

***COMPAQ***

**User's Guide**

Prosignia 150 Notebook

**First Edition  
107502-001  
Compaq Computer Corporation**

# Notice

The information in this publication 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 INFORMATION IS PROVIDED "AS IS" AND COMPAQ COMPUTER CORPORATION DISCLAIMS ANY WARRANTIES, EXPRESS, IMPLIED OR STATUTORY AND EXPRESSLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE, GOOD TITLE AND AGAINST INFRINGEMENT.

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

© 1999 Compaq Computer Corporation.

All rights reserved. Printed in the U.S.A., Taiwan, United Kingdom

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.

Compaq, Deskpro, Faststart, Compaq Insight Manager, Systempro, Systempro/LT, ProLiant, ROMPaq, QVision, SmartStart, NetFlex, QuickFind, PaqFax, ProSignia, registered United States Patent and Trademark Office.

Netelligent, Systempro/XL, SoftPaq, QuickBlank, QuickLock are trademarks and/or service marks of Compaq Computer Corporation.

Microsoft, MS-DOS, Windows, and Windows NT are registered trademarks of Microsoft Corporation.

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

First Edition  
107502-001

# Contents

## Chapter 1

### Using This Guide

Text Conventions in This Guide .....	1-1
Special Messages .....	1-2
Locating Prosignia Help.....	1-3
Getting Additional Help.....	1-4
The Microsoft Windows Guide .....	1-4
Windows Help .....	1-4
Application Help.....	1-5

## Chapter 2

### Introducing Your Compaq Prosignia 150 Notebook

Inserting the Battery.....	2-2
Removing the Battery .....	2-3
Charging the Battery.....	2-4
Connecting to AC Power .....	2-4
Turning on Your Computer.....	2-5
Setting Up Microsoft Windows 98 .....	2-5
Front of Your Prosignia 150 Notebook.....	2-6
Left Side of Your Prosignia 150 Notebook.....	2-7
Right Side of Your Prosignia 150 Notebook .....	2-8
Rear of Your Prosignia 150 Notebook.....	2-9
Bottom of Your Prosignia 150 Notebook .....	2-10
The Port Replicator (Optional) .....	2-11
Features.....	2-11
Understanding Your Computer's Status Lights .....	2-12
Adding More Memory .....	2-13
Installing Memory Expansion Modules.....	2-13

## Chapter 3

### Caring for the Battery

Introduction .....	3-1
Battery Overview .....	3-1
Battery Power .....	3-1
Battery Lights .....	3-1
Battery Operating Time .....	3-2
Storing the Battery .....	3-2
Recycling the Battery.....	3-2
Calibrating the Battery .....	3-3

Maximizing Battery Operating Time .....	3-4
Correcting a Low-Battery Condition .....	3-5
Replacing the Battery .....	3-6
Unplugging the Computer from AC Power .....	3-6
Spare or Extra Batteries .....	3-7

## *Chapter 4*

### **Using Your Prosignia 150 Notebook**

Introduction .....	4-1
Using the TouchPad .....	4-1
Setting the Tapping and Double-Tapping Feature .....	4-2
Setting the Edge Motion Feature .....	4-3
Using the Function Keys .....	4-4
User Programmable Keys .....	4-5
Understanding the Display .....	4-6
Using the Numeric Keypad .....	4-6
Adjusting the Volume .....	4-6
Understanding Your Computer Specifications .....	4-7
Drive Letters .....	4-7
Hard Drive Size .....	4-7
Amount of Random Access Memory .....	4-7

## *Chapter 5*

### **Using CD/DVD**

CD/DVD Drive Operation .....	5-1
Manually Ejecting a Disc .....	5-2
Playing an Audio CD .....	5-3
Playing a Video CD .....	5-3
Using the Function Keys to Play a CD or DVD .....	5-4
What is DVD? (Available on Select Models) .....	5-5
DVDs are "Regionalized" .....	5-5
Playing a DVD .....	5-6
Modes and File Types .....	5-6
Buttons and Controls .....	5-6
DVD Content Characteristics .....	5-9
Control Buttons .....	5-9
Feature Buttons .....	5-9
DVD Content Menu Buttons .....	5-9

## *Chapter 6*

### **Using Sleep and Power Management**

Power Management for Notebooks .....	6-1
--------------------------------------	-----

The Importance of Hibernation Mode.....	6-3
Power Management Settings.....	6-3
Changing Your Power Management Settings.....	6-3
Putting Your Computer into Sleep Mode .....	6-4
Resuming from Sleep or Hibernation Mode .....	6-5
Turning Off Sleep Mode Option.....	6-5
Restarting after a Lockup.....	6-6
Turning Off Your Computer Properly .....	6-7
Turning On Your Computer From Standard Off Mode .....	6-7
Full Off (Main Power Off) Mode .....	6-7

## *Chapter 7*

### **Using PC Cards**

What Are PC Cards?.....	7-1
PC Card Types .....	7-1
Inserting a PC Card .....	7-2
Removing a PC Card.....	7-3
Compaq-Compatible PC Cards .....	7-4
Using Network Cards.....	7-4
PC Card Software.....	7-4
Configuring PC Cards in Windows .....	7-5
Vendor-Provided PC Card Software.....	7-5

## *Chapter 8*

### **Your Modem**

Features .....	8-1
56K ITU V.90 Standard .....	8-2
V.90 Information.....	8-2

## *Chapter 9*

### **Service and Support**

Prosignia Support.....	9-1
Compaq Business Support Center .....	9-1
CarePAQ Prepackaged Services .....	9-1
Carbon Copy 5.0 .....	9-2
Using Compaq Diagnostics.....	9-3
Testing Equipment.....	9-3
QuickRestore.....	9-5
System Restore .....	9-5
Selective Restore.....	9-6

## **Chapter 10**

### **Solving Common Computer Problems**

Solving Audio Problems .....	10-2
Solving Battery Problems .....	10-4
Solving CD-ROM Drive/Compact Disc Problems .....	10-6
Solving Diskette Drive Problems.....	10-7
Solving Hard Drive Problems .....	10-9
Solving Hardware Installation Problems .....	10-10
Solving Keyboard Problems .....	10-11
Solving Memory Problems .....	10-11
Solving Modem Problems.....	10-12
Solving PC Card Problems .....	10-16
Solving Power Problems.....	10-19
Solving Printer Problems .....	10-20
Solving Screen Problems .....	10-21
Solving Software Application Problems.....	10-23
Solving Software Problems.....	10-23
Solving Pointing Device Problems .....	10-24
Solving Infrared Problems (Available on Select Models Only) .....	10-25
Solving USB Problems .....	10-27

## **Chapter 11**

### **Government Approvals**

Introduction .....	11-1
Electromagnetic Interference Compliance Notices.....	11-2
Safety .....	11-2
Modem Regulations: Part 1.....	11-2
Modem Regulations: Part 2.....	11-6
Modem Regulations: Part 3.....	11-16

### **Electromagnetic Interference Compliance Notices**

Declaration Of Conformity For Products Marked With The FCC Logo–United States.....	11-30
------------------------------------------------------------------------------------	-------

### **Safety**

Power Cords.....	11-33
Using the Computer .....	11-35
German Ergonomics Notice.....	11-35

### **Energy Compliance**

### **Index**

## Chapter 1


# Using This Guide

Thank you for buying a Compaq Prosignia Personal Computer. Please take a moment and read the Table of Contents to learn what is in this guide.

## Text Conventions in This Guide

The following examples identify and explain specially formatted text that is used throughout this guide.

- The names of your keyboard keys appear in a bold type; for example, **Home, End, Backspace, Tab**.
- Some keys must be pressed at the same time to perform a task. We show this with the key names and the plus (+) symbol; for example, **Ctrl+Home**.
- When we discuss hard drives and floppy drives, the drives are identified by capital letters; for example, drive A.
- Software is stored in directories on the hard drive. These directories are called folders. We also show them in capital letters; for example, MY FOLDER.
- File names are shown in capital letters and italic type; for example, *FILENAME*.
- Sometimes you will need to type information *and* press the **Enter** key. You will be told to “enter” this information.
- Sometimes you will need to type information without pressing the **Enter** key. You will be asked to “type” this information.

- Sometimes you will enter a command into a text box. This is similar to older operating systems. We show these commands in lower case and bold type; for example, **install** or **a:\install**.
- Items that you use often are located on the screen or the Windows desktop. The names of these items are shown in bold type; for example, the **My Computer** icon  on the desktop. The names of software programs and items on the Menubar are also shown in bold type. For example, "click **Start**, point to **Programs**, then click **Accessories** from the Taskbar across the bottom of the screen."



## Special Messages

The following words and symbols have special meaning in this guide:



Text set off in this manner presents helpful hints for using your computer.

**IMPORTANT:** Text set off in this manner presents specific instructions, commentary, sidelights, or interesting points of information.



**CAUTION:** Text set off in this manner indicates that failure to follow directions could result in equipment damage or loss of information.



**WARNING:** Text set off in this manner indicates that failure to follow directions may result in bodily harm or loss of life.



## Locating Prosignia Help

Compaq provides you with several resources to help you learn about your Compaq Personal Computer. A few of these resources are as follows:

- **Solving Common Computer Problems** – The Solving Common Computer Problems section of this guide shows how to fix many common computer-related issues.
- **Index** – Look for specific topics in the index at the end of this guide. Look for a topic by name, such as "hard disk," or try looking for the action word, such as "saving data."
- **Service and Support** – Compaq offers many service tools for your computer. To find out more about them, refer to the Service and Support section of this guide.

If you need further technical support, you can contact Compaq via our Internet site or you can telephone one of our technical support centers. Our website can be found at

**[www.compaq.com](http://www.compaq.com)**

Compaq's Technical Support telephone numbers, by region, can be found in the Limited Warranty Statement that came with your computer.

**IMPORTANT:** Be sure you know the model and serial numbers for your computer before you call technical support. The serial number is located on the bottom of Notebook computers. Write these numbers below for future use.

---

### Model and Serial Numbers

---

Model Number:

---

Serial Number:

---

## Getting Additional Help

Many books are available on how to use Windows 98 and individual applications. You may also find the following resources useful.

### The Microsoft Windows Guide

The *Microsoft Windows 98 Getting Started* guide comes with your computer. It explains common tasks so you can quickly become proficient with your computer. Some example topics are:

- Using Windows Explorer
- Creating and deleting files and folders
- Saving documents
- Setting up a screen saver
- Using shortcuts

### Windows Help

Windows Help can provide information on many topics, such as the following:

- Customizing system settings
  - Customizing the Start menu
  - Changing the appearance of your Windows desktop
  - Moving and resizing windows
  - Creating icons
  - Using the right mouse button for certain tasks
  - Using networks
-

You can get to Windows Help by clicking **Start** on the Windows Taskbar (lower left of the screen), then click **Help**.





For more information about using Windows Help, refer to the *Microsoft Windows 98 Getting Started* guide that came with your computer.



If you see green text while using Help, click on the green text for more information.



Most windows include a button called **What's This?**  in the upper-right corner (next to the **Close** button ). Click on this button, then click on any item in the window to view an explanation of the item you selected.

## Application Help

Many software programs or applications have Help files. To access Help for a specific application, you need to be using that program. Click **Help** on the menu bar or press the **F1** key.

**IMPORTANT:** If you are using a program and you open **Help** with the **Start** button, you will get the general Windows Help.

## ***Chapter 2***

# **Introducing Your Compaq Prosignia 150 Notebook**

Congratulations on buying your new Compaq Prosignia 150 Notebook! The information in this section explains how to set up and use your computer.

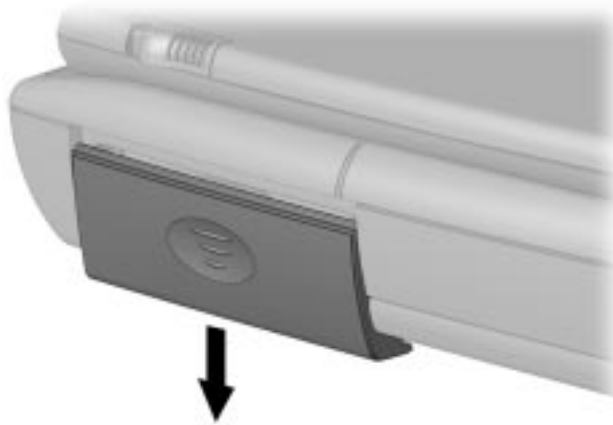
- Inserting the battery
- Connecting to AC power
- Turning on your computer
- Understanding buttons, lights, and controls on the front of your computer
- Accessing controls and connectors on the back and sides of your computer
- Playing compact discs (CDs)/digital versatile discs (DVDs)
- Using PC cards
- Upgrading your memory



## Inserting the Battery

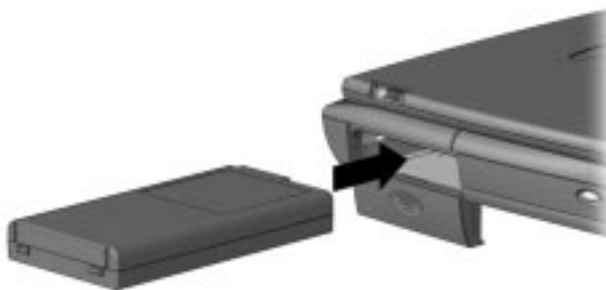
Insert the battery if you have not already done so. To insert the battery, complete the following steps:

1. Push down on the battery compartment door to remove the door.



Opening the Battery Door

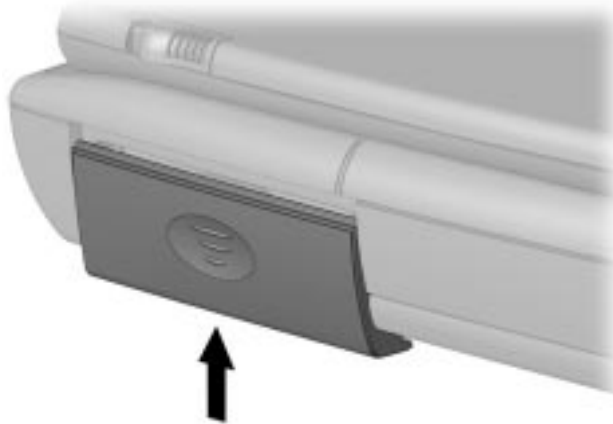
2. Insert the new battery into the battery compartment with the label side turned up.



Inserting the Battery

---

3. Close the battery compartment door by gently pushing up on the door until it snaps into place.



Closing the Battery Compartment Door

## Removing the Battery

To remove the battery , complete the following steps:

**IMPORTANT:** Only Compaq Prosignia 150 Notebook batteries should be installed in your computer.

1. Save your files.
2. If the AC adapter is not connected, turn off your computer.
3. Remove the battery compartment door by sliding it down.
4. Use the tab on the battery that extends below your computer to pull out the battery.

## Charging the Battery

When you connect your computer to AC power for the first time, the battery begins to charge (whether your computer is turned on or off) and continues charging until the battery is fully charged or the AC power is disconnected. Battery charging time will vary based on the initial battery charge, type of battery, and activity of your computer while charging. The **Battery Charge LED** lights up when the battery is charging.

**IMPORTANT:** When you charge the battery the first time, leave your computer plugged into the electrical outlet until the battery pack is fully charged and the battery charge light turns off. This ensures that the battery is completely charged.

Refer to the Caring for the Battery section for information about conditioning the battery.

## Connecting to AC Power

To connect your computer to AC power, follow the instructions in the *Quick Setup Poster*. Refer to the Government Approvals section for worldwide power cord information.



**CAUTION:** Ensure that the electrical outlet you plug the AC adapter into is easily accessible to you at all times. When you want to disconnect power from your computer, unplug the AC adapter from the electrical outlet.



**WARNING:** To reduce the risk of electrical shock, fire, or damage to the equipment, do not use converter kits sold for appliances to power your computer.



**WARNING:** Do not place anything on power cords or cables. Arrange them so that no one may accidentally step or trip over them. Do not pull on a cord or cable. When unplugging from the electrical outlet, grasp the cord by the plug.

---

## Turning on Your Computer



To turn on your computer, press the **Power** button located on your computer above the keyboard.

## Setting Up Microsoft Windows 98

Windows Setup automatically begins when you first turn on your computer. Follow the on-screen instructions and respond to the questions to complete your setup. You will be asked to provide the following information:

- Your name and organization
- Product Key Number

**The Product Key Number number is located on the Certificate of Authenticity on the cover of the *Getting Started Microsoft Windows 98* guide.**

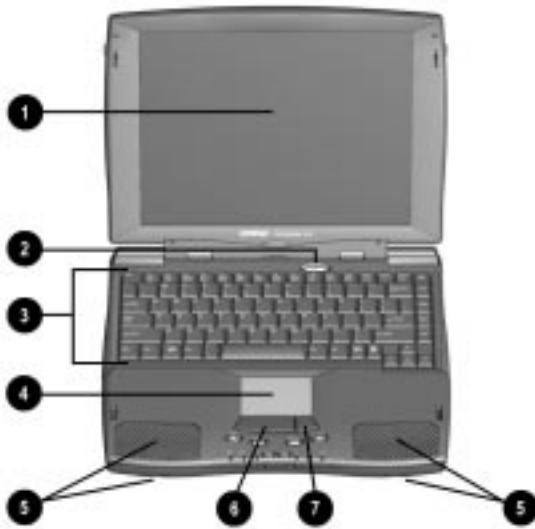
The setup will take you through various screens to select drivers, drives, set the date/time properties, and install your printer.

When you see the Windows desktop, your computer is ready to use.

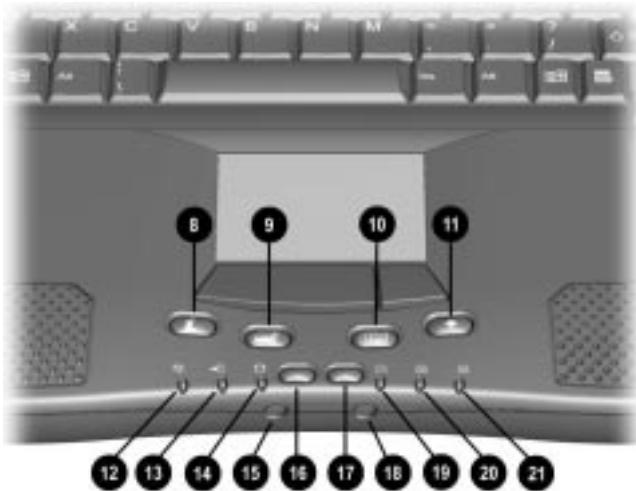


## Front of Your Prosignia 150 Notebook

The following buttons, lights, and controls are located on the front of your computer:



Front of Your Computer



Front of Your Computer

### Front Panel Components

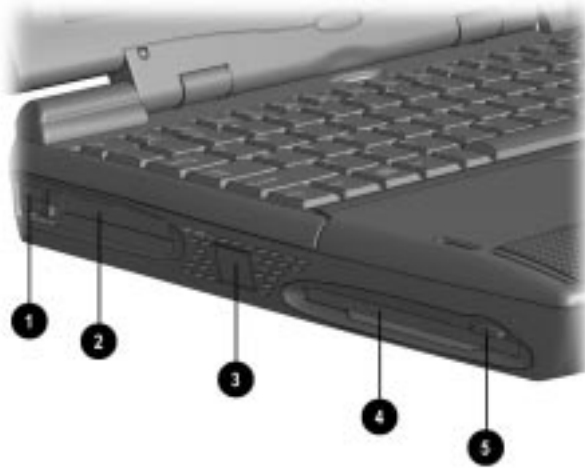
- |    |                                         |
|----|-----------------------------------------|
| 1  | Display                                 |
| 2  | Power button                            |
| 3  | Keyboard                                |
| 4  | TouchPad                                |
| 5  | Speakers and Ports                      |
| 6  | Left TouchPad button                    |
| 7  | Right TouchPad button                   |
| 8  | Instant Internet Access button          |
| 9  | Microsoft Outlook Instant Access button |
| 10 | Calculator Instant Access button        |
| 11 | User Programmable Instant Access button |
| 12 | Power Light                             |
| 13 | Battery Charge Light                    |
| 14 | AC Adapter Light                        |
| 15 | Headphone Jack                          |
| 16 | Volume Down button                      |
| 17 | Volume Up button                        |
| 18 | Microphone Jack                         |
| 19 | Num Lock Light                          |
| 20 | Caps Lock Light                         |
| 21 | Scroll Lock Light                       |



To clean the display, turn off your computer, moisten a soft, clean cloth with water, and wipe your display until clean.

## Left Side of Your Prosignia 150 Notebook

The following components are located on the left panel of your computer:



Left Side of Your Computer

---

### Left Panel Components

---

① PC Card Eject Lever	④ Diskette Drive
② PC Card Slot	⑤ Diskette Eject button
③ Fan Vent	

---

## Right Side of Your Prosignia 150 Notebook

The following components are located on the right panel of your computer:



Right Side of Your Computer

---

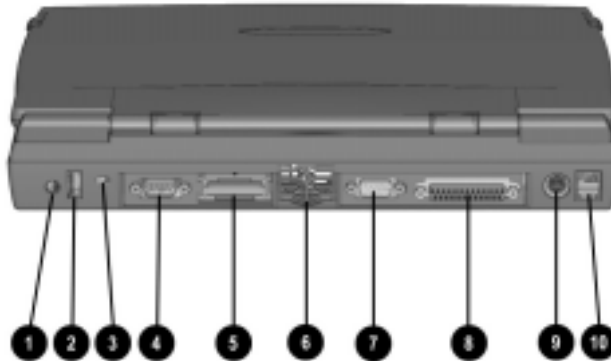
### Right Panel Components

---

- |                       |                                  |
|-----------------------|----------------------------------|
| ❶ Battery Compartment | ❸ CD/DVD Drive Eject button      |
| ❷ CD/DVD Drive        | ❹ CD/DVD Drive Manual Eject Hole |
-

## Rear of Your Prosignia 150 Notebook

The following components are located on the rear panel of your computer:



Rear of Your Computer

---

### Rear Panel Components

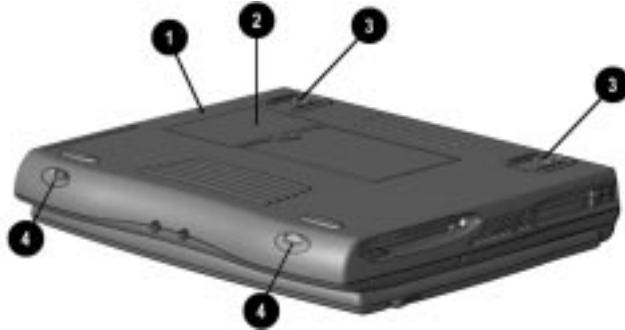
---

❶ AC Adapter Jack	❹ Fan Vent
❷ USB Port	❺ External Monitor Port
❸ Security Slot	❻ Parallel/Printer Port
❹ Serial Port	❼ Keyboard/Mouse Port
❺ Port Replicator Port	❽ Modem Jack

---

## Bottom of Your Prosignia 150 Notebook

The following components are located on the bottom of your computer:



Bottom of Your Computer

---

### Bottom Components

---

- |                      |                 |
|----------------------|-----------------|
| ① Serial Number      | ③ Popup Feet    |
| ② Memory Compartment | ④ Speaker Ports |
-

## The Port Replicator (Optional)

The Port Replicator connects your Prosignia Notebook computer to your office network. The replicator provides the needed connections for power and data. When your notebook computer is connected, or docked, it acts as a desktop computer. You may use a mouse, a keyboard, and a monitor. When you need to leave, unplug from the port replicator and go!







### Features

The Compaq Prosignia 150 Notebook Port Replicator provides all the connectors supported by the Compaq Prosignia 150 Notebook computers. They include the following:

- External keyboard port
- External mouse port
- Musical instrument digital interface (MIDI) port
- External monitor port
- Serial port
- Parallel/printer port
- AC Adapter port
- Universal Serial Bus (USB) ports

## Understanding Your Computer's Status Lights

Your computer's lights are located on the bottom center of the keyboard and are visible when the display panel is open or closed. The lights show the current status of your computer. The following lights and icons appear on your computer from left to right:

Icon	Lights up when the...
 Power	Computer is on, and blinks when the computer is in Sleep mode.
 Battery Charging	Battery is charging. If the light is not on, the battery is not charging. If the AC Adapter is plugged in and the light is not on, then the battery is fully charged.
 AC Adapter	AC Adapter is plugged in.
 Num Lock	Num Lock is on. You can use the embedded numeric keypad to enter numbers. To toggle Num Lock mode, press <b>Shift+Num Lk</b>
 Caps Lock	Cap Lock is on. When used, letters are typed in uppercase. To activate, press the <b>Caps Lock</b> key.
 Scroll Lock	Scroll Lock is on. Text that takes up more than a full screen scrolls up the screen line-by-line. To activate, press the <b>Scr Lk</b> key.

## Adding More Memory

Memory upgrades are available for your computer. Contact your local Compaq retailer, seller, or authorized dealer for information on expanding memory, or the Compaq website at [www.compaq.com](http://www.compaq.com).



**CAUTION:** Electrostatic discharge can damage electronic components. Before beginning this procedure, make sure you are properly grounded (discharged of static electricity) by briefly touching a grounded, unpainted metal object or surface.

## Installing Memory Expansion Modules

**IMPORTANT:** It is recommended that you use Compaq memory modules when expanding memory. The use of non-Compaq memory modules may cause potential warranty issues.

The memory specifications required for the Compaq Prosignia 150 Notebook are:

- 144-pin, SODIMM (Small Outline Dual Inline Memory Modules)
- 3.3 volt
- SyncDRAM (Synchronous Dynamic Random Access Memory)

To properly install memory modules, follow the steps below:

1. Turn off your computer using the Windows shutdown process.
2. Disconnect all power sources and external hardware from your computer.
3. Remove the battery from the compartment.
4. Turn over your computer and locate the memory compartment door.
5. Use a Phillips screwdriver and remove the screw from the memory compartment door.





Removing the Screw

6. Remove the memory compartment door.
7. Slide and lock the memory expansion module in place.



Installing the Memory Expansion Module



**CAUTION:** When installing memory expansion modules, apply gentle, even pressure when inserting the memory module. Excessive pressure can damage the memory module.

**IMPORTANT:** Make sure the memory module is properly inserted and snapped into place. If the module is not properly inserted, you may see memory error messages, or the computer may not recognize the memory module.

## ***Chapter 3***

# **Caring for the Battery**

## **Introduction**

Your computer has useful features that allow you to manage power consumption and extend battery operating time. This section describes the following battery features and uses:

- Battery operating time
- Correcting a low-battery condition
- Extending battery operating time
- Unplugging from AC power

## **Battery Overview**

Below is information on the features of the battery for your Prosignia 150 Notebook, as well as instructions for storing and disposing of the battery.

## **Battery Power**

To determine the amount of remaining battery power, double-click the **Battery** icon located on the Windows Taskbar.

## **Battery Lights**

Four lights are located on the top of your battery. These lights show the amount of remaining battery power in increments of 25% when the button on the battery is pressed.

## Battery Operating Time

The battery operating time depends on your Power Management settings. The system components, options, and applications you use also affect operating time.

**IMPORTANT:** For safety reasons, when operating under AC power, Compaq recommends that you keep a battery installed.

## Storing the Battery

**NiMH Battery** – If your computer uses a NiMH battery and you will not be using your computer for a long period of time (more than two weeks), use your computer until the battery is *drained completely*, then remove it from your computer and store it separately.

**Li-Ion Battery** – If your computer uses a Li-Ion battery and you will not be using your computer for a long period of time (more than two weeks), use your computer until your battery is *drained to 50%*, then remove it from your computer and store it separately.

You may store your battery at the following temperature range, but to extend its operating life, store it in a cool, dry place.

32° to 113° Fahrenheit  
0° to 45° Centigrade

Temperature plays an important role when recharging your battery. To gain maximum capacity, allow both the battery and the computer to cool to room temperature (68°F or 20°C) before recharging.

## Recycling the Battery

Refer to Safety in the Government Approvals section for information on recycling your used batteries.

---

## Calibrating the Battery

**IMPORTANT:** Fully drain and recharge the battery at least every 60 days.


**IMPORTANT:** You can check the battery gauge (battery meter) by double-clicking the **Battery** icon located on the Windows Taskbar.

All batteries lose their charge when not being used for a long period of time. You may notice your battery gauge does not correctly display the battery charge level when you first receive your computer or if you have not used your computer for a long period. If your battery gauge becomes inaccurate, you must recalibrate your battery. To do this, fully charge your battery then drain it to empty (your unit will enter the hibernation mode automatically).

To recalibrate your battery, complete the following steps:

1. Plug in the AC adapter. Allow the battery to charge until the battery charge light turns off, showing that the battery is fully charged.
2. After the battery charge light turns off, unplug the AC adapter.
3. Turn on or restart your computer.

Steps 4 through 9 prevent your computer from entering the sleep mode. These steps allow your battery to drain faster.

4. Click **Start**.
5. Point to **Settings**.
6. Click **Control Panel**.
7. Click the **Power Management**  icon on the **Control Panel**.
8. Click the **Power Schemes** tab.
9. From the **Running on Batteries** column:
  - In the **System Standby** pull-down menu, select **Never**.
  - In the **Turn off Monitor** pull-down menu, select **Never**.
  - In the **Turn off Hard Disks** pull-down menu, select **Never**.

### 3-4 Caring for the Battery

10. Let the battery drain until your computer reaches Hibernation and turns off. *Do not* plug in the AC adapter during this process or you will need to start over with Step 1. See the Using Sleep and Power Management section for more information on Hibernation.

**IMPORTANT:** You may use your computer while the battery is draining.

11. Plug in *the* AC adapter.
12. Restart *your* computer.
13. Return to the Power Management window under **Control Panel** and re-enter your Power Savings settings to the desired levels.

Your battery is now recalibrated.

Over time, all batteries will reduce their maximum capacity and at some point, you will have to replace your battery. To purchase a new battery, contact your Compaq-authorized dealer, reseller, or service provider.

## Maximizing Battery Operating Time

Most power is used by the display, the processor, the CD/DVD drive, and the hard drive components. Your battery operating time changes depending on your Power Management settings and the system components, options, and applications you use.

You can increase battery operating time by changing your computer's energy requirements. To learn about your computer's Power Management features, refer to the Using Sleep and Power Management section for more information.

To maximize your battery operating time, do one or more of the following:

- Reduce display brightness and select a short wait for your screen saver.
  - Reduce audio volume or use headphones.
  - Exit modem programs whenever you are not using them.
  - Remove PC Card(s) when you are not using them.
  - Use Sleep or Hibernation mode or turn off your computer when you are not using it.
  - Remove CDs when you are not using them.
-



To change your screen saver settings, click **Start**, point to **Settings**, then click **Control Panel**. Double-click **Display**, then click the **Screen Saver** tab. Choose from a variety of screen savers for your computer. For additional information about screen savers, look in your Microsoft Windows guide and Microsoft online Help.

## Correcting a Low-Battery Condition

A low-battery condition exists when your battery has less than 10% of power remaining. You should resolve the low-battery condition before your computer loses battery power. When your computer loses battery power, it begins Hibernation, a process that cannot be interrupted. If Hibernation has begun, you must wait for your computer to finish saving your information and turning off automatically before trying to correct the low-battery condition.

Your situation (such as availability of an AC wall outlet) will determine which solution to use to correct a low-battery condition.

**Connect the AC adapter** – This solution allows you to continue working without being interrupted and charges your drained battery. You do not have to turn off your computer before connecting the AC adapter. Your computer automatically switches to AC power.

**Replace the drained battery with a charged one** – If you cannot connect the AC adapter but you have a charged battery, you can change the battery and continue working.

1. Save your work.
2. Turn off your computer (or initiate Hibernation).
3. Replace the drained battery with the charged one.
4. Press the **Power** button to turn on your computer.
5. Resume your work.
6. When AC power becomes available, insert the drained battery and charge it by plugging in the AC adapter.

**If you do not have a charged replacement battery** – If you cannot plug in the AC adapter and you do not have a charged replacement battery, start Hibernation by pressing the **Power** button. When a power source (AC or battery) becomes available, press the **Power** button to turn on your computer and resume your work. Refer to the Using Sleep and Power Management section for more information about Hibernation.

## Replacing the Battery

Complete the following steps to replace your battery:

**IMPORTANT:** If you bought a Compaq Prosignia 150 Notebook, you must only install a Prosignia 150 Notebook battery.

1. Save your files.
2. If the AC adapter is not connected, turn off your computer.
3. Remove the battery compartment door by sliding it down.
4. Use the tab on the battery that extends below your computer to pull out the battery.
5. To insert the charged battery, push the battery in until it is firmly in place.
6. Replace the battery door by sliding it up until it snaps into place.
7. Press the **Power** button to turn on your computer.

## Unplugging the Computer from AC Power

When your computer does not contain a charged battery, you should save your work and turn off your computer before unplugging it from AC power.

When a charged battery is in your computer, you can simply unplug it from AC power. Your computer automatically switches to battery power.

---



## Spare or Extra Batteries

To purchase extra batteries for your Compaq Prosignia Notebook, contact an authorized dealer or the Compaq website at:

**[www.compaq.com/smb/notebooks/prosignia](http://www.compaq.com/smb/notebooks/prosignia)**

## ***Chapter 4***

# **Using Your Prosignia 150 Notebook**

## **Introduction**

Your Compaq Prosignia 150 Notebook has features that make using the Internet and your favorite programs easier. Customizing your Prosignia 150 Notebook is simpler than ever!

You will learn about the following:

- Using the TouchPad
- Understanding the display
- Using the function keys
- Operating the diskette drive and CD/DVD drive
- Adjusting the volume
- Understanding your computer specifications

## **Using the TouchPad**

Many Prosignia Notebooks include the Synaptics Touchpad with an enhanced driver that features added flexibility for increased out-of-the-box productivity.

Key features include the following:

- Vertical and horizontal scrolling that allows you to more quickly find and manipulate data on the web and in your business applications
- Customizable areas on the touchpad to start up favorite applications
- Customizable buttons and taps
- Ability to drag icons, windows, and other objects without using buttons
- Enhanced adjustments for overall touch sensitivity
- Ability to prevent accidental pointing while typing (also known as Palm Check)
- Easy scrolling through a document without using bars

- Zoom In/Out and pan on documents
- Ability to move the pointer long distances
- Ability to fine tune the pointer movement


To access the easy-to-use interface and set preferences, right click on the **Mouse Pad** icon located in the system tray on the desktop, or click **Start**, point to **Settings**, click **Control Panel**, then click **Mouse** to set preferences.

## Setting the Tapping and Double-Tapping Feature

Your TouchPad has a tapping and double-tapping feature that works like a left mouse button. If this feature is turned on, you can tap once on the TouchPad to select an object and tap twice to double-click.

**IMPORTANT:** The default setting of the tapping feature is turned off.

Complete the following steps to turn on the tapping feature:



1. From the Windows desktop, click **Start**, point to **Settings**, then click **Control Panel**.
2. Double-click the **Mouse**  icon.
3. Select the **TouchPad** tab.
4. Click the **Taps Only** checkbox to turn on the tapping feature.

## Setting the Edge Motion Feature

The edge motion feature allows you to continue to scroll once your finger reaches the edge of the TouchPad.

When this feature is turned on, the window continues to scroll until you lift your finger.

Complete the following steps to turn on the edge motion feature:

1. From the Windows desktop, click **Start**, point to **Settings**, then click **Control Panel**.
2. Double-click the **Mouse**  icon.
3. Click the **Edge Motion** tab.
4. Select **When Dragging**, **Always**, and **When Scrolling** to turn on the edge motion feature. To get additional help for setting advanced TouchPad features, click the  button or select **Help** from the Mouse Properties window.



Clean your computer's TouchPad (only when your computer is turned off) using only a damp cloth. Grease and dirt on the TouchPad can cause your cursor to jump around on the display.



The pointer on the display is sometimes called an insertion point or cursor.







## Using the Function Keys







Use the function keys on your keyboard to perform repeated tasks quickly. The function keys are located on the top row of your keyboard. The **Fn** key activates a function key. It is located in the lower-left area of your keyboard.



Function Keys and Fn Key (may vary by series)

The following keys have already been assigned.

Function Keys		
Function Key	Icon	Description
F1		User-programmable favorite application launch key
F2		User-programmable favorite application launch key
F3		Switches between the display and the external monitor
F4		Sleep
F5		Num Lock
F6		Scroll Lock

Function Keys		
Function Key	Icon	Description
F7		Brightness control down
F8		Brightness control up
F9		CD/DVD play/pause
F10		CD/DVD stop
F11		CD/DVD previous track
F12		CD/DVD next track

To use a function key, press the **Fn** key at the same time you press a function key.

## User Programmable Keys

You can program the **F1** and **F2** keys to connect to the Internet. The **F1** and **F2** keys can also be set up to open your most often used software, thereby saving you time from having to locate these programs every time you want to use them. Complete the following steps to program the **F1** and **F2** key(s):

1. Click the **Easy Access Buttons** icon in the lower-right corner of the window.
2. Click **Configure Buttons**.
3. Click **Choose a New Program**.
4. Select either a Compaq-recommended program or your most often used program.
5. Point to or browse to the program you wish to open with the **Easy Access** button.
6. Point to your choice.
7. Type a name for the program in the bottom field of the window. You must type a name to finish assigning the key.
8. Click **OK**. You will be prompted to assign another button. Select either **Yes** or **No**.

## Understanding the Display

On select models, contrast and brightness can be changed using function keys.

To adjust the brightness, press the key combination **Fn+F7** to darken the display and **Fn+F8** to brighten the display.

## Using the Numeric Keypad

To use the embedded numeric keypad (blue-colored keys), press **SHIFT+NumLk**. This switches the keys to numbers until you press **SHIFT+Num Lk** again.



Numeric Keypad (may vary by series)

## Adjusting the Volume

You can change the speaker volume. Press the + button to increase the volume. Press the - button to decrease the volume.



**WARNING:** To reduce the risk of personal injury, reduce the speaker volume before putting on headphones.


---

# Understanding Your Computer Specifications

The following sections describe how to determine the specifications of your Prosignia 150 Notebook.

## Drive Letters

Your diskette drive, hard drive, and CD/DVD drive are named using letters of the alphabet. In addition, each drive has a picture, or icon. To determine your drive letters, complete the following steps:

1. From the Windows desktop, double-click the **My Computer**  icon. The drive icons appear in the My Computer window.
2. To make the icons bigger, click the **View** menu, then click **Large Icons**. Next to the icons are the drive letters. Use the following icons to identify your drive, and note the drive letter that is displayed with the icon.



Diskette drive





Hard drive



CD drive


## Hard Drive Size

To determine the capacity of your hard drive, complete the following steps:

1. From the Windows desktop, double-click the **My Computer**  icon.
2. In the My Computer window, right-click the **Hard Drive**  icon.
3. Click the **Properties** option. The size of the hard drive is listed on the **General** tab.

## Amount of Random Access Memory

To determine how much random access memory (RAM) your computer has, complete the following steps:

1. From the Windows desktop, right-click the **My Computer**  icon.
2. Click **Properties** from the popup menu. The amount of RAM is listed on the **General** tab.

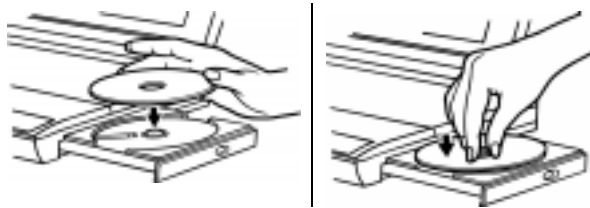


## Chapter 5

# Using CD/DVD

### CD/DVD Drive Operation

To insert a disc into the CD/DVD drive, press the **CD/DVD Eject** button. After the tray pops open, gently pull the tray out until it is fully extended. Remove a disc from its protective case, holding the disc by its center hole and outer edge to avoid touching the bottom surface. Place the disc, printed label side up, into the round area of the tray. *Gently press down on the disc until it snaps into the center guide of the tray*, then push the tray back into the drive until it snaps into place.



**IMPORTANT:** When you first insert a disc, your computer takes a few moments to read it. If you try to use the CD or DVD before your computer is ready, you may see an error message (for example, no disc may appear on the screen). The CD or DVD should be available to use after the initial wait.

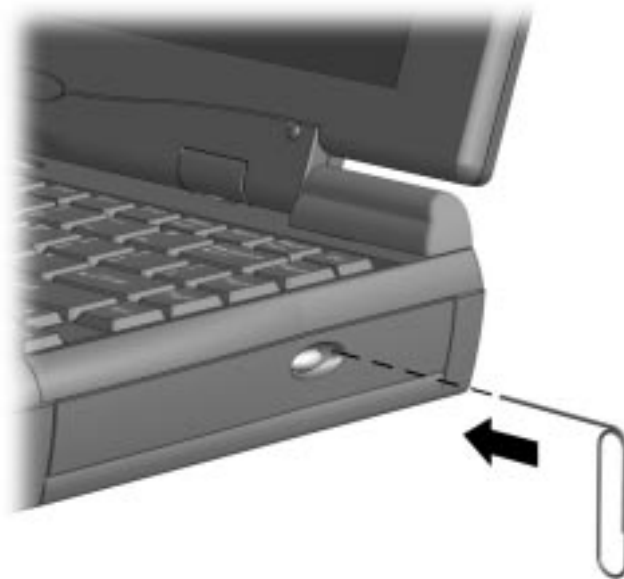


Sometimes discs may need to be cleaned. You can purchase cleaning kits at your local computer supply store.

## Manually Ejecting a Disc

If you choose to eject a disc when the power is off, complete the following steps to manually eject the disc.

1. Make sure the power is off and any external power sources are disconnected.
2. Insert a metal rod (approximately 1/16 inch in diameter and at least 3/8 inch in length) into the manual eject hole and push firmly as shown. You may use a straightened paper clip.
3. After the CD/DVD tray pops open, gently pull it out from the drive until it is fully extended, then remove the disc.
4. If the tray does not open, contact your local Compaq authorized dealer, reseller, or service provider.



Manually Ejecting a Disc

## Playing an Audio CD

To play an audio CD using the Windows CD player, insert the CD into the CD drive. After a few seconds, the CD automatically begins playing.

If a CD is already in the CD drive and you want to play it, complete the following steps:

1. Be sure an audio CD is in the CD drive.
2. From the Windows desktop, click the **Start** button. Select **Programs**, then to **Accessories**, then to **Entertainment**, then click **CD Player**. The CD Player window is displayed.
3. Click the **Play** button.

## Playing a Video CD

Insert the CD into the CD-ROM drive, then complete the following steps:

1. Click the **Start** button on the Windows desktop.
2. Select **Programs**, then **Accessories**, then **Entertainment**, then **Media Player**. The Media Player opens.
3. Select **Device**, then **Active Movie** from the menu.
4. Double-click your **CD-ROM drive**. A list of files and file folders is displayed. Usually, CD movies are stored in a file folder that begins with the letters "MPEG."
5. Double-click the folder that contains the CD movie files. Most CD movie files will have a file name extension that ends in .AVI, .DAT, .MOV, or .MPG (for example, FILENAME.AVI).
6. Select the movie file and click the **Open** button. A view window for the movie is displayed.
7. Click the **Play** button on the bottom of the window. The movie begins to play.



To learn about play lists, refer to the Windows CD Player online Help.

## Using the Function Keys to Play a CD or DVD

You can use the following function key combinations to play a CD or a DVD:

<b>Keys</b>	<b>Descriptions</b>
Fn+F9	Play or pause a CD/DVD
Fn+F10	Stop playing a CD/DVD
Fn+F11	Play a previous track
Fn+F12	Play the next track



Compaq DVD Player

## What is DVD? (Available on Select Models)

DVD is based on the same technology as the CD-ROM; however, DVDs hold several times more information than CDs. With DVD you can view a full-length movie or play a multi-CD game from a single disc.

Many DVD titles will offer expanded viewing options. These options allow you to make choices based on your viewing needs.

## DVDs are "Regionalized"

DVDs contain a region code. This code corresponds to codes the DVD manufacturers assign to different parts of the world. Your Compaq Prosignia computer's region code is set at the factory. The computer's region code must match the region code of the disc you are using for the DVD to play.

## Playing a DVD

To play a DVD, insert the disc into the CD/DVD tray and it will begin playing automatically. If it does not, complete the following steps:

Double-click the **DVD Player**  icon on your Windows desktop

OR

From the Windows desktop:

1. Click the **Start** button.
2. Point to **Programs**.
3. Click **Compaq DVD Player**.
4. Follow the instructions in the window.

## Modes and File Types













The Compaq DVD player has two play settings, or modes: DVD mode and File mode. In DVD mode, it plays standard DVDs. In File mode, the Compaq DVD player plays any of the following types of files: .MPG, .DAT, .MPV, .M2P, .MP2, .M1V, .AC3, and .VOB.










## Buttons and Controls

The following tables explain the buttons and controls used to operate your DVD player.

**IMPORTANT:** Not all of the following features are available on every DVD. For example:

Compaq DVD player is in...	Subtitle button is...
File mode	Disabled
DVD mode <i>and</i> your DVD disc <i>does not</i> have subtitle language options	Disabled
DVD mode <i>and</i> your DVD disc <i>does</i> have subtitle language options	Enabled

Button	Title	Description
	Open	Displays a list of files for playback.
	Eject	Opens the DVD-ROM drive to load or remove discs.
	Properties	Displays the DVD Options menu for selecting <b>Video Display</b> and <b>Parental Controls</b> .
	Previous	Moves to the previous track and resumes playback.
	Rewind	Rewinds the content. Press <b>Play</b> to resume playback.
	Stop	Stops content playback and returns to the start of the content file.
	Play	Begins playback of selected content.
	Pause	Pauses playback. Press <b>Pause</b> or <b>Play</b> to resume playback.
	Fast Forward	Advances to a selected location. Press <b>Play</b> to resume playback.
	Next	Skips to the beginning of the next track.
	Root Menu/ Resume	Shows what is available on the DVD for playback.
	Change Subtitle	Displays or changes subtitles viewed on the window. This feature is allowed only for DVD content with subtitles. This feature is available only when the content allows changes to the audio track.

Button	Title	Description
	Change Audio	Changes the audio track that is currently playing to another audio track located on the DVD. Most commonly used with multilanguage content to change the spoken/heard language. This feature is available only when the content allows changes to the audio track.
	Title Menu/ Resume	Displays the main title menu to select content.
	Change Camera Angle	Changes the camera angle of what is being played. This feature is allowed only for DVD content created using multiple cameras and camera angles.
	3D Audio	Activates the 3-D Audio feature for virtual surround sound.
	Volume	Increases the volume level when the bar is moved up and decreases the volume level when the bar is moved down.
	Mute	Turns off the audio. Press the <b>Mute</b> or <b>Volume Control</b> buttons to resume audio.
	Close Player	Closes the application.
	Minimize	Reduces the size of the Display window of the application.
	Help	Shows the Help file.



## DVD Content Characteristics

Video Modes	
Mode	Displays . . .
Pan Scan	Cropped video image at a 4:3 aspect ratio. This option is available if Pan Scan is programmed within the content.
Letterbox	Black bars (matte) at the top and bottom of the window.
Wide-Screen	Stretched video image to fill the window and removes the black Letterbox matte.

### Control Buttons

It may take a moment for the DVD drive to read the disc when you use the **Play**, **Pause**, **Next Track**, and **Previous Track** buttons.

### Feature Buttons

The DVD you insert determines the features of your Compaq DVD Player that are available. Buttons for features that are not available for a particular DVD appear grayed out and do not respond when pressed.

### DVD Content Menu Buttons

Due to differences in DVD content, you may have problems using your **DVD Content Menu** buttons. Some buttons do not appear until the mouse has pointed to them, and some buttons are only accessible in a certain order. For example, to access the button for **Control Panels**, you must first click the **Start** button, then the **Settings** button.



To enlarge the DVD Content Picture window to full-screen size, double-click the title bar of the window. To return to a smaller window, double-click the picture.

To view the Compaq DVD Player panel while the DVD Content Picture window is set to full-screen, right-click the picture.

To “hide” the Compaq DVD Player panel, click anywhere outside of the DVD panel.

To hide the Windows Taskbar while you view DVD content in full-screen mode, turn off **Always on top** and turn on **Auto hide** in your Taskbar properties. To access your Taskbar properties, click **Start**, point to **Settings**, then click **Taskbar**. Click the checkbox to enable or disable an option.

---

## Chapter 6

# Using Sleep and Power Management

Your Compaq Prosignia 150 Notebook computer is equipped with Advanced Configuration and Power Interface (ACPI) power management. This management system allows you to conserve battery power and customize the power saving settings to suit your individual needs. Your Compaq Prosignia 150 Notebook comes to you with preset, power-saving settings. For more information about ACPI power management, refer to the Windows online Help.

## Power Management for Notebooks

Compaq Prosignia Notebook computers have two levels of power management, Hibernation and Sleep.

- **Hibernation** mode occurs by pressing the **Power** button once. Your computer saves the content of your computer memory to the hard drive. This is followed by your computer turning off.
- **Sleep** mode is a low power mode, also referred to as Standby mode.

## 6-2 Using Sleep and Power Management

The following table shows the conditions and indicators for getting in and out of the various power modes: Sleep, Hibernation, and Off.

Mode	To Start	To End	Indicators
Sleep	<p><u>Manual</u> - <b>Fn+F4</b> key combination</p> <p><u>Time-Out Default</u> - 15 minutes. If using battery power, computer will not enter Sleep mode if on AC power</p>	Press any key or move external mouse	Flashing <b>Power</b> LED
Hibernate	<p><u>Manual</u> - Press <b>Power</b> button once.</p> <p><u>Time Out Default</u> - if low battery or after 1 hour of Sleep mode, (computer will not Hibernate if on AC power)</p>	Press <b>Power</b> button once	No <b>Power</b> LED, blank screen
Off	Perform normal Windows shutdown using the Start button, or press and hold down the <b>Power</b> button for 4 seconds	Press <b>Power</b> button once	No <b>Power</b> LED, blank screen

## The Importance of Hibernation Mode

Hibernation mode conserves battery life and protects your data. Hibernation can be a routine power-saving event or the result of a low battery. As your computer enters Hibernation, it automatically saves the content of your computer memory to the hard drive before it turns off.

Your computer will automatically enter Hibernation mode when the battery has little power left or when your computer (operating on battery power) has been in Sleep mode for more than one hour. You can also activate Hibernation mode by pressing the **Power** button once. To restart your computer, press the **Power** button once. While your computer enters or "wakes" from Hibernation mode, it displays a Progress window.

## Power Management Settings


You can set different conditions, or Power Schemes, under which your computer will go into Sleep mode. The optional settings are **Home/Office Desk**, **Portable/Laptop**, and **Always On**. These default settings will work for most users. You can adjust the settings for your work habits. You are able to change:

- When your computer goes into Sleep (Standby) mode
- When the screen times out and goes blank
- When the hard drive slows down

## Changing Your Power Management Settings

The setting for the hard drive must be less than or equal to the setting for your computer. To adjust the power management settings, complete the following steps:

**IMPORTANT:** If you are connected to a network, Compaq recommends you set System Standby to Never.

1. Click **Start**.
2. Point to **Settings**.
3. Click **Control Panel**.
4. Click the **Power Management**  icon.

## 6-4 Using Sleep and Power Management

5. Click the **Power Management Properties** tab.
6. Using the **System Standby** drop-down menu, select the length of time you want your computer to wait before initiating standby.
7. Select the **Turn off Monitor** drop-down list to set the time allowed before the monitor turns off.
8. Select the **Turn off Hard Disk** drop-down list to adjust the length of idle time before your computer hard disk slows down.

Note that these options are available for both AC power and battery power.

9. Click **Save As** and type in the name for your personal power management settings OR click **Apply** to activate your new setting.

Your personal power settings are now turned on.

## Putting Your Computer into Sleep Mode

You may put your computer into Sleep mode manually by pressing the **Fn+F4** buttons simultaneously.

Another way to put your computer into Sleep mode manually is to click **Start**, click **Shut Down**, then click **Standby** from the list of choices.



**CAUTION:** While in Sleep mode, your computer will maintain system information and open files. Unsaved information is lost if you turn off your computer prior to computer wake up.

**IMPORTANT:** Your computer will automatically enter Hibernation mode after one hour in Sleep mode.

---


## Resuming from Sleep or Hibernation Mode

To begin using your computer from Sleep mode:

- **From Sleep** – Press any key or move the external mouse.
- **From Hibernation** – Press the **Power** button.

## Turning Off Sleep Mode Option

To turn off Sleep mode, complete the following steps:

1. Click **Start**.
2. Point to **Settings**.
3. Click **Control Panel**.
4. Click the **Power Management**  icon.
5. Click the **Power Management Properties** tab.
6. From the **Power Scheme** pull-down menu, select **Portable/Laptop**.
7. From the **System Standby** pull-down menu, select **Never**.

**IMPORTANT:** The computer display will turn off but your computer will not enter Sleep mode.

## Restarting after a Lockup

To recover from a locked application, complete the following steps:

1. Press **Ctrl+Alt+Delete**. The Close Program window displays.
2. Select the application that is not responding
3. Click the **End Task** button.
4. A message displays prompting you to close the application that is not responding.
5. Click **End Task**.

Occasionally you may encounter a nonworking keyboard or a locked screen. To restart your computer, complete the following steps:

1. Press and hold down the **Power** button for at least four seconds. This will cause a manual shutdown.
2. Press the **Power** button once.

If your computer still does not restart, complete the following steps:

1. Press the **Power** button and hold it for four seconds to shut your computer down.
  2. Remove the battery and unplug the AC power for at least 30 seconds.
  3. Reinsert the battery or reconnect the AC power and press the **Power** button once to restart.
-



## Turning Off Your Computer Properly

To turn off your computer properly, complete the following steps:

1. Save any work you want to keep by clicking the **File** menu, then click **Save**. If the **Save As** window is displayed, type in a file name and specify where you want to save the file, then click the **Save** button.
2. Exit the program you are using by clicking the **Close** button in the top-right corner of the window.
3. Maximize and close any windows shown on the Taskbar at the bottom of the screen.
4. Repeat steps 1, 2, and 3 for each window you have open until only the Windows desktop remains active.
5. Click **Start**, then click **Shut Down**.
6. In the **Shut Down Windows** window, select **Shut down?**
7. Click the **Yes** button. In about one minute, your computer will turn off.

**IMPORTANT:** Your computer cannot receive faxes when it is turned off or in Hibernation mode.

## Turning On Your Computer From Standard Off Mode

To start your computer from Standard Off mode, press the **Power** button on your computer.

## Full Off (Main Power Off) Mode

If you need to install or replace components in your computer, you must turn your computer off *completely*. Complete the previous steps for putting your computer into Standard Off mode. Unplug your computer's electrical cord from the outlet and remove the battery if installed.

## **Chapter 7**

### **Using PC Cards**

#### **What Are PC Cards?**

PC Cards (or PCMCIA Cards) are removable options that increase the capability of your computer. PC Cards come in three different sizes: Type I, Type II, and Type III. These PC Cards have the following things in common:

- 2 standard bus sizes, 16-bit or 32-bit (CardBus)
- 68-pin connectors
- All are about the same size as a credit card, but differ in thickness

PC Cards are easy to install. Other issues, especially software considerations, can impact your ability to use them effectively.

The Personal Computer Memory Card International Association (PCMCIA) was formed in 1989. It represents more than 500 companies in the computer industry. As a member of PCMCIA's Board of Directors and Executive Committee, Compaq is a driving force in the industry.

#### **PC Card Types**

PC Card types vary as follows:

- Type I Cards are usually memory cards and are the thinnest at 3.3 mm.
- Type II Cards, such as modem cards, are 5.0 mm thick.
- Type III Cards, typically hard disk drives, are the thickest at 10.5 mm.
- Extended Type I, Type II, and Type III PC Cards are the same height and width as standard size PC cards. They have added length and/or thickness at one end so they can accommodate external connectors or wireless PC Card antennas.

## *Inserting a PC Card*

To insert a PC card into your computer, complete the following steps:

1. Guide the PC card, label side up, into the PC card slot.
2. Gently push the card into the slot. If your computer is turned on, your computer automatically configures the PC card and beeps when the card is ready to use.




**CAUTION:** Do not force the card into the slot, as this may damage the connector pins.



**Inserting a PC Card**

## Removing a PC Card

Before you remove a PC card from your computer, click the **PC Card**  icon on the Windows Taskbar to stop card activity. A popup window prompts you to remove the card. Then, complete the following steps to remove the PC card:

1. Flip the appropriate **PC Card Eject** lever toward you.
2. Push the lever into the unit. The PC Card pops out, and if your computer is turned on, your computer will beep.
3. Gently grasp the card and pull it out completely.
4. Flip the appropriate **PC Card Eject Lever** away from you.



### Ejecting a PC Card



Refer to the **Using PC Cards** section for more detailed information on PC cards and compatible PC card types.

## *Compaq-Compatible PC Cards*

Prosignia Notebooks are compatible with many PC Cards and CardBus PC Cards on the market today. Refer to the documentation that came with your PC Card or contact your PC Card manufacturer for information. Compaq's website lists the exact specifications of the PC Cards that are compatible with your notebook:

<http://www.compaq.com/smb/notebooks/prosignia>

**IMPORTANT: Before buying a non-Compaq PC Card, check the documentation that comes with it to be sure it conforms to standards set by the PCMCIA.**

## *Using Network Cards*

Your Prosignia 150 Notebook can support many types of Ethernet cards. This support allows you to connect to other computers, printers, modems, and the Internet.

The Microsoft Windows *Getting Started* guide and the documentation that came with your network card will have more information about setting up to use a network and compatible network cards.

Compaq Netelligent PC Card is one of the compatible Network PC Cards you can use with your computer. Compaq's website lists the exact specifications of the network cards that are compatible with your notebook:

<http://www.compaq.com/smb/notebooks/prosignia>

## *PC Card Software*

Some types of PC Cards require card-specific device drivers. Contact your PC Card manufacturer for additional information.

---

## Configuring PC Cards in Windows

The PC Card software needed to easily install and configure PC Cards in Windows is provided on your Compaq personal computer.

You do not need to turn off your computer or initiate Sleep before inserting a PC Card.

When you insert a PC Card for the first time, Windows identifies the new hardware and automatically determines the correct settings for the card to install the needed PC Card drivers. You may be prompted to make simple setup choices. Once you have completed setup for a PC Card, each time you insert that card, Windows remembers the correct settings and configures it automatically.

Depending on the card and the version of PC Card software you are using, you may have to turn on PC Card drivers or install device drivers. Your computer features easy-to-follow popup windows to guide you through the process.

### Vendor-Provided PC Card Software

PC Card vendors provide the following types of PC Card software:

- **Card-Specific Device Driver** – If needed, install a card-specific device driver in Windows. It is important to be certain you are installing only a card-specific device driver. Installing the wrong software can limit the card's ability to work properly. If diskettes are not clearly labeled or the instructions are unclear, call your PC Card vendor for more specific information.
- **Direct or Point Enabler** – An enabler is proprietary software, which means it is designed to support only the card it comes with. An enabler can prevent your computer from working with other PC Cards. Enabler software should only be installed by an experienced user. In fact, an enabler is rarely needed. When an enabler is used, you lose the benefits of your existing PC Card software, such as the ability to hot plug (to insert cards without restarting your computer), Power Management, Sleep, Hibernation, and support for other PC Cards.

**IMPORTANT:** An enabler can disable the PC Card functionality of your computer. As a precaution, copy your important files to a diskette before installing an enabler.

**IMPORTANT:** All Compaq computers with PC Card slots already have this PC Card software loaded. Do not install vendor-provided Card and Socket Services.

## Chapter 8

# Your Modem

Your Prosignia computer is equipped with a 56K V.90 modem. Your modem is capable of operating using the following protocols:

- 56K International Telecommunications Union (ITU) V.90
- K56flex

**IMPORTANT:** Before connecting to the Internet, you must establish an account with an Internet Service Provider (ISP).

## Features

Your modem has several features that significantly enhance its performance. Some of these features are:

- 56K ITU V.90 compliant – Your modem is ready to operate using the V.90 standard.
- K56flex compliant – If your ISP still uses K56flex technology, the modem will automatically use this protocol to establish a connection.
- Intel VideoPhone compatible
- Data/fax capable

To learn more about the modem(s) installed on your computer, complete the following steps:

1. Click **Start**, point to **Settings**, then click **Control Panel**.
2. Double-click the **Modem**  icon.

The Modem Properties window lists the modem(s) installed on your computer.

**IMPORTANT:** K56flex and V.90 are designed only to allow faster downloads from K56flex or V.90 compliant digital sources. Maximum achievable download transmission rates are currently unknown, may not reach 56 kilobits per second (Kbps), and will vary with telephone line conditions.

## 56K ITU V.90 Standard

Your modem is configured to operate using the 56K ITU V.90 standard. With the V.90 standard, your modem can download files at a maximum speed up to 56 Kbps over standard telephone lines. Connection speeds vary with telephone line conditions.

When using the V.90 standard, web page, sound, and video files race to your computer nearly twice as quickly as before. The file transfer rate is asymmetrical; that is, download speeds are faster than upload speeds. The maximum download speed is up to 56 Kbps and the maximum upload speed is 31.2 Kbps. Transmission rates vary depending on telephone line conditions.

You can set up your modem to call another modem directly. This is known as a point-to-point connection. Both the download and upload speeds are up to 33.6 Kbps. Point-to-point connection transfer speeds are slower because they involve two analog connections, the one at your office which connects you to the digital telephone network, and the one at the office of the person you are calling. If you primarily connect to an ISP, you will enjoy the benefit of quicker speeds.

## V.90 Information

For the latest information on the V.90 standard, visit the Compaq website at:

**<http://www.compaq.com/products/networking/modems/index.html>**

---



## Chapter 9

# Service and Support

Your Compaq computer has many tools to make computing easier. If you have a computer problem, review the Troubleshooting section for suggestions on how to fix the problem. Next, review the tools in this section to find answers. Finally, look in the Compaq Warranty Statement (included with your computer) to find your local Compaq Service telephone number or call toll free 1-877-456-7878.

## Prosignia Support

The following sections explain the tools available to support your computer.

### Compaq Business Support Center

Compaq understands that growing businesses may not have the use of an in-house help desk but may have the need for 24-hour support. With the introduction of the Prosignia Brand, Compaq has developed the Business Support Center to meet the needs of small and medium business customers.

Compaq's toll-free technical support hotline, staffed by highly skilled personnel, is available to customers 24 hours a day, 7 days a week, including holidays. This hardware support is available for product setup, installation, configuration, and troubleshooting of Compaq Prosignia hardware products. For assistance, call toll free 1-877-456-7878.

### CarePAQ Prepackaged Services

CarePAQs are prepackaged, value-priced services for business-critical computing environments. They are well-integrated and supported by Compaq to provide customers with a single point of contact for service and support of their SMB computing environments without the expense of maintaining an in-house technical staff. This broad range of quality services is designed for easy purchase and administration. Offers range from products to improve your personal productivity to services that minimize hardware downtime in business critical environments.

Our service portfolio includes the following:

Warranty Extensions to incrementally increase the limited warranty service coverage of your computer.

Hardware Services to support critical service coverage needs of the products most important to your business.

Software Services available for incremental software support for your day-to-day business applications.

Hardware Installation and Startup services to ensure ease of setup and full functionality, right out of the box.

*To order, contact your nearest Compaq Authorized Reseller or call 1-800-888-5569.*

## Carbon Copy 5.0

This program makes it possible, using your modem, to get help troubleshooting a computer problem. You do not have to take your computer out of your home or office. You do not need to follow complicated instructions—the technician will do it all for you!


To use Carbon Copy, complete the following steps:

1. When you experience a problem not addressed in this manual, call the Compaq customer support number, 1-877-456-7878.
  2. Click the **Start** button, then click **Programs**.
  3. Select **Carbon Copy Support**, then click **Compaq Support Host**.
  4. Click **OK**.
  5. The service representative will explain how to authorize access to your computer through the modem.
  6. The service representative will tell you to hang up and wait for the incoming diagnostic call. Once you have authorized the connection, if your computer is equipped with a microphone and speakers, you will be able to speak with the service representative using **Voice Chat**. Otherwise, you can watch the service technician's actions on the monitor or display.
  7. Follow the service representative's instructions.
-

## Using Compaq Diagnostics

Compaq Diagnostics provides an easy way to perform system checks and diagnose problems.

To run Compaq Diagnostics, complete the following steps:

1. From the Windows desktop, click the **Start** button.
2. Click **Settings**, then click **Control Panel**.
3. Double-click the **Compaq Diagnostics**  icon. A progress bar displays while the application analyzes your computer for information about its components. After approximately one minute, a Summary window with the component information displays.

A row of icons is located at the top of the window. Clicking these icons displays information about the components being tested. Below the icons are the following tabs:


Tab	Description
<i>Overview</i>	<i>Contains information about your computer</i>
<i>Test</i>	<i>Selects the devices you want tested</i>
<i>Status</i>	<i>Shows progress of tests and faults detected</i>
<i>Log</i>	<i>Shows a record of all device tests and detailed results</i>
<i>Error</i>	<i>Reports details of errors detected</i>

## Testing Equipment

You may conduct a Quick, Complete, or Custom test. If you choose the Quick test, it can be run in either the Interactive or Unattended mode. Complete or Custom tests are completed only in the interactive mode since they test the audio and video components of your computer. You must be present to confirm the test results. Complete testing takes about 10 minutes.

To test equipment, complete the following steps:

1. From the Windows desktop, click the **Start** button.
2. Click **Settings**, then click **Control Panel**.

3. Double-click the **Compaq Diagnostics**  icon.
4. Select the **Test** tab. The **Test** tab has the following main regions: Type of Test, Test Mode, an Information Window, and a Component List (under the Type of Test box). The Component List resembles Windows Explorer: Click the + to open a component folder, then click on the component to get information about it. The information window may show further tests that can be performed on certain components. You can request any or all of these subtests.
5. Choose the type of test: **Quick**, **Complete**, or **Custom**. In **Custom**, you will need to check the boxes in the Component List for each test you want.
6. Select **Interactive Mode** or **Unattended Mode**.

In Interactive Mode, the diagnostic software will prompt you for input during tests that require it. Some tests require interaction and will display errors or halt testing if selected in conjunction with Unattended Mode.



*You can select **Quick** or **Complete** as a start point for a custom test. If you choose audio or visual tests, stay with the computer for the interactive test portions.*

7. Click the **Begin Test** button at the bottom of the window. The Test Status displays showing the progress and results of each test.

When the tests are complete, the progress bar in the Status window will be green if the test was successful and red if the test failed. The lower part of this tab gives details of the tests that have been completed.

8. If errors are found, click the **Error** tab for information that is more detailed and recommended actions. By following the recommended actions, you may be able to solve some problems yourself.
9. Click **Print** or **Save**. This saves the error information in case you need to contact your Compaq authorized dealer, reseller, or service provider for assistance.

The **Log** tab lists all the tests and also gives information about the number of times each test was run, the time taken for the test, and the number of errors detected.

## QuickRestore

The *Prosignia Family QuickRestore* CD allows you to choose one of the following restores.

Restore	Description
<i>System</i>	<i>Returns your computer to its original preinstalled software state and reformats your hard drive.</i>
<i>Selective</i>	<i>Allows you to select the Compaq drivers or applications you want to reinstall without reformatting your hard drive.</i>

## System Restore

System Restore returns your computer to its original preinstalled software state. It will restore the operating system, device drivers, and all Compaq software. A System Restore will also prompt you to install the additional business software applications that came with your system. It reformats your hard drive and removes all data from your computer. A System Restore may require one hour to complete.



**CAUTION:** *System Restore destroys all data on your computer's hard disk. If you have added personal files, software, or data since you purchased your computer, backup or copy this data to diskettes before proceeding.*

**IMPORTANT:** *Once the System Restore is complete, you will need to provide the startup information again to complete the Windows operating system setup.*

To perform a System Restore on your computer, complete the following steps:

1. Insert the *Prosignia Family QuickRestore* CD into your CD or DVD drive.
2. Restart your system by clicking **Start**, then **Shut Down**, then **Restart the Computer**.
3. A Notice screen will appear. Carefully read the notice and click the **Enter** button to begin the Full Restore if you wish to continue.



**CAUTION:** *If you have not copied or backed up your personal files, software, or other data onto diskettes, they will be permanently deleted.*

4. During the restoration process, a status bar indicates the percentage of software loaded onto the hard drive.
5. When the QuickRestore process is completed you will see a **Restoration Complete** message. Remove the *Prosignia Family QuickRestore* CD from your computer. Press **Enter** to restart your computer.
6. The operating system installation process will automatically continue. Follow the on-screen prompts. Your computer may restart several times depending on the hardware components that are present.
7. After installation of the operating system is complete, install any additional software that came with your computer.

## Selective Restore

Selective Restore allows you to select the Compaq drivers or applications you want to reinstall without reformatting your hard drive.

To perform a Selective Restore on your computer, complete the following steps:

1. Insert the Prosignia Family QuickRestore CD into your CD or DVD drive. The CD automatically will automatically start. You can also access the Selective Restore applications by clicking **Start**, then **Programs**, then **Prosignia Tools**, and then **QuickRestore**.
  2. Click the **Selective Restore** button. The Selective Restore menu displays.
  3. Click the application or driver you want to reinstall.
  4. A progress bar indicates the software is installing.
  5. It is recommended that you reboot your computer if prompted by the installation application.
  6. Repeat this procedure to reinstall as many applications or drivers as you need.
-

## Chapter 10

# Solving Common Computer Problems

You can fix many computer problems with just a little help. See if the problem you are experiencing is listed here. If you do not see it here, look at Troubleshooting at <http://www.compaq.com> on the Compaq website. You will also find the Hotline number for further help.

If you encounter a minor problem with your computer or software applications, go through the following checklist for possible solutions:

- Is your computer connected to an external power source or does it have a fully charged battery pack installed?
- Is your computer turned on and is the power light on?
- Are all cables connected properly and securely?
- Did the diskette drive contain a nonbootable diskette when you turned on your computer?
- Have you installed all the necessary device drivers? For example, if you are using a mouse, you may need to install a mouse device driver.
- Did you exit properly from Windows before shutting off your computer? Failure to exit properly can result in file corruption.
- Have you scanned your computer for viruses?

While your computer is configured just for you, problems you encounter while working may not be unique. Eliminating the typical problems described in these troubleshooting sections may save you time and money. If you have a problem with your computer, consider the problems and possible solutions in the Troubleshooting section. If the problem appears related to a software application, also check the documentation provided with the software. You may discover something you can resolve easily by yourself. If the condition persists, contact your Compaq authorized service provider or the Customer Support Center.

**NOTE:** You might also consider using Carbon Copy, a support tool that allows a Compaq technical support engineer remote access to your computer, to help diagnose and fix specific software-related problems.

---

## Solving Audio Problems

Problem	Possible Cause	Solution
Computer does not beep after the Power-On Self-Test (POST)	Computer beeps have been turned down.	Use the <b>Fn+F5</b> hotkeys to turn up your computer volume.
Internal speaker produces no sound	The volume controls on your computer may be set too low.	Adjust the volume of the stereo speakers using the volume control buttons on your computer. The left button adjusts the volume up; the right button adjusts the volume down.
		Use the volume control and mixing features available in Control Panel → Multimedia.
		Adjust the volume using the speaker icon on the taskbar.
	Line input may not be connected properly.	Check line input connection.
External microphone does not work	Headphones or speakers are connected to the stereo headphone jack, which disables the internal speakers.	Disconnect the headphones or external speakers to enable the internal speakers.
	You are using the wrong type of microphone or microphone plug for your computer.	Check to see if you are using a monophonic electret condenser microphone with a 3.5-mm plug.
	The microphone may not be connected properly.	Ensure that the microphone plug is properly connected to the microphone line-in jack.
	Sound source not selected.	Ensure that the microphone is selected as the recording source in Control Panel → Multimedia and that the recording level is adjusted.

---



## Solving Audio Problems

Problem	Possible Cause	Solution
No sound is coming from the a program that should have sound	Audio settings are not set correctly.	Check the game program's audio settings.
	Volume on your computer is turned down.	Adjust the speaker volume control on your computer.
	Headphones are connected.	Use or disconnect the headphones.
No sound is coming from the headphones	Volume or mixing controls are set incorrectly.	Adjust volume of stereo speakers using the volume controls on the left side of your computer.  Use the volume control and mixing features available in Control Panel → Multimedia.
	Sound source not selected.	Verify that the sound source is selected in Control Panel → Multimedia.
	The headphones are connected to the wrong jack.	Check your connection with the components listed in Chapter 2. Reconnect to the correct port.
Volume is too low or too loud	Volume and/or mixing controls are set incorrectly.	Check the volume and mixer controls in Control Panel → Multimedia.  Adjust volume of stereo speakers using the volume controls on the left side of your computer.

### Solving Battery Problems

Problem	Possible Cause	Solution
<p>Computer is beeping and battery charge light is blinking</p>	<p>Your computer has entered a low-battery condition.</p>	<p>Save your information, exit all applications, and turn off your computer.</p> <p>If available, immediately connect your computer to an external power source.</p> <p>If an external power source is not available, in Windows 98, initiate Hibernation by pressing the <b>Power</b> button or let your computer go into Hibernation automatically. Remember that your computer has not completed Hibernation until all lights are off.</p> <p>Replace the battery pack.</p> <p>Charge the battery pack.</p>
<p>Battery charge light is blinking but computer does not beep</p>	<p>Your computer has entered a low-battery condition while low-battery warning beeps and/or computer beeps are turned down or off.</p>	<p>Immediately connect your computer to an external power source. If an external power source is not available and you are running Windows 98, be sure that Hibernation is enabled, then initiate Hibernation by pressing the <b>Power</b> button or let your computer go into Hibernation automatically. Your computer has not completed Hibernation until all lights are off.</p> <p>To enable low-battery warning beeps, click the <b>Conservation Settings</b> tab in Power Properties and enable <b>low-battery warning beeps</b>.</p>

## Solving Battery Problems

Problem	Possible Cause	Solution
Battery pack will not charge	Battery pack was exposed to temperature extremes.	Allow time for the battery pack to return to room temperature.
	Battery pack has exceeded its useful life.	Replace the battery pack.
	Battery pack is already fully charged.	Use the battery pack without attempting to fast charge it.
Computer shut down and information was lost when replacing a battery pack	You removed a battery from your computer when your computer had no other source of power.	Replace the discharged battery pack with a fully charged one or connect your computer to external power. Turn on your computer to see if your data is recoverable.
Battery charge does not last very long	Battery pack has been exposed to extremely warm temperatures.	Put your computer in a cooler place and recharge the battery pack.
	Battery pack has been exposed to extremely cold temperatures.	Put your computer in a warmer place and recharge the battery pack.
	Battery has partially self-discharged.	Recharge the battery.
	Power conservation is disabled or set to drain.	Reset the power conservation level.
Battery gauge appears inaccurate	There have been too many partial charges to the battery pack.	The battery pack must be completely discharged (your computer will enter Hibernation mode) then recharged to maintain battery gauge accuracy.

---

### Solving CD-ROM Drive/Compact Disc Problems

Problem	Possible Cause	Solution
CD-ROM drive cannot read a CD	The CD is not properly seated in the drive.	Eject the CD, reseal it, and close the tray.
	The CD has been loaded upside down.	Eject the CD, turn it over, then reload.
	The CD may be dirty or scratched.	Clean the CD and reload it. Load another CD.
Cannot eject CD	CD is not properly loaded in the drive.	Turn off your computer and insert a thin metal rod into the emergency eject hole on the front bezel of the CD-ROM drive. Press firmly. Slowly pull the tray out from the drive until the tray is fully extended, then remove the CD.

---

---

## Solving Diskette Drive Problems

Problem	Possible Cause	Solution
Diskette drive light stays on	Diskette is damaged.	<p>If you are running Windows 98, run ScanDisk on the diskette drive to determine the cause of damage.</p> <p>If you are running Windows NT, go to the system prompt and type a: <b>chkdsk</b>. Your computer will automatically scan for errors.</p>
	Diskette is incorrectly inserted.	Remove diskette and reinsert.
Diskette drive cannot write to a diskette	Diskette is not formatted.	<p>Format the diskette.</p> <p>If you are running Windows 98:</p> <ol style="list-style-type: none"> <li>1. From the Windows 98 desktop, double-click <b>My Computer</b>.</li> <li>2. Click <b>3½ Floppy</b>.</li> <li>3. Click File, then click <b>Format</b>.</li> <li>4. Fill in the appropriate information, then click <b>Start</b>.</li> </ol> <p>If you are running Windows NT, format the diskette by entering <b>format a:</b> at the system prompt.</p>
	Diskette is write-protected.	<p>Use a diskette that is not write-protected.</p> <p>If the contents of the diskette may be added to or deleted, remove write-protection from the diskette by sliding the tab on the corner of the diskette until the window is closed.</p>

### Solving Diskette Drive Problems

Problem	Possible Cause	Solution
Diskette drive cannot write to a diskette	Your computer is writing to the wrong drive.	Check your application to see which drive it is trying to access, then change the drive letter and/or path if necessary.
Diskette drive cannot write to a diskette	Not enough space is left on the diskette.	Copy the information onto a diskette that has more free disk space.
	Diskette drive is disabled.	Enable the diskette drive through Device Manager or through Computer Setup.
Diskette drive cannot read a diskette	Diskette is not formatted or is formatted incorrectly.	<p>If you are running Windows 98:</p> <ol style="list-style-type: none"> <li>1. From the Windows 98 desktop, double-click <b>My Computer</b>.</li> <li>2. Click on <b>3½ Floppy</b>.</li> <li>3. Click <b>File</b>, then click <b>Format</b>.</li> <li>4. Fill in the appropriate information, then click <b>Start</b>.</li> </ol> <p>If you are running Windows NT, format the diskette by entering <b>format a:</b> at the system prompt.</p>
	You are using the wrong type of diskette for the drive.	Use the correct diskette type. LS-120 disks will not work in a diskette drive.
Error message appears while information is writing to diskette drive	Diskette was removed while drive light was on.	Diskette or files may be damaged. Recopy the information onto a new or reformatted diskette.



**CAUTION:** You should maintain an up-to-date backup of your hard drive at all times in case of errors or failures.

---

## Solving Hard Drive Problems

Problem	Possible Cause	Solution
Reading the hard drive takes an unusually long time after restarting the computer	Your computer entered Hibernation due to a low-battery condition and is now exiting from it.	Give your computer time to restore the previously saved data to the state it was in before Hibernation occurred.
Hard drive error occurs	Hard drive has bad sectors or has failed.	<p>If you are running Windows 98, run ScanDisk after placing a check in the Automatically Fix Errors box.</p> <p>If you are running Windows NT, go to the system prompt and type <b>chkdisk</b>. Your computer will automatically scan for errors.</p> <p>Reformat the hard drive.</p> <p>Contact your Compaq-authorized dealer, reseller, or service provider or the Compaq Customer Support Center for assistance.</p>

---



**CAUTION:** Reformatting the hard drive erases all of your files permanently; be sure to make backup diskettes of your information before reformatting the drive. Compaq also recommends that you have a backup of your preinstalled software before reformatting the hard drive.

---

---

### Solving Hardware Installation Problems

Problem	Possible Cause	Solution
New hardware devices are not working properly	Your computer did not automatically configure the new device.	Check the documentation that came with the device to see if any device drivers need to be installed and if necessary, install the correct device drivers.
	Cable(s) of the new external device may be loose or the power cable may be unplugged.	Ensure that all cables are properly and securely connected.
	The power switch of the new external device is not turned on or was turned on after your computer was turned on.	Place your computer in Suspend mode by pressing the <b>Suspend</b> button. Turn on the new external device. Press the <b>Suspend</b> button again to exit. This allows your computer to see the new device.
	The device was plugged in while your computer was on or in Suspend mode and was not recognized by your computer.	Turn your computer off. Reattach the external device and turn it on. Press the <b>Power</b> button. This allows your computer to recognize the new device.

---



---

### Solving Keyboard Problems

Problem	Possible Cause	Solution
Embedded numeric keypad on the computer keyboard is disabled	Num Lock function is off.	Press <b>Fn+Num Lk</b> to enable the embedded numeric keypad.
Screen is on and keyboard is locked	You initiated QuickLock.	Enter your Power-On password to exit QuickLock.
External keyboard does not work	You connected the external keyboard while your computer was turned on.	Turn off your computer, reconnect the external keyboard, then turn on your computer.

---

### Solving Memory Problems

Problem	Possible Cause	Solution
Memory counting during Power-On Self-Test (POST) is incorrect	Memory board is installed incorrectly.	Ensure that the memory board is installed correctly.
Insufficient memory error during operation	Too many Windows application terminate-and-stay resident (TSR) applications are running.	Close any TSR applications that you do not need.
	Your computer ran out of memory for the application.	Close all unnecessary applications. Check the documentation that came with the application for memory requirements and add more memory to your computer, if needed.

---

### Solving Modem Problems

Problem	Possible Cause	Solution
Modem loses connection	The connection from the phone line to the modem is loose.	Disconnect, then reconnect the phone cable. Reestablish connection.
	Call Waiting has not been disabled.	To disable Call Waiting: <ol style="list-style-type: none"> <li>1. Click Start, click <b>Control Panel</b>, then double-click <b>Modems</b>.</li> <li>2. From the <b>General</b> tab of the <b>Modems Properties</b> page, click <b>Dialing Properties</b>.</li> <li>3. From the <b>My Location</b> tab of the <b>Dialing Properties</b> page, check the box labeled <b>This location has Call Waiting</b>, then select <b>*70, 70#</b>, or <b>1170</b> from the drop-down list to disable Call Waiting for your dialing area.</li> </ol>
	Hibernation was initiated or a low-battery condition occurred.	Restart the communications software to restore the original modem settings after exiting Hibernation or resolving the low-battery condition.

---

**Solving Modem Problems**

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
No dial tone	Phone service is not connected to the telephone wall jack.	Verify service from your local telephone company by completing the following steps: <ol style="list-style-type: none"><li>1. Unplug the modem cable from the telephone wall jack.</li><li>2. Connect a telephone to the jack, pick up the handset, and listen for a dial tone. If there is a dial tone, reconnect the modem to the telephone wall jack with the telephone cable and make sure all connections are secure. If there is still no dial tone, contact your local phone company or building manager.</li></ol>
	Phone is connected to a digital PBX jack.	Plugging the modem into a digital line will result in no dial tone. Reconnect the modem cable to an analog phone jack, then reestablish connection.

---

### Solving Modem Problems

Problem	Possible Cause	Solution
No dial tone	The modem is not responding to commands from your computer keyboard.	Verify the modem and your computer are connected: <ol style="list-style-type: none"> <li>1. Click <b>Start</b>, click <b>Programs</b>, click <b>Accessories</b>, then click <b>HyperTerminal</b>.</li> <li>2. Go to <b>Terminal Mode</b>, then type <b>AT</b> and press the <b>Enter</b> key.</li> <li>3. If the modem displays <b>OK</b>, the modem and your computer are working together. If the modem displays <b>ERROR</b> or does not respond, restart your computer and repeat Step 1.</li> <li>4. Type <b>ATDT</b> and listen for a dial tone.</li> <li>5. Type <b>ATHO</b> to hang up.</li> </ol>
Garbled or missing characters, or slow data transfer speed	Noisy phone line.	Contact your local telephone company for a phone line filter. Check your telephone and modem cable connections. If they are slightly loose, this can cause noise on the line.
Recurring prompt to confirm country selection	Current modem country selection does not match initial default.	To disable these reminders, change the Home Country selection in the CSA to match the Current Country selection.

---

---

**Solving Modem Problems**

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
Unable to connect the internal modem at speeds above 33.6 Kbps	The site called does not support 56K or supports an incompatible 56K implementation.	The internal modem supports K56flex and V.90. Information about Internet Service Providers (ISPs) that support these protocols may be found on the Compaq website at <a href="http://www.compaq.com">www.compaq.com</a> . This site also contains information about updates that may be available for the 56K code in your modem.
	The phone line used does not support 56K implementation.	The 56K protocol requires that the phone line used must contain no more than one analog-to-digital conversion. Try connecting from an alternate site.
	The phone line used is noisy.	The 56K protocol will fall back to lower speeds if the phone line is too noisy for a high-speed connection. Try switching to another phone line.

---

### Solving PC Card Problems

Problem	Possible Cause	Solution
Computer does not beep when a PC Card is inserted	Card is not fully inserted into the slot or is upside down.	Try reinserting the card. Be sure the card is inserted in the correct orientation. Insert the card gently to prevent damage to the pins.
	PC Card beeps are disabled.	Click <b>Control Panel</b> → double-click the <b>PC Card</b> icon → <b>Global Settings</b> tab → <b>PC Card Sound Effects</b> box.
	The PC Card device drivers for your card are not installed.	Network cards, audio cards, and other types of PC Cards may need software device drivers to function properly. In such cases, refer to the instructions that came with the PC Card or contact the vendor for more information on installing the correct device drivers.
	Card design or card driver may not be compatible with the PCMCIA software.	Call Compaq Customer Support for a current list of Compaq-qualified PC Cards.
Computer beeps only once when a PC Card is inserted	Card is not fully inserted into the slot or is upside down.	Try reinserting the card. Be sure the card is inserted in the correct orientation. Insert the card gently to prevent damage to the pins.
	Card is not recognized by your computer.	Load the device drivers that came with the PC Card.  Contact the PC Card vendor for updated Windows 98 or Windows NT PC Card device drivers.



**CAUTION:** Installing the wrong software can disable your computer. Be sure you are installing PC Card device driver software and NOT Card and Socket Services software. If you are uncertain about this, call the PC Card vendor for specific instructions on software installation.

## Solving PC Card Problems

Problem	Possible Cause	Solution
Computer beeps only once when a PC Card is inserted	Card did not configure because of a conflict with another device in your computer.	<p>If you are running Windows 98, run <b>Device Manager</b>, locate the card that has the conflict, then click <b>Properties</b> to see a list of resources causing the conflict. Remove the device that has the conflicting resource, then reinsert the PC Card.</p> <p>Call the PC Card vendor or Compaq Customer Support for assistance.</p>
	PC Card device drivers for the card are not installed.	<p>Network cards, audio cards, and other types of PC Cards may need software device drivers to function properly. In such cases, refer to the instructions that came with the PC Card or contact the vendor for more information on installing the correct device drivers.</p>
	Card design or card driver may not be compatible with the PCMCIA software.	<p>Call Compaq Customer Support for a current list of Compaq-qualified PC Cards.</p>
PC Card drivers fail with error messages during computer restart	The PC Card is not configured correctly.	<p>Call the PC Card vendor or Compaq Customer Support for assistance.</p>
Fax/Modem PC Card does not work	The fax/modem card conflicts with a system board serial device (e.g., mouse).	<p>If you are running Windows 98, click the modem icon in <b>Device Manager</b>, then click <b>Properties</b> to select another COM port for the fax/modem card.</p> <p>If you are running Windows NT, from the Windows desktop, double-click <b>My Computer</b>, double-click <b>Control Panel</b>, then double-click <b>Ports</b> to select another COM port for the fax/modem card.</p>

### Solving PC Card Problems

Problem	Possible Cause	Solution
Fax/Modem PC Card does not work	Card design or card driver may not be compatible with the PCMCIA software.	Call Compaq Customer Support for a current list of Compaq-qualified PC Cards.
Network PC Card does not work	Network driver is not properly installed or configured.	<p>If you are running Windows 98, use the <b>Network Neighborhood</b> to identify information about your network card and setup, then use the <b>Add New Hardware</b> wizard to install the correct card driver.</p> <p>If you are running Windows NT, from the Windows desktop, double-click <b>My Computer</b>, double-click <b>Control Panel</b>, then double-click <b>Networks</b> to identify information about your network card and to install the correct card driver.</p>
	The network card design or card driver may not be compatible with the PCMCIA software.	Call Compaq Customer Support for a current list of Compaq-qualified PC Cards.
	Minor configuration adjustments are needed for the PC Card to work in the network operating system environment.	Call Compaq Customer Support or the PC Card vendor for help with configuration requirements.
Storage PC Card does not work	Flash memory cards require the Microsoft Flash File System to be loaded.	Load the Microsoft Flash File System.
	The card is not formatted.	Format the PC Card as you would a diskette.
	The card is not supported by your computer.	Call Compaq Customer Support for a current list of Compaq-qualified PC Cards.



---

## Solving Power Problems

Problem	Possible Cause	Solution
Computer turned off while it was left unattended and power/suspend light is off	Your computer initiated Hibernation due to a low-battery condition.	<p>Connect your computer to an external power source.</p> <p>Charge the battery pack.</p> <p>Replace the depleted battery pack with a fully charged battery pack.</p>
Computer turned off while unattended, power/suspend light is off, and information was lost	Your computer entered a low-battery condition while Hibernation was disabled.	<p>Enable Hibernation through Power Properties after doing one or more of the following:</p> <ul style="list-style-type: none"> <li>• Connect your computer to an external power source.</li> <li>• Charge the battery pack.</li> <li>• Replace the battery pack with a fully charged battery pack.</li> </ul>

---

---

### Solving Printer Problems

Problem	Possible Cause	Solution
Printer will not turn on	The cables may not be connected properly or the printer is unplugged.	Ensure that the cables are properly connected and that the power plug is connected to an electrical outlet.
Printer will not print	Printer is not turned on.	Turn on the printer.
	Printer is not online.	Set the printer to online.
	The printer drivers for the application are not installed.	If you are running Windows 98, install the necessary printer drivers using the <b>Add New Hardware</b> wizard.  If you are running Windows NT, from the Windows desktop, double-click <b>My Computer</b> , double-click <b>Control Panel</b> , then double-click <b>Printers</b> to install the necessary printer drivers.
Printer is offline	Paper tray is empty.	Fill the paper tray with paper. Set the printer to online.
Printer prints garbled information	Correct printer drivers are not installed.	Install the correct printer drivers.
	Cables are not connected properly.	Ensure that the printer cable is properly connected to your computer or convenience base.

---

## Solving Screen Problems

Problem	Possible Cause	Solution
Characters on computer display are dim	The brightness and/or contrast controls are not properly set.	Press appropriate function key to adjust brightness.
Screen is blank and the power/suspend light is on	A screen blanking utility is initiated.	Press any key and/or enter your Power-On password to return your information to the screen.
	Brightness and contrast need adjusting.	Press the appropriate function key to adjust brightness.
	Screen save was initiated.	Press any key to return your information to the screen.
Screen is blank and the power/suspend light is blinking	Suspend mode is initiated.	Exit Suspend mode by pressing the <b>Suspend</b> button.
Screen is blank and the battery charge light is blinking	Your computer entered a low-battery condition.	<p>If possible, immediately connect your computer to an external power source. If an external power source is not available, initiate Hibernation by holding down the <b>Power</b> button for four seconds.</p> <p>Your computer has not completed Hibernation until all lights are off.</p>
Screen is blank and no lights are on	Your computer has either entered Hibernation, or, if Hibernation is disabled, the battery pack has discharged without saving your information.	<p>Connect your computer to an external power source.</p> <p>Charge the battery pack.</p> <p>Replace the battery pack with a fully charged battery pack.</p>
Screen is blank and keyboard is locked	QuickLock and QuickBlank were initiated. These security features lock the keyboard and pointing device and clear the screen.	Type your Power-On password to unlock the keyboard and pointing device and return the information to the screen.

---

**Solving Screen Problems**

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
Screen is blank and external monitor displays information	External monitor was turned on before your computer was turned on.	Press the appropriate function key on your computer keyboard to switch from the external monitor to your computer display.
Information does not display on the external monitor	External monitor was connected after your computer was turned on.	Place your computer in Suspend mode by pressing the <b>Suspend</b> button. Be sure the external monitor is connected and turned on, then press the <b>Suspend</b> button to exit Suspend.
	Your computer does not recognize the correct display type.	Click the <b>Settings</b> tab in Display Properties, click <b>Change Display Type</b> and reselect your display type, then restart your computer.

---

**NOTE:** The popup windows used to control brightness and contrast display correctly only when you are in an application that supports the popup video mode. If the popups do not display correctly, exit your application and press the function keys again to invoke the popup windows.

---

## Solving Software Application Problems

Most software application or installation problems occur as a result of one or more of the following:

- The application was not installed correctly.
- Memory was not allocated correctly.
- A conflict exists between applications.

---

### Solving Software Problems

Problem	Possible Cause	Solution
Insufficient memory to run application	There is not enough memory for the application.	<p>Check the documentation that came with the software for memory requirements and install additional memory, if needed.</p> <p>Call Compaq Customer Support for help with memory optimization.</p>
Cannot run DOS application from current directory	The application has not been added to the path statement in the AUTOEXEC.BAT file.	Using Windows Notepad, add the application directory with the full path name to the AUTOEXEC.BAT file.

---

---

**Solving Pointing Device Problems**

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
External pointing device is not working	The external pointing device was connected to your computer while your computer was on.	Press the <b>Suspend</b> button to initiate Suspend mode. Press the <b>Suspend</b> button again to exit Suspend mode. This allows your computer to recognize the pointing device.
TouchPad is not working	Incorrect or no device driver is installed.	Install the correct device driver using the Add New Hardware wizard.
Device driver is loaded but pointing device does not work	The wrong mouse is selected.	<p>If you are running Windows 98, using the keyboard, select <b>Automatically detect installed hardware</b> in the <b>Add New Hardware</b> wizard, then use the arrow keys to highlight the <b>Mouse</b> icon in the selection box and choose the correct mouse hardware.</p> <p>If you are running Windows NT, using the keyboard, press <b>F6</b>, then use the arrow keys to highlight <b>My Computer</b>, then press <b>Enter</b>. Use the arrow keys to highlight <b>Control Panel</b>, then press <b>Enter</b>. Use the arrow keys to highlight <b>Mouse</b>, then press <b>Enter</b>. Select the correct mouse hardware, then press <b>Enter</b>.</p>

---

### Solving Infrared Problems (Available on Select Models Only)

Problem	Possible Cause	Solution
Cannot communicate with another computer	The required software is not running on both computers.	Install the required software on the second computer, start the second device and start the program on both computers.
	One computer does not have an IrDA-compliant infrared port.	Communication between infrared devices must use the same protocol.
	The pathway between the infrared ports is obstructed, one port is more than 30 degrees (plus or minus 15 degrees off the center line) from the other, or the ports are more than 1.5 feet (about 0.5 meters) apart.	Remove the obstruction, align the infrared ports to within 30 degrees, and position computers within 1.5 feet (about 0.5 meters) of each other.
	There is an interrupt request (IRQ) conflict.	Check for IRQ conflicts in the Device Manager on one or both computers. If the Device Manager indicates an IRQ conflict, reassign the IRQ number for one of the conflicting devices.
	There is a baud rate conflict.	Select the same baud rate for both computers.
	There is a conflict with the # bits.	Select the same "# bits" setting for both computers.
	There is a stop bit conflict.	Select the same stop bit for both computers.
	There is a parity conflict.	Select the same parity setting for both computers.
Cannot transmit data	Direct sunlight, fluorescent light, or flashing incandescent light is close to the infrared connections.	Remove the interfering light source(s).

**Solving Infrared Problems (Available on Select Models Only)**

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
Cannot transmit data	There is interference from other wireless devices.	Keep remote control devices such as wireless headphones and other audio devices away from the infrared connections.
	A physical obstruction is in the way.	Do not place objects that will interfere with a line-of-sight data transmission between the two devices.
	One of the devices was moved during data transmission.	Do not move either device during data transmission.
	The orientation of the units is incorrect.	Adjust the devices so that they point directly at each other.
	The distance between the devices is too great.	Verify that devices are not more than 1.5 feet (0.5 meters) apart.
Infrared port does not work	Direct sunlight, fluorescent light, or flashing incandescent light is close to the infrared connection.	Remove the interfering light source(s).
	There is interference from other wireless devices.	Keep remote control devices such as wireless headphones and other audio devices away from the infrared connections.



---

## Solving USB Problems

Problem	Possible Cause	Solution
External device connected to a USB connector does not work	The operating system limits external devices connected by USB to two tiers, which can include no more than two hubs on the first tier and no more than one keyboard and one pointing device on the first or second tier.	Reduce the number of connected external USB devices to no more than two hubs on the first tier and no more than one keyboard and one pointing device on the first or second tier.
External device connected to USB connector does not work during startup (before Windows 98 loads)	During startup, only two tiers are supported by the USB connector. These tiers can include no more than two hubs on the first tier and no more than one keyboard and one pointing device on the first or second tier.	Use the external device only after Windows 98 has loaded.  Reduce the number of connected external USB devices to no more than two hubs on the first tier and no more than one keyboard and one pointing device on the first or second tier.
External devices in lower tiers do not work	An unpowered hub is connected to another unpowered hub.	Use only powered hubs.  Make sure that all unpowered hubs are immediately preceded by powered hubs in the USB chain.

---

**IMPORTANT:** External USB keyboards will not function until the operating system has been booted .

---

# Chapter 11

## **Government Approvals**

### **Introduction**

This guide discusses modem and computer regulations. Compaq Computer Corporation follows these guidelines when building computers.

### **Modem Regulations**

Modem regulations address connecting modems to telephone networks. Check the product label on your computer for the modem name and/or series number. Examples of these labels are shown at the end of the Safety section.

#### **Part 1**

If you have one of the following modem series numbers, go to Part 1 of this section:

- FB M1-5614PM3
- Compaq Series NC3002
- Compaq Series NC3005

These modems are available in the U.S.A. and Canada.

#### **Part 2**

If you have a SupraExpress 56i Pro modem, go to Part 2 of this section. These modems are shipped to countries outside of North America.

#### **Part 3**

If you have one of the following modems, go to Part 3 of this section:

- Series 205
- Series NC1001
- U13.023.C.00
- U13.027.C.00
- 1456VQL1N

## ***Electromagnetic Interference Compliance Notices***

These regulations ensure that your computer does not interfere with radio and TV signals. Your Compaq computer is built to reduce this interference.

### ***Safety***

This section provides safety information on battery replacements, laser safety, and locating Regulatory Compliance Markings labels that show safety and regulatory information.

**Energy Star Computer Program**



The Energy Star Computers Program provides guidelines for energy efficiency. Compaq Computer Corporation is an Energy Star Partner. Compaq computers reduce power consumption when not being used.

## ***Modem Regulations: Part 1***

### ***U.S.A. and Canada Modems***

This section discusses the following modems:

- FB M1-5614PM3
- Compaq Series NC3002
- Compaq Series NC3005

## ***Regulatory Agency Identification Numbers***

For regulatory identification purposes, your modem is assigned a Compaq Series number. The Compaq Series number for this product is given in the Telecom Network Approvals section. This series number should not be confused with the marketing name or number for your modem. The modem series number can be found on the product label, along with the approval marks and numbers where the modem is approved for use.

---



FOR TELECOMMUNICATIONS APPROVALS SEE LABEL  
ON THE INTEGRATED TELECOMMUNICATIONS DEVICE.  
REFER TO USERS GUIDE FOR ACCESS.

**Modem Statement from Product Label**

## Telecom Network Approvals

The telecommunications device in your computer is approved for connection to the telephone network in the countries shown below. For products and countries not listed here, you may view the approvals directly on the device.

Additional country approvals may be found on the Compaq web site. To view these approvals, visit <http://www.compaq.com> and perform a site search for the words, “telecom network approvals.” If a selection is available for your product, you may view and print the approval marks or numbers.

FB M1-5614PM3 modem:

■ Canada	2395 8863 A
■ Japan	S98-2330-0
■ Mexico	MDMCOM198-179
■ Taiwan	D87-M007-0
■ USA	409TAI-32589-M5-E
■ other countries:	see product label
■ other products:	see product label

## U.S. Regulations Governing the Use of Modems

This equipment complies with Part 68 of the FCC rules. Located on the bottom of the computer is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. Upon request, you must provide this information to your telephone company.

## **Ringer Equivalence Number (REN)**

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most areas (but not all), the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your telephone line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

- The **REN** for the FB M1-5614PM3 modem is **0.8**.
- The REN for the Compaq Series NC3002 and NC3005 modems does not exceed **1.0**.

An FCC Compliant 6-position modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible 6-position modular jack which is FCC Part 68 Compliant.

If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But, if advance notice is not practical, you will be notified as soon as possible. You will also be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with this telephone equipment, contact your local telephone company for information on obtaining service or repairs. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

For the Compaq Customer Support Center and your nearest Compaq Authorized reseller in North America, call 1-800-345-1518 or write:

Compaq Customer Support Center  
P.O. Box 692000  
Houston, Texas 77269-2000

---

## **Telephone Consumer Protection Act of 1991**

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone facsimile machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page, or on the first page of the transmission, the date and time it is sent and an identification of the business, or entity, or individual sending the message and the telephone number of the sending machine or such business, or entity, or individual.

## **Canadian Regulations Governing the Use of Modems**

Notice: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The department does not guarantee the equipment will operate to the user's satisfaction.

Before installing the equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.



**WARNING:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or an electrician.

Notice: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices, subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

- The **REN** for the FB M1-5614PM3 modem is **0.3**.
- The **REN** for the Compaq Series NC3002 and NC3005 modems does not exceed **1.0**.

For the location of the authorized Canadian maintenance facility nearest you, call 1-800-263-5868 or contact:

Compaq Canada, Inc.  
45 Vogell Road  
Richmond Hill, Ontario LA5B 3P6

## **Modem Regulations: Part 2**

### ***SupraExpress 56i Pro Modem***

This section addresses the SupraExpress 56i Pro modem.

## **Regulatory Agency Identification Numbers**

For regulatory identification purposes, your modem is assigned a Compaq Series number. The Compaq Series number for this product is given in the Telecom Network Approvals section. This series number should not be confused with the marketing name or number for your modem. The modem series number can be found on the product label, along with the approval marks and numbers where the modem is approved for use.



FOR TELECOMMUNICATIONS APPROVALS SEE LABEL  
ON THE INTEGRATED TELECOMMUNICATIONS DEVICE.  
REFER TO USERS GUIDE FOR ACCESS.

**Modem Statement from Product Label**

## Telecom Network Approvals

The telecommunications device in your computer is approved for connection to the telephone network in the countries shown below. For products and countries not listed here, you may view the approvals directly on the device.

Additional country approvals may be found on the Compaq web site. To view these approvals, visit <http://www.compaq.com> and perform a site search for the words, "telecom network approvals." If a selection is available for your product, you may view and print the approval marks or numbers.

### SupraExpress 56I Pro modem:

- Austria 100964ZB9840
- Belgium BE98MA1153
- Denmark DK98022597
- Finland F198615020
- France 98174F
- Germany D800027K
- Netherlands NL98211112
- Norway NO98000314-D
- Portugal ICP.98.118
- Sweden 98040830
- Switzerland BAKOM 98.0210.D.N.
- UK 608169
- other countries: see product label
- other products: see product label

## U.K. BABT Users Notice

### Safety

The SupraExpress 56i Pro modem is intended for use in the Compaq Prosignia computers. For the purposes of BABT approval, the SupraExpress 56i Pro modem is classified as a host-independent product.



The following information characterizes the requirements of the host system in order to maintain the reliable use of the SupraExpress 56i Pro modem:

- The SupraExpress 56i Pro modem requires a power supply voltage of 5 VDC  $\pm 5\%$ , 12VDC  $\pm 5\%$ , or -12VDC  $\pm 5\%$ .
- The host computer must provide a maximum of 950 mW (U.K.) from the +5 VDC power supply; a maximum of 50mW from the -12VDC power supply and the +12VDC power supply.
- The host apparatus must provide adequate power for the modem and any other auxiliary apparatus drawing power from it.
- Failure to provide modem user's instructions with the host computer will INVALIDATE the modem approval.
- The SupraExpress 56i Pro modem is approved only for installation in a host and with host attachments, which are either type approved for such apparatus, or, if supplied after 1st March 1989, are marked with or supplied with a statement that the host is supplied under General Approval Number NS/G/1234/J/100003.
- Connections to and from the SupraExpress 56i Pro card are made via the following port: DTE port (SELV) 80-pin edge connector on modem PCB.
- Ports for SELV circuitry should only be connected to like SELV circuitry ports.
- The SupraExpress 56i Pro modem must be installed such that with the exception of the connections to the host, clearance and creepage distances shown in the table below are maintained between the card and any other assemblies which use or generate a voltage shown in the following table. The larger distance shown in brackets applies where the local environment within the host is subject to conductive pollution or dry nonconductive pollution which could become conductive due to condensation. Failure to maintain these minimum distances would invalidate the approval.

<b>Clearance (mm)</b>	<b>Creepage (mm)</b>	<b>Voltage (Used or Generated by Host or Other Cards)</b>
2.0	2.4 (3.8)	Up to 50 Vrms or V dc
2.6	3.0 (4.8)	Up to 125 Vrms or V dc
4.0	5.0 (8.0)	Up to 250 Vrms or V dc
4.0	6.4 (10.0)	Up to 300 Vrms or V dc

- A clearance distance is the measurement of the shortest path (in air) between two points; whereas a creepage distance is the distance measured along the surface between two points.
  - For a host or other expansion card fitted in the host, using or generating voltages greater than 300V (rms or dc), advice from a competent telecommunications safety engineer must be obtained before installation of the relevant equipment.
  - Except at the edge connector which plugs into the host's expansion slot, clearance distance (Xmm) and creepage distance (Ymm) as given in the table shown above, must be maintained between the communications card and any other assemblies which use or generate a hazardous voltage.

## **Telephone Network Connection**

1. The SupraExpress 56i Pro modem is suitable for connection to the Public Switched Telephone Network (PSTN) direct exchange lines and relevant branch systems (PBXs).
2. A ringer equivalent number (REN) is a value given to all apparatus to be connected to the PSTN. Its value can be taken and used to calculate the maximum number of equipment items that can be connected in parallel without impairing the performance of the standard bell circuit.
  - a.  $REN = 3/n$  where n is the maximum number of units that may be used in parallel.
  - b. The maximum REN of a line is 4; therefore, the total REN of all apparatus connected to the line (obtained by summing the individual REN values) should not exceed 4. This value includes any BT provided instrument, each of which is assumed to have REN value of 1.0 unless otherwise stated. Exceeding the REN value of 4 may cause your telephone(s) to ring weakly or not ring at all.
  - c. Only one modem should be connected to a telephone line. Connecting a modem in parallel with one or more telephone instruments is not allowed.
  - d. The **REN** for this piece of equipment is **1.0**.
  - e. The exchange should provide facilities for either loop disconnect (pulse) dialing or multifrequency (tone) dialing. The modem can be configured to operate with either system.

- f. During dialing, this apparatus may tinkle the bells of other telephones using the same line. This is not a fault, and we advise you not to call the Fault Repair Service.
- g. The SupraExpress 56i Pro modem specified in this guide is for the Compaq Prosignia Personal Computers.
- h. This apparatus has been approved for the following facilities:
  - Connection to direct exchange lines providing DTMF signaling
  - Connection to compatible PBX's providing DTMF signaling
  - Operation in the absence of proceed indication, selectable by user
  - Call progress monitoring functions
  - Data modem functions
  - Auto-dialing functions
  - Auto-answering functions

Any other usage will invalidate the approval of the apparatus, if as a result, it then ceases to conform to the standards against which approval was granted.

All apparatus connected to this modem, and thereby connected directly or indirectly to the British Telecom Public Switched Telephone Network, must be approved apparatus as defined in Section 16 of the British Telecommunications Act of 1981.

Although this equipment can use either loop disconnect or DTMF signaling, only the performance of the DTMF signaling is subject to regulatory requirements for correct operation. It is therefore strongly recommended that the equipment is set to use DTMF signaling for access to public or private emergency services. DTMF signaling also provides faster call set up.

The SupraExpress 56i Pro modem may not be used on extension wiring which makes use of plug pins 1 & 6. If in doubt, advice must be obtained from a competent telecommunications engineer.

Difficulties may occasionally be experienced from other apparatus connected to the BT PSTN via the SupraExpress 56i Pro modem apparatus. Such difficulties may include the following:

- Difficulty in making calls
- Problems in telephone conversation being experienced by both parties to the call

Initially, normal operation will be possible. However, changes to or modernization of the network-taking place in the normal course of events may result in the apparatus being connected to a network service with which it was not designed to be compatible. Failure of the apparatus to work under these circumstances may not be the responsibility of the network operator.

If the above mentioned difficulties are experienced, please contact your product supplier or your Authorized Compaq Reseller in the United Kingdom.

This device is intended for auto-answering of incoming calls. Under normal conditions callers will be accustomed to calls being answered within 10 seconds, and a majority of callers will abandon calls that are not answered within 45 seconds.

There are several options available for auto-answering operation. The default setting is for two incoming rings. This is the recommended setting for normal operation by most computer users.

## ***Auto Dialing with the Modem***

When entering telephone numbers, ensure that the number that appears on the screen is correct before beginning to dial.

## ***Approval Statements***

The following lists the modem approval statements:

1. This modem is approved as a host independent product. This approval number is a general approval number.
2. APPROVED for connection to the telecommunications systems specified in the instructions for use, subject to the conditions set out in them.
3. UK Approval No.: 608169

## **Benutzerhinweise für besondere**

### **Bestimmungen in Österreich**

#### **Hinweis für die Benutzung in Österreich**

Sofern Sie das SupraExpress 56i Pro global modem an einer Nebenstellenanlage benutzen wollen, erkundigen Sie sich bitte bei Ihrem Fachhändler nach der Möglichkeit, die Amtsholung einzustellen.

##### Wahlsperre

Ein Modem darf, beispielsweise im "unbeaufsichtigten Betrieb", nicht pausenlos dieselbe Rufnummer anwählen (Wahlsperre).

Nach zwölf erfolglosen Wählversuchen innerhalb einer Stunde gibt das Modem die Meldung "BLACK-LISTED" (Wahlsperre) aus. Danach ist jeder weitere Wählversuch blockiert.

Die Wahlsperre wird wieder aufgehoben, wenn eines der drei folgenden Ereignisse eintritt:

- Sie starten den Computers neu (reboot), oder
- Ablauf einer Stunde, oder
- Sie erhalten einen Anruf.

## **Benutzerhinweise für besondere Bestimmungen in Deutschland**

### **Hinweis für die Benutzung in der Bundesrepublik Deutschland**

Dieses Gerät ist mit einem mindestens 4-adrigen Anschlußkabel mit TAE-Stecker **mit Kodierung N** ausgestattet und verfügt über weiterführende Sprechadern. Es kann als einzige Endeinrichtung oder mit weiteren Endeinrichtungen am Netzanschluß betrieben werden.

---

Weitere Endeinrichtungen, die sich an dem Telefonanschluß befinden, werden beim Einstecken des Gerätes nicht von der Leitung getrennt. Der Stecker kann nur in N-kodierte Anschlußdosen gesteckt werden.

## **Brugerinstruktioner i overensstemmelse med danske krav**

### **Opkaldskoder P og T**

Compaq-modemet SupraExpress 56i Pro global modem understøtter ikke impulssignalering. Både opkaldskode P (impulssignalering) og T (tonesignalering) tvinger modemmet til at anvende tonesignalering.

## **Speciale gebruiksinstruc ties voor Nederland**

### **Aansluitfactor**

1. Het modem is geschikt voor aansluiting op het openbare geschakelde telefoonnetwerk en op (analoge) telefooncentrales binnen bedrijven en instellingen.
2. De aansluitfactor is een waarde die wordt toegekend aan alle apparaten die op het openbare telefoonnetwerk kunnen worden aangesloten. Met deze waarde kan worden berekend hoeveel apparaten maximaal parallel kunnen worden geschakeld. De maximale aansluitfactor van een lijn is 5. De aansluitfactor van alle apparaten die zijn aangesloten op één lijn mag daarom nooit hoger zijn dan 5. U berekent de aansluitfactor door de waarden van de afzonderlijke apparaten op te tellen.
3. De aansluitfactor voor dit apparaat is 1,0.

### **Wachten op kiestoon**

Het modem moet altijd eerst een kiestoon ontvangen voordat wordt geprobeerd een verbinding tot stand te brengen. Deze vereiste kan niet worden uitgeschakeld met de opdracht ATX<n>.

## **Handenvrij bellen**

Handenvrij bellen is toegestaan bij gebruik van een apparate (goedgekeurde) telefoon set.

## **Användarinstruktioner i överensstämmelse med svenska krav**

### **Uppringningskod P och T**

Modemet till SupraExpress 56i Pro global modem stödjer inte pulssignalering. Både uppringningskod P (pulssignalering) och T (tonsignalering) är jämförbara och vill tvinga modemmet att använda tonsignalering.

## **Australian Modem Statements**

### **General**

Modems connected to the Australian telecommunications network must be marked in accordance with the Labelling Notice. This modem has been specifically configured to ensure compliance with the ACA Standards. Do not adjust your modem or software outside the values indicated below. To do so would result in the modem being operated in a non-compliant manner.

#### **Modem Commands**

<b>Command</b>	<b>Default</b>	<b>Permissible Range</b>
<b>ATA</b>	-	Do not use
<b>ATB</b>	<b>B0</b>	<b>&amp;G0</b>
<b>AT&amp;G</b>	Do not set to <b>B1</b>	<b>&amp;G2</b>

## **Call Attempts/Retries**

Applications software shall be configured so that no more than 3 attempts are made to establish a connection to a given number (Note: if the modem can detect service tones, up to 10 attempts can be made). If the call sequence is unsuccessful, there shall be a delay of at least 30 minutes before attempting to call the number again.

Failure to set the modem, and any application software used with the modem, to the values shown above will result in the modem being operated in a non-compliant manner. Consequently, this would be in violation of the Labelling Notice for this equipment, and the Telecommunications Act 1997 prescribes penalties for the connection of non-compliant equipment.

## **New Zealand Modem Statements**

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment is not capable, under all operating conditions, of correct operation at the higher speeds for which it is designed. Telecom will accept no responsibility should difficulties arise in such circumstances.

This device is equipped with pulse dialling while the Telecom standard is DTMF tone dialling. There is no guarantee that Telecom lines will always continue to support pulse dialling.

Use of pulse dialling, when this equipment is connected to the same line as other equipment, may give rise to bell tinkle or noise and may also cause a false answer condition. Should such problems occur, the user should not contact the Telecom Faults Service.

Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom's Specifications:

1. There shall be no more than 10 call attempts to the same number within any 30 minute period for any single manual call initiation, and



2. The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next attempt.
3. This equipment should not be used under any circumstances which may constitute a nuisance to other Telecom customers.

This equipment shall not be set to make automatic calls to the Telecom '111' Emergency Service.

## **Modem Regulations: Part 3**

### **Notebook Modems**

This section discusses the following modems:

- Series 205
- Series NC1001
- U13.023.C.00
- U13.027.C.00
- 1456VQL1N

### **Regulatory Agency Identification Numbers**

For regulatory identification purposes, your modem is assigned a Compaq Series number. The Compaq Series number for this product is given in the Telecom Network Approvals section. This series number should not be confused with the marketing name or number for your modem. The modem series number can be found on the product label, along with the approval marks and numbers where the modem is approved for use.



FOR TELECOMMUNICATIONS APPROVALS SEE LABEL  
ON THE INTEGRATED TELECOMMUNICATIONS DEVICE.  
REFER TO USERS GUIDE FOR ACCESS.

**Modem Statement from Product Label**

---

## Telecom Network Approvals

The telecommunications device in your computer is approved for connection to the telephone network in the countries shown below. For products and countries not listed here, you may view the approvals directly on the device.

Additional country approvals may be found on the Compaq web site. To view these approvals, visit <http://www.compaq.com> and perform a site search for the words, "telecom network approvals." If a selection is available for your product, you may view and print the approval marks or numbers.

### Series 205 Modem:

- Canada 780 8181 A
- Japan S97-3165-0
- Mexico MDMCO2098-007
- Taiwan D867-M037-0
- USA CNTTAI-24639-PT-E

### Series NC1001 Modem:

- Australia Series 205
- Belgium BE97MA0609
- France 97390F
- Germany D133365J
- Italy 1997MDSM254
- Malaysia DAFH/35A/1097/S
- Netherlands NL97211362
- New Zealand PTC211/97/221
- Philippines PSA-TM-11-97-060
- Singapore PSTN1-FAXM-AC-1063-97
- Sweden 970112032
- Switzerland 97.1049.D.N
- UK 607883
- other countries: see product label
- other products: see product label

## **U.S. Regulations Governing *the Use of Modems***

This equipment complies with Part 68 of the FCC rules. Located on the bottom of the computer is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. Upon request, you must provide this information to your telephone company.

### **Ringer Equivalence Number (REN)**

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most areas (but not all), the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your telephone line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

- The REN for the Series 205 and NC1001 modems is 0.6.
- The REN for the Series U13.023.C.00 and 1456VQL1N modems does not exceed 1.0.

An FCC Compliant 6-position modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible 6-position modular jack which is FCC Part 68 Compliant.

If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But, if advance notice is not practical, you will be notified as soon as possible. You will also be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

---

If you experience trouble with this telephone equipment, contact your local telephone company for information on obtaining service or repairs. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

For the Compaq Customer Support Center and your nearest Compaq Authorized reseller in North America, call 1-800-345-1518 or write:

Compaq Customer Support Center  
P.O. Box 692000  
Houston, Texas 77269-2000

## ***Telephone Consumer Protection Act of 1991***

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone facsimile machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page, or on the first page of the transmission, the date and time it is sent and an identification of the business, or entity, or individual sending the message and the telephone number of the sending machine or such business, or entity, or individual.

## ***Canadian Regulations Governing the Use of Modems***

Notice: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing the equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.



**WARNING:** Users **should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or an electrician.**

Notice: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices, subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

- The REN for the Series 205 and NC1001 is 0.6.
- The REN for the Series U13.023.C.00 and 1456VQL1N modems does not exceed 1.0.

For the location of the authorized Canadian maintenance facility nearest you, call 1-800-263-5868 or contact:

Compaq Canada, Inc.  
45 Vogell Road  
Richmond Hill, Ontario LA5B 3P6

## **U.K. BABT Users Notice** (*Series NC1001*)

### **Safety**

The Series NC1001 modem is intended for use in the Compaq Prosignia computers. For the purposes of BABT approval, the modem is classified as a host-independent product.

The following information characterizes the requirements of the host system in order to maintain the reliable use of the Series NC1001 modem:

- The modem requires a power supply voltage of 5 VDC  $\pm 5\%$ , 12VDC  $\pm 5\%$ , or -12VDC  $\pm 5\%$ .
- The host computer must provide a maximum of 950 mW (U.K.) from the +5 VDC power supply; a maximum of 50mW from the -12VDC power supply and the +12VDC power supply.
- The host apparatus must provide adequate power for the modem and any other auxiliary apparatus drawing power from it.
- Failure to provide modem user's instructions with the host computer will INVALIDATE the modem approval.
- The Series NC1001 modem is approved only for installation in a host and with host attachments, which are either type approved for such apparatus, or, if supplied after 1st March 1989, are marked with or supplied with a statement that the host is supplied under General Approval Number NS/G/1234/J/100003.
- Connections to and from the Series NC1001 modem card are made via the following port: DTE port (SELV) 80-pin edge connector on modem PCB.
- Ports for SELV circuitry should only be connected to like SELV circuitry ports.

The Series NC1001 modem must be installed such that with the exception of the connections to the host, clearance and creepage distances shown in the table below are maintained between the card and any other assemblies which use or generate a voltage shown in the following table. The larger distance shown in brackets applies where the local environment within the host is subject to conductive pollution or dry nonconductive pollution which could become conductive due to condensation. Failure to maintain these minimum distances would invalidate the approval.

<b>Clearance (mm)</b>	<b>Creepage (mm)</b>	<b>Voltage (Used or Generated by Host or Other Cards)</b>
2.0	2.4 (3.8)	Up to 50 Vrms or V dc
2.6	3.0 (4.8)	Up to 125 Vrms or V dc
4.0	5.0 (8.0)	Up to 250 Vrms or V dc
4.0	6.4 (10.0)	Up to 300 Vrms or V dc

- A clearance distance is the measurement of the shortest path (in air) between two points; whereas a creepage distance is the distance measured along the surface between two points.
- For a host or other expansion card fitted in the host, using or generating voltages greater than 300V (rms or dc), advice from a competent telecommunications safety engineer must be obtained before installation of the relevant equipment.
- Except at the edge connector which plugs into the host's expansion slot, clearance distance (Xmm) and creepage distance (Ymm) as given in the table shown above, must be maintained between the communications card and any other assemblies which use or generate a hazardous voltage.

### **Telephone Network Connection**

1. The modem is suitable for connection to the Public Switched Telephone Network (PSTN) direct exchange lines and relevant branch systems (PBXs).
  2. A ringer equivalent number (REN) is a value given to all apparatus to be connected to the PSTN. Its value can be taken and used to calculate the maximum number of equipment items that can be connected in parallel without impairing the performance of the standard bell circuit.
    - a.  $REN = 3/n$  where n is the maximum number of units that may be used in parallel.
    - b. The maximum REN of a line is 4; therefore, the total REN of all apparatus connected to the line (obtained by summing the individual REN values) should not exceed 4. This value includes any BT provided instrument, each of which is assumed to have REN value of 1.0 unless otherwise stated. Exceeding the REN value of 4 may cause your telephone(s) to ring weakly or not ring at all.
    - c. Only one modem should be connected to a telephone line. Connecting a modem in parallel with one or more telephone instruments is not allowed.
    - d. The **REN** for this piece of equipment is **1.0**.
    - e. The exchange should provide facilities for either loop disconnect (pulse) dialing or multifrequency (tone) dialing. The modem can be configured to operate with either system.
-

- f. During dialing, this apparatus may tinkle the bells of other telephones using the same line. This is not a fault, and we advise you not to call the Fault Repair Service.
- g. The Series NC1001 modem specified in this guide is for the Compaq Prosignia Personal Computers.
- h. This apparatus has been approved for the following facilities:
  - Telephone answering machine (if applicable)
  - Operation in the absence of proceed indication
  - Simple modem
  - Facsimile
  - Speakerphone functions (if applicable)
  - Automatic call initiation (if applicable)
  - Detection of initial proceed indication (if applicable)
  - Automatic dialing (if applicable)
  - Tone detection of busy tone, dial tone, or number unobtainable tone
  - Auto clear from the call origination end
  - Loop disconnect (pulse) dialing
  - Multifrequency (tone) dialing

Any other usage will invalidate the approval of the apparatus, if as a result, it then ceases to conform to the standards against which approval was granted.

All apparatus connected to this modem, and thereby connected directly or indirectly to the British Telecom Public Switched Telephone Network, must be approved apparatus as defined in Section 16 of the British Telecommunications Act of 1981.

Although this equipment can use either loop disconnect or DTMF signaling, only the performance of the DTMF signaling is subject to regulatory requirements for correct operation. It is therefore strongly recommended that the equipment is set to use DTMF signaling for access to public or private emergency services. DTMF signaling also provides faster call set up.



The Series NC1001 modem may not be used on extension wiring which makes use of plug pins 1 & 6. If in doubt, advice must be obtained from a competent telecommunications engineer. Difficulties may occasionally be experienced from other apparatus connected to the BT PSTN via the Series NC1001 modem apparatus. Such difficulties may include the following:

- Difficulty in making calls
- Problems in telephone conversion being experienced by both parties to the call

Initially, normal operation will be possible. However, changes to or modernization of the network-taking place in the normal course of events may result in the apparatus being connected to a network service with which it was not designed to be compatible. Failure of the apparatus to work under these circumstances may not be the responsibility of the network operator.

If the above mentioned difficulties are experienced, please contact your product supplier or your Authorized Compaq Reseller in the United Kingdom.

This device is intended for auto-answering of incoming calls. Under normal conditions callers will be accustomed to calls being answered within 10 seconds, and a majority of callers will abandon calls that are not answered within 45 seconds.

There are several options available for auto-answering operation. The default setting is for two incoming rings. This is the recommended setting for normal operation by most computer users.

## ***Auto Dialing with the Modem***

When entering telephone numbers, ensure that the number that appears on the screen is correct before beginning to dial.

## ***Approval Statements***

The following lists the modem approval statements:

1. This modem is approved as a host independent product. This approval number is a general approval number.
  2. APPROVED for connection to the telecommunications systems specified in the instructions for use, subject to the conditions set out in them.
  3. UK Approval No.: NC1001-607883
-

## **Hinweis für die Benutzung in der Bundesrepublik Deutschland**

**(Series NC1001)**

Dieses Gerät ist mit einem 2-adrigen Anschlußkabel mit TAE-Stecker ohne Kodierung N oder F ausgestattet. Es ist zum Betrieb als einzige Endeinrichtung am Netzanschluß vorgesehen. Der Stecker kann in F-kodierte und N-kodierte Anschlußdosen gesteckt werden.

Das Gerät hat keine weiterführenden Sprechadern. Weitere Endeinrichtungen, die sich an dem Telefonanschluß befinden, werden beim Einstecken des Gerätes unter Umständen von der Leitung getrennt.

## **Speciale gebruiks instructies voor Nederland**

**(Series NC1001)**

1. Het modem is geschikt voor aansluiting op het openbare geschakelde telefoonnetwerk en op (analoge) telefooncentrales binnen bedrijven en instellingen.
2. Kiezen met impulsen is niet van toepassing in Nederland.

## **Wachten op kiestoon**

Het modem moet altijd eerst een kiestoon ontvangen voordat wordt geprobeerd een verbinding tot stand te brengen. Deze vereiste kan niet worden uitgeschakeld met de opdracht ATX<n>.

## **Användarinstruktioner i överensstämmelse med svenska krav (Series NC1001)**

## **Uppringningskod P och T**

Modemet till NC1001 series global modem stödjer inte pulssignalering. Både uppringningskod P (pulssignalering) och T (tonsignalering) är jämförbara och vill tvinga modemet att använda tonsignalering.

## **Australian Modem Statements (U13.027.C.00 and Series NC1001)**

### **General**

Modems connected to the Australian telecommunications network must be marked in accordance with the Labelling Notice. This modem has been specifically configured to ensure compliance with the ACA Standards. Do not adjust your modem or software outside the values indicated below. To do so would result in the modem being operated in a non-compliant manner.

#### **Modem Commands**

<b>Command</b>	<b>Default</b>	<b>Permissible Range</b>
<b>ATA</b>	-	Do not use
<b>ATB</b>	<b>B0</b>	<b>&amp;G0</b>
<b>AT&amp;G</b>	Do not set to <b>B1</b>	<b>&amp;G2</b>

### **Call Attempts/Retries**

Applications software shall be configured so that no more than 3 attempts are made to establish a connection to a given number (Note: if the modem can detect service tones, up to 10 attempts can be made). If the call sequence is unsuccessful, there shall be a delay of at least 30 minutes before attempting to call the number again.

Failure to set the modem, and any application software used with the modem, to the values shown above will result in the modem being operated in a non-compliant manner. Consequently, this would be in violation of the Labelling Notice for this equipment, and the Telecommunications Act 1997 prescribes penalties for the connection of non-compliant equipment.

---

## **New Zealand Modem Statements (U13.027.C.00 and Series NC1001)**

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment is not capable, under all operating conditions, of correct operation at the higher speeds for which it is designed. Telecom will accept no responsibility should difficulties arise in such circumstances.

This device is equipped with pulse dialling while the Telecom standard is DTMF tone dialling. There is no guarantee that Telecom lines will always continue to support pulse dialling.

Use of pulse dialling, when this equipment is connected to the same line as other equipment, may give rise to bell tinkle or noise and may also cause a false answer condition. Should such problems occur, the user should **not** contact the Telecom Faults Service.

Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom's Specifications:

1. There shall be no more than 10 call attempts to the same number within any 30 minute period for any single manual call initiation, and
2. The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next attempt.

This equipment should not be used under any circumstances which may constitute a nuisance to other Telecom customers.

This equipment shall not be set to make automatic calls to the Telecom '111' Emergency Service.

## **European Union Notice (U13.027.C.00 Modem)**

Telecommunications Terminal Equipment with the CE marking comply with Telecommunication Terminal Equipment and Satellite Earth Station Equipment (TTE & SES) Directive (98/13/EC), the EMC Directive (89/336/EEC) and the Low Voltage Directive (73/23/EEC) issued by the European Community.

Compliance with these directives implies conformity to the following European Norms or Regulations (in brackets are the equivalent international standards and regulations):

- EN55022 (CISPR 22) - Electromagnetic Interference
- EN50082-1 (IEC801-2, IEC801-3, IEC801-4) - Electromagnetic Immunity
- EN60950 (IEC950) - Product Safety
- CTR21 (ETSI TBR21) - Attachment requirements for connection to the analogue PSTNs of terminal equipment

The equipment has been approved in accordance with Council Decision 98/482/EC for pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point. In the event of problems, you should contact your equipment supplier in the first instance.

The equipment is designed to work with all EU telephone networks. However, the equipment may have interworking difficulties for some connections on the EU public networks. Dialing by loop disconnect pulses is not intended to be used on the PSTN. This feature is only supported in consideration of PBX or other equipment which requires pulse dialling. Network compatibility is dependent on software switch settings which are set automatically by the country selection. The user should contact the equipment supplier in case of difficulty in network settings.

---

# ***Electromagnetic Interference Compliance Notices***

## **Introduction**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

## **Modifications**

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Compaq Computer Corporation may void the user's authority to operate the equipment.

## **Cables**

Connections to this device must be made with shielded cables with metallic RFI/EMI connector hoods in order to maintain compliance with FCC Rules and Regulations

## **Declaration Of Conformity For Products Marked With The FCC Logo—United States**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

For questions regarding your product, call 1-800- 652-6672 (1-800-OK COMPAQ) or contact:

Compaq Computer Corporation  
P. O. Box 692000, Mail Stop 530113  
Houston, Texas 77269-2000

For questions regarding this FCC declaration, call 1-281-514-3333 or contact:

Compaq Computer Corporation  
P. O. Box 692000, Mail Stop 510101  
Houston, Texas 77269-2000

To identify this product, refer to the Part, Series, or Model number found on the product.

### ***Canadian Notice***

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

### ***Avis Canadien***

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

---

## European Union Notice

Products with the CE Marking comply with both the EMC Directive (89/336/EEC) and the Low Voltage Directive (73/23/EEC) issued by the Commission of the European Community.

Compliance with these directives implies conformity to the following European Norms (in parentheses are the equivalent international standards):

- Electromagnetic EN55022 (CISPR 22) – Electromagnetic Interference
- EN50082-1 (IEC801-2, IEC801-3, IEC801-4) – Electromagnetic Immunity
- EN60555-2 (IEC 555-2): Power Line Harmonics
- EN60950 (IEC950) - Product Safety

## Japanese Notice

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。



# Safety

## Introduction

Safety is important when you are operating your computer. Follow the guidelines in this section to enjoy your computing experience.

## Battery Warning



**WARNING:** Your computer is provided with a battery-powered, real-time clock circuit. Danger of explosion and risk of personal injury exists if the battery is incorrectly replaced or mistreated. Do not attempt to recharge the battery, disassemble it, remove it, immerse it in water, or dispose of it in fire.

For information about real-time clock battery replacement, contact your Compaq-authorized dealer, reseller, or service provider.



**WARNING:** This computer may contain a lithium-ion or nickel-metal-hydrate battery pack. There is a risk of fire and chemical burn if the battery pack is handled improperly. Do not disassemble, crunch puncture, or short external contacts, dispose of in water or fire, or expose to temperatures higher than 60 degrees Celsius.



**CAUTION:** Please do not dispose of batteries with general household waste. Dispose of or recycle them by using the public collection system in accordance with local regulations or return them to Compaq, an authorized Compaq Partner, or the point-of-sale. In North America, dispose of nickel metal hydrate or lithium-ion batteries by taking advantage of the Compaq battery recycling program. You will be provided with a postage-paid battery pack mailer preaddressed to a reclamation facility where the metals are recycled.

## Power Cords

If you were not provided with a power cord for your computer or for an AC power accessory intended for use with your computer, you should purchase a power cord that is approved for use in your country.

The power cord must be rated for the product and for the voltage and current marked on the product's electrical ratings label. The voltage and current rating of the cord should be greater than the voltage and current rating marked on the product. In addition, the diameter of the wire must be a minimum of 0.75 mm<sup>2</sup> /18AWG, and the length of the cord must be between 5 feet (1.5 m) and 6 ½ feet (2m). If you have questions about the type of power cord to use, contact your Compaq authorized service provider.

A power cord should be routed so that it is not likely to be walked on or pinched by items placed upon it or against it. Particular attention should be paid to the plug, electrical outlet, and the point where the cord exits from the product.

## Laser Safety

All Compaq systems equipped with CD drives comply with appropriate safety standards including IEC 825. With specific regard to the laser, the equipment complies with laser product performance standards set by government agencies as a Class 1 laser product. The equipment does not emit hazardous radiation; the beam is totally enclosed during all modes of customer operation and maintenance.

## CDRH Regulations

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration implemented regulations for laser products on August 2, 1976. These regulations apply to laser products manufactured from August 1, 1976. Compliance is mandatory for products marketed in the United States.



**WARNING:** Use of controls or adjustments or performance of procedures other than those specified in your Compaq documentation set may result in hazardous radiation exposure.

The CD drive is classified as a Class 1 laser product. This label is located on the outside of the CD drive:



Fig. A-1. Laser Label

<b>Laser Information</b>	
<b>Laser Type</b>	<b>Semiconductor GaAlAs</b>
<b>Wavelength</b>	<b>650 - 780 +/- 35 nm</b>
<b>Divergence Angle</b>	<b>53.5 Degree +/- 5 Degree</b>
<b>Output Power</b>	<b>Less than 0.2 mW or 10.869 W/m<sup>2</sup>sr</b>
<b>Polarization</b>	<b>Circular</b>
<b>Numerical Aperture</b>	<b>0.45 +/- 0.04</b>



**WARNING: Only authorized technicians trained by Compaq should attempt to repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly/module-level repair. Because of the complexity of the individual boards and subassemblies, no one should attempt to make repairs at the component level or to make modifications to any printed wiring board. Improper repairs can create a safety hazard.**

## Using *the Computer*



**WARNING:** A very small portion of the population may experience epileptic seizures when viewing certain kinds of flashing lights or patterns that are commonly present in our daily environment. These persons may experience seizures while watching some kinds of television pictures or playing certain games, including games played on the Prosignia computer system. Players who have not had any previous seizures may nonetheless have an undetected epileptic condition. Consult your physician if you experience any of the following symptoms while playing games: altered vision, muscle twitching, other involuntary movements, loss of awareness of your surroundings, mental confusion, and/or convulsions.



**WARNING:** Some studies have suggested that long periods of typing, improper workstation setup, incorrect work habits, and/or problems in your personal health may be linked to discomfort or serious injuries. Refer to your *Safety & Comfort Guide* for more information about choosing a workspace and creating a comfortable work environment.

## German Ergonomics Notice

These products are not intended for continuous use in an office environment.

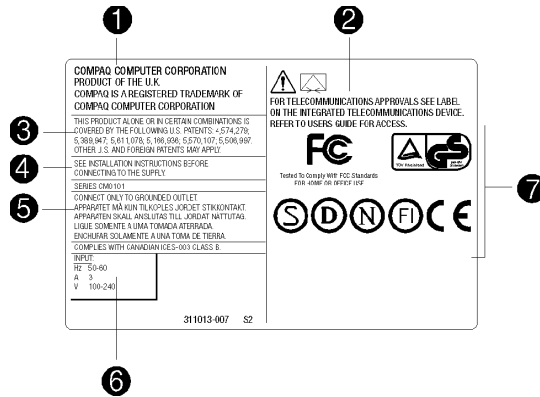
## Mobile Products – German Ergonomics Notice

The Compaq Agency Series 2940, CM2000, CM2010, and CM2030 family of notebook computers bearing the “GS” approval mark meet the requirements of ZH1/618 (German Safety Regulations for Display Work Places in the Office Sector) when used in conjunction with port replicators, keyboards, and monitors that also bear the “GS” mark.

These notebook computers are not intended for continuous use in an office environment.

## Locating the Regulatory Compliance Markings Labels

Other labels containing safety or regulatory information about your specific computer are located on the inside and outside of your computer. The following illustrations show typical Regulatory Compliance Markings labels that apply to your Compaq personal computer.



**Typical Agency Label**

No.	Component
①	Manufacturing Site
②	Modem Regulation Statement
③	Patent Information
④	Power Supply Caution
⑤	Grounding Information
⑥	Voltage Ratings
⑦	Agency Approvals


1 **COMPAQ COMPUTER CORPORATION**  
 PRODUCT OF SINGAPORE  
 COMPAQ IS A REGISTERED TRADEMARK OF  
 COMPAQ COMPUTER CORPORATION




2 THIS PRODUCT ALONE OR IN CERTAIN COMBINATIONS IS  
 COVERED BY THE FOLLOWING U.S. PATENTS: 4,574,279;  
 5,611,078; 5,166,936; 5,389,947; 5,570,107; 5,125,088;  
 5,506,997. OTHER U.S. AND FOREIGN PATENTS MAY APPLY.





3 SEE INSTALLATION INSTRUCTIONS BEFORE  
 CONNECTING TO THE SUPPLY.  
 SERIES CM1000





4 CONNECT ONLY TO GROUNDED OUTLET.  
 APPARATET MÅ KUN TILKOPLES JORDET STIKKONTAKT.  
 APPARATEN SKALL ANSLUTAS TILL JORDAT NÄTTUTGÅ.  
 LIQUE S'OMETTE A UMA TOMADA ATERRADADA.  
 ENCHUFAR SOLAMENTE A UMA TOMA DE TERRA.  
 COMPLIES WITH CANADIAN ICES-003 CLASS B.




5 INPUT:  
 Hz 50-60  
 A 5/2.5  
 V 100-120/200-240-



6   
Tested To Comply With FCC Standards  
 FOR HOME OR OFFICE USE

    
LR 5689SC LISTED ITE E77477

    
 N119

7    
 FOR TELECOMMUNICATIONS APPROVALS SEE LABEL  
 ON THE INTEGRATED TELECOMMUNICATIONS DEVICE.  
 REFER TO USERS GUIDE FOR ACCESS.

334583-003 S3

**Typical Agency Label**

No.	Component
1	Manufacturing Site
2	Patent Information
3	Power Supply Caution
4	Grounding Information
5	Voltage Ratings
6	Agency Approvals
7	Modem Regulation Statement

# Energy Compliance

## Introduction Compaq Prosignia Series Personal Computers

Agency labels are located on the back of the computer. For examples of typical agency labels, refer to the Safety section.



### Energy Star Compliance

The Prosignia Family of Personal Computers marked with the Energy Star Logo are compliant with the U.S. Environmental Protection Agency's (EPAs) Energy Star Computers Program 2.0. The EPA Energy Star Logo does not imply endorsement by the EPA. As an Energy Star Partner, Compaq Computer Corporation has determined that products marked with the Energy Star Logo meet the Energy Star guidelines for energy efficiency.

The Energy Star Computers Program was created by the EPA to promote energy efficiency and reduce air pollution through more energy-efficient equipment in homes, offices, and factories. Compaq products achieve this by reducing the power consumption when not being used. Instructions for using the energy saving features of your computer are located in the power management section of the documentation that came with your computer.

The power management feature of your computer is supported when used with the following operating system: ***Windows Operating System.***

The power management feature, when used in conjunction with an external Energy Star compliant monitor, will support the power-down features of the monitor. The power management feature allows an external monitor to go into low-power mode when the screen save timeout occurs. To take advantage of this energy savings, the monitor power management feature has been preset to power down the monitor after a period of system inactivity. Refer to the power management section of the documentation that came with your computer for instructions on modifying or disabling this feature.



**CAUTION:** Using the **Energy Save Monitor** feature with non-Energy Star compliant monitors may cause video distortion when the **Screen Save** timeout occurs.



**CAUTION:** The power management feature is not compatible with all non-Compaq bus-mastering ISA devices. Using the power management feature with some non-Compaq bus-mastering ISA devices may cause errors when the system is placed in the low power state.



# Index

## A

- AC Power
  - connecting 2-4
- ACPI 6-1
- Advanced Configuration and Power Interface *See* ACPI

## B

- batteries
  - calibrating 3-3
  - charging 2-4
  - compartment 2-8
  - correcting low battery 3-5
  - extra 3-7
  - inserting 2-2
  - lights 3-1
  - Li-Ion 3-2
  - NiMH 3-2
  - operating time 3-2, 3-4
  - power 3-1
  - recycling 3-2
  - removing 2-3
  - replacing 3-6
  - spare 3-7
  - storing 3-2
  - temperature 3-2
- buttons
  - calculator instant access 2-6
  - CD/DVD eject 2-8
  - diskette eject 2-7
  - instant internet access 2-6
  - left TouchPad 2-6
  - Microsoft Outlook instant access 2-6
  - power 2-6
  - right touchpad 2-6
  - user programmable instant access 2-6

- volume down 2-6
- volume up 2-6

## C

- Carbon Copy 5.0 9-2
- CarePAQ prepackaged services 9-1
- CD/DVDs
  - buttons 5-6
  - content menu buttons 5-9
  - control buttons 5-9
  - controls 5-6
  - drive 2-8
  - drive operation 5-1
  - feature buttons 5-9
  - file types 5-6
  - inserting 5-1
  - manual eject hole 2-8
  - manually ejecting 5-2
  - playing audio CDs 5-3
  - region codes 5-5
  - video CD 5-3
  - video modes 5-9
  - What is DVD 5-5
- compact disc *See* CD/DVDs
- Compaq business support center 9-1
- Compaq diagnostics
  - using Compaq diagnostics 9-3
- Compaq Diagnostics
  - testing equipment 9-3
- Compaq support host 9-2
- component list 9-4
- computer specifications 4-7

## D

- Digital Versatile Disc *See* CD/DVDs
- directories 1-1
- diskette drive 2-7
- display 2-6, 4-6
- drive letters 4-7

## Index-2

### F

- fan vent 2-7, 2-9
- feet 2-10
- folders 1-1
- full off mode 6-7
- function keys
  - programming 4-5
  - using 4-4

### H

- hard drive
  - size 4-7
- hardware installation and startup 9-2
- hardware services 9-2
- help 1-3
  - Windows help 1-4
- hibernation 6-3
  - ending 6-5
- hibernation mode 6-1

### J

- jacks
  - AC adapter 2-9
  - headphone 2-6
  - microphone 2-6
  - modem 2-9

### K

- keyboard 2-6
  - numeric keypad 4-6

### L

- lights
  - AC adapter 2-6, 2-12
  - battery charge 2-6
  - battery charging 2-12
  - caps lock 2-6, 2-12

- num lock 2-6, 2-12
- power 2-6, 2-12
- scroll lock 2-6, 2-12

### M

- memory
  - adding 2-13
- memory compartment 2-10
- modems
  - 56K 8-1
  - connections speeds 8-2
  - download speeds 8-2
  - file transfer rate 8-2
  - ITU 8-1
  - K56flex 8-1
  - point-to-point connection 8-2
  - upload speeds 8-2
  - V.90 8-1, 8-2

### N

- numeric keypad 4-6

### P

- PC cards
  - CardBus 7-1
  - Compaq compatible 7-4
  - Compaq Netelligent 7-4
  - configuring 7-5
  - device driver 7-5
  - eject lever 2-7
  - enablers 7-5
  - extended 7-1
  - inserting 7-2
  - network cards 7-4
  - PC card slot 2-7
  - removing 7-3
  - software 7-4
  - Type I 7-1
  - Type II 7-1

- Type III 7-1
- vendor software 7-5
- PC MCIA cards *See* PC cards
- port replicator 2-11
- ports
  - external monitor 2-9
  - keyboard/mouse 2-9
  - parallel/printer 2-9
  - port replicator 2-9
  - serial 2-9
  - speaker 2-10
  - USB 2-9
- power
  - turning on 2-5
- power management 6-1
  - changing 6-3
  - settings 6-3
- problems *See* troubleshooting
- product key number 2-5

## Q

- QuickRestore 9-5
  - selective restore 9-6
  - system restore 9-5

## R

- RAM *See* Random Access Memory
- Random Access Memory 4-7
- restarting after a lockup 6-6

## S

- security slot 2-9
- serial number 1-3, 2-10
- service 1-3
- sleep 6-1
  - ending 6-5
  - starting 6-4
- software services 9-2
- speakers 2-6

- support 9-1
  - technical 1-3

## T

- taskbar 1-2
- testing equipment
  - complete 9-3
  - custom 9-3
  - quick 9-3
- text box 1-2
- touchpad 2-6
  - cleaning 4-3
  - double-tapping 4-2
  - edge motion feature 4-3
  - tapping 4-2
  - using 4-1
- troubleshooting 10-1
  - audio 10-2, 10-3, 10-4, 10-5
  - CD-ROM drive 10-6
  - diskette drive 10-7, 10-8
  - hard drive 10-9
  - infrared 10-25, 10-26
  - installing hardware 10-10
  - keyboard 10-11
  - memory 10-11
  - modem 10-12, 10-13
  - mouse 10-24
  - PC card 10-16, 10-17
  - pointing device 10-24
  - power 10-19
  - printer 10-20
  - screen 10-21, 10-22
  - software 10-23
  - solving common problems 1-3
  - USB 10-27
- turning off your computer 6-7
- turning on your computer 6-7

## V

- volume

## Index-4

adjusting 4-6  
volume down 2-6  
volume up 2-6

## W

warranty extensions 9-2  
*Windows 98*  
*Getting Started* guide 1-4, 1-5

---