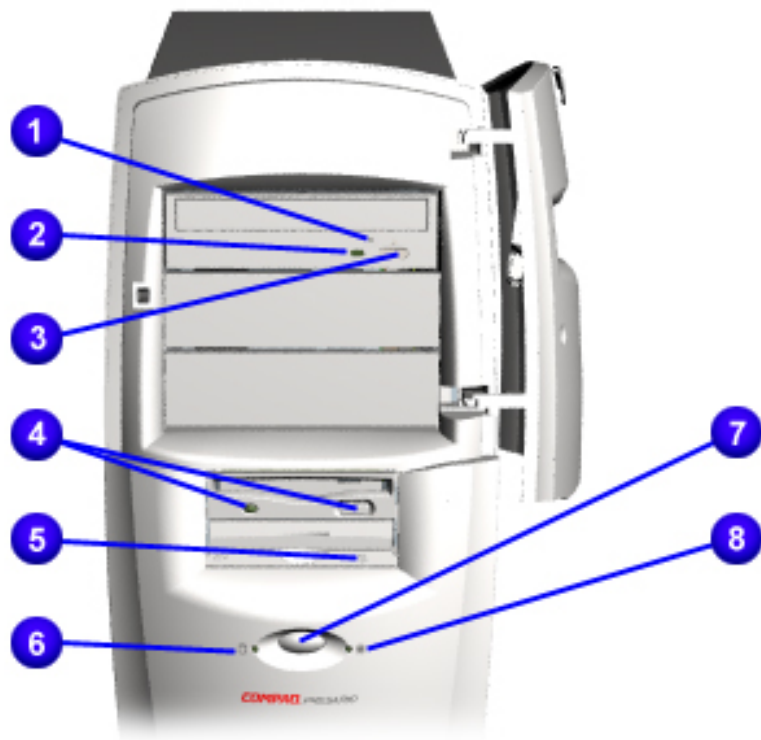
Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#)  
[Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#) | [Power Cord Requirements](#)

## CPU Controls and Lights

Description	
1	CD or DVD Load/Ejection Button
2	CD or DVD Drive Activity Light
3	CD or DVD Manual Eject Button
4	Diskette Drive Eject Button and Drive Activity Light
5	Zip Drive Eject Button and Activity Light
6	Hard Drive Activity Light
7	Power Button
8	Power Status Light



[Back to Controls and Lights Index](#)

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

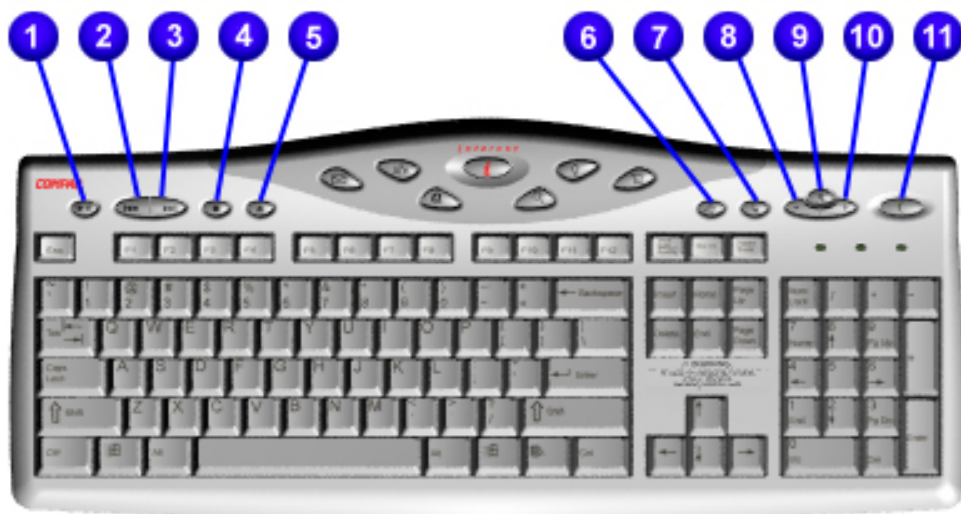
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#) |

## Easy Access Internet Keyboard

### [Easy Access Buttons](#)

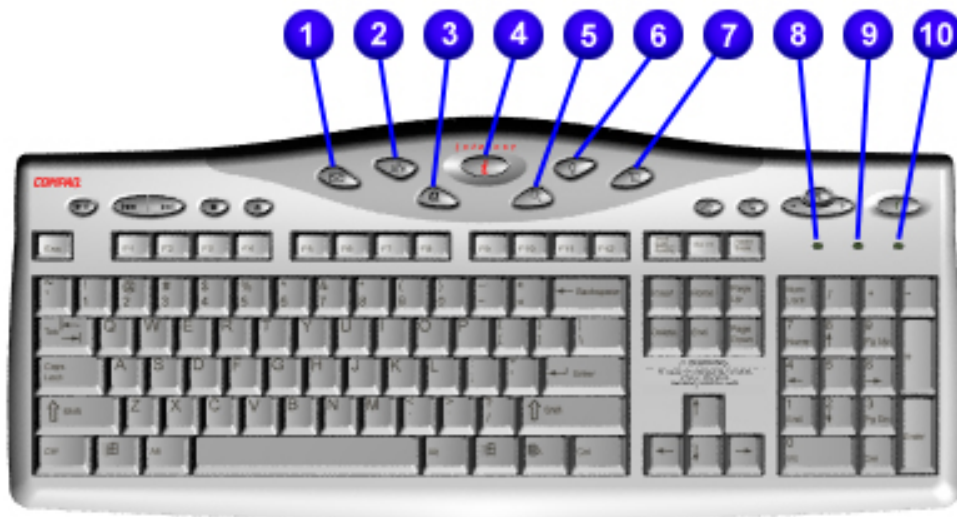
### [Internet Suite Buttons and Keyboard Lights](#)



### Easy Access Buttons

- 1 Play/pause
- 2 Rewind/Previous track
- 3 Fast Forward/Next track
- 4 Stop
- 5 Eject
- 6 Print
- 7 Launch favorite application
- 8 Volume down
- 9 Mute
- 10 Volume up
- 11 Sleep

[Top](#)



## Internet Suite Buttons and Keyboard Lights

- 1 Instant E-Mail
- 2 Daily Destination
- 3 My Presario
- 4 Instant Internet
- 5 Instant Search
- 6 Online Marketplace
- 7 Retail Central
- 8 Number Lock Light
- 9 Caps Lock Light
- 10 Scroll Lock Light

[Top](#)

[Back to Controls and Lights Index](#)

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#) |

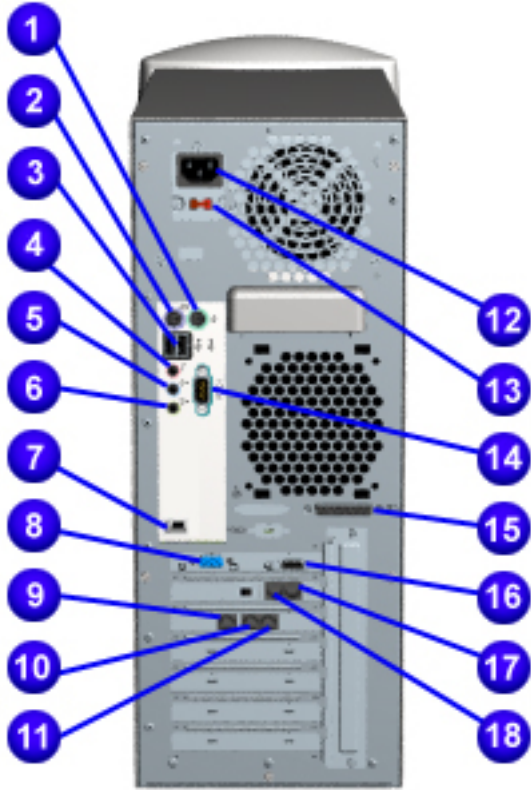
---

## Product Description

CPU Rear Connectors for Models 5716, 5717, 5718, 5722, 5725, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[Click here for model 5710](#)

[Click here for models 5711, 5712, 5714, 5715, 5721 and 5724](#)



1	Mouse connector
2	Keyboard connector
3	USB (Universal Serial Bus) connectors*
4	Microphone
5	Audio in
6	Audio out
7	IEEE 1394 connector*
8	VGA connector
9	Ethernet RJ45 connector*
10	RJ11 connector to wall*
11	RJ11 connector to telephone*
12	AC power connector
13	Voltage select switch
14	Serial port
15	Parallel port
16	DFP connector**
17	Telephone line to wall outlet
18	Telephone line to telephone

\* On selected models only  
\*\* Includes TV out on EMEA models only

[Back to Controls and Lights Index](#)

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)



[STORE](#) | [PRODUCTS](#) | [SERVICES](#) | [SUPPORT](#) | [CONTACT US](#) | [SEARCH](#)

# Maintenance & Service Guide

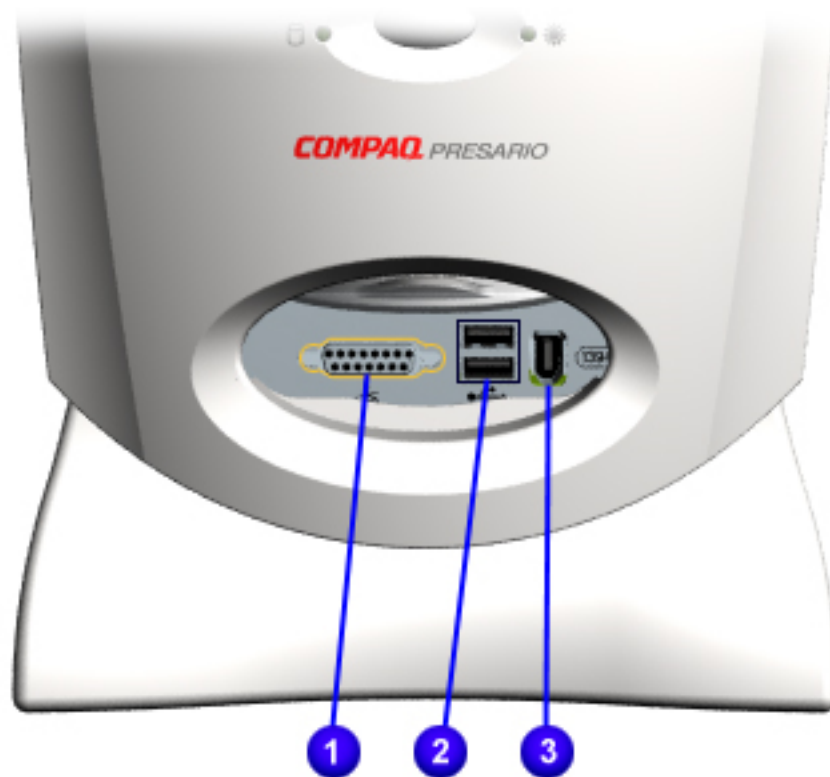
Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#) |

---

## Digital Creativity Imaging Center/Creativity Action Center



Description	
1	Gamepad/Joystick Port
2	USB (Universal Serial Bus) connector
3	IEEE 1394 connector (on select models with DCIC only)

[Back to Controls and Lights Index](#)

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)





# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

---

## Clearing CMOS for Models 5711, 5712, 5714, 5715, 5721, and 5724

[Click here for Model 5710](#)

[Click here for Models 5716, 5717, 5718, 5122, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746](#)

ba2.jpg (80756 bytes)

If the power-on password is not known, clearing CMOS will disable the power-on password. To clear CMOS, complete the following steps:

1. Complete the [preparation for disassembly](#).
2. [Remove the Chassis](#).
3. To disable the password, move the jumper at JP1 from 1-2 to 2-3.
4. Wait for ten seconds.
5. Move the jumper at JP1 from 2-3 to 1-2.
6. Replace the chassis and perform the desired troubleshooting.

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#)  
[Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#) | [Power Cord Requirements](#)

## POST (Power-On Self-Test) Error Messages

An error message displays if the POST encounters a problem. This self-test will run automatically each time the system is powered on. The self-test will check all assemblies within the computer and report any errors found.

Click on the desired error code for the probable cause of the error and a recommended course of action.

[Diskette Drive A or B Error](#)

[Failing Bits nnn](#)

[Fixed Disk Controller Failure](#)

[Extended RAM failed at offset nnn](#)

[Fixed Disk 0 or 1 Failure](#)

[Incorrect Drive A Type](#)

[Invalid NVRAM Media Type](#)

[Keyboard Controller Error](#)

[Keyboard Error](#)

[Operating System Not Found](#)

[Parity Check 1](#)

[Parity Check 2](#)

[Real Time Clock Error](#)

[System Battery is Dead](#)

[System BIOS Shadowed](#)

[System Cache Error](#)

[System CMOS Checksum Bad](#)

[System RAM Failed at Offset, nnn](#)

[System Timer Error](#)

[UMB Upper Limit Segment Address  
nnn](#)

[Video BIOS Shadowed](#)

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

Probable Cause	Recommended Action
Type of diskette drive A: not correctly identified	<ol style="list-style-type: none"> <li>1. Run Setup.</li> <li>2. Replace the diskette drive.</li> </ol> <a href="#">Back to Top</a>
Invalid NVRAM Media Type	
Probable Cause	Recommended Action
Problem with NVRAM (CMOS) access	Replace the system board.  <a href="#">Back to Top</a>
Keyboard Controller Error	
Probable Cause	Recommended Action
Keyboard, I/O keyboard controller (on system board) or mouse error	<ol style="list-style-type: none"> <li>1. Replace the keyboard.</li> <li>2. Replace the mouse.</li> <li>3. Replace the system board.</li> </ol> <a href="#">Back to Top</a>
Keyboard Error	
Probable Cause	Recommended Action
Keyboard, I/O keyboard controller (on system board) or mouse error	<ol style="list-style-type: none"> <li>1. Replace the keyboard.</li> <li>2. Replace the mouse.</li> <li>3. Replace the system board.</li> </ol> <a href="#">Back to Top</a>
Operating System Not Found	
Probable Cause	Recommended Action
Operating system cannot be located on either drive A: or C:	Run Setup.  <a href="#">Back to Top</a>
Parity Check 1	
Probable Cause	Recommended Action
Parity error found in the system bus	<ol style="list-style-type: none"> <li>1. Run Setup.</li> <li>2. Replace the memory modules.</li> <li>3. Replace the system board.</li> </ol> <a href="#">Back to Top</a>

Parity Check 2	
Probable Cause	Recommended Action
Parity error found in the I/O bus	<ol style="list-style-type: none"> <li>1. Run Setup.</li> <li>2. Replace the ISA board (modem).</li> </ol> <a href="#">Back to Top</a>
Real Time Clock Error	
Probable Cause	Recommended Action
Real-time clock fails BIOS test	Replace the system board.  <a href="#">Back to Top</a>
System Battery is Dead	
Probable Cause	Recommended Action
RTC battery is dead	<ol style="list-style-type: none"> <li>1. Replace the RTC battery.</li> <li>2. Run Setup.</li> </ol> <a href="#">Back to Top</a>
System BIOS Shadowed	
Probable Cause	Recommended Action
System BIOS copied to Shadow RAM	Replace the system board. Status message only; no action required.  <a href="#">Back to Top</a>
System Cache Error	
Probable Cause	Recommended Action
RAM cache failed the BIOS test	Run Setup.  <a href="#">Back to Top</a>
System CMOS Checksum Bad	
Probable Cause	Recommended Action
CMOS is corrupted or modified incorrectly	Run Setup.  <a href="#">Back to Top</a>
System RAM Failed at Offset, <b>nnn</b>	
Probable Cause	Recommended Action

System RAM failed	Replace memory modules. <a href="#">Back to Top</a>
System Timer Error	
Probable Cause	Recommended Action
DMA, timers, etc.	Replace the system board. <a href="#">Back to Top</a>
UMB Upper Limit Segment Address <b>nnn</b>	
Probable Cause	Recommended Action
Displays the address nnn of the upper limit of Upper Memory Blocks, indicating released segments of the BIOS	Run Setup. Status message only; no action required. <a href="#">Back to Top</a>
Video BIOS Shadowed	
Probable Cause	Recommended Action
Video BIOS successfully copied to shadow RAM	Run Setup. Status message only; no action required. <a href="#">Back to Top</a>

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#)  
[Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#) | [Power Cord Requirements](#)

## Diagnostic Error Codes

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

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

For assistance in the removal and replacement of a particular subassembly, see [Removal and Replacement Procedures](#).

Click on the desired error code range or corresponding test for a description of each error condition and actions required to resolve the error condition.

Error Code Range	Test
<a href="#">101-199</a>	<a href="#">Processor Test</a>
<a href="#">200-210</a>	<a href="#">Memory Test</a>
<a href="#">301-304</a>	<a href="#">Keyboard Test</a>
<a href="#">400-498</a>	<a href="#">Parallel Printer Test</a>
<a href="#">501-516</a>	<a href="#">Video Display Unit Test</a>
<a href="#">600-699</a>	<a href="#">Diskette Drive Test</a>



[802-824](#)[1101-1109](#)[1201-1210](#)[1700-1799](#)[2402-2480](#)[3206](#)[3301-3305](#)[66xx](#)[8601](#)[Monochrome Video Test](#)[Serial Test](#)[Modem Communications Test](#)[Hard Drive Test](#)[Video Test](#)[Audio Test](#)[CD or DVD Drive Test](#)[Pointing Interface Device Test](#)[Top](#)

Serial Test Error Codes		
Error Code	Description	Recommended Action
1101-xx	Serial Port Test	The following steps apply to error codes 1101-xx through 1109-xx:
1109-xx	Clock Register Test	<ol style="list-style-type: none"> <li>1. Check the switch settings on the serial/parallel device, if applicable.</li> <li>2. Replace the system board and retest.</li> </ol>

[Top](#)

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

[Top](#)

Hard Drive Test 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"> <li>1. Run Setup and verify drive type.</li> <li>2. Replace the hard drive signal and power cables and retest.</li> <li>3. Replace the hard drive and retest.</li> <li>4. Replace the system board and retest.</li> </ol>
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* test failed	
1719-xx	Hard drive power mode test failed	

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

[Top](#)

DVD Drive Test Error Codes		
Error Code	Description	Recommended Action

3301-xx 3305-xx 66XX-xx	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"> <li>1. Replace the DVD drive and retest.*</li> <li>2. Check the jumper settings on the DVD drive.</li> <li>3. Check and/or replace the power and signal cables and retest.</li> <li>4. Ensure no DVD disk is inserted when running the CD Drive tests. This will result in a 66xx error. This is a test issue, not a CD drive issue .</li> </ol>
<p>* Boot to DOS (Command Prompt only) or Windows (Not Safe Mode) . Press the DVD drive eject button (located on the front bezel) to eject the CD and retest.</p>		

[Top](#)

Video Test Error Codes		
Error Code	Description	Recommended Action
2402-xx	Video memory test failed	The following steps apply to error codes 2402-xx through 2456-xx:
2403-xx	Video attribute test failed	1. Run Setup.
2404-xx	Video character set test failed	2. Replace the system board and retest.
2405-xx	Video 80 × 25 mode 9 × 14 character cell test failed	
2406-xx	Video 80 × 25 mode 8 × 8 character cell test failed	
2407-xx	Video 40 × 25 mode test failed	
2408-xx	Video 320 × 200 mode color set 0 test failed	
2409-xx	Video 320 × 200 mode color set 1 test failed	
2410-xx	Video 640 × 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	The following steps apply to error codes 2402-xx through 2456-xx:  1. Run Setup.  2. Replace the system board and retest.
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 × 200 images mode test failed	
2422-xx	ECG/VGC 640 × 350 16-color set test failed	
2423-xx	ECG/VGC 640 × 350 64-color set test failed	
2424-xx	ECG/VGC monochrome text mode test failed	
2425-xx	640 × 480 images test failure	
2431-xx	640 × 480 images test failure	
2432-xx	320 × 200 images (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	

[Top](#)

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

[Top](#)

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

[Top](#)

CD Drive Test Error Codes		
Error Code	Description	Recommended Action
3301-xx 3305-xx 66XX-xx	CD 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"> <li>1. Replace the CD and retest.</li> <li>2. Check the jumper settings on the CD drive.</li> <li>3. Check and/or replace the power and signal cables and retest.</li> <li>4. Replace the CD drive and retest.</li> <li>5. Replace the backplane.</li> </ol>

[Top](#)

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

---

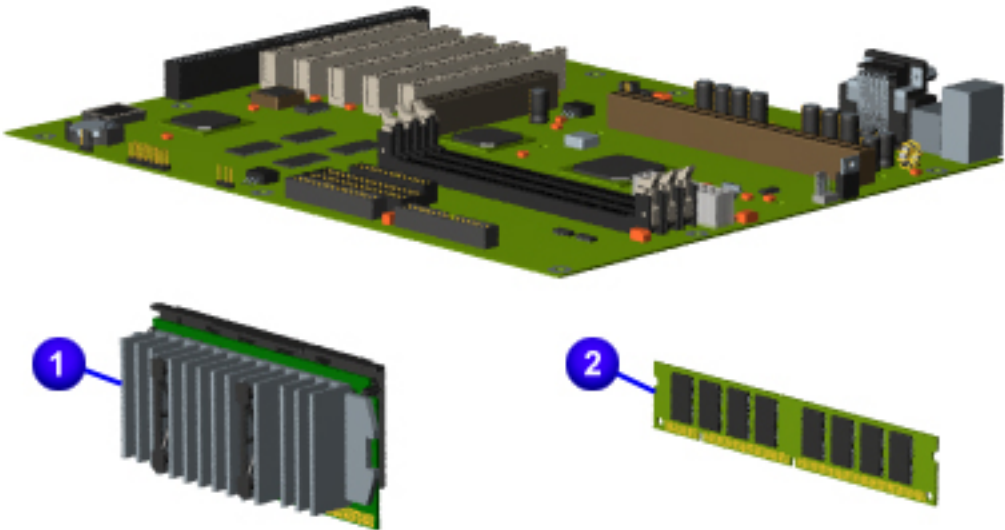
## Illustrated Parts

Board for Models 5711, 5712, 5714, 5715, 5721, 5724

[Click here for Model 5710](#) (Not available at this time)

[Click here for Models 5716, 5717, 5718, 5722, 5725, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746](#)

Illustrated Parts
System Unit
Mass Storage
Cables
Boards
Fax/Modems
Keyboards/Mouse
Monitors
Return Kits
Documentation



Boards		
Description		Spare Part Number
1	Processor, Celeron 400 MHz 433 MHz 466 MHz 500 MHz	149268-001 138157-001 138158-001 149267-001
2	32-MB 100 MHz DIMM 64-MB 100 MHz DIMM	337372-001 179190-001

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)





# Maintenance & Service Guide

Presario 5700 Series Personal Computers

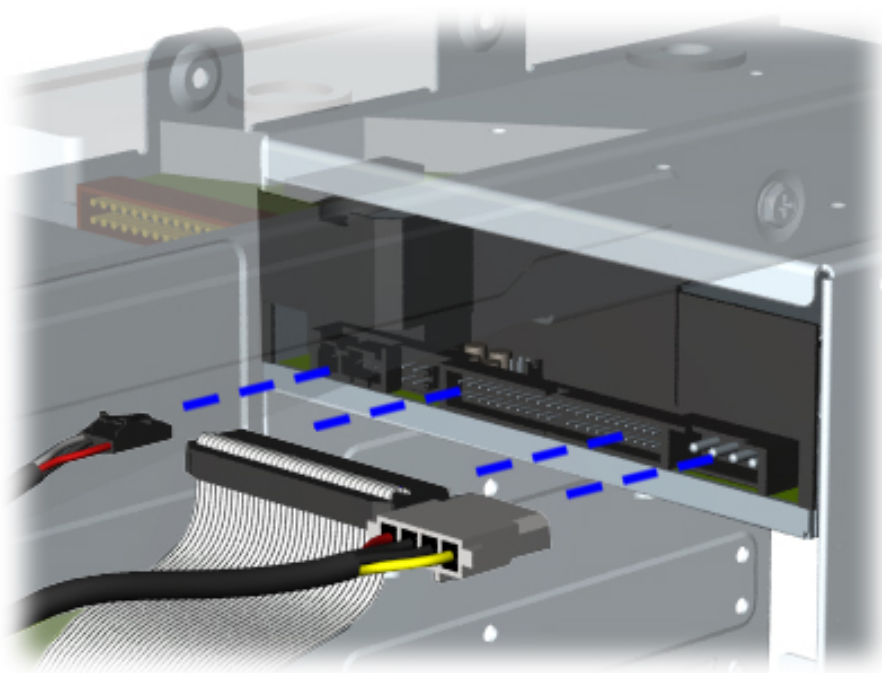
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### CD/DVD Drive

Mass Storage Devices
<b>CD/DVD Drive</b>
<a href="#">Zip Drive</a>
<a href="#">Diskette Drive</a>
<a href="#">Hard Drive</a>
<a href="#">Mass Storage Devices Index</a>



#### Removal

1. Perform [preparation for disassembly procedures](#).
2. [Remove the Chassis](#).
3. Disconnect audio, data, and power cables.  
[Go to Step 4.](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

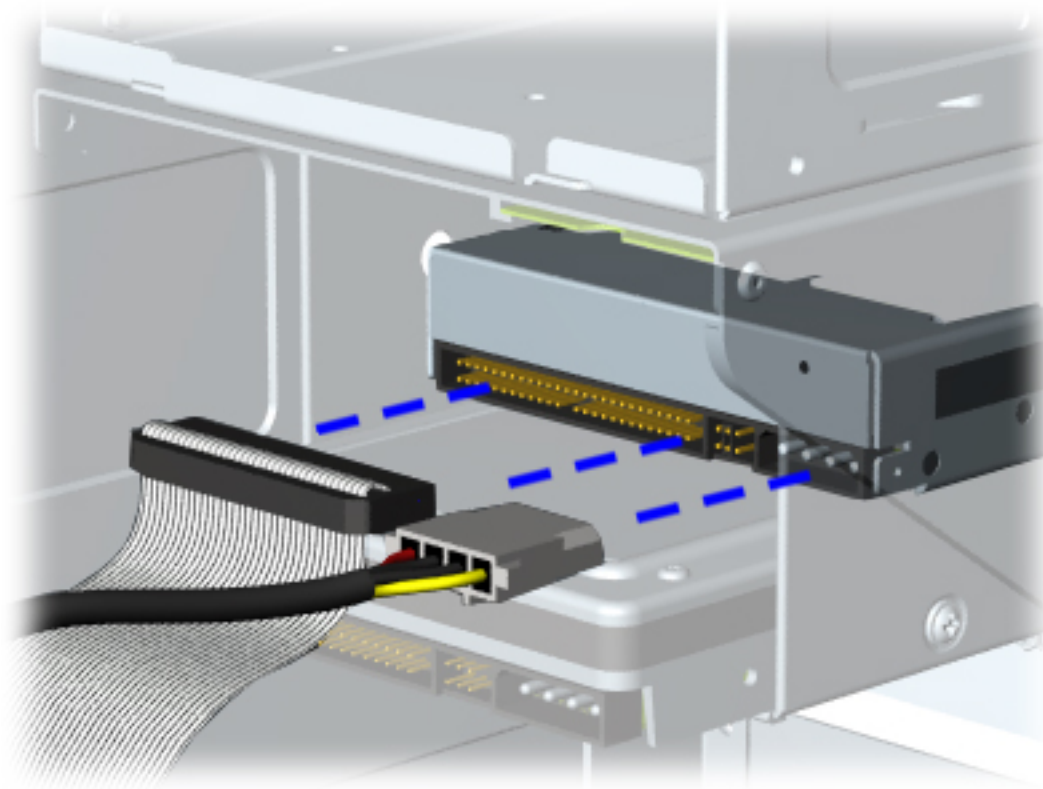
## Removal and Replacement

### Zip Drive

Mass Storage Devices
<a href="#">CD/DVD Drive</a>
<a href="#">Zip Drive</a>
<a href="#">Diskette Drive</a>
<a href="#">Hard Drive</a>
<a href="#">Mass Storage Devices Index</a>

#### Removal

1. Perform the [preparation for disassembly procedures](#).
2. [Remove the chassis](#).
3. Disconnect the data and power cables. [Go to Step 4.](#)



***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

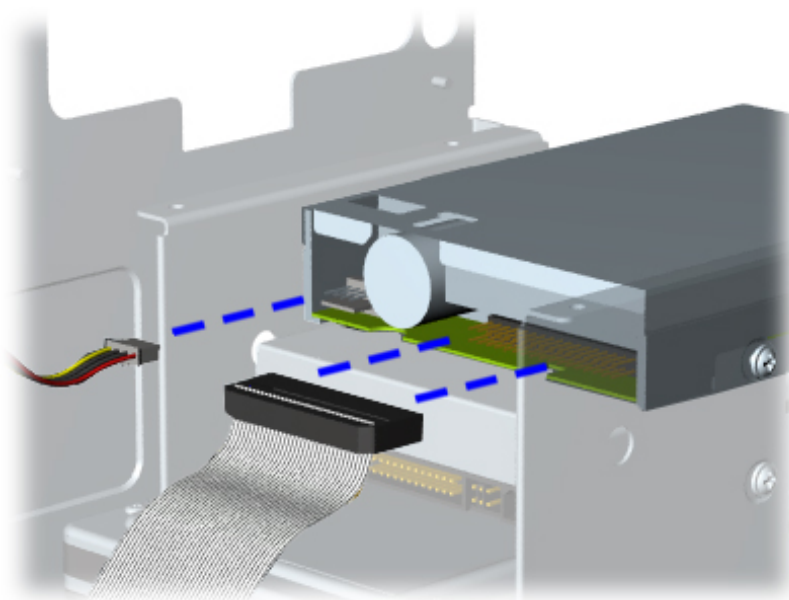
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Diskette Drive

Mass Storage Devices
<a href="#">CD/DVD Drive</a>
<a href="#">Zip Drive</a>
<a href="#">Diskette Drive</a>
<a href="#">Hard Drive</a>
<a href="#">Mass Storage Devices Index</a>



#### Removal

1. Perform [preparation for disassembly procedures](#).
2. [Remove chassis](#).
3. Disconnect the power and data cables.  
[Go to Step 4.](#)

Buy Online or Call 1.800.AT.COMPAQ

[privacy and legal statement](#)

[STORE](#) | [PRODUCTS](#) | [SERVICES](#) | [SUPPORT](#) | [CONTACT US](#) | [SEARCH](#)

# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

---

## Removal and Replacement

### Hard Drives

[5.25" drive](#)

[3.5" drive](#)

The Compaq Presario 5700 Series Computers may be equipped with 5.25" or 3.5" form factor hard drives. Refer to the disassembly instructions appropriate to the model you are servicing.

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) | [Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Button Board continued

Disassembly Sequence
<a href="#">Chassis</a>
<a href="#">Mass Storage Devices</a>
<b>Button Board</b>
<a href="#">Front I/O Cable</a>
<a href="#">Creativity Action Center</a>
Fan

#### Removal

4. Remove two screws from button assembly and remove assembly from rear of the front bezel.

#### Replacement

To replace Button Board, reverse the removal procedure.

[Return to Removal and Replacement](#)

[Option Card Retainer](#)

[Graphics Board](#)

[Fax/Modem](#)

[Networking Interface Card](#)

[Memory](#)

[Processor](#)

[Processor Retention Clips](#)

[RTC Battery](#)

[System Board Cables](#)

[System Board](#)

[Parallel Port](#)

[Rear I/O Panel](#)

[Power Supply](#)

image not available at this time. Sorry.

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

## Notice

The information in this guide is subject to change without notice.

COMPAQ COMPUTER CORPORATION SHALL NOT BE LIABLE FOR TECHNICAL OR EDITORIAL ERRORS OR OMISSIONS CONTAINED HEREIN, NOR FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE FURNISHING, PERFORMANCE, OR USE OF THIS MATERIAL.

This guide contains information protected by copyright. No part of this guide may be photocopied or reproduced in any form without prior written consent from Compaq Computer Corporation.

© 1998 Compaq Computer Corporation.  
All rights reserved. Printed in the U.S.A.

Compaq, Presario Registered U. S. Patent and Trademark Office.

Microsoft, MS-DOS, and Windows are registered trademarks of Microsoft Corporation.  
Windows 95 is a trademark of Microsoft Corporation.  
Windows 98 is a trademark of Microsoft Corporation.

The software described in this guide is furnished under a license agreement or nondisclosure agreement. The software may be used or copied only in accordance with the terms of the agreement.

Product names mentioned herein may be trademarks and/or registered trademarks of their respective companies.

## Maintenance and Service Guide



## Compaq Presario 5700 Series Personal Computers

© 1998 Compaq Computer Corporation

***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

---

## Removal and Replacement

### CD/DVD Drive continued

Mass Storage Devices
<b>CD/DVD Drive</b>
<a href="#">Zip Drive</a>
<a href="#">Diskette Drive</a>
<a href="#">Hard Drive</a>
<a href="#">Mass Storage Devices Index</a>

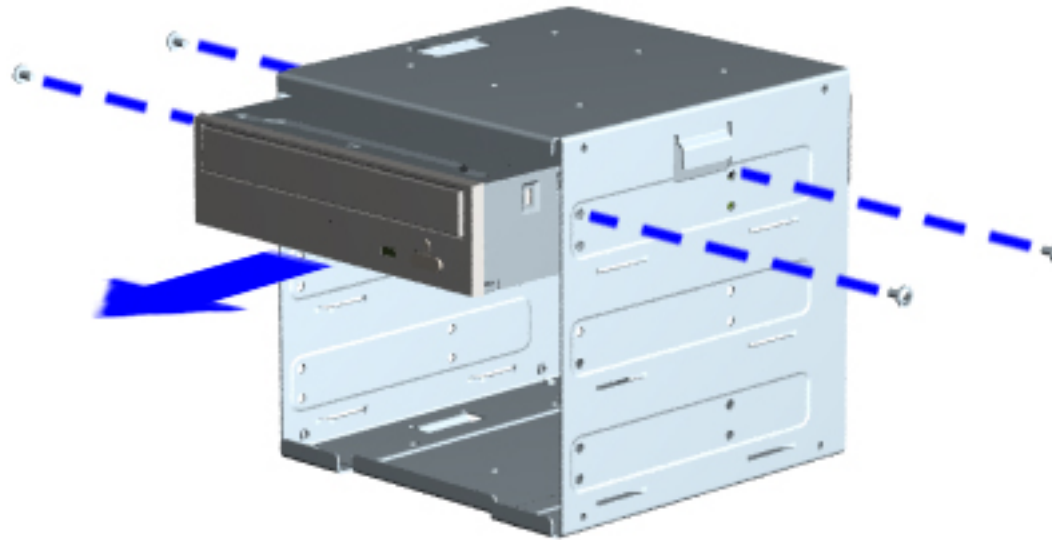
#### Removal

4. Remove two screws from the right side and two screws from the left side of the CD/DVD Drive.
5. Remove the CD/DVD Drive from the drive bay.

#### Replacement

To replace the CD/DVD Drive, reverse the removal procedure.

[Return to Removal and Replacement](#)



***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Zip Drive continued

Mass Storage Devices
<a href="#">CD/DVD Drive</a>
<a href="#">Zip Drive</a>
<a href="#">Diskette Drive</a>
<a href="#">Hard Drive</a>
<a href="#">Mass Storage Devices Index</a>

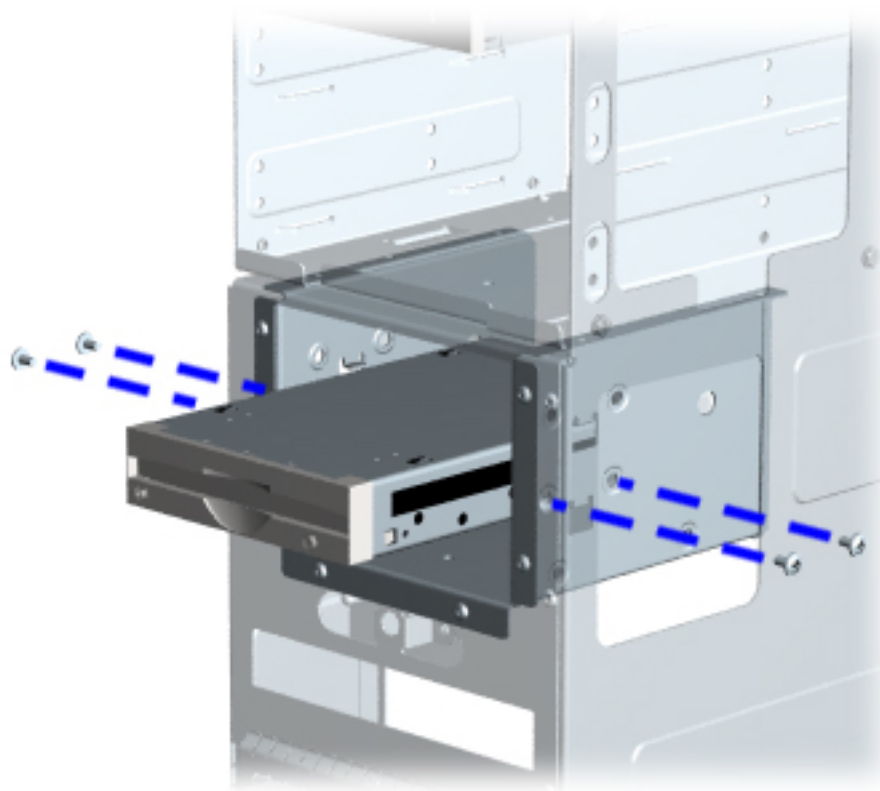
#### Removal

4. Remove two screws from the right side and two screws from the left side of the Zip Drive.
5. Grasp the Zip Drive and remove from the drive bay.

#### Replacement

To replace Zip Drive, reverse the removal procedure.

[Return to Removal and Replacement](#)



***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

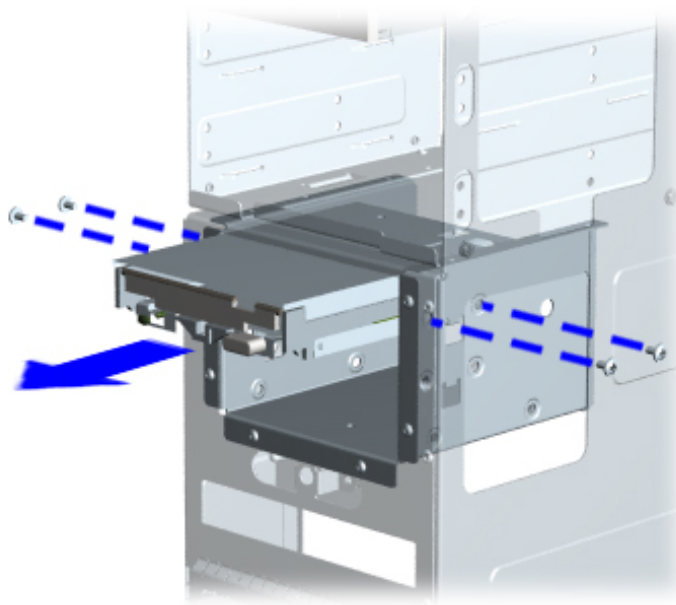
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### Diskette Drive continued

Mass Storage Devices
<a href="#">CD/DVD Drive</a>
<a href="#">Zip Drive</a>
<a href="#">Diskette Drive</a>
<a href="#">Hard Drive</a>
<a href="#">Mass Storage Devices Index</a>



#### Removal

4. Remove two screws from the right side and two screws from the left side of the Diskette Drive bay.
5. Grasp the Diskette Drive and remove from the drive bay.

#### Replacement

To replace the Diskette Drive, reverse the removal procedure.

[Return to Removal and Replacement.](#)

Buy Online or Call 1.800.AT.COMPAQ

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

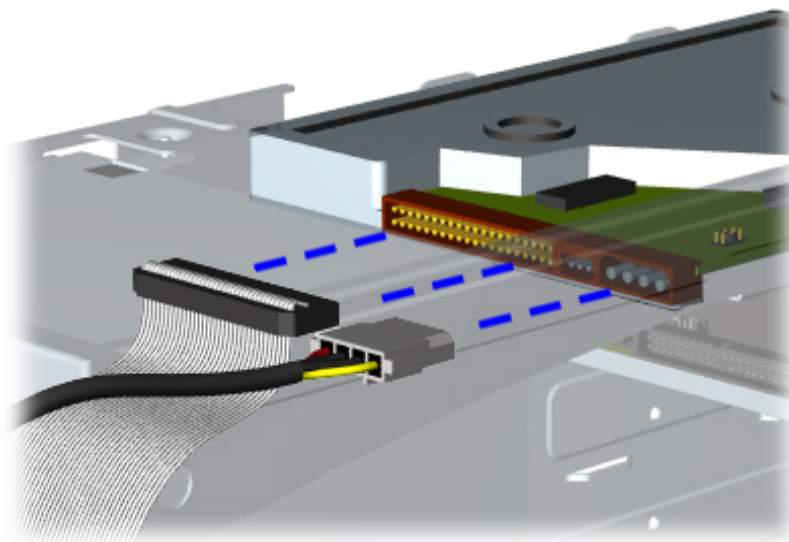
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### 5.25 " Hard Drive

Mass Storage Devices
<a href="#">CD/DVD Drive</a>
<a href="#">Zip Drive</a>
<a href="#">Diskette Drive</a>
<b><a href="#">Hard Drive</a></b>
<a href="#">Mass Storage Devices Index</a>



#### Removal

1. Perform the [preparation for disassembly procedures](#).
2. [Remove the chassis](#).
3. Disconnect the data and power cables.  
[Go to Step 4.](#)

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

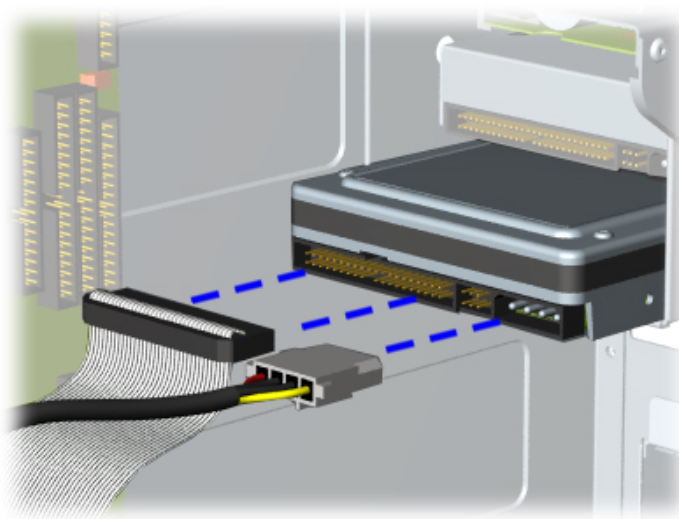
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### 3.5 " Hard Drive

Mass Storage Devices
<a href="#">CD/DVD Drive</a>
<a href="#">Zip Drive</a>
<a href="#">Diskette Drive</a>
<a href="#">Hard Drive</a>
<a href="#">Mass Storage Devices Index</a>



#### Removal

1. Perform the [preparation for disassembly procedures](#).
2. [Remove the Chassis.](#)
3. Disconnect the data and power cables.  
[Go to Step 4.](#)

**Buy Online or Call 1.800.AT.COMPAQ**

[privacy and legal statement](#)





# Maintenance & Service Guide

Presario 5700 Series Personal Computers

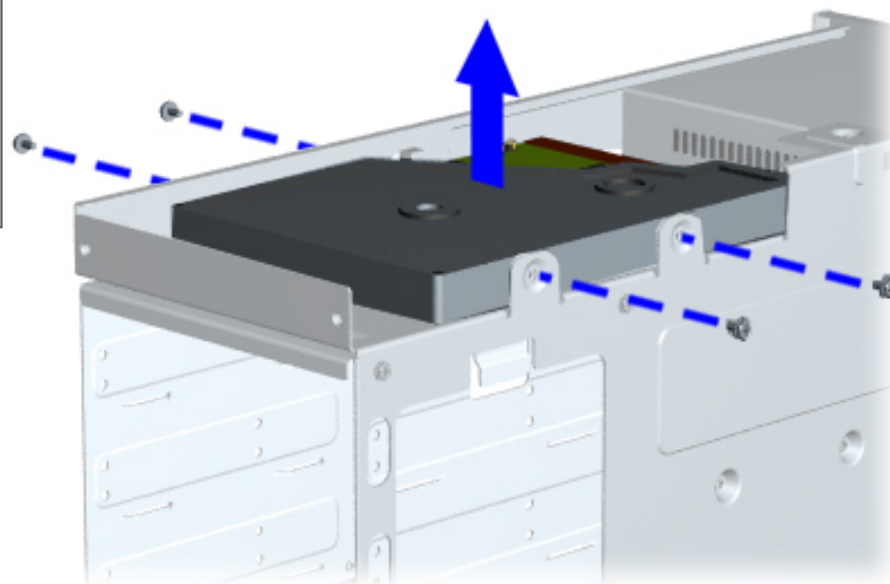
Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### 5.25 " Hard Drive

Mass Storage Devices
<a href="#">CD/DVD Drive</a>
<a href="#">Zip Drive</a>
<a href="#">Diskette Drive</a>
<b><a href="#">Hard Drive</a></b>
<a href="#">Mass Storage Devices Index</a>



#### Removal

4. Remove two screws from the chassis and two screws from the Hard Drive supports.
5. Slide the Hard Drive forward and lift up from the chassis.

#### Replacement

To replace the Hard Drive, reverse the removal procedure.



# Maintenance & Service Guide

Presario 5700 Series Personal Computers

Models: 5710, 5711, 5712, 5714, 5715, 5716, 5717, 5718, 5721, 5722, 5724, 5726, 5728, 5733, 5735, 5736, 5738, 5745 and 5746

[MSG Index](#) | [Home](#) | [Preface](#) | [Product Description](#) | [Troubleshooting](#) | [Illustrated Parts](#) |  
[Removal & Replacement](#) | [Jumpers & Switches](#) | [Specifications](#) | [Connector Pins](#)

## Removal and Replacement

### 3.5 " Hard Drive

Mass Storage Devices
<a href="#">CD/DVD Drive</a>
<a href="#">Zip Drive</a>
Diskette Drive
<b>Hard Drive</b>
<a href="#">Mass Storage Devices Index</a>

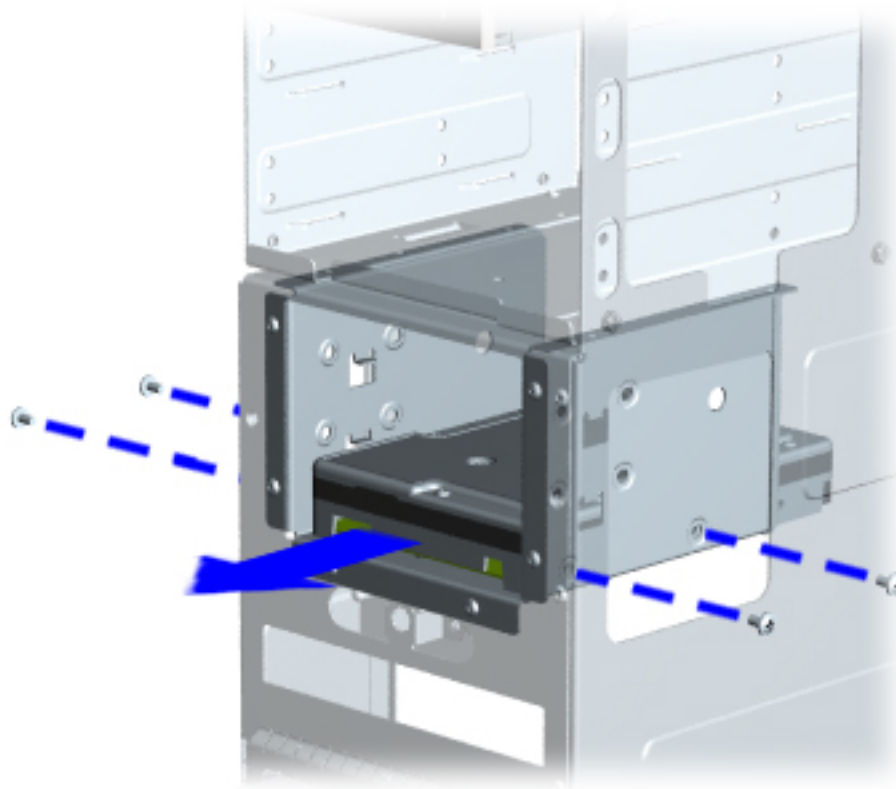
#### Removal

4. Remove the four screws from the Hard Drive supports.
5. Slide Hard Drive inward to remove from chassis.

#### Replacement

To replace the Hard Drive, reverse the removal procedure.

[Return to Removal and Replacement](#)



***Buy Online or Call 1.800.AT.COMPAQ***

[privacy and legal statement](#)