

# Maintenance & Service Guide

## Presario Series

Models : 1270, 1670, and 1675

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

This MSG will be periodically maintained and updated online as needed.

For content comments or questions, contact the [Editor](#).

To report a technical problem, contact your Regional Support Center or IM Help Center.

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Maintenance and Service Guide

Compaq Presario Series Portable Computer

First Edition (March 1999)  
Compaq Computer Corporation

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## Preface

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

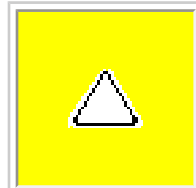
Compaq Computer Corporation reserves the right to make changes to the Compaq Presario Series Portable Computers without notice.

## Symbols

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



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



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

**IMPORTANT:** Text set off in this manner presents clarifying information or specific instructions.

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

## Technician Notes



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

## Serial Number

When requesting information or ordering spare parts, the computer serial number should be provided to Compaq. The serial number is located on the bottom of the computer.

## Locating Additional Information

The following documentation is available to support this product:

- Compaq Presario Series Portable Computer documentation set
- *Introducing Windows 98 Guide*
- Service Training Guides
- Compaq Service Advisories and Bulletins
- *Compaq QuickFind*
- *Compaq Service Quick Reference Guide*

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## Product Description

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Compaq Presario Series Portable Computer is a continuation of the new generation of multimedia portable computers with an innovative integrated design, outstanding audio and video, advanced core features, and attractive styling. This full-function, AMD-K6 - based portable computer allows full desktop functionality.

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## Troubleshooting

### [Preliminary Steps](#)

### [Clearing the Power-On Password](#)

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

### [Compaq Diagnostics](#)

### [Diagnostic Error Codes](#)

### [Troubleshooting Without Diagnostics](#)

### [Solving Minor Problems](#)

### [Contacting Compaq Support](#)

This section covers troubleshooting information for the Compaq Presario Series Portable Computers. The basic steps in troubleshooting include:

1. Follow the [Preliminary Steps](#).
2. Run the [Power-On Self-Test](#) (POST).
3. Follow the recommended actions described in the diagnostic tables, if you are unable to run POST or if POST displays an error message.

When following the recommended actions in the Sections on POST and [Diagnostic Error Codes](#) perform them in the order listed. Rerun POST after each recommended action until the problem is solved and no error message occurs. Once the problem is solved, do not complete the remaining recommended actions.

**NOTE:** If the problem is intermittent, check the computer several times to verify that the problem is solved.

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## Illustrated Parts Catalog

### [System Unit](#)

### [Boards](#)

### [Display Assembly](#)

### [Mass Storage Devices](#)

### [Miscellaneous Cable Kit](#)

### [Miscellaneous Hardware Kit](#)

### [Miscellaneous Plastics Kit](#)

### [Miscellaneous Parts](#)

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This section provides an breakdown and identifies the spare parts ordering number associated with each item(s) for the Compaq Presario Series Portable Computers.

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## Removal and Replacement Procedures

This section explains the removal and replacement procedures for the computer.

### Serial Number Location

#### [Disassembly Sequence](#)

#### [Electrostatic Discharge](#)

#### [Service Considerations](#)

#### [Cables and Connectors](#)

#### [Preparing the Computer for Disassembly](#)

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#### [Keyboard](#)

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#### [Hard Drive](#)

#### [DVD or CD Drive](#)

#### [Battery Charger Board](#)

#### [Modem](#)

#### [Display Panel Assembly](#)

#### [Upper CPU Cover](#)

#### [Speaker Assembly](#)

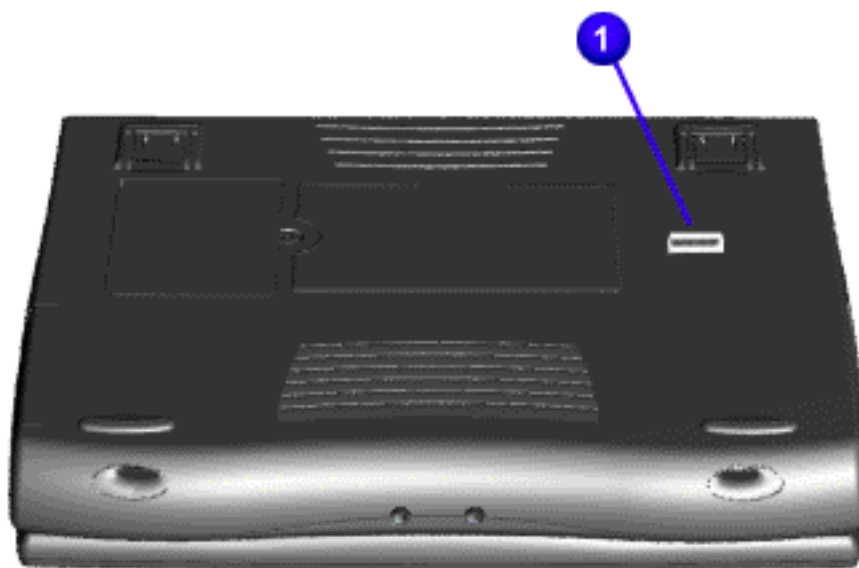
#### [Diskette Drive](#)

#### [Fan Assembly](#)

#### [System Board](#)

#### [Dip Switch Settings](#)

#### [Memory Module](#)



Report the computer **1** serial number to Compaq when requesting information or ordering spare parts.



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## Specifications

This chapter covers the following specifications of Compaq Presario Series Portable Computers:

- [Computer models](#)
- [Physical and environmental](#)
- [System Interrupts](#)
- [System DMA](#)
- [System I/O Address](#)
- [System Memory Catalog](#)
- [Display](#)
- [Memory expansion](#)
- [Diskette drive](#)
- [Hard drive](#)
- [DVD or CD drive](#)
- [Battery pack](#)

## Physical and Environmental

Computer Specifications		
	U.S.	Metric
<b>Dimensions</b>		
Height	1.97 in	5.0 cm
Depth	12.32 in	31.3 cm
Width	10.12 in	25.7 cm
<b>Weight</b>		
Model 1270	7.35 lbs	3.34 kg
Model 1670	7.35 lbs	3.34 kg
Model 1675	7.99 lbs	3.63 kg
<b>Stand-Alone (Battery Pack) Power Requirements</b>	<b>Li Ion</b>	
Nominal Operating Voltage	W @ 14.8 VDC	
Maximum Operating Power	W @ 56.5 W	
Peak Operating Power	W @ 58.5 W	
<b>AC Power Requirements</b>	<b>(Information not available)</b>	
Operating Voltage		
Operating Current		
Operating Frequency		
Maximum Transient		
<b>Temperature</b>		
Operating	41° to 95 °F	5° to 35 °C
Nonoperating	-4° to 140 °F	-20° to 60 °C
<b>Relative Humidity (Non-condensing)</b>		
Operating	10 to 90%	35° C to 90%
Nonoperating (tw = 38.7°C max)	5 to 95%	60° C to 95%
<b>Altitude</b>		
Operating	0 to 10,000 ft	0 to 3.15 km
Nonoperating	0 to 30,000 ft	0 to 10.14 km
<b>Shock</b>		
Operating	10 G, 11 ms, half sine	
Non operating	240 G, 2 ms, half sine	
<b>Vibration</b>		
Operating	0.55 G, 0.25 Oct/Min sweep rate	
Nonoperating	1.5 G, 0.25 Oct/Min sweep rate	

**NOTE:** Applicable product safety standards specify thermal limits for plastic surfaces. Compaq Presario Series Portable Computers operate well within this range of temperatures.

## System Interrupts

System Interrupts	
Hardware IRQ	System Function
IRQ0	Timer Interrupt
IRQ1	Standard 101/102-Key or Microsoft Natural Keyboard
IRQ2	Programmable interrupt controller
IRQ3	Compaq Prosignia 56K-DF
IRQ4	Communications Port (COM1)
IRQ5	ES1869 Plug and Play Audio Drive
IRQ6	Standard Floppy Disk Controller
IRQ7	Printer Port (LPT1)
IRQ8	System CMOS / real time clock
IRQ9	(free)
IRQ10	OPTI 82C861 PCI to USB Open Host Controller
IRQ11	IRQ Holder for PCI Steering
IRQ12	IRQ Holder for PCI Steering
IRQ13	NeoMagic MagicGraph 128XD
IRQ14	Texas Instruments PCI-1131 CardBus Controller
IRQ15	Texas Instruments PCI-1131 CardBus Controller
IRQ16	Synaptics PS/2 TouchPad
IRQ17	Numeric data processor
IRQ18	Primary IDE controller (dual fifo)
IRQ19	Opti Viper Max Dual PCI IDE Controller
IRQ20	Secondary IDE controller (dual fifo)
IRQ21	Opti Viper Max Dual PCI IDE Controller

## System DMA

System DMA	
Hardware DMA	System Function
0	ES1869 Plug and Play AudioDrive
1	ES1869 Plug and Play AudioDrive
2	Standard Floppy Disk Controller
3	(free)
4	Direct memory access controller
5	(free)
6	(free)
7	(free)

## System I/O Address

System I/O Address	
I/O Address (Hex)	System Function (Shipping Configuration)
x0000 - x000F	Direct memory access controller
x0020 - x0021	Programmable interrupt controller
x0022 - x0024	Motherboard resources
x0040 - x0043	System timer
x0060 - x0060	Standard 101/102-Key or Microsoft Natural Keyboard
x0061 - x0061	System speaker
x0064 - x0064	Standard 101/102-Key or Microsoft Natural Keyboard
x0070 - x0071	System CMOS/real time clock
x0080 - x0080	Motherboard resources
x0081 - x008F	Direct memory access controller
x0092 - x0092	Motherboard resources
x00A0 - x00A1	Programmable interrupt controller
x00C0 - x00DF	Direct memory access controller
x00EC - x00EF	Motherboard resources
x00F0 - x00FF	Numeric data processor
x0170 - x0177	Opti Viper Max Dual PCI IDE Controller
x0170 - x0177	Secondary IDE controller (dual fifo)
x01F0 - x01F7	Opti Viper Max Dual PCI IDE Controller

## System Memory Catalog

System Memory Catalog	
Memory Address	System Function
x00000000 - x0009FFFF	System board extension for PnP BIOS
x000A0000 - x000AFFFF	NeoMagic MagicGraph 128XD
x000B0000 - x000BFFFF	NeoMagic MagicGraph 128XD
x000C0000 - x000CBFFF	NeoMagic MagicGraph 128XD
x000E0000 - x000FFFFF	System board extension for PnP BIOS
x00100000 - x01FFFFFFF	System board extension for PnP BIOS
x03000000 - x03000FFF	Texas Instruments PCI-1131 CardBus Controller
x03001000 - x03001FFF	Texas Instruments PCI-1131 CardBus Controller
xFD000000 - xFDFFFFFFF	NeoMagic MagicGraph 128XD
xFEA00000 - xFEBFFFFFFF	NeoMagic MagicGraph 128XD
xFECFF000 - xFECFFFFFFF	OPTI 82C861 PCI to USB Open Host Controller
xFED00000 - xFEDFFFFFFF	NeoMagic MagicGraph 128XD
xFFFC0000 - xFFFFFFFFF	Motherboard resources

## Display

12.1" (Diagonal) TFT Display with LVDS		
	U.S.	Metric
<b>Dimensions</b>		
Height	7.83"	19.9 cm
Width	10.8"	25.7 cm
<b>Diagonal Size</b>	12.1"	30.7 cm
<b>Mounting</b>	Internal	
<b>Number of Colors</b>	16 M	
<b>Contrast Ratio</b>	Typical 150:1	
<b>Brightness</b>	Over 120 cd/m <sup>2</sup> -3	
<b>Pixel Resolution</b>		
Pitch	0.30 x 0.30 mm	
Format	800 x 600	
Configuration	RGB Stripe	
<b>Backlight</b>	Edge Light	
<b>Character Display</b>	80 x 25, 80 x 50	
<b>Total Power Consumption</b>	5.4 W (max)	

(Information not available)

13.3" (Diagonal) TFT Display with LVDS		
	U.S.	Metric
<b>Dimensions</b>		
Height		
Width		
<b>Diagonal Size</b>		
Mounting	Internal	
<b>Number of Colors</b>	64 K	
<b>Contrast Ratio</b>	Typical 150:1	
<b>Brightness</b>	Over 120 cd/m <sup>2</sup> -3	
<b>Pixel Resolution</b>		
Pitch	0.279 x 0.279 mm	
Format	1024 x 768	
Configuration	RGB Stripe	
<b>Backlight</b>	Edge Light	
<b>Character Display</b>	80 x 25	
<b>Total Power Consumption</b>	6.6 W (max)	

14.1" (Diagonal) TFT Display with LVDS		
	U.S.	Metric
<b>Dimensions</b>		
Height	8.43"	21.42 cm
Width	11.2"	28.56 cm
<b>Diagonal Size</b>	14.1"	35.8 cm
<b>Mounting</b>	Internal	
<b>Number of Colors</b>	64 K	
<b>Contrast Ratio</b>	Typical 150:1	
<b>Brightness</b>	Over 120 cd/m <sup>2</sup> -3	
<b>Pixel Resolution</b>		
Pitch	0.279 x 0.279 mm	
Format	1024 x 768	
Configuration	RGB Stripe	
<b>Backlight</b>	Edge Light	
<b>Character Display</b>	80 x 25	
<b>Total Power Consumption</b>	6.6 W (max)	

## Memory Expansion

Memory Expansion for 350-MHz Processor		
System Memory	Expansion Board Memory	Total Memory
32-MB	32-MB	64-MB
32-MB	64-MB	96-MB
32-MB	128-MB	160-MB

Memory Expansion for 380-MHz Processor		
System Memory	Expansion Board Memory	Total Memory
64-MB	32-MB	96-MB
64-MB	64-MB	128-MB
64-MB	128-MB	192-MB

## Diskette Drive

Diskette Drive	
<b>Diskette Size</b>	3.5 in
<b>Light</b>	None
<b>Height</b>	.5" / 1.27 cm
<b>Bytes per Sector:</b>	512
Sectors per Track	18 (1.44-MB) / 15 (1.2-MB)
High Density	9
Low Density	9
<b>Tracks per Side</b>	80 (1.44-MB) / 80 (1.2-MB)
High Density	80
Low Density	80
<b>Access Times</b>	
Track-to-Track (high/low)	3 ms/6 ms
Average (ms)	94 ms/174 ms
Settling Time (ms)	15 ms
Latency Average	100
<b>Number of Read/Write Heads</b>	2

## Hard Drive

Hard Drives		
	6.4-GB	4.3-GB
<b>Capacity Per Drive</b>	6.4-GB	4.3-GB
<b>Drive Type</b>	65	65
<b>Physical Configuration</b>		
Cylinders	8647	8647
Heads	6	6
Sectors per track	240-250	240-250
Bytes per sector	512	512
<b>Logical Configuration</b>		
Cylinders	13424	7944
Heads	15	15
Sectors per track	63	63
Bytes per sector	512	512
<b>Seek Times</b>		
(Typical, including settling in ms)	23 ms	23 ms
Track to Track	1.5 ms	1.5 ms (read)
Average Maximum	23 ms	23 ms
Rotational Speed	4200 rpm	4200 rpm
<b>Transfer Rate</b>		
Media	60.8 to 107.2 Mb/s	60.8 to 107.2 Mb/s
At interface	33.3 MB/s	33.3 MB/s
<b>Sector Interleave</b>	1:1	1:1
<b>Buffer Size</b>	512 KB	512 KB

## DVD or CD Drive

CD Drive	
<b>Applicable Disk</b>	<b>24 x CD Drive</b> CD-DA, CD-ROM, CD-ROM XA, CD-I, Photo CD (multisession), Video CD, CD-R, CD-Extra (CD+), CD-G, CD-RW
<b>Center Hole Diameter</b>	.6" / 15 mm
<b>Disc Diameter</b>	12 cm, 8 cm
<b>Disc Thickness</b>	1.2 mm
<b>Track Pitch</b>	1.6 um
<b>Access Time</b> (typical, including setting)	110 ms
<b>Audio Output Level</b>	
Line out	+/- 0.27 Vrms
Headphone	none
<b>Cache Buffer</b>	128 KB
<b>Data Transfer Rate</b> (typical, including setting)	3600 KB/s 150 KB/s 16.66 MB/sec
<b>Startup Time</b>	< 8 sec
<b>Stop time</b>	< 4 sec

DVD Drive	
<b>Applicable Disk</b>	<b>DVD Drive</b> DVD-ROM, CD-ROM, CD-XA, CD-I, Photo CD, Multisession, Audio, CD-R, CD-RW
<b>Center Hole Diameter</b>	6" / 15mm
<b>Access Time</b> (typical, including setting)	< 100 ms (CD) < 150 ms (DVD)
<b>Disc Thickness</b>	4.7", 3.15" / 12cm, 8cm
<b>Track Pitch</b>	0.74um (DVD)
<b>Laser</b>	
Beam Divergence	.05" / 1.2cm
<b>Audio Output Level</b>	
Line out	1.0 volts RMS
Headphone	0 - 0.6 volts RMS
<b>Cache Buffer</b>	512 KB/s (CD)
<b>Data Transfer Rate</b> (typical, including setting)	12,000 - 3,000 KB/s (CD) 2705 KB/s (DVD)
<b>Startup Time</b>	< 5 sec
<b>Stop time</b>	< 3 sec

## Battery Pack

Battery Pack		
	Lithium Ion (Li Ion) *	
	US	Metric
<b>Dimensions</b>		
Height	.81 in	2.05 cm
Length	3.05 in	7.75 cm
Width	5.69 in	14.45 cm
<b>Weight</b>	0.85 lb	.39 kg
<b>Battery Pack Operating Time</b>	3:00 hr	
<b>Energy</b>		
Voltage	14.8 V	
Amp-hour capacity	3.0 Ah	
Watt-hour capacity	44.4 Wh	
<b>Environmental Requirements</b>		
Operating Temperature	32° F to 113 F	0° to 45° C
Non-operating Temperature	-4° F to 140 ° F	-20° to 60° C

Modem	
<b>Compliance</b>	ITU v.90-6 standard
	Full ITU-T V.34 compliance
	Full compliance with: V.21, V.22, V.22bis, V.23, V.32, V.32bis, Bell 103, Bell 212A
<b>Data Compression</b>	V.42bis/MNP 5
<b>Fax Modulation</b>	V. 17
	V. 21 (Group III Compatible)
	V.29
	V.27Ter
<b>Command Set</b>	Hayes AT
	Class 1 Fax
<b>Cable</b>	6 Ft. RJ-11 telephone cable



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## Connector Pin Assignments

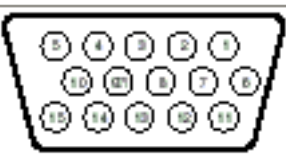
This appendix provides connector pin assignment tables for Compaq Presario Series Portable Computers. For more information on connectors, refer to the section on [Rear Connectors](#).

**NOTE:** The signals in all tables of this appendix are considered active high unless otherwise indicated by an asterisk (\*).

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

Serial Connector		
Connector	Pin	Signal
	1	Carrier Detect
	2	Receive Data
	3	Transmit Data
	4	Data Terminal Ready
	5	Signal Ground
	6	Data Set Ready
	7	Ready to Send
	8	Clear to Send
	9	Ring Indicator

Keyboard/Mouse		
Connector	Pin	Signal
	1	Data 1
	2	Data 2
	3	Ground
	4	+5 V
	5	Clock 1
	6	Clock 2

External VGA Monitor		
Connector	Pin	Signal
	1	Red Analog
	2	Green Analog
	3	Blue Analog
	4	Not connected
	5	Ground
	6	Ground Analog
	7	Ground Analog
	8	Ground Analog
	9	Not connected
	10	Ground
	11	Monitor Detect
	12	DDC2B Data
	13	Horizontal Sync
	14	Vertical Sync
	15	DDC2B Clock

Universal Serial Bus		
Connector	Pin	Signal
Universal Serial Bus Connector	1	+5V
	2	Data -
	3	Data +
	4	Ground

Modem		
Connector	Pin	Signal
Modem Connector	1	Unused
	2	Unused
	3	Tip
	4	Ring
	5	Unused
	6	Unused

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## Battery Pack Operating Time

This appendix covers the following information concerning battery pack operating time:

- Increase battery pack operating time
- Conditioning a battery pack
- Disposal of a used battery pack

### Increasing Battery Pack Operating Time

Battery pack operating time differs depending on several variables. To avoid unnecessary replacement, consider the following variables when determining how long a charged battery pack should last:

- Power management settings
- Hardware configuration
- Software applications
- Installed options
- Display brightness
- Hard drive usage
- Changes in operating temperature
- Type and number of installed PC Cards

**NOTE:** The power consumption requirements for PC Cards vary widely. Some cards drain the battery pack very rapidly.

Battery pack operating time can be increased by as much as 50 percent by controlling the energy required by the computer and the energy stored in the battery pack.

### Minimizing the Energy Required

To minimize the energy required by the computer, follow these steps:

- Set the power conservation levels in the Power Management utility to **Maximum**.
- Customize the timeout value to work more efficiently with the applications. The amount of battery life depends on the values selected.

### Maximizing the Energy Stored

To maximize the energy stored in the battery pack, follow these guidelines:

- Condition the battery pack at least every 30 days to improve overall battery performance.
- Keep a battery pack in the computer when using it with AC power to supply the battery pack with a constant trickle charge.
- Store the battery pack in a cool, dry place when not in use.

### Conditioning a Battery Pack

**CAUTION:** To avoid a loss of data, ensure that all data is saved before discharging a battery pack.



To condition a battery pack, complete the following steps:

1. Plug in the AC adapter and allow the battery to charge until the LED light on the display stops blinking. Your battery gauge may read 100 percent for a period of time before LED light on the display stops blinking. Do not unplug the AC adapter until the arrow disappears.
2. Unplug the AC adapter and allow the battery to drain until the computer reaches hibernation and turns itself off. **Do not plug in the AC adapter during this process or you will need to restart with Step No. 1.** You may use the computer while the battery is draining.
3. Your battery is re- conditioned.
4. Plug in the AC adapter and begin using the computer.

The table below shows the approximate battery pack charge times.

Approximate Battery Charge Time		
Computer	On Line	Off Line
NiMH Battery Pack	4.0 hours premature termination	2:00 hrs
Li ion Battery Pack	4.5 hours premature termination	2:50 hrs

### Disposal of a Used Battery Pack

In the interest of safeguarding our environment. Compaq Computer Corporation recommends that nickel metal hydride (NiMH) and lithium ion (Li ion) battery packs be recycled. Battery packs should be handled in accordance with country, state, province, or local regulations.

**CAUTION:** Never attempt to open or service a battery pack. Opening a battery pack not only damages the pack and makes it unusable, but also expose potentially harmful battery components.



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### Models and Features

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### Compaq Presario Series Portable Computer Models

	Model 1675	Model 1670
<b>Display</b>	14. 1" TFT	13.3" TFT
<b>Processor</b>	AMD-K6 380-Mhz MMX	AMD-K6 350-Mhz MMX
<b>Cache</b>	1-MB	1-MB
<b>Hard Drive</b>	6.4-GB	4.3-GB
<b>DVD or CD Drive</b>	2x DVD	24x CD
<b>Modem</b>	56.0 Kbps Data/Fax with PCI	56.0 Kbps Data/Fax with PCI
<b>System Memory</b>	64-MB	64-MB

	Model 1270
<b>Display</b>	12. 1" TFT
<b>Processor</b>	AMD-K6 350-Mhz MMX
<b>Cache</b>	512K
<b>Hard Drive</b>	4.3-GB
<b>CD Drive</b>	24x CD
<b>Modem</b>	56.0 Kbps Data/Fax with PCI
<b>System Memory</b>	32-MB

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**Controls and Lights**

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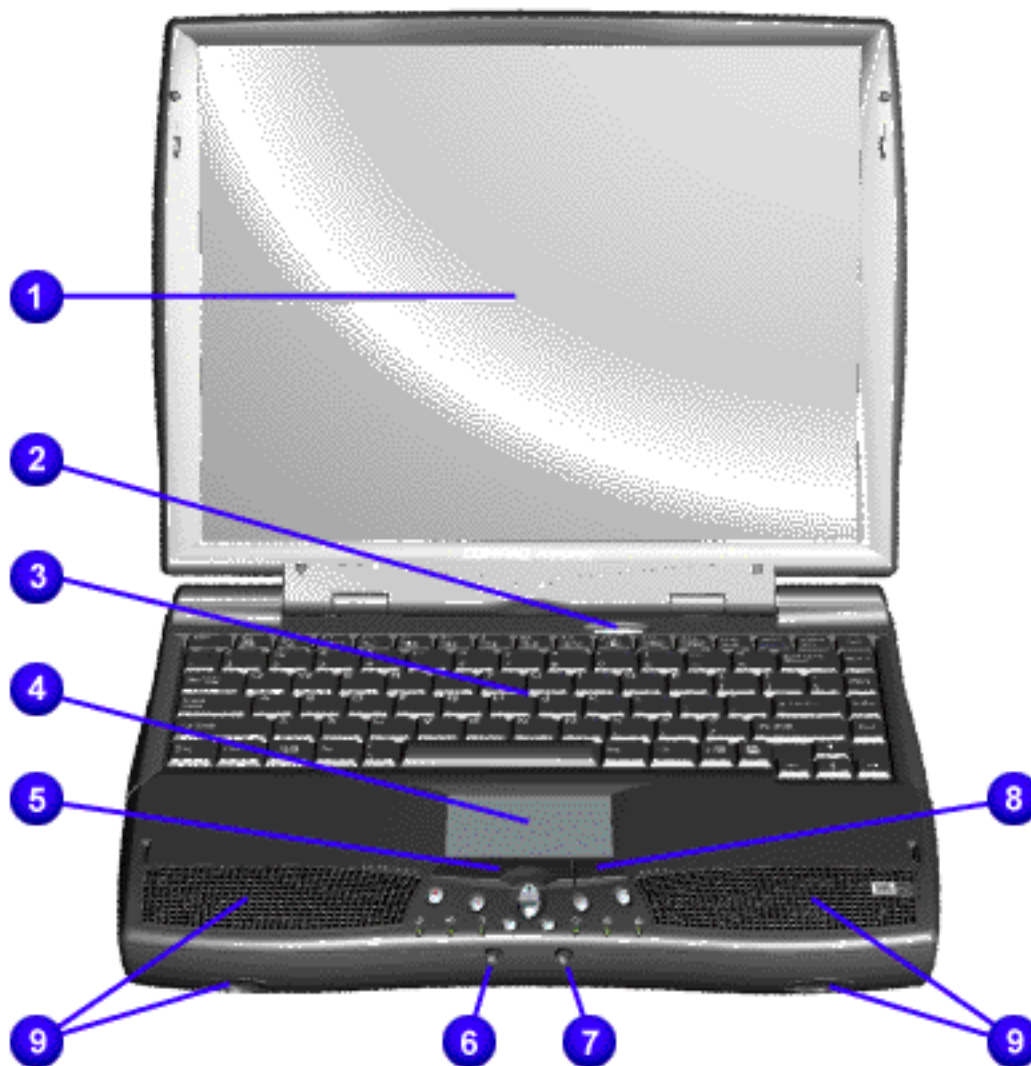
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1. Display

2. Power (On/Off) Button

3. Keyboard

4. Touch Pad

5. Touch Pad Button (Left)

6. Headphone Jack

7. Microphone Jack

8. Touch Pad Button (Right)

9. Integrated Speakers and Ports



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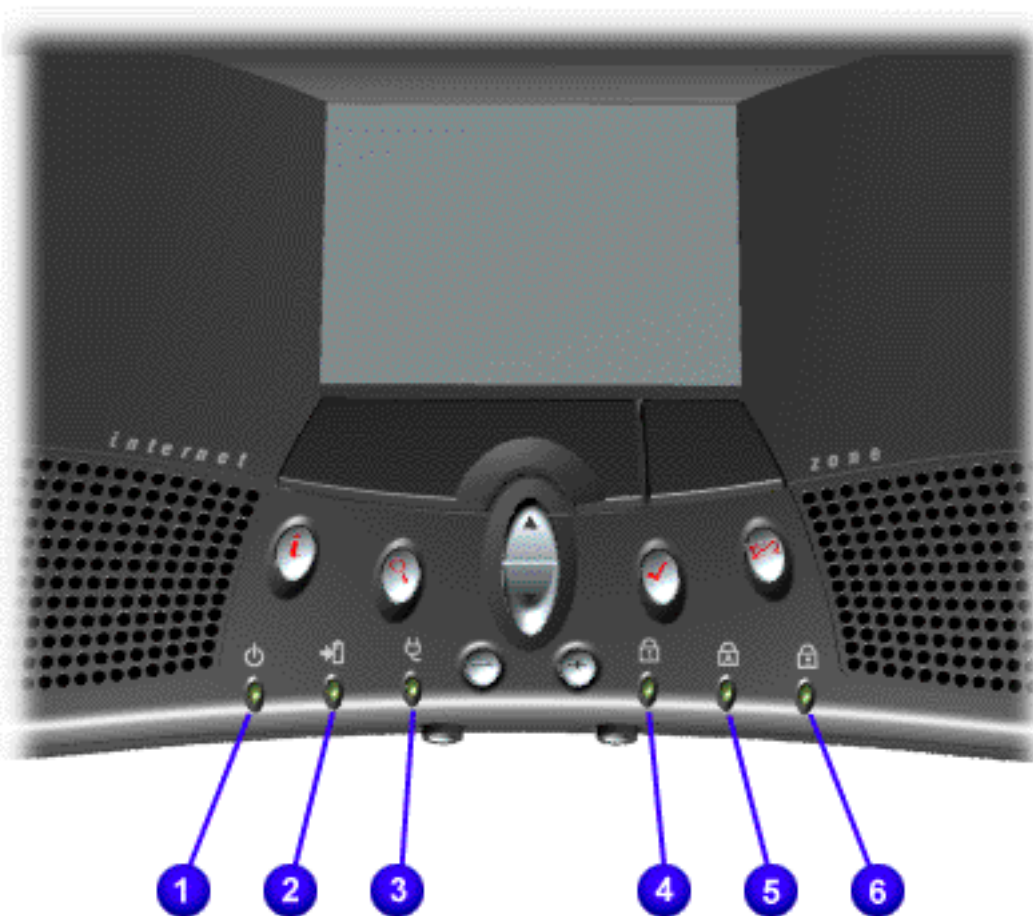
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1. Power Light

2. Battery Charge Light

3. Power Cord Light

4. Num Lock Light

5. Cap Lock Light

6. Scroll Lock Light

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## Front Bezel Buttons

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**Front Bezel Buttons**

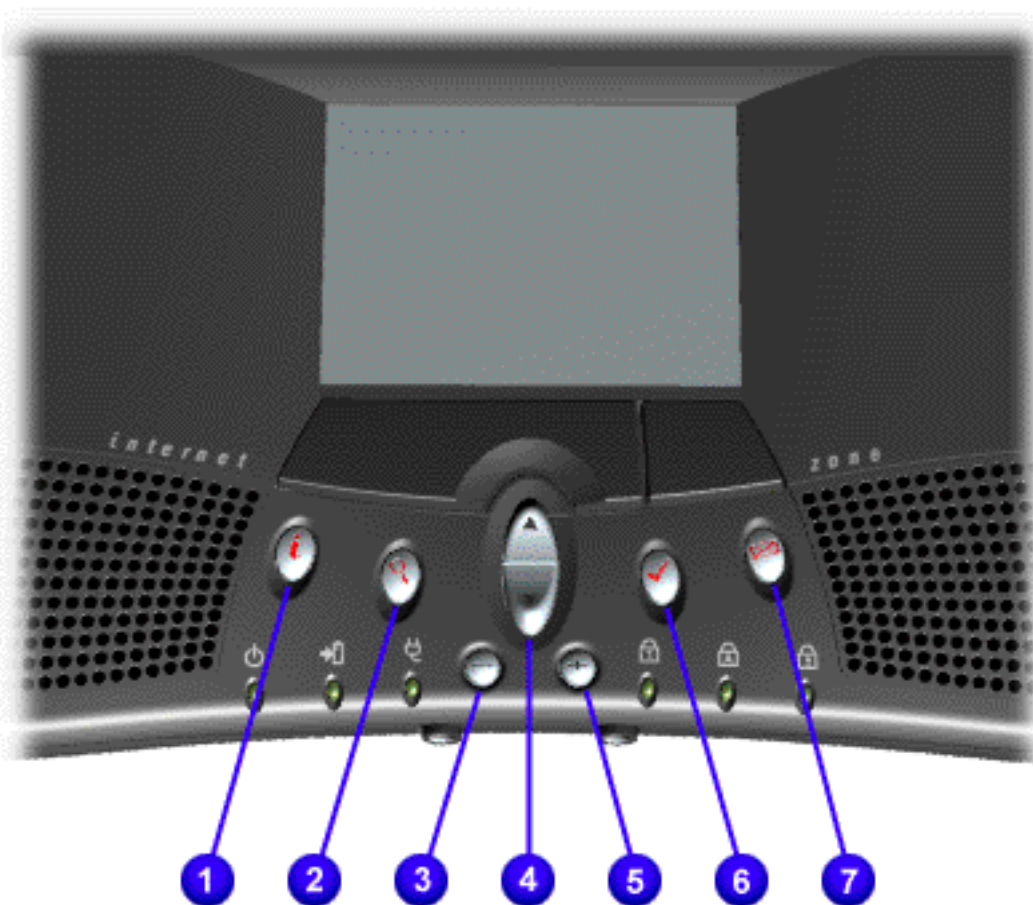
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1. Instant Internet Access Button

2. Instant Search Button

3. Volume Down Button

4. Scroll Up/Down Button

5. Volume Up Button

6. Secure E-Commerce Button  
(or favorite Web site)

7. Instant E-Mail Button

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1. PC Card Eject Lever

2. PC Card Slot

3. Ethernet Connector Plug

4. Diskette Drive Slot

5. Diskette Eject Button

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1. Battery Compartment

2. DVD or CD Drive Manual Eject Hole

3. DVD or CD Drive Eject Button



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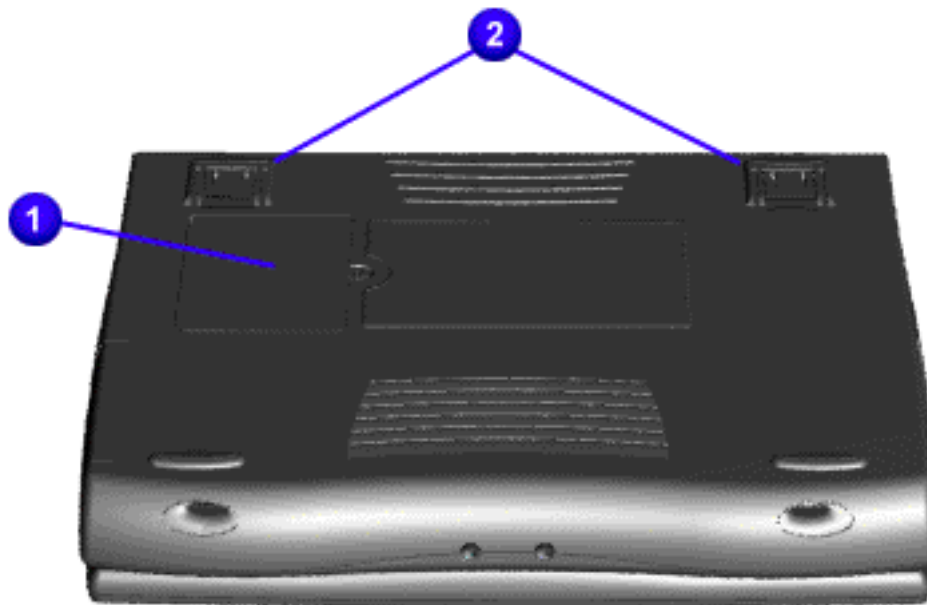
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1. Memory  
Compartment  
Door

2. Stand Feet

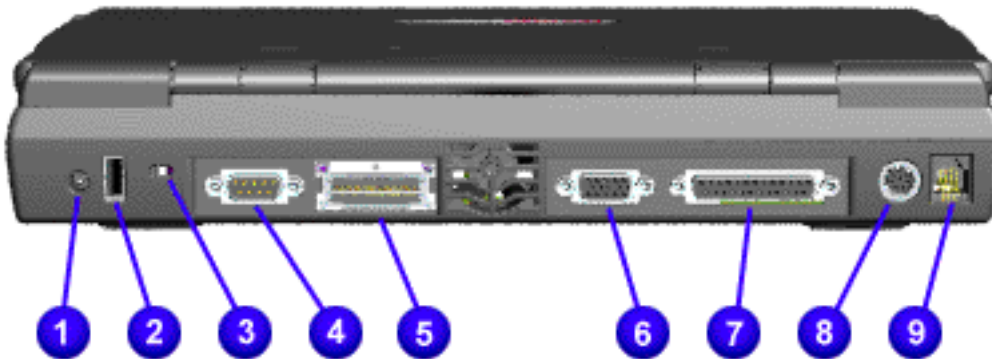
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1. AC Adapter

2. Universal Serial Bus

3. Security Slot

4. Serial Port

5. Port Replicator

6. External Monitor Port

7. Parallel Printer Port

8. Keyboard/Mouse Port

9. Modem Jack

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## Power Management for Windows 98

The following power management features are available for conserving AC power and extending battery operating time:

- Power Management Settings
- [Sleep](#)
- [Hibernation](#)
- [Battery operating time](#)
- [Rebooting After a Lockup](#)
- [Servicing Your Computer - Full Off Mode](#)

### Power Management Settings

Depending on your patterns of computer use, you can set different levels of power management. These different power management levels can be activated based on the amount of time passed since the last system activity. System activity examples include keyboard or mouse movement, CD or DVD playback (while under program control that monitors Sleep), and modem use.

You can select different conditions or power schemes through Power Management. The optional settings are **Home/Office Desk**, **Portable/ Laptop**, and **Always On**. From the default settings, you can change the following settings:

- the System goes to Sleep (Standby) mode
- the screen times out and goes blank
- the hard drive spins down

Each of these system components will go to sleep after the selected or default periods of inactivity. (The setting for hard drive must be less than or equal to the setting for System.)

**IMPORTANT:** If you're on a network, it's recommended that you set **System Standby to Never**.

There are five categories of power management settings under the Control Panel. The default setting for each feature is listed below in the tables.

### Power Management Properties

Tab: <b>Power Schemes:</b>	Plugged in	Running on Batteries
<b>Always on System Standby:</b>	Never	15 minutes
<b>Turn OFF Monitor</b>	After 15 minutes	After 10 minutes
<b>Always on System Standby:</b>	After 15 minutes	After 10 minutes

### Power Management Properties

Tab: <b>ALARMS:</b>	
<b>Low Battery Alarm:</b>	10%
<b>Critical Battery Alarm</b>	0%
<b>Alarm Actions:</b>	X Display Message Notification
	<b>Text Action</b> <b>No Action</b>

### Power Management Properties

Tab: <b>POWER METER:</b>	Default
<b>Tab: ADVANCED</b>	Default

### Display Properties

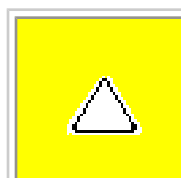
Tab: **Monitor:** Laptop Display (Maximum resolution according to unit display size)

## Sleep

You can select Sleep mode instead of turning off the computer when you have finished using it. This allows the computer to wake up faster than turning it completely off and saves power over the active (On) mode. Compaq Presario Series Notebook computers have two levels of sleep, Hibernation and Sleep.

**Hibernation** – by pushing the power button once your computer will perform a save to disk followed by a shut down of the computer into Off mode.

**Sleep** – is a low power mode, also referred to as Standby mode. While in Sleep mode, your computer will maintain system information and open files. Unsaved information will be lost if you turn off your system prior to system wake-up, or if you lose power while using the AC adapter.



**CAUTION:** While in Sleep mode, your computer will maintain system information and open files. Unsaved information will be lost if you turn off your system prior to system wake-up, or if you lose power while using the AC adapter.

## Hibernation Mode

Hibernation helps conserve battery life and protects your data. Hibernation can be a routine power saving event, or can be the result of a low battery condition. As it enters Hibernation your computer will display a progress screen, as it automatically saves the machine state before it shuts down and turns itself off. Your computer will automatically go into Hibernation, when the battery has little power left, or when the system (operating on battery power) has been in Sleep mode for more than an hour. You can also manually initiate Hibernation by pressing the power button once while the system is active. To restore the computer's previous state, simply press the power button once again. While waking up, the computer will display a progress screen.

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

Mode	To Initiate	To End	Indicators
Sleep	<u>Manual keys combination</u> - <b>Fn+F4</b>	Press any key	Flashing green Power LED
	<u>Time Out</u> Default 15 minutes. If on Battery power (system will not go to Sleep if on AC power)		
Hibernate	<u>Manual</u> - Press Power Button once	Press Power Button once	No Power LED, blank screen
	<u>Time Out</u> Default If low battery or after 1 hour of sleep (system will not Hibernate if on AC power)		
Off	Perform normal Windows shutdown via the start button, or press and hold down the power button for 4 seconds	Press Power Button once	No Power LED, blank screen

## Servicing Your Computer – Full Off Mode

If you need to install or replace components in your system, you must turn the computer off *completely*. Follow the instructions above for properly putting the computer into Off mode, unplug from the outlet, and remove the battery ([see battery section for instruction on removing battery](#)).

## Rebooting After a Lockup

Occasionally you may encounter a frozen keyboard or a locked screen. To reboot your computer (as if from a cold start) press and hold down the Power Button for at least four seconds, which will cause a manual shutdown. Then, restart it with a single press of the Power Button. If it still doesn't recover, press the Power Button and hold it for four seconds to shut it down, then, remove the battery or unplug the AC power for at least 30 seconds. Reinsert the battery or reconnect AC power and press the Power Button once to reboot.

## Battery Operating Time

Battery operating time is affected by variables, such as the following:

- Power conservation settings
- Hardware configuration
- Software applications
- Installed options
- Display brightness
- Hard drive usage
- Power button
- Changes in operating temperature
- Type and number of installed PC Cards

For more information on increasing battery pack operating time, conditioning the battery pack, and disposing of a used battery pack, refer to the [Battery Pack Operations](#).

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## Preliminary Steps

Before running [POST](#), complete the following preliminary steps:

1. If a power-on password has been established, type the password and press the **Enter** key. If the password is not known, [clear the password](#).
2. Run [Computer Checkup](#).
3. Turn off the computer and its external devices.
4. Disconnect any external devices that you do not want to test. Do not disconnect the printer if you want to test it or use it to log error messages.

### **IMPORTANT:**

If the problem only occurs when an external device is connected to the computer, the problem may be related to the external device or its cable. Verify this by running POST with and without the external device connected.

5. Install loopback plugs in the serial and parallel connectors if you would like to test these ports.
6. Ensure the hard drive is installed in the computer.
7. Ensure that the battery pack is inserted in the computer and the computer is connected to an external AC power source.

When the preliminary steps are completed, you are ready to run [POST](#).



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## Power-On Self Test (POST)

### Running POST

To run POST, complete the following steps:

Turn off the computer, then turn on the computer.

If POST does not detect any errors, the computer will not beep. This indicates successful completion of POST test. POST has run successfully and boots from the hard drive (or from a bootable diskette if one is installed in the diskette drive).

If POST detects errors, the errors are indicated by screen and/or audible messages. Refer to "Power-On Self-Test (POST) Codes" in the tables for a list of POST codes and their relevant descriptions.

**NOTE:** If the system is not functioning well enough to run POST, or if the display is not functioning well enough to show POST error messages, refer to the Troubleshooting tables.

<b>Power-On Self-Test Messages</b>	
<b>102-System Board Failure</b>	
<b>Probable Cause</b>	<b>Recommended Action</b>
DMA, timers, etc.	Replace the system board.
<b>162-System Options Not Set</b>	
<b>Probable Cause</b>	<b>Recommended Action</b>
Configuration incorrect	Run Computer Setup.
CMOS reflects that an invalid configuration has been set.	Run Computer Setup.
RAM failure	1. Replace the memory modules. 2. Replace the system board.
Memory test data error	1. Replace the memory modules. 2. Replace the system board.
XX000YZZ RAM failure	Replace the system board.

<b>XX000YZZ 201-Memory Error</b>	
<b>Probable Cause</b>	<b>Recommended Action</b>
<b>301-Keyboard Error</b>	
<b>Probable Cause</b>	<b>Recommended Action</b>
Keyboard failure	1. Ensure the keys are not depressed during POST. 2. Reconnect the keyboard with the computer off. 3. Replace the keyboard.
<b>304-Keyboard or System Unit Error</b>	
<b>Probable Cause</b>	<b>Recommended Action</b>
Keyboard or system board error	1. Replace the keyboard. 2. Replace the TouchPad or mouse. 3. Replace the system board.
<b>601-Diskette Controller Error</b>	
<b>Probable Cause</b>	<b>Recommended Action</b>
Mismatch in drive type or failure in the diskette controller	1. Run Computer Checkup (TEST). 2. Check and/or replace cables. 3. Replace the system board.
<b>605-Diskette Drive Error</b>	
<b>Probable Cause</b>	<b>Recommended Action</b>
Mismatch in drive type	Run Computer Setup.
<b>1780-Primary Hard Drive 0 Failure</b>	
<b>Probable Cause</b>	<b>Recommended Action</b>
Disk 0 failed to respond	1. Run Computer Checkup (TEST). 2. Replace the hard drive.
Hard drive format error	1. Run Computer Checkup (TEST). 2. Replace the hard drive.
<b>1782-Hard Drive Controller</b>	
<b>Probable Cause</b>	<b>Recommended Action</b>
Hard drive controller failure	1. Run Computer Setup. 2. Replace the hard drive.

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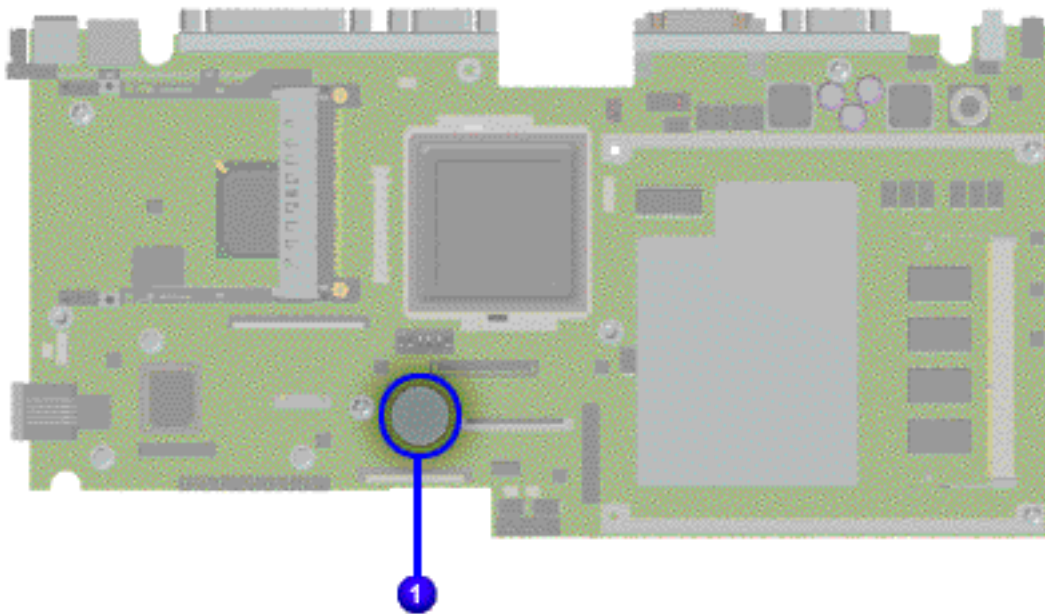
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## Clearing the Power-on Password



Clearing the power-on password requires removing all Setup attributes that are programmed in the CMOS. The **1** RTC battery is located on the system board.

If the password is not known, clear it by performing the following steps:

1. Turn off the computer.
2. Disconnect the power cord.
3. Remove the [battery pack](#).
4. Remove the [Palmrest Cover with Touch Pad](#).
5. Remove the [heatspreader](#).
6. Remove the [keyboard](#).
7. Remove RTC battery for 30 seconds and replace it .
8. Reassemble the computer.
9. Turn on the computer to verify that the power-on password has been cleared. If it has not been cleared, repeat Steps 1 through 9.

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## Compaq Diagnostics

Compaq Diagnostics is installed on the hard drive of the computer. Run the Diagnostics utilities when you want to view or test system information and if you have installed or connected devices. If you run Compaq Diagnostics from a diskette, ensure that it is version 10.11 or later.

The Diagnostics menu includes the following utilities:

- [Computer Checkup \(TEST\)](#)
- [View System Information \(INSPECT\)](#)
- [Prepare Computer for a Compaq Service Call \(RemotePaq\)](#)

If you have a problem you cannot solve, run the Diagnostics utilities before you call for support. Run Computer Checkup and select to save the device list to a file and to print or to save the log of errors. Run the View System Information (INSPECT) utility and select to print or to save that information. Have the files or the printed information available when you call for support.

### Computer Checkup (TEST)

Computer Checkup (TEST) determines whether the various computer components and devices are recognized by the system and are functioning properly. You can display, print, or save the information generated by Computer Checkup.

Follow these steps to run Computer Checkup:

1. Plug the computer into an external power source. (A low battery condition could interrupt the program.)
2. Turn on the external devices that you want to test. Connect the printer if you want to print a log of error messages.
3. Insert the Compaq Diagnostics diskette in drive A.
4. Turn on or restart the computer. The computer starts from drive A, and the **Diagnostics Welcome** screen appears.
5. Press **Enter** to continue. The **Diagnostics** menu appears.
6. Select Computer Checkup from the **Diagnostics** menu. A **Test Option** menu appears.
7. Select **View the Device List** from the **Test Option** menu. A list of the installed Compaq devices appears.
8. If the list of installed devices is correct, select **OK**. The **Test Option** menu appears.

**NOTE:** If the list is incorrect, ensure that any new devices are installed properly.

9. Select one of the following from the **Test Option** menu:
  - Quick Check Diagnostics. Runs a quick, general test on each device with a minimal number of prompts. If errors occur, they display when the testing is complete. You cannot print or save the error messages.
  - Automatic Diagnostics. Runs unattended, maximum testing of each device with minimal prompts. You can choose how many times to run the tests, to stop on errors, or to print or save a log of errors.
  - Prompted Diagnostics. Allows maximum control over testing the devices. You can choose attended or unattended testing, decide to stop on errors, or choose to print or save a log of errors.
10. Follow the instructions on the screen as the devices are tested. When testing is complete, the **Test Option** menu appears.
11. Exit the **Test Option** menu.
12. Exit the **Diagnostics** menu.

### View System Information (INSPECT)

The View System Information (INSPECT) utility provides information about the computer and installed or connected devices. You can display, print, or save the information.

Follow these steps to run View System Information (INSPECT) from the Compaq Diagnostics diskette:

1. Turn on the external devices that you want to test. Connect the printer if you want to print the information.
2. Insert the Compaq Diagnostics diskette in drive A.
3. Turn on or restart the computer. The computer starts from drive A, and the **Diagnostics Welcome** screen appears.
4. Press **Enter** to continue. The Diagnostics menu appears.
5. Select **View System Information (INSPECT)** from the **Diagnostics** menu.
6. Select the item you want to view from the following list:

System	Memory
ROM	Audio
Keyboard	Operating system
System ports	System files
System storage	Windows files
Graphics	

7. Follow the instructions on the screen to cycle through the screens, to return to the list and choose another item, or to print the information.

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## Contacting Compaq Support

Obtain the following information before contacting Compaq Reseller Support:

- Product name
- Product serial number
- Purchase date
- Conditions under which the problem occurred
- Any error messages that have occurred
- Hardware configuration
- Type of printer connected
- Hardware/software being used
- Printed result of Computer Checkup (TEST)
- Printed copies of *CONFIG.SYS* and *AUTOEXEC.BAT* files, if possible

## Shipping Preparation

To ship the computer, complete the following steps:

1. Back up the critical hard drive files. Ensure that backup tapes/diskette are not exposed to electrical or magnetic fields while stored in transit.
2. Turn off the computer and external devices.
3. Disconnect the external devices from their power sources, then from the computer.

### **IMPORTANT:**

Ensure that there is no diskette in the diskette drive and that there are no PC Cards in the PC slots.

4. Close the display and all exterior doors of the computer.
5. Pack the computer with sufficient packing material to protect it. Use the original packing box or similar packaging.



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## Boards

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### Boards

### Display Assembly

### Mass Storage Devices

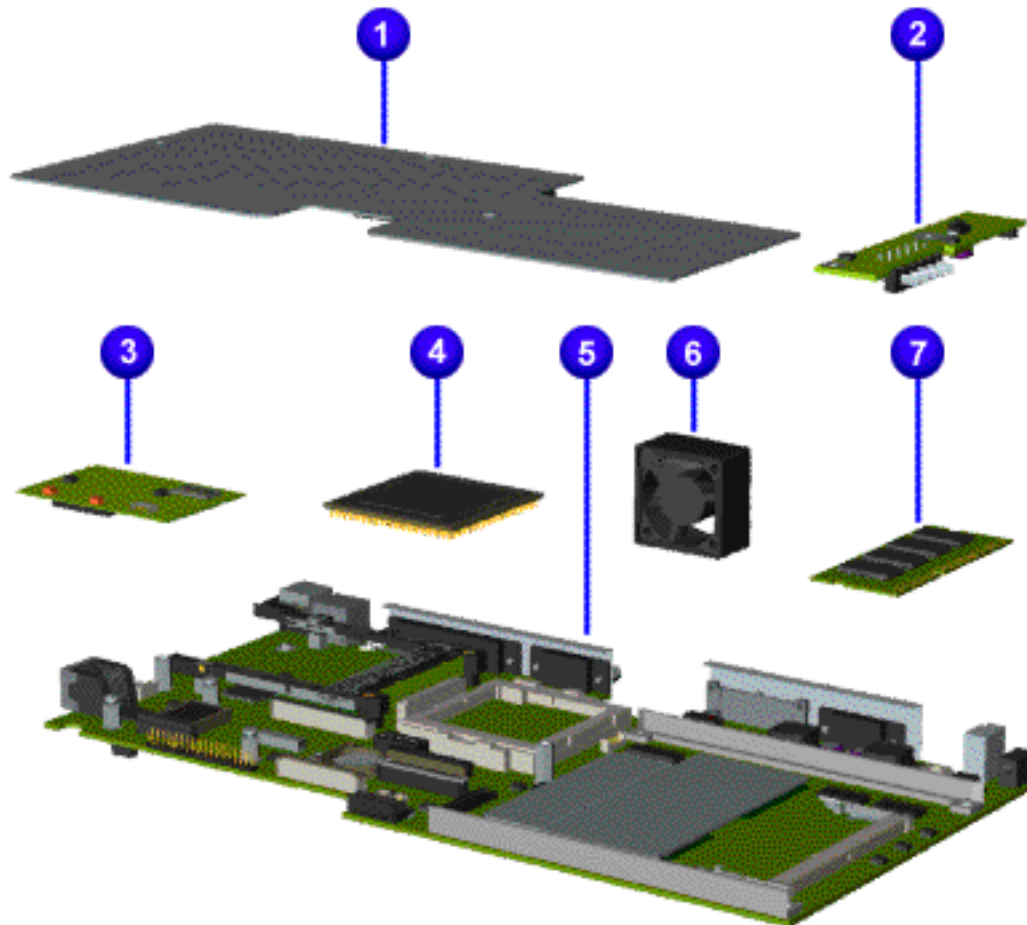
### Miscellaneous Cable Kit

### Miscellaneous Hardware Kit

### Miscellaneous Plastics Kit

### Miscellaneous Parts

### Documentation and Software



Description	Spare Part Number
1. Heatspreader	122702-001
2. Voltage Converter Board	352891-001
3. Modem 56K Data/Fax w/o SRAM	400445-001
4. Processor AMD P350-Mhz <b>(Models: 1270 and 1670)</b> Processor AMD P380-Mhz <b>(Model: 1675)</b>	122698-001 123923-001
5. System Board <b>(Models: 1670 and 1675)</b> System Board w/512K Cache <b>(Model: 1270)</b>	400440-001 122697-001
6. Fan Assembly	400444-001
7. System Memory 32-MB <b>(Model: 1270)</b> 64-MB <b>(Models: 1670 and 1675)</b>	122699-001 122700-001

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Description	Spare Part Number
1. Display 14.1 TFT <b>(Model: 1675)</b>	118165-001
2. Display 13.3 TFT w/LVDS <b>(Model: 1670)</b>	123924-001
3. Display 12.1 TFT w/LVDS <b>(Model: 1270)</b>	387544-001

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## Mass Storage Devices

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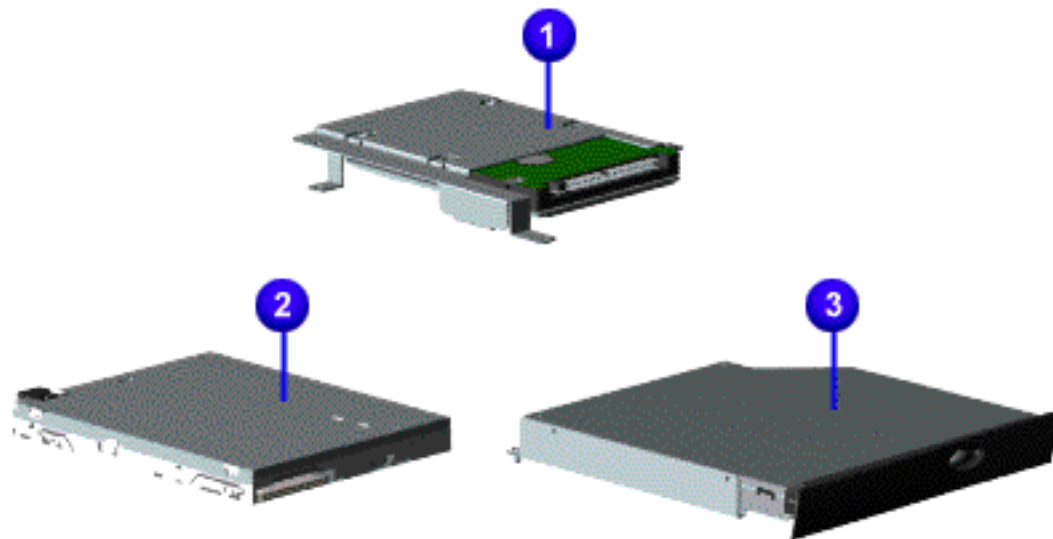
[Miscellaneous  
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Use the scroll down menu for the description and spare part number.



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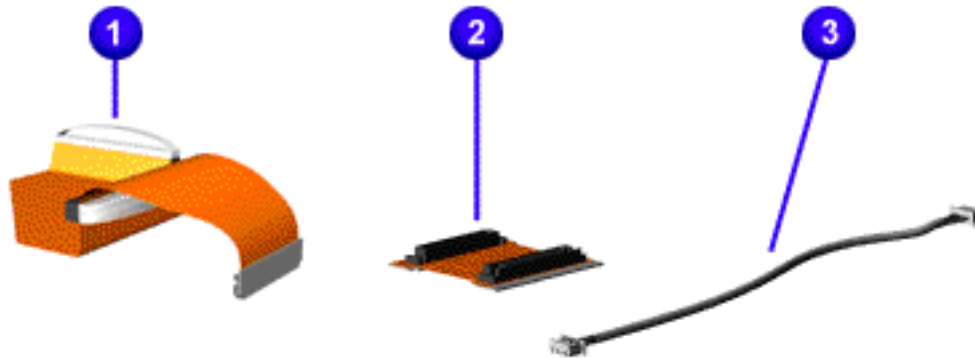
[Miscellaneous  
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**Miscellaneous  
Cable Kit  
Spare Part  
Number:  
330946-001**

1. Hard Drive and Diskette Drive Cable	1 each
2. CD or DVD Drive Cable	1 each
3. Modem Cable	1 each



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## Miscellaneous Hardware Kit

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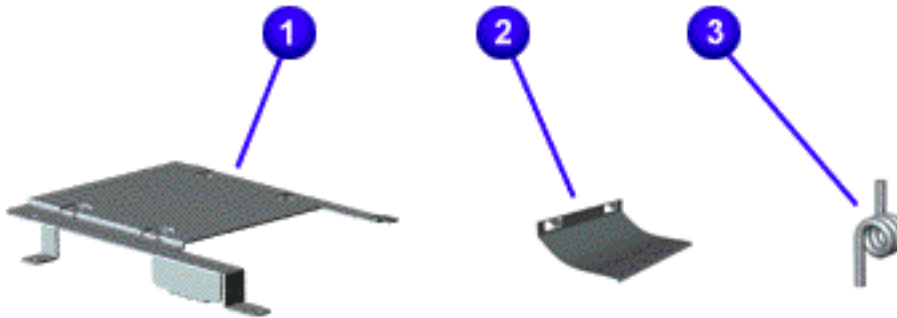
[Miscellaneous  
Cable Kit](#)

**Miscellaneous  
Hardware Kit**

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**Miscellaneous  
Hardware Kit  
Spare Part Number:  
346853-001**

Description	Quantity
1. Hard Drive Mounting Bracket	1 each
2. LCD Guide FPC	1 each
3. Spring Torsion PCMCIA	4 each

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## Miscellaneous Plastics Kit

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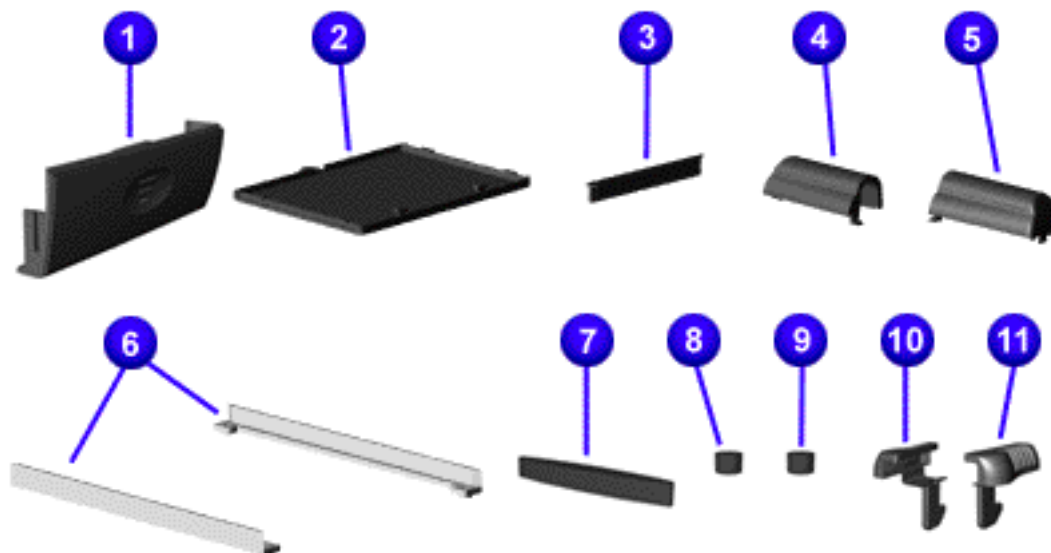
### [Miscellaneous Cable Kit](#)

### [Miscellaneous Hardware Kit](#)

### **Miscellaneous Plastics Kit**

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### Miscellaneous Plastics Kit Spare Part Number: 330949-001

Description	Quantity
1. Door, Battery Pack	1 each
2. Cover, Memory Module	1 each
3. Door, PCMCIA	1 each
4. Display Hinge Cover, (Left)	1 each
5. Display Hinge Cover, (Right)	1 each
6. CD Drive Guide	1 each
7. Rubber Plug (A)	4 each
8. Rubber Plug (B)	4 each
9. Rubber Foot	8 each
10. Latch (Right)	2 each
11. Latch (Left)	2 each

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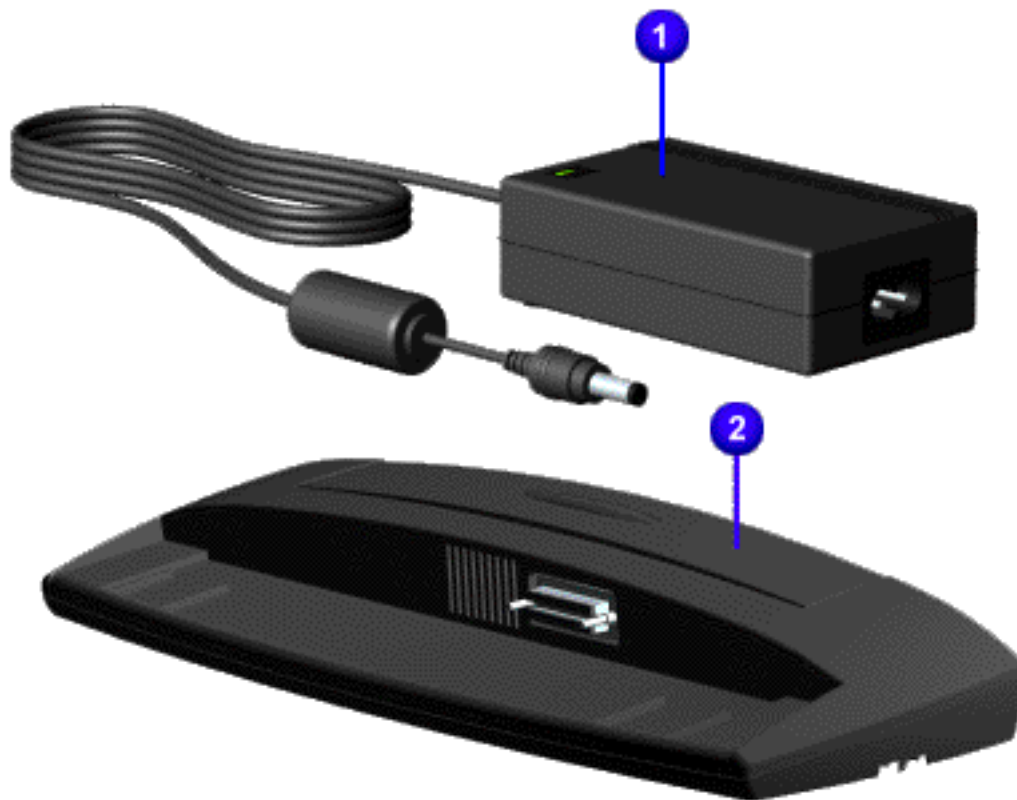
**Miscellaneous  
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and Software](#)

Use the scroll down menu for the description and spare part number of spare parts **Not Shown**.

### Miscellaneous Parts

1. AC Adapter	298239-001
2. Port Replicator	102270-001



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## Documentation and Software

<a href="#">System Unit</a>	Description	Spare Part Number
<a href="#">Boards</a>	Quick Restore CD, Belgium Windows 98	Info. Not Available
<a href="#">Display Assembly</a>	France Windows 98	Info. Not Available
<a href="#">Mass Storage Devices</a>	Germany Windows 98	Info. Not Available
<a href="#">Miscellaneous Cable Kit</a>	Netherlands Windows 98	Info. Not Available
<a href="#">Miscellaneous Hardware Kit</a>	UK Windows 98	Info. Not Available
<a href="#">Miscellaneous Plastics Kit</a>	Quick Reference Guide	Info. Not Available
<a href="#">Miscellaneous Parts</a>	QuickFind for Windows, North America, Latin America, Asia Pacific	Info. Not Available
<a href="#">Documentation and Software</a>	QuickFind for Windows, Europe, Middle East, Africa	Info. Not Available

\* QuickFind is updated monthly. To complete the QuickFind part number, add the suffix from the table below for the desired month. If you do not specify the 3-digit suffix, the default is the current month in which the order is placed.

### QuickFind Part Number Suffix

Suffix	Month	Suffix	Month
-001	January	-007	July
-002	February	-008	August
-003	March	-009	September
-004	April	-010	October
-005	May	-011	November
-006	June	-012	December

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## Electrostatic Discharge

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

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

## Generating Static

The table shows how different activities generate static electricity and at different electrostatic voltage levels.

<b>Typical Electrostatic Voltages</b>			
	<b>Relative Humidity</b>		
<b>Event</b>	<b>10%</b>	<b>40%</b>	<b>55%</b>
Walking across carpet	35,000 V	15,000 V	7,500 V
Walking across vinyl floor	12,000 V	5,000 V	3,000 V
Motions of bench worker	6,000 V	800 V	400 V
Removing DIPS from plastic tubes	2,000 V	700 V	400 V
Removing DIPS from vinyl trays	11,500 V	4,000 V	2,000 V
Removing DIPS from Styrofoam	14,500 V	5,000 V	3,500 V
Removing bubble pack from PCBs	26,000 V	20,000 V	7,000 V
Packing PCBs in foam-lined box	21,000 V	11,000 V	5,000 V
<b>NOTE:</b> 700 volts can degrade a product.			

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## ***Service Considerations***

Listed below are some of the considerations that you should keep in mind during the disassembly and assembly of the computer.

## ***Tool and Software Requirements***

To service the computer, you need the following:

- Compaq screwdriver kit (Spare Part No. 161946-001)
- Torx T-9 screwdriver
- 3/16-inch and 5mm nut drivers (for screwlocks and standoffs)
- Small, standard screwdriver
- Small, Phillips screwdriver
- Diagnostics software

## ***Screws***

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

**IMPORTANT:** As each subassembly is removed from the computer, it should be placed away from the work area to prevent damage.

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## Cables and Connectors

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

### Cables

Use the following precautions when handling cables to avoid damage to the cable or computer:

- Always handle cables by their connectors.
- Avoid bending, twisting, or pulling on the cables.
- Apply minimum required force when seating or unseating the cables from their connectors.
- Place the cables in such a manner that they cannot be caught or snagged by parts being removed or replaced.
- Handle flex cables with extreme care; they can tear easily.



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

### Select the desired illustration.

Removing a Cable from a [ZIF Connector](#).

The ribbon cable position for the [4.3-GB and 6.4-GB hard drive](#).

The ribbon cable position for the [CD or DVD drive](#).

The ribbon cable position for the [diskette drive](#).

The cable position for the [speaker assembly](#).

### Plastic Parts

Plastic parts can be damaged by the use of excessive force during disassembly and reassembly. When handling the plastic parts, use care. Apply pressure only at the points designated in the maintenance instructions.

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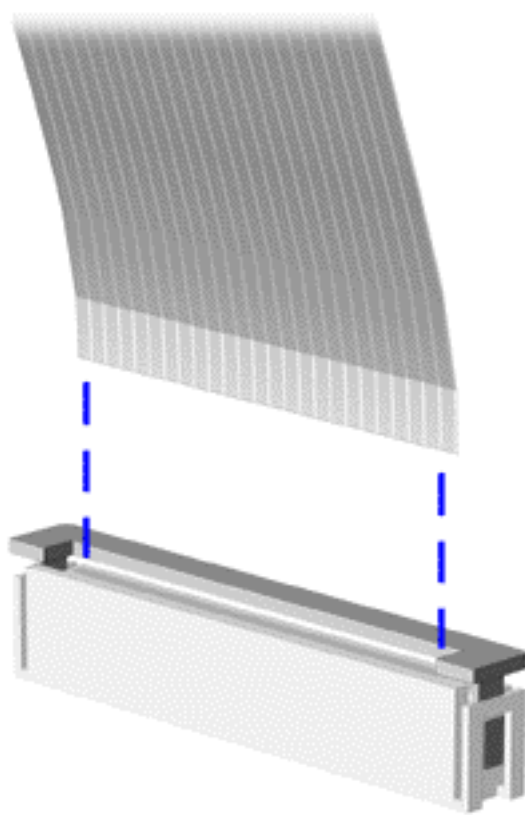
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The computer uses a zero insertion force (ZIF) connector for the keyboard cable to the system board. To remove a cable from a ZIF connector, lift both corners of the ZIF connector and slide simultaneously with constant light force.



**CAUTION:** A ZIF connector and its attached cable can be easily damaged. Handle only the connector slide when removing or replacing a cable. Never pull or twist on the cable while it is connected.



**CAUTION:** When servicing this computer, ensure that cables are placed in their proper location during the reassembly process. Improper cable placement can damage the computer.

Back to [Cables and Connectors](#).

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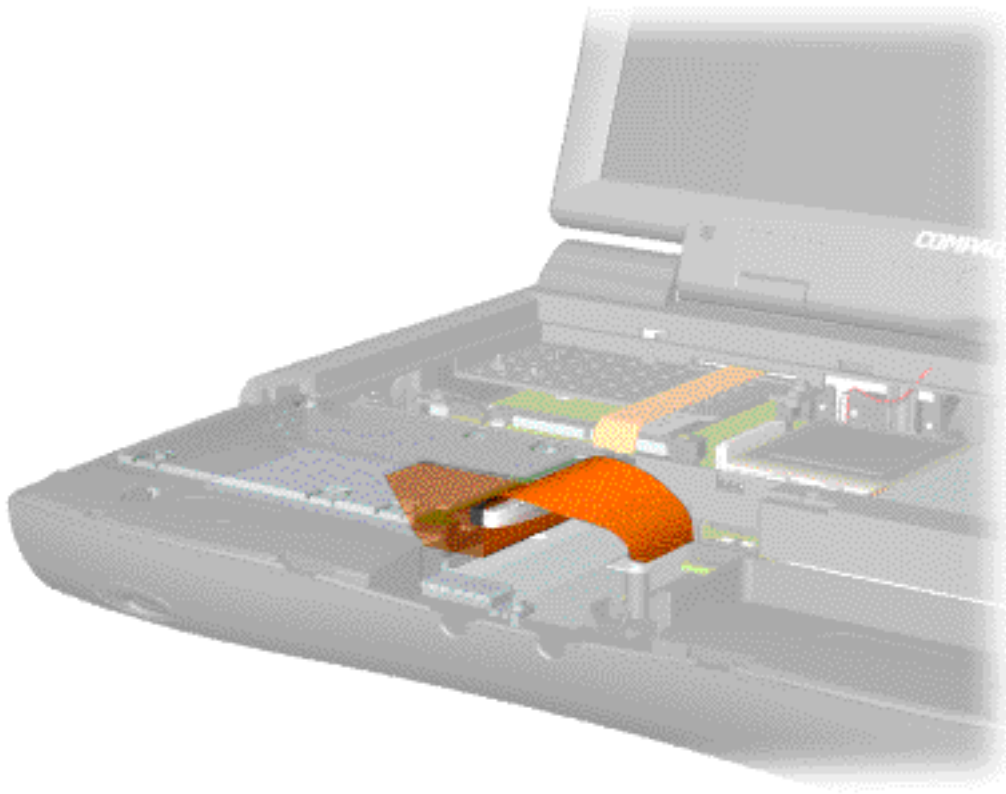
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The ribbon cable position for the 4.3-GB and 6.4-GB hard drive.



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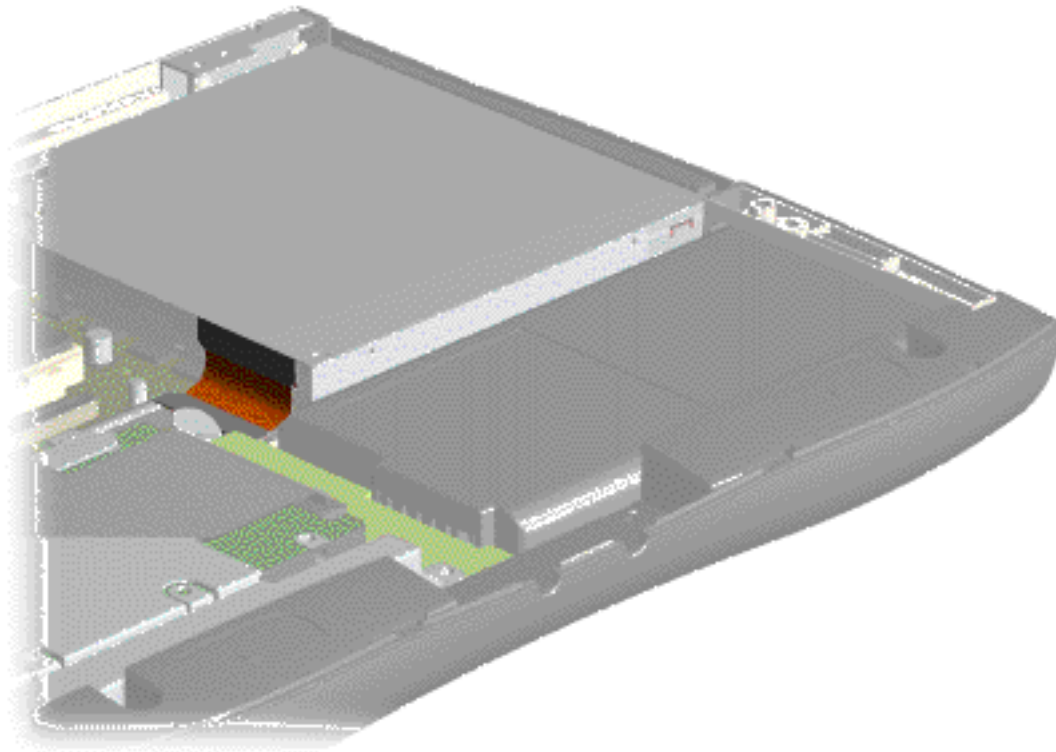
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The ribbon cable position for the CD or DVD drive.



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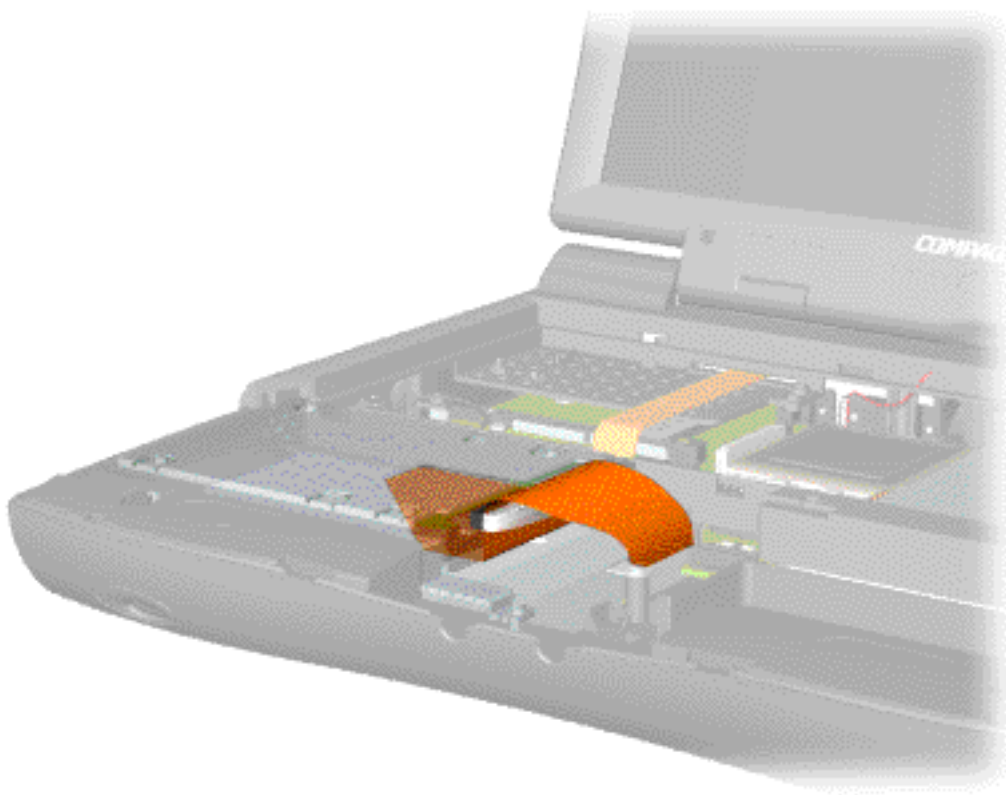
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The ribbon cable position for the diskette drive.



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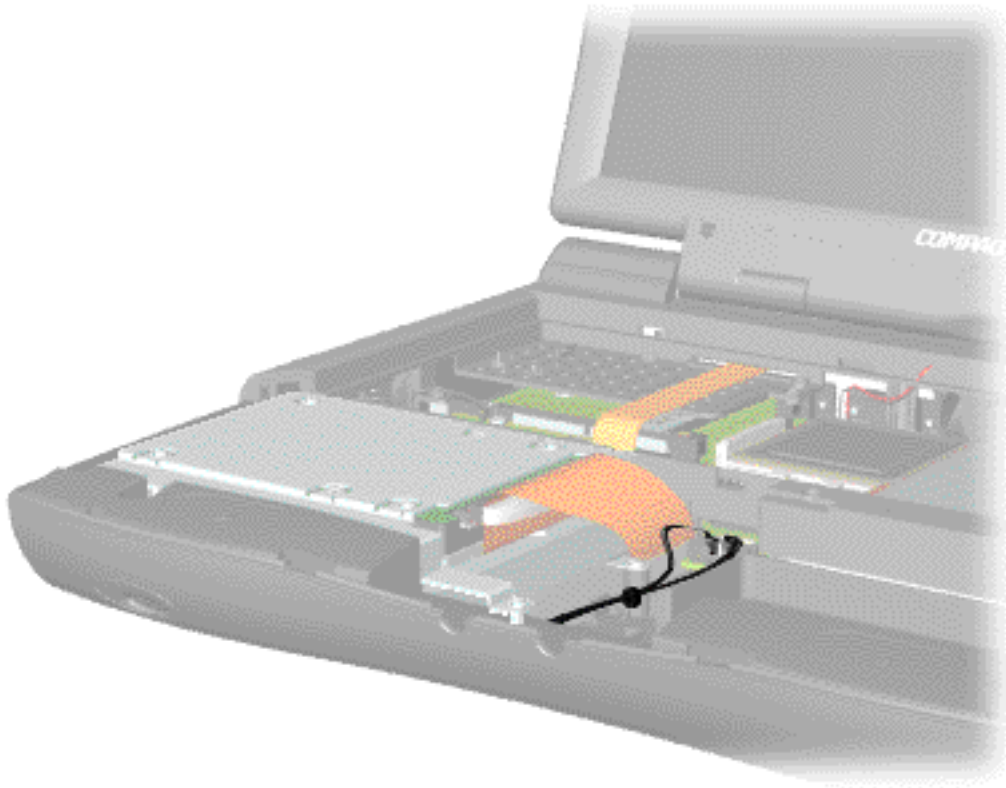
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The cable position for the speaker assembly.



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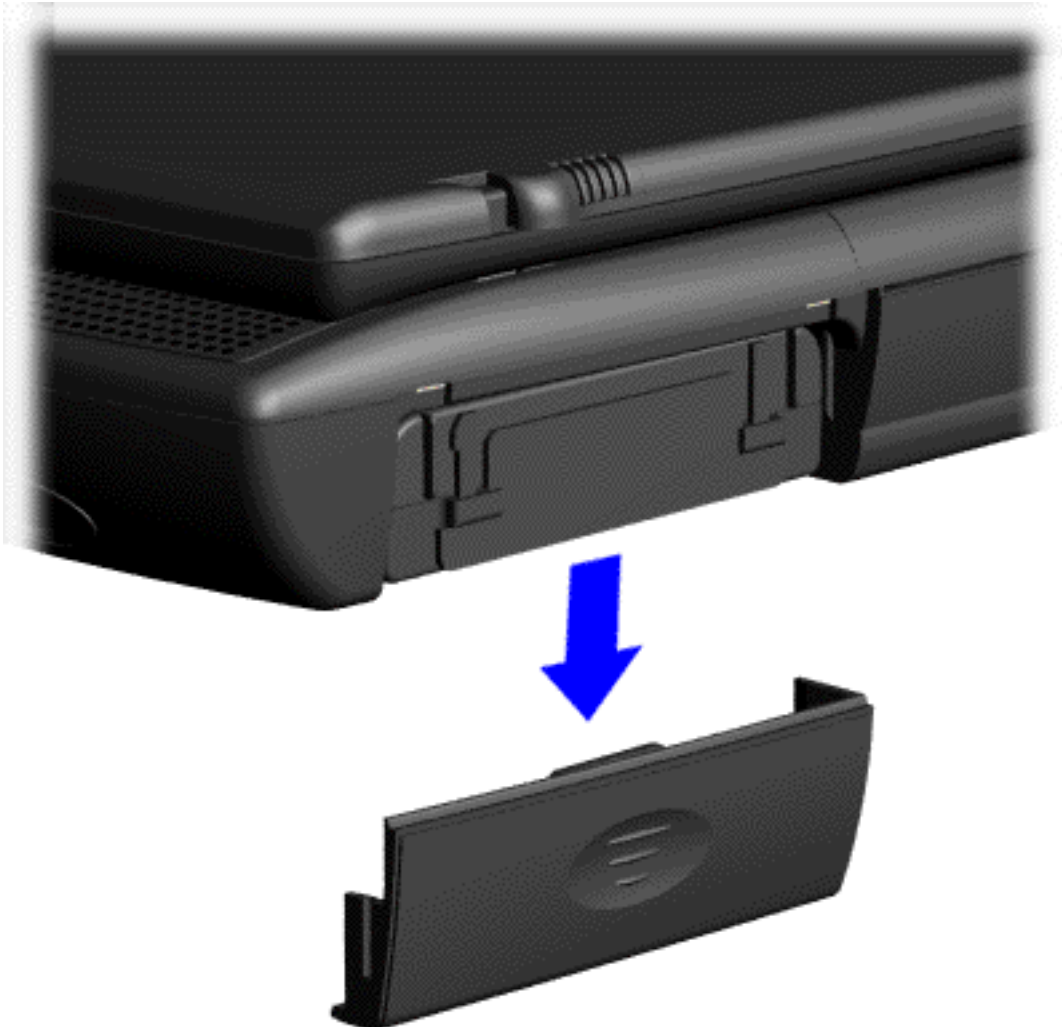
[Diskette Drive](#)

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To remove the battery pack, complete the following steps:

1. Slide the battery pack compartment door down and remove it from the battery pack.

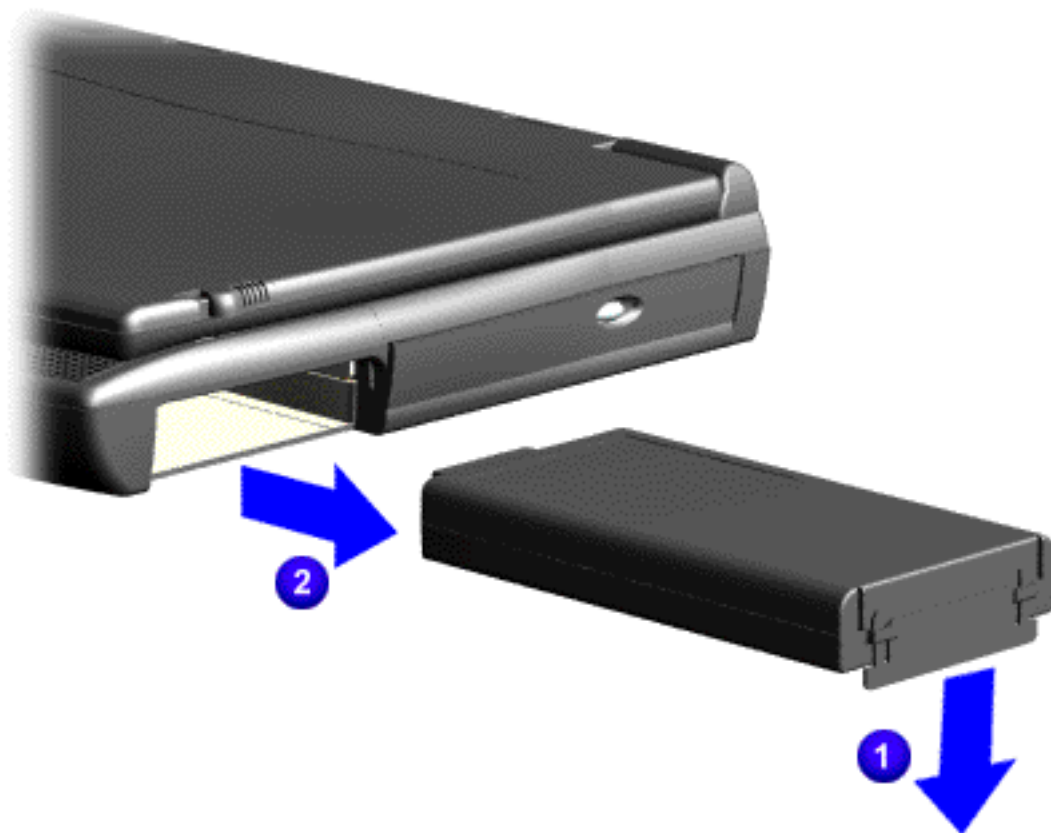
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2. Pull down on the battery pack tab **1** and **2** pull the battery pack from the chassis.

To replace the battery pack, reverse the previous procedures.

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## Removing the Palmrest Cover with Touch Pad

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### **[Display Panel Assembly](#)**

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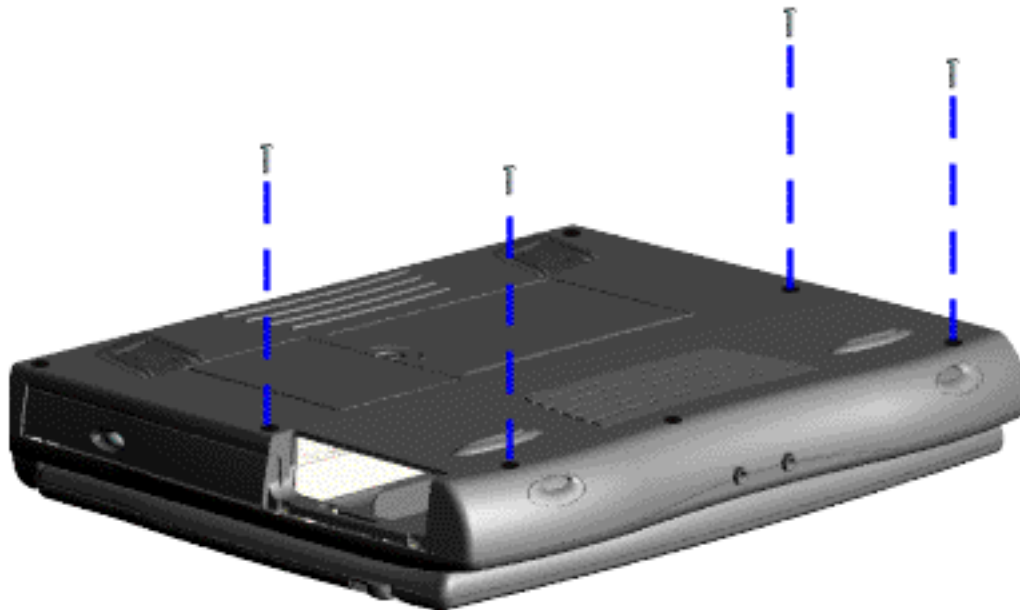
### [Diskette Drive](#)

### [Fan Assembly](#)

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The palmrest cover with touch pad must be removed to gain access to any of the interior components of the computer, and it is the first component that has to be removed to gain access to the interior components.

**NOTE:** It is not necessary to remove the display panel assembly to access the interior components of the computer.

To remove the palmrest cover with touch pad, complete the following steps:

1. [Prepare the computer for disassembly.](#)
2. Close the computer and turn the computer upside down.
3. Remove four screws from the bottom of the computer.

[Next Step](#)

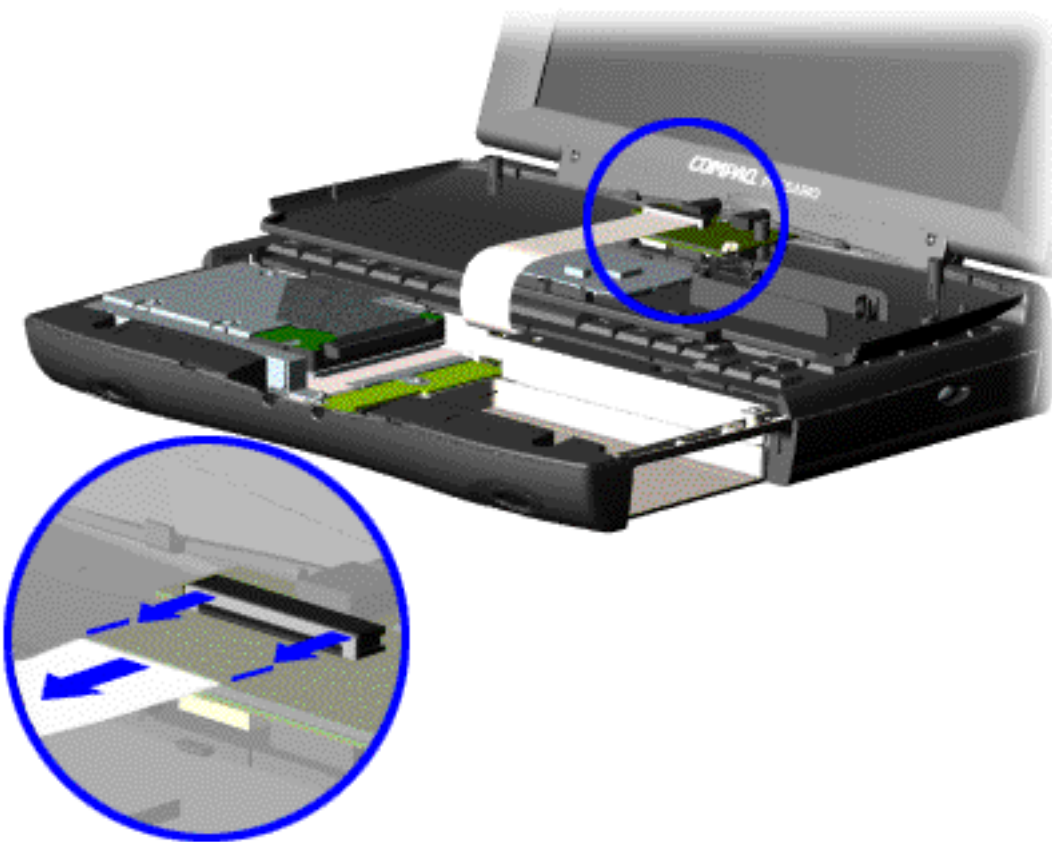


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4. Turn the computer over (right side up), pull forward on the display latches to release and open the display assembly.

5. Lift up front end of the palmrest cover with touch pad and remove it from the groove in the chassis.

6. Tilt the palmrest cover with touch pad, allowing it to rest on top of the keyboard, and disconnect the flex cable from the LIF connector on the palmrest cover.

**CAUTION:** When replacing the palmrest cover with touch pad, ensure that the cable is fully inserted into the LIF connector on the system board. If the metal end should come in contact with the keyboard, damage may occur to the computer.

To replace the palmrest cover with touch pad, reverse the previous procedures.

**NOTE:** When replacing the palm rest cover ensure the cable is properly routed through the slot on the Upper CPU cover.

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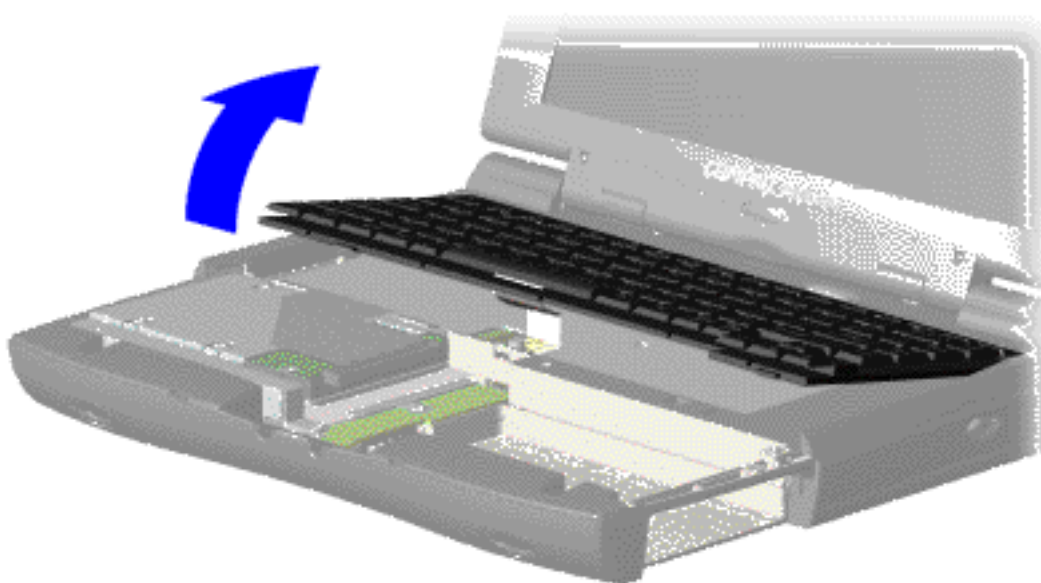
[Diskette Drive](#)

[Fan Assembly](#)

[System Board](#)

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To remove the keyboard, complete the following steps:

1. [Prepare the computer for disassembly.](#)

2. [Remove the palmrest cover with touch pad.](#)

3. Gently lift and turn the keyboard over allowing it to rest on top of the palmrest cover with touchpad slot opening.

4. Remove the [heatspreader.](#)

[Next Step](#)

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## Removing the Heatspreader

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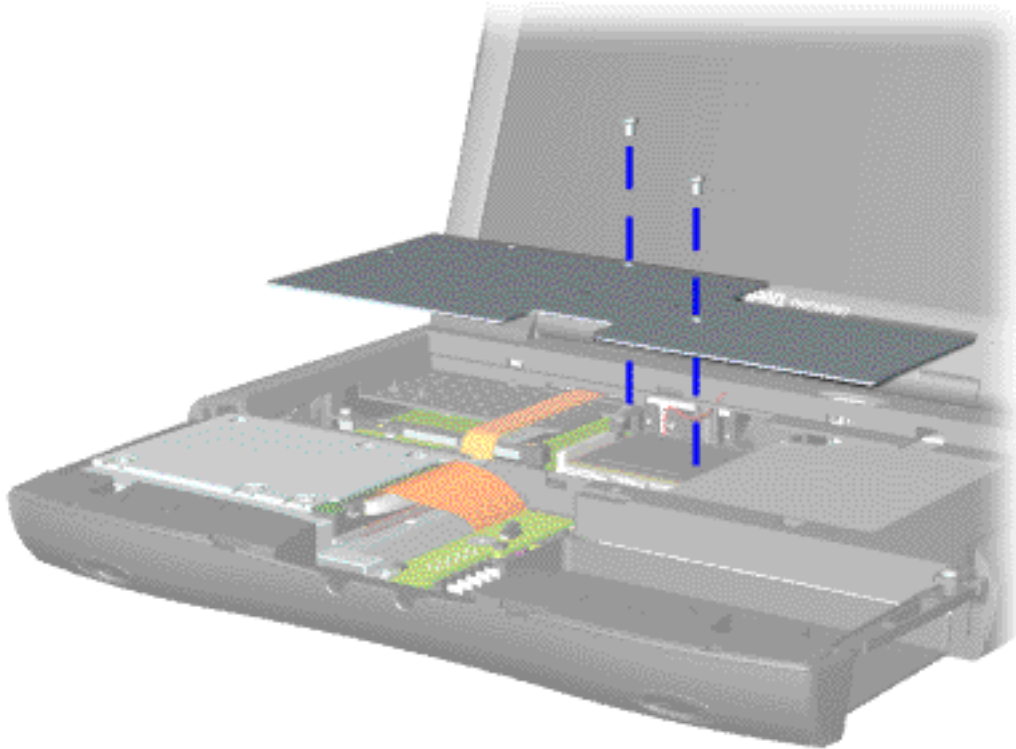
### [Diskette Drive](#)

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To remove the heatspreader, complete the following steps:

1. [Prepare the computer for disassembly.](#)

2. [Remove the palmrest cover with touch pad.](#)

3. Gently lift and turn the keyboard over allowing it to rest on top of the palmrest cover with touchpad slot opening.

4. Remove two screws from the heatspreader and lift out of the chassis.

To replace the heatspreader, reverse the previous procedures.

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## Removing the Processor

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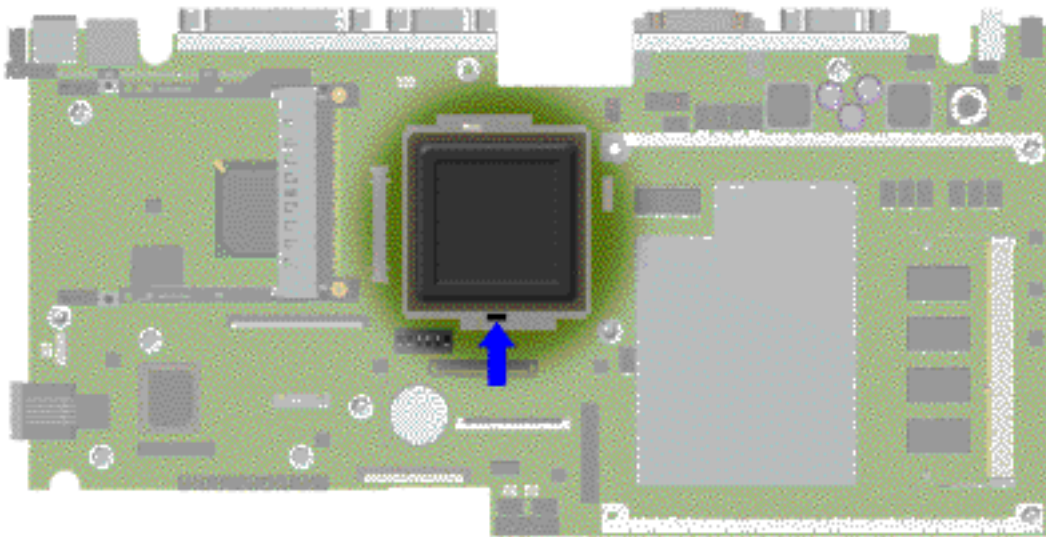
**Diskette Drive**

**Fan Assembly**

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**Memory Module**



To remove the processor, complete the following steps:

1. [Prepare the computer for disassembly.](#)

2. Remove the [palmrest cover with touch pad.](#)

3. Remove the [keyboard.](#)

4. Remove the [heatspreader.](#)

5. Insert a small blade screw driver into the bottom slot opening on the processor and push toward the display to release the processor from the chassis slot.

6. Lift the processor out of the processor chassis slot.

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To replace the processor complete the following steps:

**IMPORTANT:**

The notch on the upper left corner of the processor serves as an orientation indicator. Align the notch on the left corner of the processor with the notch on the left corner of the processor chassis slot.

1. Insert the processor into the slot on the system board.

**NOTE:**

When installing the processor into the chassis slot, be sure that the hole pattern on the chassis slot lines up with the pins on the processor. The processor should drop into the socket without any force.

2. Insert a small blade screw driver into the top slot opening on the processor and push away from the display to lock the processor.

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## Removing the 4.3-GB or 6.4-GB Hard Drive

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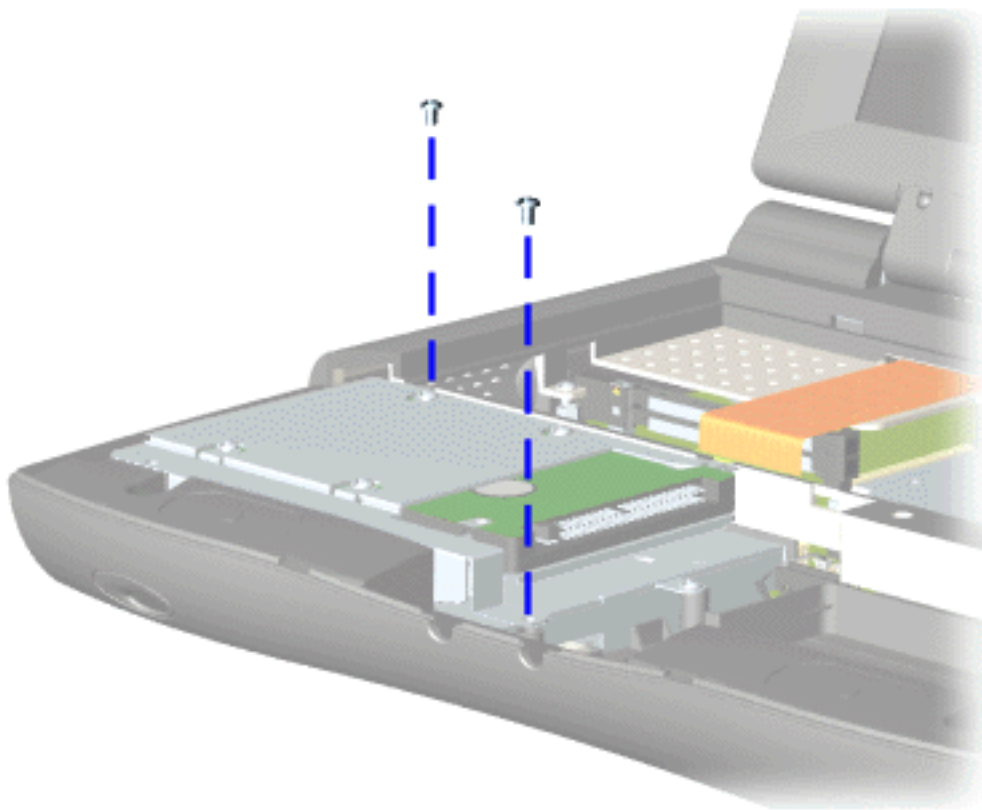
[Diskette Drive](#)

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To remove the hard drive, complete the following steps:

1. Prepare the [computer for disassembly](#).

2. Remove the [palmrest cover with touch pad](#).

3. Remove the [keyboard](#).

4. Remove two screws from the hard drive mounting bracket and lift out the hard drive with drive mounting bracket attached.

[Next Step](#)

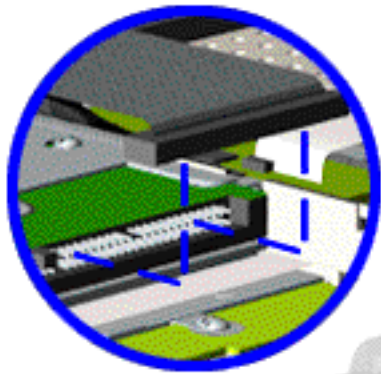
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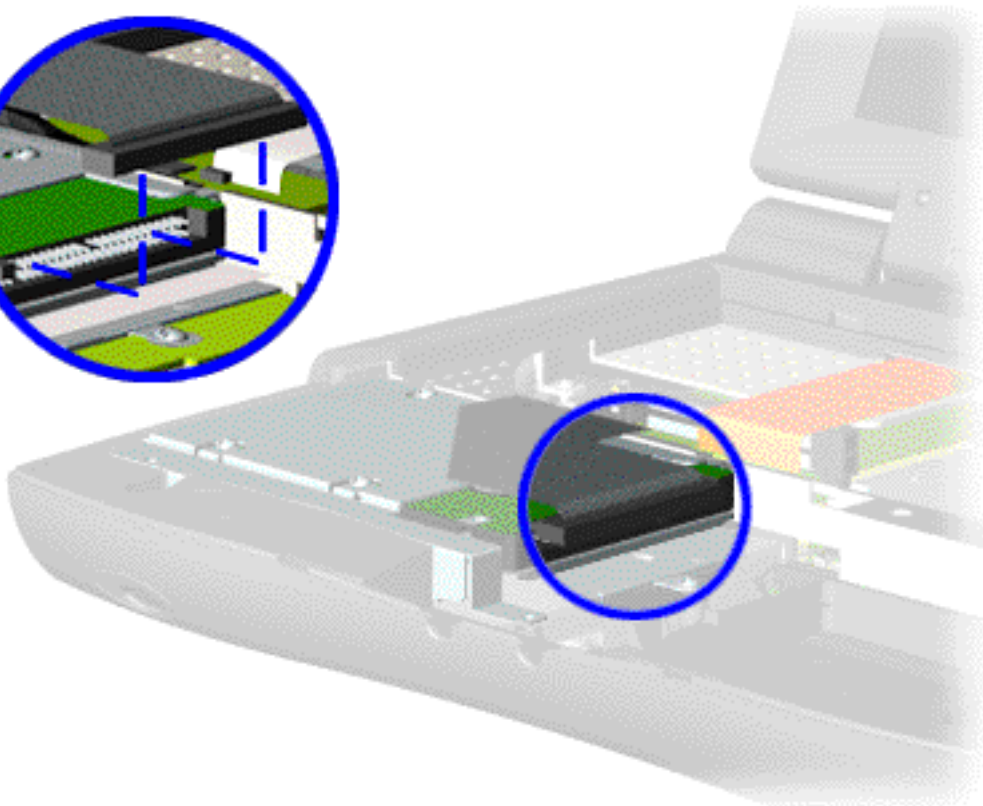
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5. Disconnect the hard drive data cable from the hard drive and remove from the chassis.

[Next Step](#)



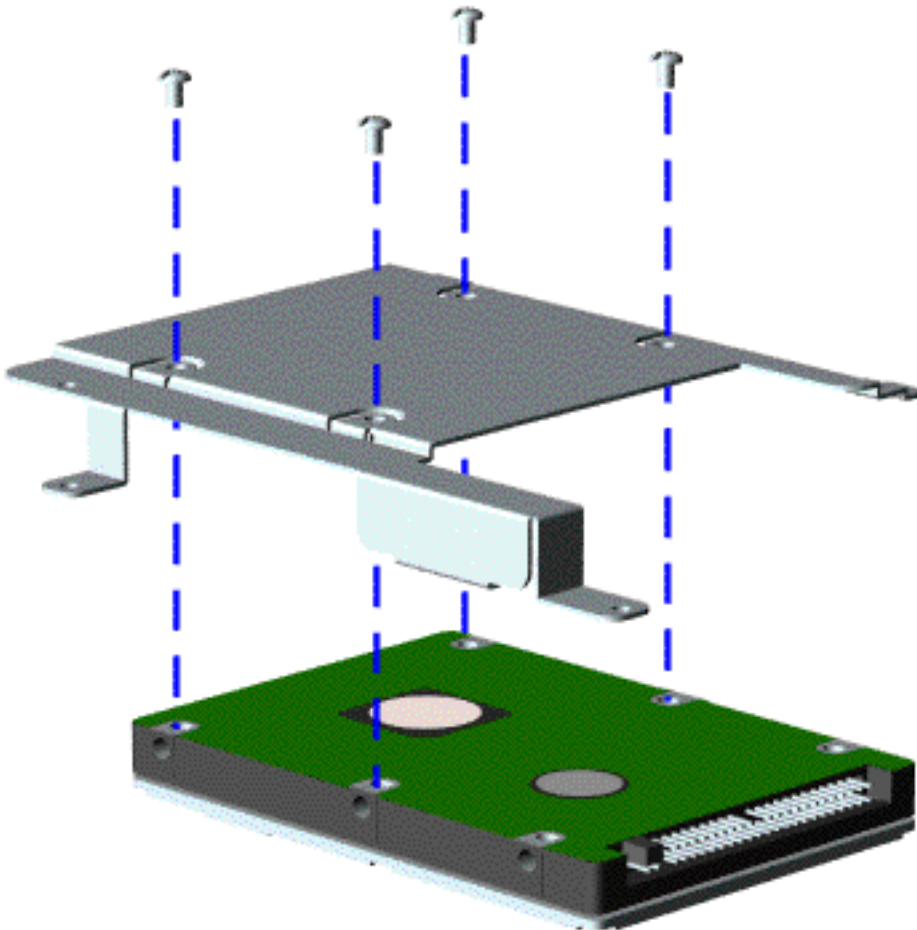
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To remove the hard drive mounting bracket, complete the following steps.

Remove four screws from the hard drive mounting bracket.

To replace the hard drive and hard drive mounting bracket, reverse the previous procedures.

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## Removing the DVD or CD Drive

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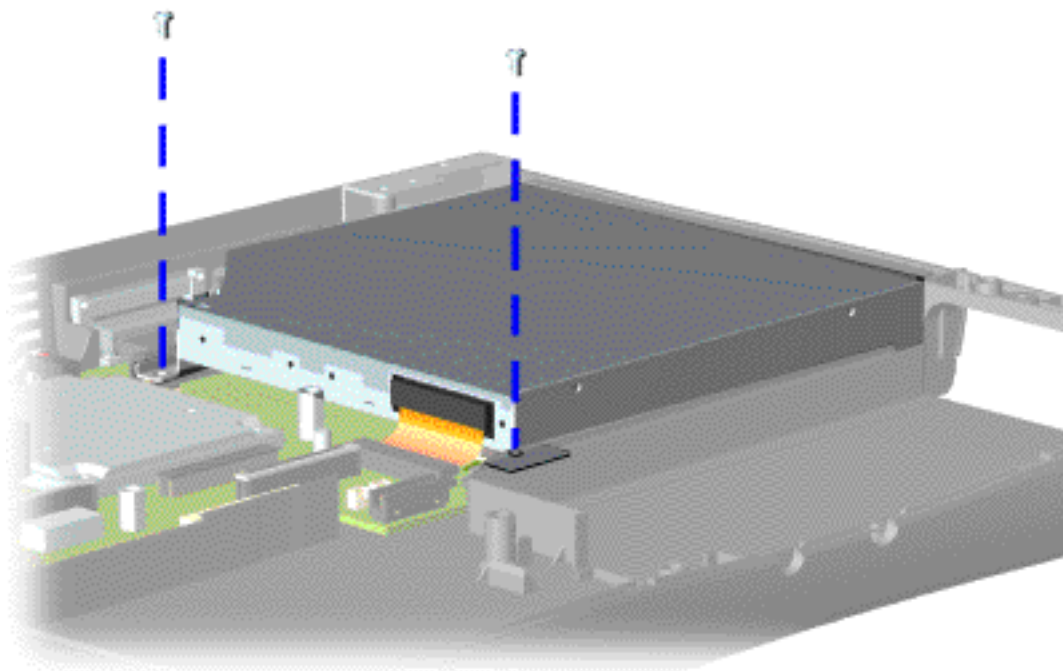
[Fan Assembly](#)

[System Board](#)

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To remove the DVD or CD drive, complete the following steps:

1. Prepare the [computer for disassembly](#).

2. Remove the [palmrest cover with touch pad](#).

3. Remove the [keyboard](#).

4. Remove the [heatspreader](#).

5. Remove two screws located at the back DVD or CD drive.

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6. Remove two screws from the base enclosure which secures the DVD or CD drive to the chassis.

[Next Step](#)



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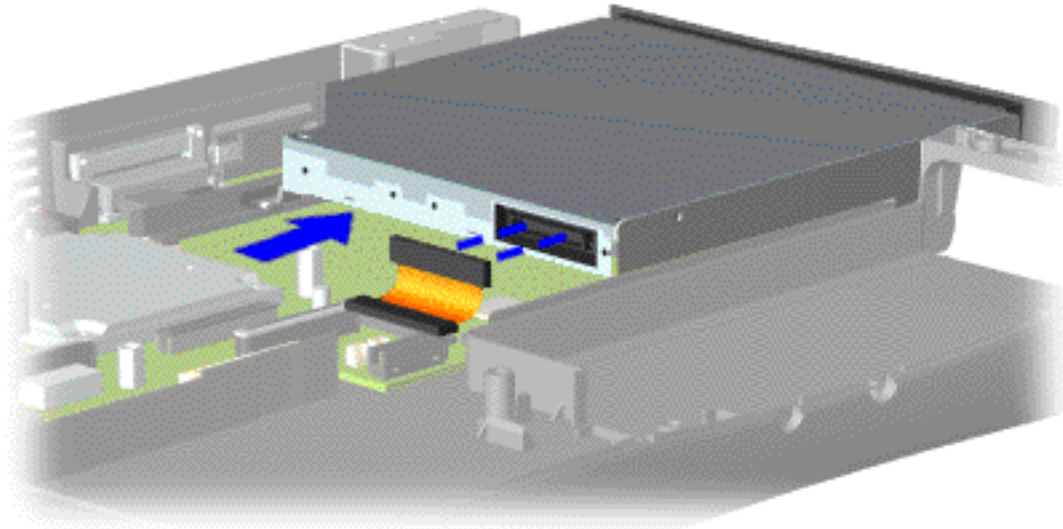
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7. Disconnect the DVD or CD drive cable from the DVD or CD drive and remove the DVD or CD drive from the chassis.

To replace the DVD or CD drive, reverse the previous procedures.

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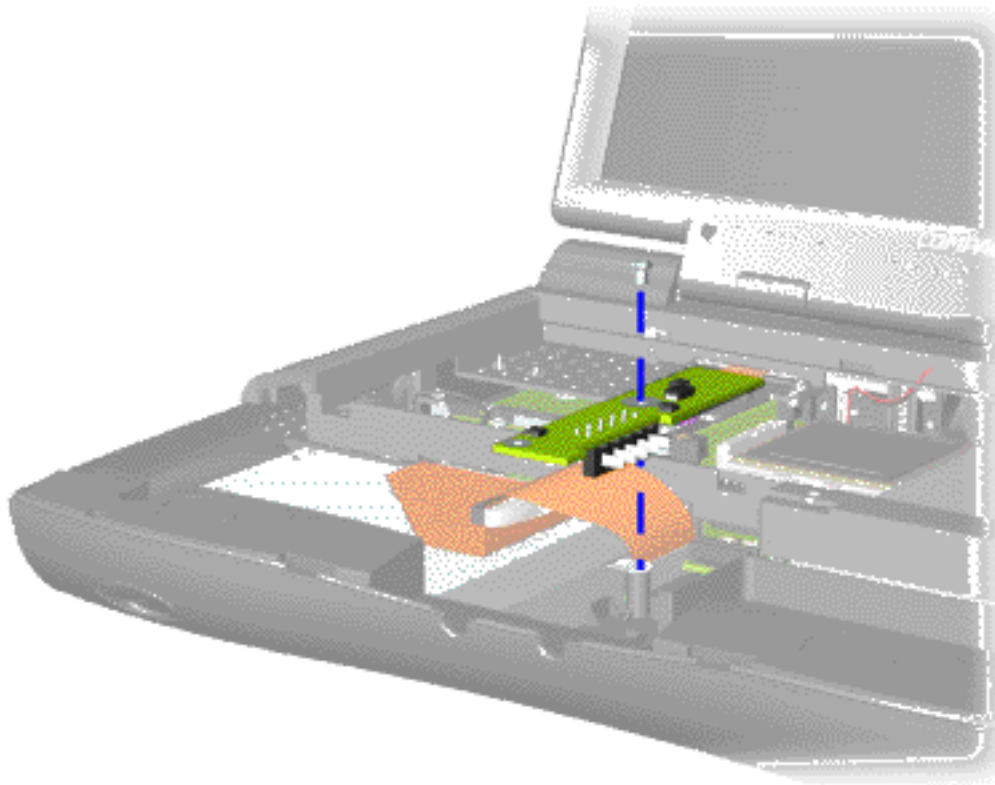
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## Removing the Battery Charger Board



To remove the battery charger board, complete the following steps:

1. Prepare the [computer for disassembly](#).
2. Remove the [palmrest cover with touch pad](#).
3. Remove the [keyboard](#).
4. Remove the [heatspreader](#).
5. Remove the [hard drive](#).
6. Remove one screw from the battery charger board, unplug the board from the connector on the system board, and lift out of the chassis.

To replace the battery charger board, reverse the previous procedures.

**NOTE:** When replacing the battery charger board, ensure the pins are aligned with the connector on the system board.

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## Removing the Modem

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### [Battery Charger Board](#)

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### [Display Panel Assembly](#)

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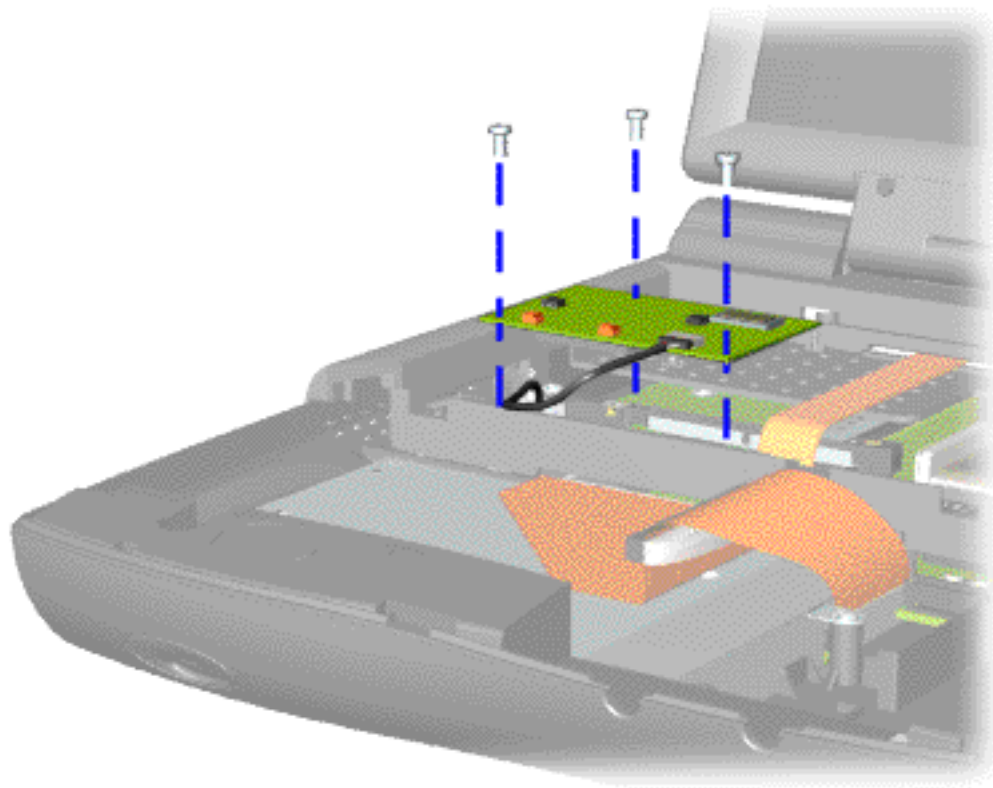
### [Diskette Drive](#)

### [Fan Assembly](#)

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To remove the modem, complete the following steps:

1. Prepare the [computer for disassembly](#).
2. Remove the [palmrest cover with touch pad](#).
3. Remove the [keyboard](#).
4. Remove the [heatspreader](#).
5. Remove two screws securing modem and pull the modem off the connector on the system board.

[Next Step](#)

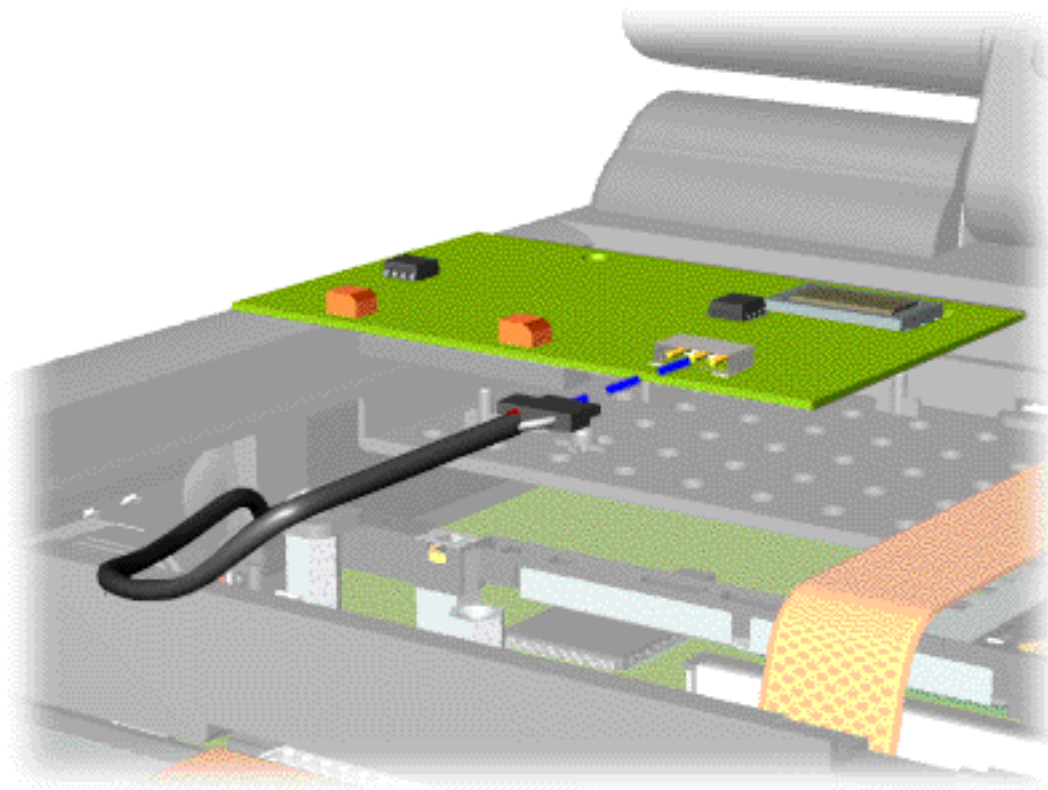
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6. Disconnect the modem cable from the modem.

To replace the modem, reverse the previous procedures.

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## Removing the Display Panel Assembly

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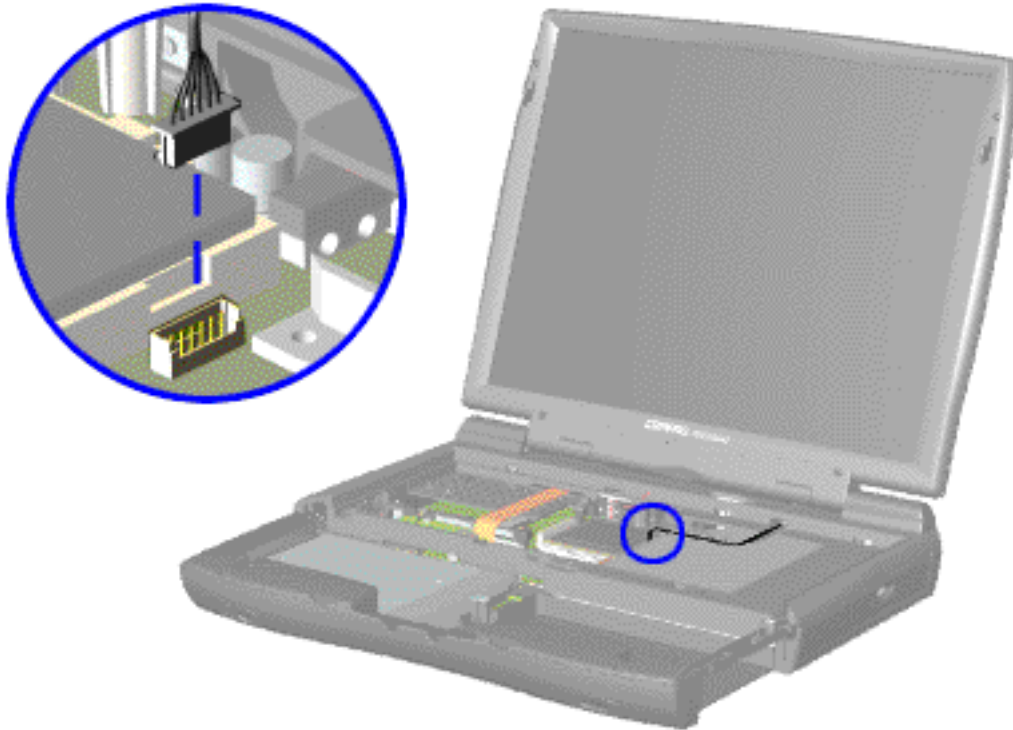
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To remove the display panel assembly, complete the following steps:

1. [Prepare the computer for disassembly.](#)

2. Remove the [palmrest cover with touch pad.](#)

3. Remove the [keyboard.](#)

4. Remove the [heatspreader.](#)

5. Remove the [modem.](#)

6. Disconnect the backlight cable attached to the display panel assembly from the connector on the system board.

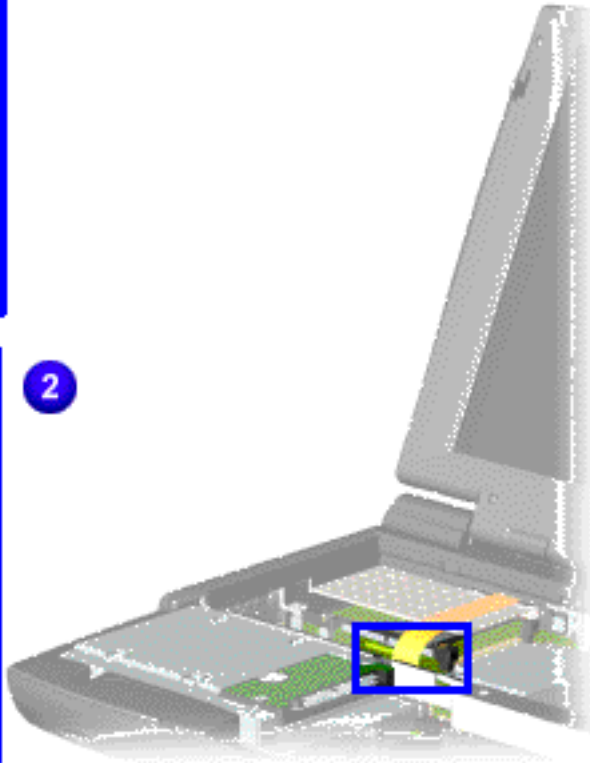
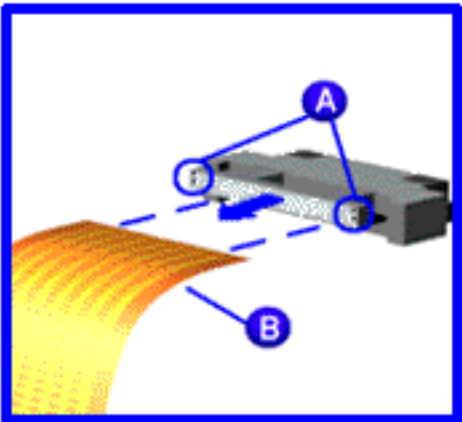
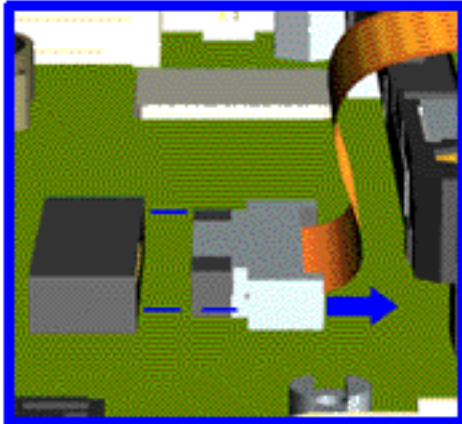
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7. Disconnect the flex data cable attached to the display panel assembly from the Low Voltage Differential Signal (LVDS) connector the on the system board.

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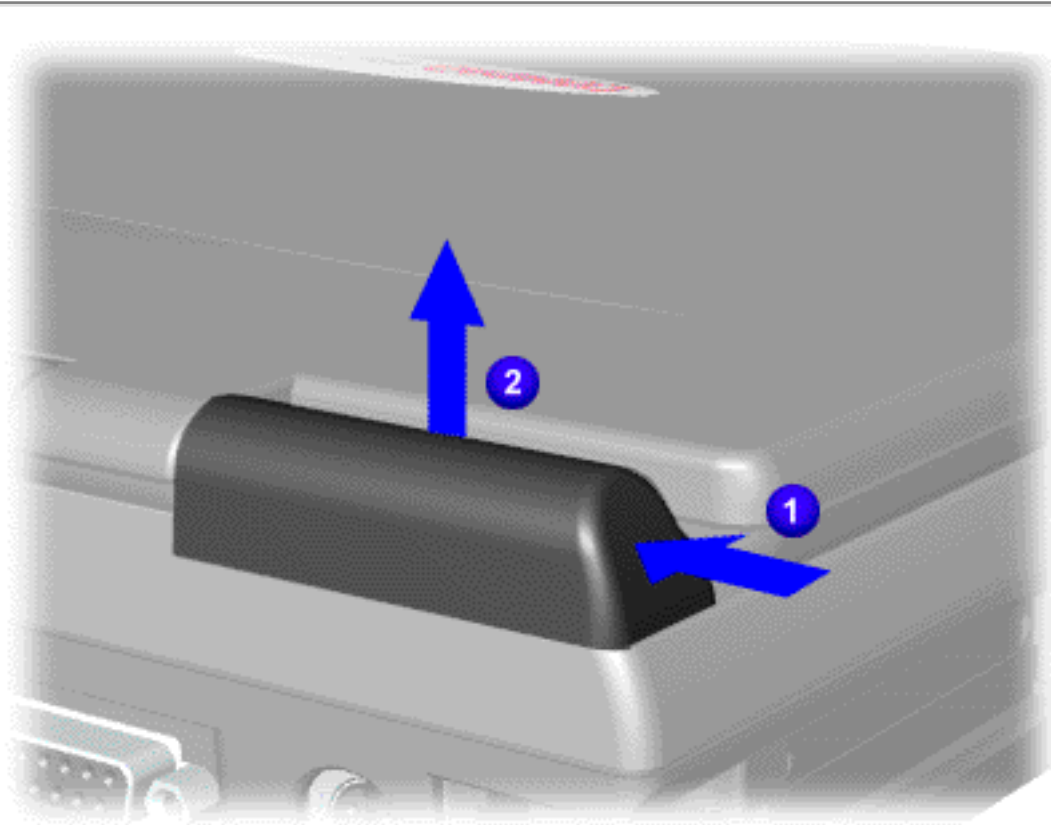


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8. Close the display panel assembly and **1** push back on top of the hinge covers and **2** lift up from the bottom edge of the hinge covers to remove the covers off the chassis.

### **IMPORTANT:**

Carefully remove the display panel assembly hinge covers.

[Next Step](#)



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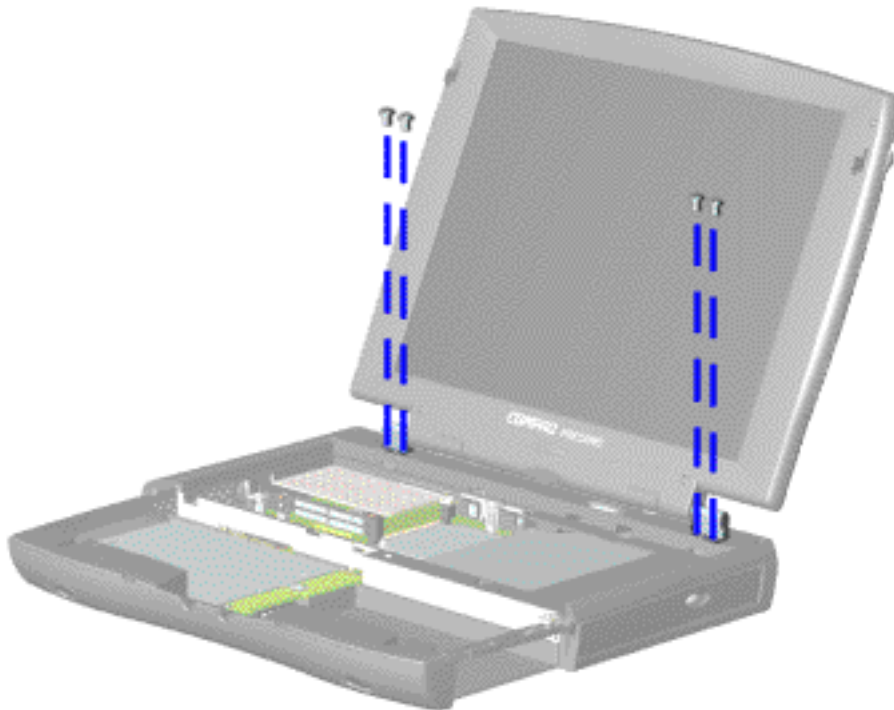
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9. Support the back of the display panel assembly and remove two screws from each of the display panel hinges.

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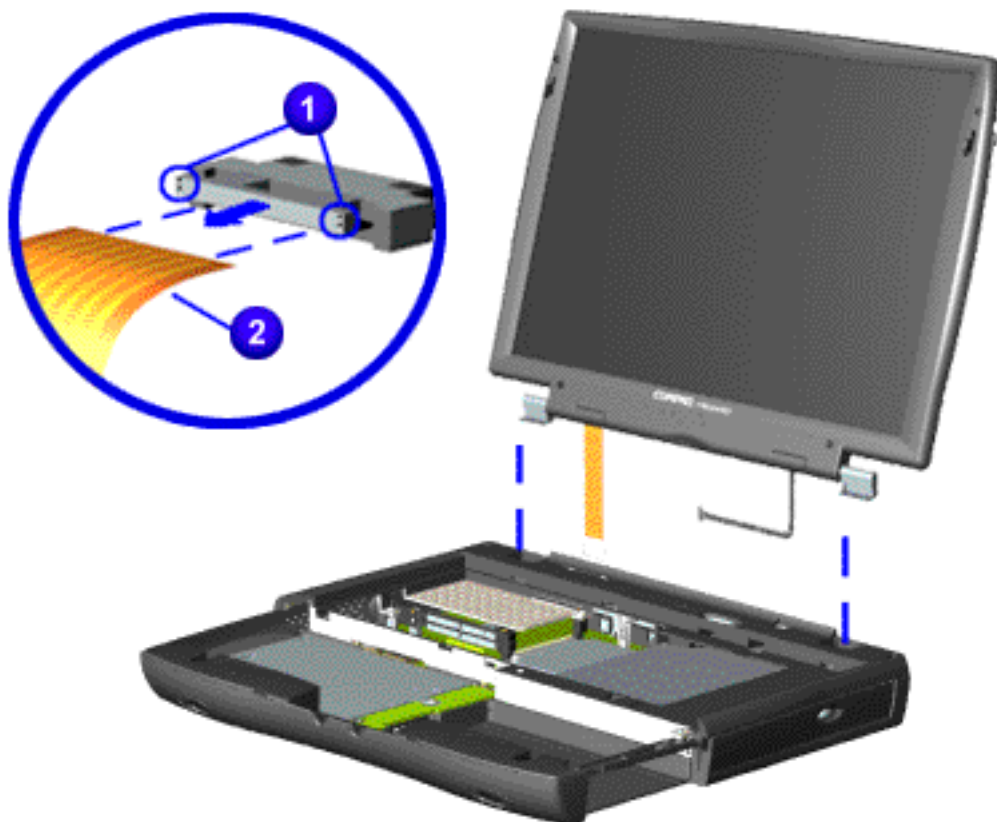


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10. Remove the **1** connector on the end of the display flex **2** data cable.

### IMPORTANT:

Compaq recommends replacing the LVDS interface connector on the display flex data cable after removing.



**CAUTION:** The connector on the end of the flex cable must be removed before the cable can be routed through the slot on the Upper CPU cover.

11. Gently pull the flex data cable and backlight cable attached to the display panel assembly through the slot on the Upper CPU cover and remove the display panel assembly with flex data and backlight cable attached.

### NOTE:

When removing the display panel assembly, observe the display panel assembly flex cable routing and position.

To replace the display panel assembly, reverse the previous procedures.

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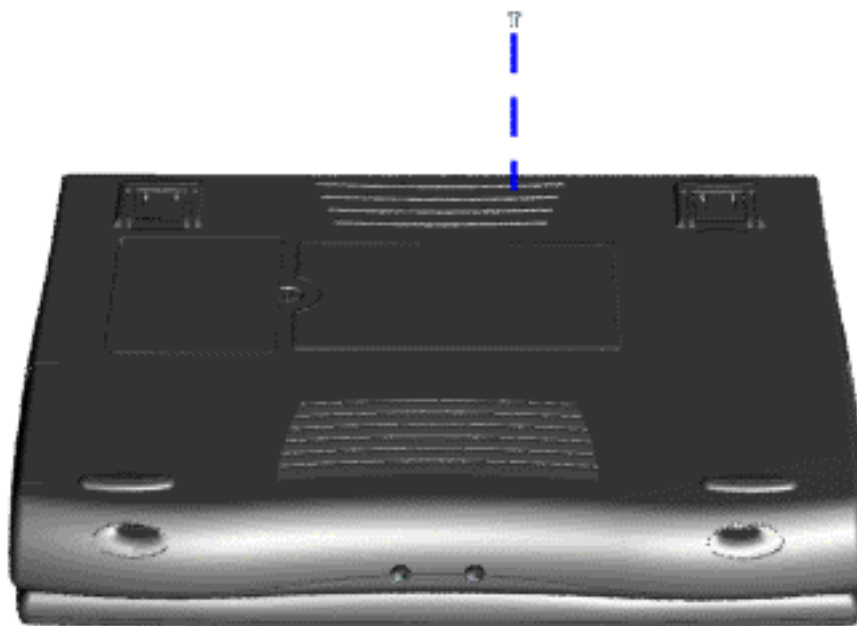
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To remove the Upper CPU cover complete the following steps:

1. Prepare the [computer for disassembly](#).

2. Remove the [palmrest cover with touch pad](#).

3. Remove the [keyboard](#).

4. Remove the [heatspreader](#).

5. Remove the [hard drive](#).

6. Remove the [display panel assembly](#).

7. Remove the screw located under the bottom of the unit (rear) which secures the Upper CPU cover to the chassis.

[Next Step](#)

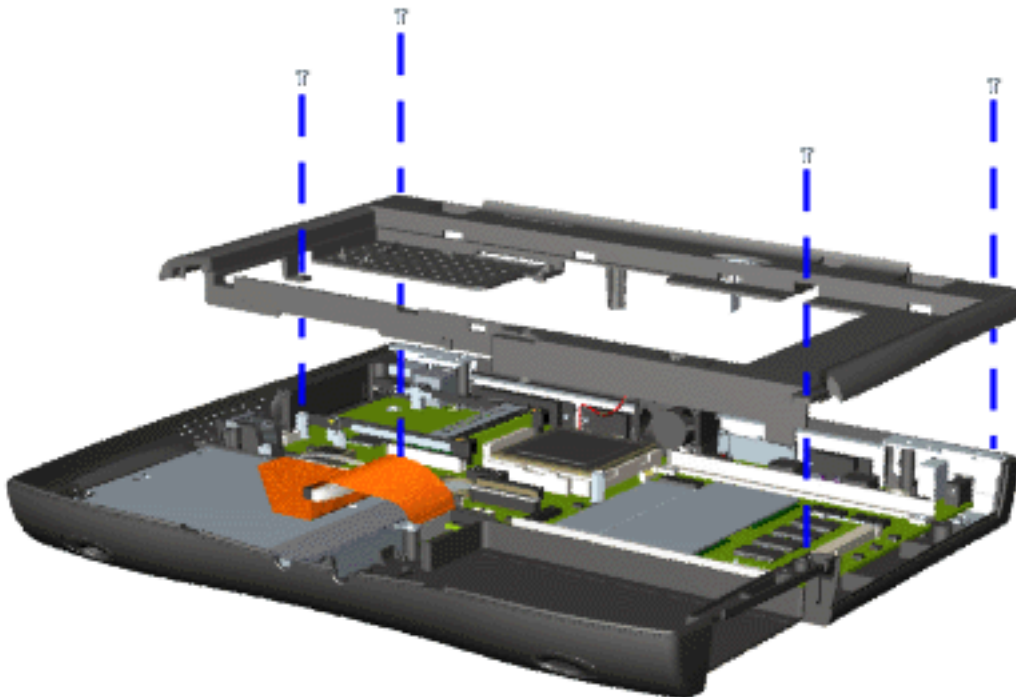
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8. Remove four screws located on the top of the Upper CPU cover.

9. Lift the Upper CPU cover off the snaps on the chassis which will disconnect the power switch from the connector on the system board.

To replace the Upper CPU cover, reverse the previous procedures.

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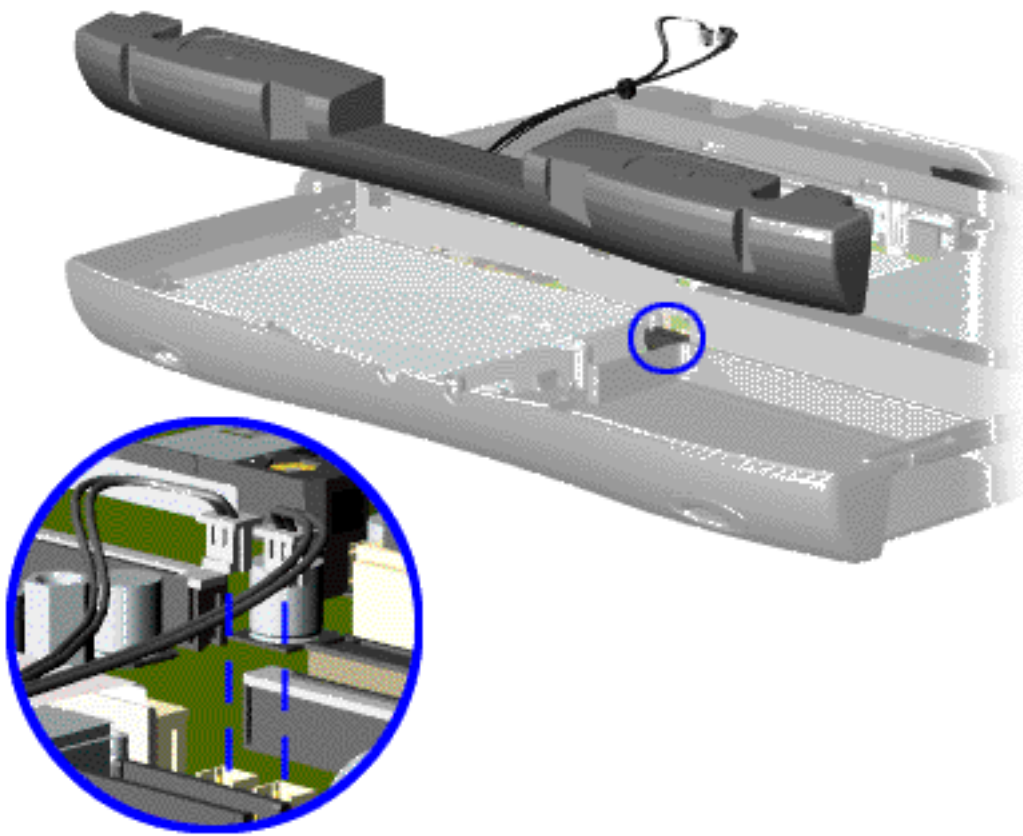
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## Removing the Speaker Assembly



To remove the speaker assembly, complete the following steps:

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2. Remove the [palmrest cover with touch pad](#).

3. Remove the [keyboard](#).

4. Remove the [heatspreader](#).

5. Remove the [hard drive](#).

6. Remove the [display panel assembly](#).

7. Remove the [Upper CPU cover](#).

8. Remove the [charger board](#).

9. Disconnect the speaker cables from the system board and remove the speaker assembly from the chassis.

To replace the speaker assembly, reverse the previous procedures.

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## Removing the Diskette Drive

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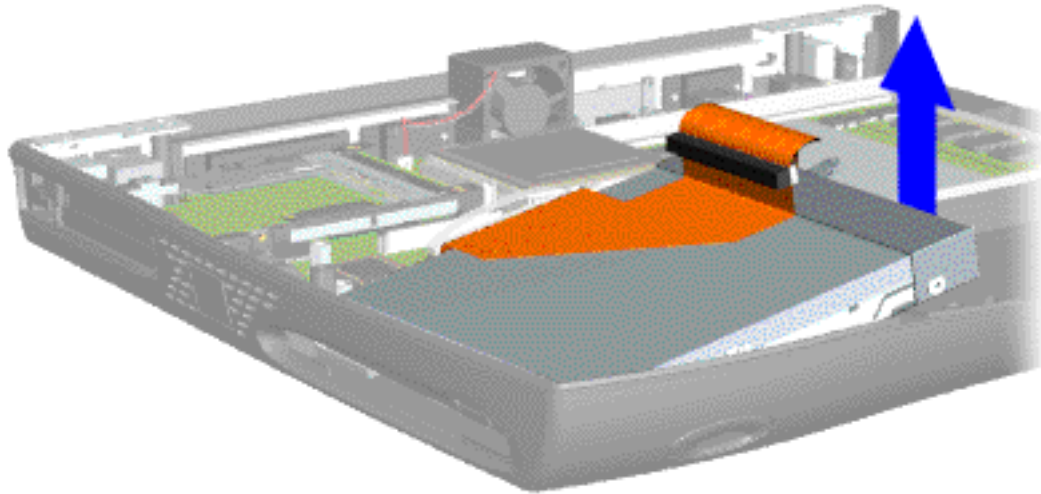
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To remove the diskette drive, complete the following steps:

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2. [Remove the palmrest cover with touch pad.](#)
3. [Remove the keyboard.](#)
4. [Remove the heatspreader.](#)
5. [Remove the hard drive.](#)
6. [Remove the display panel assembly.](#)
7. [Remove the Upper CPU cover.](#)
8. [Remove the screw from the diskette drive and lift up the diskette drive.](#)
9. [Disconnect the diskette drive data cable from the system board.](#)

To replace the diskette drive, reverse the previous procedures.

#### NOTE:

Ensure the diskette drive eject lever is properly inserted in the chassis slot, when replacing the diskette drive.



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## Removing the Fan Assembly

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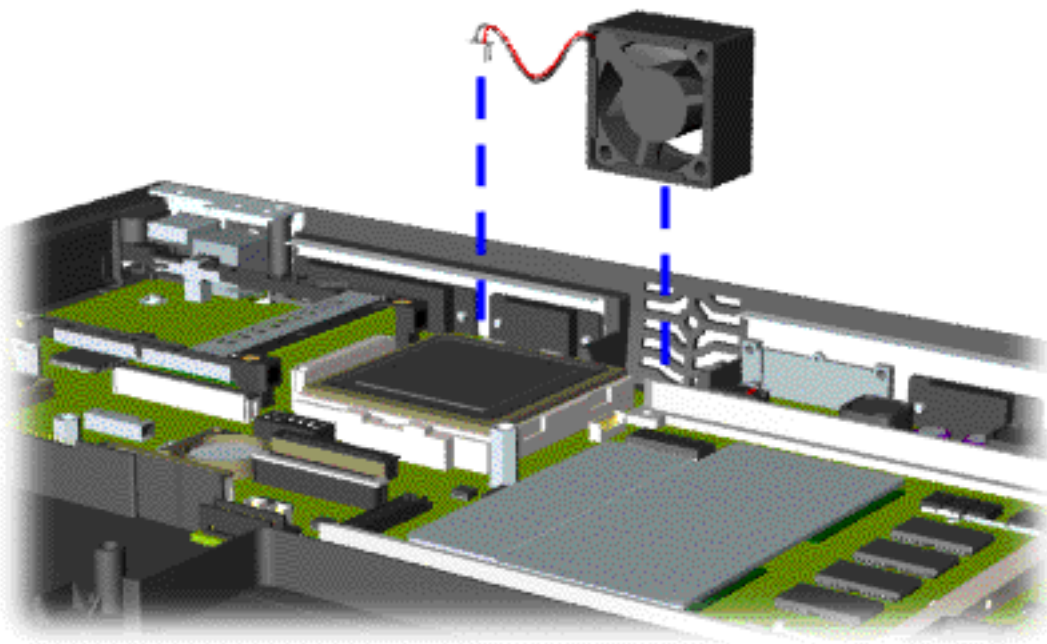
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To remove the fan assembly, complete the following steps:

1. Prepare the [computer for disassembly](#).
2. Remove the [palmrest cover with touch pad](#).
3. Remove the [keyboard](#).
4. Remove the [heatspreader](#).
5. Remove the [display panel assembly](#).
6. Remove the [hard drive](#).
7. Remove the [Upper CPU cover](#).
8. Lift the fan assembly from the chassis slot and disconnect the fan cable from the connector on the system board.

[Next Step](#)

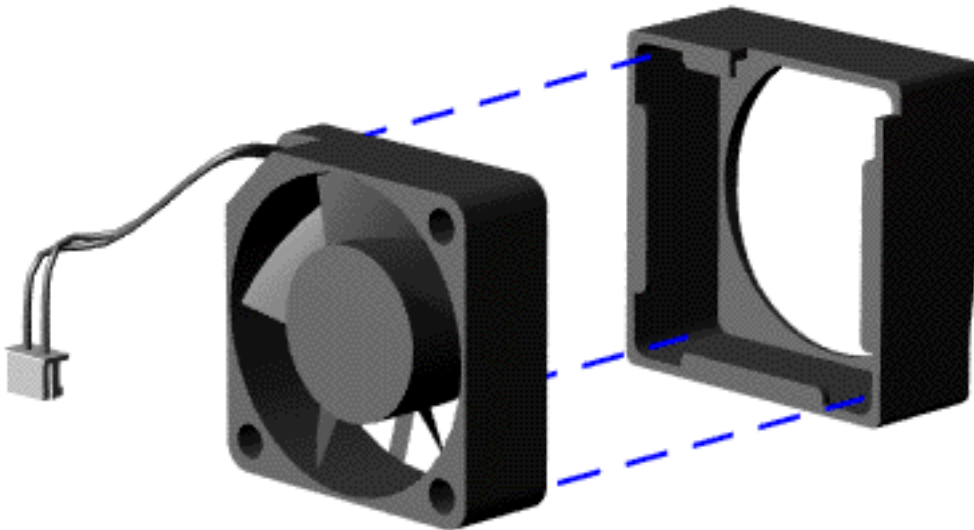
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To remove the fan gasket, complete the following step:

Pull the gasket from the fan.

**IMPORTANT:** When replacing the fan assembly ensure the arrow (located on the top of the fan gasket) is pointing inward.

To replace the fan assembly and gasket, reverse the previous procedures.

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## Removing the System Board

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### Palmrest Cover with Touch Pad

### Keyboard

### Heatspreader

### Processor

### Hard Drive

### DVD or CD Drive

### Battery Charger Board

### Modem

### Display Panel Assembly

### Upper CPU Cover

### Speaker Assembly

### Diskette Drive

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### Dip Switch Settings

### Memory Module

To remove the system board, complete the following steps:

1. Prepare the [computer for disassembly](#).
2. Remove the [palmrest cover with touch pad](#).
3. Remove the [keyboard](#).
4. Remove the [heatspreader](#).
5. Remove the [processor](#).
6. Remove the [modem](#).
7. Remove the [hard drive](#).
8. Remove the [display panel assembly](#).
9. Remove the [Upper CPU Cover](#).
10. Remove the [battery charger board](#).
11. Remove the [diskette drive](#).
12. Remove the [CD or DVD drive](#).
13. Remove the [fan assembly](#).

**IMPORTANT:** When replacing the system board remove the memory module on the system board.

14. Disconnect the [speaker assembly](#) cables.

[Next Step](#)

# Maintenance & Service Guide

## Presario Series

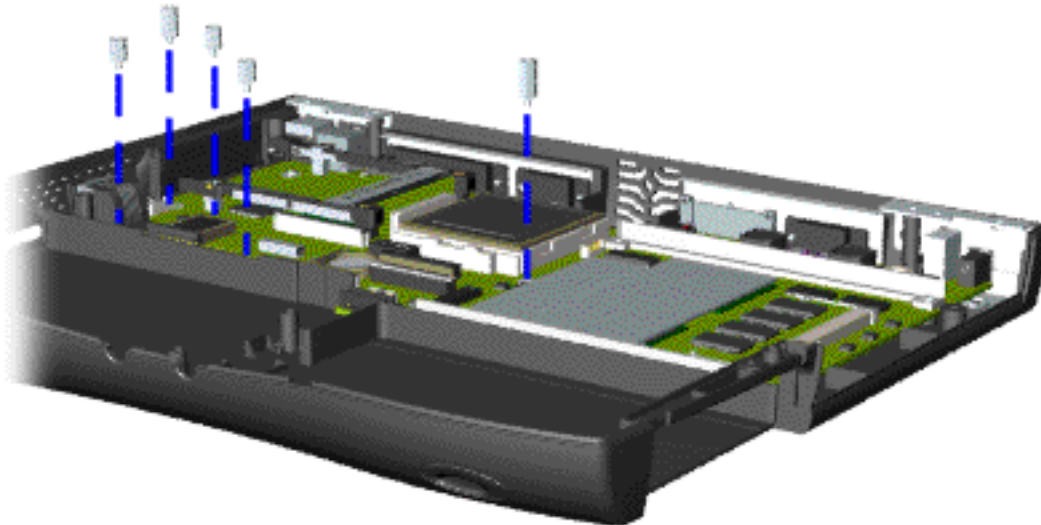
Models : 1270, 1670, and 1675

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15. Remove five standoffs from the system board.

[Next Step](#)



# Maintenance & Service Guide

## Presario Series

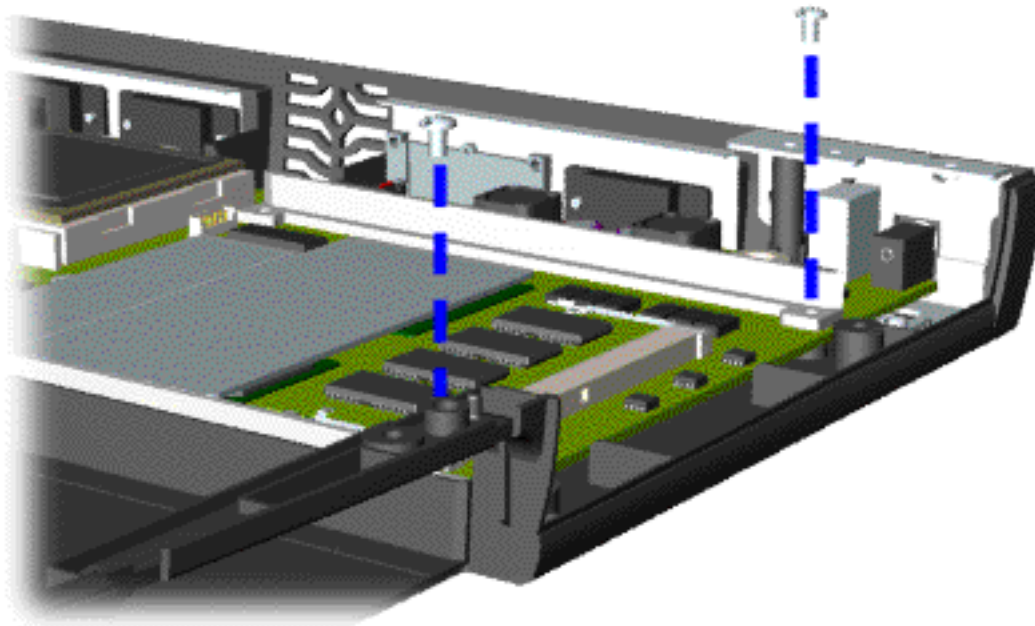
Models : 1270, 1670, and 1675

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16. Remove two screws from the DVD or CD Drive mounting rails and remove the mounting rails from the system board.

[Next Step](#)





# Maintenance & Service Guide

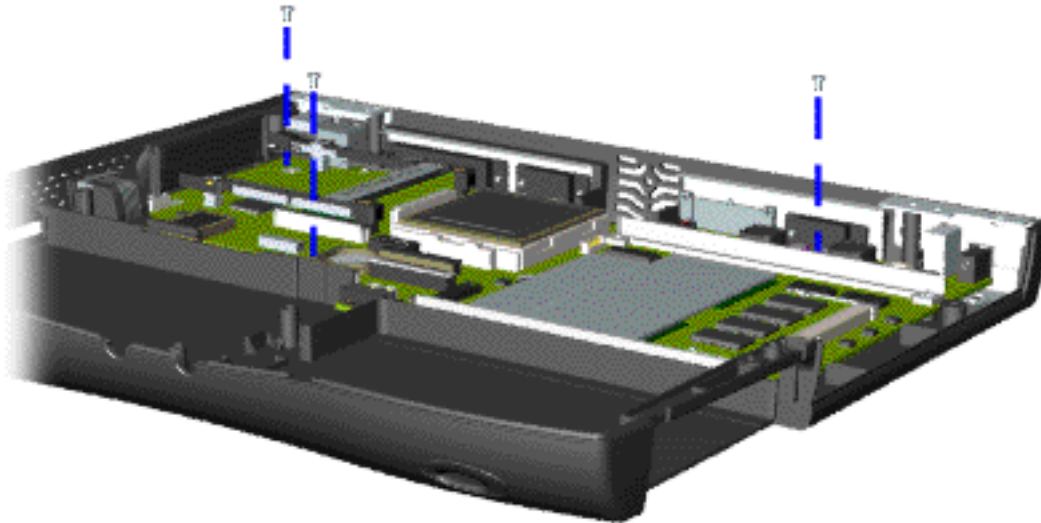
## Presario Series

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17. Remove three screws from the system board.



### **IMPORTANT:**

The [Ethernet Connector Plug](#) must be removed before removing the system board. After removing the screws and standoffs from the system board, remove the Ethernet Connector Plug (located on the left side of the base enclosure) by pushing it out from the inside of the chassis.

[Next Step](#)

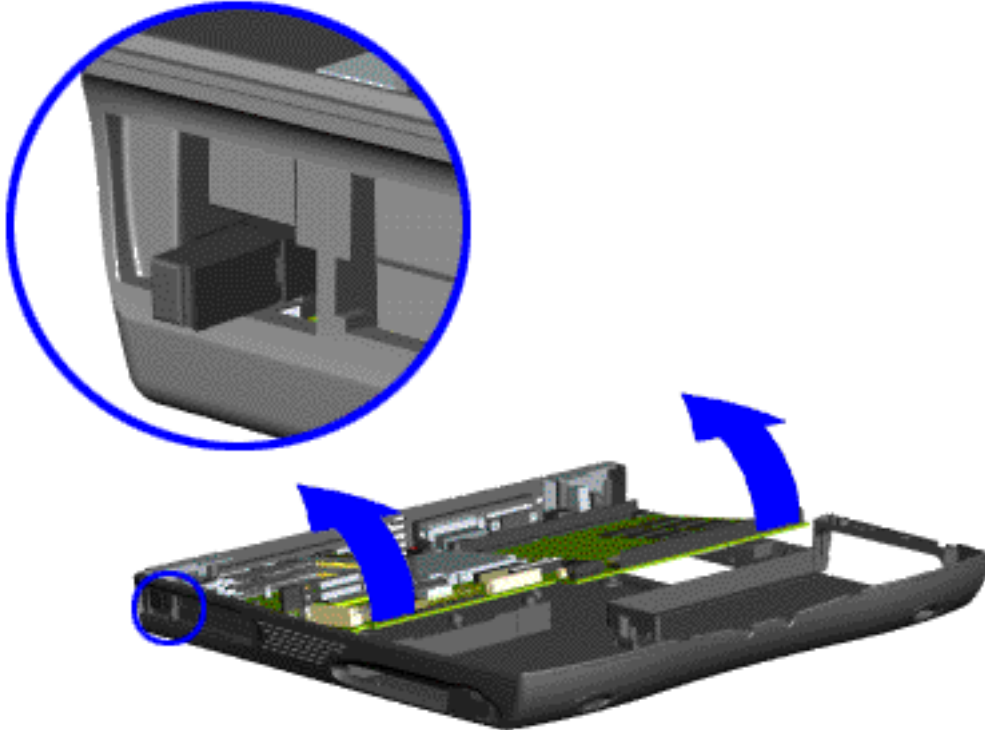
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## Presario Series

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18. Pull the PCMCIA eject lever out (straight), lift up the right side of the system board and pull forward to remove the system board from the chassis.

To replace the system board, reverse the previous procedures.

**IMPORTANT:** Remove all cables from the system board.

[Dip Switch System Board Settings](#)

[Return to Removal & Replacement Procedures](#)

# Maintenance & Service Guide

## Presario Series

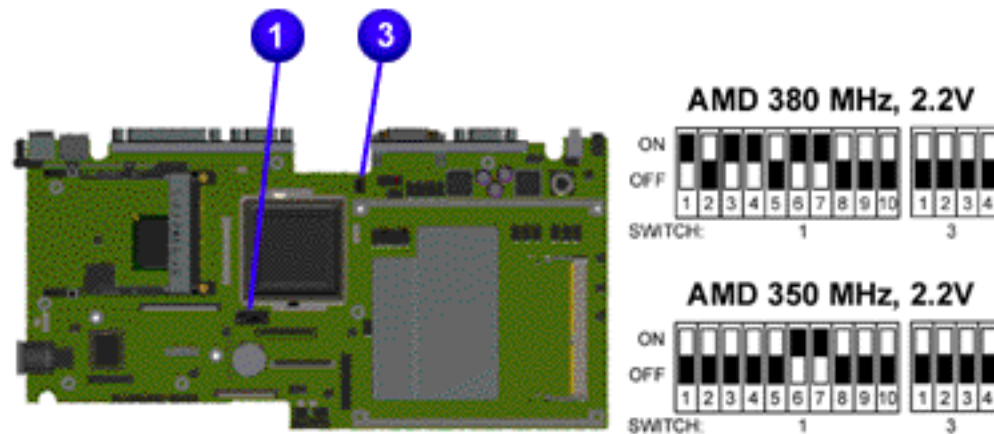
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### For Models: 1670 and 1675



**CAUTION:** Only change settings 1-5 on SW1 <sup>1</sup>. Settings 6-10 vary by model and should not be changed when replacing the system board. Ensure the dip switch voltage settings (SW1 <sup>1</sup> and SW3 <sup>3</sup>) on the system board are correct for the computer model and processor voltage marked on the processor chip. If the system board dip switch voltage settings are not correct, damage may occur to the computer and/or system board.



**NOTE:** The black area on the dip switch indicates the position of the switch.

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# Maintenance & Service Guide

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## Removing the Memory Module

### [Disassembly Sequence](#)

### [Electrostatic Discharge](#)

### [Service Considerations](#)

### [Cables and Connectors](#)

### [Preparing the Computer for Disassembly](#)

### [Battery Pack](#)

### [Palmrest Cover with Touch Pad](#)

### [Keyboard](#)

### [Heatspreader](#)

### [Processor](#)

### [Hard Drive](#)

### [DVD or CD Drive](#)

### [Battery Charger Board](#)

### [Modem](#)

### [Display Panel Assembly](#)

### [Upper CPU Cover](#)

### [Speaker Assembly](#)

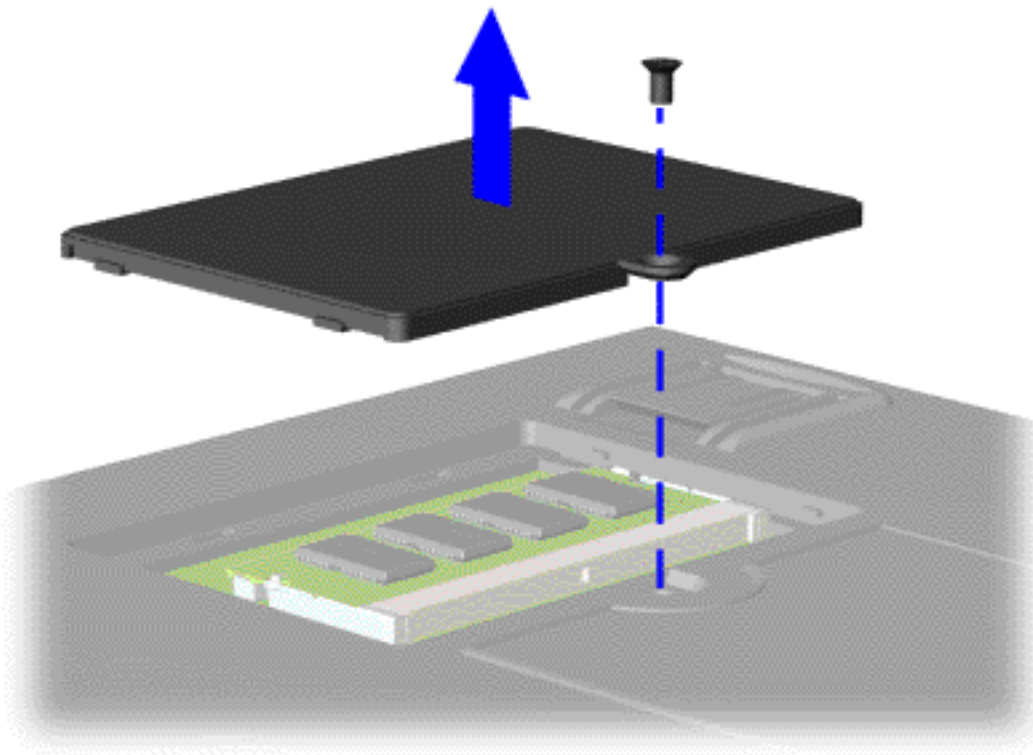
### [Diskette Drive](#)

### [Fan Assembly](#)

### [System Board](#)

### [Dip Switch Settings](#)

### [Memory Module](#)



To remove the memory module, complete the following steps:

1. Prepare the [computer for disassembly](#).

2. Close the computer and turn the computer upside down.

3. Remove the screw from the memory module door, and slide the memory module door to the right.

[Next Step](#)

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4. Pull side levers to release the memory module and unplug the memory module from the system board.

To replace the memory module, reverse the previous procedures.

[Return to Removal & Replacement Procedures](#)

