

## Maintenance and Service Guide

### Compaq Presario 5BW Series Computers

Models: 5BW100, 5BW110, 5BW120, 5BW140, 5BW143, 5BW150, 5BW154, 5BW160, 5BW190



[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Removal & Replacement Procedures](#)

[Jumper & Switch Information](#)

[Specifications](#)

See the [Notice](#) for copyright and trademark information, and the [Preface](#) for symbol conventions and Technician Notes.

**[Download ZIP file of complete MSG to 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](#).

1.800.AT.COMPAQ

[privacy and legal statement](#)

**COMPAQ**





# In-Box MarComm

1c01 Docs 

 **Manager's  
Summary Report**

---

2c01 Docs 

3c00 Docs 

**Maintenance &  
Service Guides** 

 **Subject Matter  
Experts**

 **Schedules**

 **PRDs**

 **Doc Team and  
Processes**

 download  
**Work Order  
Request**  
form

*WebPerson*

To leave comments, suggestions, or report broken links contact



InBox  
MarComm  
has a  
new home



Photos Etc 

IA-2 

XML Study 


IA-1 



Search by MVB DateCriteria:												Translations									
Deliverable	Program Manager	Programs	Media Type	Parent Part Number	Dash Language	R Y G	Status	Comments	First Review	Second Review	Files to Pre-flight	Files to Translation	Translation Request Date	Commit Date	Actual Return	Release To Review	Review Complete	Preflight Complete	Target To Print	Release to Int'l Docs drive	MVB Date
2C00 BTO Newsletter Masthead	M Marsh	2C00 MT&MC	P+W	180883-COV	001 - US (English)	G	D	COMPLETE Final Sign-off from Sarah received 4/26. To pre-flight & localization on 4/26.	25-Apr-00	25-Apr-00	26-Apr-00							01-May-00	26-Apr-00	01-May-00	31-May-00
2C00 BTO Newsletter Text	M Marsh	2C00 MT&MC		180883-TXT	001 - US (English)	G	A	US topics complete & approved. Larson letter out for signoff. English to preflight by COB 5/17. Topics translated and out to GEO reviewers.	25-Apr-00	28-Apr-00	01-May-00	01-May-00	18-May-00						17-May-00		31-May-00
	M Marsh	2C00 MT&MC			121 - French Canada (French)	G	A	Rev to 122 and released to Print. BP				05-May-00		18-May-00	16-May-00	17-May-00		18-Jul-00		18-Jul-00	31-May-00
	M Marsh	2C00 MT&MC			161 - Latin America (LAS)	G	A	Rev to 162 and released to Print. BP				05-May-00		18-May-00	16-May-00	17-May-00		18-Jul-00		18-Jul-00	31-May-00
	M Marsh	2C00 MT&MC			201 - Brazil (Portuguese)	G	A	Rev to 202 and released to Print. BP				05-May-00		18-May-00	16-May-00	17-May-00		18-Jul-00		18-Jul-00	31-May-00
2C00 CTO Newsletter	M Marsh	2C00 MT&MC		MM0004	001 - US (English)	G	A	CTO masthead out for review. Text topics written being placed in template for 1st review on 5/17.	17-May-00	23-May-00	25-May-00	17-May-00							26-May-00		14-Jun-00
2C00 EURP - Graphics Card	H Walker	2C00 MT&MC	P+CD+W	198666-001	001 - US (English)	Y	A	In review - not released	10-Apr-00										12-May-00		31-May-00
2C00 EURP - Sound Card	H Walker	2C00 MT&MC		198673-001	001 - US (English)	Y	A	In review - not released	10-Apr-00										12-May-00		31-May-00
2C00 EURP Aspen Processor	H Walker	2C00 MT&MC		EURProcessor	001 - US (English)	Y	A	Phase in													31-May-00
2C00 EURP Aspen System Board	H Walker	2C00 MT&MC		EURPSysBoard	001 - US (English)		A	Phase in													31-May-00
2C00 EURP: CD-ROM, CDRW, DVD	H Walker	2C00 MT&MC	P+W	198677-001	001 - US (English)	Y	A	In review - not released	20-Apr-00	08-May-00									12-May-00		31-May-00
2C00 EURP: Diskette Drive 3.5	H Walker	2C00 MT&MC		198669-001	001 - US (English)	Y	A	In review - not released	20-Apr-00	08-May-00									12-May-00		31-May-00
2C00 EURP: Expansion Cards	H Walker	2C00 MT&MC	P+CD+W	198676-001	001 - US (English)	Y	A	In review - not released		10-Apr-00									12-May-00		31-May-00
2C00 EURP: Front I/O (USB,1394)	H Walker	2C00 MT&MC		198675-001	001 - US (English)	Y	A	In review - not released	20-Apr-00	08-May-00									12-May-00		31-May-00
2C00 EURP: Hard Drive	H Walker	2C00 MT&MC		198667-001	001 - US (English)	Y	A	In review - not released	09-Apr-00										12-May-00		31-May-00
2C00 EURP: Memory	H Walker	2C00 MT&MC		198674-001	001 - US (English)	Y	A	In review - not released	10-Apr-00										12-May-00		31-May-00
2C00 EURP: Power Supply	H Walker	2C00 MT&MC	P+W	198678-001	001 - US (English)	Y	A	Awaiting final review signoff	20-Apr-00	08-May-00									12-May-00		31-May-00
2C00 EURP: Processor	H Walker	2C00 MT&MC	P+CD+W	198671-001	001 - US (English)	R	A		20-Apr-00	08-May-00									12-May-00		31-May-00
2C00 EURP: Replaceable Colored Bezel Kit	H Walker	2C00 MT&MC	P+W	198670-001	001 - US (English)	Y	A	In review - not released	20-Apr-00							08-May-00			12-May-00		31-May-00
2C00 Getting Started Guide - (Cover)	M Marsh	2C00 MT&MC	P+CD+W	180388-cov	001 - US (English)	G	D	COMPLETE My Presario - Getting Started guide COVER - released to pre-flight on 4/17/2000!!!			17-Apr-00	21-Apr-00						22-Apr-00	05-May-00	22-Apr-00	31-May-00
	M Marsh	2C00 MT&MC			121 - French Canada (French)	G	A	Translated title to Judith for placement on cover 5/17.				21-Apr-00		18-May-00	15-May-00	15-May-00	15-May-00	24-May-00	05-May-00	24-May-00	31-May-00
	M Marsh	2C00 MT&MC			161 - Latin America (LAS)	G	A	Translated title to Judith for placement on cover 5/17.				21-Apr-00		18-May-00	15-May-00	15-May-00	15-May-00	24-May-00	05-May-00	24-May-00	31-May-00
	M Marsh	2C00 MT&MC			201 - Brazil (Portuguese)	G	A	Translated title to Judith for placement on cover 5/17.				21-Apr-00		15-May-00	15-May-00	15-May-00	15-May-00	24-May-00	05-May-00	24-May-00	31-May-00
2C00 Getting Started Guide (Text)	M Marsh	2C00 MT&MC		180388-txt	001 - US (English)	G	D	COMPLETE - Released to Preflight & Print	24-Feb-00	14-Mar-00	07-Apr-00	08-Apr-00	08-May-00					08-May-00	28-Apr-00	08-May-00	31-May-00
	M Marsh	2C00 MT&MC			121 - French Canada (French)	G	A	Translations in process - commit date 5/18	01-May-00		05-May-00	27-Apr-00	28-Apr-00	18-May-00	12-May-00	15-May-00			05-May-00		31-May-00
	M Marsh	2C00 MT&MC			161 - Latin America (LAS)	G	A	Translations in process - commit date 5/18	01-May-00		05-May-00	27-Apr-00	28-Apr-00	18-May-00	12-May-00	15-May-00			05-May-00		31-May-00



												Translations									
Deliverable	Program Manager	Programs	Media Type	Parent Part Number	Dash Language	R Y G	Status	Comments	First Review	Second Review	Files to Pre-flight	Files to Translation	Translation Request Date	Commit Date	Actual Return	Release To Review	Review Complete	Preflight Complete	Target To Print	Release to Int'l Docs drive	MVB Date
2C00 Getting Started Guide (Text)	M Marsh	2C00 MT&MC	P+CD+W	180388-txt	201 - Brazil (Portuguese)	G	A	Translations in process - commit date 5/18	01-May-00		05-May-00	27-Apr-00	28-Apr-00	18-May-00	12-May-00	15-May-00			05-May-00		31-May-00
2C00 Millennium Upgrade Offer for BZ & LAS only	M Marsh	2C00 MT&MC	Print	204588-B	161 - Latin America (LAS)	G	D	COMPLETE! New RTF Card for the LAS & BZ Millennium Upgrade offers. Text was provided in localized format. Out for GEO approval.	02-Aug-00		07-Aug-00								07-Aug-00		07-Aug-00
	M Marsh	2C00 MT&MC			201 - Brazil (Portuguese)	G	D	COMPLETE! New RTF Card for the LAS & BZ Millennium Upgrade offers. Text was provided in localized format. Out for GEO approval.	02-Aug-00		07-Aug-00								07-Aug-00		07-Aug-00
2C00 Quick Reference Card	K Oliver	2C00 MT&MC		192076	001 - US (English)	G	D	Complete	14-Apr-00	17-Apr-00	26-Apr-00	26-Apr-00					18-Apr-00	28-Apr-00	15-May-00	28-Apr-00	31-May-00
	K Oliver	2C00 MT&MC			121 - French Canada (French)	G	D	Complete	14-Apr-00	19-Apr-00	26-Apr-00	01-May-00	16-May-00	17-May-00	15-May-00	15-May-00	16-May-00		17-May-00		31-May-00
	K Oliver	2C00 MT&MC			161 - Latin America (LAS)	G	D	Complete	14-Apr-00	19-Apr-00	26-Apr-00	01-May-00	16-May-00	17-May-00	15-May-00	15-May-00	16-May-00		17-May-00		31-May-00
	K Oliver	2C00 MT&MC			201 - Brazil (Portuguese)	G	D	Complete	14-Apr-00	19-Apr-00	26-Apr-00	01-May-00	16-May-00	17-May-00	15-May-00	15-May-00	16-May-00		17-May-00		31-May-00
2C00 RTF -Do NOT Return to Retailer	M Marsh	2C00 MT&MC	P+W	199390	001 - US (English)	G	D	COMPLETE	25-Apr-00		26-Apr-00	26-Apr-00						05-May-00	26-Apr-00	05-May-00	31-May-00
Adaptec Easy CD Creator RTF Card (CD Insert)	K Oliver	2C00 MT&MC	Print	191184	001 - US (English)	G	D	Software that is already loaded causes problems on the Elise board only. May need a new RTF for Elise.	12-Apr-00	14-Apr-00	13-Apr-00	17-Apr-00	05-May-00			12-Apr-00	17-Apr-00	11-May-00	17-May-00	25-Apr-00	31-May-00
	K Oliver	2C00 MT&MC			121 - French Canada (French)	G	D	5/10 - removed trademark - complete Software that is already loaded causes problems on the Elise board only. May need a new RTF for Elise.	12-Apr-00	14-Apr-00	13-Apr-00	25-Apr-00	05-May-00	09-May-00	09-May-00	09-May-00	10-May-00	11-May-00	11-May-00	11-May-00	31-May-00
	K Oliver	2C00 MT&MC			161 - Latin America (LAS)	G	D	5/10 remove trademark - complete Software that is already loaded causes problems on the Elise board only. May need a new RTF for Elise.	12-Apr-00	14-Apr-00	13-Apr-00	25-Apr-00	05-May-00	09-May-00	09-May-00	09-May-00	10-May-00	11-May-00	17-May-00	11-May-00	31-May-00
	K Oliver	2C00 MT&MC			201 - Brazil (Portuguese)	G	D	5/10 remove trademark - complete Software that is already loaded causes problems on the Elise board only. May need a new RTF for Elise.	12-Apr-00	14-Apr-00	13-Apr-00	25-Apr-00	05-May-00	09-May-00	09-May-00	09-May-00	10-May-00	11-May-00	11-May-00	11-May-00	31-May-00
CD - Documentation - ROW	H Walker	2C00 MT&MC			001 - US (English)	Y	A	Translation date is depends on UG and GS manuals. HTML text into translation already. 5/22 is target date for replication using 5/18 for receipt of all translated text. Deliverable - Single CD contains all translations.	23-Mar-00	10-Apr-00									22-May-00		31-May-00
CD topic, Creating your own CDs	H Walker	2C00 MT&MC	CD		001 - US (English)	G	A	Part of CD US and ROW					28-Apr-00						05-May-00		31-May-00
CD Topic, Getting to the Internet	H Walker	2C00 MT&MC			001 - US (English)	G	A	Part of CD US and ROW				28-May-00							05-May-00		31-May-00
CD topic, Personalizing your Computer	H Walker	2C00 MT&MC			001 - US (English)	G	A	This topic is deleted from CD due to incomplete data. This information is available to the user in the online guide Was part of CD US and ROW											05-May-00		31-May-00
CD Topic, Using Your Internet Video Camera	H Walker	2C00 MT&MC			001 - US (English)	G	A	Part of CD US and ROW Info gathered from RTF				28-Apr-00							05-May-00		31-May-00
CD, documentation - US English	H Walker	2C00 MT&MC		180822-001	001 - US (English)	G	D	Rev 1 released 8/5/00 to replication	23-Mar-00	10-Apr-00									05-May-00	11-May-00	31-May-00
CD, Documentation - US English Version 2	H Walker	2C00 MT&MC		180822A	001 - US (English)	G	A	Version 2 to contain EURPS, Newsletter, and updated manuals.											22-May-00		31-May-00



Search by MVB DateCriteria:

Translations

Deliverable	Program Manager	Programs	Media Type	Parent Part Number	Dash Language	R Y G	Status	Comments	First Review	Second Review	Files to Pre-flight	Files to Translation	Translation Request Date	Commit Date	Actual Return	Release To Review	Review Complete	Preflight Complete	Target To Print	Release to Int'l Docs drive	MVB Date
Clipper - Safety & Comfort Guide (English)	K Oliver	2C00 Special Project	P+CD+W	154266	001 - US (English)	G	D	Using the current S&C guide - will change cover			08-Jul-99	06-Jul-99	02-Jul-99			26-Jul-99	26-Jul-99		07-May-00	27-Jul-99	07-Jun-00
Clipper - Service & Support Card	K Oliver	2C00 Special Project		SS_Clip	001 - US (English)	G	C	To be discussed			18-Feb-00								18-Mar-00		18-Apr-00
Clipper QSP	K Oliver	2C00 Special Project	P+CD+W	180373	001 - US (English)	G	D	Delta changes to be made to make US specific.	22-May-00	24-May-00	26-May-00						26-Jul-99	27-Mar-00	31-May-00		22-Jun-00
	K Oliver	2C00 Special Project	Print		051 - France	G	A	Delta changes to be made. Meeting set up for 5/18. After multiple revisions due to SVSA, 09/27/00 revved to 052; color in QSP changed to reflect Baja Blue unit	22-May-00	24-May-00	26-May-00	29-May-00		23-Jul-99	23-Jul-99	26-Jul-99			31-May-00		22-Jun-00
Clipper User Guide	K Oliver	2C00 Special Project	Web	180372	001 - US (English)	Y	A	UG must be revised by approx. 15% for each customer. Glossary text change has been submitted to Herb by 4/26. Other topics to come.	28-Apr-00	04-May-00	09-May-00	10-May-00	08-Jun-00				10-May-00		07-May-00		07-Jun-00
Clipper Warranty	K Oliver	2C00 MT&MC		180375	001 - US (English)	G	A	Warranty will not ship w/ SVSA units. SVSA will provide their own warranty. The US Retail Warranty is in the works now.	26-Apr-00	05-May-00	18-Feb-00						24-Apr-00		07-May-00		07-Jun-00
	K Oliver	2C00 Special Project	Print		041 - Germany	G	A	SVSA to supply their own warranty													07-Jun-00
	K Oliver	2C00 Special Project			051 - France	G	A	SVSA to supply their own warranty											07-May-00		07-Jun-00
Color Kit Coupon	G Fritsche	2C00 MT&MC	Print	200003	001 - US (English)	G	A	Free coupon offer for Color Kit. The card has been completed needs sign off from Sarah and Andrew Krieger.	28-Apr-00	01-May-00	14-May-00	10-May-00	10-May-00	10-May-00				15-May-00	12-May-00	15-May-00	31-May-00
	G Fritsche	2C00 MT&MC			121 - French Canada (French)	G	A	Free coupon offer for Color Kit. The card has been completed needs sign off from Sarah and Andrew Krieger. 17-May-00 - Canada does not know how this is going to change for them yet. Waiting on an update from Maria del Rio Arbuckle. SW	28-Apr-00	01-May-00		16-May-00	10-May-00	18-May-00					30-Apr-00		31-May-00
	G Fritsche	2C00 MT&MC	Print		161 - Latin America (LAS)	G	A	New Color Kit Offer brochure for BZ & LAS only. Artwork created by 3rd party vendor-Rieves/Carlberg. Already localized. Files have been released to pre-flight twice without passing (7/31 & 8/1).			31-Jul-00								04-Aug-00		04-Aug-00
	G Fritsche	2C00 MT&MC			203 - Brazil (Portuguese)	G	A	New Color Kit Offer brochure for BZ & LAS only. Artwork created by 3rd party vendor-Rieves/Carlberg. Already localized. Files have been released to pre-flight twice without passing (7/31 & 8/1).			31-Jul-00								04-Aug-00		04-Aug-00
EULA - MC&MT	C Doussan	2C00 MT&MC		103723	001 - US (English)	G	A	Translations were done in previous cycles, so no dates were needed.			06-Oct-99						01-Apr-98	30-Apr-99	30-Apr-00	30-Apr-99	31-May-00
	C Doussan	2C00 MT&MC			121 - French Canada (French)	G	A	Translations were done in previous cycles, so no dates were needed.			06-Oct-99						01-Apr-98	30-Apr-99	30-Apr-00	03-May-99	31-May-00
	C Doussan	2C00 MT&MC			161 - Latin America (LAS)	G	A	Translations were done in previous cycles, so no dates were needed.			06-Oct-99						01-Apr-98	30-Apr-99	30-Apr-00	30-Apr-99	31-May-00

Search by MVB DateCriteria:												Translations									
Deliverable	Program Manager	Programs	Media Type	Parent Part Number	Dash Language	R Y G	Status	Comments	First Review	Second Review	Files to Pre-flight	Files to Translation	Translation Request Date	Commit Date	Actual Return	Release To Review	Review Complete	Preflight Complete	Target To Print	Release to Int'l Docs drive	MVB Date
Logitech QuickCam RTF Card	K Oliver	2C00 MT&MC	Print	180820	001 - US (English)	Y	A	5/10 - need to add "Visit the Spotlife Website at www.compaq.com/go/spotlife" per Sarah. Emailed Bob to find out how many have printed, if any The -002 Version was released on 5/12/2000 BP	12-Apr-00	14-Apr-00	04-May-00	05-May-00	16-May-00			11-Apr-00	13-Apr-00	12-May-00	30-Apr-00	12-May-00	31-May-00
	K Oliver	2C00 MT&MC			121 - French Canada (French)	Y	A	5/10 - need to add "Visit the Spotlife Website at www.compaq.com/go/spotlife" per Sarah. Emailed Bob to find out how many have printed, if any.	12-Apr-00	14-Apr-00	04-May-00	16-May-00	16-May-00	18-May-00	17-May-00	17-May-00		24-May-00	30-Apr-00	24-May-00	31-May-00
	K Oliver	2C00 MT&MC			161 - Latin America (LAS)	Y	A	5/10 - need to add "Visit the Spotlife Website at www.compaq.com/go/spotlife" per Sarah. Emailed Bob to find out how many have printed, if any	12-Apr-00	14-Apr-00	04-May-00	16-May-00	16-May-00	18-May-00	17-May-00	17-May-00			30-Apr-00		31-May-00
	K Oliver	2C00 MT&MC			201 - Brazil (Portuguese)	Y	A	5/10 - need to add "Visit the Spotlife Website at www.compaq.com/go/spotlife" per Sarah. Emailed Bob to find out how many have printed, if any.	12-Apr-00	14-Apr-00	27-Apr-00	16-May-00	16-May-00	18-May-00	17-May-00	17-May-00			30-Apr-00		31-May-00
Millennium Upgrade Offer RTF	M Marsh	2C00 MT&MC		200539	001 - US (English)	G	C	CANCELLED On Hold for release to Print due to question arising on 5/16 regarding fulfillment criteria. Waiting for word from US Retail/Kevin Winert.										11-May-00	09-May-00	11-May-00	31-May-00
	M Marsh	2C00 MT&MC			121 - French Canada (French)	G	C	CANCELLED On Hold for release to Print due to question arising on 5/16 regarding fulfillment criteria. Waiting for word from US Retail/Kevin Winert.						18-May-00	16-May-00	16-May-00	16-May-00		19-May-00		31-May-00
MP-3 Digital Audio Player	G Fritsche	2C00 Special Project		175380	001 - US (English)	G	A	MP-3 Audio Player is a stand alone product that will not be bundled in with any 2C00 product. The writer will be a Kitba employee working out of the Kibta office. Text released to preflight on 7-14. Bp	16-Mar-00	30-Mar-00								14-Jul-00	10-Jun-00	14-Jul-00	11-Jul-00
MSG - Microtower	H Walker	2C00 Microtower			001 - US (English)	G	A	MSG covers all Microtower platforms	31-Mar-00	21-Apr-00									30-Apr-00		31-May-00
MSG - Minitower		2C00 Minitower			001 - US (English)	G	A		31-Mar-00	18-Apr-00									30-Apr-00		31-May-00
My Presario-Learning More Online Guide	G Fritsche	2C00 MT&MC	CD		001 - US (English)	G	A	The My Presario-Learning More Guide will be in CD format only.	28-Mar-00	10-Apr-00	15-May-00	11-Apr-00	10-Apr-00			10-Apr-00	12-Apr-00	16-May-00	30-Apr-00		31-May-00
	G Fritsche	2C00 MT&MC			121 - French Canada (French)	G	A	The My Presario-Learning More Guide will be in CD format only.	28-Mar-00	10-Apr-00		01-May-00	10-Apr-00	18-May-00					30-Apr-00		31-May-00
	G Fritsche	2C00 MT&MC			161 - Latin America (LAS)	G	A	The My Presario-Learning More Guide will be in CD format only.	28-Mar-00	10-Apr-00		01-May-00	10-Apr-00	18-May-00					30-Apr-00		31-May-00
	G Fritsche	2C00 MT&MC			201 - Brazil (Portuguese)	G	A	The My Presario-Learning More Guide will be in CD format only.	28-Mar-00	10-Apr-00		01-May-00	10-Apr-00	18-May-00					30-Apr-00		31-May-00
Part Return Instructions	A DiGenova	2C00 MT&MC	P+W	400125-001	001 - US (English)	G	A	Updated instructions for returning defective parts that the customer replaced by following the appropriate EURP document.									10-May-00		22-May-00		31-May-00
Quick Reference Card RTF	K Oliver	2C00 Special Project		198688	001 - US (English)	G	D	RTF to be graphic only. NO text	01-May-00	03-May-00	05-May-00	05-May-00	10-May-00					09-May-00	15-May-00	09-May-00	31-May-00
	K Oliver	2C00 Special Project			121 - French Canada (French)	G	A	No text on this card, however the legal notice will be country specific. Translations are complete. Writer to drop in country specific translations on card.	01-May-00	03-May-00	04-May-00	05-May-00	09-May-00	16-May-00	16-May-00	16-May-00	16-May-00	16-May-00	15-May-00	16-May-00	31-May-00

Search by MVB DateCriteria:												Translations									
Deliverable	Program Manager	Programs	Media Type	Parent Part Number	Dash Language	R Y G	Status	Comments	First Review	Second Review	Files to Pre-flight	Files to Translation	Translation Request Date	Commit Date	Actual Return	Release To Review	Review Complete	Preflight Complete	Target To Print	Release to Int'l Docs drive	MVB Date
Quick Reference Card RTF	K Oliver	2C00 Special Project		198688	161 - Latin America (LAS)	G	A	No text on this card, however the legal notice will be country specific. Translations are complete. Writer to drop in country specific translations on card.	01-May-00	03-May-00	04-May-00	05-May-00	10-May-00	16-May-00	16-May-00	16-May-00	16-May-00	16-May-00	15-May-00	16-May-00	31-May-00
	K Oliver	2C00 Special Project			201 - Brazil (Portuguese)	G	A	No text on this card, however the legal notice will be country specific. Translations are complete. Writer to drop in country specific translations on card.	01-May-00	03-May-00	04-May-00	05-May-00	10-May-00	16-May-00	16-May-00	16-May-00	16-May-00	16-May-00	15-May-00	16-May-00	31-May-00
Quick Restore RTF US/Can	C Doussan	2C00 MT&MC	Print	C00017	001 - US (English)	G	A	Work order submitted in Feb 1. Part number is 191792-001	06-Mar-00	13-Mar-00		06-Apr-00	25-Apr-00					12-May-00	30-Apr-00	12-May-00	31-May-00
Quick Restore RTF LA/BZ	C Doussan	2C00 MT&MC		C00018	161 - Latin America (LAS)	G	A	Work order submitted in February 1.	06-Mar-00	13-Mar-00		06-Apr-00	25-Apr-00						30-Apr-00		31-May-00
Quick Setup Poster	G Fritsche	2C00 MT&MC		180429	001 - US (English)	G	A	There will be 1 Setup Poster for all Platforms	18-Feb-00	15-Mar-00	27-Apr-00	25-Apr-00	30-Apr-00	25-Apr-00	15-May-00	15-Apr-00	20-Apr-00	26-Apr-99	30-Apr-00	26-Apr-00	31-May-00
	G Fritsche	2C00 MT&MC			161 - Latin America (LAS)	G	A	There will be one setup poster for all Platforms	18-Feb-00	15-Mar-00	27-Apr-00	27-Apr-00	30-Apr-00	17-May-00	15-May-00	15-May-00	15-May-00	23-May-00	30-Apr-00	23-May-00	31-May-00
	G Fritsche	2C00 MT&MC	Print		201 - Brazil (Portuguese)	G	A	There will be 1 Setup Poster for all Platforms	18-Feb-00	15-Mar-00	27-Apr-00	27-Apr-00	30-Apr-00	17-May-00	15-May-00	15-May-00	15-May-00	23-May-00	30-Apr-00	23-May-00	31-May-00
	G Fritsche	2C00 MT&MC			401 - Canada (English)	G	A	There will be 1 setup Poster for all Platforms	18-Feb-00	15-Mar-00	27-Mar-00	26-Mar-00	30-Apr-00	17-May-00	15-May-00	15-May-00	15-May-00	23-May-00	30-Apr-00	23-May-00	31-May-00
Radio Shack Customer Choice Booklet	M Marsh	2C00 MT&MC	Print	190316	001 - US (English)	G	D	COMPLETE!!										09-May-00	08-May-00	09-May-00	30-May-00
Radio Shack Shell Label	M Marsh	2C00 MT&MC		202130	001 - US (English)	G	D	COMPLETE Corel file is Good. PDF colorspace is wrong, ok per PM it did not need preflight anyway. Bp											12-May-00	12-May-00	30-May-00
Safety & Comfort Flyer	J Kelly	2C00 MT&MC		180426	001 - US (English)	G	A	DLP is an independent s/w development not a stop ship issue.										27-Mar-00	30-Apr-00	27-Mar-00	31-May-00
Service & Support Card	G Fritsche	2C00 MT&MC	Print	198179	001 - US (English)	G	A	This is a Service and Support Card for our Affinity Partners.	25-Apr-00	28-Apr-00	22-May-00	10-May-00	10-May-00	10-May-00	15-May-00	05-May-00	05-May-00	23-May-00	30-Apr-00	23-May-00	31-May-00
	G Fritsche	2C00 MT&MC			401 - Canada (English)	G	A	This is a Service and Support Card for our Affinity Partners.	25-Apr-00	28-Apr-00	22-May-00	10-May-00	10-May-00	18-May-00	16-May-00	16-May-00	16-May-00	23-May-00	30-Apr-00	23-May-00	31-May-00
Software Choice Flyer (from 1C00)	M Marsh	2C00 MT&MC		162928B	001 - US (English)	G	D	COMPLETE Using 1C00 Software Choice flyer - no modifications - for 2C00. Released to print on 4/24/2000. Not re-preflighted for this cycle. Bp											25-Apr-00	25-Apr-00	31-May-00
Warranty - BTO	K Oliver	2C00 MT&MC		180535	001 - US (English)	G	D	Caribbean warranty combined with US and Fr/Ca	21-Apr-00	24-Apr-00	02-May-00							03-May-00		03-May-00	31-May-00
	K Oliver	2C00 MT&MC			121 - French Canada (French)	G	D	US, Fr/Ca, and Caribbean combined into one warranty 05/16/00 - Canceled, will go with 2 warranty's from 1C00	21-Apr-00	28-Apr-00	02-May-00								29-Apr-00		30-May-00
Warranty (LA/SP & BZ/Port)	K Oliver	2C00 MT&MC		127517	161 - Latin America (LAS)	R	A	GEO reviewing - due 2/1/00 Preflighted revision 162	01-May-00	09-May-00	01-Feb-00		01-Mar-00	18-May-00	08-May-00	08-May-00		19-Nov-99	15-May-00	19-Nov-99	31-May-00
	K Oliver	2C00 MT&MC			201 - Brazil (Portuguese)	R	A	GEO reviewing - due 2/1/00	01-May-00	09-May-00	01-Feb-00		01-Mar-00	18-May-00	08-May-00	08-May-00			15-May-00		31-May-00

Here is a list of SME (Subject Matter Experts) to assist you in gathering the technical information you need for writing the various topics for the Users Manual and the Getting Started Guide. *Engineering SMEs* can also assist in getting some lab time for testing those processes that need to be validated. They will participate in the first and second topic review to determine technical accuracy and completeness. If you would like to be introduced to an SME or if you are having problems reaching any of the SMEs, please let the Documentation PM know immediately. The PM can help you schedule these meetings.

The *Product Marketing SMEs* will assist with the messaging that Compaq wants to convey in their documentation and will participate in all topic reviews including the final review. Sarah Elkins will have final signature authority for BTO documentation and Kelly Townsend will have final signature authority for CTO documents.

As You schedule your meetings, make sure that you include both *Engineering SMEs & Product Marketing SMEs*. Also be sure to let the *Documentation PM's* know of the meetings.

Here is the list of SME's for your reference:

### **Engineering Module SME's**

Audio/Video -- Greg Young (4-8406) Rm. 6792  
Bios -- Stan Stanart (8-6767) Rm. 6533  
Printers -- Derril Sturgeon (8-6068) Rm. 5631  
3rd Party SW, Keyboard, Mouse - Roger Hupfauer (4-7449) Rm. 5883  
Networks -- Doug Walrath (4-2771) Rm. 6755  
Modems -- Bob Valentine (4-2958) Rm. N10102  
Fax -- Steve Sheridan (4-1173) Rm. N9052  
Power Supply -- Robert McKay (4-8346) Rm. 6749  
Memory - Mark Reinke (4-6227) Rm. 6657  
Hard Drives -- Michael Jackson (4-5747) Rm. 6789  
Quick Restore -- Robert Sullivan (4-5488) Rm. 5770  
CD/DVD Drive -- Kim Hale (8-8383) Rm. 6752  
Display/Monitor -- John Frederick (8-0723) Rm. 5607  
Windows -- Duane Gatten (8-0941) Rm. 6534  
Internet keyboard -- Tim Solomon (4-5439) Rm. 5611  
Service & Support -- Cathy Thompson (7-1007) Rm. 6660A  
Speakers -- Mark Blanchard (4-4058) Rm. 6669  
Graphics -- Joe Sillivent (4-8600) Rm. CCA6

### **Product Marketing SMEs**

All BTO -- Sarah Elkins (7-1102) Rm. 5587  
Hard Drive Storage & CDRW -- Kellie Thomas (7-8646) Rm. 5586  
Kellie is also handling the CTO ads for box labels.  
Platform, system boards, processors -- David Conrad (4-0976) Rm. 5587  
Audio/Video/Graphics/Speakers -- Steve Gonzalez (8-5537) Rm. 5565  
3rd Party Software, My Presario, My Way, Software Choice -- Kevin Winert (4-8528) Rm. 5555  
Internet Keyboard -- Sarah Elkins  
Quick Cam, Mouse -- Andrew Krieger (8-6354) Rm. 5562  
Modems, Networks -- Joe Brod (4-9414) Rm. 5581  
All CTO -- Kelli Townsend (4-2595) Rm. 5589 or Richard Scruggs (8-4528) Rm. 5586  
Compaq Knowledge Center -- Beverly Davis

### **Platform Assignments**

BMW-2	Gary Stephens (4-8307) Rm. 6756
Prowler-2	Perry Kee (8-3390) Rm. 6660
Camaro-2	Gary Welch (8-5725) Rm. 6662
Elise-2	Obi Agoh (4-7144) Rm. 6651
Pipeline	Charlie Shaver (8-7453) Rm. 6680
Quemao (CKK)	Sherry Elrod (4-9236) Rm. 5582

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

## PRODUCT DESCRIPTION - INDEX PAGE

[Model Specific Features](#)

[CPU Controls and Lights](#)

[Side Access Panel](#)

[Internet Keyboard Controls](#)

[Rear Connectors](#)

Connector pin assignments

[Power Cord Set Requirements](#)

General requirements

1.800.AT.COMPAQ

## Maintenance and Service Guide

### Compaq Presario Internet PC 5000 Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

## TROUBLESHOOTING - INDEX PAGE

[Clearing CMOS](#)

[Power-On Self Test \(POST\)](#)

[Configuration](#)

Preparing the computer

Setup

Accessing Compaq utilities options

[Diagnostic Error Codes](#)

[Troubleshooting without Diagnostics](#)

Checklist for minor problems

Hardware installation

Power

USB

Diskette drive

Hard drive

CD, CD-RW, and DVD drive

Resolving hardware conflicts

1.800.AT.COMPAQ

## Maintenance and Service Guide

### Compaq Presario Internet PC 5000 Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

## ILLUSTRATED PARTS CATALOG - INDEX PAGE

**NOTE:**

The computer [serial number](#) should be provided to Compaq whenever requesting information or ordering spare parts.

[Mass storage devices](#)

[Keyboards](#)

[Cables](#)

[Miscellaneous parts](#)

[Standard & Optional Boards](#)

[Fax/modem](#)

1.800.AT.COMPAQ



## Maintenance and Service Guide

### Compaq Presario Internet PC 5000 Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## REMOVAL & REPLACEMENT PROCEDURES - INDEX PAGE

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

[Electrostatic Discharge](#)[Service Considerations](#)[Preparation for Disassembly](#)[Serial Number](#)[Side Access Panel](#)[Graphics Card](#)[Memory Module](#)[Hard drive](#)[Diskette drive](#)[Removing the Upper Front Panel](#)[Removing the CD Storage Door](#) (Lower Front Panel)  
[Open the CD Storage Door](#)[Optical and Mass Storage Devices](#)

CD, CD-RW and/or DVD drive

Hard Drive

Diskette Drive

[Power Supply Assembly](#)[Front I/O Board](#)[System Board and Components](#)

RTC Battery

Microprocessor/Heatsink Assembly

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC 5000 Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

## JUMPER & SWITCH INFORMATION - INDEX PAGE

[System Board](#)

[CD and DVD and CD-RW Drive](#)

[Hard Drives](#)

1.800.AT.COMPAQ

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

## Maintenance and Service Guide

### Compaq Presario Internet PC 5000 Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## SPECIFICATIONS - INDEX PAGE

This section provides physical, environmental, and performance specifications for Compaq Series Personal Computers.

[CD or DVD and CD-RW drive](#)[Diskette drive](#)[Fax-modem](#)[Power Supply Assembly](#)[System](#)[1.800.AT.COMPAQ](#)[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[System](#)[Power Supply  
Assembly](#)[Diskette drive](#)[CD or DVD and  
CD-RW drive](#)[Fax/modem](#)

## SPECIFICATIONS

### DVD Drive

Information for the DVD, CD, and CD-RW drives immediately follows.

#### DVD Drive

Dimensions	U. S.	Metric
Width	in	cm
Height	in	cm
Depth	in	cm
Weight	lb	kg
Modes Supported		
Block Size		
Center Hole		
Diameter		
Thickness		
Track Pitch		
Access Time		
Random		
Full Stroke		

Audio Output Level  
Line Out  
Headphone  
Cache Buffer  
Data Transfer Rate

Sustained

Burst

Startup Time  
Stop Time

## CD Drive

Information for the CD drive immediately follows.

	CD Drive	
Dimensions	U. S.	Metric
Width	in	cm
Height	in	cm
Depth	in	cm
Weight	lb	kg
Modes Supported		
CD-ROM	Mode 1 and Mode 2	
CD-DA	Audio	
CD-XA	Mode 2, Form 1 and 2	
Photo CD	Multiple Session	
Video-CDI	Multiple Session	
CD-Plus/CD-Extra/CD Enhanced	Multiple Session	
CD-RW	Multiple Session	
Block Size		

CD-ROM	2048 bytes	
Mode 1 and Mode 2 Form 1 (XA)	2336 bytes	
CD-ROM Mode 2	2324 bytes	
CD-DA	2324 bytes	
CD-XA		
Center Hole	1.5 mm diameter	
Diameter	120 mm / 80mm	
Thickness	1.2 mm	
Track Pitch	1.6 $\mu$ m	
Access Time		
Random	< 95 ms	
Full Stroke	< 190 ms	
Audio Output Level		
Line Out	0.7 Vrms $\pm$ 20%	
Headphone	0.6 Vrms $\pm$ 20%	
Cache Buffer	256 KB	
Data Transfer Rate		
Sustained	Mode 1 4800 KB/sec KB/sec (32 $\times$ )	Mode 2 5475 KB/sec KB/sec (32 $\times$ )
Burst	MB/sec	MB/sec
Startup Time	< 5 sec	
Stop Time	< 5 sec	

## CD-RW Drive

Information for the CD-RW drive immediately follows.

	CD-RW Drive	
Dimensions	U. S.	Metric

Width	in	cm
Height	in	cm
Depth	in	cm
Weight	lb	kg
Modes Supported		
CD-ROM	Mode 1 and Mode 2	
CD-DA	Audio	
CD-XA	Mode 2, Form 1 and 2	
Photo CD	Multiple Session	
Video-CDI	Multiple Session	
CD-Plus/CD-Extra/CD Enhanced	Multiple Session	
CD-RW	Multiple Session	
Block Size		
CD-ROM	2048 bytes	
Mode 1 and Mode 2 Form 1 (XA)	2336 bytes	
CD-ROM Mode 2	2324 bytes	
CD-DA	2324 bytes	
CD-XA		
Center Hole	1.5 mm diameter	
Diameter	120 mm / 80mm	
Thickness	1.2 mm	
Track Pitch	1.6 $\mu$ m	
Access Time		
Random	< 95 ms	
Full Stroke	< 190 ms	
Audio Output Level		
Line Out	0.7 Vrms $\pm$ 20%	
Headphone	0.6 Vrms $\pm$ 20%	
Cache Buffer	256 KB	



## Data Transfer Rate

	Mode 1	Mode 2
Sustained	4800 KB/sec KB/sec (32×)	5475 KB/sec KB/sec (32×)
Burst	MB/sec	MB/sec
Startup Time	< 5 sec	
Stop Time	< 5 sec	

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Power Supply  
Assembly](#)[Diskette drive](#)[System](#)[DVD or CD and  
CD-RW drive](#)[Fax/modem](#)

## SPECIFICATIONS

### System Specifications

[General system specifications](#)[System interrupts](#)[System I/O](#)[System memory](#)[System DMA](#)

### General System Specifications

Dimensions **Information not Available**

Height in

Length in

Width in

Weight lbs.

## Input Requirements

Nominal Line Voltage	115/230 VAC.
Range Line Voltage	90-132 VAC, 180-264 VAC.
Line Frequency	47-63HZ
Input Current	4.5A RMS@Max Load

## Power (watts)

Steady State	145W
--------------	------

## Environmental Requirements

### Temperature

Operating	50° to 95° F	10° to 35° C
Shipping	-4° to 140° F	-20° to 60° C

### Humidity (noncondensing)

Operating	8% to 90%	8% to 90%
Nonoperating	5% to 95%	5% to 95%

### Maximum Altitude (unpressurized)

Operating	10,000 ft	3048 m
Nonoperating	30,000 ft	9144 m

## System Interrupts

Hardware IRQ    System Function

IRQ 0	System timer
IRQ 1	Motherboard resources
IRQ 2	Programmable interrupt controller
IRQ 3	ACPI IRQ Holder for PCI IRQ Steering
IRQ 3	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133) 4.11.01.1321
IRQ 4	Motherboard resources
IRQ 5	Intel(r) 82801AA SMBus Controller
IRQ 5	SoundMAX Integrated Digital Audio
IRQ 5	ACPI IRQ Holder for PCI IRQ Steering
IRQ 6	Standard Floppy Disk Controller
IRQ 8	System CMOS/real time clock
IRQ 9	SCI IRQ used by ACPI bus
IRQ 11	ACPI IRQ Holder for PCI IRQ Steering
IRQ 11	ACPI IRQ Holder for PCI IRQ Steering
IRQ 11	Texas Instruments OHCI IEEE 1394 Host Controller
IRQ 11	Intel(r) 82801AA USB Universal Host Controller
IRQ 12	Motherboard resources
IRQ 13	Numeric data processor
IRQ 14	Primary IDE controller (dual fifo)
IRQ 14	Intel(r) 82801AA Ultra ATA Controller
IRQ 15	Secondary IDE controller (dual fifo)
IRQ 15	Intel(r) 82801AA Ultra ATA Controller

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[System](#)[DVD or CD and  
CD-RW drive](#)[Diskette drive](#)[Power Supply  
Assembly](#)[Fax/modem](#)

## SPECIFICATIONS

### Power Supply Assembly

U. S.

#### Input Specifications

Nominal Line Voltage	115 to 230 VAC
Range Input Line	90 to 264 VAC
Frequency Range	47 to 63 Hz AC
Input Current	115V 3.00 AMPS
Input Current	4.5A RMS@Max Load
Output Power	145 Watts
Inrush Current	80 A at 132 VAC (cold start)

Holdup Time

16 ms from zero

Environment  
Operating

Temperature Range

10 to +50 ° C

Non-Operating

-40 to +66 ° C

Humidity  
Operating

Non Condensing  
20% to 90% RH

Storage

5% to 95% RH

1.800.AT.COMPAQ

[privacy and legal statement](#)



## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## SPECIFICATIONS

[System](#)[Power Supply  
Assembly](#)[DVD or CD and  
CD-RW drive](#)[Diskette drive](#)[Fax/modem](#)

### Diskette Drive

#### Diskette

Size (in)

3.5 (8.89 cm)

High Density (MB)

1.44

Light

Green

Height

One-third

Bytes per Sector

512

Sectors per Track

High Density

18

Tracks per Side

High Density

80

Low Density

80

Rotational Speed

300 RPM

Read/Write Heads

2

Average Seek Time (ms)

Track-to-Track

3

Settling Time

15 (Max)

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## SPECIFICATIONS

[System](#)[Power Supply  
Assembly](#)[Diskette drive](#)[Fax/modem](#)[DVD or CD and  
CD-RW drive](#)

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

Fax Mode	Fax modem send and receive rates up to 14400bps * V.17, V.29, V.27ter, and V.21 channel 2 * TIA/EIA 578 Class 1 FAX
Error Correction	ITU-T recommended V.42 error correction. V.42 error correction (LAM and MNP).

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

System

[Power  
supply/Fan  
Assembly](#)[Diskette drive](#)[Hard drives](#)[CD or DVD and  
CD-RW drives](#)[Mouse](#)[Fax/modem](#)

## SPECIFICATIONS

### System Specifications (continued)

[General system specifications](#)[Video memory](#)[System interrupts](#)[System I-O](#)[System memory](#)[System DMA](#)

## System I/O

I/O Address (Hex)

System Function (Shipping Configuration)

0000h-000Fh

Direct memory access controller

0010h-001Fh

Motherboard resources

0020h-003Fh	Programmable interrupt controller
0040h-0043h	System timer
004Eh-004Fh	Motherboard resources
0050h-0052h	Motherboard resources
0060h-0060h	Motherboard resources
0061h-0061h	System speaker
0064h-0064h	Motherboard resources
0070h-0071h	System CMOS/real time clock
0072h-0077h	Motherboard resources
0080h-008Fh	Direct memory access controller
0090h-009Fh	Motherboard resources
00A0h-00BFh	Programmable interrupt controller
00C0h-00DFh	Direct memory access controller
00F0h-00FFh	Numeric data processor
0170h-0177h	Secondary IDE controller (dual fifo)
0170h-0177h	Intel(r) 82801AA Ultra ATA Controller
01F0h-01F7h	Intel(r) 82801AA Ultra ATA Controller
01F0h-01F7h	Primary IDE controller (dual fifo)
0376h-0376h	Intel(r) 82801AA Ultra ATA Controller
0376h-0376h	Secondary IDE controller (dual fifo)
0390h-0397h	Motherboard resources

03B0h-03BBh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133) 4.11.01.
03C0h-03DFh	Intel(R) 810e Chipset Graphics Driver (DC133 FSB133) 4.11.01.
03F0h-03F5h	Standard Floppy Disk Controller
03F6h-03F6h	Primary IDE controller (dual fifo)
03F6h-03F6h	Intel(r) 82801AA Ultra ATA Controller
0400h-047Fh	Motherboard resources
04D0h-04D1h	Motherboard resources
0CF8h-0CFFh	PCI bus
2000h-20FFh	SoundMAX Integrated Digital Audio
2400h-243Fh	SoundMAX Integrated Digital Audio
2460h-246Fh	Intel(r) 82801AA Ultra ATA Controller
2460h-2467h	Primary IDE controller (dual fifo)
2468h-246Fh	Secondary IDE controller (dual fifo)
EE00h-EE7Fh	Motherboard resources
EE80h-EEBFh	Motherboard resources
EEC0h-EEDFh	Intel(r) 82801AA USB Universal Host Controller
EEE0h-EEEFh	Intel(r) 82801AA SMBus Controller

[privacy and legal statement](#)



## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## SPECIFICATIONS

[System](#)[Power Supply/Fan  
Assembly](#)[Diskette drive](#)[Mouse](#)[DVD or CD and  
CD-RW drive](#)[Fax/modem](#)

### USB Mouse

Dimensions

U. S.

Metric

Height  
Length  
Width

Weight w/cable

4.59 oz

130 g

Base Resolution

400 dpi

15.8 dpmm

Tracking Speed (maximum)

10 in/sec

25 cm/sec

Temperature

Operating  
Non-Operating

0° C to + 40° C  
-20° C to + 60° C

32° F to 104° F  
4° F to 140° F

Lifetime

Mechanical  
Switch

Exceeds 300 miles  
Exceeds 1 million  
operations

Exceeds 483 km  
Exceeds 1 million  
operations

Relative Humidity

10% to 90%, noncondensing at ambient.

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### System

[Power supply/Fan Assembly](#)[Diskette drive](#)[CD or DVD and CD-RW drives](#)[Mouse](#)[Fax/modem](#)

## SPECIFICATIONS

### System Specifications (continued)

[General system specifications](#)[Video memory](#)[System interrupts](#)[System I-O](#)[System memory](#)[System DMA](#)

Memory Address

00000000h-0009FFFFh

000A0000h-000AFFFFh

000B0000h-000BFFFFh

System Function

System board extension for ACPI BIOS

Intel(R) 810e Chipset Graphics Driver (DC133 FSB133)

Intel(R) 810e Chipset Graphics Driver (DC133 FSB133)

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

## System DMA

Hardware	System Function (Default)
DMA 2	Standard Floppy Disk Controller
DMA 4	Direct memory access controller

1.800.AT.COMPAQ

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

System board

[Hard drives](#)

[CD or DVD and  
CD-RW drive](#)

## JUMPER & SWITCH INFORMATION

### System Board Index

[System Board Connectors](#)

1.800.AT.COMPAQ

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[System board](#)[Hard drives](#)[CD or DVD and  
CD-RW drive](#)

## JUMPER & SWITCH INFORMATION

### Hard Drives

Compaq Computer Corporation uses IDE hard disk drives that conform to two different device 0/device 1 implementations. These are Conner mode and ATA-compatible mode. These two modes are incompatible with one another.

**IMPORTANT:**

Jumper settings are shown on top of the hard drives.

1.800.AT.COMPAQ

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[System board](#)[Hard drives](#)CD, CD-RW, and/or  
DVD drive

## JUMPER & SWITCH INFORMATION

### CD and DVD Drive

Optical Device Type	CD
Optical Device Speed	x
Optical Device Transfer Rate	From 2500 to 6000KB/s
Interface	ATAPI
Transport Type	Tray Load

### CD-RW Drive

Optical Device Type	CD-RW
Device Recording Speed	4x Max
Device ReWrite Speed	2x Max
Device CD Read Speed	24x Max
Storage Capacity: Data	650MB
Storage Capacity: Music	74 Minutes
Interface	EIDE/ATAPI
Transport Type	Tray Load

1.800.AT.COMPAQ

[privacy and legal statement](#)



## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[System board](#)[Hard drives](#)[CD and  
CD-RW drive](#)

## JUMPER & SWITCH INFORMATION

### System Board Connectors

Function	Description
Video	15-pin VGA
Microphone in	Mini stereo
Audio Line out	Mini stereo
(2) DIMM sockets	168-pin DIMM
(3) PCI slots	32-bit PCI connector
Line in	Mini stereo
LCD Panel (Digital Dashboard)	10 pin header
Battery socket	2-pin socket
IDE drives	40-pin headers, key 20
Diskette drive	34-pin header

Fan with active heatsink

Power supply

USB (Used for Keyboard)

1394

Clear CMOS jumper

3-pin header

20-pin header

2 ports on Rear connector

2 ports on Front 10 pin header

2 ports on Front 10 pin header

3 pin header

[Top of Page](#)

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## REMOVAL & REPLACEMENT

### Electrostatic Discharge ([Return to Service Considerations](#))

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.

#### Generating Static

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

Event	Relative Humidity		
	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!**

### 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 electrostatic-sensitive parts from assemblies in protective packaging or conductive foam.

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

### Preventing Damage to Drives

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

- 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.

### 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.

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

## Grounding Workstations

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

- 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, and 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.

## Grounding Equipment

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

**Wrist Straps** are flexible straps with a minimum of 1 megohm  $\pm 10\%$  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/Toestrips/Bootstraps** can be used at standing workstations and are compatible with most types of boots and shoes. On conductive floors or dissipative floor mats, use them on both feet with a minimum of 1 megohm resistance between operator and ground. To be effective, the conductive strips must be worn in contact with the skin.

## Recommended Materials and Equipment

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

- 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 megohm 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 megohm  $\pm$  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

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)

## REMOVAL & REPLACEMENT

### Service Considerations

#### Tool Requirements

- Phillips screwdriver
- Needle-nose pliers
- Flathead screwdriver
- Compaq Utilities software

#### Screws

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

#### Cables and Connectors

Most cables used throughout the unit are ribbon cables. These 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,

[Graphics Card](#)

[Hard Drive](#)

[Upper Front  
Panel](#)

[CD Storage  
Door \(Lower  
Front Panel\)](#)

[3.5" Diskette  
Drive](#)

[Optical and  
Mass Storage  
Devices -  
Index Page](#)

[Power Supply  
Assembly](#)

[Front I/O  
Board](#)

[System Board  
and  
Components](#)

twisting, or tearing the cables, and ensure that they are placed in such a way that they cannot be caught or snagged by parts being removed or replaced.

**CAUTION**  
(182)

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.

### **Ribbon Cable Positions**

[CD,CD-RW, and DVD  
Drives](#)

[Hard Drive](#)

[Diskette drive](#)

[Front I/O Board](#)

[Power Supply Assembly](#)

[Power Button](#)

1.800.AT.COMPAQ

[privacy and legal statement](#)



## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)

## REMOVAL & REPLACEMENT

### Preparation for Disassembly

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

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

**CAUTION**  
(182)

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

**CAUTION**  
(182)

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

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

[Graphics Card](#)

[Hard Drive](#)

[Upper Front  
Panel](#)

[CD Storage  
Door \(Lower  
Front Panel\)](#)

[3.5" Diskette  
Drive](#)

[Optical and  
Mass Storage  
Devices -  
Index Page](#)

[Power Supply  
Assembly](#)

[Front I/O  
Board](#)

[System Board  
and  
Components](#)

- 5 Turn the computer over on its side (open side facing up).

IMPORTANT:

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

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)

## REMOVAL & REPLACEMENT

### Serial Number

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

[Graphics Card](#)

[Hard Drive](#)

[Upper Front  
Panel](#)

[CD Storage  
Door \(Lower  
Front Panel\)](#)

[3.5" Diskette  
Drive](#)

[Optical and  
Mass Storage  
Devices -  
Index Page](#)

[Power Supply  
Assembly](#)

[Front I/O  
Board](#)

[System Board  
and  
Components](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)[Graphics Card](#)[Hard Drive](#)

## REMOVAL & REPLACEMENT

### Removing the Side Access Panel

#### Removal

- 1 Perform the [preparation procedures](#).
- 2 Remove the screw securing the side access panel.
- 3 Locate the latch directly below the screw, press down, and hold in the down position.

[Next Step](#)

[Upper Front  
Panel](#)

[CD Storage  
Door \(Lower  
Front Panel\)](#)

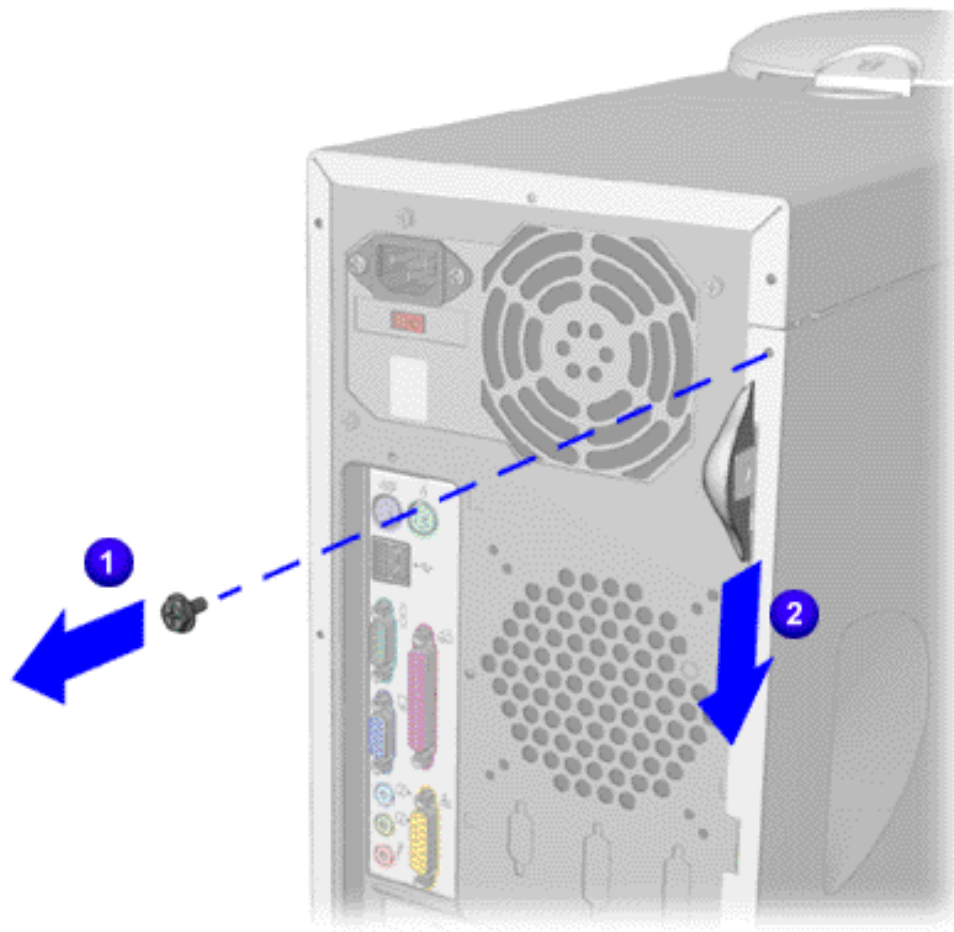
[3.5" Diskette  
Drive](#)

[Optical and  
Mass Storage  
Devices -  
Index Page](#)

[Power Supply  
Assembly](#)

[Front I/O  
Board](#)

[System Board  
and  
Components](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

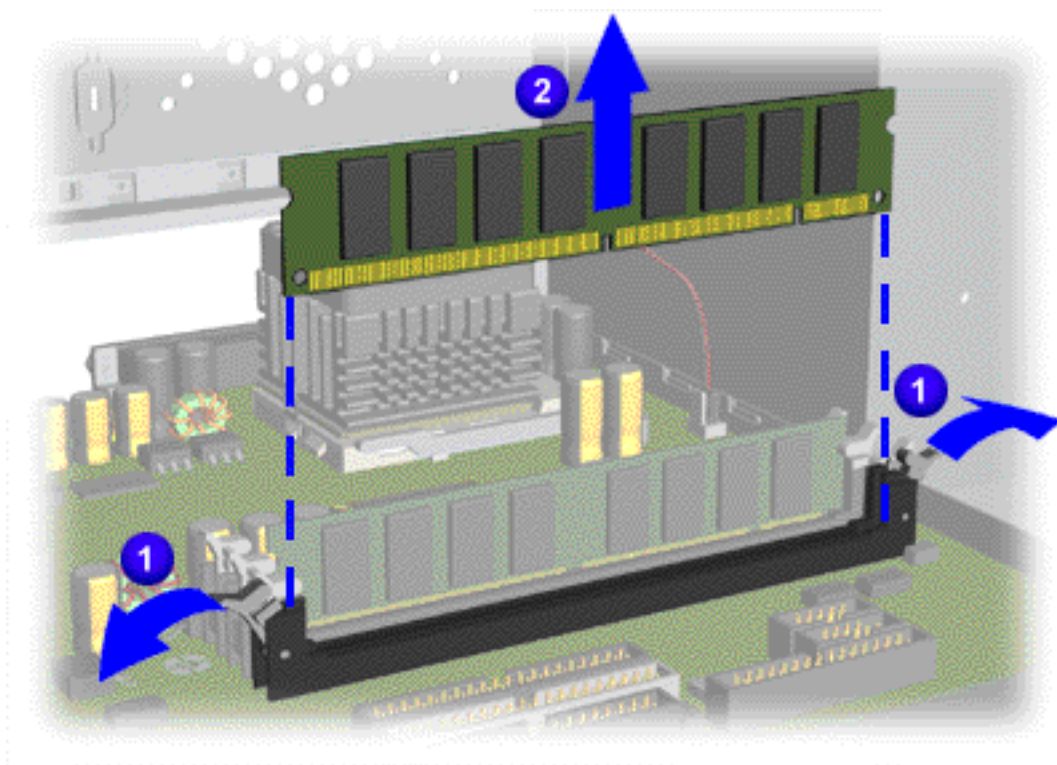
[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)

## REMOVAL & REPLACEMENT

### Removing the Memory Module



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

#### Replacement

- 1 Ensure the latches on both ends properly snap into place.



[Graphics Card](#)

[Hard Drive](#)

[Upper Front  
Panel](#)

[CD Storage  
Door \(Lower  
Front Panel\)](#)

[3.5" Diskette  
Drive](#)

[Optical and  
Mass Storage  
Devices -  
Index Page](#)

[Power Supply  
Assembly](#)

[Front I/O  
Board](#)

[System Board  
and  
Components](#)

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

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)[Graphics Card](#)[Hard Drive](#)

## REMOVAL & REPLACEMENT

### Removing the Expansion Cards (Modem or Network Interface Card)

#### Removal

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

#### Replacement

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

- 1 Align the card with connector on the system board and rear connector slots on the chassis

[Upper Front Panel](#)

[CD Storage Door \(Lower Front Panel\)](#)

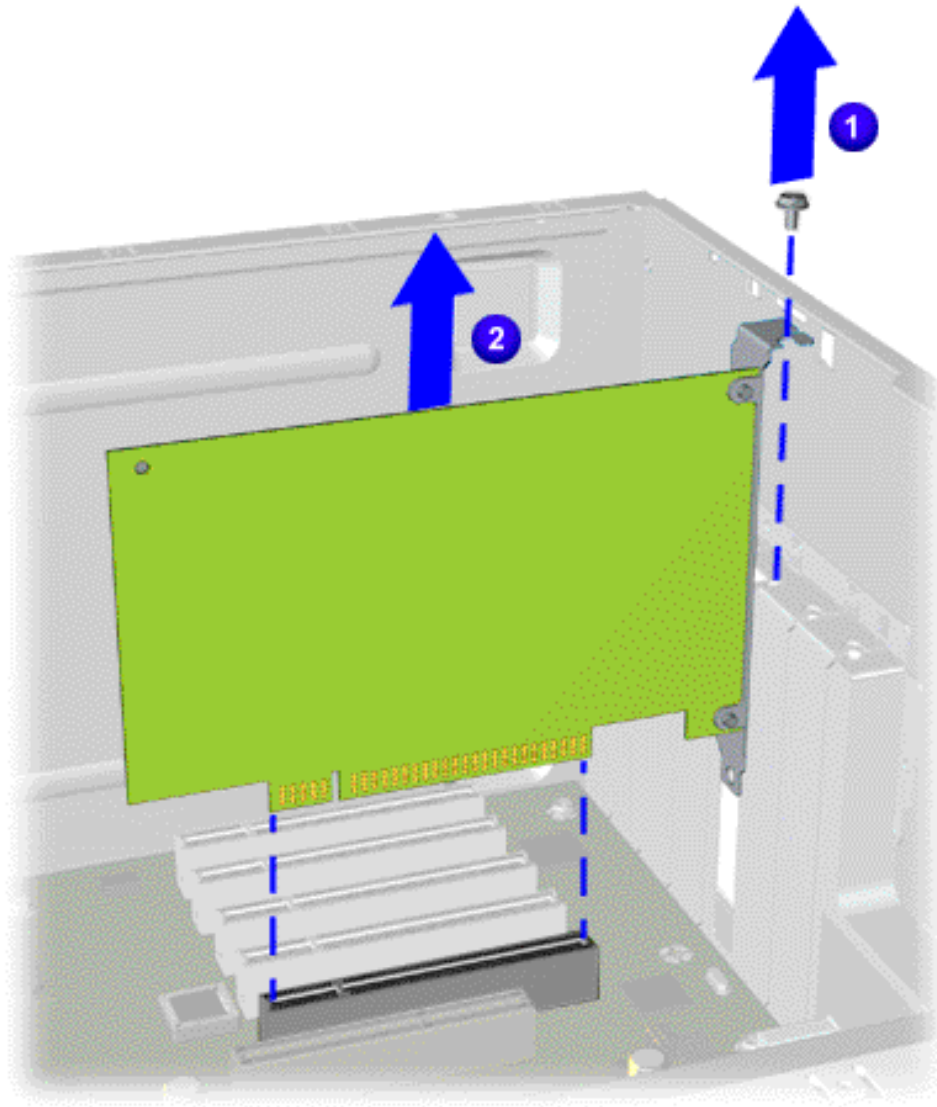
[3.5" Diskette Drive](#)

[Optical and Mass Storage Devices - Index Page](#)

[Power Supply Assembly](#)

[Front I/O Board](#)

[System Board and Components](#)



- 2 Replace the screw to secure the expansion card to the chassis.

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)[Graphics Card](#)

## REMOVAL & REPLACEMENT

### Removing the Graphics Card

#### Removal

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

#### Replacement

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

[Hard Drive](#)

[Upper Front  
Panel](#)

[CD Storage  
Door \(Lower  
Front Panel\)](#)

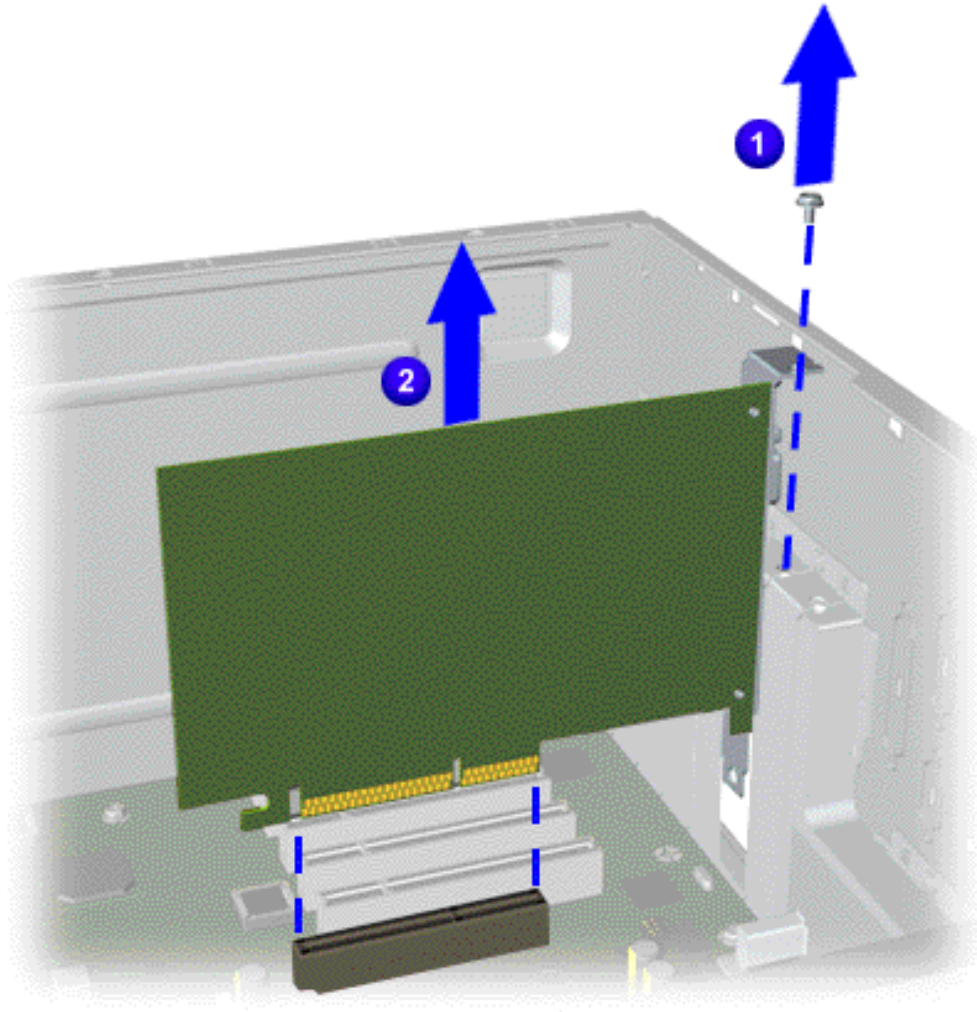
[3.5" Diskette  
Drive](#)

[Optical and  
Mass Storage  
Devices -  
Index Page](#)

[Power Supply  
Assembly](#)

[Front I/O  
Board](#)

[System Board  
and  
Components](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Hard Drive](#)[CD, CD-RW and  
DVD Drive](#)[3.5" Diskette  
Drive](#)[Optical and  
Mass Storage  
Devices Index  
Page](#)

## REMOVAL & REPLACEMENT

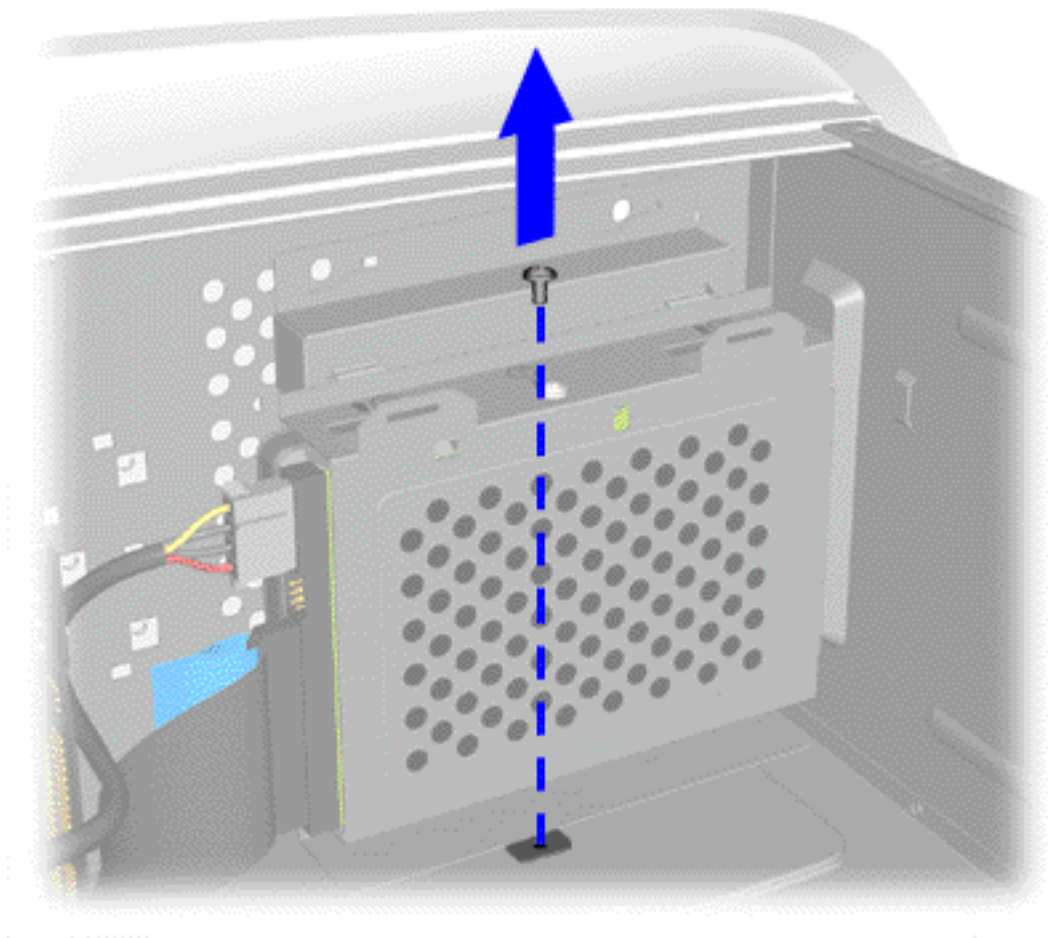
### Removing the Mass Storage Devices

#### Removing the Hard Drive

#### Removal

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

[Next Step](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

COMPAQ

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

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Hard Drive](#)[CD, CD-RW and  
DVD Drive](#)[3.5" Diskette  
Drive](#)[Optical and  
Mass Storage  
Devices Index  
Page](#)

## REMOVAL & REPLACEMENT

### Removing the Optical Devices

#### Removing the CD, CD-RW and/or DVD drive

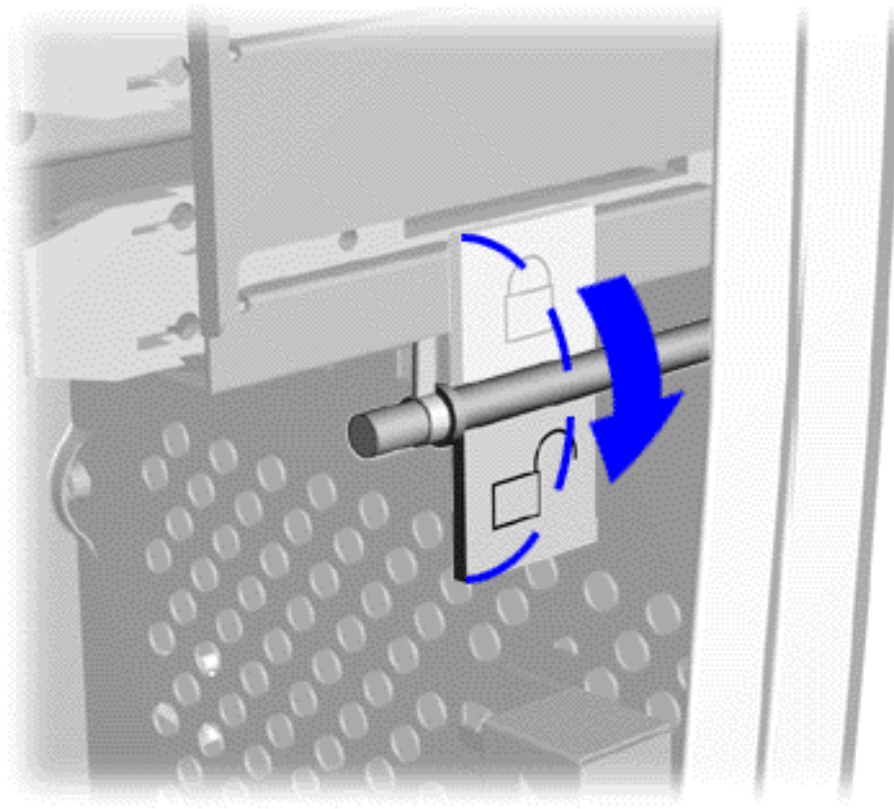
To remove the CD, CD-RW and/or DVD drive, complete the following steps:

#### Removal

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

[NEXT STEP](#)





1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)

## REMOVAL & REPLACEMENT

### Removing the Optical and Mass Storage Devices - Index Page

- 1 [CD,CD-RW and/or DVD Drive](#)
- 2 [Diskette Drive](#)
- 3 [Removing the Drive Rails](#)
- 4 [Hard Drive](#)

[Graphics Card](#)

[Hard Drive](#)

[Upper Front  
Panel](#)

[CD Storage  
Door \(Lower  
Front Panel\)](#)

[3.5" Diskette  
Drive](#)

[Optical and  
Mass Storage  
Devices -  
Index Page](#)

[Power Supply  
Assembly](#)

[Front I/O  
Board](#)

[System Board  
and  
Components](#)

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)

## REMOVAL & REPLACEMENT

### Front Bezel Plastics

#### Removing the Upper Front Panel

#### Removal

- 1 Perform the [preparation procedures](#).
- 2 [Remove the Side Access Panel](#).
- 3 Rotate the lock to the down position to unlock the upper front panel.
- 4 [Open the CD Storage Door \(Lower Front Panel\)](#)..

#### [Next Step](#)

[Graphics Card](#)

[Hard Drive](#)

[Upper Front  
Panel](#)

[CD Storage  
Door \(Lower  
Front Panel\)](#)

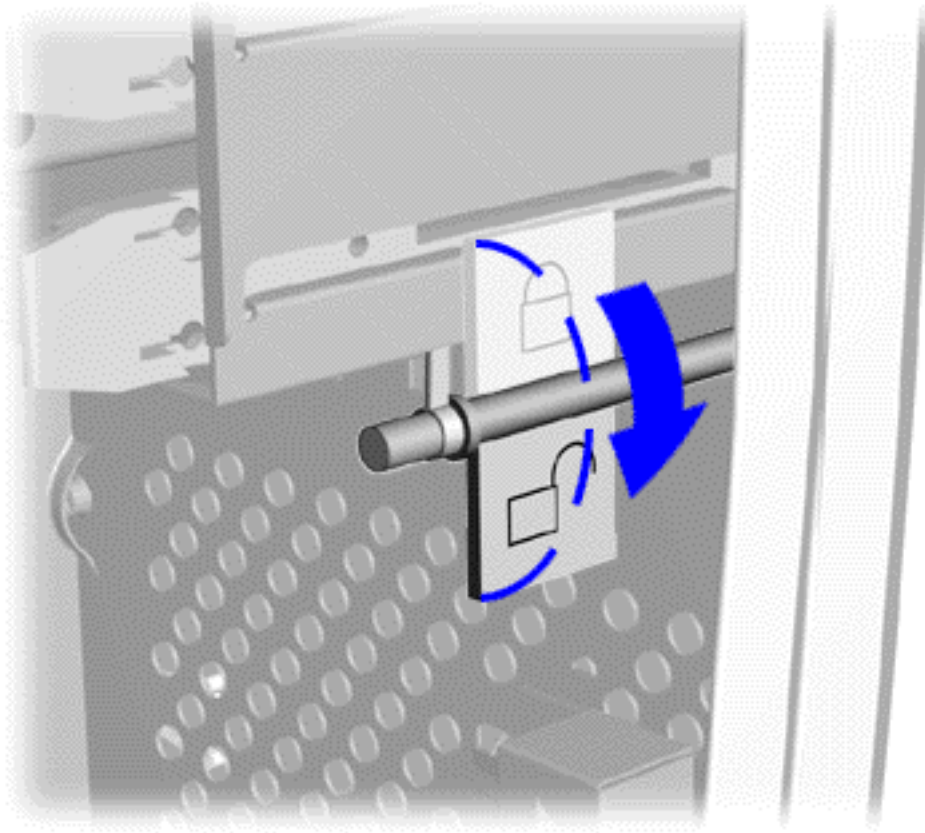
[3.5" Diskette  
Drive](#)

[Optical and  
Mass Storage  
Devices -  
Index Page](#)

[Power Supply  
Assembly](#)

[Front I/O  
Board](#)

[System Board  
and  
Components](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)

## REMOVAL & REPLACEMENT

### Front Bezel Plastics

Opening the CD Storage Door (Lower Front Panel)

#### Removal

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

[Graphics Card](#)

[Hard Drive](#)

[Upper Front  
Panel](#)

[CD Storage  
Door \(Lower  
Front Panel\)](#)

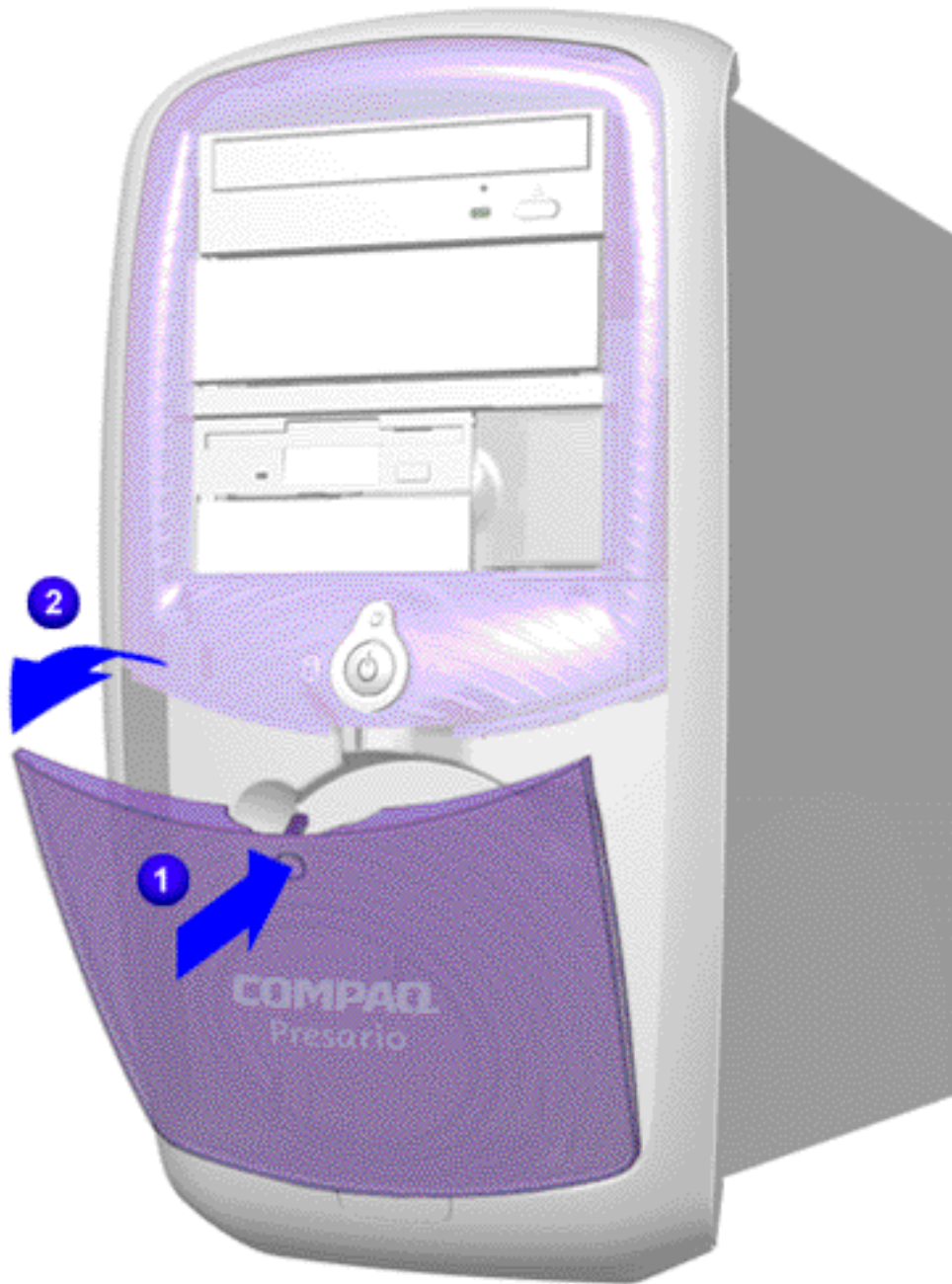
[3.5" Diskette  
Drive](#)

[Optical and  
Mass Storage  
Devices -  
Index Page](#)

[Power Supply  
Assembly](#)

[Front I/O  
Board](#)

[System Board  
and  
Components](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)



## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)

## REMOVAL & REPLACEMENT

### Front Bezel Plastics

#### Removing the CD Storage Door (Lower Front Panel)

##### Removal

- 1 Perform the [preparation procedures](#).
- 2 [Remove the Side Access Panel](#).
- 3 [Unlock the Upper Front Panel](#).
- 4 [Open the CD Storage Door \(Lower Front Panel\)](#).
- 5 [Remove the Upper Front Panel](#).
- 6 Lift the CD Storage Door (Lower Front Panel) slightly with both hands while pressing both tabs with your thumbs at the same time. Lift the CD Storage Door (Lower Front Panel) to release from the chassis.

##### Replacement

[Graphics Card](#)

[Hard Drive](#)

[Upper Front  
Panel](#)

[CD Storage  
Door \(Lower  
Front Panel\)](#)

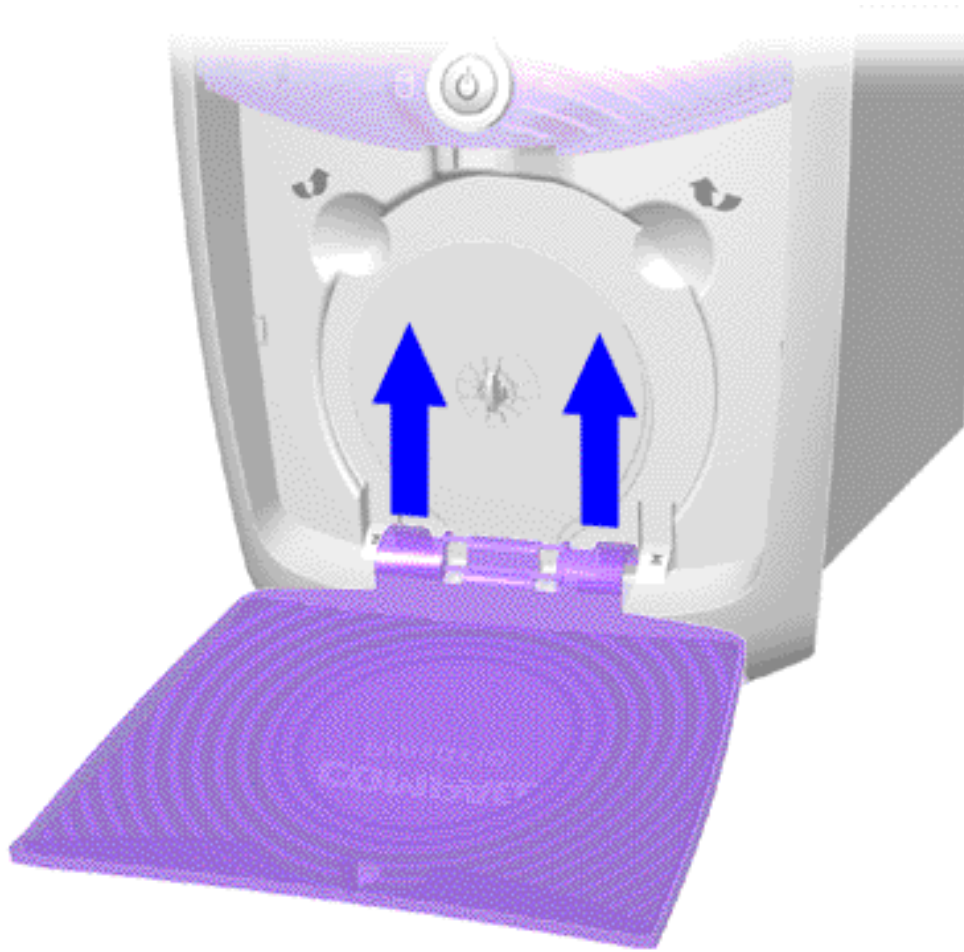
[3.5" Diskette  
Drive](#)

[Optical and  
Mass Storage  
Devices -  
Index Page](#)

[Power Supply  
Assembly](#)

[Front I/O  
Board](#)

[System Board  
and  
Components](#)



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

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)

## REMOVAL & REPLACEMENT

### Front Bezel Plastics

#### Unlocking the Upper Front Panel

#### Removal

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

[Graphics Card](#)

[Hard Drive](#)

[Upper Front  
Panel](#)

[CD Storage  
Door \(Lower  
Front Panel\)](#)

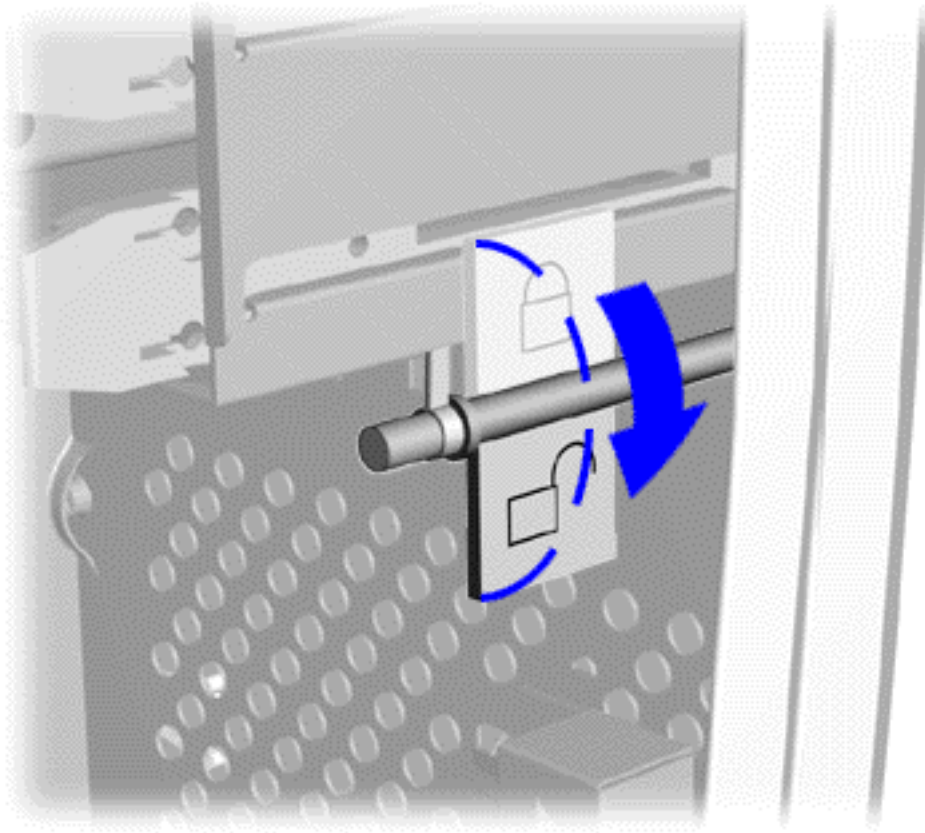
[3.5" Diskette  
Drive](#)

[Optical and  
Mass Storage  
Devices -  
Index Page](#)

[Power Supply  
Assembly](#)

[Front I/O  
Board](#)

[System Board  
and  
Components](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

COMPAQ

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)[Graphics Card](#)

## REMOVAL & REPLACEMENT

### Removing the Power Supply Assembly

#### Removal

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

[Next Step](#)

[Hard Drive](#)

[Upper Front  
Panel](#)

[CD Storage  
Door \(Lower  
Front Panel\)](#)

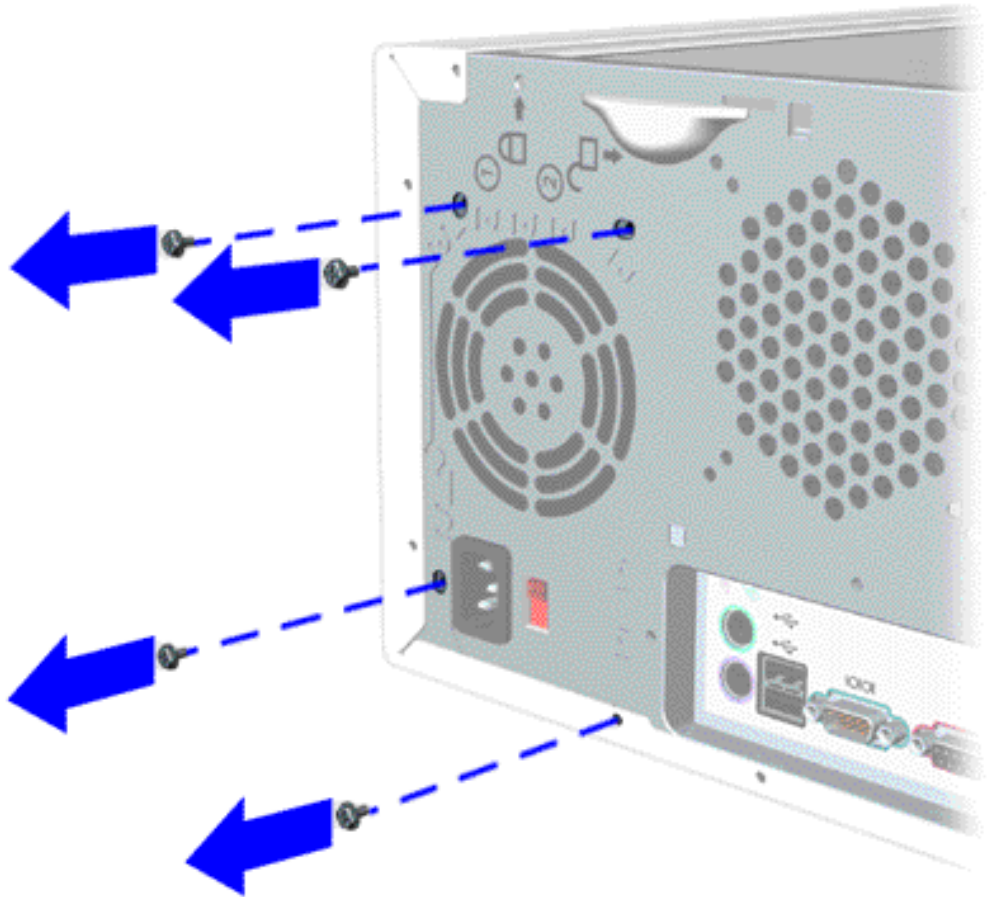
[3.5" Diskette  
Drive](#)

[Optical and  
Mass Storage  
Devices -  
Index Page](#)

[Power Supply  
Assembly](#)

[Front I/O  
Board](#)

[System Board  
and  
Components](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

COMPAQ

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

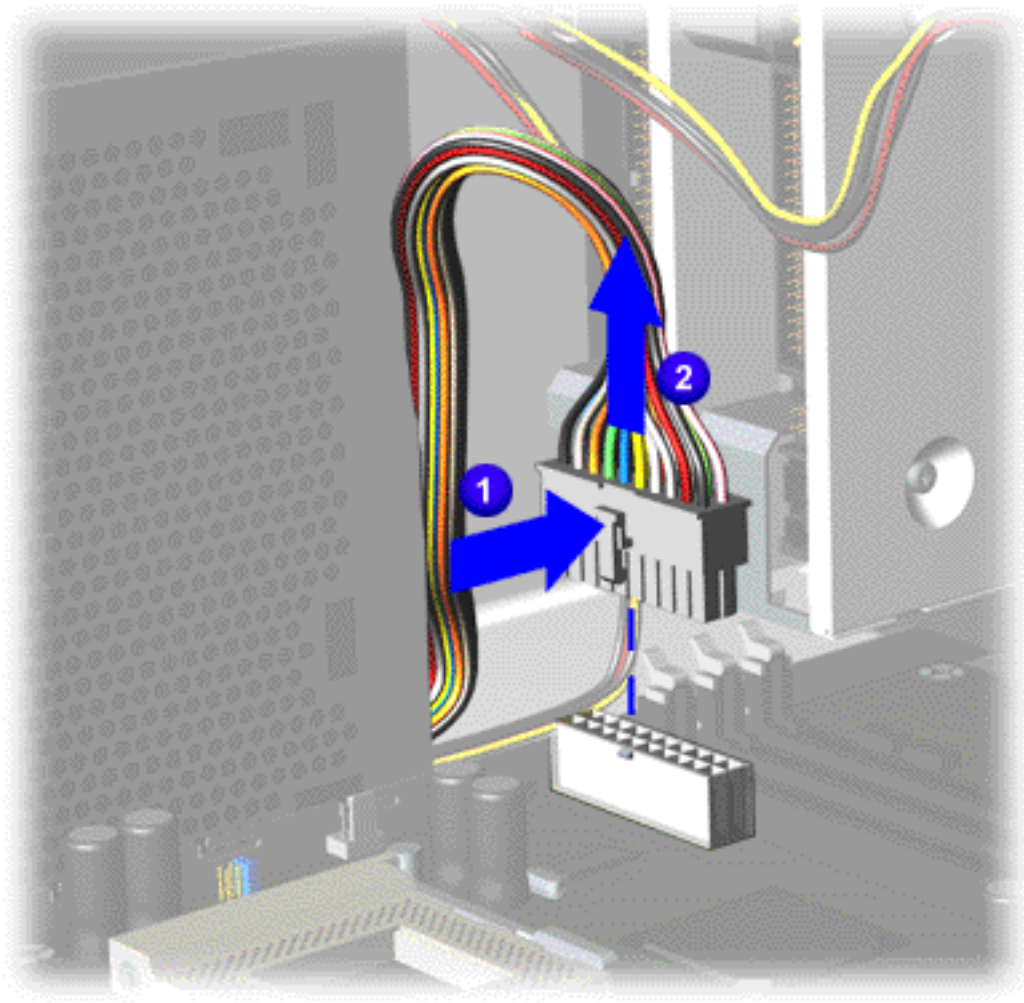
## REMOVAL & REPLACEMENT

Removing the Power Supply Assembly, continued

### Removal

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

[Next Step](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)



COMPAQ

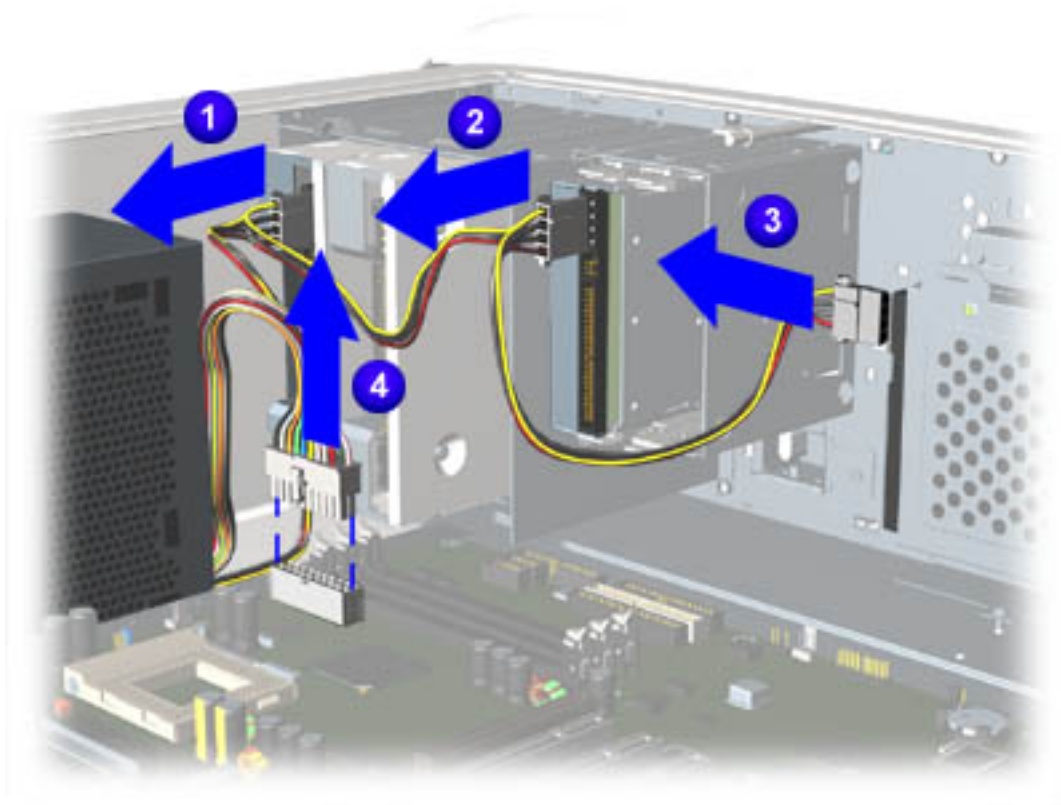
## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## REMOVAL & REPLACEMENT

Removing the Power Supply Assembly, continued



### Removal

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

[Next Step](#)

1.800.AT.COMPAQ

[privacy and legal statement](#)

COMPAQ

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

## REMOVAL & REPLACEMENT

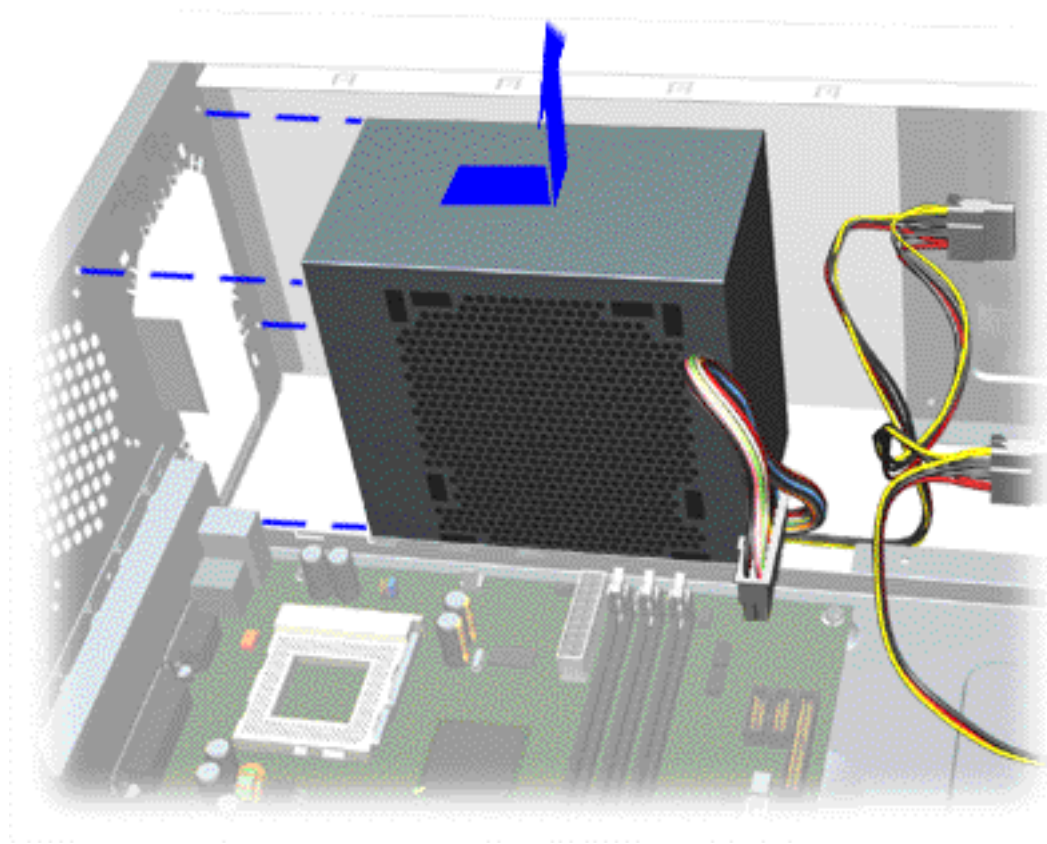
Removing the Power Supply Assembly, continued

### Removal

- 6 Lift the power supply from the chassis.

### Replacement

To replace the power supply assembly, reverse this procedure.



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

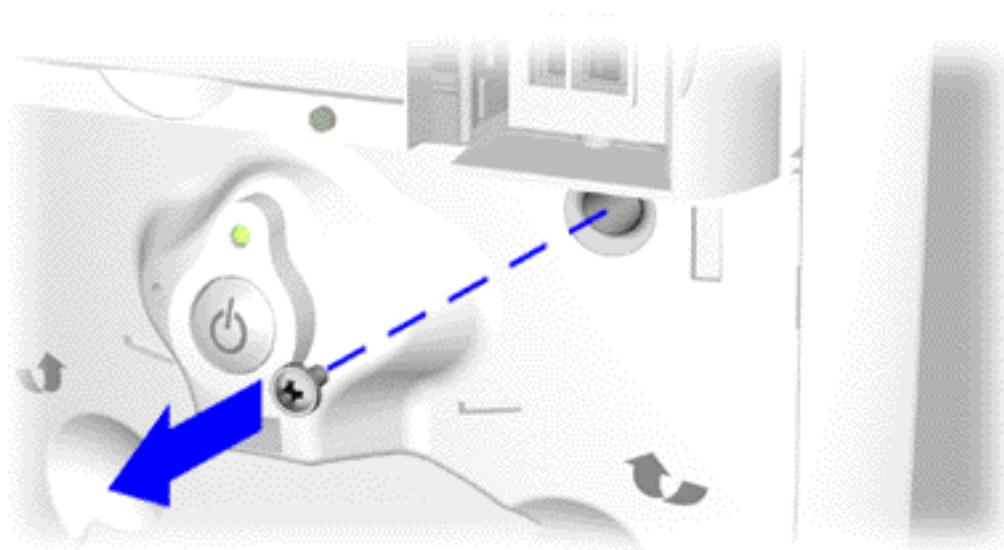
[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)

## REMOVAL & REPLACEMENT

### Removing the Front I/O Bracket



#### Removal

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

[Graphics Card](#)

[Hard Drive](#)

[Upper Front  
Panel](#)

[CD Storage  
Door \(Lower  
Front Panel\)](#)

[3.5" Diskette  
Drive](#)

[Optical and  
Mass Storage  
Devices -  
Index Page](#)

[Power Supply  
Assembly](#)

[Front I/O  
Board](#)

[System Board  
and  
Components](#)

- 6 Remove the screw securing the Front I/O Bracket to the front of the chassis.

[Next Step](#)

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)

## REMOVAL & REPLACEMENT

### Removing the System Board and Components - Index Page

[System board](#)

Microprocessor(s)

[AMD-K6](#)[Intel \(Socket 370\)](#)[RTC battery](#)

[Graphics Card](#)

[Hard Drive](#)

[Upper Front  
Panel](#)

[CD Storage  
Door \(Lower  
Front Panel\)](#)

[3.5" Diskette  
Drive](#)

[Optical and  
Mass Storage  
Devices -  
Index Page](#)

[Power Supply  
Assembly](#)

[Front I/O  
Board](#)

[System Board  
and  
Components](#)

1.800.AT.COMPAQ

[privacy and legal statement](#)



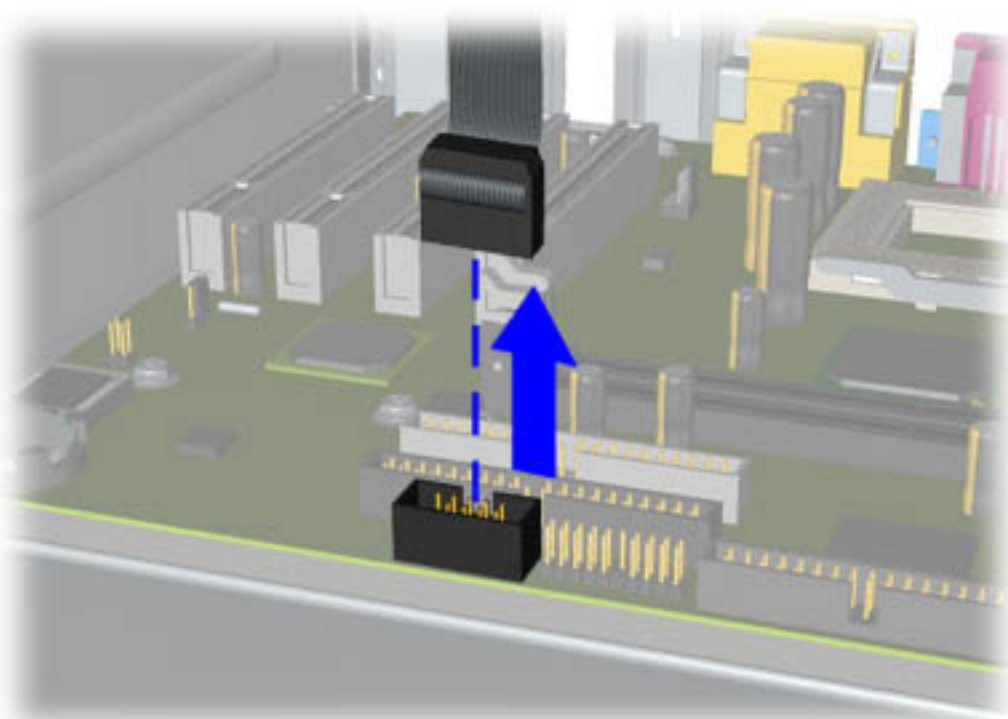
## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## REMOVAL & REPLACEMENT

### Removing the System Board



#### Removal

- 1 [Perform preparation procedures.](#)
- 2 [Remove the Side Access panel.](#)
- 3 [Remove the memory module.](#)
- 4 [Remove the microprocessor/heatsink assembly.](#)
- 5 [Remove the expansion card\(s\).](#)
- 6 [Remove the graphics card.](#)
- 7 [Disconnect the power supply power cable from the system board.](#)

- 8 Disconnect the Front I/O (USB) cable from the system board.

[Next Step](#)

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

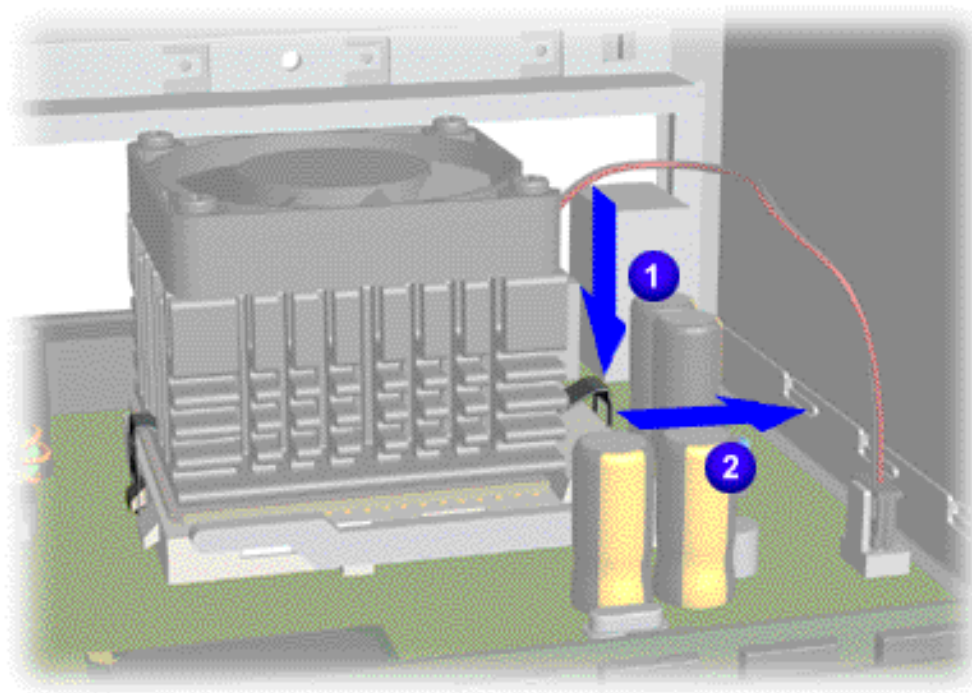
### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## REMOVAL & REPLACEMENT

### System Board Components

#### Removing the AMD-K6 Processor Assembly



#### Removal

- 1 [Perform preparation procedures.](#)
- 2 [Remove the Side Access panel.](#)
- 3 Remove the clip holding the microprocessor/heatsink assembly by pushing down on the tab and pushing outward on the bottom portion of the tab to release.

[Next Step](#)

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

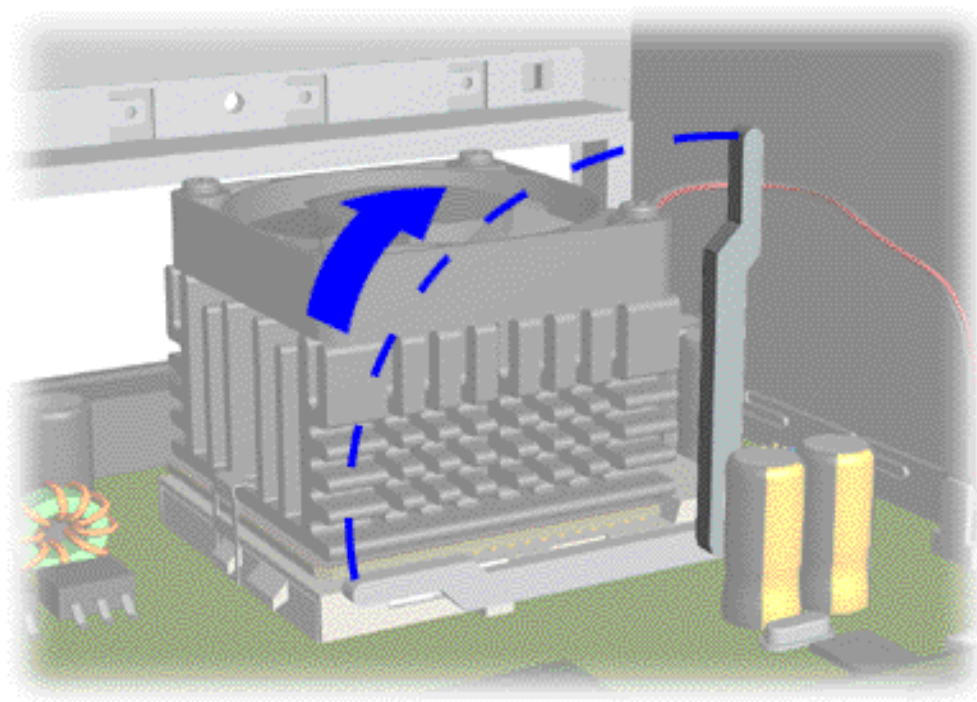
### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## REMOVAL & REPLACEMENT

### System Board Components

Removing the AMD-K6 Processor Assembly, continued



#### Removal

- 4 Lift up the lever holding the microprocessor to the microprocessor interface.

[Next Step](#)

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

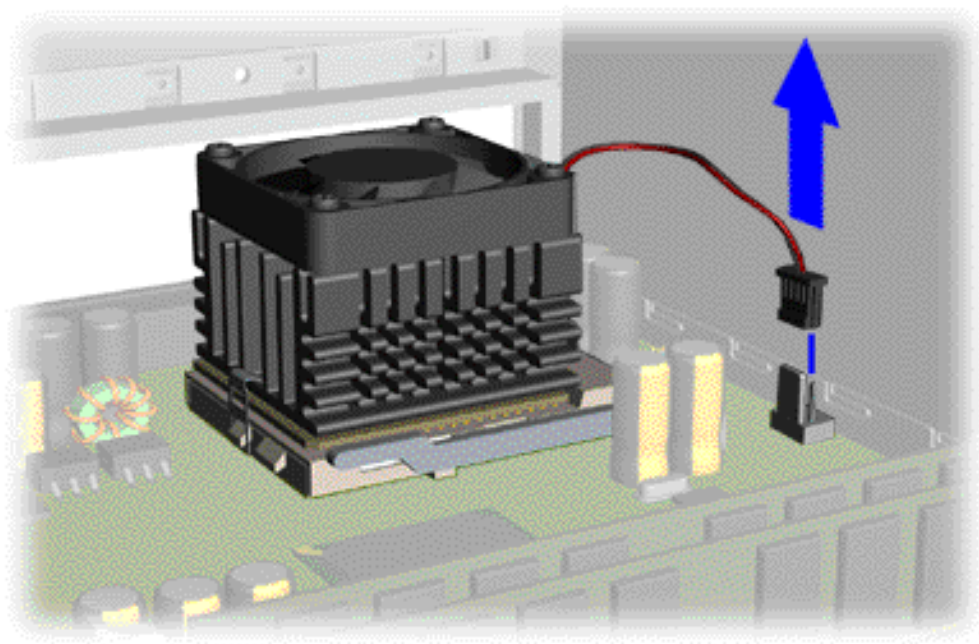
### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## REMOVAL & REPLACEMENT

### System Board Components

Removing the AMD-K6 Processor Assembly, continued



Removal

5. Disconnect the power cable from the system board.

[Next Step](#)

1.800.AT.COMPAQ

[privacy and legal statement](#)



## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## REMOVAL & REPLACEMENT

### System Board Components

Removing the AMD-K6 Processor Assembly, continued

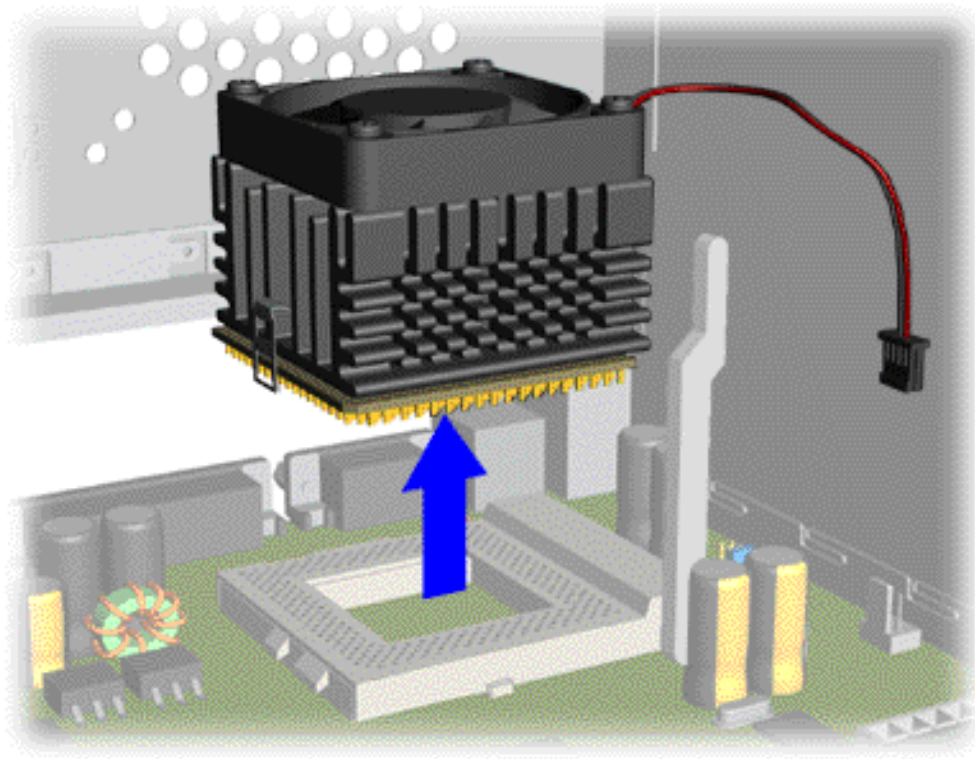
#### Removal

- 6 Lift the microprocessor/heatsink assembly from the microprocessor interface.

#### Replacement

To replace the microprocessor/heatsink assembly, reverse the previous procedure.

[Return to System Board and Components](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

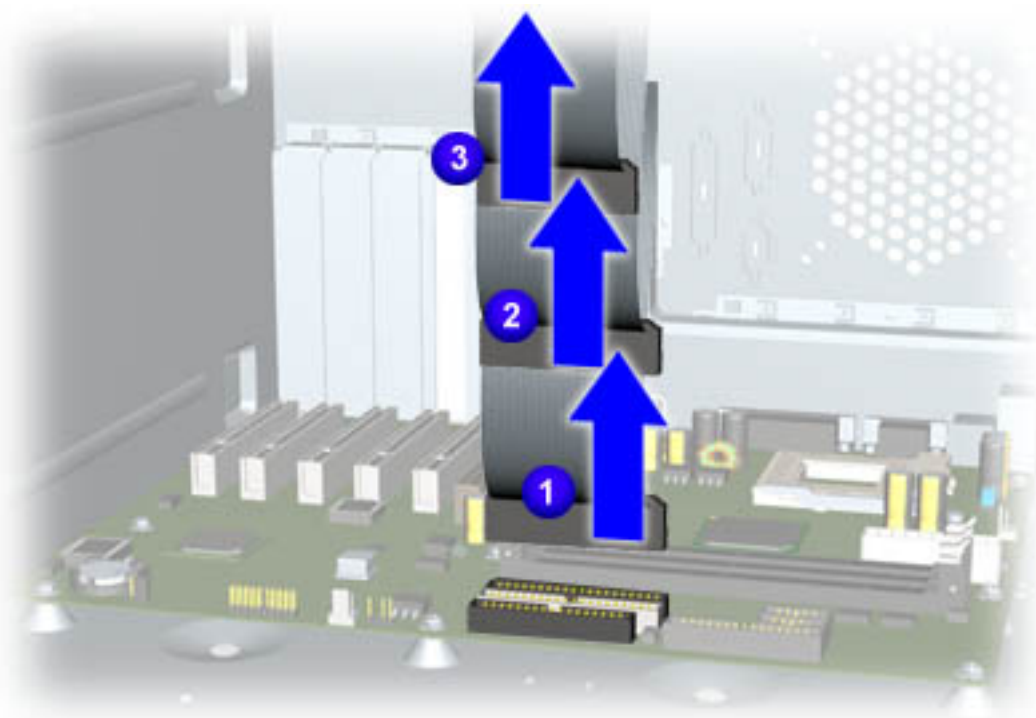
## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## REMOVAL & REPLACEMENT

### Removing the System Board, continued



#### Removal

- 9 Disconnect the data cables from the system board.

[Next Step](#)

1.800.AT.COMPAQ

[privacy and legal statement](#)

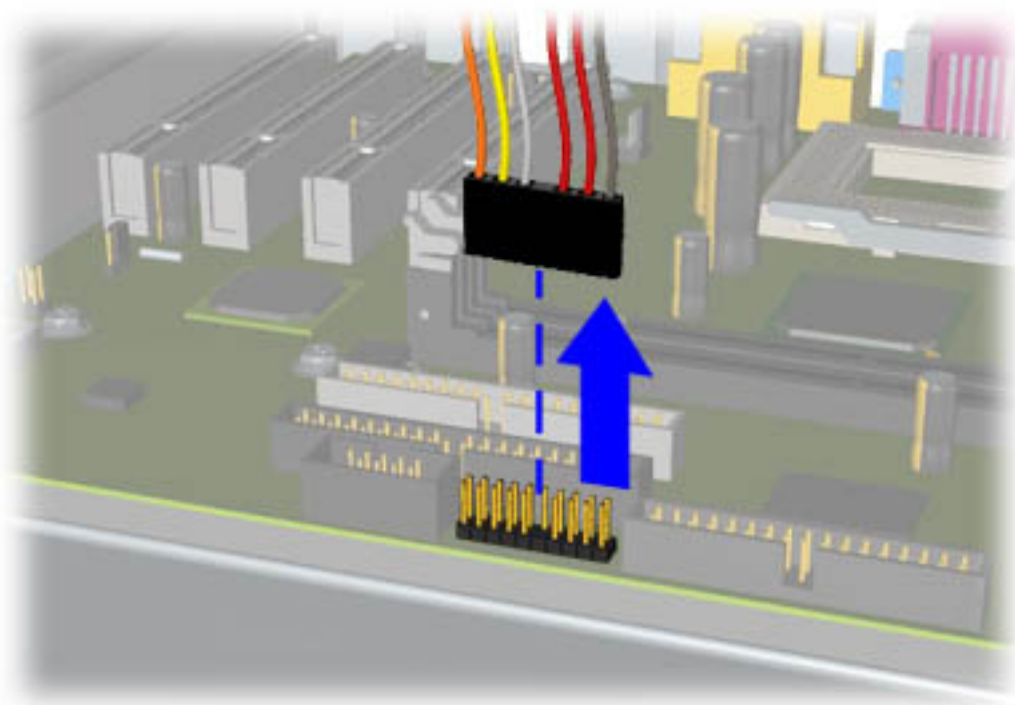
## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## REMOVAL & REPLACEMENT

### Removing the System Board, continued



#### Removal

- 10 Disconnect the Power Button cable from the system board.

[Next Step](#)

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## REMOVAL & REPLACEMENT

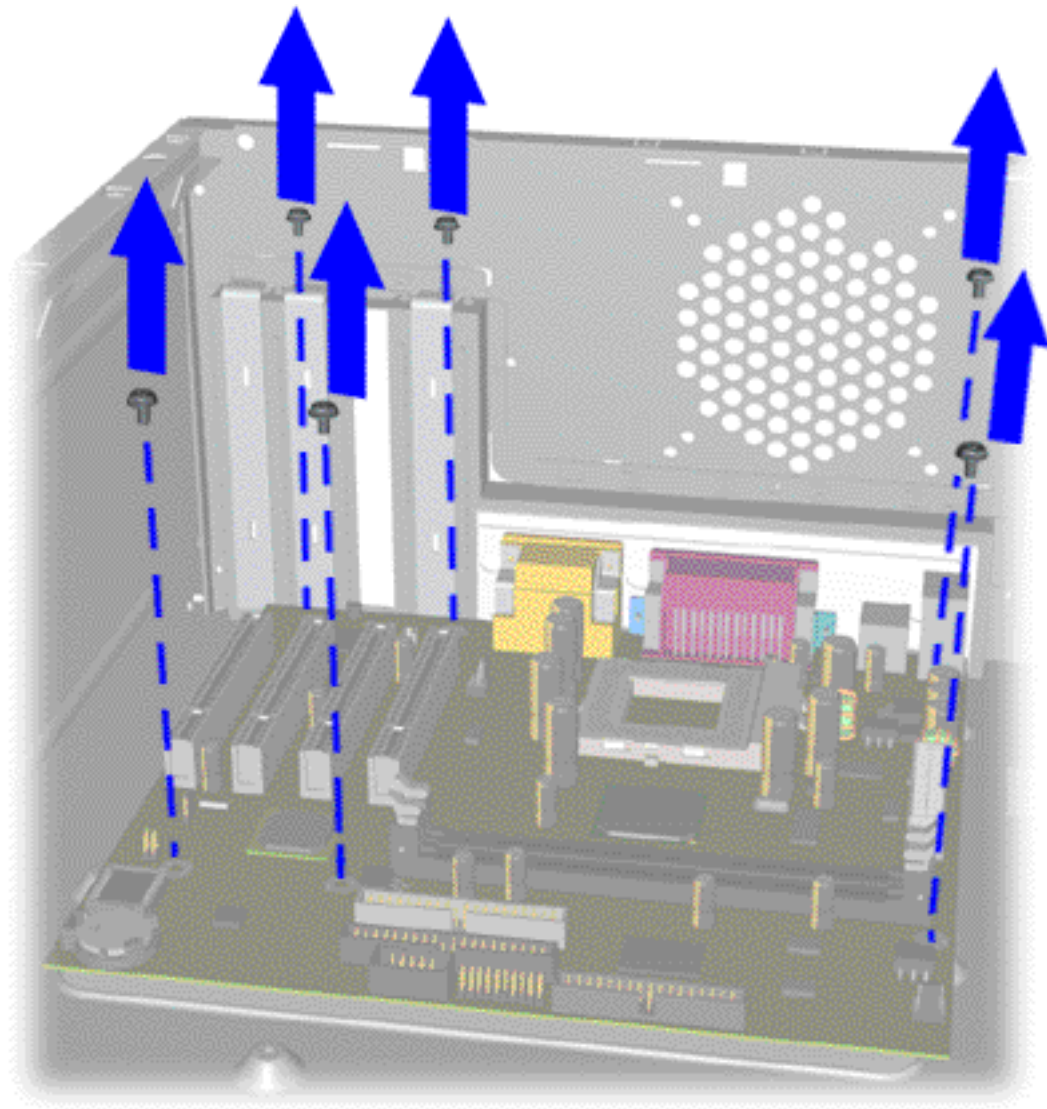
### Removing the System Board, continued

#### Removal

- 1 1 Remove six screws securing the system board to the chassis and remove from the chassis.

To replace the system board reverse the previous procedure.

[System board components index page](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)



## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## REMOVAL & REPLACEMENT

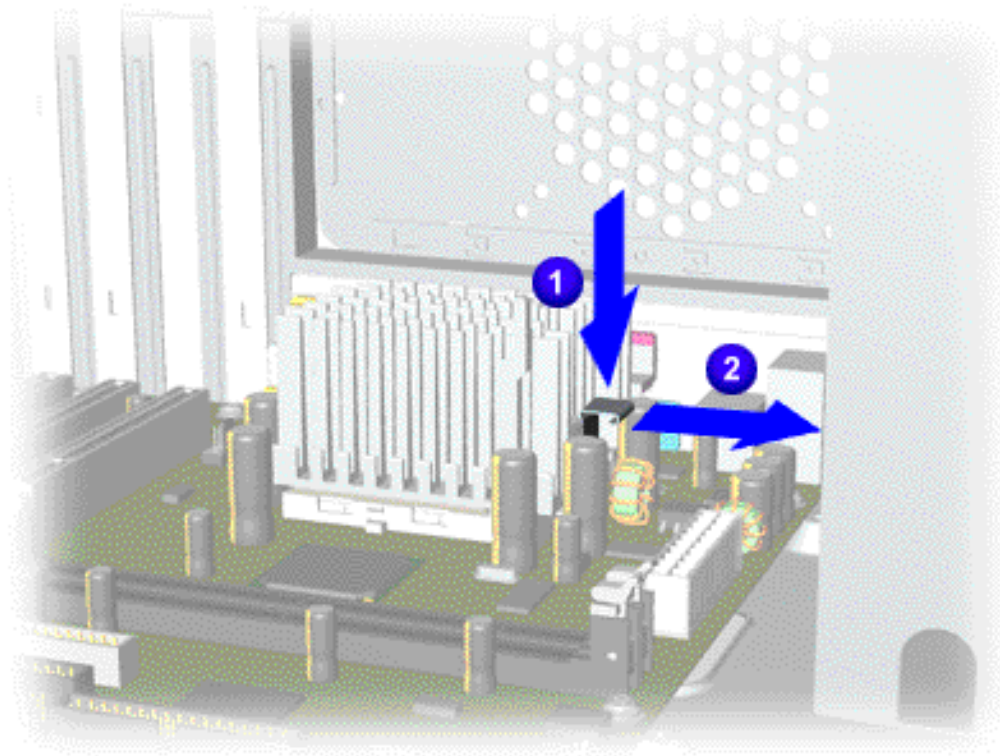
### System Board Components

#### Removing the Intel (Socket370) Processor Assembly

##### Removal

- 1 [Perform preparation procedures.](#)
- 2 [Remove the Side Access panel.](#)
- 3 Remove the clip holding the microprocessor/heatsink assembly by pushing down on the tab and pushing outward on the bottom portion of the tab to release.

[Next Step](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

## REMOVAL & REPLACEMENT

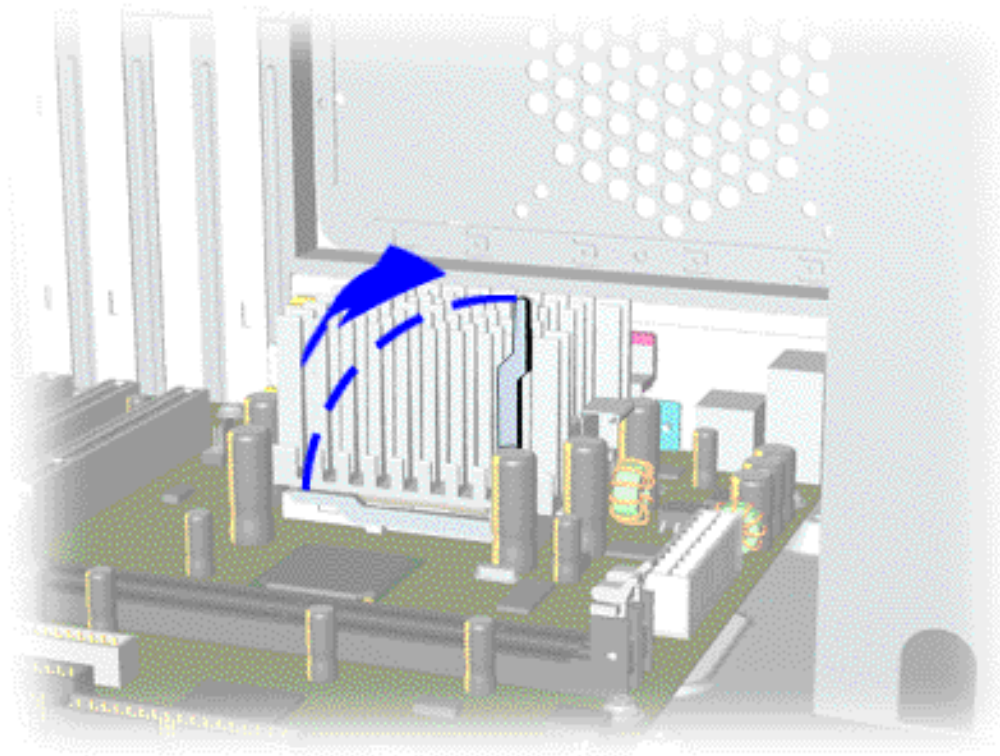
### System Board Components

#### Removing the Intel (Socket370) Processor Assembly

##### Removal

- 3 Lift up the lever holding the microprocessor to the microprocessor interface.

[Next Step](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

## REMOVAL & REPLACEMENT

### System Board Components

#### Removing the Intel (Socket370) Processor Assembly

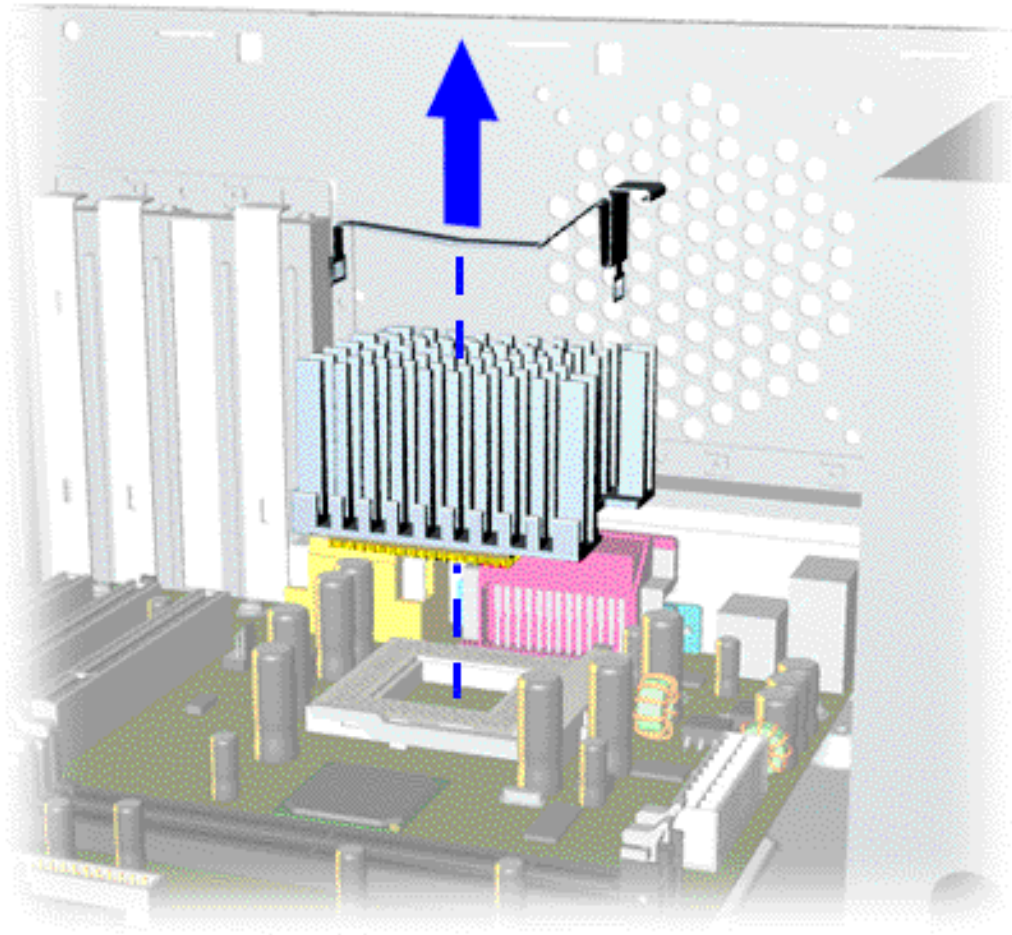
##### Removal

- 4 Remove the microprocessor/heatsink assembly from the chassis.

##### Replacement

To replace the microprocessor/heatsink assembly, reverse the previous procedure.

[Return to System Board and Components](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

## REMOVAL & REPLACEMENT

### System Board Components

#### Removing the Real Time Clock Battery (RTC)

- 1 [Perform preparation procedures.](#)
- 2 [Remove the Side Access panel.](#)
- 3 Locate the RTC battery.

[Next Step](#)

1.800.AT.COMPAQ

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## REMOVAL & REPLACEMENT

### System Board Components

#### Removing the RTC Battery

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

#### Replacement

To replace the RTC battery, reverse this procedure.

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



[privacy and legal statement](#)

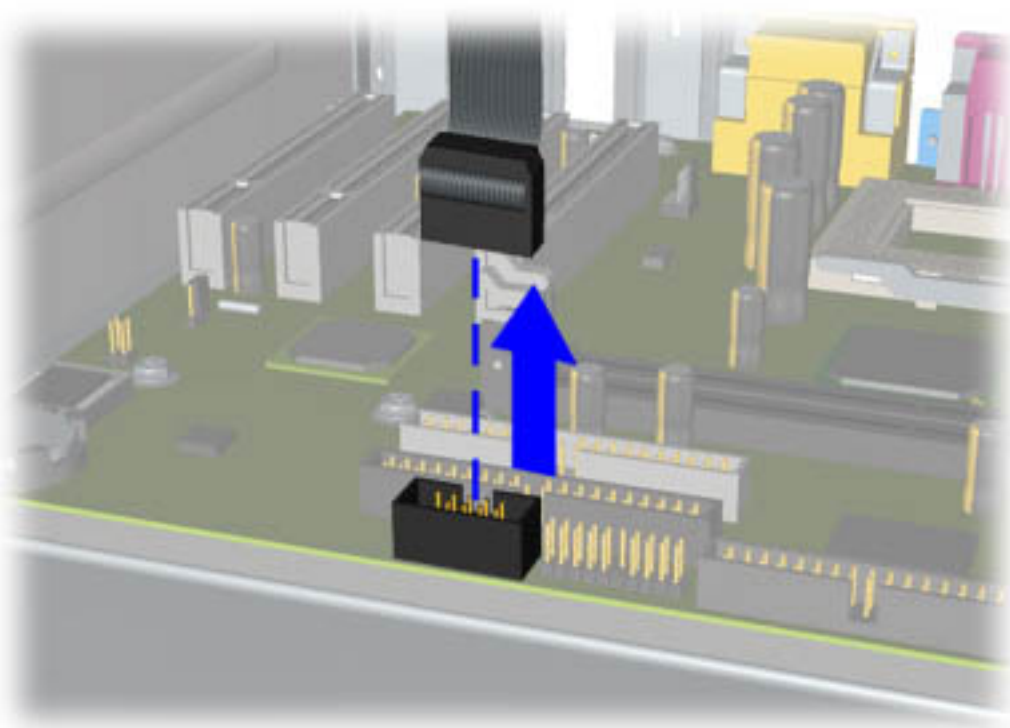
## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## REMOVAL & REPLACEMENT

Removing the Front I/O Bracket, continued



### Removal

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

[Next Step](#)

1.800.AT.COMPAQ

[privacy and legal statement](#)

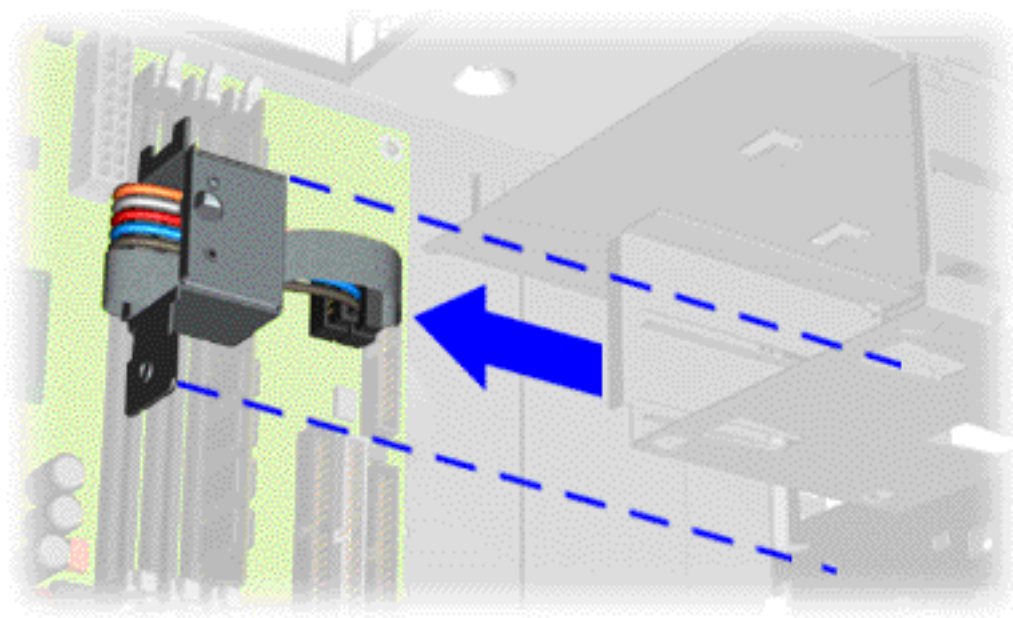
## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## REMOVAL & REPLACEMENT

Removing the Front I/O Bracket, continued



### Removal

- 8 Remove the Front I/O Bracket from inside the chassis.

### Replacement

To replace the Front I/O Bracket, reverse this procedure.

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)

## REMOVAL & REPLACEMENT

### Front Bezel Plastics

Removing the Upper Front Panel, continued

#### Removal

- 4 Pull the upper front panel forward until the top panel tabs release from the slots on the chassis.

#### Replacement

To replace the Upper Front Panel, reverse this procedure.

[Graphics Card](#)

[Hard Drive](#)

[Upper Front  
Panel](#)

[CD Storage  
Door \(Lower  
Front Panel\)](#)

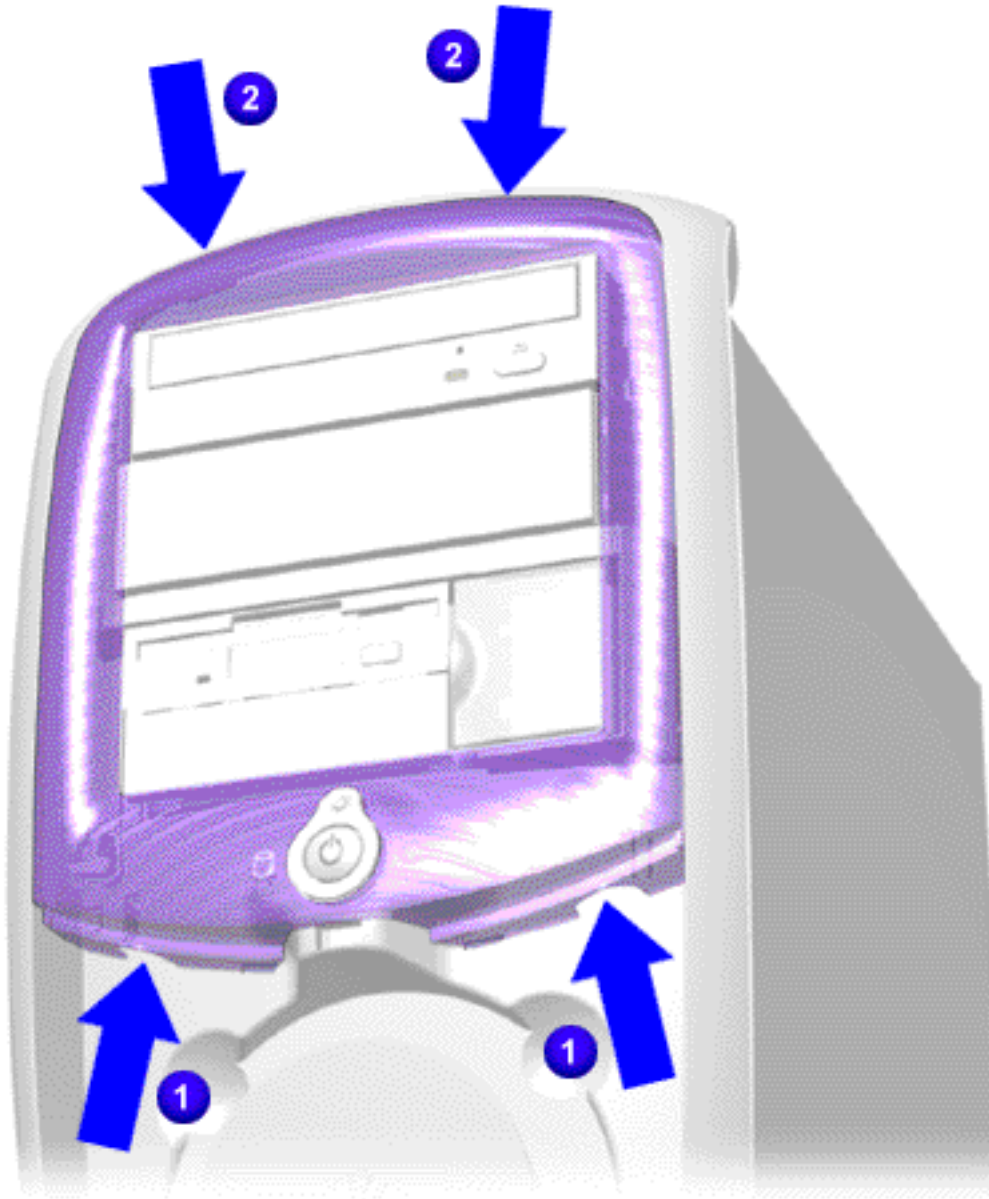
[3.5" Diskette  
Drive](#)

[Optical and  
Mass Storage  
Devices -  
Index Page](#)

[Power Supply  
Assembly](#)

[Front I/O  
Board](#)

[System Board  
and  
Components](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)



## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[CD or DVD and  
CD-RW Drive](#)[Hard Drive](#)[3.5" Diskette  
Drive](#)[Mass storage  
devices index  
page](#)

## REMOVAL & REPLACEMENT

### Removing the Optical Devices

Removing the CD, CD-RW and/or DVD drive, continued

#### Removal

- 4 Press the indentation at the top of the door and open the CD Storage door (lower front panel).

[Next Step](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[CD or DVD  
and  
CD-RW Drive](#)[Hard Drive](#)[3.5" Diskette  
Drive](#)[Mass storage  
devices index  
page](#)

## REMOVAL & REPLACEMENT

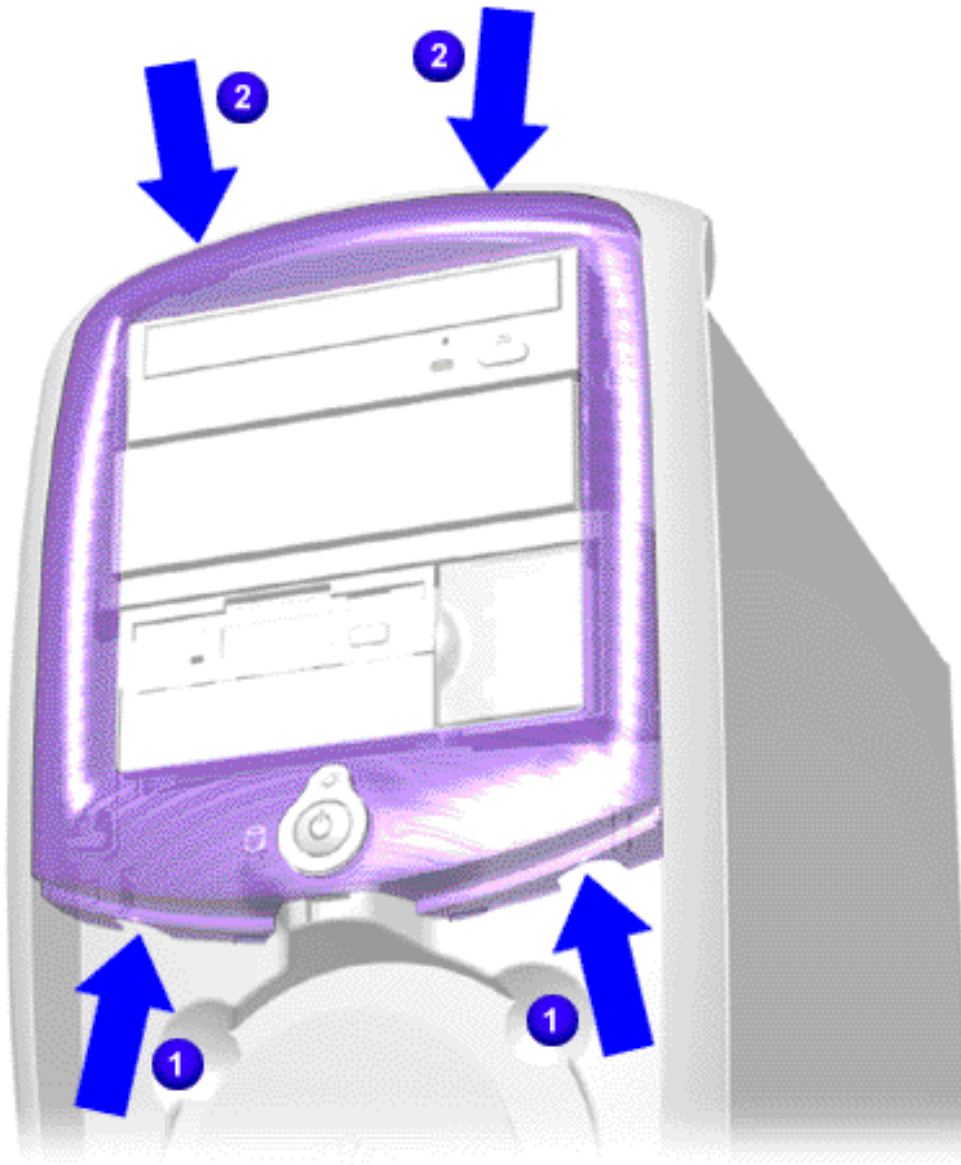
### Removing the Optical Devices

Removing the CD, CD-RW and/or DVD drive, continued

Removal

5 Remove the upper front panel.

[Next Step](#)



1.800.AT.COMPAQ

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[CD or DVD  
and  
CD-RW Drive](#)[Hard Drive](#)[3.5" Diskette  
Drive](#)[Mass storage  
devices index  
page](#)

## REMOVAL & REPLACEMENT

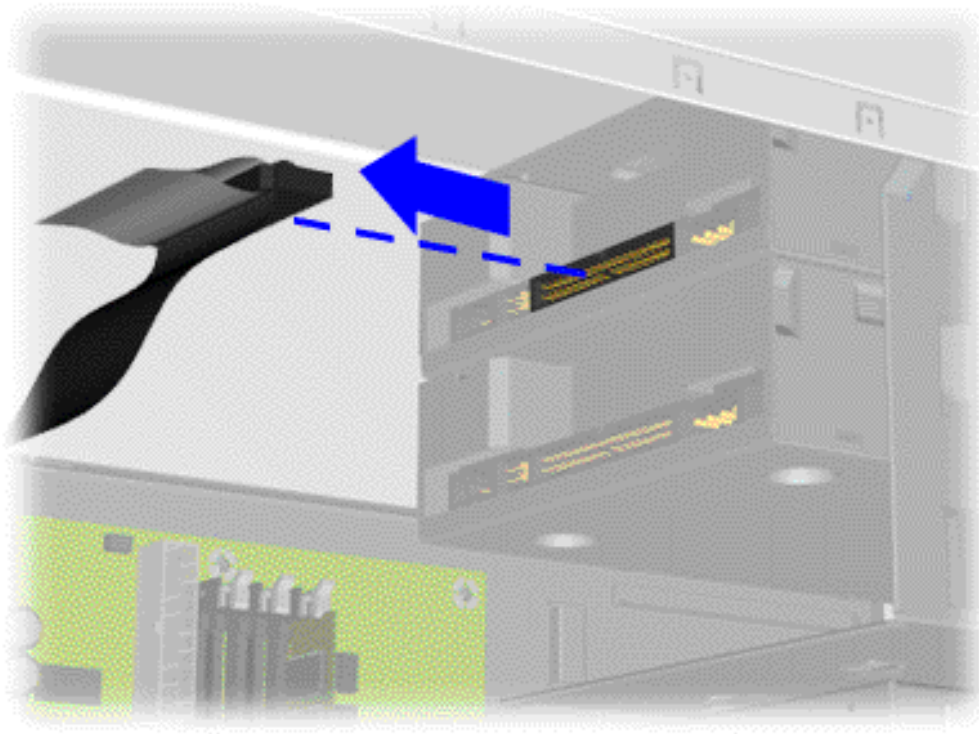
### Removing the Optical Devices

Removing the CD, CD-RW and/or DVD drive, continued

#### Removal

- 6 Disconnect the data cable connected to the drive.

[Next Step](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

Maintenance and Service Guide  
Compaq Presario Internet PC Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

CD or DVD  
and  
CD-RW Drive

[Hard Drive](#)

[3.5" Diskette  
Drive](#)

[Mass storage  
devices index  
page](#)

REMOVAL & REPLACEMENT

Removing the Optical Devices

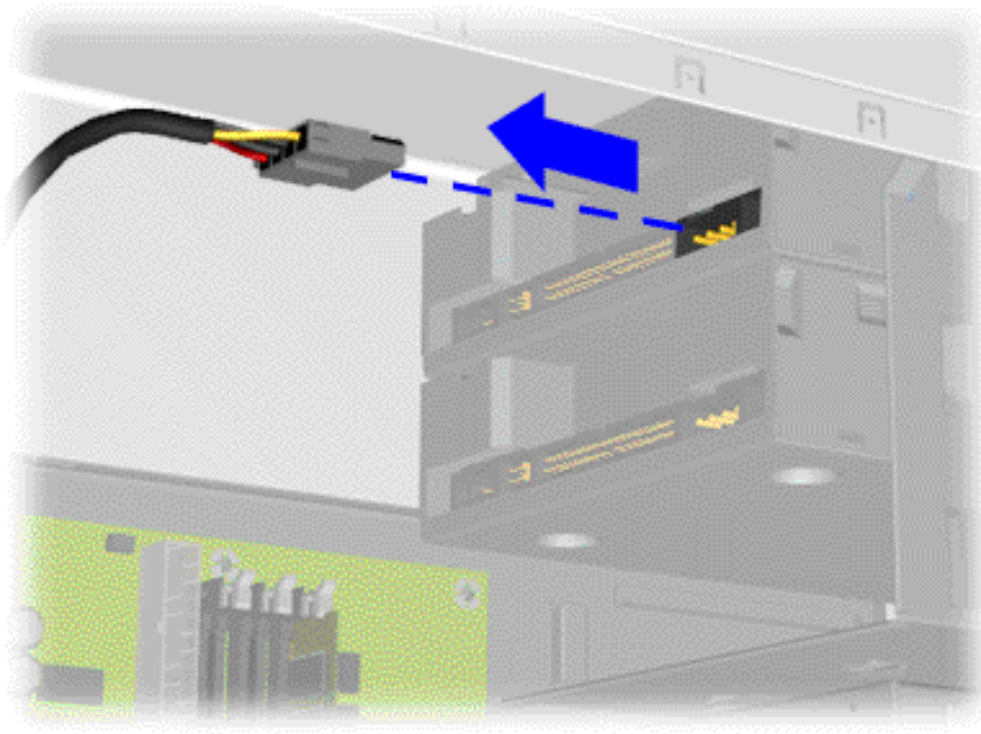
Removing the CD, CD-RW and/or DVD drive, continued

Removal

- 7    Disconnect power cable  
connected to the drive.

[Next Step](#)





1.800.AT.COMPAQ

[privacy and legal statement](#)

Maintenance and Service Guide  
Compaq Presario Internet PC Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

CD or DVD  
and  
CD-RW Drive

[Hard Drive](#)

[3.5" Diskette  
Drive](#)

[Mass storage  
devices index  
page](#)

REMOVAL & REPLACEMENT

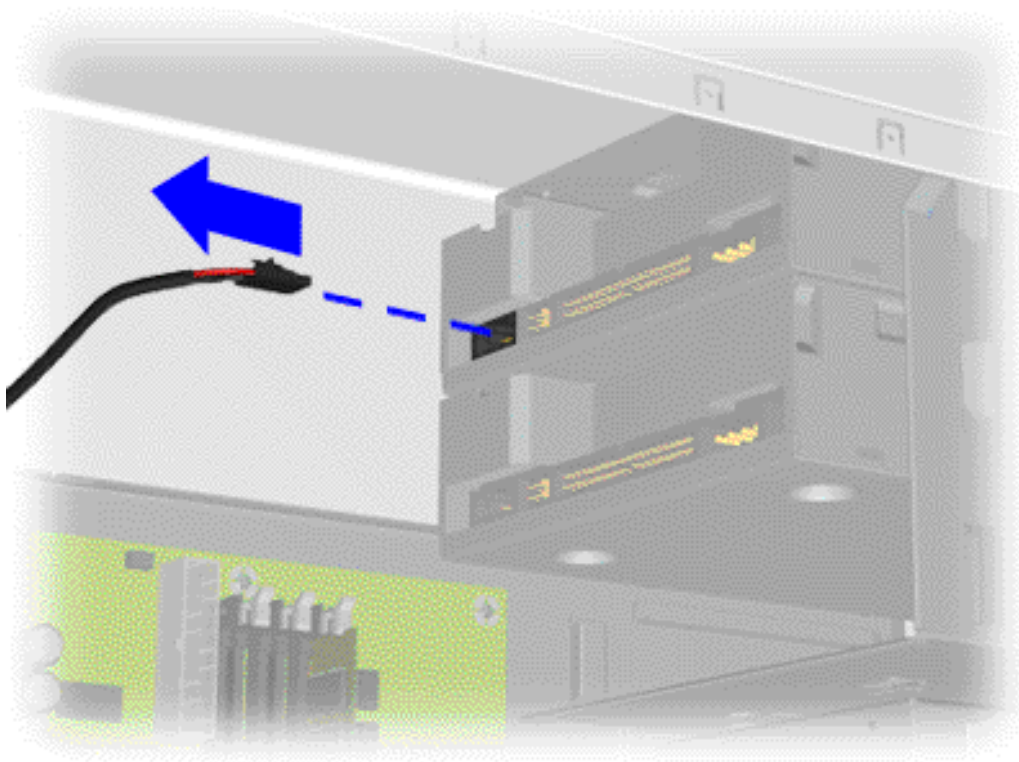
Removing the Optical Devices

Removing the CD, CD-RW and/or DVD drive, continued

Removal

- 8 Disconnect signal cable connected to the drive.

[Next Step](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

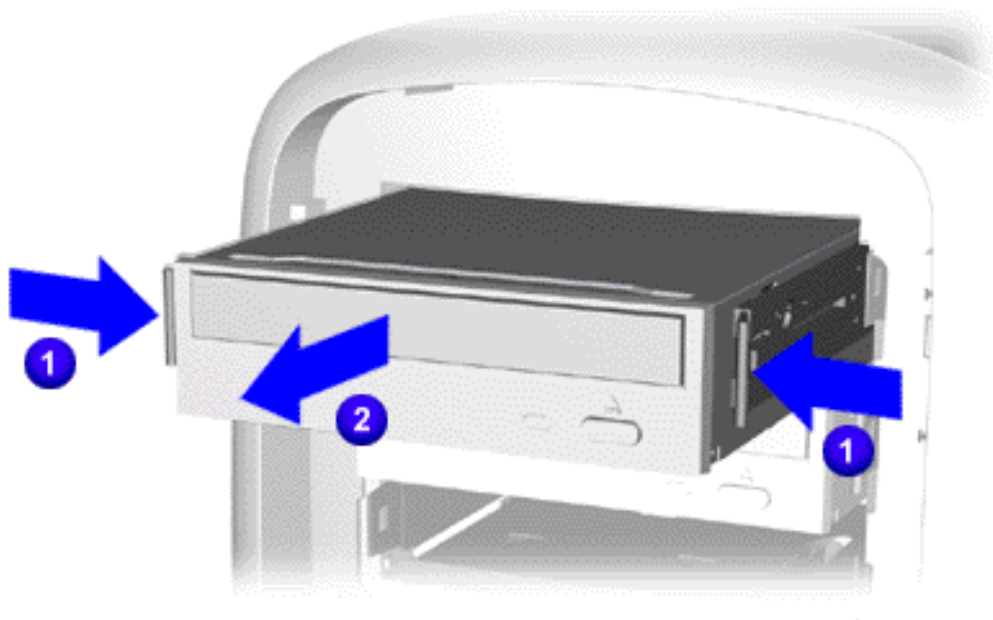
### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[CD or DVD  
and  
CD-RW Drive](#)[Hard Drive](#)[3.5" Diskette  
Drive](#)[Mass storage  
devices index  
page](#)

## REMOVAL & REPLACEMENT

### Removing the Optical Devices

Removing the CD, CD-RW and/or DVD drive, continued



#### Removal

- 9 To release the drive, press the side rails of the drive while you pull the drive from the chassis.

[Next Step](#)

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

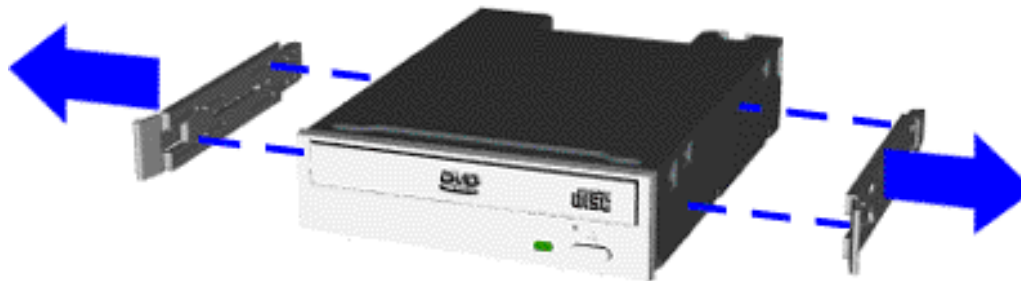
### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[CD or DVD  
and  
CD-RW Drive](#)[Hard Drive](#)[3.5" Diskette  
Drive](#)[Mass storage  
devices index  
page](#)

## REMOVAL & REPLACEMENT

### Removing the Drive Rails

#### Removing the Drive Rails



#### Removal

To remove the drive rails, complete the following step.

10 Pull the drive rails from each side of the drive.

#### Replacement

To replace the CD, CD-RW and/or DVD drive reverse the previous procedure.

[Return to Optical and  
Mass Storage - Index Page](#)

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Hard Drive](#)[CD or DVD and  
CD-RW Drive](#)[3.5" Diskette  
Drive](#)[Mass storage  
devices index  
page](#)

## REMOVAL & REPLACEMENT

### Removing the Mass Storage Devices

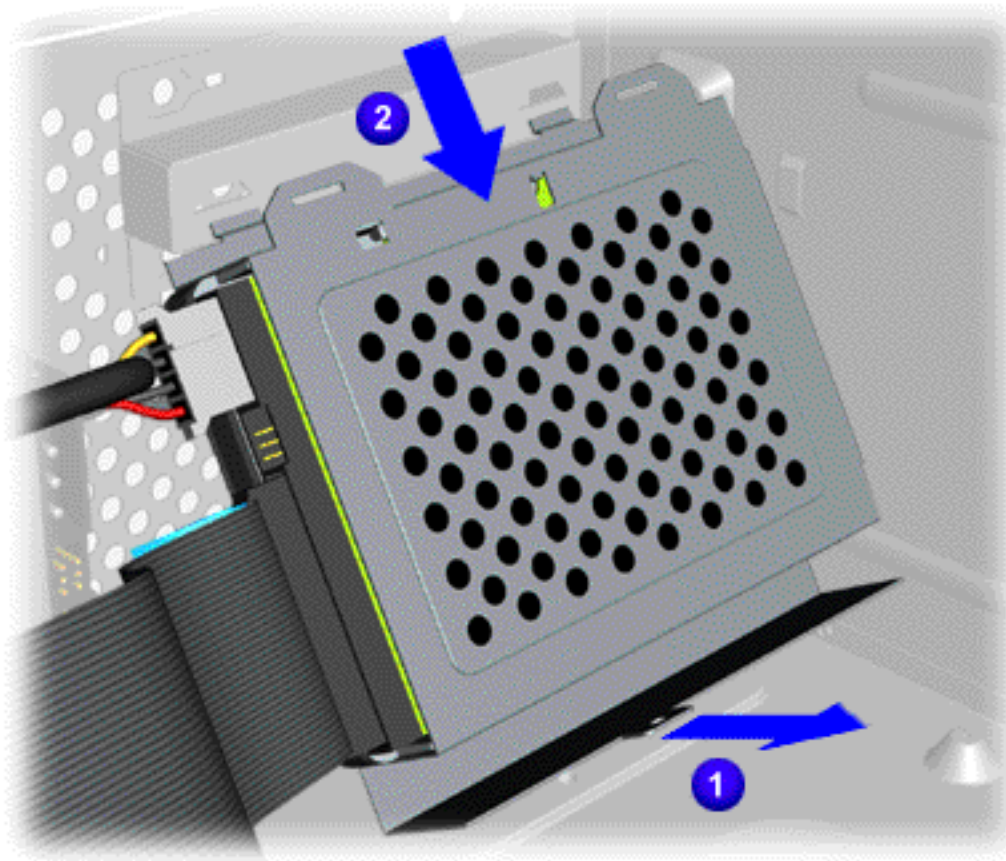
Removing the Hard Drive, continued

#### Removal

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

[Next Step](#)





1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Hard Drive](#)[CD or DVD and  
CD-RW Drive](#)[3.5" Diskette  
Drive](#)[Mass storage  
devices index  
page](#)

## REMOVAL & REPLACEMENT

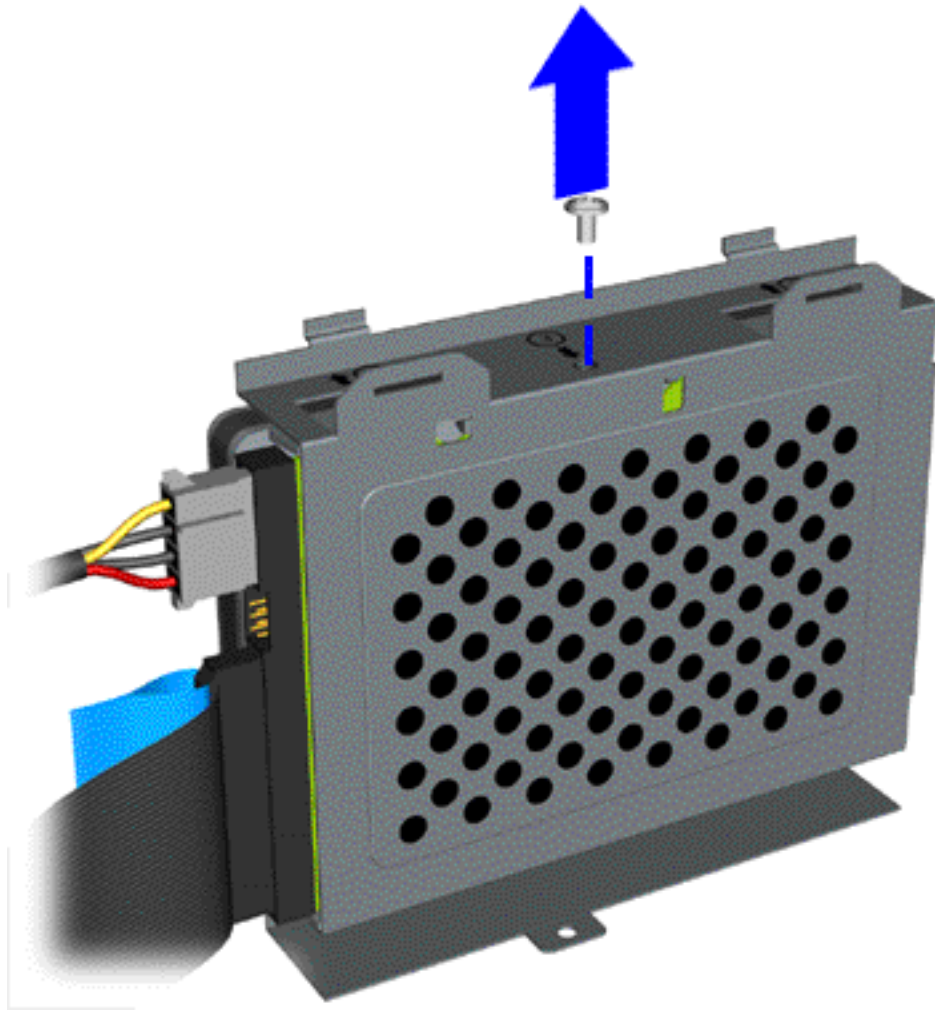
### Mass Storage Devices

Removing the Hard Drive, continued

#### Removal

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

[Next Step](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Hard Drive](#)[CD or DVD and  
CD-RW Drive](#)[3.5" Diskette  
Drive](#)[Mass storage  
devices index  
page](#)

## REMOVAL & REPLACEMENT

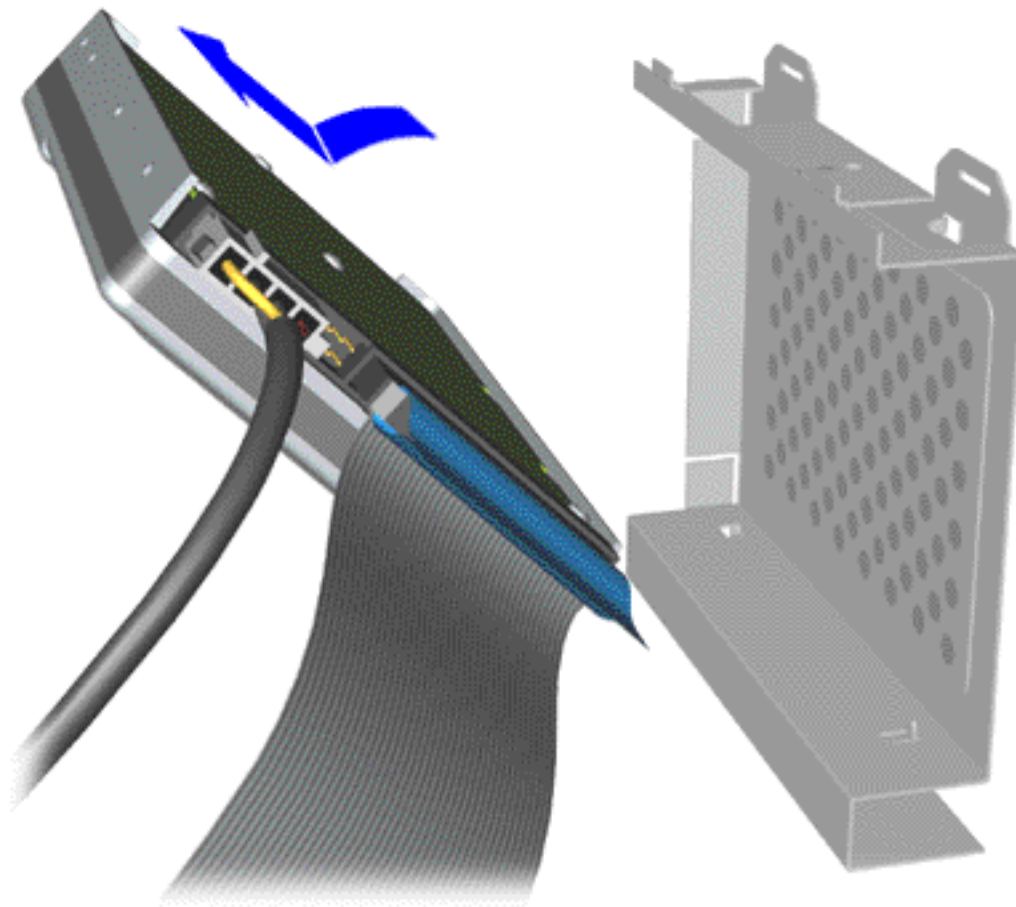
### Mass Storage Devices

Removing the Hard Drive, continued

#### Removal

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

[Next Step](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

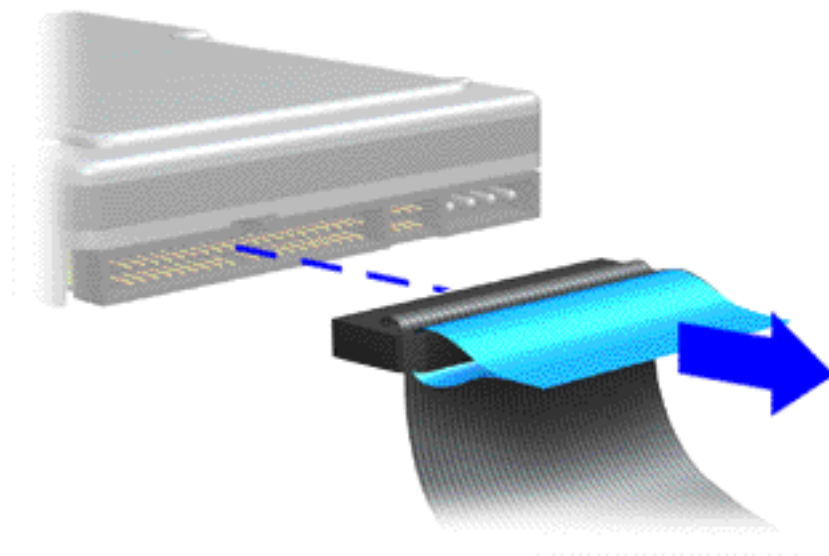
### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Hard Drive](#)[CD or DVD and  
CD-RW Drive](#)[3.5" Diskette  
Drive](#)[Mass storage  
devices index  
page](#)

## REMOVAL & REPLACEMENT

### Mass Storage Devices

Removing the Hard Drive, continued

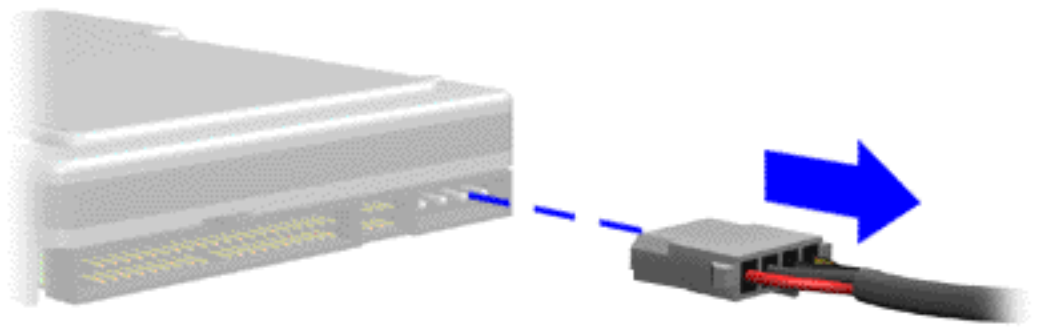


#### Removal

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

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

[Return to Optical and  
Mass Storage - Index Page](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

#### DISASSEMBLY SEQUENCE

[Electrostatic  
Discharge](#)[Service  
Considerations](#)[Preparation  
for  
Disassembly](#)[Serial Number](#)[Side Access  
Panel](#)[Memory  
Module](#)[Expansion  
Card](#)[Graphics Card](#)

## REMOVAL & REPLACEMENT

### Removing the Side Access Panel, continued

#### Removal

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

#### Replacement

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



[Hard Drive](#)

[Upper Front  
Panel](#)

[CD Storage  
Door \(Lower  
Front Panel\)](#)

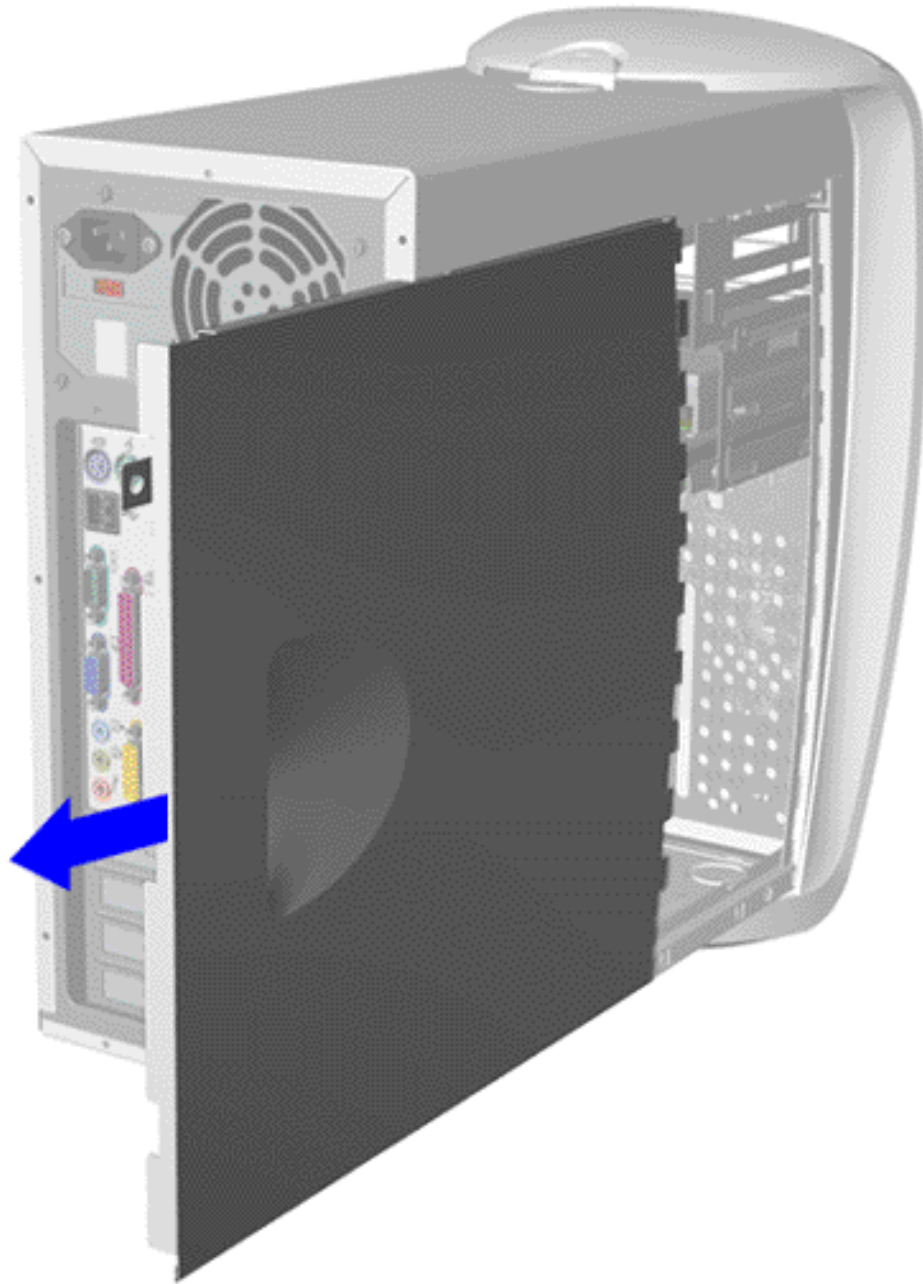
[3.5" Diskette  
Drive](#)

[Optical and  
Mass Storage  
Devices -  
Index Page](#)

[Power Supply  
Assembly](#)

[Front I/O  
Board](#)

[System Board  
and  
Components](#)



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

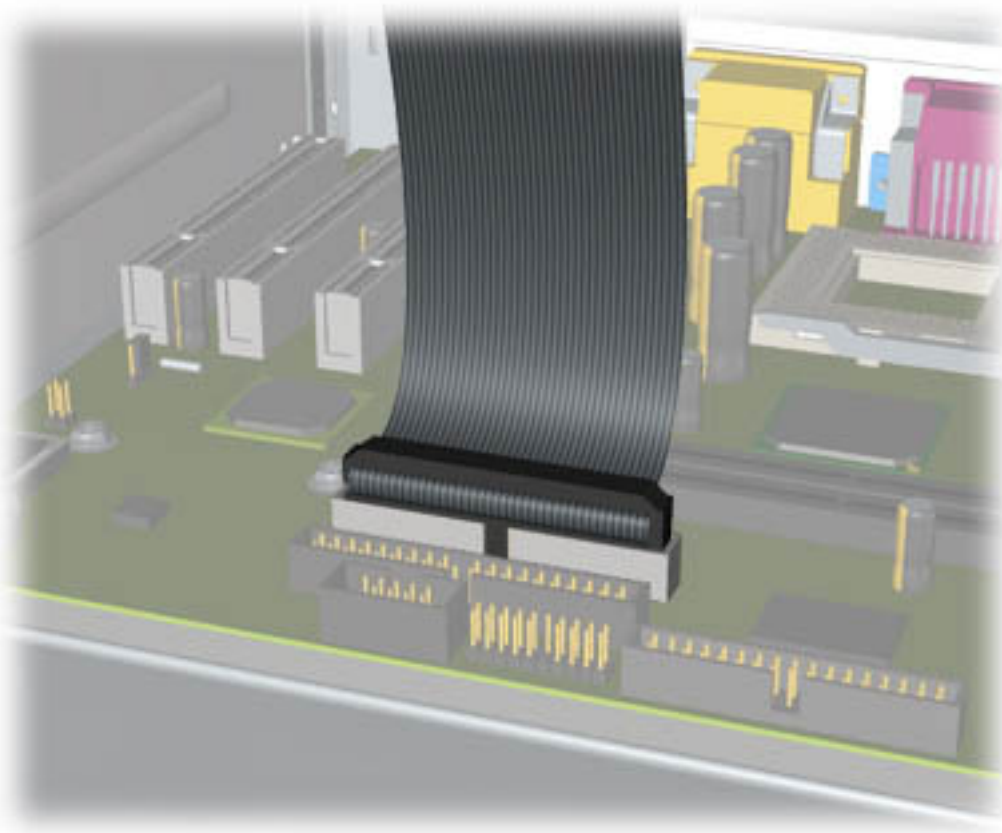
[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[CD, CD-RW,  
and/or  
DVD Drive](#)[Diskette Drive](#)[Hard Drive](#)[Power Button](#)[Front I/O  
Board](#)[Power Supply  
Assembly](#)[Service  
considerations  
index page](#)

## REMOVAL & REPLACEMENT

### Service Considerations - Cable Positions

CD, CD-RW, and/or DVD Drive

The cable routing for the CD, CD-RW, and/or DVD Drive to the system board.



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

Diskette Drive

[CD, CD-RW,  
and/or  
DVD Drive](#)

[Hard Drive](#)

[Front I/O  
Board](#)

[Power Button](#)

[Power Supply  
Assembly](#)

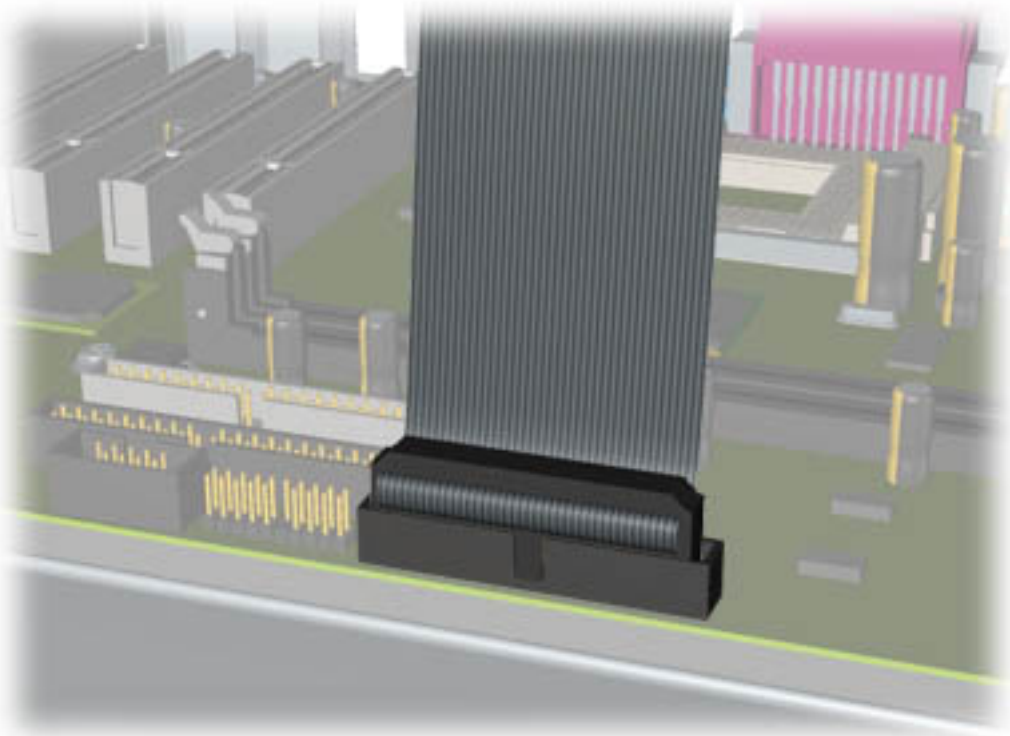
[Service  
considerations  
index page](#)

## REMOVAL & REPLACEMENT

### Service Considerations - Cable Positions

#### Diskette Drive

The cable routing for the Diskette Drive to the system board.



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

Hard Drive

[Diskette Drive](#)

[CD, CD-RW,  
and/or  
DVD Drive](#)

[Power Button](#)

[Front I/O  
Board](#)

[Power Supply  
Assembly](#)

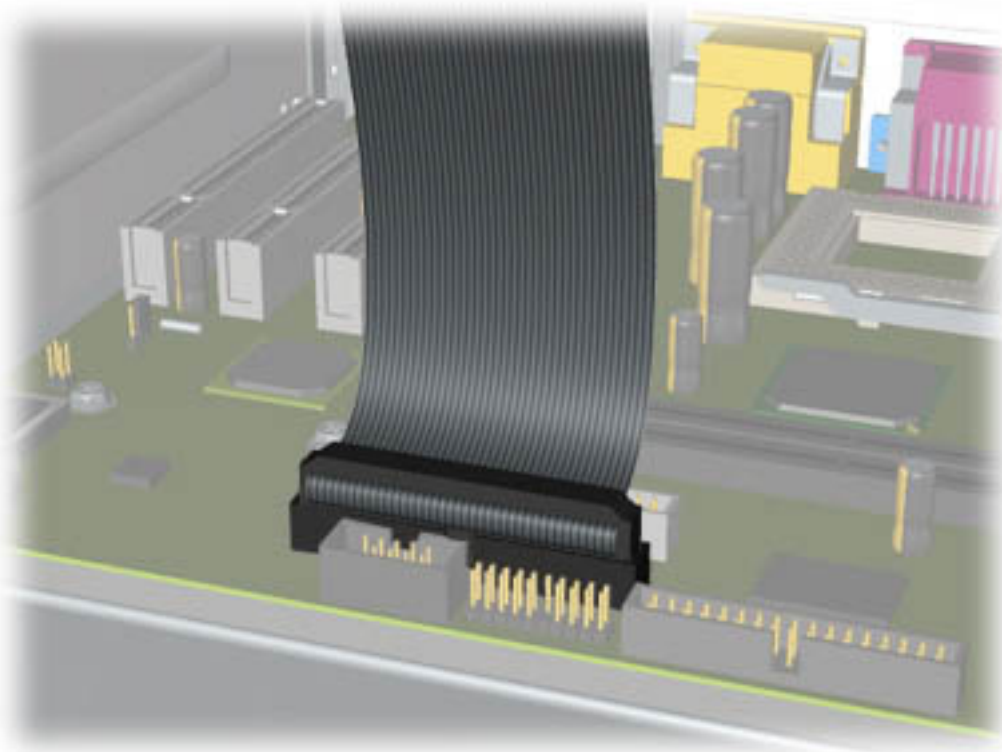
[Service  
considerations  
index page](#)

## REMOVAL & REPLACEMENT

### Service considerations - Cable positions

#### Hard Drive

The cable routing for the Hard Drive to the system board.



1.800.AT.COMPAQ

[privacy and legal statement](#)



## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

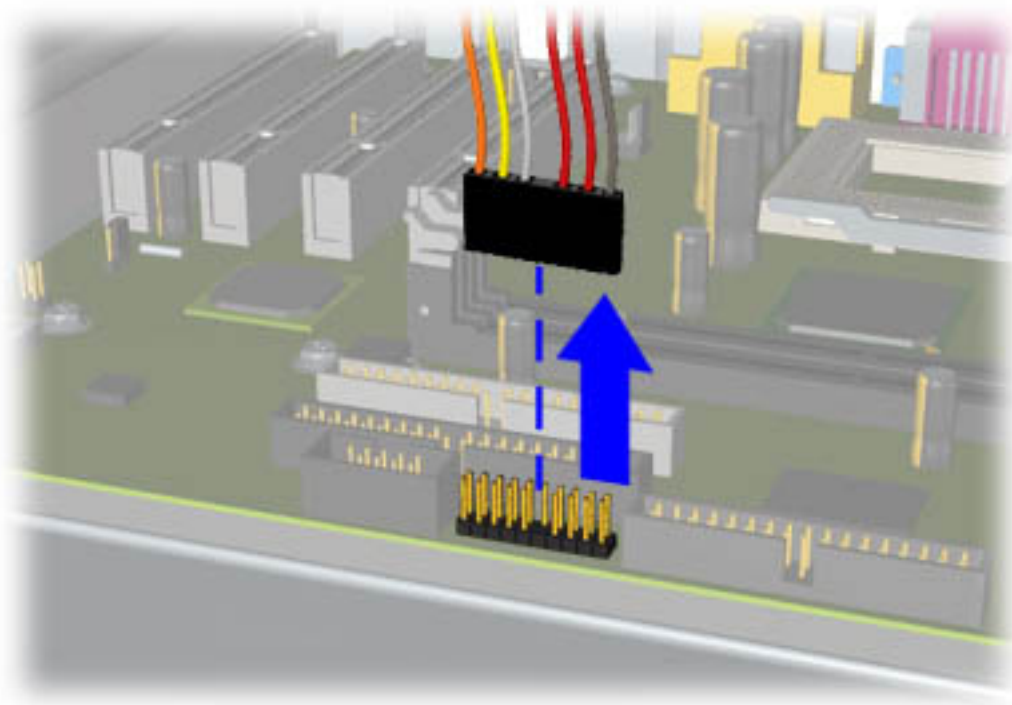
[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[CD, CD-RW,  
and/or  
DVD Drive](#)[Diskette Drive](#)[Hard Drive](#)[Power Button](#)[Front I/O  
Board](#)[Power Supply  
Assembly](#)[Service  
considerations  
index page](#)

## REMOVAL & REPLACEMENT

### Service Considerations - Cable Positions

#### Power Button

The cable routing for the Power Button to the system board.



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

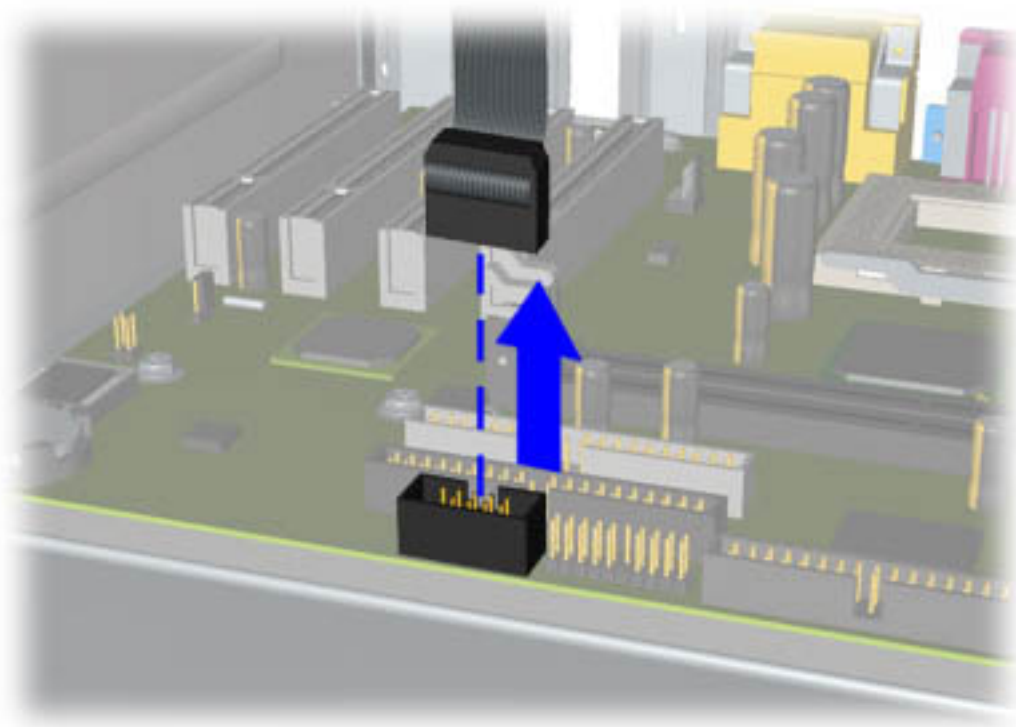
[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[CD, CD-RW,  
and/or  
DVD Drive](#)[Diskette Drive](#)[Hard Drive](#)[Power Button](#)[Front I/O  
Board](#)[Power Supply  
Assembly](#)[Service  
considerations  
index page](#)

## REMOVAL & REPLACEMENT

### Service Considerations - Cable Positions

#### Front I/O Board

The cable routing for the Front I/O Board (USB connector) to the system board.



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

[CD, CD-RW,  
and/or  
DVD Drive](#)

[Diskette Drive](#)

[Power Supply  
Assembly](#)

[Hard Drive](#)

[Power Button](#)

[Front I/O  
Board](#)

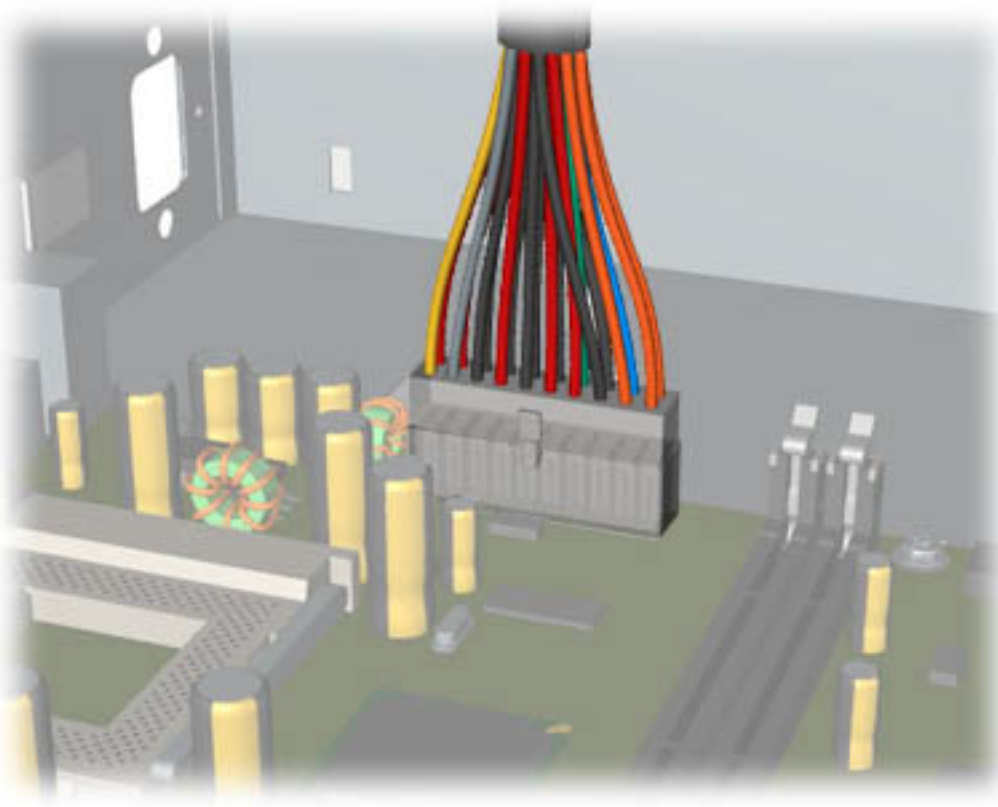
[Service  
considerations  
index page](#)

## REMOVAL & REPLACEMENT

### Service Considerations - Cable Positions

#### Power Supply Assembly

The cable routing for the Power Supply Assembly to the system board.



1.800.AT.COMPAQ

[privacy and legal statement](#)

## 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. © 1999 Compaq Computer Corporation. All rights reserved. Compaq, Presario Registered U. S. Patent and Trademark Office.

Microsoft, MS-DOS, and Windows are registered trademarks 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.

### **Online Maintenance and Service Guide**

Compaq Presario 5400 Series Personal Computers

June 1999

1.800.AT.COMPAQ

[privacy and legal statement](#)

## PREFACE


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

Compaq Computer Corporation reserves the right to make changes to the Compaq Presario 5400 Series Personal Computers without notice.

## 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.
---	---

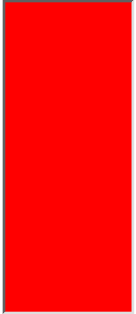
	<b>CAUTION:</b> Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of data.
---	--

<b>IMPORTANT:</b>	Text set off in this manner presents clarifying information or specific instructions.
-------------------	---

<b>NOTE:</b>	Text set off in this manner presents commentary, sidelights, or interesting points of information.
--------------	--

## Technician Notes





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

## Locating Additional Information

The following documentation is available to support this product:

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

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Mass storage devices](#)[Cables](#)[Standard & Optional Boards](#)[Fax/modem](#)[Keyboard](#)[Miscellaneous](#)[Index Page](#)

## ILLUSTRATED PARTS CATALOG

### Mass Storage Devices



#### Spare Part Description

#### Spare Part No.

1. CD, CD-RW, and DVD Drive  
CD-RW Drive 4x4x32 Quartz  
CD-ROM Drive 40x Quartz

191162-001

191160-001

CD-ROM Drive 40x Quartz	207619-001
DVD Drive 8x Quartz	191163-001
DVD Drive 10x Quartz	196748-001
DVD Drive 12x Quartz	191164-001
2. Hard Drives	
10.0-GB	197797-001
15.0-GB	197798-001
15.0-GB	207615-001
20.0-GB	197799-001
30.0-GB	168628-001
40.0-GB	173342-001
3. Diskette Drive	
1.44-MB Diskette Drive	191168-001
1.44-MB Diskette Drive	207614-001

1.800.AT.COMPAQ

[privacy and legal statement](#)

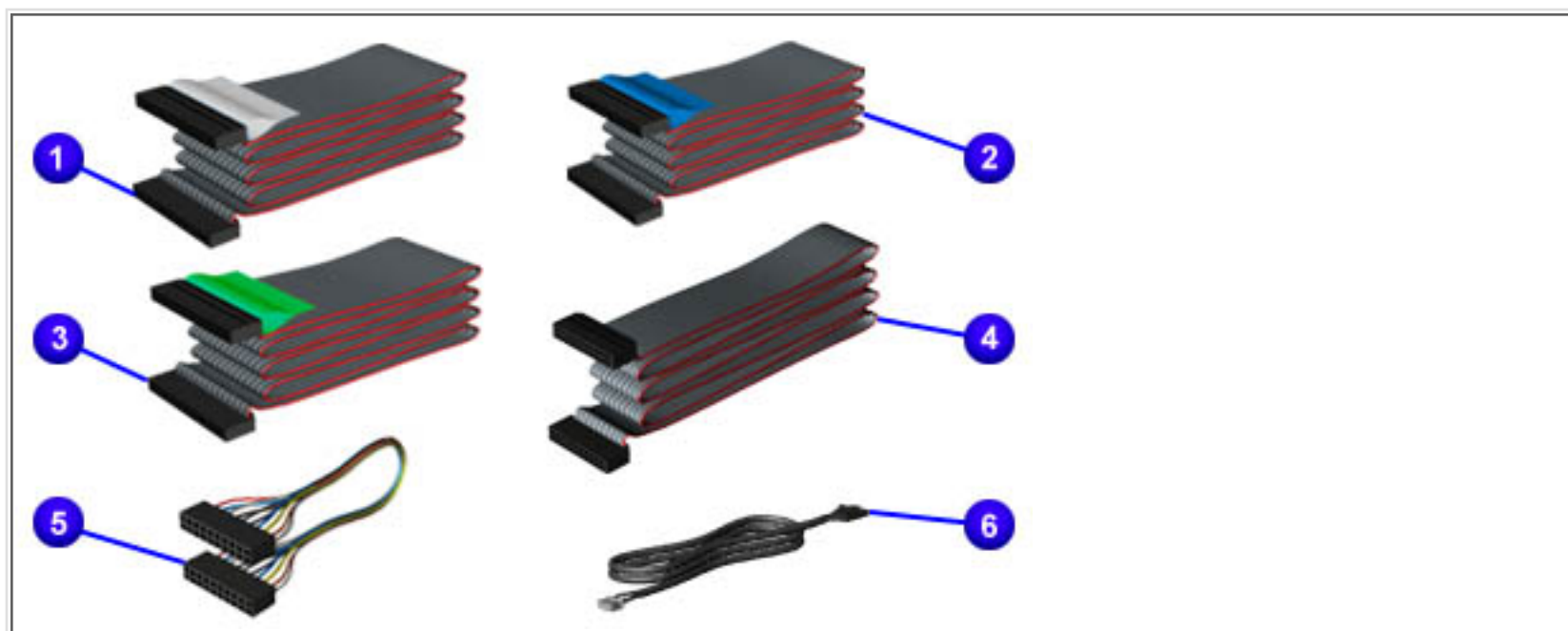
## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Mass storage devices](#)[Cables](#)[Standard & Optional Boards](#)[Fax/modem](#)[Keyboard](#)[Miscellaneous](#)[Index Page](#)

## ILLUSTRATED PARTS CATALOG

### Miscellaneous Cables



Spare Part Description	Spare Part No.
1. CD/DVD Drive Cable	198290-001
CD/DVD Drive Cable	207628-001
CD/DVD Drive Cable (EMEA)	209863-001
2. Hard Drive Cable	198289-001
Hard Drive Cable	207630-001
Hard Drive Cable (EMEA)	209865-001
IDE Cable	202457-001
3. 1.44-MB Diskette Drive Cable	198291-001
1.44-MB Diskette Drive Cable	207629-001
1.44-MB Diskette Drive Cable (EMEA)	209864-001
4. USB Data Cable	202405-001
USB Data Cable	207631-001
5. Power Button Cable	202458-001
6. RJ11 Modem Cable	198220-001

Telephone Line	137256-001
Cables Not Shown	
Dual Connect Cable	202456-001
CD Audio Cable (18-inch)	174773-001
CD Audio Cable	207627-001
Power Cord	Spare Part No.
Power Cord	207622-001
US/Latin America/Asia Pacific/Taiwan	142766-001
Austria	238472-005
Denmark/EMEA	292657-081
AC-AU	198292-011
AC-Europe	198292-021
AC-Italy	198292-061
AC-DK	198292-081
AC-AU	238472-005

1.800.AT.COMPAQ

[privacy and legal statement](#)

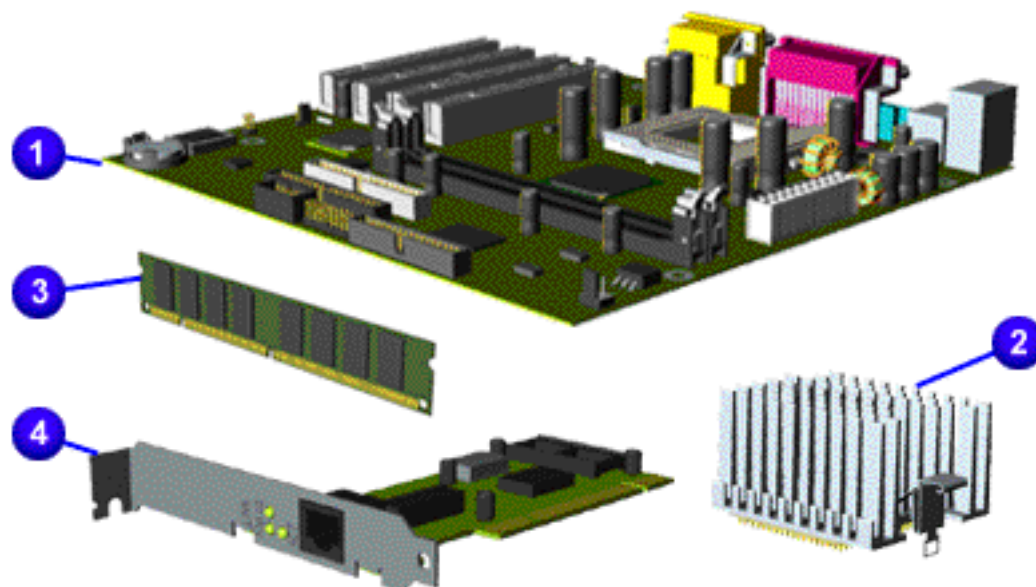
## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Mass storage devices](#)[Cables](#)[Standard & optional boards](#)[Fax/modem](#)[Keyboard](#)[Miscellaneous](#)[Index Page](#)

## ILLUSTRATED PARTS CATALOG

### Standard and Optional Boards



#### Spare Part Description

#### Spare Part No.

1. System Board  
System Board w/o processor  
System Board w/o processor

191767-102  
207613-001



2. Processors	
Celeron 533 (128)	149266-001
Celeron 566 (128)	196361-001
Celeron 600 (128)	196362-001
Celeron 633 (128)	191187-001
Celeron 667 (128)	196363-001
Cop 667 (133)	202078-001
Cop 650 (100)	196364-001
Cop 700 (100)	196365-001
Cop 733 (133)	196366-001
Cum 750 (100)	203630-001
Cum 800 (100)	204494-001
CEI 600 (128)	207612-001
3. Memory Module	
64-MB 100-MHz Memory Module DIMM	207618-001
64-MB 100-MHz Memory Module DIMM	179190-001
128-MB 100-MHz Memory Module DIMM	166966-001
PC 133 64-MB Memory Module SDIMM	170080-001
PC 133 128-MB Memory Module SDIMM	170081-001
4. Standard and Optional Boards	
Network Interface Board 10/100	157045-001

1.800.AT.COMPAQ

[privacy and legal statement](#)

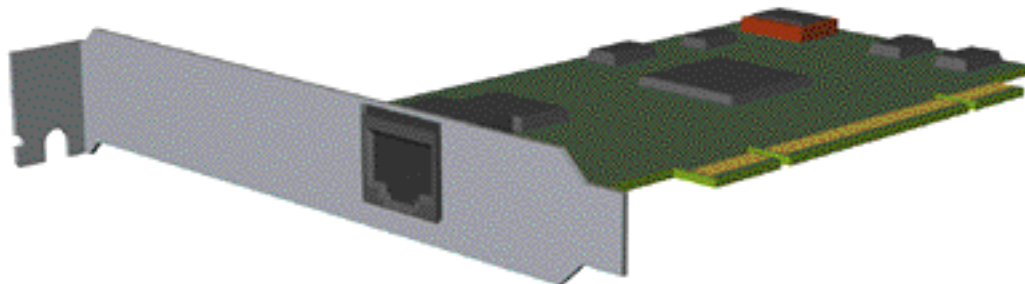
## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Mass storage  
devices](#)[Cables](#)[Standard &  
Optional  
Boards](#)[Fax/modem](#)[Keyboard](#)[Miscellaneous](#)[Index Page](#)

## ILLUSTRATED PARTS CATALOG

### Fax/ Modem



Spare Part Description	Spare Part No.
56K Data/Fax Modem	166386-001
56K Data/Fax Modem (Latin America)	166386-002
V90 PCI 56K Data/Fax Modem	166358-002

Spare Part Description	Spare Part No.
Modem Adapters	
Modem Adapters-International	198293-002
Modem Adapters-Sweden	198294-111
Spare Part Description	Spare Part No.
Adapters	
1. RJ11 P55 Adapter	316920-331
2. RJ11 P55 Adapter (Sweden)	316904-101
3. RJ11 Adapter (Finland)	304398-351
4. RJ11 Adapter	304398-181
5. RJ11 Adapter	316904-081
6. RJ11 Adapter	304398-051
7. RJ11 Adapter	304398-011
8. RJ11 Adapter	158593-031
9. RJ11 Adapter	316904-061
10. PTT/RJ11 Adapter	158593-031

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Mass storage devices](#)[Cables](#)[Standard & Optional Boards](#)[Fax/modem](#)[Keyboard](#)[Miscellaneous](#)[Index Page](#)

## ILLUSTRATED PARTS CATALOG

### Keyboards

**Spare Part Description**

USB Internet Keyboard (U.S)

**Spare Part No.**

180190-007

USB Internet Keyboard (U.K)	180190-037
USB Internet Keyboard (France)	180190-057
USB Internet Keyboard (Italy)	180190-067
USB Internet Keyboard (Spain)	180190-077
USB Internet Keyboard (Denmark)	180190-087
USB Internet Keyboard (Norway)	180190-097
USB Internet Keyboard (Sweden)	180190-107
USB Internet Keyboard (Switzerland)	180190-177
USB Internet Keyboard (Latin America)	180190-167
USB Internet Keyboard (Belgium)	180190-187
USB Internet Keyboard (Brazil)	180190-207
USB Internet Keyboard (Thailand)	180190-287
USB Internet Keyboard (Finland)	180190-357
USB Internet Keyboard (China)	180190-AB7
USB Internet Keyboard (International)	180190-B37

1.800.AT.COMPAQ

[privacy and legal statement](#)

Maintenance and Service Guide  
Compaq Presario Internet PC Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

ILLUSTRATED PARTS CATALOG  
Miscellaneous Parts

[Mass storage devices](#)

[Cables](#)

[Standard & Optional Boards](#)

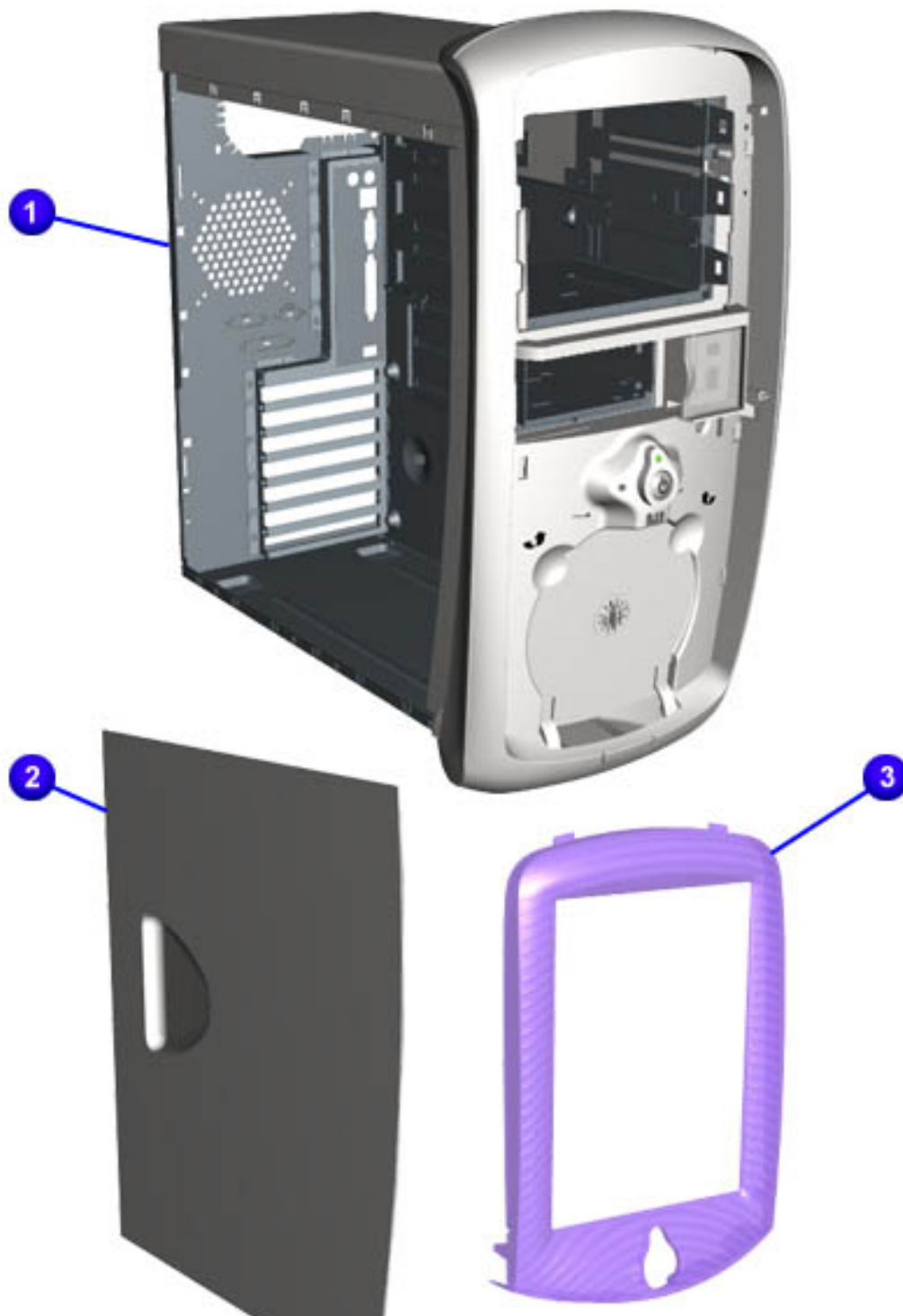
[Fax/modem](#)

[Keyboard](#)

Miscellaneous

[Index Page](#)

Spare Part Description	Spare Part Number
1 Front Bezel Assembly	199357-001
Front Bezel Assembly	207626-001
2 Chassis Assembly w/side panel	199352-001
3 Trim Ring (Upper Front Panel)	199355-001
Lower Trim Ring (CD Storage Door)	199356-001
Parts Not Shown	
Trim Ring Lock	202455-001
Power Switch w/Holder	199354-001
(2) Hard Drive Brackets (4 Screws)	195413-001
Mouse	207621-001
Front I/O Assembly	210322-001
Front I/O Assembly (EMEA)	209866-001
Return Kit	202132-001
Return Kit	207623-001



3.5 inch Drive Rails (left/right side)	199353-001
3.5 inch Drive Rails (left/right side)	210005-001
5.25 inch Drive Rails (left/right side)	202393-001
5.25 inch Drive Rails (left/right side)	207625-001
Front I/O (USB)	199351-001
Front I/O (USB)	207624-001
Active Heatsink	207632-001
145 Watts Power Supply	207617-001
145 Watts Power Supply	127999-001
145 Watts Power Supply (EMEA)	155461-021



1.800.AT.COMPAQ

[privacy and legal statement](#)



## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Clearing CMOS](#)[Power-On Self  
Test \(POST\)](#)[Configuration](#)[Diagnostic error  
codes](#)[Troubleshooting  
without  
diagnostics](#)

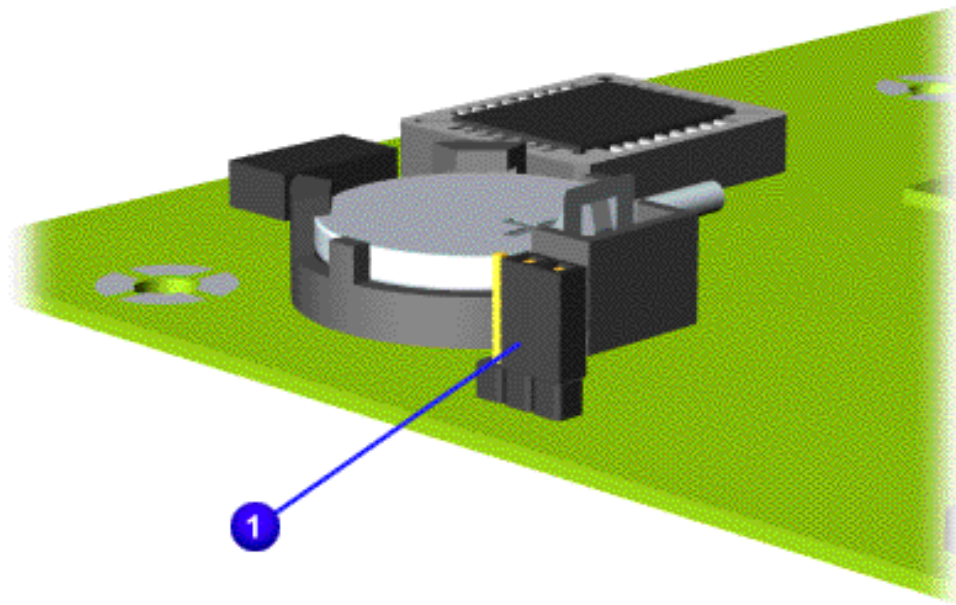
## TROUBLESHOOTING

### Clearing CMOS

If the power-on password is unknown, clearing CMOS will disable the password and allow the computer to be operated.

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

- 1 Complete the [preparation for disassembly](#).
- 2 [Remove the Side Access panel](#).
- 3 To disable the password, move the jumper (JP1) from pins 1-2 (normal) to pins 2-3 (clear CMOS) for 10 seconds, then return to pins 1-2.



1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Clearing CMOS](#)[Power-On Self  
Test \(POST\)](#)[Configuration](#)[Diagnostic error  
codes](#)[Troubleshooting  
without  
diagnostics](#)

## TROUBLESHOOTING

### 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 properly functioning:

- Keyboard
- System board
- Memory modules
- Video memory
- Diskette drives
- Hard 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 and/or visual message. The table below gives explanations of the error codes and a recommended course of action.

**NOTE:**

An external speaker must be installed into the speaker output connector to hear audible beeps during **POST**.

---

Click a link below to find the probable cause and recommended action for a given error message.

[Diskette Drive A Error](#)

[Keyboard Controller Error](#)

[System BIOS Shadowed](#)

[Extended RAM failed at offset nnn](#)

[Keyboard Error](#)

[System Cache Error](#)

[Failing Bits nnn](#)

[Operating System Not Found](#)

[System CMOS Checksum Bad](#)

[Fixed Disk 0 or 1 Failure](#)

[Parity Check 1](#)

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

[Fixed Disk Controller Failure](#)

[Parity Check 2](#)

[System Timer Error](#)

[Incorrect Drive A Type](#)

[Real Time Clock Error](#)

[UMB Upper Limit Segment Address nnn](#)

[Invalid NVRAM Media Type](#)

[System Battery is Dead](#)

[Video BIOS Shadowed](#)

## POST Messages

Error message	Probable Cause	Recommended Action
Diskette Drive A Error	Drive A: is present, but fails the BIOS POST diskette tests	1. Run <a href="#"><u>Setup</u></a> . 2. Replace the signal cables. 3. Replace the drive.

Extended RAM failed at offset nnn	Extended memory not working or not configured properly	1. Replace the <a href="#">memory modules</a> . 2. Replace the <a href="#">system board</a> .
Failing Bits nnn	nnn is a map of the bits at the RAM address which failed the memory test	1. Run <a href="#">Setup</a> . 2. Replace the <a href="#">system board</a> .
Fixed Disk 0 or 1 Failure	Hard drive is not working or not configured properly	1. Run <a href="#">Setup</a> . 2. Replace the signal cable. 3. Replace the hard drive.
Fixed Disk Controller Failure	Hard drive is not working or not configured properly	1. Run <a href="#">Setup</a> . 2. Replace the <a href="#">system board</a> .
Incorrect Drive A Type	Type of diskette in drive A: not correctly identified	1. Run <a href="#">Setup</a> . 2. Replace the <a href="#">diskette drive</a> .
Invalid NVRAM Media Type	Problem with NVRAM (CMOS) access	Replace the <a href="#">system board</a> .
Keyboard Controller Error	Keyboard, I/O keyboard controller (on system board), or mouse error	1. Replace the keyboard. 2. Replace the mouse. 3. Replace the <a href="#">system board</a> .
Keyboard Error	Keyboard, I/O keyboard controller (on system board), or mouse error	1. Replace the keyboard. 2. Replace the mouse. 3. Replace the <a href="#">system board</a> .
Operating System Not Found	Operating system cannot be located on either drive A: or C:	Run <a href="#">Setup</a> .
Parity Check 1	Parity error found in the system bus	1. Run <a href="#">Setup</a> . 2. Replace the <a href="#">memory modules</a> . 3. Replace the <a href="#">system board</a> .
Parity Check 2	Parity error found in the I/O bus	1. Run <a href="#">Setup</a> . 2. Replace the <a href="#">ISA board (modem)</a> .
Real Time Clock Error	Real-time clock fails BIOS test	Replace the <a href="#">system board</a> .

System Battery is Dead	RTC battery is dead	1. Replace the <a href="#">RTC battery</a> . 2. Run <a href="#">Setup</a> .
System BIOS Shadowed	System BIOS copied to Shadow RAM	Status message. No action required.
System Cache Error	RAM cache failed the BIOS test	Run <a href="#">Setup</a> .
System CMOS Checksum Bad	CMOS is corrupted or modified incorrectly	Run <a href="#">Setup</a> .
System RAM Failed at Offset, nnn	System RAM failed	Replace <a href="#">memory modules</a> .
System Timer Error	DMA, timers, etc.	Replace the <a href="#">system board</a> .
UMB Upper Limit Segment Address nnn	Displays the address nnn of the upper limit of Upper Memory Blocks, indicating released segments of the BIOS	Status message. No action required.
Video BIOS Shadowed	Video BIOS successfully copied to shadow RAM	Status message. No action required.

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Clearing CMOS](#)[Power-On Self  
Test \(POST\)](#)[Configuration](#)[Diagnostic error  
codes](#)[Troubleshooting  
without  
diagnostics](#)

## TROUBLESHOOTING

### Configuration

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

- When a system configuration error is detected during the Power-On Self-Test (POST)
- To change factory default settings for some of the computer features
- To change the system configuration, which is sometimes necessary when you add or remove optional hardware
- To set system configuration features

Click a link below to go to the appropriate subsection.

[Preparing the Computer](#)[Setup](#)[Accessing Compaq Utilities Options](#)[View System Information \(INSPECT\)](#)

## Preparing the Computer

If you encounter an error condition, complete the following steps before starting problem isolation procedures:

- 1 Ensure proper ventilation. The computer should have a 3-inch (7.6 cm) clearance at the back of the system unit.
- 2 Turn off the computer and peripheral devices.

**CAUTION**  
(182)

**CAUTION:** Always ensure that the power is off before disconnecting or reconnecting the mouse, keyboard, or any other peripheral devices. Disconnecting or connecting the keyboard or mouse while the unit power is on can damage the system board.

- 3 Disconnect any peripheral devices other than the monitor and keyboard. Do not disconnect the printer if you want to test it or use it to log error messages.
- 4 Install loop-back and terminating plugs for complete testing.

## Setup

The Setup utility gives a snapshot of the computer's hardware configuration, aids in troubleshooting, and sets custom features. Setup recognizes a new internal component or an external device and automatically updates the configuration screens. Use the Setup utility to:

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

## Running Setup

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

**NOTE:**

The actual menu displayed on your computer may vary slightly, depending on your configuration.



## Accessing Compaq Utilities Options

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

### **Create a Compaq Utilities Diskette**

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

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

### **Running Compaq Utilities**

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

## View System Information (INSPECT)

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

- Contents of the operating system startup files
- Current memory configuration
- ROM version
- Type of processor and coprocessor
- Diskette and hard drives

- Active printer and communications interfaces
- Modem

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[MSG index](#)[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Clearing CMOS](#)[Power-On Self  
Test \(POST\)](#)[Configuration](#)[Diagnostic error  
codes](#)[Troubleshooting  
without  
diagnostics](#)

## TROUBLESHOOTING

### Diagnostic Error Codes

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

Tables listed on this page give possible error codes, descriptions of each error condition, and actions required to resolve the error condition.

**IMPORTANT:**

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

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

**100-xx**[Processor](#)**1100-xx**[Serial](#)**3300-xx**[CD or DVD Drive](#)**200-xx**[Memory](#)**1200-xx**[Modem](#)**3300-xx**[CD-RW Drive](#)

<b>300-xx</b>	<u>Keyboard</u>	<b>1700-xx</b>	<u>Hard drive</u>	<b>8600-xx</b>	<u>Pointing device interface</u>
<b>400-xx</b>	<u>Parallel (printer)</u>	<b>2400-xx</b>	<u>Video</u>		
<b>600-xx</b>	<u>Diskette drive</u>	<b>3200-xx</b>	<u>Audio</u>		

### Keyboard error codes

Error Code	Description	Recommended Action
------------	-------------	--------------------

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

## Modem error codes

Error Code	Description	Recommended Action
------------	-------------	--------------------

1201-xx	Modem Internal Loop-Back Test	<p>The following steps apply to error codes 1201-xx through 1210-xx:</p> <ol style="list-style-type: none"><li>1 Refer to modem documentation for correct Setup procedures.</li><li>2 Check the modem line.</li><li>3 <u>Replace the modem</u> and retest.</li></ol>
1202-xx	Modem Time-Out Error	
1203-xx	Modem External Termination Test	
1204-xx	Modem Auto Originate Test	
1206-xx	Dial Multifrequency Tone Test	
1210-xx	Modem Direct Connect Test	

## Diagnostic Error Codes, continued

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Clearing CMOS](#)[Power-On Self  
Test \(POST\)](#)[Configuration](#)[Diagnostic error  
codes](#)[Troubleshooting  
without  
diagnostics](#)

## TROUBLESHOOTING

### Troubleshooting Without Diagnostics

This section describes some simple, preliminary tests and guidelines for troubleshooting the computer.

#### Checklist For Solving Minor Problems

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 STARTUP.CMD file correct?
- Was a nonbootable diskette loaded in the diskette drive at power-up?
- Are all switch settings correct?
- Was Computer Setup run after installing options (memory, disk drives, etc.) and before installing industry standard architecture boards?

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

[Digital Dashboard](#)

[CD drive](#)

[Hard drive](#)

[Diskette drive](#)

[Hardware installation](#)

[USB ports](#)

[Power](#)

are provided in the tables below. The procedure for [resolving hardware conflicts](#) is also described.

CD drive		
Problem	Probable cause(s)	Possible solution
Cannot read compact disc.	CD is not properly seated in the drive.	Eject the CD, then re-insert it, pressing down on the CD firmly to correctly seat it in the drive.
	CD has been loaded upside down.	Eject the CD, turn it over, then reload.
	CD may be dirty or scratched.	Clean the CD or load another CD.
Cannot eject compact disc (tray-load only).	CD is not properly seated in the drive.	Turn off the computer, insert a straightened paper clip into the emergency eject hole, then push firmly. Slowly pull the tray out from the drive until the tray is fully extended, then remove the CD.
CD drive devices are not detected.	Power cycle delay.	After turning the computer off, wait 30 seconds before turning the computer on again.
	CD drive is not connected properly.	Open the computer and check to see that the drive cable is connected properly.

	Proper driver is not loaded	Restart the system and make sure the CD drive drivers are loaded.
--	-----------------------------	---

DVD drive		
Problem	Probable cause(s)	Possible solution
Cannot read DVD disk	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.
	DVD or CD has been loaded upside down.	Eject the disk, turn it over, then reload.
	DVD or CD disk may be dirty or scratched.	Load another DVD disk.
DVD does not work in the DOS mode.	Proper drivers are not loaded.	Restart the system and make sure the DVD drive drivers are loaded.
Cannot eject DVD disk.	The system is in the Sleep mode.	Press the Power button to bring the system back to full power, then eject the DVD.
	The DVD, diskette, or hard drive was active when attempting to eject the DVD.	Wait until all drive activity ends (the CD/hard drive light and diskette drive light will go out), then try to eject the DVD.



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

Digital Dashboard		
Problem	Probable cause(s)	Possible solution
Digital Dashboard displays component icons	Digital Dashboard has not detected system components.	When the power button is pressed, the computer will power-on. The LCD display will display the following icons: keyboard, mouse, and monitor. If any of these components are not detected, the icons will continue to be displayed. If these components are found, the icons will disappear.
Digital Dashboard display is blank	Check the power cable connection to the system board.	When the power cable is properly connected, the LCD display will display, "Push To Start."

## Resolving Hardware Conflicts

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

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

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

To resolve hardware conflicts:

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

Also see: [System](#)

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[MSG index](#)[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Clearing CMOS](#)[Power-On Self  
Test \(POST\)](#)[Configuration](#)[Diagnostic error  
codes](#)[Troubleshooting  
without  
diagnostics](#)

## TROUBLESHOOTING

### Troubleshooting Without Diagnostics (continued)

Hard drive		
Problem	Probable cause(s)	Possible solution
Hard drive error occurs.	Hard disk has bad sectors or has failed.	Run <a href="#">Computer Setup</a> . Reformat the hard disk.
Drive not found.	Cable could be loose.	Check cable connections.
Disk transaction problem.	Either the directory structure is bad or there is a problem with a file.	From the desktop click on the Start menu. Choose Program <a href="#">ar</a> Accessories <a href="#">ar</a> System Tools <a href="#">ar</a> 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 menu. Choose Program <a href="#">ar</a> Accessories <a href="#">ar</a> System Tools <a href="#">ar</a> Disk Defragmenter.

Nonsystem disk message.	The system is trying to start from a diskette that is not bootable.	Remove the diskette from the diskette drive.
	The system is trying to start from the hard drive but the hard disk has been damaged.	Insert a bootable diskette into the diskette drive and restart the computer with Ctrl+Alt+Del.
	Diskette boot has been disabled in Computer Setup.	Run <a href="#">Computer Setup</a> and enable diskette boot.
<p>Hard drive operation seems slow</p> <p>OR</p> <p>Hard drive activity light is not on, or stays on without blinking.</p>	The hard disk files may be fragmented.	<p>From the desktop click on the Start menu. Choose Program <a href="#">ar</a> Accessories <a href="#">ar</a> System Tools <a href="#">ar</a> 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 menu. Choose Program <a href="#">ar</a> Accessories <a href="#">ar</a> System Tools <a href="#">ar</a> Disk Defragmenter.</p>

Hardware installation		
Problem	Probable cause(s)	Possible solutions
A new device is not recognized as part of the	When the system advised you of changes to the configuration, you did not save the changes.	Reboot the computer and follow the instructions for saving the changes.

computer system.	The system may not have automatically recognized the new device.	Run <a href="#">Computer Setup</a> and identify the new device.
	The cables for the new external device are loose, or the power cables are unplugged.	Check all cables.
	The power switch for the new external device is not turned on.	Turn off the computer, turn on the external device, and then turn on the computer to integrate the new device with the computer.

Power	
Problem	Possible Solution
Computer will not turn on.	Ensure that the computer is connected to a power source.
Computer does not automatically display the date and time.	The real-time clock (RTC) battery may need to be replaced. <a href="#">Click here</a> for replacement procedures.
Computer does not beep during POST.	The speaker volume may have been turned down. Select the Volume option from the Control Panel and adjust the volume.
Computer powered off automatically.	The unit temperature may have been exceeded. Check the fan for function and blockage.

USB		
Problem	Probable cause(s)	Possible solution
Port 3 cannot work with any slow speed devices.	The device is plugged into the wrong port.	Check to see if the keyboard is plugged into Port 3.  Ensure that the USB device is properly inserted into the port.
USB device does not work with the system.	The USB device and the system may use different USB architectures.	Ensure that the USB device and the system 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).

Diskette Drive		
Problem	Probable cause(s)	Possible solution
Diskette drive light stays on.	Diskette may be damaged.	From the desktop click on the Start menu. Choose Program <a href="#">ar</a> Accessories <a href="#">ar</a> System Tools <a href="#">ar</a> Scandisk to check for problems.
	Diskette may be installed incorrectly.	Remove the diskette and reinsert.
	Software program may be damaged.	Check the program diskettes.

Diskette drive cannot write to a diskette.	Diskette is not formatted.	Format the diskette.
	Diskette is write-protected.	Either use another diskette that is not write-protected or disable the write protection on the diskette.
	Writing to the wrong drive.	Check the drive letter in your path statement.
	Not enough space is left on the diskette.	Use another diskette to write the information.
Diskette drive cannot read a diskette.	Diskette is not formatted.	Format the diskette.
	Using the wrong diskette type for the drive type.	Use a diskette that is compatible with the drive.
	Reading the wrong drive.	Check the drive letter in your path statement.
	Diskette drive has been disabled by <b>Computer Setup</b> .	Run <b>Computer Setup</b> and enable the diskette drive.

1.800.AT.COMPAQ

[privacy and legal statement](#)



## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Clearing CMOS](#)[Power-On Self  
Test \(POST\)](#)[Configuration](#)[Diagnostic error  
codes](#)[Troubleshooting  
without  
diagnostics](#)

## TROUBLESHOOTING

### Diagnostic Error Codes (continued)

#### Video 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:  1 Run <a href="#">Setup</a> .  2 Replace the <a href="#">system board</a> and retest.
2403-xx	Video attribute test failed	
2404-xx	Video character set test failed	
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
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 graphics 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 graphics test failure
2431-xx	640 × 480 graphics test failure

2432-xx	320 × 200 graphics (256-color mode) test failed	
2448-xx	Advanced VGA Controller test failed	
2451-xx	132-column Advance VGA test failed	
2456-xx	Advanced VGA 256-Color test failed	
2468-xx	Advanced VGA BitBLT test	<p>The following steps apply to error codes 2468-xx through 2480-xx:</p> <ol style="list-style-type: none"> <li>1 Run <a href="#">Setup</a>.</li> <li>2 Replace the <a href="#">system board</a> and retest.</li> </ol>
2477-xx	Advanced VGA datapath test	
2478-xx	Advanced VGA BitBLT test	
2480-xx	Advanced VGA Linedraw test	

## Processor error codes

Error code	Description	Recommended action
101-xx	CPU test failed	Replace the <a href="#">system board</a> and retest.
102-xx	Processor error	<ol style="list-style-type: none"> <li>1. Run <a href="#">Setup</a> and retest.</li> <li>2. Replace the processor and retest.</li> </ol>
103-xx	DMA controller failed	The following step applies to error codes 103-xx through 106-xx:
104-xx	Interrupt controller failed	

105-xx	Port error	Replace the <a href="#">system board</a> and retest.
106-xx	Keyboard controller self-test failed	
107-xx	CMOS RAM test failed	The following steps apply to error codes 107-xx through 109-xx:  1. Replace the <a href="#">battery/clock module</a> and retest. 2. Replace the <a href="#">system board</a> and retest.
108-xx	CMOS interrupt test failed	
109-xx	CMOS clock test failed	
110-xx	Programmable timer test failed	The following step applies to error codes 110-xx through 113-xx:  Replace the <a href="#">system board</a> and retest.
111-xx	Refresh detect test failed	
112-xx	Speed test failed	
113-01	Protected mode test failed	
114-xx	Speaker test failed	1. Verify the speaker connection. 2. Replace the <a href="#">system board</a> and retest.
199-xx	Installed devices test failed	1. Check system configuration. 2. Verify cable connections. 3. Check switch settings. 4. Run <a href="#">Compaq Utilities</a> . 5. Replace the <a href="#">system board</a> and retest.

### Monitor (VGA or flat-panel) error codes

Error Code	Description	Recommended Action
------------	-------------	--------------------

501-xx	Video controller test failed	<p>The following step applies to error codes 501-xx through 516-xx:</p> <p>Replace the <a href="#">system board</a> and retest.</p>
502-xx	Video memory test failed	
503-xx	Video attribute test failed	
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	

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## REMOVAL & REPLACEMENT

### System Board Components

#### System Board

[Fan with  
heatsink](#)[Memory  
module](#)[Processor](#)[RTC battery](#)[System board  
components](#)[System board  
components  
index page](#)

#### Removal

- 7 Remove two screws securing the system board to the chassis.
- 8 Slide the system board toward the front of the chassis.
- 10 Disconnect all cables from the system board and lift the system board from the chassis.

#### Replacement

To replace the system board, reverse this procedure.

NOTE:

The system board spare part kit does not include the processor, cache, DIMM, or video expansion module. The components must be transferred from the old system board to the new system board.

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[MSG index](#)[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Clearing CMOS](#)[Power-On Self  
Test \(POST\)](#)[Configuration](#)[Diagnostic error  
codes](#)[Troubleshooting  
without  
diagnostics](#)

## TROUBLESHOOTING

### Diagnostic Error Codes (continued)

#### Hard drive error codes

Error Code	Description	Recommended Action
1700-xx	Hard drive ID types test failed	<p>The following steps apply to error codes 1700-xx through 1799-xx:</p> <ol style="list-style-type: none"> <li>1 Run <a href="#">Setup</a> and verify drive type.</li> <li>2 <a href="#">Replace the hard drive signal and power cables</a> and retest.</li> <li>3 <a href="#">Replace the hard drive</a> and retest.</li> <li>4 Replace the <a href="#">system board</a> 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	
1719-x	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	

**\* Error Correction Code**

### Pointing device interface error codes

Error Code	Description	Recommended Action
8601-xx	Pointing Device Interface test failed	1. Replace with a working pointing device and retest. 2. Replace the <a href="#">system board</a> and retest.

### Audio error codes

Error Code	Description	Recommended Action
3206-xx	Audio System Internal Error	Replace the <a href="#">system board</a> and retest.

### CD-RW Drive error codes

Error Code	Description	Recommended Action
xxxx-xx	CD-RW drive	<p>The following steps apply to error codes xxxx-xx through xxxx-xx and xxxx-xx:</p> <ol style="list-style-type: none"><li>1</li><li>2</li><li>3</li><li>4</li></ol>

### CD or DVD Drive error codes

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

**\* Boot to DOS (Command Prompt only) or Windows (Not Safe Mode). Press the CD or DVD drive eject button (located on the front bezel) to eject the CD or DVD and retest.**

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[MSG index](#)[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Clearing CMOS](#)[Power-On Self  
Test \(POST\)](#)[Configuration](#)[Diagnostic error  
codes](#)[Troubleshooting  
without  
diagnostics](#)

## TROUBLESHOOTING

### Diagnostic Error Codes (continued)

#### Memory error codes

Error Code	Description	Recommended Action
200-xx	Invalid memory configuration	1. Verify memory module value compatibility. 2. <a href="#">Reinsert memory</a> in the correct location.
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	1 Flash the ROM and retest. 2 <a href="#">Replace the memory</a> and retest. 3 Replace the <a href="#">system board</a> and retest.

203-xx	Memory write/read test failed	<p>The following steps apply to error codes 203-xx through 210-xx:</p> <ol style="list-style-type: none"> <li>1 <a href="#">Remove one memory module</a> at a time until the error message stops.</li> <li>2 <a href="#">Replace other removed modules</a> one at a time, testing each to ensure the error does not return.</li> <li>3 Replace the <a href="#">system board</a> and retest.</li> </ol>
204-xx	Memory address test failed	
206-xx	Increment pattern test failed	
210-xx	Random pattern test failed	

### Diskette drive error codes

Error Code	Description	Recommended Action
600-xx	Diskette ID drive types test failed	<p>The following steps apply to error codes 600-xx through 698-xx:</p> <ol style="list-style-type: none"> <li>1 Replace the diskette and retest.</li> <li>2 <a href="#">Check and/or replace the diskette power and signal cables</a> and retest.</li> <li>3 <a href="#">Replace the diskette drive</a> and retest.</li> <li>4 Replace the <a href="#">system board</a> and retest.</li> </ol>
601-xx	Diskette format failed	
602-xx	Diskette read test failed	
603-xx	Diskette write, read, compare test failed	
604-xx	Diskette random seek test failed	
605-xx	Diskette ID media test failed	
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](#).

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC 5000 Series Computers

[Product Description](#)
[Troubleshooting](#)
[Illustrated Parts Catalog](#)
[Home](#)
[Removal & Replacement](#)
[Jumper & Switch Information](#)
[Specifications](#)

 Models and  
Features

[CPU Controls  
and Lights](#)
[Side Access  
Panel](#)
[Internet  
Keyboard  
Controls](#)
[Rear CPU  
Connectors](#)
[Power Cord  
Set  
Requirements](#)

## PRODUCT DESCRIPTION

### Compaq Presario Internet PC Series Standard Configuration

Model	Processor	Hard Drive	CD/CD-RW /DVD	Secondary Drive	Memory
5BW100	Celeron 533	10.0-GB	40x		64PC
5BW110	Celeron 566	10.0-GB	40x		64PC
5BW110	Celeron 566	10.0-GB	40x		64PC
5BW120	Celeron 600	15.0-GB	40x		64PC
5BW120	Celeron 600	15.0-GB	40x		64PC
5BW120	Celeron 600	15.0-GB	8x/10x/12x DVD	CD-RW	64PC
5BW140	Cop 650/100	15.0-GB	40x		64PC
5BW140	Cop 650/100	15.0-GB	40x		64PC
5BW143	Cop 650/100	30.0-GB	CD-RW		64PC
5BW143	Cop 650/100	20.0-GB	CD-RW		64PC
5BW154	Cop 667/133	15.0-GB	CD-RW	CD-RW	64PC
5BW150	Cop 667/133	20.0-GB	8x/10x/12x DVD		64PC
5BW160	Cop 700/100	15.0-GB	CD-RW		64PC
5BW160	Cop 700/100	15.0-GB	CD-RW		64PC
5BW160	Cop 700/100	20.0-GB	40x	CD-RW	64PC
5BW160	Cop 733/133	40.0-GB	40x	CD-RW	128PC
5BW190	Cop 800/100	15.0-GB	8x/10x/12x DVD	CD-RW	64PC



Compaq Home	Search	Products	Service	Worldwide	Compaq.com
<a href="#">Comments?</a>					
<a href="#">Legal Notices and Privacy Statement</a>					
Revised: 30 October 1998					

# Welcome to Compaq DSL Troubleshooting Guide

[If you are having trouble getting connected to the Internet with your DSL modem, this guide can help you.]

[Whatever text typically introduces a customer diagnostic tool]

---

**Is this a first time connectivity problem?**

[Yes](#)

[No](#) - Be thinking about things that have changed, such as additional phones, fax machines, new software on the computer, etc

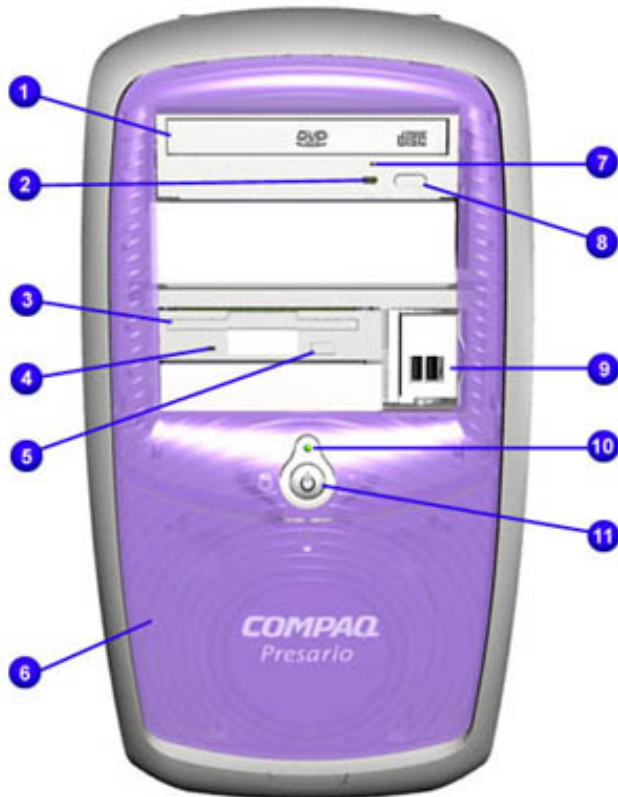
## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)

## PRODUCT DESCRIPTION

### CPU Controls and Lights



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

[Models and  
Features](#)[CPU Controls  
and Lights](#)[Side Access  
Panel](#)[Internet  
Keyboard  
Controls](#)[Rear CPU  
Connectors](#)[Power Cord  
Set  
Requirements](#)

1.800.AT.COMPAQ

[privacy and legal statement](#)

# Maintenance and Service Guide

## Compaq Presario Internet PC Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

[Models and Features](#)

[CPU Controls and Lights](#)

[Side Access Panel](#)

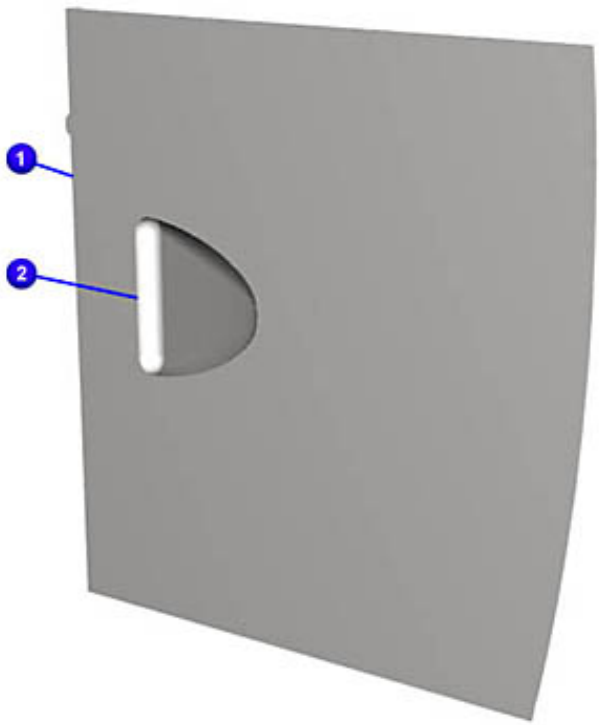
[Internet Keyboard Controls](#)

[Rear CPU Connectors](#)

[Power Cord Set Requirements](#)

## PRODUCT DESCRIPTION

### Side Access Panel



- 1 Side Access Panel
- 2 Side Access Panel Handle



# Maintenance and Service Guide

## Compaq Presario Internet PC 5000 Series Computers

[Product Description](#)

[Troubleshooting](#)

[Illustrated Parts Catalog](#)

[Home](#)

[Removal & Replacement](#)

[Jumper & Switch Information](#)

[Specifications](#)

## PRODUCT DESCRIPTION

### Compaq Internet Keyboard

#### CD/DVD Control Button Suite



#### CD/DVD Control Button Suite

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

#### Internet Zone Buttons

#### Internet Zone Buttons

- 1 Instant Search
- 2 Activity Community
- 3 Instant E-mail
- 4 Instant Internet
- 5 My Presario
- 6 Retail/Affinity Central
- 7 Entertainment Ideas
- 8 Quick Launch Help Button

[Models and Features](#)

[CPU Controls and Lights](#)

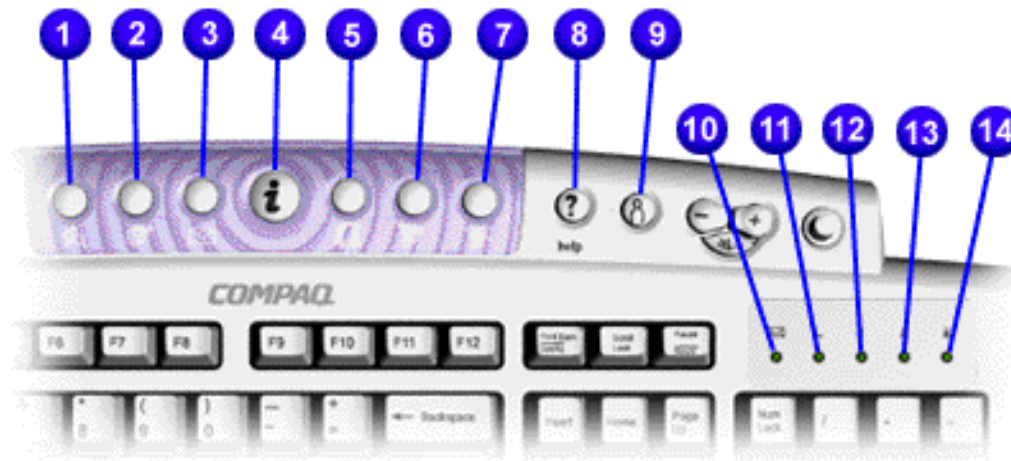
[Side Access Panel](#)

[Internet Keyboard Controls](#)

[Rear CPU Connectors](#)

[Power Cord Set Requirements](#)

9 Quick Launch My Program Button



1.800.AT.COMPAQ

[privacy and legal statement](#)



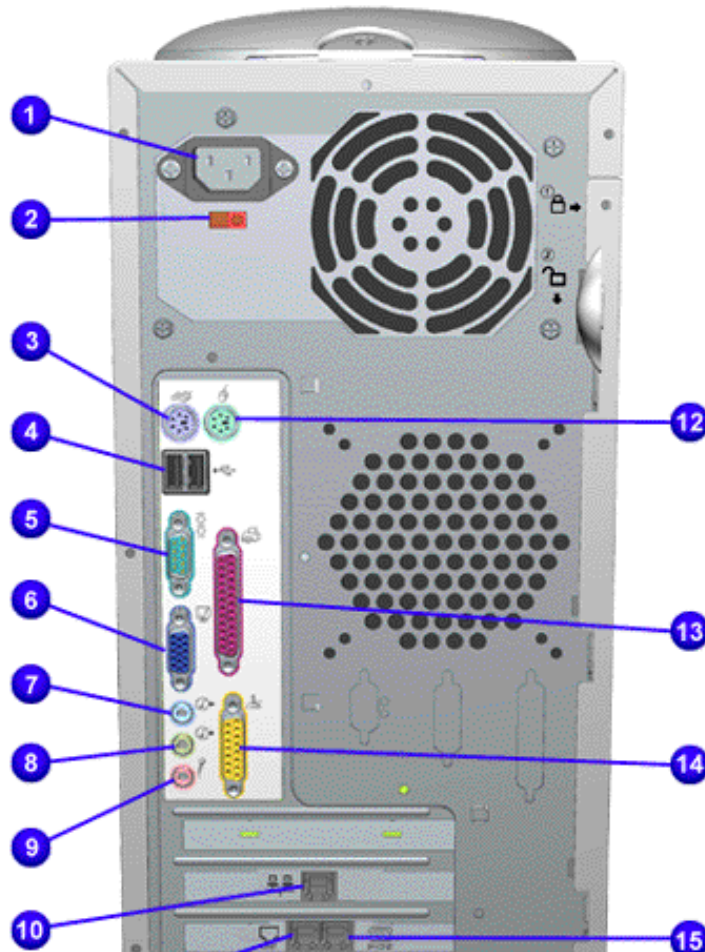
## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

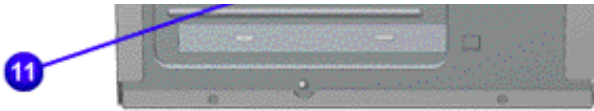
[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Models and Features](#)[CPU Controls and Lights](#)[Side Access Panel](#)[Internet Keyboard Controls](#)[Rear CPU Connectors](#)[Power Cord Set Requirements](#)

## PRODUCT DESCRIPTION

### Rear CPU Connectors



- 1 AC Power Connector
- 2 Voltage Select Switch
- 3 USB Port for Connecting a Keyboard
- 4 Two USB Ports for Connecting a Keyboard or other USB Devices
- 5 Serial Port
- 6 Video Port (blue)
- 7 Audio Out (Speakers) (light green)
- 8 Audio In (MP3 Player) (light blue)
- 9 Microphone (light pink)
- 10 Ethernet Port for Connecting to a Network (if equipped)
- 11 Modem Port
- 12 PS2 Port for Connecting a Mouse
- 13 Parallel Port
- 14 Game/MIDI Port
- 15 Game/MIDI Port



## 15 Phone Connection

**IMPORTANT:** Connectors may vary depending on the model selected.

1.800.AT.COMPAQ

[privacy and legal statement](#)

## Maintenance and Service Guide

### Compaq Presario Internet PC Series Computers

[Product Description](#)[Troubleshooting](#)[Illustrated Parts Catalog](#)[Home](#)[Removal & Replacement](#)[Jumper & Switch Information](#)[Specifications](#)[Models and  
Features](#)[CPU Controls  
and Lights](#)[Side Access  
Panel](#)[Internet  
Keyboard  
Controls](#)[Rear CPU  
Connectors](#)[Power Cord  
Set  
Requirements](#)

## PRODUCT DESCRIPTION

### Power Cord Set Requirements

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

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

#### General Requirements

The requirements listed below are applicable to all countries:

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

Country-Specific Requirements

Country	Accredited Agency
United States	UL*
US/Canada	UL and CSA

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

1.800.AT.COMPAQ

[privacy and legal statement](#)