COMPAQ

Troubleshooting
Compaq Notebook Series

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This guide gives you steps to troubleshoot minor problems yourself and obtain support from Compaq. It presents common problems users may encounter and provides solutions and resources.

Contents

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Problems and Solutions

Solving Common Problems

Problems that occur while using the notebook may originate with the notebook, the operating system, a software application, or an external device attached to your notebook.

This guide is designed to describe solutions to enable you to troubleshoot problems yourself or obtain help from Compaq.

■ For general problems that may originate with the notebook, refer to the "Quick Solutions Checklist" in this guide.

■ For problems that may originate with your hardware, refer to the *Hardware Guide* on this CD.

■ To check your notebook configuration and run diagnostic tests, refer to the *Software Guide* on this CD.

■ For problems that may not originate with the notebook, refer to the documentation included with your software application, external device, or operating system.

■ For Compaq support, refer to "Preparing to Call Technical Support" and "Using the World Wide Web" in this guide.

■ To locate a Compaq authorized dealer, reseller, or service provider, refer to the *Worldwide Telephone Numbers* booklet included with the notebook.

Quick Solutions Checklist

✎ To shut down a system that is not responding, when Windows shut down procedures cannot be used, refer to the emergency shut down procedures outlined in the Hardware Guide on this CD.

■ Is adequate power available to the notebook?

❏ If the notebook is connected to an electrical outlet, are the power cord and external AC Adapter cable connections secure?

❏ Is the electrical outlet providing power?

❏ Is the battery pack fully charged?

✎ For details about managing battery power, refer to the battery pack information in the *Hardware Guide* on this CD.

■ Did you remove a diskette from the drive before turning on the notebook? Failure to do so can prevent the notebook from booting up.

✎ For instructions on downloading ROM updates, refer to the *Software Guide* on this CD.

■ Is the notebook positioned to allow adequate ventilation?

✎ To prevent overheating, do not obstruct the vents. Do not allow a hard surface, such as an adjoining optional printer, or a soft surface, such as carpet or fabric, to block the airflow.

■ Have files been scanned for viruses?

■ Was the notebook shut down through the operating system? Failure to do so can corrupt files.

■ If the problem relates to an external device:

❏ Is the device securely connected?

❏ Is the device receiving reliable electrical power?

❏ Is the device turned on?

✎ Some devices, such as monitors, printers, and parallel devices, must be turned on *before* the notebook is turned on.

❏ Are all necessary device drivers installed?

Using the World Wide Web

A range of Compaq support services are available on the Compaq Web site. You can browse the reference information or contact support and submit questions via email. You can also find technical assistance from peers via Compaq Forums and Communities.

For home, home office, and small business support, type the following in your Web browser address field: compaq.com/consumersupport.

For commercial business support, type the following in your Web browser address field: compaq.com/support. If the notebook is not connected to the Internet, refer to the Worldwide Telephone Numbers booklet included with the notebook to contact a support technician or a Compaq authorized dealer, reseller, or service provider.

Preparing to Call Technical Support

If you cannot solve a problem using the troubleshooting guidelines in this book and need immediate problem resolution, call Compaq Technical Support.

To receive the fastest possible solution, run Compaq Diagnostics before you call. (See the *Software Guide* on this CD for instructions.) Have the following information available when you call Technical Support:

■ The notebook

■ Serial number

■ Purchase date on invoice

■ Conditions under which the problem occurred

■ Error messages that have occurred

■ Hardware configuration

■ Hardware and software you are using

■ Type of printer connected

■ Printed information from Compaq Diagnostics or a list of the devices and error messages received

■ Configuration settings, including contents of the system files

✎ If you take the notebook to a Compaq dealer, reseller, or service provider for service, remember to remove any power-on or setup passwords you have set, or provide the passwords to the service provider.

Problem Solutions Table

Audio Problems

Problem	Possible Cause	Solution
No sound.	Volume has been muted or turned down.	Use volume buttons or the volume control icon on the taskbar to adjust the volume.
	Volume has been muted and the volume control icon is missing from the taskbar.	To display the volume control icon, refer to the audio information in the *Hardware Guide* on this CD.
Internal speakers produce no sound.	External speakers, headphones, or a headset are connected to the notebook.	Use the external speakers, headphones, or headset. Or use the internal speakers by disconnecting the external speakers, headphones, or headset.
External speakers, headphones, or a headset produce no sound.	Volume is muted or turned down.	Use volume buttons or the volume control icon on the taskbar to adjust the volume.
		Adjust the volume from within the operating system or software application.
	The wrong jack is being used.	To find the right jack, refer to the external components information in the *Hardware Guide* on this CD.

Audio Problems *(Continued)*

Problem	Possible Cause	Solution
External microphone does not work.	The wrong jack is being used.	To identify the right jack, refer to the external components information in the *Hardware Guide* on this CD.
	The recording source is not selected in the software.	Select the recording source in the software application. Refer to the documentation included with the device for more information.
	The recording level volume needs adjusting.	Adjust the recording level volume from within the software application. Refer to the documentation included with your device for more information.

Battery Problems

Problem	Possible Cause	Solutions
Battery light is blinking.	The battery pack is the only source of power, and the notebook has entered a low-battery condition.	Connect the notebook to external power or initiate Hibernation, and replace the battery pack with a fully charged battery pack. Refer to the battery pack chapter in the *Hardware Guide* on this CD for details.
Battery light is blinking and the notebook initiates Hibernation.	Notebook has entered a critical low-battery condition and has initiated Hibernation.	Connect the notebook to external power or insert a fully charged battery pack. Refer to the battery pack chapter in the *Hardware Guide* on this CD for managing low-battery conditions.
The power/suspend light blinks briefly, and the notebook shuts down.	Notebook has entered a critical low-battery condition with Hibernation disabled. Unsaved work will be lost.	Immediately connect the notebook to external power. Refer to the battery pack chapter in the *Hardware Guide* for details on managing battery power.
Battery pack is warm after charging.	Warming occurs normally during charging.	No action is required.
Date and time must be reset each time the notebook is turned on.	The battery that backs up the real-time clock has reached the end of its useful life.	Contact your Compaq authorized service provider to replace the real-time clock battery.

Battery Problems *(Continued)*

Problem	Possible Cause	Solutions
Battery light does not turn on to indicate that battery pack is charging; battery pack does not charge.	AC power is not connected to the notebook.	Check the power source.
	Battery pack is already fully charged.	No action is required.
	Battery pack was exposed to temperature extremes.	Allow time for the battery pack to reach room temperature.
	The battery pack has reached the end of its useful life.	Replace the battery pack.

Battery Problems *(Continued)*

Problem	Possible Cause	Solutions
Battery pack charge does not last as long as expected.	Battery conservation settings, practices, and procedures are not set optimally.	To optimize battery settings, refer to the battery conservation information in the *Hardware Guide* on this CD.
	Battery pack has partially self-discharged.	Refer to details on storing a battery pack in the *Hardware Guide* on this CD.
	Battery pack is being exposed to temperature extremes.	Keep the battery pack within recommended operating and storage temperature ranges. Refer to the notebook specifications in the *Hardware Guide* on this CD.
Battery charge displays do not accurately report the charge remaining.	The battery pack requires calibration.	Calibrate the battery pack. Refer to the battery pack calibration procedures in the *Hardware Guide* on this CD.
	The battery pack has reached the end of its useful life.	Replace the battery pack.

CD and DVD Drive Problems

Problem	Possible Cause	Solution
System does not recognize a CD or DVD drive.	The drive is not seated properly.	Remove, then reinsert, the drive.
	System software does not support the drive.	Install drivers and/or a system ROM upgrade as instructed in the drive documentation.
	The drive is damaged.	To verify that the problem is with the drive, try using another drive in the same bay.
	The notebook is running a retail version of the operating system, and the drive was inserted while the system was on, in Standby, or in Hibernation.	Shut down the notebook, reinsert the drive, then turn on the notebook. ✎ To prevent possible video and audio degredation and loss of audio or video playback functionality, do not initiate Standby or Hibernation while using drive media.
	The system is infected with a virus.	Run an up-to-date virus scan utility.
Notebook does not beep 3 times when CD or DVD drive is inserted, but drive is recognized.	The notebook is off, in Standby, or in Hibernation.	The notebook beeps to indicate a successful insertion or removal of a drive only when the notebook is on.

CD and DVD Drive Problems *(Continued)*

Problem	Possible Cause	Solution
CD or DVD drive cannot read a CD or DVD disc.	The disc is upside down or not seated properly.	Reinsert the disc with the label facing up and verify that the disc is securely snapped down on the spindle.
	The disc may not be supported by the drive.	Use only discs that are supported. (A DVD disc cannot be used in a CD drive.)
CD/DVD drive takes too long to start.	The DVD drive must determine the type of media being played before it can start.	Wait at least 30 seconds to let the DVD drive determine the type of media being played. If the disc still does not start, contact Compaq support.
System cannot start up from a CD or DVD disc.	A disc in the CD or DVD drive is not bootable.	Insert a bootable disc into the drive.
	CD or DVD boot ability is disabled.	To enable CD or DVD boot ability, refer to the Multiboot information in the *Software Guide* on this CD.
	The system can access, but not start from, a CD or DVD drive in a port replicator.	Insert the drive into the notebook.

CD and DVD Drive Problems *(Continued)*

Problem	Possible Cause	Solution
System does not initiate Standby or Hibernation while a CD or DVD disc is in use.	To protect the notebook from possible video degradation and/or loss of audio and video playback functionality, the notebook should not initiate Standby or Hibernation while optical media is being used.	Stop the DVD or CD playback. Remove drive media before initiating Standby or Hibernation.
DVD player performance is poor when running other programs simultaneously.	DVD playback requires large amounts of processing power; the system cannot process other tasks simultaneously at maximum performance.	To provide maximum performance, close all other programs while playing DVD media. It may also be necessary to restart Windows to free all resources.
Display is corrupted when playing some DVD movies.	Copyright material at the beginning of the movie causes momentary corruption.	Wait a few seconds for video corruption to clear up. If it does not clear up, then stop and restart the DVD movie.

Infrared Communications Problems

Problem	Possible Cause	Solution
Cannot link with another infrared-equipped notebook or device.	Infrared software is not running on both devices.	Install infrared software on the second device and start the program on both devices.
	Infrared Monitor search is disabled.	Enable the Infrared Monitor search in your operating system.
	Target device is not IrDA-compliant.	Check the documentation of the target device to ensure compatibility and proper setup.
	The application is not set to the correct COM port.	Check your operating system to determine which COM port the software is set to. If necessary, change the COM port settings from within the software application. Refer to the documentation included with your software for instructions.
	Baud rate, number of bits, stop byte, or parity conflict.	Select the same baud rate, number of bits, stop byte, and parity setting for both devices.
	A physical condition is causing a data transmission problem.	Refer to "Data transmission problem" in this table.

Infrared Communications Problems *(Continued)*

Problem	Possible Cause	Solution
Data transmission problem.	Direct sunlight, energy-saving fluorescent light, or flashing incandescent light is close to the infrared connections.	Remove the interfering light source(s), or move the infrared ports closer together, or select a slower fixed baud rate for each device.
	Interference from other infrared-equipped devices.	Keep infrared-equipped remote control units, such as wireless headphones, pointed away from the infrared connection.
	Dirty infrared lens.	Clean the lens with a lint-free cloth.
	Distance.	Move the infrared ports closer together. They should be no more than 3 feet (1 meter) apart.
	Movement.	Do not move either unit during data transmission.
	Orientation.	Adjust the infrared ports so that the maximum capture angle is 30 degrees. Ports must be aligned so they're no more than 15 degrees off center.
	Physical obstruction.	Remove any objects between the two infrared ports that could be interfering with the line-of-sight data transmission.

Infrared Communications Problems *(Continued)*

Problem	Possible Cause	Solution
System does not initiate Standby while infrared port is enabled.	The system cannot initiate Standby while Infrared Monitor search is enabled.	Disable Infrared Monitor search in your operating system.

Modem Problems

Problem	Possible Cause	Solution
Modem does not work.	Modem cable is not plugged into the correct notebook jack.	To find the right jack, refer to the external components information in the *Hardware Guide* on this CD.
	Incorrect line type (pulse or tone) is selected.	Make sure the correct line type has been selected. Refer to the *Modem and Networking Guide* on this CD for details.
	Modem is connected to a digital line.	Connect the modem to a standard analog telephone line and reestablish the connection.
No dial tone, with or without "No dial tone" message.	You are not in your home country and the modem does not recognize the local dial tone.	Refer to the *Modem and Networking Guide* on this CD for instructions on using the modem in another country.

Modem Problems *(Continued)*

Problem	Possible Cause	Solution
No dial tone, with or without "No dial tone" message. *(continued)*	Telephone service is not connected to the telephone wall jack.	Connect a telephone to the wall jack. If you do not hear a dial tone, contact your telephone service provider.
	A shared telephone line is in use.	Make sure another telephone or modem is not using the telephone line.
	Modem is connected to a digital line such as an office PBX line.	Connect the modem to a standard analog telephone line and reestablish the connection.
Modem sounds are not audible.	System sound is muted or turned down.	Use volume buttons or the volume control icon on the taskbar to adjust the volume.
Modem does not dial correctly.	Call waiting feature may be interfering.	Disable call waiting feature before dialing. For information about disabling call waiting, and to obtain the "disable call waiting code" for your dialing area, consult your local telephone service provider.
	When using the modem in another country, it may be necessary to dial a prefix, such as "0" or "1."	Dial "0" or "1" before dialing the number.

Modem Problems *(Continued)*

Problem	Possible Cause	Solution
Modem does not connect at highest speed.	Line conditions in your area or in the area you are calling may not support the highest connect speeds.	Have your telephone line checked by your local telephone service provider.
		Try dialing an alternate telephone number for the service you are using.
	Another device on your telephone line may be causing interference.	Hang up an extension telephone and disconnect any other devices that may be using the same phone line, then redial your service provider.
	There is noise on the telephone line.	Use another telephone line.
Fax transmissions do not work.	Another communications software application is open.	Close the other communications application.
	The wrong printer driver is selected.	Verify that you have selected the correct printer driver.
Characters are garbled or transfer rates are slow.	There is noise on the telephone line.	Request a telephone line filter from your local telephone service provider.

Modem Problems *(Continued)*

Problem	Possible Cause	Solution
Modem loses connection.	Call waiting feature may be interfering with the connection.	Disable call waiting feature before dialing. For information about disabling call waiting, and to obtain the "disable call waiting code" for your dialing area, consult your local telephone service provider.
	Another device on your telephone line may be causing interference.	Hang up an extension telephone and disconnect any other devices that may be using the same telephone line, then redial.
	Hibernation was initiated; the notebook reached a low-battery or critical low-battery condition.	1. Connect the notebook to an external power source. 2. Exit Hibernation. 3. Restart the communications software application.
	Your service provider may have entered an inactivity timeout.	Ask your service provider if idle time on the line terminates the connection.
	The modem software needs to be upgraded.	Refer to the *Software Guide* on this CD for details on downloading software driver updates.

PC Card Problems

Problem	Possible Cause	Solution
Notebook does not beep when PC Card is inserted, but PC Card works.	Volume is muted.	Use volume buttons or the volume control icon on the taskbar to adjust the volume.
	PC Card beeps have been disabled.	To enable PC Card beeps, refer to the power management section in the *Software Guide* on this CD.
Notebook does not beep when PC Card is inserted, and PC Card does not work.	PC Card is upside down.	Remove the PC Card, then reinsert it with the label side up.
	The PC Card is recognized, but not configured correctly.	To configure your PC Card, refer to the PC Card information in the *Hardware Guide* on this CD. Also refer to he documentation included with the PC Card.
	The PC Card is defective.	Try the PC Card in another notebook to verify the source of the problem.
Notebook beeps once when PC Card is inserted, and PC Card does not work.	You are trying to access a storage PC Card using the wrong drive letter.	For PC Card configuration information, refer to*Hardware Guide* on this CD.

PC Card Problems *(Continued)*

Problem	Possible Cause	Solution
Notebook beeps twice when a storage PC Card is inserted, but the PC Card does not work.	The storage PC Card is not formatted.	Verify or change the drive letter assignment. For instructions, refer to your operating system documentation.
		To format a PC Card, refer to the documentation included with the card.

Keyboard and Pointing Device Problems

Problem	Possible Cause	Solution
Cursor will not respond or jumps to a different location while you are typing.	TouchPad needs to be cleaned.	Wipe the TouchPad with a damp cloth and wipe it dry.
	TouchPad sensitivity settings may need adjustment.	Refer to the *Hardware Guide* on this CD to set preferences for the TouchPad.
Pointing stick cursor continues to move or is difficult to control.	Routine cursor drift.	Stop using the pointing stick for a few seconds, and the cursor will stabilize.
Typing keys results in numbers instead of letters.	The embedded numeric keypad is enabled.	Toggle **Fn+num lk** to disable the embedded numeric keypad.
Embedded numeric keypad doesn't work.	The embedded numeric keypad is not enabled.	Toggle **Fn+num lk** to enable the embedded numeric keypad.
Hotkeys do not work on an external keyboard.	Hotkeys commands are implemented differently on an external keyboard.	Refer to the keyboard information in the *Hardware Guide* on this CD for details.

Keyboard and Pointing Device Problems *(Continued)*

Problem	Possible Cause	Solution
External mouse does not work.	The external mouse is not supported or does not have the correct drivers installed.	Ensure that the drivers included with your mouse have been installed.
	The mouse is dirty.	Refer to the instructions in the *Maintenance, Shipping and Travel Guide* on this CD to clean your mouse.
Keys on the notebook keyboard are sticking or not responding properly.	The keyboard is dirty.	Refer to the instructions in the *Maintenance, Shipping and Travel Guide* on this CD to clean your keyboard.
A keyboard or pointing device connected through the USB connector does not work.	USB legacy support is not enabled.	Refer to the *Hardware Guide* on this CD for instructions on enabling legacy USB devices.
Internal keypad won't work.	External keypad is connected to the PS/2 jack on the port replicator.	Use external keypad or disconnect it to use internal keypad.

Hard Drive Problems (Primary Hard Drive)

Problem	Possible Cause	Solution
Hard drive cannot be accessed.	The notebook may have DriveLock protection enabled on the drive.	To set or remove passwords, refer to the security section in the *Software Guide* on this CD.
DriveLock settings cannot be accessed in Computer Setup.	The DriveLock settings are accessible only when you enter Computer Setup by turning on (not restarting) the notebook.	Turn the notebook off. Then turn it back on and press **F10** when the F10 = ROM Based Setup message is displayed in the lower-left corner of the screen.
System does not recognize a hard drive.	The drive is damaged.	Replace the drive. △ CAUTION: Only advanced users should replace the hard drive. For technical support, refer to the *Worldwide Telephone Numbers* booklet included with the notebook.

Hard Drive Problems (Secondary Hard Drive)

Problem	Possible Cause	Solution
System does not recognize a hard drive.	The drive is not seated properly.	Remove, then reinsert, the drive.
	The drive was inserted while the system was on, in Standby, or in Hibernation.	Shut down the notebook before inserting or removing a hard drive.
	The drive is damaged.	If you have access to another drive, use that drive to verify the source of the problem.
System cannot start up from a secondary hard drive.	The drive does not have the necessary files to start up and operate the notebook.	Start up the notebook from the hard drive supplied with the notebook.
	Drive boot order may not be set up correctly in MultiBoot.	Check the drive boot order in Computer Setup. Refer to the *Software Guide* on this CD for information on Computer Setup and Multiboot.
	The system can access, but not start from, a hard drive in a port replicator.	Insert the drive into the notebook.

Power Problems

Problem	Possible Cause	Solution
Notebook will not turn on when connected to external power while battery pack is in the notebook.	Battery pack may be defective.	Remove or replace the battery pack.
Notebook turned off while it was left unattended and power/standby light is off.	System initiated Hibernation.	Exit Hibernation.
		To change a Hibernation timeout, refer to the power section in the *Software Guide* on this CD.
Notebook turned off while it was left unattended and will not turn on.	System initiated Hibernation or shut down because of a critical low-battery condition.	1. Connect the notebook to an external power source or replace the battery pack with a charged battery pack.
		2. Exit Hibernation.
Notebook unexpectedly initiated Standby or turned off.	The maximum operating temperature was exceeded.	Move the notebook to a cooler environment and allow it to return to room temperature.
		Make sure the notebook vents and exhaust fan are not obstructed.

Power Problems *(Continued)*

Problem	Possible Cause	Solution
System does not initiate Standby.	The system cannot initiate Standby while Infrared Monitor search is enabled.	Disable Infrared Monitor search in your operating system.
	The system cannot initiate Standby while a CD or DVD disc is in the system and auto insert notification is turned on.	Remove the CD or DVD disc.

Games Problems

Problem	Possible Cause	Solution
Game frequently stops responding or locks up.	Game was not set up properly when installed.	Reinstall the game, noting any settings and default selections that pertain to your notebook, then restart the game.
	Minimum hardware and software requirements set by the manufacturer are not met.	Review the game documentation or call the manufacturer to verify the required hardware and software.

Display Problems

Problem	Possible Cause	Solution
Characters on notebook display are dim.	Notebook is in direct light.	Move the notebook or tilt the display.
	Screen brightness is set low.	To increase screen brightness, press the brightness hotkeys. Refer to the *Hardware Guide* on this CD for the hotkey settings.
Display is blank.	Standby has been initiated.	Exit Standby. Refer to the *Software Guide* on this CD for details about Standby and other power settings.
	Hibernation has been initiated.	Exit Hibernation. Refer to the *Software Guide* on this CD for details about Hibernation and other power settings.
	The external monitor display is selected.	To switch between the external monitor and notebook display, press the display switch hotkeys. Refer to the *Hardware Guide* on this CD for the hotkey settings.
Characters are garbled or the display flashes when your notebook is connected to an external monitor.	The external monitor's resolution is set too high for your notebook.	Restart your notebook and reset the display settings.

Internet Problems

Problem	Possible Cause	Solution
Cannot connect to the Internet.	Internet service provider (ISP) account is not set up properly.	Verify your Internet settings or contact your ISP for assistance.
	Internal modem is not set up properly.	Reconnect the modem and redial your service provider. To set up your modem, refer to the *Modem and Networking Guide* on this CD.
Easy Access buttons do not respond.	ISP connection is not established.	Reconnect to your ISP and retry the Easy Access buttons.
Cannot browse a selected Web site.	Wrong URL or the site is no longer available.	Verify the URL or try another URL.
	Too many people trying to visit the same site at the same time.	Visit the site at another time.

Memory Problems

Problem	Possible Cause	Solution
Insufficient memory message is displayed.	All available memory is used by open programs and memory is needed for the desired task.	Close one or more programs and retry. If this does not solve the problem, restart Windows to recover additional memory.

USB Problems

Problem	Possible Cause	Solution
External device connected to the USB connector does not work.	The external device does not start up.	If the external device requires external power, ensure that it is plugged into the electrical outlet correctly.
	The external device is defective.	Try the external device in another USB connector on your notebook or a USB connector on another notebook to verify the problem.
	USB device needs a driver update.	Check with your USB device manufacturer for updated drivers.
	External device produced an overcurrent event.	Connect the external device to another USB connector, or if the device can use external power, connect it to an electrical outlet.
	Resource conflict in device manager.	Check the device manager in the operating system for resource conflicts and change the resources.

USB Problems *(Continued)*

Problem	Possible Cause	Solution
A device, for example the keyboard or mouse, connected through the USB connector does not work before the operating system loads.	USB legacy support is disabled.	To enable USB legacy support, refer to the *Software Guide* on this CD for Computer Setup information.

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