

maintenance & service guide

Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

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Assignments

Battery
Operations

Troubleshooting

Removal
Sequence

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Welcome to the Maintenance & Service Guide (MSG)



Welcome to the *Maintenance and Service Guide* (MSG) for Compaq Presario 1700XL Series Portable Notebooks. This online guide is designed to serve the needs of technicians whose job is to repair Compaq products.

For copyright and trademark information, refer to the [Notice](#) section of this MSG. To locate your unit's serial number, to see symbol conventions, or to view technician's notes, see the [Preface](#). This MSG is updated online as needed.

For comments or questions about the contents of this MSG, [contact Compaq](#).

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

For help on navigating in this guide, refer to [Using this Guide](#).

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Using this Guide

To use this guide effectively, refer to the list of bookmarks at the left of the screen. These bookmarks help you navigate through the document quickly and easily. They are accessible from anywhere in the *Maintenance and Service Guide* (MSG).

Viewing a Chapter

Click one of the bookmarks or one of the color-coded bubbles on the [Welcome page](#) to view a chapter of this MSG.

Expanding & Hiding Topics

Click the **+** to expand or show the contents of a section, or click the **-** to hide the contents.

Opening another Chapter

Return to the [Welcome page](#) by clicking the bookmark, **1700 Series Maintenance and Service Guide**, and then click the bookmark or color-coded bubble for another chapter.

Printing the MSG

For portable copies of this MSG, you can print single pages, multiple pages, or the entire guide. In the Acrobat Reader, click **File**, and then **Print...** for printing options.

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Before You Begin

Notice

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

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Maintenance and Service Guide

Compaq Presario 1700 Series Notebook Computer

First Edition (June 2000) Compaq Computer Corporation

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Presario 1700 Series

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Preface

This *Maintenance and Service Guide* is a troubleshooting reference that is used as a guide when servicing the Compaq Presario 1700 Series Notebook Computers.

Compaq Computer Corporation reserves the right to make changes to the Compaq Presario 1700 Series Notebooks 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 the 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 the directions in the caution could result in damage to equipment or loss of data.

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

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

Technician Notes



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

Serial Number

When requesting information or ordering spare parts, you should provide the Notebook serial number to Compaq. The [serial number location](#) is underneath the Notebook.

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Locating Additional Information

The following documentation is available to support this product:

- Compaq Presario 1700XL Series Notebook Computer documentation set
- Introducing Windows 98 Guide
- Introducing Windows 2000 Guide
- Service Training Guides
- Compaq Service Advisories and Bulletins
- Compaq QuickFind
- Compaq Service Quick Reference Guide

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Product Description

This chapter describes the features of each of the Presario 1700XL Series Notebooks. It also provides illustrations of the exterior components of these units.



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Models and Features

Compaq Presario 1700 Series Portable Notebook Computer Models					
	XL260	XL261	XL262	XL264	XL265
Display	13.3 in.	13.3 in. & 14.1 in.	14.1 in.	13.3 in.	14.1 in.
Processor	PIII/500(256)	PIII/500(256) & PIII/650(256)	PIII/600(256)	PIII/500(256)	PIII/600(256)
Hard Drive	6.0	6.0 & 12.0	6.0	6.0	6.0
CD or DVD Drive	DVD	DVD	DVD	24X	DVD
Diskette Drive	1.44 Std. Diskette	1.44 Std. Diskette	1.44 Std. Diskette	1.44 Std. Diskette	1.44 Std. Diskette
Modem	56K Mini PCI d/f 1*	56K Mini PCI d/f 2 & 3* & 56K Mini PCI Modem/NIC combo d/f 1*	56K Mini PCI d/f 1*	56K Mini PCI d/f 2 & 3*	56K Mini PCI d/f 1*
Networking	None	None	None	None	None
Battery	3.2 Li-ion	3.2 Li-ion	3.2 Li-ion	3.2 Li-ion	3.2 Li-ion
System Memory	64 MB	64 & 96 MB	64 MB	64 MB	64 MB

** Modem Legend*

56K Mini PCI d/f 1 = Bear/Grizzly Modem/NIC Combo = All NA, CKK, LA

56K Mini PCI d/f 2 = Seminole = All EMEA/APD

56K Mini PCI d/f 3 = Seminole 2 = All AUS/NZ

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Compaq Presario 1700 Series Portable Notebook Computer Models (*Continued*)

	XL266	XL274	XL275
Display	13.3 in.	14.1 in.	14.1 in.
Processor	PIII/500(256)	PIII/600(256)	PIII/650(256)
Hard Drive	6.0	12.0	6.0
CD or DVD Drive	24X	24X	DVD
Diskette Drive	1.44 Std. Diskette	1.44 Std. Diskette	1.44 Std. Diskette
Modem	56K Mini PCI d/f 1*	56K Mini PCI d/f 1*	56K Mini PCI d/f 2 & 3* & 56K Mini PCI Modem/ NIC combo d/f 1*10/100 MBIT Ethernet NIC
Networking	None	None	None
Battery	3.2 Li-ion	3.2 Li-ion	3.2 Li-ion
System Memory	64 MB	128 MB	128 MB

** Modem Legend*

56K Mini PCI d/f 1 = Bear/Grizzly Modem/NIC Combo = All NA, CKK, LA

56K Mini PCI d/f 2 = Seminole = All EMEA/APD

56K Mini PCI d/f 3 = Seminole 2 = All AUS/NZ

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Compaq Presario 1700 Series Portable Notebook Computer Models (*Continued*)

	XL360	XL361	XL362
Display	14.1 in.	13.3 in.	14.1 in.
Processor	PIII/600 (256)	PIII/700 (256)	PIII/700 (256)
Hard Drive	10.0 GB	15.0 GB	15.0 GB
CD or DVD Drive	DVD	8X DVD	8X DVD
Diskette Drive	1.44 Std. Diskette	1.44 Std. Diskette	1.44 Std. Diskette
Modem	56K Mini PCI d/f 4** iNIC	56K Mini PCI d/f 4 & 5** iNIC	56K Mini PCI d/f 4** iNIC
Networking	None	None	None
Battery	3.2 Li-ion	3.2 Li-ion	3.2 Li-ion
System Memory	64 MB	64 MB	128 MB

* *Modem and NIC Legend*

56K Mini PCI v.90 d/f - 1 = Bear = US, CA, CKK, APD, LA

56K Mini PCI v.90 d/f - 2 = Seminole1 = CTR21, EMEA

56K Mini PCI v.90 d/f - 3 = Seminole2 = AUS/NZ

** *Modem/NIC Combo Legend*

56K Mini v.90/NIC - 4 = Grizzly = US, CA, CKK, LA, APD Eng, Korea, Taiwan

56K Mini v.90/NIC - 5 = Yogi = CTR21, EMEA, AUS/NZ, PRC

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Compaq Presario 1700 Series Portable Notebook Computer Models (*Continued*)

	XL363	XL364	XL365	XL366
Display	13.3 in.	13.3 in. & 14.1 in.	14.1 in.	13.3 in.
Processor	PIII/650 (256)	PIII/650 (256) PIII/750 (256)	PIII/700 (256)	PIII/600 (256)
Hard Drive	15.0 GB	10.0 GB & 20 GB	15.0 GB	10.0 GB
CD or DVD Drive	24X	24X or CDRW or DVD	DVD	24X
Diskette Drive	1.44 Std. Diskette	1.44 Std. Diskette	1.44 Std. Diskette	1.44 Std. Diskette
Modem	56K Mini PCI d/f 5** iNIC	56K Mini PCI d/f 4 & 5** iNIC	56K Mini PCI d/f 4** iNIC	56K Mini PCI d/f 4** iNIC
Networking	None	None	None	None
Battery	3.2 Li-ion	3.2 Li-ion	3.2 Li-ion	3.2 Li-ion
System Memory	64 MB	64 MB & 128 MB	128 MB	64 MB

* *Modem and NIC Legend*

56K Mini PCI v.90 d/f - 1 = Bear = US, CA, CKK, APD, LA

56K Mini PCI v.90 d/f - 2 = Seminole1 = CTR21, EMEA

56K Mini PCI v.90 d/f - 3 = Seminole2 = AUS/NZ

** *Modem/NIC Combo Legend*

56K Mini v.90/NIC - 4 = Grizzly = US, CA, CKK, LA, APD Eng, Korea, Taiwan

56K Mini v.90/NIC - 5 = Yogi = CTR21, EMEA, AUS/NZ, PRC

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Compaq Presario 1700 Series Portable Notebook Computer Models (Continued)

	XL367	XL368	XL369
Display	14.1 in.	14.1 in.	13.3 in.
Processor	Cel/600 (128)	PIII/600 (256)	Cel/650 (128)
Hard Drive	15.0 GB	15.0 GB	10.0 GB
CD or DVD Drive	24X	8X DVD	CD-RW
Diskette Drive	1.44 Std. Diskette	1.44 Std. Diskette	1.44 Std. Diskette
Modem	56K Mini PCI d/f 1*	56K Mini PCI d/f 1*	56K Mini PCI d/f 5** iNIC
Networking	None	None	None
Battery	3.2 Li-ion	3.2 Li-ion	3.2 Li-ion
System Memory	64 MB	64 MB	64 MB

** Modem and NIC Legend*

56K Mini PCI v.90 d/f - 1 = Bear = US, CA, CKK, APD, LA

56K Mini PCI v.90 d/f - 2 = Seminole1 = CTR21, EMEA

56K Mini PCI v.90 d/f - 3 = Seminole2 = AUS/NZ

*** Modem/NIC Combo Legend*

56K Mini v.90/NIC - 4 = Grizzly = US, CA, CKK, LA, APD Eng, Korea, Taiwan

56K Mini v.90/NIC - 5 = Yogi = CTR21, EMEA, AUS/NZ, PRC

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Compaq Presario 1700 Series Portable Notebook Computer Models (Continued)

	XL370	XL371	XL372
Display	14.1 in.	14.1 in.	13.3 in.
Processor	PIII/650 (256)	PIII/750 (256)	PIII/650 (256)
Hard Drive	10.0 GB	20.0 GB	10.0 GB
CD or DVD Drive	8X DVD	8X DVD	CD-RW
Diskette Drive	1.44 Std. Diskette	1.44 Std. Diskette	1.44 Std. Diskette
Modem	56K Mini PCI d/f 5** iNIC	56K Mini PCI d/f 4** iNIC	56K Mini PCI d/f 5** iNIC
Networking	None	None	None
Battery	3.2 Li-ion	3.2 Li-ion	3.2 Li-ion
System Memory	128 MB & 64 MB	128 MB	64 MB

** Modem and NIC Legend*

56K Mini PCI v.90 d/f - 1 = Bear = US, CA, CKK, APD, LA

56K Mini PCI v.90 d/f - 2 = Seminole1 = CTR21, EMEA

56K Mini PCI v.90 d/f - 3 = Seminole2 = AUS/NZ

*** Modem/NIC Combo Legend*

56K Mini v.90/NIC - 4 = Grizzly = US, CA, CKK, LA, APD Eng, Korea, Taiwan

56K Mini v.90/NIC - 5 = Yogi = CTR21, EMEA, AUS/NZ, PRC

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Compaq Presario 1700 Series Portable Notebook Computer Models (*Continued*)

	XL373	XL374	XL375
Display	14.1 in.	14.1 in.	14.1 in.
Processor	PIII/750 (256)	PIII/700 (256)	PIII/750 (256)
Hard Drive	20.0 GB	15.0 GB	20.0 GB
CD or DVD Drive	DVD	8X DVD	8X DVD
Diskette Drive	1.44 Std. Diskette	1.44 Std. Diskette	1.44 Std. Diskette
Modem	56K Mini PCI d/f 4** iNIC	56K Mini PCI d/f 4** iNIC	56K Mini PCI d/f 4** iNIC
Networking	None	None	None
Battery	3.2 Li-ion	3.2 Li-ion	3.2 Li-ion
System Memory	64 MB	128 MB	128 MB

* *Modem and NIC Legend*

56K Mini PCI v.90 d/f - 1 = Bear = US, CA, CKK, APD, LA

56K Mini PCI v.90 d/f - 2 = Seminole1 = CTR21, EMEA

56K Mini PCI v.90 d/f - 3 = Seminole2 = AUS/NZ

** *Modem/NIC Combo Legend*

56K Mini v.90/NIC - 4 = Grizzly = US, CA, CKK, LA, APD Eng, Korea, Taiwan

56K Mini v.90/NIC - 5 = Yogi = CTR21, EMEA, AUS/NZ, PRC

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Compaq Presario 1700 Series Portable Notebook Computer Models (*Continued*)

	XL376	XL377	XL378	XL378	XL378
Display	14.1 in.	14.1 in.	13.3 in.	14.1 in.	14.1 in.
Processor	PIII/750 (256)	PIII/700 (256)	Cel/700 (128)	PIII/700 (256)	PIII/700 (256)
Hard Drive	20.0 GB	20.0 GB	10.0 GB	10.0 GB	10.0 GB
CD or DVD Drive	CD-RW	8 X DVD	DVD	8X DVD	8X DVD
Diskette Drive	1.44 Std. Diskette	1.44 Std. Diskette	1.44 Std. Diskette	1.44 Std. Diskette	1.44 Std. Diskette
Modem	56K Mini PCI d/f 4 & 5** iNIC	56K Mini PCI d/f 5** iNIC	56K Mini PCI d/f 5** iNIC	56K Mini PCI d/f 5** iNIC	56K Mini PCI d/f 5** iNIC
Networking	None	None	None	None	None
Battery	3.2 Li-ion	3.2 Li-ion	3.2 Li-ion	3.2 Li-ion	3.2 Li-ion
System Memory	128 MB	64 MB	64 MB	128 MB	128 MB

** Modem and NIC Legend*

56K Mini PCI v.90 d/f - 1 = Bear = US, CA, CKK, APD, LA

56K Mini PCI v.90 d/f - 2 = Seminole1 = CTR21, EMEA

56K Mini PCI v.90 d/f - 3 = Seminole2 = AUS/NZ

*** Modem/NIC Combo Legend*

56K Mini v.90/NIC - 4 = Grizzly = US, CA, CKK, LA, APD Eng, Korea, Taiwan

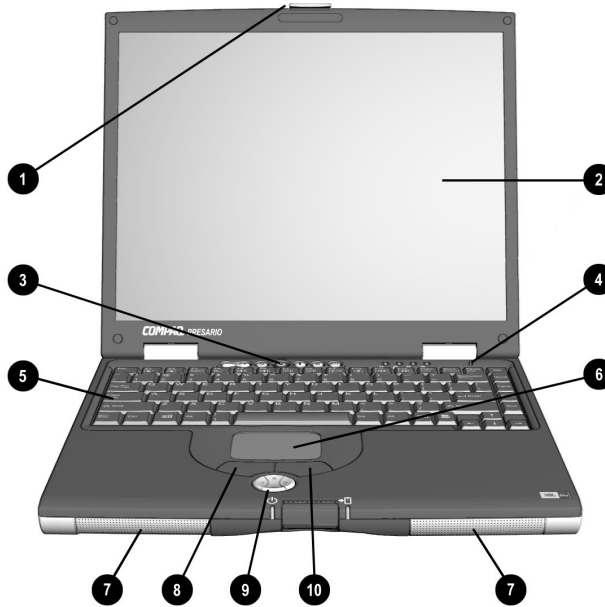
56K Mini v.90/NIC - 5 = Yogi = CTR21, EMEA, AUS/NZ, PRC

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Front of Unit



Description			
①	Display Release Latch	⑥	TouchPad
②	Display	⑦	Speakers
③	Power (On/Off) Button	⑧	Left TouchPad Button
④	Lid Switch	⑨	Scroll Button
⑤	Keyboard	⑩	Right TouchPad Button

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Internet Zone Buttons and Lights



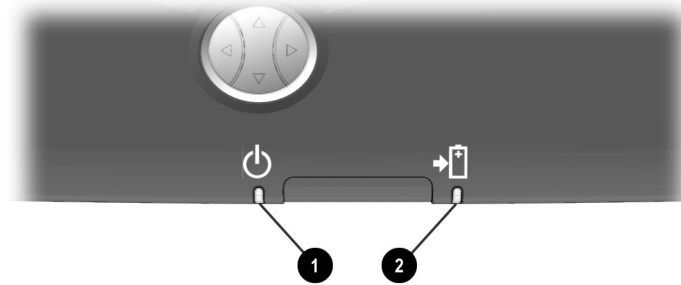
Description	
① Volume Down Button	⑦ Retail Central Button
② Volume Up Button	⑧ AC Adapter Light
③ Digital Audio Button	⑨ Num Lock Light
④ Power Button	⑩ Caps Lock Light
⑤ Instant Internet Access Button	⑪ Scroll Lock Light
⑥ Instant E-Mail Button	

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Front Bezel Components



Description

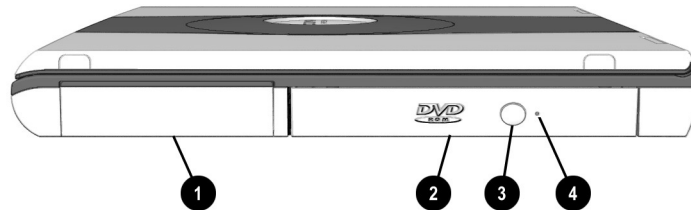
- | | |
|--------------------------|--------------------------|
| ❶ Power (On/Off) Light | ❷ Battery Charge Light |
|--------------------------|--------------------------|

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Right-Side Components with CD, DVD, or CD-RW Installed



Description	
❶	Battery Compartment
❷	Future Bay™ Removable CD, DVD*, or CD-RW* Drive
❸	CD or DVD Eject Button
❹	CD or DVD Manual Eject Hole

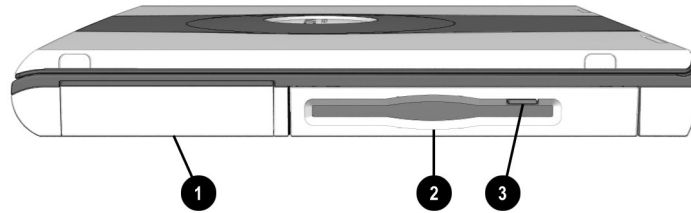
**A DVD or CD-RW is available on select models.*

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Right-Side Components with Diskette or SuperDisk Drive Installed



Description

- ❶ Battery Compartment
- ❷ Future Bay™ Removable Diskette or SuperDisk* Drive
- ❸ Diskette or SuperDisk Eject Button

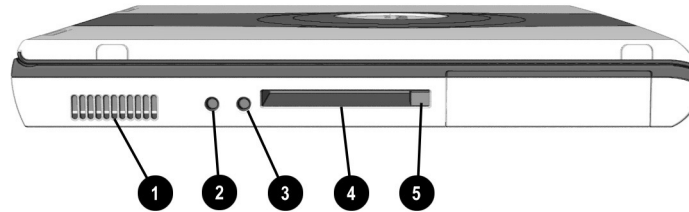
**SuperDisk is available on select models.*

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Left-Side Components



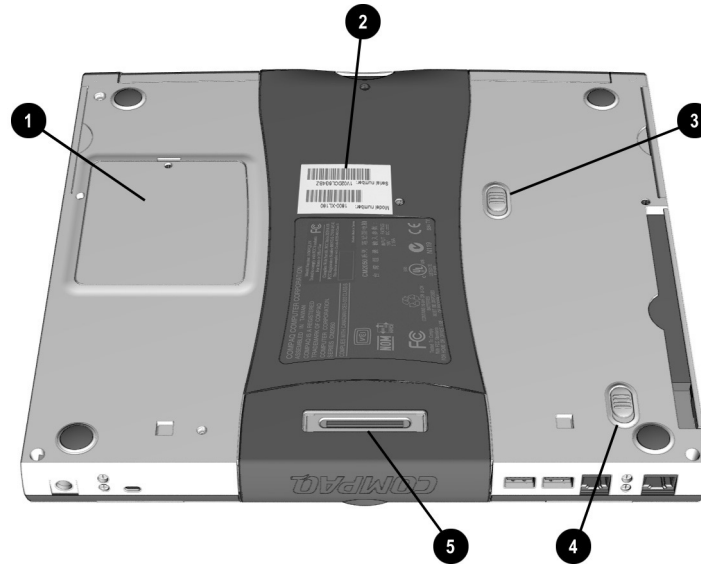
Description	
❶ Air Vent	❷ PC Card Slot (Type I or II)
❸ Microphone Jack	❹ PC Card Eject Button
❹ Headphone Jack	

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Underneath the Unit



Description

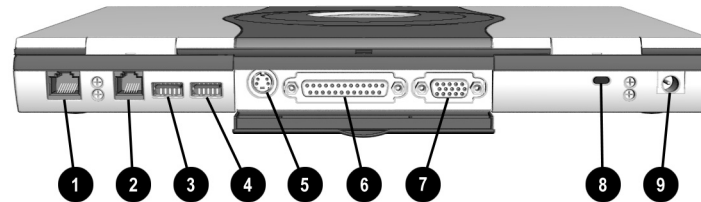
- | | |
|---|---------------------------|
| ❶ | Memory Compartment |
| ❷ | Model and Serial Number |
| ❸ | Battery Release Switch |
| ❹ | FutureBay™ Release Switch |
| ❺ | QuikDock Port |

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Rear Connectors



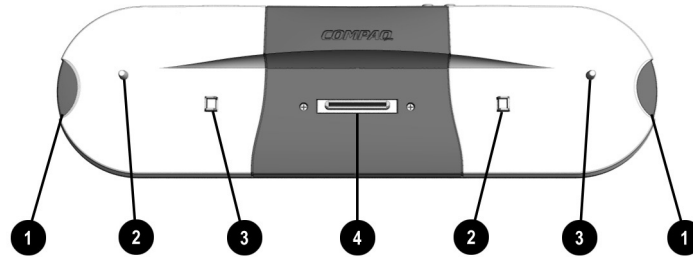
Description	
①	Ethernet Port
②	Modem Port
③	USB Port
④	USB Port
⑤	S-Video Out Port
⑥	Printer/Parallel Port
⑦	External Monitor (VGA) Port
⑧	Security Slot
⑨	AC Adapter

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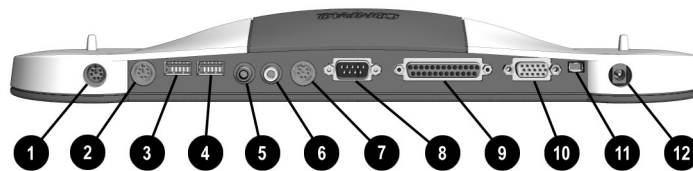
QuikDock Components



Description

- | | |
|---|--------------------|
| ❶ | Release Mechanisms |
| ❷ | Alignment Pins |
| ❸ | QuikDock Latch |
| ❹ | Docking Connector |

QuikDock Connectors



Description

- | | | | |
|---|------------------------|---|--------------------------|
| ❶ | Mouse | ❷ | S-Video |
| ❸ | Keyboard | ❸ | Serial Port |
| ❹ | USB Port | ❹ | Printer |
| ❺ | USB Port | ❺ | Monitor |
| ❻ | AC-3 Digital Audio-Out | ❻ | 1394 (Digital Interface) |
| ❼ | Composite TV-Out | ❼ | AC Adapter |

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Specifications

Physical and Environmental

Computer Specifications		
General Dimensions	U.S.	Metric
(Models with 12.1-in. TFT display)		
Height (with the Notebooks closed)	1.3 in.	33.1 mm
Depth	10.3 in.	261.6 mm
Width	12.0 in.	304.8 mm
(Models with 13.3-in. TFT display)		
Height (with the Notebooks closed)	1.3 in.	33.1 mm
Depth	10.3 in.	261.6 mm
Width	12.0 in.	304.8 mm
(Models with 14.1-in. TFT display)		
Height (with the Notebooks closed)	1.3 in.	33.1 mm
Depth	10.3 in.	261.6 mm
Width	12.0 in.	304.8 mm
Weight		
12.1 TFT (w/weight saver installed in the Future Bay)	5.1 lb	2.2 kg
13.3 TFT (w/weight saver installed in the Future Bay)	5.1 lb	2.2 kg
14.1 TFT (w/weight saver installed in the Future Bay)	5.1 lb	2.2 kg
Stand-Alone (Battery Pack) Power Requirements		
	LiON	
Nominal Operating	17 W @ 14.4 V	
Maximum Average	30 W @ 14.4 V	
Peak Operating	31 W @ 14.4 V	
AC Power Requirements		
Operating Voltage	100-240 V	
Operating Current	0.8/0.4 A RMS	
Operating Frequency	47-63 Hz	
Maximum Transient	Meets IEC 801-4 and IEC801-5 1kV for 50 ns	

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Computer Specifications		
General Dimensions	U.S.	Metric
Temperature		
Operating	50° to 95°F	10° to 35°C
Non-operating	-4° to 140°F	-20° to 60°C
Relative Humidity (noncondensing)		
Operating	10 to 90%	35°C to 90%
Non-operating (tw = 38.7°C max)	5 to 95%	60°C to 95%
Altitude		
Operating	0 to 10,000 ft 0 to 30,000 ft	0 to 3.15 km 0 to 9.14 km
Shock		
Operating	10 G, 11 ms, half sine	
Non-operating	240 G, 2 ms, half sine	
Vibration		
Operating	0.5 G	
Non-operating		
Note: Applicable product safety standards specify thermal limits for plastic surfaces. Compaq Presario 1700 Series Portable Notebooks operate well within this range of temperatures.		

System Interrupts

IRQ	Device(s)
0	System Timer
1	Standard 101/102-Key or Microsoft Natural Keyboard
2	Programmable Interrupt Controller
3	Conexant Modem
4	Communications Port (COM1)
5	ESS 1988 Allegro Audio Controller
6	Standard Floppy Disk Controller
7	Printer Port (LPT1)
8	System CMOS/Real Time Clock
9	Intel 82371AB/EB PCI to USB Universal Host Controller

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IRQ	Device(s)
11	Texas Instruments PCI-1410 CardBus Controller ATI M1 Graphics Controller
12	PS/2 Compatible Mouse Port
13	Numeric Data Processor
14	Intel 82371AB/EB PCI Bus Master IDE Controller
15	Intel 82371AB/EB PCI Bus Master IDE Controller

System DMA

DMA	Device(s)
0	ESS 1988 Audio Controller
1	ESS 1988 Audio Controller
2	Floppy Disk Controller
3	Parallel Port (ECP Mode)
5	Free
6	Free
7	Free

System I/O Address

I/O Address	System Function (Shipping Configuration)
0000 - 000F	Direct Memory Access Controller
0020 - 0021	Programmable Interrupt Controller
0040 - 0043	System Timer
0060 - 0060	Standard 101/102-Key or Microsoft Natural Keyboard
0061 - 0061	System Speaker
0064 - 0064	Standard 101/102-Key or Microsoft Natural Keyboard
0070 - 0071	System CMOS/Real Time Clock
0081 - 008F	Direct Memory Access Controller
00A0 - 00A1	Programmable Interrupt Controller
00C0 - 00DF	Direct Memory Access Controller
00E0 - 00E1	Motherboard Resources

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I/O Address	System Function (Shipping Configuration)
00F0 - 00FF	Numeric Data Processor
0170 - 0177	Intel 82371AB/EB PCI Bus Master IDE Controller
01F0 - 01F7	Intel 82371AB/EB PCI Bus Master IDE Controller
0201 - 0201	Gameport Joystick
0274 - 0277	IO Read Data Port for ISA Plug and Play Enumerator
0376 - 0376	Intel 82371AB/EB PCI Bus Master IDE Controller
0378 - 037F	Printer Port (LPT1)
03B0 - 03BB	ATI M1 Graphics Controller
03C0 - 03DF	ATI M1 Graphics Controller
03F0 - 03F5	Standard Floppy Disk Controller
03F6 - 03F6	Intel 82371AB/EB PCI Bus Master IDE Controller
03F7 - 03F7	Standard Floppy Disk Controller
03F8 - 03FF	Communications Port (COM1)
03D0 - 04D1	Motherboard Resources
0CF8 - 0CFF	PCI Bus
1000 - 103F	Motherboard Resources
1040 - 104F	Motherboard Resources
1050 - 105F	Intel 82371AB/EB PCI Bus Master IDE Controller
1060 - 107F	Intel 82371AB/EB PCI to USB Universal Host Controller
1080 - 10FF	PCI Fast Ethernet DEC 21143 Based Adapter
1400 - 14FF	PCI Communication Device
1800 - 1807	PCI Communication Device

System Memory Catalog

Memory Address	Device(s)
00000000 - 0009FFFF	System Board Extension for PnP BIOS
000A0000 - 000AFFFF	ATI M1 Graphics Controller
000B0000 - 000BFFFF	ATI M1 Graphics Controller

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Memory Address	Device(s)
000C0000 - 000CBFFF	ATI M1 Graphics Controller
000E4000 - 000FFFFF	System Board Extension for PnP BIOS
00100000 - 03FFFFFF	System Board Extension for PnP BIOS
04000000 - 04000FFF	Texas Instruments PCI-1225 CardBus Controller
04001000 - 04001FFF	Texas Instruments PCI-1225 CardBus Controller
F4000000 - F40000FF	PCI Communication Device
F4000400 - F40007FF	PCI Fast Ethernet DEC 21143 Based Adapter
F4100000 - F41FFFFF	ATI M1 Graphics Controller
F4100000 - F47FFFFF	Intel 82443BX Pentium(R) II Processor to AGP Controller
F4200000 - F42FFFFF	PCI Multimedia Audio Device
F4400000 - F47FFFFF	ATI M1 Graphics Controller
F4C00000 - F4FFFFFF	PCI Multimedia Audio Device
F4C00000 - F5FFFFFF	Intel 82443BX Pentium(R) II Processor to AGP Controller
F5000000 - F5FFFFFF	ATI M1 Graphics Controller
F8000000 - FBFFFFFF	Intel 82443BX Pentium(r) II Processor to PCI Bridge (with GART support)
FFF80000 - FFFFFFF	Motherboard Resources

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Display Information

Specification	12.1-in. TFT	13.3-in. TFT	14.1-in. TFT
Unit Height Unit Width	275 x 199 mm.	284 x 214.5 mm.	289.5 x 227.5 mm.
Display Height Display Width	246 x 184.5 mm.	270.34 x 202.75 mm.	285.7 x 214.3 mm.
Weight	440 g	510 g or less	590 g or less
Contrast Ratio	250	200	200
Brightness	100 nits	130 nits	130 nits
Response Time	50 ms	50 ms	50 ms
Refresh Rate	60 Hz	60 Hz	60 Hz
Power	1.8 W	1.2 W	1.9 W

Battery Pack

Specification	3.2 AHr Li-ion
Type	Lithium Ion Enhanced
Height	0.8 in. (20.3 mm)
Length	5.7 in. (145 mm)
Width	3.1 in. (78.7 mm)
Weight	0.90 lb (408.2 g)
Operating Lifetime	>3 hr*
Nominal Open Circuit Voltage Capacity Power	14.4 V 3.2 Ahr 43.2 WH
Temperature Requirements Operating Non-operating Charging	0–50 C -20–60 C 5–45 C

**The battery operating lifetime depends on your power management settings, system components, options, and applications.*

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Diskette Drive

Diskette Drive	
Specification	3.5-in. Drive
Capacity per Diskette (High/Low)	Low 720 KB High 1.44 MB
Diskette Size	3.5 in.
Number of LED Indicators (Read/Write)	1
Number of Drives Supported	1
Drive Rotation (rpm)	360
Transfer Rate (Kbps/Sec)	Low 31 High 62
Bytes per Sector	512
Sectors per Track (High/Low)	Low 9 High 18
Access Times Track-to-Track (ms)	3 ms
Head Setting (ms)	15 ms
Number of Read/Write Heads	2

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Hard Drive

Hard Drives			
Specification	6.0 GB	12.0 GB	10.0 GB
Drive Type	Ultra DMA	Ultra DMA	Ultra DMA
Height	9.5 mm	9.5 mm	9.5 mm
Width*	70.0 mm	70.0 mm	70.0 mm
Depth	100.0 mm	100.0 mm	100.0 mm
Weight*	94.0-99.0 g	94.0-99.0 g	94.0-99.0 g
Seek Times* (typical):			
Average	13 ms	13 ms	12.0-13.0 ms
Single Track	3 ms	3 ms	2.5- 3.0 ms
Full Stroke	24 ms	24 ms	23.0-24.0 ms
Transfer Rate at Interface			
Ultra DMA mode (max)	66.6 MB/s	66.6 MB/s	66.6 MB/s
Rotational Speed	4200 rpm	4200 rpm	4200 rpm
Interface*	ATA-2/3/4/5	ATA-2/3/4/5	ATA-2/3/4/5
Buffer Size*	512-1024 KB	512-1024 KB	512-1024 KB

Specification	15.0 GB	20.0 GB	32.0 GB
Drive Type	Ultra DMA	Ultra DMA	Ultra DMA
Height	9.5 mm	9.5 mm	12.5 mm
Width*	70.0 mm	70.0 mm	70.0 mm
Depth	100.0 mm	100.0 mm	100.0 mm
Weight*	99.0 g	99.0 g	155.0 mm
Seek Times* (typical):			
Average	12.0-13.0 ms	12.0-13.0 ms	12.0 ms
Single Track	2.5- 3.0 ms	2.5- 3.0 ms	2.5 ms
Full Stroke	23.0-24.0 ms	23.0-24.0 ms	23.0 ms
Transfer Rate at Interface			
Ultra DMA mode (max)	66.6 MB/s	66.6 MB/s	66.6 MB
Rotational Speed	4200 rpm	4200 rpm	5411 rpm
Interface*	ATA-4/5	ATA-4/5	ATA-5
Buffer Size*	2048 KB	2048 KB	2048 KB

**Specifications vary by vendor/brand.*

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CD/DVD/CD-RW Drive

	CD or DVD Drive		
	CD ROM Drive (24X)	DVD Drive	CD-RW Drive
Dimensions	128 x 12.7 x 129 mm	128 x12.7 x 129 mm	128 x12.7 x 129 mm
Weight*	300 g	265-290 g	300 g or less
Rotational Speed - Approx.*	5200 RPM	1377-4670 RPM	5200 RPM
Sustained Data Transfer Rate (typical)*	16.67 MB/s 3600 KB/s	4463-10800 KB/s	600-3600 KB/s
Access Time:			
Average Random Access*	100 ms	100-130 ms	120 ms
Average Random Seek		95 ms	
Full Stroke		160 ms	
Spin-Up Time	2.0s	2.5s	10s or less
Data Buffer Capacity*	1 Mbit	128-512 KB	2.7 MB

**Specifications vary by vendor/brand.*

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Pin Assignments

This appendix provides connector pin assignment tables for Compaq Presario 1700 Series Notebook Computers. For more information about connectors, refer to the section on [Connectors](#).

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

Parallel Connector

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

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SVGA Connector

SVGA Connector		
Connector	Pin	Signal
	1	Ground
	2	Ground
	3	TV_C
	4	TV_Y

Universal Serial Bus Connector

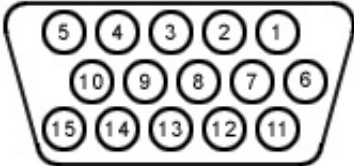
Universal Serial Bus Connector		
Connector	Pin	Signal
	1	Ground
	2	D+
	3	D-
	4	Power

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External VGA Monitor Connector

External VGA Monitor Connector		
Connector	Pin	Signal
	1	Red Analog
	2	Green Analog
	3	Blue Analog
	4	Monitor Detect 2
	5	Ground
	6	Ground Analog
	7	Ground Analog
	8	Ground Analog
	9	DCD +5V
	10	Ground
	11	Monitor Detect 1
	12	DDC2B Data
	13	Horizontal Sync
	14	Vertical Sync
	15	DDC2B Clock

Modem Connector

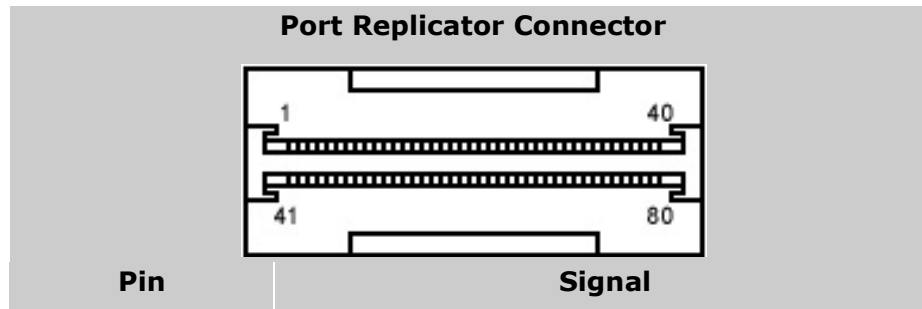
Modem Connector		
Connector	Pin	Signal
	1	Unused
	2	Unused
	3	Ring
	4	Tip

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Port Replicator Connector



This information was not available at time of publication.

LAN Connector

LAN Connector		
Connector	Pin	Signal

This information was not available at time of publication.

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Battery and Power Management

This chapter describes power management and proper battery operating practices for Presario 1700XL Series Notebooks. These practices include conservation of AC power and extending the operating life of the battery. The following sections also outline the proper methods for starting and shutting down the Notebook in different situations.

Power Modes

Compaq Presario 1700 Series Notebook Computers have three levels of low-power management: **Hibernation**, **Standby**, and **Off**.

Hibernation

Hibernation mode helps conserve battery life and protect data. The Notebook automatically enters Hibernation when the battery has little power left, or when the Notebook (operating on battery power) is in Standby mode for more than one hour. As the Notebook enters Hibernation, it automatically stores the contents of its memory to the hard drive before it shuts down. When the Notebook comes out of Hibernation, it returns to its former state.

Activate Hibernation mode by pressing the **Power**  button once.

To restart the Notebook, press the **Power**  button once. When the Notebook enters or wakes from Hibernation mode, a Progress window is displayed on the screen.

Standby

Standby mode is a low-power mode, also referred to as *Sleep* mode. Selecting Standby mode instead of turning off the Notebook when finished has two advantages: 1. It allows the Notebook to wake up more quickly than if it had been turned off completely; 2. It saves more power than the active (On) mode.

Activate Sleep mode by pressing **Fn+F4**. Or click **Start**, select the **Shut Down** option, and click **Standby**.



CAUTION: The Notebook maintains system information and open files while in Standby mode. However, unsaved information is lost if the Notebook is turned off prior to system wake-up, or if a power loss occurs while using the AC adapter.

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Full Off

Off mode consumes no power. However, the battery charges while the Notebook is in Off mode if the battery is installed and the Notebook remains plugged into external AC power.

Note: Unsaved information is lost if the Notebook is shut down without first saving the data.

To activate Off mode, click the **Start** button on the Windows taskbar, click **Shut Down**, then select **Shut down** from the options.





To restart the Notebook from Off mode, press the **Power**  button once.



CAUTION: The Notebook must be in Off mode (completely shut down) when installing or replacing components. Follow the instructions for putting the Notebook into Off mode, unplug it from the outlet, and [remove the battery pack](#) before servicing any parts.

Summary of Power Modes

The following table outlines the procedures for entering and exiting the various power modes and the external indicators for each mode.

	Standby Mode	Hibernation Mode	Off Mode
Automatic Activation	15 minutes if using battery power. Notebook will not automatically enter Standby mode if using AC Power.	When battery is low, or after 1 hour of Standby.* Notebook will not automatically enter Hibernation mode if using AC Power.	Standard Shutdown: Perform normal Windows shutdown using the Start button on the Windows taskbar.
Manual Activation	Press Fn+F4 key combination or click the Start button on the Windows taskbar, then point to Shut Down and click Standby .	Press Power  button once.	Manual Shutdown**: Press and hold down the Power  button for 4 seconds.
Deactivation	Press any key.	Press Power  button once.	Press Power  button once.
Indicators		Power light is off, screen is blank.	Power light is off, screen is blank.

*The Notebook will not automatically enter Standby or Hibernation mode if using AC power.

****Important:** The Manual Shutdown procedures are not recommended unless the Standard Shutdown is unsuccessful.

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Power Management Settings

Different patterns of Notebook use determine the level of power management required. These power management levels can be initiated based on the amount of time passed since the last system activity. System activity includes keyboard strokes, mouse movement, DVD/CD playback (while under program control that monitors Standby), and modem use.

Power Schemes

You may access and select different settings or Power Schemes through Power Management on the Control Panel. The default Power Schemes are Home/Office Desk, Portable/Laptop, and Always On. The settings can be customized by changing the following options:

- **System Standby:** length of inactivity before the Notebook goes into Standby mode
- **Turn Off Monitor:** length of inactivity before the screen times out and goes blank
- **Turn Off Hard Disks:** length of inactivity before the hard drive goes into low power mode

Important: The setting for the Hard Disk must be less than or equal to the setting for the system. If the Notebook is on a network, Compaq recommends that System Standby be set to **Never**.

The following table shows the default settings for each Power Scheme.

Power Scheme	Always On	Portable/ Laptop	Home/ Office Desk
AC Power			
System Standby	Never	Never	20 minutes
Turn OFF Monitor	15 minutes	3 hours	15 minutes
Turn OFF Hard Disks	1 hour	15 minutes	30 minutes
Battery Power			
System Standby	5 minutes	15 minutes	1 minute
Turn OFF Monitor	2 minutes	Never	2 minutes
Turn OFF Hard Disks	3 minutes	10 minutes	10 minutes


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Alarms

The Notebook can be set to Alarm when the battery power level is reduced or when it reaches a critical low level. The Notebook can also be set automatically to enter a low-power mode when the battery reaches a specific power level.

 **CAUTION:** The settings on the Alarms tab are preset for the Notebook to run at its best. Changing any of these settings could cause the Notebook to function improperly. It is recommended that these settings be left at their default values.

Default Alarm Settings		
Setting	Low Battery	Critical Battery
Alarm power level	10%	0%
Notification	Text Power	No Action
Power Mode	No Action	Hibernation
Active	Enabled	Enabled

SpeedStep Technology Modes

SpeedStep™ Technology features several speed options for processor response to low-power conditions. These include the following settings:

- **Maximum Performance:** always at high speed
- **Battery Optimized:** always at low speed
- **Reversed:** opposite recommended
- **Recommended:** performance on AC, Battery Optimized on battery
- **Disabled:** no run-time support, high speed

SpeedStep options can be accessed in three ways:

- Access **F10** Setup during startup and select the **Advanced** screen.
- Click **Start>Settings>Control Panel>Power Options>Intel(R) SpeedStep™ technology** tab.
- Double-click the **Flag** icon on the Windows taskbar to open the **Intel(R) SpeedStep™ technology** dialog box.

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Servicing the Notebook – Full Off Mode

The Notebook must be turned off completely when installing or replacing components in the system. Follow the instructions for putting the Notebook into Off mode properly, unplugging it from the outlet, and removing the battery (see *Battery Pack Removal Sequence*).

Rebooting After a Lockup

To reboot the Notebook (from a cold start) when the keyboard is frozen or the screen is locked, press and hold down the Power button for at least four seconds; this causes a manual shutdown. Then, restart your Notebook with a single press of the **Power**  button.

If the Notebook still does not recover, press the **Power**  button and hold 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.

Recovering From a Loss of Electrical Power

Loss of electrical power causes the Notebook to turn off automatically. This may cause loss of data because the Microsoft Windows operating system is not able to close all files and programs properly.

Loss of power may be caused by one of the following:

- Electrical power service is interrupted.
- The power cord is accidentally disconnected.

If power surges or sags, the display and status lights may flicker, and the Notebook may automatically restart. If an improper shutdown occurs, the Microsoft Windows utility program ScanDisk, runs automatically once power is restored. ScanDisk determines if the improper shutdown caused any errors on the hard disk. These errors may occur if the Microsoft Windows operating system is not able to close all files properly before the shutdown. If no errors are found, the restart process continues. If ScanDisk does detect errors, follow the instructions on the screen to continue the restart process. Work that was not saved before the loss of power or shutdown may be lost.

If a power failure occurs, or the power cord disconnects while the Notebook is turned on, turn it off until normal service is restored. The next time the Notebook is turned on, ScanDisk may run to check the hard disk for errors caused by improper shutdown.

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Increasing Battery Pack Operating Time

Battery pack operating time varies depending on several factors. To avoid unnecessary replacement, consider the following 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.

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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 Notebook 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 **Fast Charge** arrow on the display disappears. Your battery gauge may read 100 percent for a period of time before the arrow disappears. 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.

 **CAUTION:** Do not unplug the AC adapter during this process or you will need to restart with step 1. You may use the computer while the battery is draining.

3. The battery is reconditioned.
4. Plug in the AC adapter and begin using the computer.

The table below shows battery pack charge times by model.

Battery Charge Time	
Li-ION Battery Pack	Charge Time
Computer On Line	4.5 hours premature termination
Computer Off Line	2.50 hours

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Disposing of a Used Battery Pack

In the interests 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 exposes potentially harmful battery components.

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Troubleshooting

This section covers troubleshooting information for Compaq Presario 1700 Series Portable Notebook Computers. The basic steps in troubleshooting include:

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

When following the recommended actions in the Sections on [Power-On Self-Test \(POST\)](#) and [Diagnostic Error Codes](#), perform the steps in the order listed above. Rerun POST after each recommended action until the problem is solved, and if no error message occurs. Once the problem is solved, do not continue with any recommended actions remaining.

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

Preliminary Steps

Before running [Power-On Self-Test \(POST\)](#), complete the following steps:

1. If a Power-on password is established, type the password and press the **Enter** key. If you do not know the password, clear the password (See [Clearing the Power-On Password](#)).
2. Run [Compaq Diagnostics](#).
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 both with and without the external device connected.

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

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

Clearing the Power-On Password

Note: Clearing the Power-on password also removes all Notebook setup attributes that are programmed in the CMOS.

If you do not know the password, 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 keyboard.](#)
5. [Remove the LED button bezel.](#)
6. [Disconnect the backlight cable from the connector on the system board.](#)

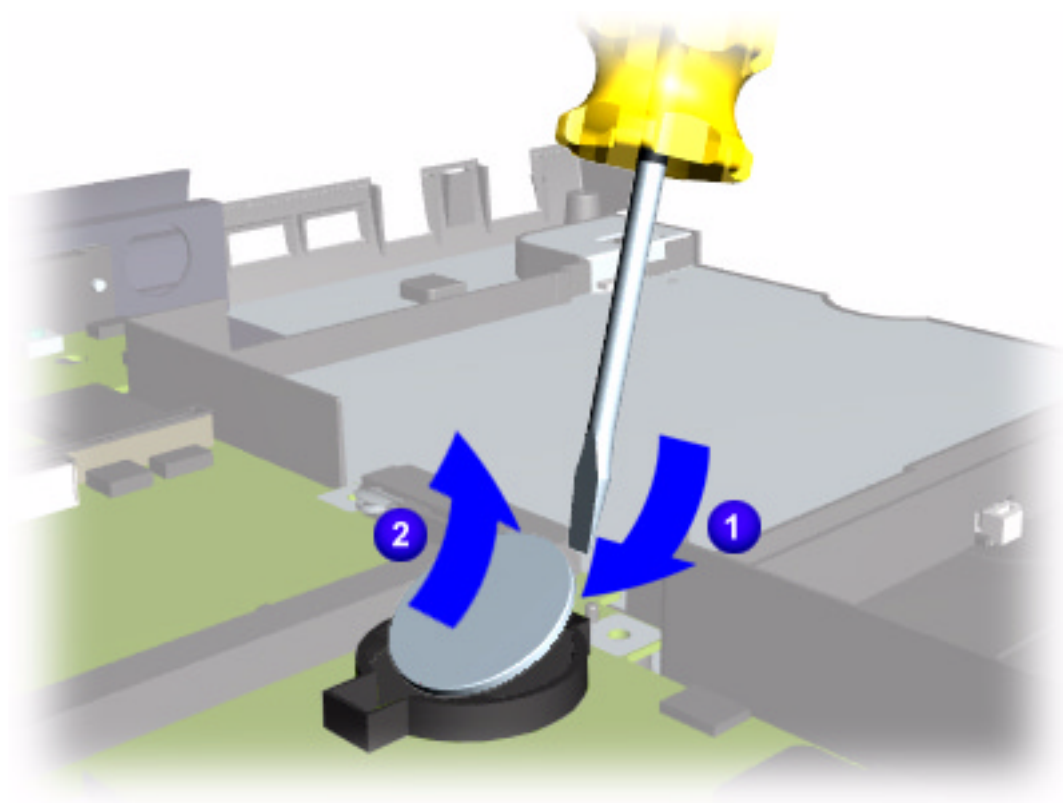
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7. To clear the password, remove the RTC battery for 10 seconds **1** and **2** (or simultaneously make contact with the two pads located at R37 on the system board using a conductive piece of material such as a piece of wire or tool).



8. Reassemble the Notebook.
9. Turn on the Notebook to verify that the Power-on password has been cleared. If it has not been cleared, repeat Steps 1 through 7.

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Power-On Self-Test (POST)

To run POST, complete these steps:

Turn off the Notebook, then turn it on again. As soon as the Compaq logo appears press the **ESC** key to clear the logo and display the POST messages as they occur.

If the Notebook does not beep, POST has successfully completed its test and detected no errors. POST then re-boots from the hard drive, or from a bootable diskette if one is installed in the diskette drive.

However, if POST detects errors, they are indicated by displayed messages and/or audible messages. A list of the POST error codes and what they mean is shown in the table below.

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](#).

Power-On Self-Test Messages	
102-System Board Failure	
Probable Cause	Recommended Action
DMA, timers, etc.	Replace the system board.
162-System Options Not Set	
Probable Cause	Recommended Action
Incorrect configuration	Run Computer Setup.
CMOS reflects an invalid configuration setting.	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.

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XX000YZZ 201-Memory Error

Probable Cause

Keyboard failure

Recommended Action

1. Ensure that no keys are pressed during POST.
2. Reconnect the keyboard with the Notebook off.
3. Replace the keyboard.

301-Keyboard Error

Probable Cause

Keyboard failure

Recommended Action

1. Ensure that the keys are not pressed during POST.
2. Reconnect the keyboard with the Notebook off.
3. Replace the keyboard.

304-Keyboard or System Unit Error

Probable Cause

Keyboard or system board error

Recommended Action

1. Replace the keyboard.
2. Replace the TouchPad or mouse.
3. Replace the system board.

601-Diskette Controller Error

Probable Cause

Mismatch in drive type or failure in the diskette controller

Recommended Action

1. Run Computer Checkup (TEST).
2. Check or replace cables.
3. Replace the system board.

605-Diskette Drive Error

Probable Cause

Mismatch in drive type

Recommended Action

Run Computer Setup.

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1780-Primary Hard Drive 0 Failure

Probable Cause	Recommended Action
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.

1782-Hard Drive Controller

Probable Cause	Recommended Action
Hard drive controller failure	1. Run Computer Setup. 2. Replace the hard drive.

Compaq Diagnostics

Compaq Diagnostics is installed on the hard drive of the Notebook. Run the Diagnostic 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 the diagnostic program is version 10.11 or later.

The Diagnostics menu includes the following utilities:

- [Computer Checkup \(TEST\)](#)
- [View System Information \(INSPECT\)](#)
- [Diagnostic Error Codes](#)
- [Troubleshooting without Diagnostics](#)
- [Before Replacing Parts](#)
- [Solving Minor Problems](#)
- [Solving Hard Drive Problems](#)
- [Solving Hardware Installation Problems](#)
- [Solving Keyboard/Numeric Keypad Problems](#)
- [Solving Memory Problems](#)

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- [Solving PC Card Problems](#)
- [Solving Power Problems](#)
- [Solving Printer Problems](#)
- [Solving TouchPad/Pointing Device Problems](#)
- [Contacting Compaq Support](#)

If you have a problem you cannot solve, run the Diagnostics utilities before calling 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.

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Computer Checkup (TEST)

Computer Checkup (TEST) determines if 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 Notebook 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 Notebook. The Notebook starts from drive A, and the Diagnostics Welcome screen is displayed.
5. Press **Enter** to continue. The Diagnostics menu is displayed.
6. Select **Computer Checkup** from the **Diagnostics** menu. A Test Option menu is displayed.
7. Select **View the Device List** from the **Test Option** menu. A list of the installed Compaq devices is displayed.
8. If the list of installed devices is correct, select **OK**. The Test Option menu is displayed.

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

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.
9. Follow the instructions on the screen as the devices are tested. When testing is complete, the Test Option menu is displayed.
 10. Exit the Test Option menu and the Diagnostics menu.

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View System Information (INSPECT)

The View System Information (INSPECT) utility provides information about the Notebook 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 is displayed.
4. Press **Enter** to continue. The Diagnostics menu is displayed.
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 on-screen instructions to cycle through the screens, return to the list and choose another item, or print the information.

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Diagnostic Error Codes

Diagnostic error codes are displayed if the system recognizes a problem while running the Compaq Diagnostic program. These error codes help identify subassemblies with possible damage or defects.

The following tables list error codes, a description of the error condition, and the action required to resolve the error condition.

Important: Retest the system after completing each step. If the problem is resolved, do not proceed with the remaining steps.

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

Select error codes by number or type:

101 through 114 (pg 11)	Processor Test
200 through 215 (pg 11)	Memory Test
300 through 304 (pg 12)	Keyboard Test
401 through 403 (pg 12)	Parallel Printer Test
501 through 516 (pg 15)	Video Test
600 through 699 (pg 13)	Diskette Drive Test
1101 (pg 13)	Serial Test
1701 through 1736 (pg 14)	Hard Drive Test
2402 through 2418 (pg 16)	Video Test
2419 through 2456 (pg 17)	Video Test
2458 through 2480 (pg 17)	Video Test
3206 (pg 18)	Audio Test
3301 through 6623 (pg 18)	DVD or CD Test
8601 through 8602 (pg 18)	TouchPad Pointing Device Test

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Processor Test Error Codes		
Error Code	Description	Recommended Action
101-xx	CPU test failed	Replace the processor and retest.
102-xx	Coprocessor or Weitek Error	1. Run the Configuration and Diagnostics Utilities. 2. Replace the processor board and retest.
103-xx	DMA page registers test failed	The following applies to error codes 103-xx through 114-01: Replace the system board and retest.
104-xx	Interrupt controller master test failed	
105-xx	Port 61 error	
106-xx	Keyboard controller self-test failed	
107-xx	CMOS RAM test failed	
108-xx	CMOS interrupt test failed	
109-xx	CMOS clock test failed	
110-xx	Programmable timer load data test failed	
113-xx	Protected mode test failed	
114-01	Speaker test failed	
200-xx	Memory machine ID test failed	The following steps apply to error codes 200-xx and 202-xx: 1. Flash the system ROM and retest. 2. Replace the system board and retest.
202-xx	Memory system ROM checksum failed	
203-xx	Write/Read test failed	The following steps apply to error codes 203-xx through 215-xx: 1. Remove the memory module and retest. 2. Install a new memory module and retest.
204-xx	Address test failed	
211-xx	Random pattern test failed	
214-xx	Noise test failed	
215-xx	Random address test failed	

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Keyboard Test Error Codes

Error Code	Description	Recommended Action
300-xx	Failed ID Test	The following steps apply to error codes 300-xx through 304-xx: <ol style="list-style-type: none">1. Check the keyboard connection. If disconnected, turn off the computer and reconnect the keyboard.2. Replace the keyboard and retest.3. Replace the system board and retest.
301-xx	Failed Self-Test/Interface Test	
302-xx	Failed Individual Key Test	
304-xx	Failed Keyboard Repeat Test	

Parallel Printer Test Error Codes

Error Code	Description	Recommended Action
401-xx	Printer failed or not connected	The following steps apply to error codes 401-xx through 403-xx: <ol style="list-style-type: none">1. Connect the printer.2. Check power to the printer.3. Install the loop-back connector and retest.4. Check port and IRQ configuration.5. Replace the system board and retest.
402-xx	Failed Port Test	
403-xx	Printer pattern test failed	

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Diskette Drive Test Error Codes

Error Code	Description	Recommended Action	
600-xx	Diskette ID drive types test failed	The following steps apply to error codes 600-xx through 698-xx: <ol style="list-style-type: none">1. Replace the diskette media and retest.2. Check and/or replace the diskette power and signal cables and retest.3. Replace the diskette and retest.4. Replace the system board and retest.	
601-xx	Diskette format failed		
602-xx	Diskette read test failed		
603-xx	Diskette read-write, compare test failed		
604-xx	Diskette random read test failed		
605-xx	Diskette ID media failed		
606-xx	Diskette speed test failed		
609-xx	Diskette reset controller test failed		
610-xx	Diskette change line test		
697-xx	Diskette type error		
698-xx	Diskette drive speed not within limits		
699-xx	Diskette drive/media ID error		<ol style="list-style-type: none">1. Replace media.2. Run the Configuration and Diagnostics Utilities.

Serial Test Error Codes

Error Code	Description	Recommended Action
1101-xx	Serial port test failed	<ol style="list-style-type: none">1. Check port configuration.2. Replace the system board and retest.

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Hard Drive Test Error Codes		
Error Code	Description	Recommended Action
1701-xx	Hard drive format test failed	The following steps apply to error codes 1701-xx through 1736-xx: <ol style="list-style-type: none">1. Run the Configuration and Diagnostics Utilities and verify drive type.2. Verify that all secondary drives have secondary drive capability.3. Replace the hard drive and retest.4. Replace the system board and retest.
1702-xx	Hard drive read test failed	
1703-xx	Hard drive read-write, compare test failed	
1704-xx	Hard drive random seek test failed	
1705-xx	Hard drive controller test failed	
1706-xx	Hard drive ready test failed	
1707-xx	Hard drive recalibration test failed	
1708-xx	Hard drive format bad track test failed	
1709-xx	Hard drive reset controller test failed	
1710-xx	Hard drive park head test failed	
1715-xx	Hard drive head select test failed	
1716-xx	Hard drive conditional format test failed	
1717-xx	Hard drive ECC* test failed	
1719-xx	Hard drive power mode test failed	
1724-xx	Network preparation test failed	
1736-xx	Drive monitoring test failed	

*ECC = Error Correction Code

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Video Test Error Codes		
Error Code	Description	Recommended Action
501-xx	Video controller test failed	The following steps apply to error codes 501-xx through 516-xx: <ol style="list-style-type: none">1. Disconnect external monitor and test with internal LCD display.2. Replace the display assembly and retest.3. Replace the system board and retest.
502-xx	Video memory test failed	
503-xx	Video attribute test failed	
504-xx	Video character set test failed	
505-xx	Video 80 x 25 mode 9 x 14 character cell test failed	
506-xx	Video 80 x 25 mode 8 x 8 character cell test failed	
507-xx	Video 40 x 25 mode test failed	
508-xx	Video 320 x 200 mode color set 0 test failed	
509-xx	Video 320 x 200 mode color set 1 test failed	
510-xx	Video 640 x 200 mode test failed	
511-xx	Video screen memory page test failed	
512-xx	Video gray scale test failed	
514-xx	Video white screen test failed	
516-xx	Video noise pattern test failed	

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Video Test Error Codes (*Continued*)

Error Code	Description	Recommended Action
2402-xx	Video memory test failed	The following steps apply to error codes 2402-xx through 2456-xx: <ol style="list-style-type: none">1. Run the Configuration and Diagnostics Utilities.2. Replace the display assembly and retest.3. Replace the system board and retest.
2403-xx	Video attribute test failed	
2404-xx	Video character set test failed	
2405-xx	Video 80 x 25 mode 9 x 14 character cell test failed	
2406-xx	Video 80 x 25 mode 8 x 8 character cell test failed	
2408-xx	Video 320 x 200 mode color set 0 test failed	
2409-xx	Video 320 x 200 mode color set 1 test failed	
2410-xx	Video 640 x 200 mode test failed	
2411-xx	Video screen memory page test failed	
2412-xx	Video gray scale test failed	
2414-xx	Video white screen test failed	
2416-xx	Video noise pattern test failed	
2418-xx	ECG/VGC memory test failed	

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Video Test Error Codes (*Continued*)

Error Code	Description	Recommended Action
2419-xx	ECG/VGC ROM checksum test failed	The following steps apply to error codes 2419-xx through 2480-xx: <ol style="list-style-type: none">1. Run the Configuration and Diagnostics Utilities.2. Disconnect external monitor and test with internal LCD display.3. Replace the display assembly and retest.4. Replace the system board and retest.
2421-xx	ECG/VGC 640 x 200 graphics mode test failed	
2422-xx	ECG/VGC 640 x 350 16 color set test failed	
2423-xx	ECG/VGC 640 x 350 64 color set test failed	
2424-xx	ECG/VGC monochrome text mode test failed	
2425-xx	ECG/VGC monochrome graphics mode test failed	
2431-xx	640 x 480 graphics test failure	
2432-xx	320 x 200 graphics (256 color mode) test failure	
2448-xx	Advanced VGA Controller test failed	
2451-xx	132-column Advanced VGA test failed	
2456-xx	Advanced VGA 256 Color test failed	
2458-xx	Advanced VGA BitBLT test failed	
2468-xx	Advanced VGA DAC test failed	
2477-xx	Advanced VGA data path test failed	
2478-xx	Advanced VGA BitBLT test failed	
2480-xx	Advanced VGA LineDraw test failed	
		The following applies to error codes 2458-xx through 2480-xx: Replace the system board and retest.

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Audio Test Error Codes

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

TouchPad/Pointing Device Interface Test Error Codes

Error Code	Description	Recommended Action
8601-xx	Mouse test failed	The following steps apply to error codes 8601-xx through 8602-xx: 1. Replace the TouchPad and retest. 2. Replace the system board and retest.
8602-xx	Interface test failed	

DVD or CD Drive Test Error Codes

Error Code	Description	Recommended Action
3301-xx	DVD or CD drive read test failed	The following steps apply to error codes 3301-xx through 6623-xx: 1. Replace the DVD or CD and retest. 2. Verify that the speakers are connected. 3. Verify that drivers are loaded and properly installed. 4. Replace the DVD or CD drive and retest. 5. Replace the system board and retest.
3305-xx	DVD or CD drive seek test failed	
6600-xx	ID test failed	
6605-xx	Read test failed	
6608-xx	Controller test failed	
6623-xx	Random read test failed	

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Troubleshooting without Diagnostics

This section provides information about how to identify and correct some common hardware, memory, and software problems. It also explains several types of common messages that may be displayed on the screen. The following pages contain troubleshooting information on:

[Audio](#)

[Memory](#)

[Battery](#)

[PC Card](#)

[CD or DVD Drive](#)

[Power](#)

[Diskette Drive](#)

[Printer](#)

[Display](#)

[TouchPad](#)

[Hard Drive](#)

[Keyboard/Numeric Keypad](#)

[Hardware Installation](#)

Since symptoms can appear to be similar, carefully match the symptoms of the computer malfunction against the problem description in the tables to avoid a misdiagnosis.



WARNING: To avoid a potential shock hazard during troubleshooting procedures, disconnect all power sources before removing the keyboard cover or the display bezel.

Before Replacing Parts

Verify that cables are connected properly to the suspected defective parts.

- Run Computer Setup after connecting external devices.
- Verify that all required device drivers are installed.
- Verify that all required changes have been made to the CONFIG.SYS file.
- Verify that all required changes have been made to the AUTOEXEC.BAT file.
- Verify that all printer drivers have been installed for each application.

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Solving Minor Problems

Some minor problems and possible solutions are outlined in the following tables. If the problem appears related to a software application, check the documentation provided with the software.

Solving Audio Problems

Some common audio problems and solutions are listed in the following table.

Solving Audio Problems		
Problem	Probable Cause	Solution
Computer does not beep after the Power-On Self-Test (POST).	This is typical; it indicates successful completion of the Power-On Self-Test (POST).	No action is required.

Solving Battery Pack/Gauge Problems

Some common causes and solutions for battery pack problems are listed in the following table. The "Solving Power Problems" section in this chapter may also be applicable.

Solving Battery Pack/Gauge Problems		
Problem	Probable Cause	Solution(s)
Computer won't turn on when battery pack is inserted and power cord is unplugged.	Battery pack is discharged.	<ul style="list-style-type: none">• Connect the computer to an external power source and charge the battery pack. OR <ul style="list-style-type: none">• Replace the battery pack with a fully charged battery pack.
		Check the battery connectors on the system board to verify they are evenly spaced and that they are not bent or broken.

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Solving Battery Pack/Gauge Problems (*Continued*)

Problem	Probable Cause	Solution
Notebook is beeping and battery icon is blinking.	Battery charge is low.	Immediately save any open file(s). Then complete one of the following: <ul style="list-style-type: none">• Connect the Notebook to an external power source to charge the battery pack.• Turn off the Notebook or initiate Hibernation until you can find another power source or charge the battery pack.
Battery icon on the front of the unit blinks to indicate low-battery condition, but computer does not beep.	Volume is turned down too low.	Adjust the volume.
Battery icon doesn't light and battery pack won't fast charge.	Battery pack is already charged.	No action is necessary.
	Battery pack was exposed to temperature extremes.	Allow time for the battery pack to return to room temperature.
	Battery pack is at end of its life.	Replace the battery pack.
You have to set the date and time every time you turn on the Notebook.	RTC battery is dead.	Replace the RTC battery.
Battery charge does not last as long as expected.	Battery is being exposed to high temperatures or extremely cold temperatures.	Keep the battery pack within the recommended temperature range for operation or storage. <ul style="list-style-type: none">• Operating Range: 50°F to 104°F (10°C to 40°C)• Storage Range: -4°F to 86°F (-20°C to 30°C) Recharge the battery pack.

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Solving Battery Pack/Gauge Problems (*Continued*)

Problem	Probable Cause	Solution
Battery charge does not last as long as expected (<i>Continued</i>).	Battery has partially self-discharged.	Recharge the battery. Discharge the battery completely and then recharge it.
	Power management is disabled.	Set a power management level in Computer Setup.
	An external device or PC Card is draining the battery.	Turn off or disconnect external devices when not in use.
Battery pack is warm to the touch after charging.	Normal warming has occurred due to charging.	No action is required.
Battery pack operating time is far less than the documented average operating time.	Power management is turned off or disabled.	Enable power management in Computer Setup and in Windows Power Properties.
	An external device or PC Card is draining the battery.	Turn off or disconnect external devices when not in use.

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Solving Battery Pack/Gauge Problems (<i>Continued</i>)		
Problem	Probable Cause	Solution
Battery pack operating time is far less than the documented average operating time (<i>Continued</i>).	Battery pack has partially self-discharged.	Condition the battery pack by fully charging, fully discharging, then fully recharging it. To maintain the charge, leave battery packs in the computer when it is connected to external power. If the Notebook is disconnected from external power for more than two weeks, remove battery packs from the Notebook to reduce the discharge rate.
	Battery pack is being exposed to high temperatures or extremely cold temperatures.	Keep the battery pack within the recommended temperature range for operation or storage. <ul style="list-style-type: none">• Operating Range: 50°F to 104°F (10°C to 40°C)• Storage Range: -4°F to 86°F (-20°C to 30°C) Recharge the battery pack.

Solving CD and DVD Drive Problems

Some common causes and solutions for CD and DVD drive problems are listed in the following table.

Solving CD or DVD Drive Problems		
Problem	Probable Cause	Solution(s)
CD or DVD drive cannot read a Compact Disc or Digital Versatile Disc.	Disc is upside down or is improperly inserted in the CD or DVD drive.	Open the loading tray, lay the compact disc in it (label side up), then close the tray.
	CD is CD Plus or Pregap/Track 0 type.	Cannot read these type CDs in 24X. Remove the CD.

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Solving Diskette Drive Problems

Some common causes and solutions for diskette drive problems are listed in the following table.

Solving Diskette Drive Problems		
Problem	Probable Cause	Solution(s)
Diskette drive cannot write to a diskette.	Diskette is write-protected.	Disable the diskette's write-protect feature or use a diskette that is not write-protected.
	Computer is writing to the wrong drive.	Check the drive letter in the path statement.
	Not enough space is left on the diskette.	Use another diskette.
	Drive error has occurred.	Run Computer Checkup from the Compaq Diagnostics diskette.
	Diskette is not formatted.	Format the diskette. At the system prompt, enter: FORMAT A:
Diskette drive cannot read a diskette.	Diskette drive cannot read a diskette.	Use the type of diskette required by the drive.
	Diskette has a bad sector.	Copy files to hard drive or another diskette. Reformat bad floppy.
	Drive error has occurred.	Run Computer Checkup from the Compaq Diagnostics diskette.
(Continued) Diskette drive cannot read a diskette.	Diskette is not formatted.	Format the diskette. At the system prompt, enter FORMAT A:
Cannot boot from diskette.	Bootable diskette is not in drive A.	Put the bootable diskette in drive A.
	Diskette Boot has incorrect setting in Computer Setup.	Run Computer Setup and set diskette as first to boot.

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Solving Display Problems

This section lists some common causes and solutions for computer display and external monitor problems.

You can perform a monitor self-test on an external VGA color or monochrome monitor by disconnecting the monitor from the Notebook, then completing the following steps:

1. Turn off the monitor.
2. Turn off the Notebook.
3. Disconnect the monitor signal cable from the Notebook.
4. Turn on the monitor and allow it to warm up for one minute.

The display should be white. A narrow black border may also appear on the left and right sides of the display. Either of these displays indicates that the monitor is working properly.

Solving Display Problems		
Problem	Probable Cause	Solution(s)
Screen is dim.	Control for brightness (if applicable) is not set properly.	Adjust the Brightness of the display by using Fn+F7 or Fn+F8 .
	Computer screen is in direct light.	Tilt display or move computer.
Screen is blank.	Screen save was initiated by Power Management due to lack of user activity.	Press any key or touch the TouchPad.
	Display has overheated.	If the Notebook is in direct sunlight, move it and allow it to cool off.
Display is blank and the Suspend icon is flashing.	System is in Suspend mode.	Press any key or touch the TouchPad.
Internal display is blank and the screen on an external monitor displays information.	Display function was switched to the external monitor.	Use Fn+F3 to switch between LCD or CRT.

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Solving Display Problems (Continued)		
Problem	Probable Cause	Solution
Internal display flashes or has garbled characters when Notebook is connected to external monitor.	Using 1024 x 768 or higher resolution on external monitor, and have toggled back to internal display, which supports up to 800 x 600.	Restart the Notebook.
The light tubes on the edge of the display panel do not light up at all and the Power-On Self-Test (POST) completes when the unit is powered up.**	Improper backlight or display cable connections.	Replace the display assembly.
	Defective inverter board.	Replace the display assembly.
	Defective display cable.	Replace the display assembly.
	Defective display panel.	Replace the display assembly.
	Defective system board.	Replace the system board.
The light tubes on the edge of the display panel do not light up at all and Power-On Self-Test (POST) does not complete when the unit is powered up.**	Defective system board.	Replace the system board.
Backlight (brightness) cannot be adjusted with Fn+F7 or Fn+F8.	Improper display cable connections.	1. Reseat the display cable to the system board. 2. Replace the display assembly.
	Defective inverter board.	Replace the display assembly.
	Defective display cable.	Replace the display assembly.
	Defective system board.	Replace the system board.

***This problem indicates that the backlight or its power circuitry has failed. If the backlight is not functioning, the POST result cannot be observed. Connect the unit to an external monitor before powering up the unit. If an external monitor is not available, verify that POST is complete by opening and closing the display, and listening for the single or double beep.*

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Solving Display Problems (<i>Continued</i>)		
Problem	Probable Cause	Solution(s)
The display panel has a continuous pattern across it (e.g., "jailbars" pattern), has a single color on it, or has garbled graphics across the entire panel. This failure is for patterns across the entire panel (not just on one section).	Improper display cable connections	Reseat the display cable to the following until the problem is solved: 1. System board 2. Display assembly
	Defective display cable.	Replace the display assembly.
	Defective inverter board.	Replace the display assembly.
	Defective system board.	Replace the system board.
A single line, small group of lines, or block appears on the display panel. This failure occurs in only a section of the display panel.	Defective display panel.	Replace the display assembly.

Note: When you perform a "self-test" on an external VGA color or monochrome monitor, the screen should be white. A narrow black border may also appear on the left and right sides of the display. Either of these displays indicates that the monitor is working properly.


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Solving Hard Drive Problems

Some common causes and solutions for hard drive problems are listed in the following table.

 **CAUTION:** To prevent loss of information, always maintain an up-to-date backup of your hard drive at all times, in case of errors or failures.

Solving Hard Drive Problems		
Problem	Probable Cause	Solution(s)
Reading hard drive takes an unusually long time after restarting the Notebook.	System entered Hibernation due to low-battery condition and is now exiting from it.	Give the system time to restore the previously saved data to its exact state before Hibernation.
Hard drive error occurs.	Hard drive has bad sectors or has failed.	Run Computer Checkup.
Hard drive does not work.	Hard drive is not seated properly.	Turn off and unplug the Notebook, remove the battery pack, and remove and then reinstall the hard drive.

Solving Hardware Installation Problems

Some common causes and solutions for hardware installation problems are listed in the following table.

Solving Hardware Installation Problems		
Problem	Probable Cause	Solution(s)
A new device is not recognized as part of the computer system.	Cable(s) of new external device are loose or power cables are unplugged.	Ensure that all cables are properly and securely connected.
	Power switch of new external device is not turned on.	Turn off the Notebook, turn on the external device, then turn on the Notebook to integrate the device with the computer system.
	Device is not seated properly.	Turn off the Notebook and reinsert the device.

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Solving Keyboard/Numeric Keypad Problems

Some common causes and solutions for keyboard/numeric keypad problems are listed in the following table.

Solving Keyboard/Numeric Keypad Problems		
Problem	Probable Cause	Solution(s)
Embedded numeric keypad on Notebook keyboard is disabled.	Num Lock function is not enabled.	Press the Shift+NumLk keys to enable the Num Lock function and embedded numeric keypad. The Num Lock light on the Notebook turns on.
Embedded numeric keypad is disabled and Num Lock function is on.	External numeric keypad is connected to the Notebook.	Disconnect the external numeric keypad from the Notebook.

Solving Memory Problems

Some common causes and solutions for memory problems are listed in the following table.

Solving Memory Problems		
Problem	Probable Cause	Solution(s)
Memory count during Power-On Self-Test (POST) is incorrect.	Optional memory expansion card is installed incorrectly, is incompatible with the computer, or is defective.	Ensure that the optional memory expansion card is installed correctly.
"Out of Memory" message is displayed on the screen or insufficient memory error occurs during operation.	System ran out of memory for the application.	Check the application documentation for memory requirements. If necessary, install additional memory.
	Too many TSR (terminate-and-stay-resident) applications are running.	Remove from memory any TSR applications that you do not need.

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Solving PC Card Problems

The following table lists some common causes and solutions for PC Card problems.

Solving PC Card Problems		
Problem	Probable Cause	Solution(s)
When turned on, the computer does not beep when a PC Card is inserted.	Card is not inserted properly.	Ensure that the card is inserted in the correct orientation.
	PC Card beeps are disabled.	Double-click the PC Card icon in the Control Panel, click the Global Settings tab, then enable PC Card sound effects .
	Speaker is turned off or volume is turned down.	Press Volume buttons to turn the speaker on, then increase the volume.
PC Card modem, fax, or network card does not work.	PC Card drivers are not installed.	Double-click the Add New Hardware icon in the Control Panel for installation instructions. If PC Card or drivers are not compatible with Windows, install drivers and use the PC Card in MS-DOS mode.
	Card or card driver is not supported.	Contact a Compaq-authorized service provider for a list of PC Cards tested successfully in Compaq PC Card platforms.
PC Card modem or fax card does not work.	Card is not fully inserted into the slot or is not inserted properly.	Ensure that the card is inserted in the correct orientation.
	Telephone cord is not plugged in all the way.	Check and secure telephone connection.
PC Card modem or fax card does not work.	Necessary drivers are not installed (turned on).	Install drivers.
	You are trying to access the card using the wrong COM port.	See Specifications to verify COM port.

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Solving PC Card Problems (<i>Continued</i>)		
Problem	Probable Cause	Solution(s)
PC Card modem or fax card does not work (<i>Continued</i>).	The card conflicts with a serial device.	See Specifications to verify address.
	The card is not supported.	Use supported cards only.
Modem network PC Card does not work.	Network driver is not installed or is not set up properly.	Install driver.
	Telephone cord is not properly connected.	Verify telephone connection.
Memory or storage card does not work.	SRAM and flash memory cards require the memory card driver to be loaded (turned on). Flash memory cards require the Microsoft FlashFile System to be loaded. Hard drives on flash mass storage cards require the PC Card ATA driver to be loaded.	Install driver.
	You are trying to access the hard drive card using the wrong drive letter.	Double-click My Computer to verify the drive letter assigned to the card.
	The card is not supported.	Contact a Compaq-authorized service provider for a list of PC Cards tested successfully in Compaq PC Card platforms.

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Solving Power Problems

Also see [Solving Battery Pack/Gauge Problems](#) in this section.

Solving Power Problems		
Problem	Probable Cause	Solution(s)
Notebook will not turn on and the battery pack is not inserted.	Notebook is not connected to a power source.	Insert battery or connect an external power source.
	Power cords to the external power source are unplugged.	Ensure that power cords connecting the computer and the external power source are plugged in properly.
Notebook turned off while it was left unattended and the power icon is off.	Power adapter is defective.	Replace AC adapter and restart.
	System board is defective.	Replace the system board.
	System initiated Hibernation due to a critical low-battery condition.	Replace the battery pack with a fully charged battery pack or connect the Notebook to an external power source. Then turn on the Notebook.
	System initiated Hibernation after a preset timeout.	Turn on the Notebook.

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Solving Printer Problems

If you experience problems printing, run a printer self-test. Refer to the documentation provided with your printer for instructions. If the self-test fails, it is a printer-specific problem. Also refer to the printing section of your application documentation.

Solving Printer Problems		
Problem	Probable Cause	Solution(s)
Printer will not turn on.	The signal cable may not be connected properly, or the printer is unplugged.	Ensure that the signal cable is properly connected and that the power cord is connected to the electrical outlet.
Printer will not print.	Printer is not turned on or is offline.	Turn the printer on and set it to online.
	The device drivers for the application are not installed.	Refer to the printer documentation to install the correct printer driver.
	Printer that is set up for a network is not connected to the network.	Connect the printer to the network.
	Printer cable is too long, unshielded, or defective.	Replace the cable.
Printer prints garbled information.	Paper tray is empty.	Fill the paper tray with paper and set the printer to online.
	Correct printer drivers are not installed.	Refer to the printer documentation to install the correct printer driver.
	Cable is not connected properly.	Ensure that the printer signal cable is properly connected to the Notebook.
	Cable is defective.	Replace the printer cable and retest.

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Solving TouchPad/Pointing Device Problems

The following table lists some common causes and solutions for TouchPad/pointing device problems.

Solving TouchPad/Pointing Device Problems		
Problem	Probable Cause	Solution(s)
TouchPad or mouse does not work.	Incorrect or no device driver is installed.	Install the device driver and add to the AUTOEXEC.BAT file or CONFIG.SYS file.
	The device driver is not installed in Windows.	Install the TouchPad/mouse driver in Windows.
External mouse does not work.	Mouse is not securely connected or is connected to an incorrect external connector.	Ensure that the mouse is securely connected to the appropriate external connector.
TouchPad or mouse does not work even though the device is enabled in Windows.	Mouse is not enabled.	Enter MOUSE at the system prompt to activate the mouse device driver. Add a line in the AUTOEXEC.BAT file to automatically activate the mouse driver each time the computer is turned on or restarted.
	Cable is not properly seated in TouchPad board.	Reseat cable.
	Defective TouchPad board.	Replace the TouchPad board.
	Defective system board.	Replace system board.
	Device driver is not correctly installed in Windows.	Install the appropriate device driver in Windows.
Cursor skips or moves abnormally when using the TouchPad.	The TouchPad needs to be cleaned.	Clean the TouchPad with a cloth dampened with alcohol or an ammonia-based glass cleaner. Wipe up liquid with a dry cloth.

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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 installed
- Printed result of Computer Checkup (TEST)
- Printed copies of CONFIG.SYS and AUTOEXEC.BAT files, if possible.

Shipping Preparation

To ship the Notebook, 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 or in transit.
2. Turn off the Notebook and external devices.
3. Disconnect the external devices from their power sources, then from the Notebook.

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 Notebook.
5. Pack the Notebook with sufficient packing material to protect it. Use the original packing box or similar packaging.

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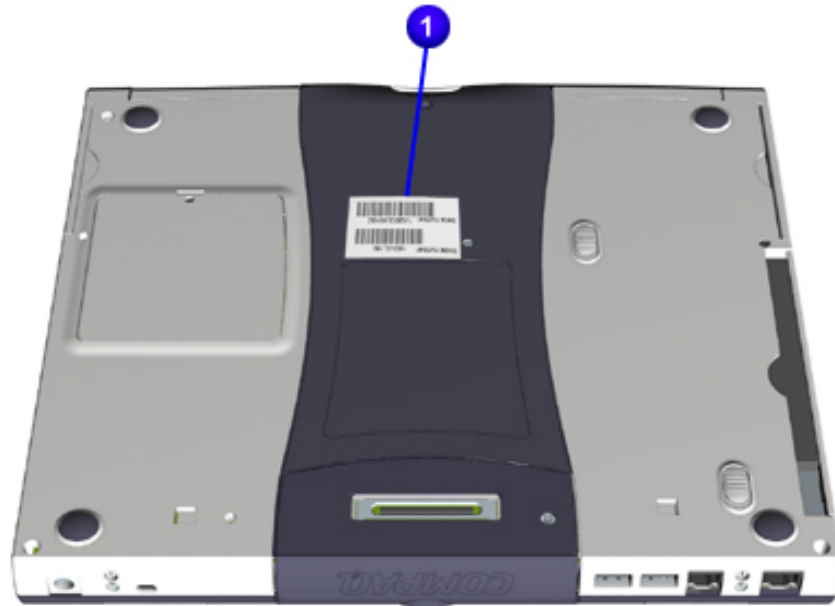
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Removal Sequence

This section explains the removal and replacement procedures for the 1700XL unit.

Serial Number Location

Report the unit's serial number **1** to Compaq when requesting information or ordering spare parts. The serial number is located underneath the Notebook as shown below.



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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 work perfectly throughout a normal cycle and may not seem to be affected at all. However, although it may function normally for a while, it may be degraded in the internal layers, reducing its life expectancy.

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

Generating Static

The table below shows activities that generate static electricity and the associated electrostatic voltage level.

Activity	Typical Electrostatic Voltages		
	Relative Humidity		
	10%	40%	55%
Walking across carpet	35,000 V	15,000 V	7,500 V
Walking across vinyl floor	12,000 V	5,000 V	3,000 V
Motions of bench worker	6,000 V	800 V	400 V
Removing DIPS from plastic tubes	2,000 V	700 V	400 V
Removing DIPS from vinyl trays	11,500 V	4,000 V	2,000 V
Removing DIPS from styrofoam	14,500 V	5,000 V	3,500 V
Removing bubble pack from PCBs	26,000 V	20,000 V	7,000 V
Packing PCBs in foam-lined box	21,000 V	11,000 V	5,000 V

Note: 700 Volts can degrade a product.

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Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Service Considerations

Listed below are some of the considerations to consider during the assembly and disassembly of the Notebook.

Tool and Software Requirements

The following items are required to service the computer:

- 5mm nut drivers (for screwlocks and standoffs)
- Small standard screwdriver
- Small Phillips screwdriver
- Diagnostics software

Screws

The screws used in the Notebook 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 Notebook, place it away from the work area to prevent damage.

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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378


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 the Notebook:

- 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 carefully so 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.

The following illustrations show the proper placement for each cable:

- [ZIF Connectors](#)
- [Speaker Assembly Cable](#)

Connectors and 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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Presario 1700 Series

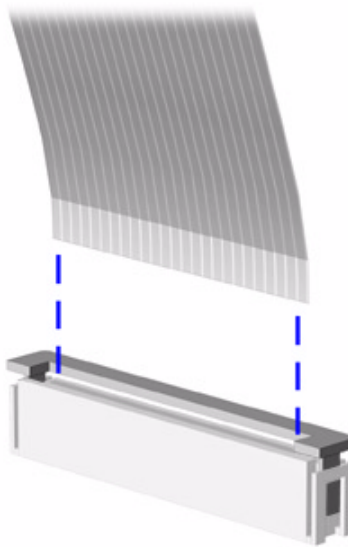
Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378


ZIF Connectors

The 1700LX Series Notebook uses zero insertion force (ZIF) connectors on the system board.

 **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.

To remove a cable from a ZIF connector, lift both corners of the ZIF connector and simultaneously slide the cable out with constant light force.



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

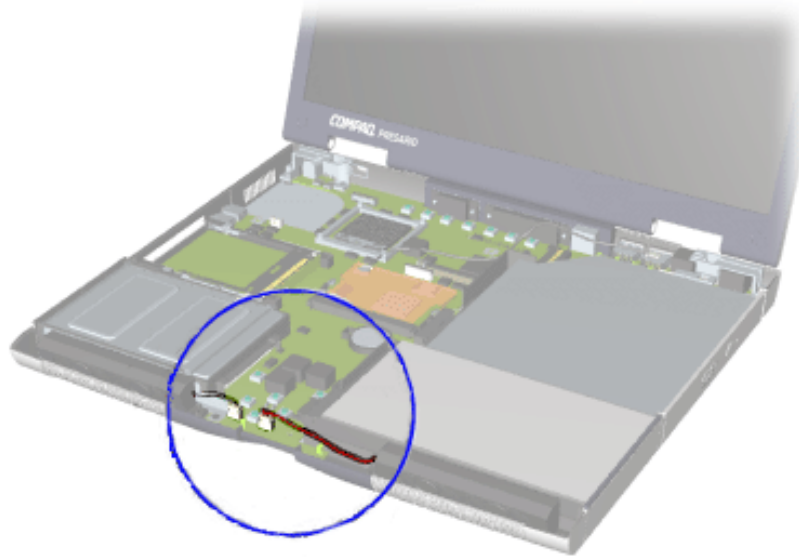
maintenance & service guide

Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Speaker Assembly Cable

The cable position for the speaker assembly is shown below.



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

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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Preparing the Notebook for Disassembly

Before beginning [Removal & Replacement Procedures](#), complete the following steps:

1. Disconnect AC power and any external devices.
2. Remove the QuikDock ([pg 8](#)).
3. Remove the battery pack ([pg 9](#)).

Important: The battery pack should be removed before performing any internal maintenance on the Notebook.



WARNING: Metal objects can damage the battery pack as well as the battery contacts in the battery compartment. To prevent damage, do not allow metal objects to touch the battery contacts. Place only the battery pack for the Compaq Presario 1700 Series Portable Notebook into the battery compartment. Do not force the battery pack into the bay if insertion is difficult.



CAUTION: Do not crush, puncture, or incinerate the battery pack. Do not open a battery pack; this damages the pack, makes it unusable, and exposes potentially harmful battery components. No field-serviceable parts are located inside the battery pack.

Note: The Compaq Presario 1700 Series Portable Computers have several screws of various sizes that are **not** interchangeable. During disassembly, place screws in their correct location. During removal keep screws with their respective subassembly to make reassembly easy.

maintenance & service guide

Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

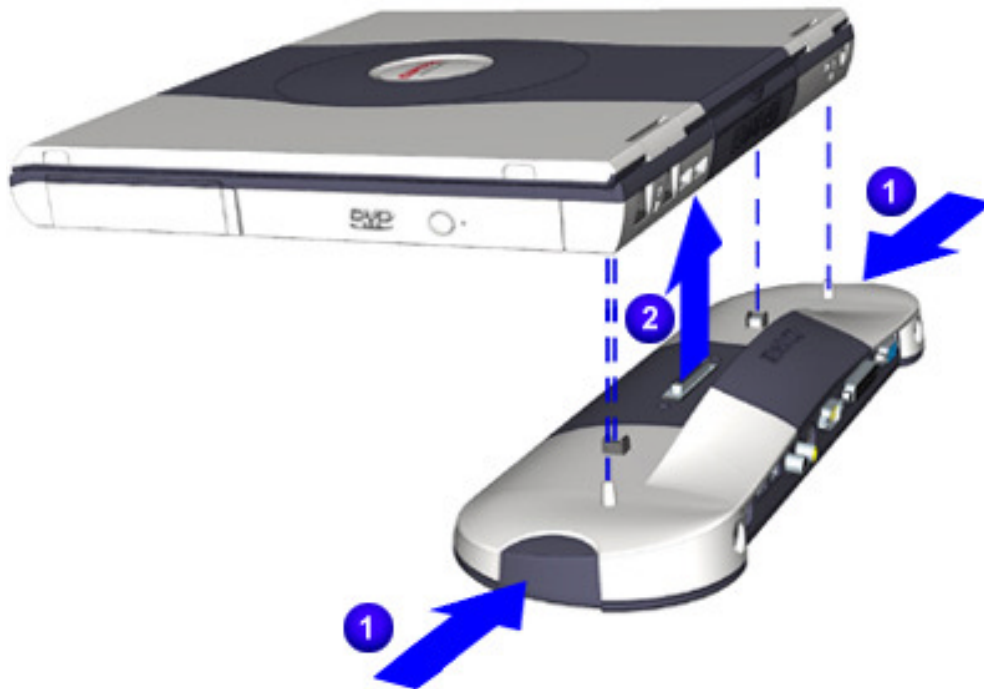
Removal Procedures

QuikDock

To disconnect the QuikDock from the unit, complete the following steps:

1. Simultaneously press the release mechanisms **1** on both ends of the QuikDock.
2. Lift **2** the unit off the alignment pins and the QuikDock connector.

To reconnect the QuikDock to the unit, reverse steps 1 and 2.



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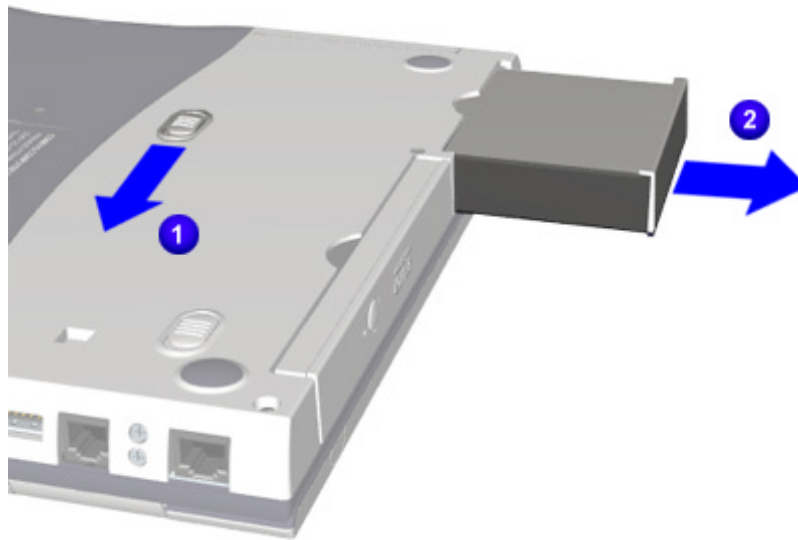
Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Battery

To remove the battery pack, complete the following steps:

1. Push the release latch **1** at the bottom of the unit.
2. Pull the battery pack **2** out.



To replace the battery pack, reverse steps 1 and 2.

Important: The battery pack should be removed before performing any internal maintenance on the Notebook.

WARNING: Metal objects can damage the battery pack as well as the battery contacts in the battery compartment. To prevent damage, do not allow metal objects to touch the battery contacts. Place only the battery pack for the Compaq Presario 1700 Series Portable Notebook into the battery compartment. Do not force the battery pack into the bay if insertion does not occur easily.

CAUTION: Do not crush, puncture, or incinerate the battery pack. Do not open a battery pack; this action damages the pack, makes it unusable, and exposes potentially harmful battery components. No field-serviceable parts are located inside the battery pack.

maintenance & service guide

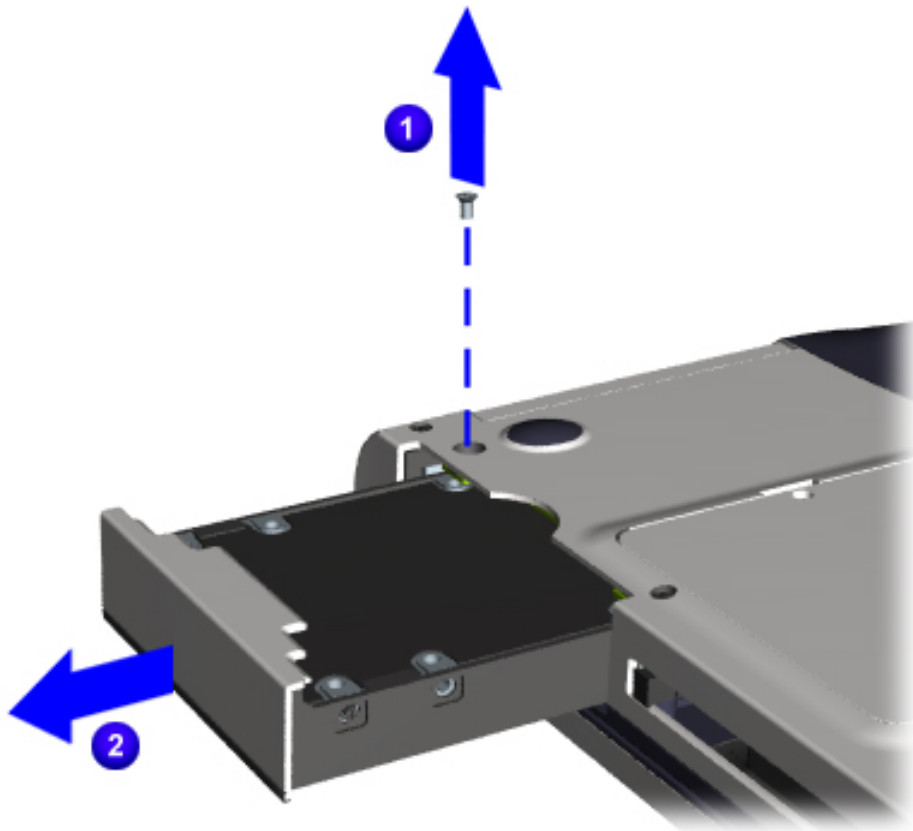
Presario 1700 Series

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Hard Drive

To remove the hard drive, complete the following steps:

1. Prepare the unit for disassembly ([pg 7](#)).
2. Turn the unit upside down.
3. Remove one screw **1** from the bottom of the unit.
4. Pull the hard drive **2** out.



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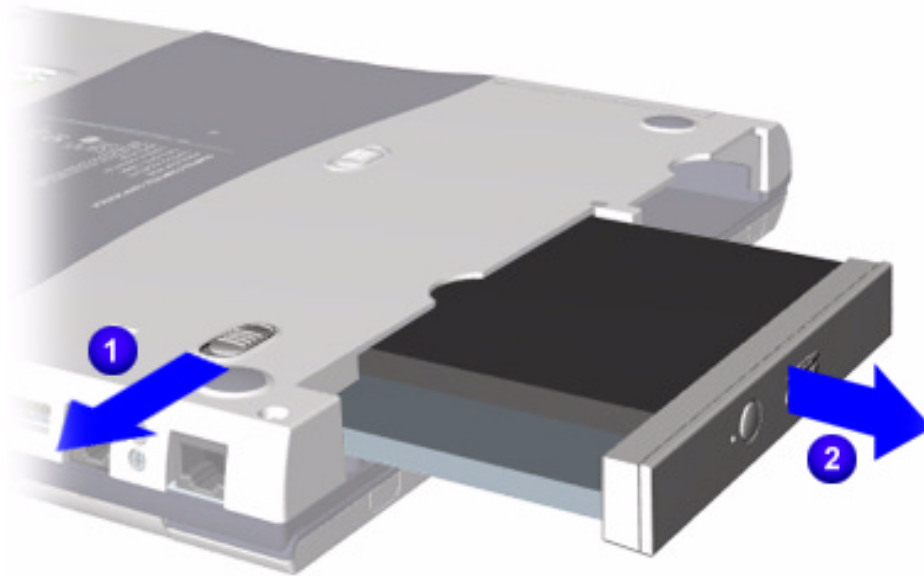
Presario 1700 Series

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FutureBay™

To remove the FutureBay, complete the following steps:

1. Turn the unit upside down.
2. Push the release lever **1** back.
3. Pull the FutureBay **2** device out.



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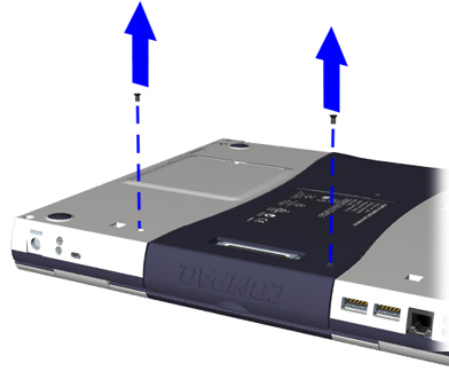
Presario 1700 Series

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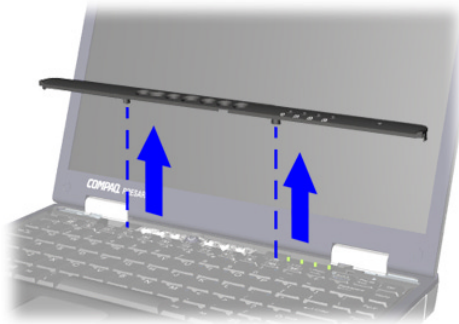
LED Button Bezel

To remove the LED button bezel, complete the following steps:

1. Prepare the unit for disassembly ([pg 7](#)).
2. Turn the unit upside down.
3. Remove two screws from each side of the Port Replicator connector.



4. Gently pry the ends of the LED button bezel upwards.
5. Lift the bezel off.



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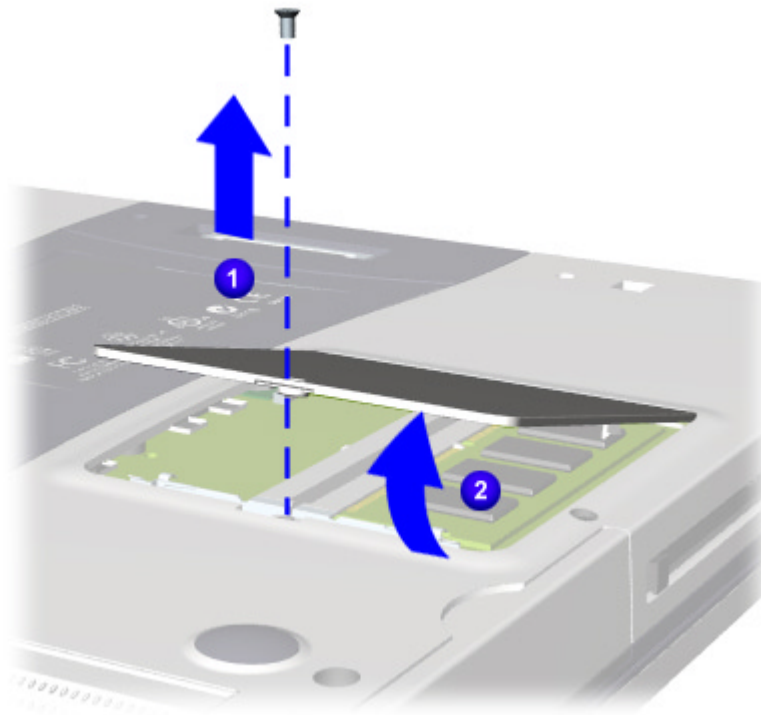
Presario 1700 Series

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System Memory

To upgrade or replace the system memory, complete the following steps:

1. Prepare the unit for disassembly ([pg 7](#)).
2. Turn the unit upside down.
3. Remove one screw **1** on the memory compartment door.
4. Open the memory compartment door **2**, release the locks on each sides of the system memory, then remove the system memory.



To add memory modules, reverse steps 1 and 2 above.

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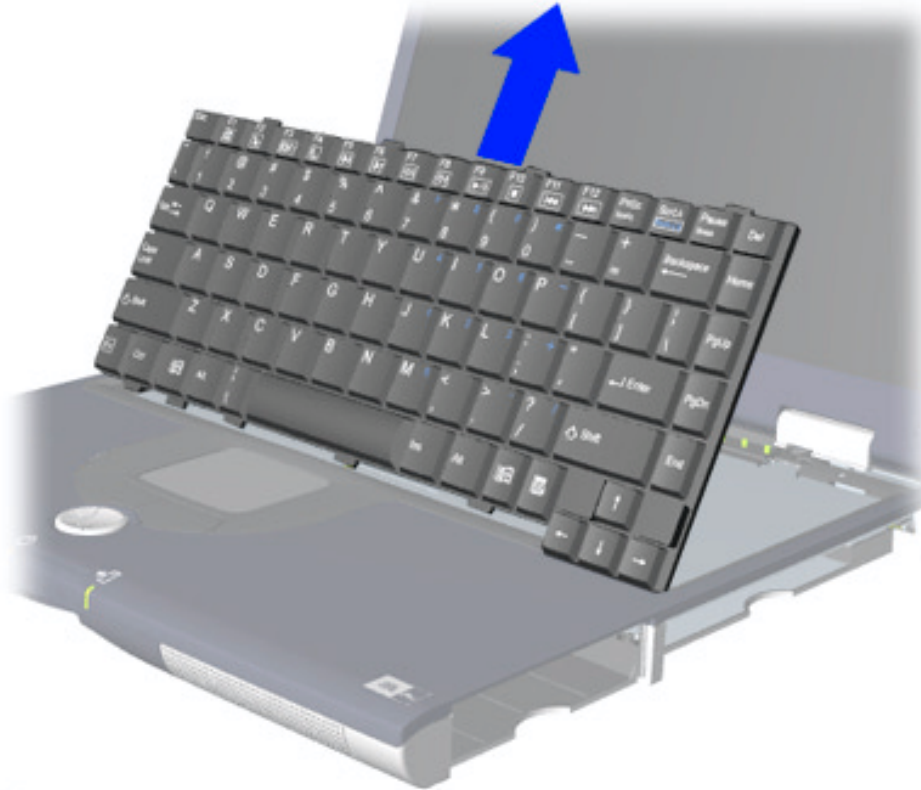
Presario 1700 Series

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Keyboard

To remove the keyboard, complete the following steps:

1. Prepare the unit for disassembly ([pg 7](#)).
2. Remove the LED button bezel ([pg 12](#)).
3. Lift the top of the keyboard, fold it forward, then lay it on top of the TouchPad.



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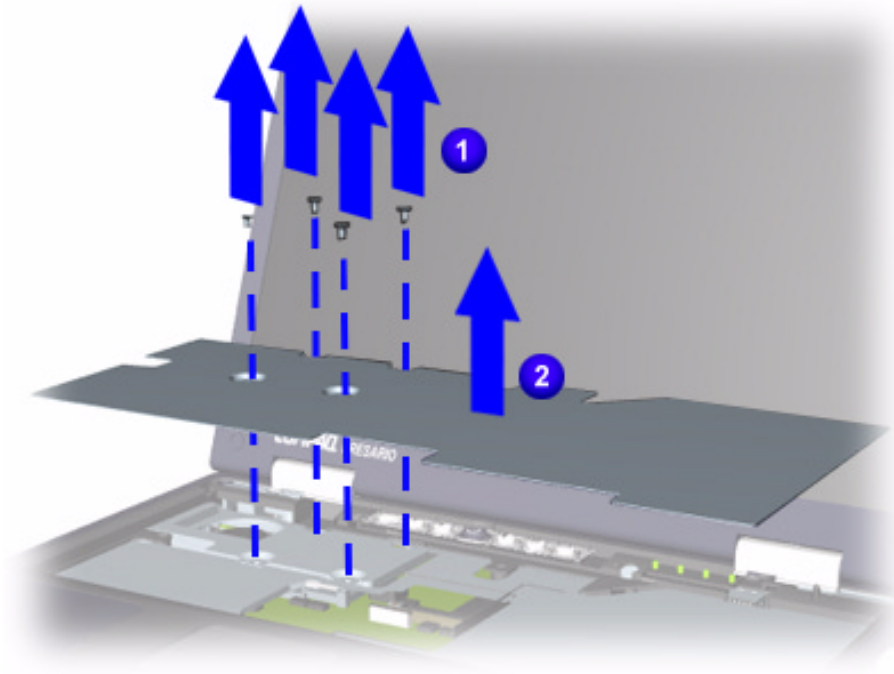
Presario 1700 Series

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Heatspreader

To remove the Heatspreader, complete the following steps:

1. Prepare the unit for disassembly ([pg 7](#)).
2. Remove the LED button bezel ([pg 12](#)).
3. Remove the keyboard ([pg 14](#)).
4. Remove four screws **1** and lift out **2** the Heatspreader.



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Presario 1700 Series

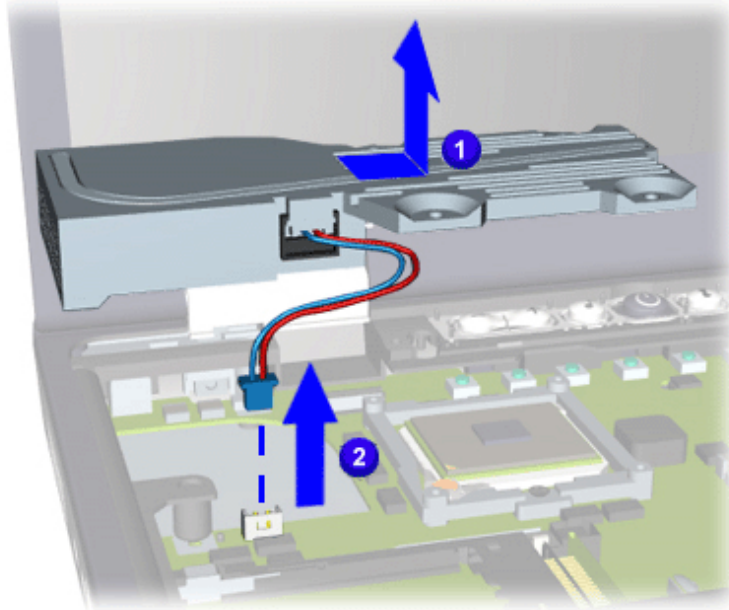
Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Heatsink Assembly (Fan Assembly)

To remove the Heatsink assembly, complete the following steps:

1. Prepare the unit for disassembly ([pg 7](#)).
2. Remove the LED button bezel ([pg 12](#)).
3. Remove the keyboard ([pg 14](#)).
4. Remove the Heatspreader ([pg 15](#)).
5. Lift up the right side of the Heatsink assembly **1**, pull it to the right, then disconnect the two-pin connector **2**.

Note: The Heatsink assembly in the Notebook may differ from the one shown in the illustration below.



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Presario 1700 Series

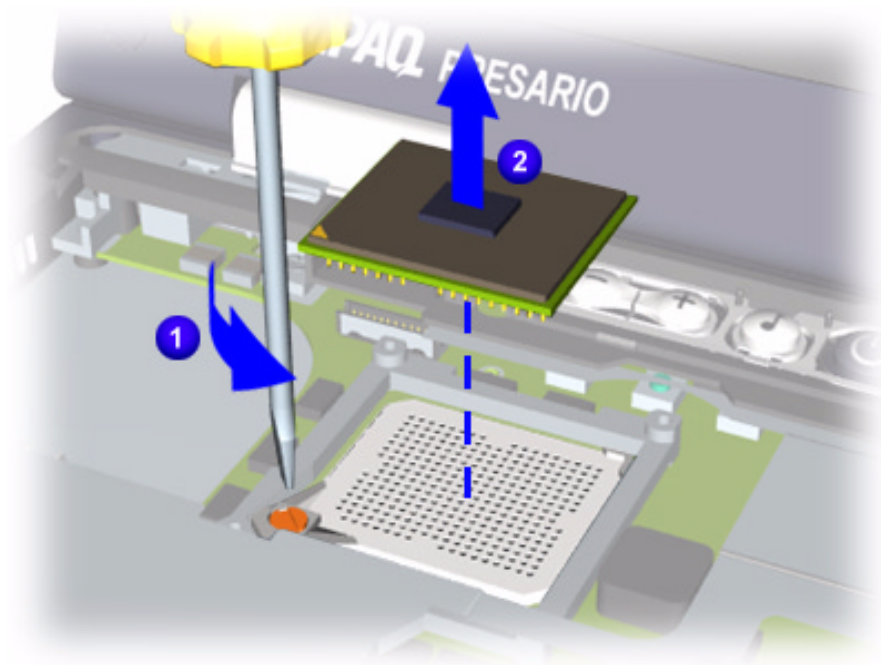
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Processor

To remove the processor, complete the following steps:

1. Prepare the unit for disassembly ([pg 7](#)).
2. Remove the LED button bezel ([pg 12](#)).
3. Remove the keyboard ([pg 14](#)).
4. Remove the Heatspreader ([pg 15](#)).
5. Remove the Heatsink assembly ([pg 16](#)).
6. Turn screw **1** counter-clockwise (1/2 turn **only**), then lift the processor **2** and remove it from the socket.


 **CAUTION:** If you turn the screw more than a half turn, you will damage the socket, making it necessary to replace the system board.

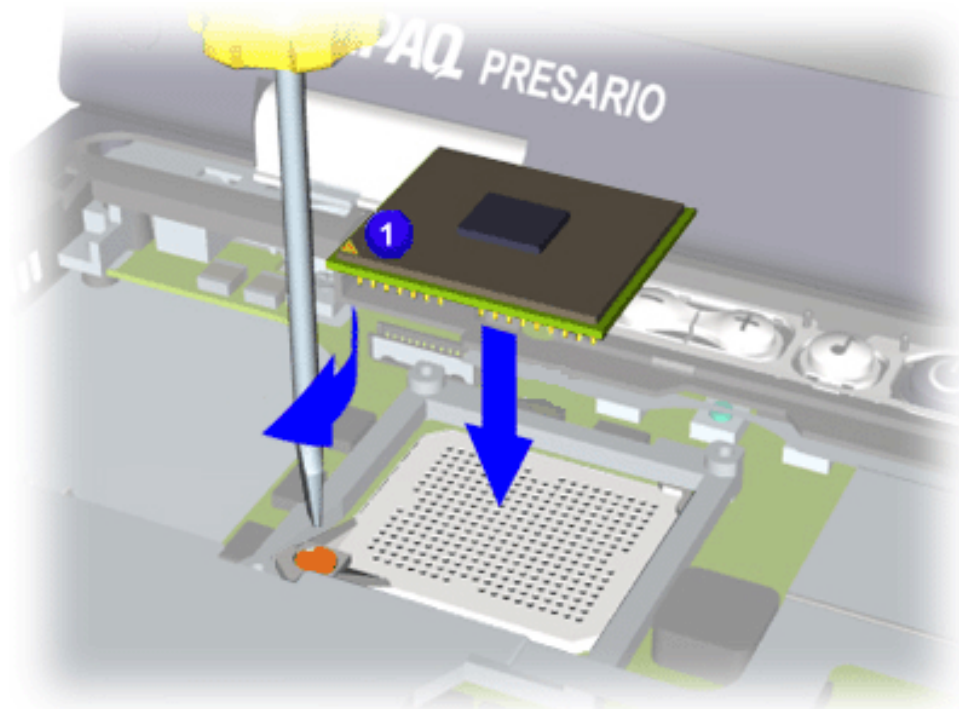


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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

To replace the processor, make sure that the processor's pin 1  orientation is aligned with the lower-left corner of the socket. Turn screw clockwise (1/2 turn **only**).



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Presario 1700 Series

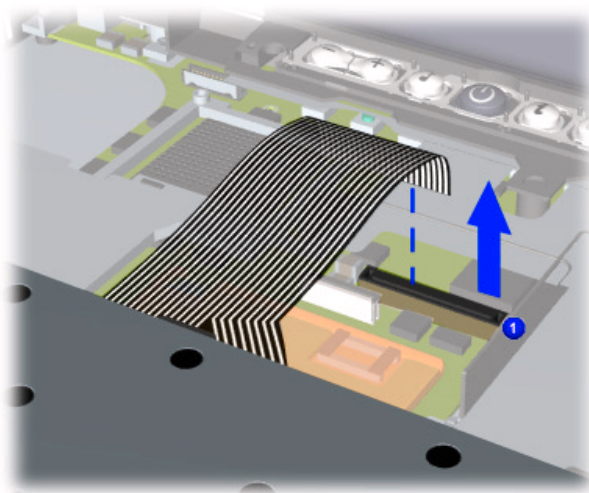
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Keyboard Cable Connection

To remove the keyboard cable connection, complete the following steps:

1. Prepare the unit for disassembly ([pg 7](#)).
2. Remove the LED button bezel ([pg 12](#)).
3. Remove the keyboard ([pg 14](#)).
4. Remove the Heatspreader ([pg 15](#)).
5. Remove the Heatsink assembly ([pg 16](#)).
6. Gently pry open the ZIF connector **i** by carefully lifting on the left side, then the right side, until you can lift no further.
7. Grasp the cable and GENTLY pull up from connector.

 **CAUTION:** Lifting the cable with too much force might result in system board damage, making it necessary to replace the system board.



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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Modem/NIC Combo Card

Preparing for Modem/NIC Combo Card Removal


Prepare the unit for disassembly ([pg 7](#)), and remove the following before removing the modem/NIC combo card:

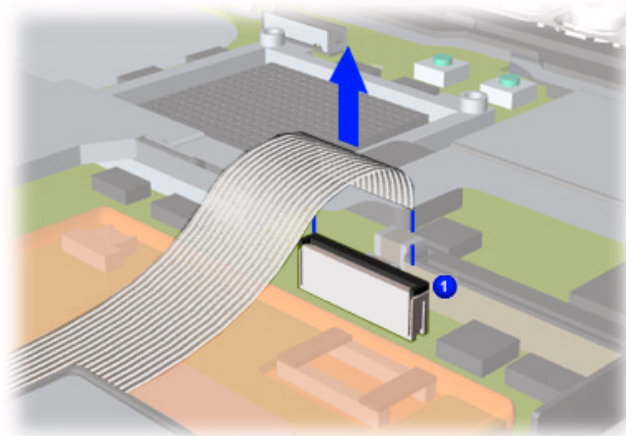
1. Remove the LED button bezel ([pg 12](#)).
2. Remove the keyboard ([pg 14](#)).
3. Remove the Heatspreader ([pg 15](#)).
4. Remove the Heatsink assembly ([pg 16](#)).
5. Remove the keyboard cable connection ([pg 19](#)).

Removing the Modem/NIC Combo Card

To remove the modem/NIC combo card, complete the following steps:

1. Gently pry open the ZIF connector **1** by carefully lifting on the left side, then the right side, until you can lift no further.
2. Grasp the cable and GENTLY pull up from connector.

 **CAUTION:** To prevent damage to the system board, do not pry and lift with excessive force. You may otherwise have to replace the system board.

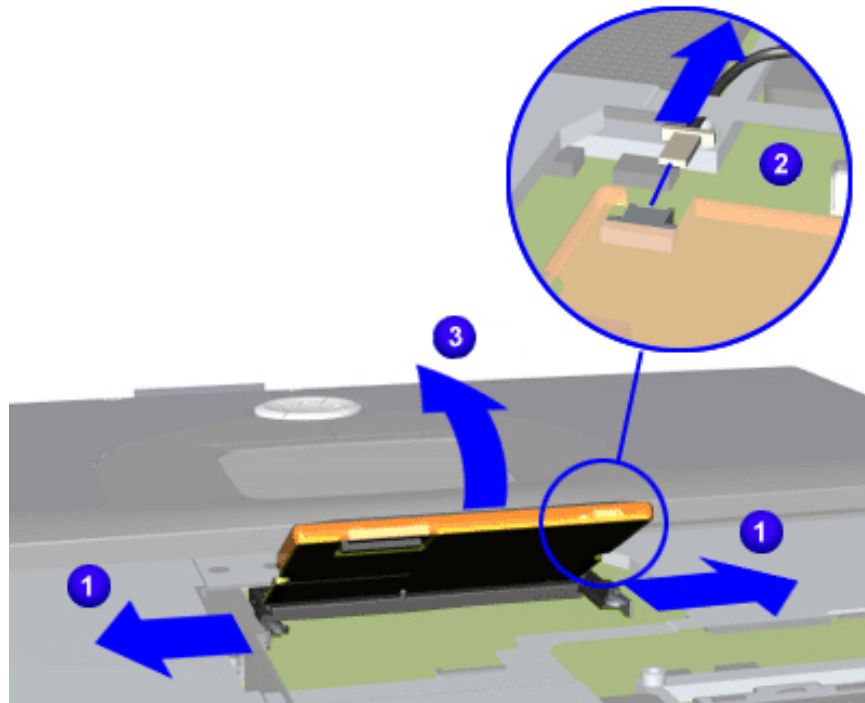


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Presario 1700 Series

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3. Pry latches on each side of the card **1** outward.
4. Remove the two-pin connector **2** on the left side of the card.
5. Grasp the upper-right hand corner of the Modem/NIC combo card, then lift it up and pull it out **3**.



To replace the card, remove the pin connector, insert a new card, then reconnect the pin.

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Presario 1700 Series

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Display Panel

Preparing for the Display Panel Removal

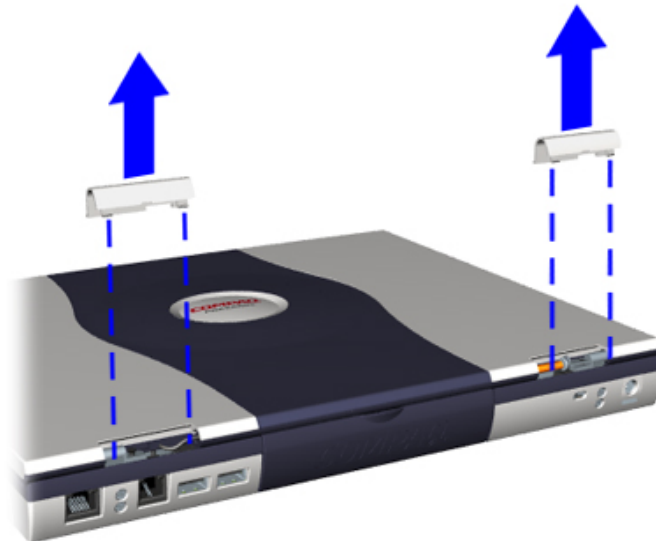
Prepare the unit for disassembly ([pg 7](#)), and remove the following before removing the display panel:

1. Remove the LED button bezel ([pg 12](#)).
2. Remove the keyboard ([pg 14](#)).
3. Remove the Heatspreader ([pg 15](#)).
4. Remove the keyboard cable connection ([pg 19](#)).

Removing the Display Panel

To remove the Display Panel, complete the following steps:

1. Close the Display Panel.
2. Remove each hinge cover by prying either side of the hinge cover up and lifting off.

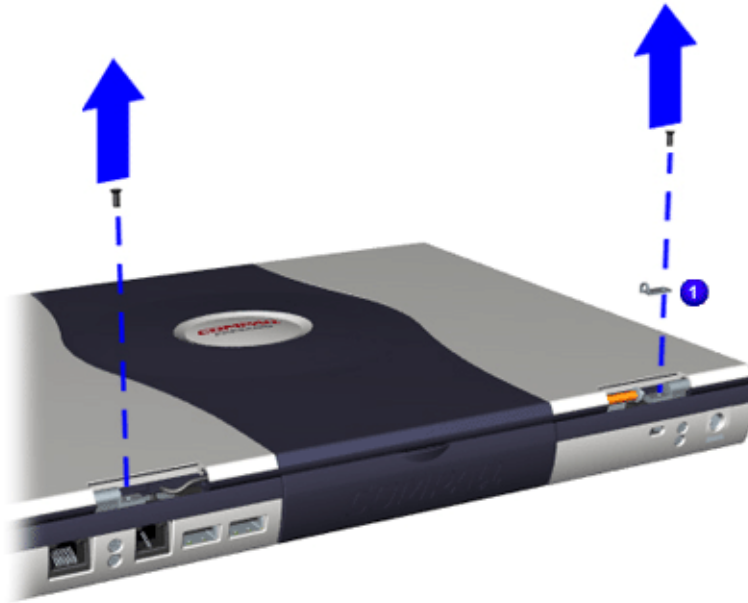


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Presario 1700 Series

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3. Remove the screw on top of each hinge and the cable stabilizer clip **1** from the left-side hinge.



4. Remove two screws from the back of each hinge, then open the Display.

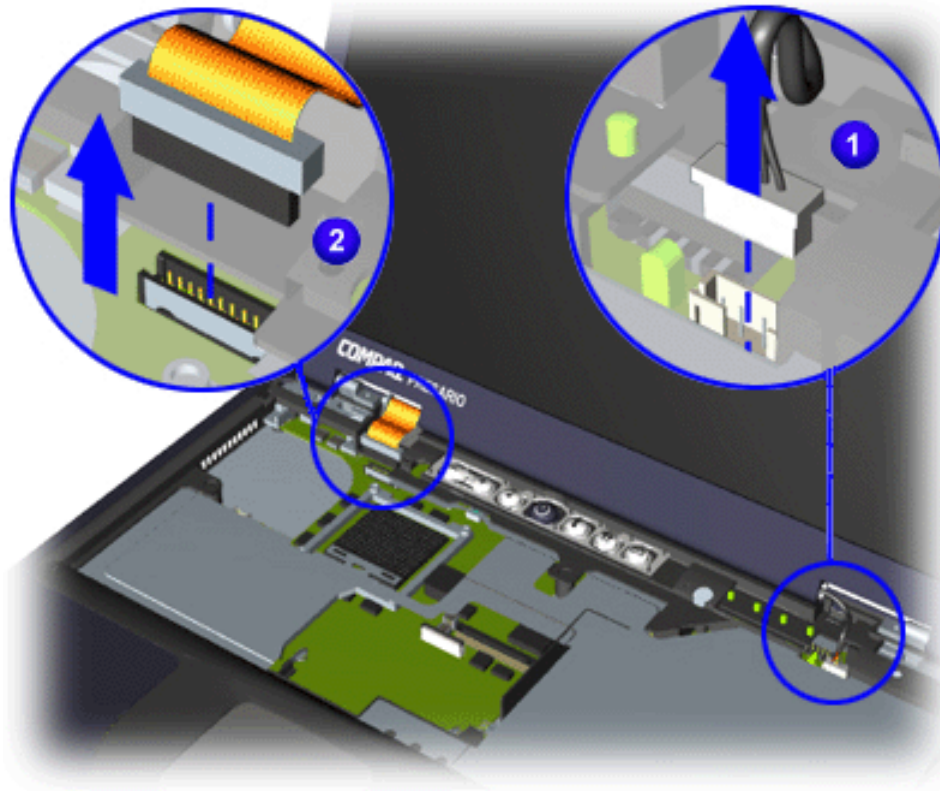


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Presario 1700 Series

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5. Remove the back light cable **1** by carefully lifting it from the socket.
6. Remove the Display cable **2** by prying on the left and right sides of the cable connector until it is detached.



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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

7. Grasp the panel assembly and lift up to remove it.



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Presario 1700 Series

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CPU Top Cover with TouchPad/Palmrest

Preparing for CPU Top Cover with TouchPad/Palmrest Removal

Prepare the unit for disassembly ([pg 7](#)), and remove the following before removing the CPU Top Cover with TouchPad/Palmrest:

1. Remove the hard drive ([pg 10](#)).
2. Remove the FutureBay ([pg 11](#)).
3. Remove the LED button bezel ([pg 12](#)).
4. Remove the keyboard ([pg 14](#)).
5. Remove the Heatspreader ([pg 15](#)).
6. Remove the Heatsink assembly ([pg 16](#)).
7. Remove the keyboard cable connection ([pg 19](#)).
8. Remove the Display Panel ([pg 22](#)).

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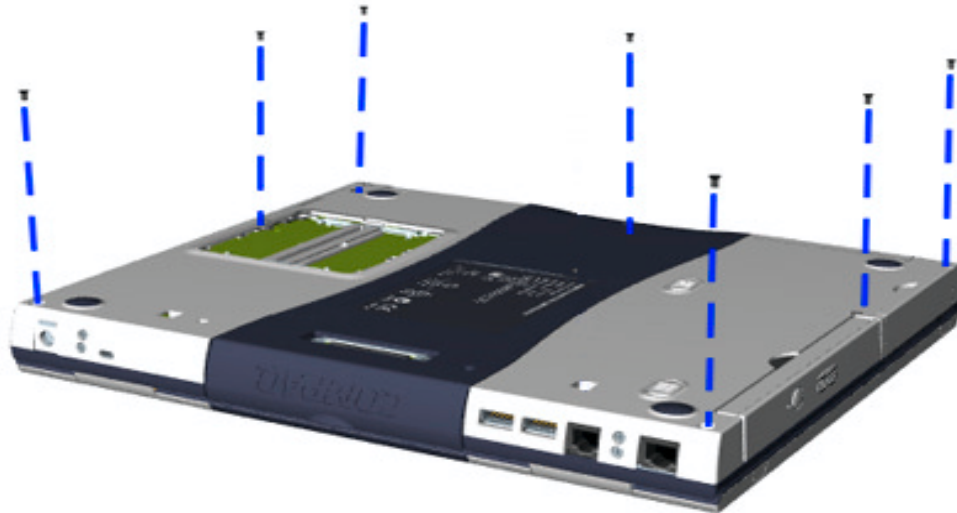
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Removing the CPU Top Cover with TouchPad/Palmrest

To remove the CPU Top Cover with TouchPad/Palmrest, complete the following steps:

1. Turn the unit upside down.
2. Remove seven screws from the underside of the unit.

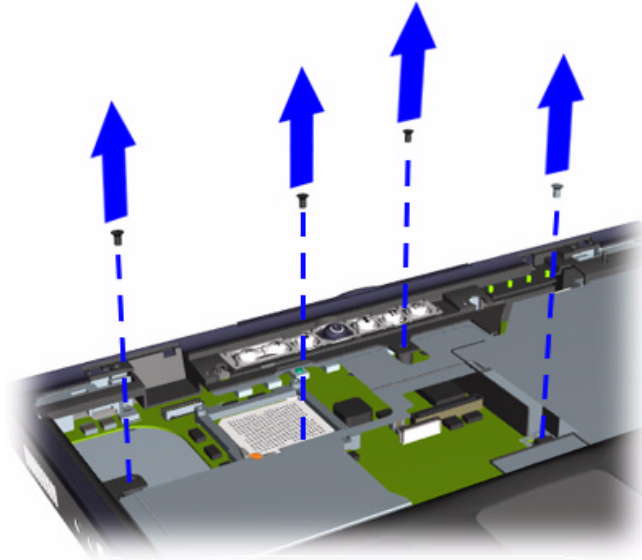


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Presario 1700 Series

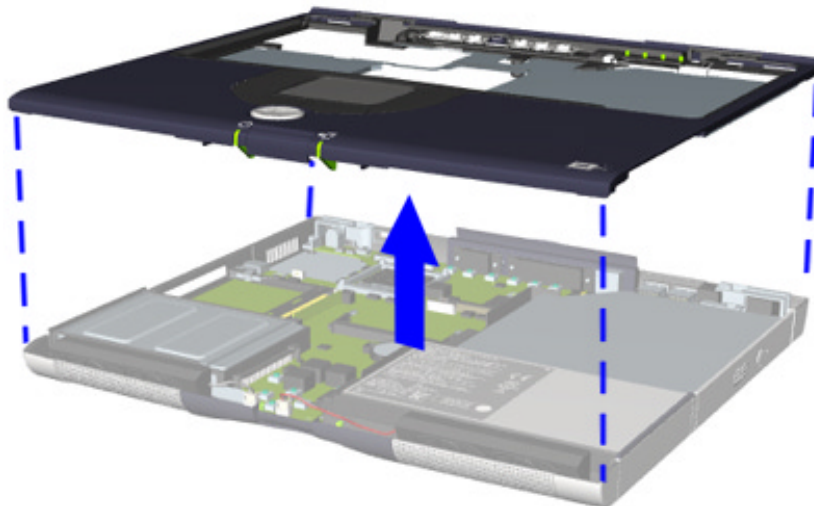
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3. Turn the unit right-side up and remove four screws.



4. Unplug the [Zif Connector](#) for the TouchPad.

5. Lift and remove the CPU Top Cover with TouchPad/Palmrest.



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Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Sub IO Board

Preparing for Sub IO Board Removal

Prepare the unit for disassembly ([pg 7](#)), and remove the following before removing the Sub IO Board:

1. Remove the hard drive ([pg 10](#)).
2. Remove FutureBay ([pg 11](#)).
3. Remove the LED button bezel ([pg 12](#)).
4. Remove the keyboard ([pg 14](#)).
5. Remove the Heatspreader ([pg 15](#)).
6. Remove the Heatsink assembly ([pg 16](#)).
7. Remove the keyboard cable connection ([pg 19](#)).
8. Remove the Display Panel ([pg 22](#)).
9. Remove the CPU Top Cover with TouchPad/Palmrest ([pg 26](#)).

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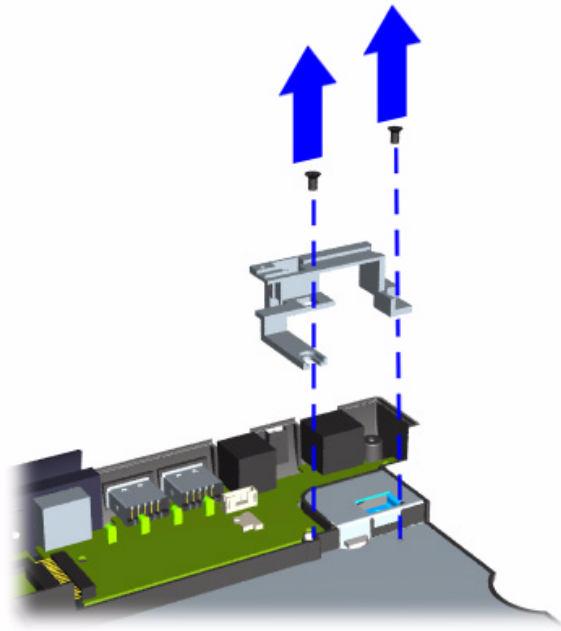
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Removing the Sub IO Board

To remove the Sub IO board, complete the following steps:

1. Remove two screws from the right hinge support bracket and lift the bracket up to remove it.

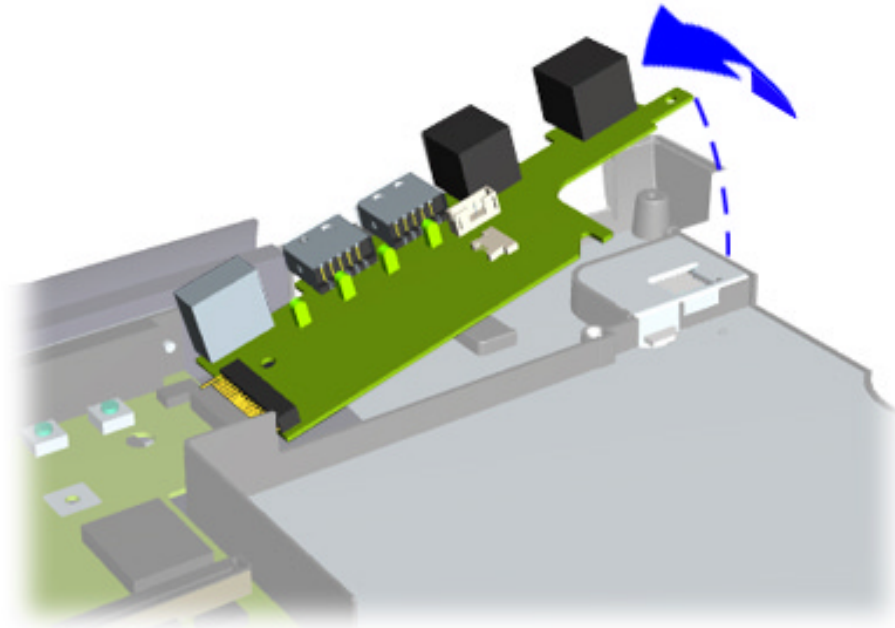


maintenance & service guide

Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

2. Grasp the right-hand corner of the board and lift it up slightly.



3. Pull the board to the right until the IO connector is disconnected from the system board.

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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

System Board

Preparing for System Board Removal

Prepare the unit for disassembly ([pg 7](#)), and remove the following before removing the system board:

1. Remove the hard drive ([pg 10](#)).
2. Remove the FutureBay ([pg 11](#)).
3. Remove the LED button bezel ([pg 12](#)).
4. Remove the keyboard ([pg 14](#)).
5. Remove the Heatspreader ([pg 15](#)).
6. Remove the Heatsink assembly ([pg 16](#)).
7. Remove the Display Panel ([pg 22](#)).
8. Remove the CPU Top Cover with TouchPad/Palmrest ([pg 26](#)).
9. Remove the processor ([pg 17](#)).
10. Remove the keyboard cable connection ([pg 19](#)).
11. Remove the modem or NIC combo card ([pg 20](#)).
12. Remove the Sub IO Board ([pg 29](#)).

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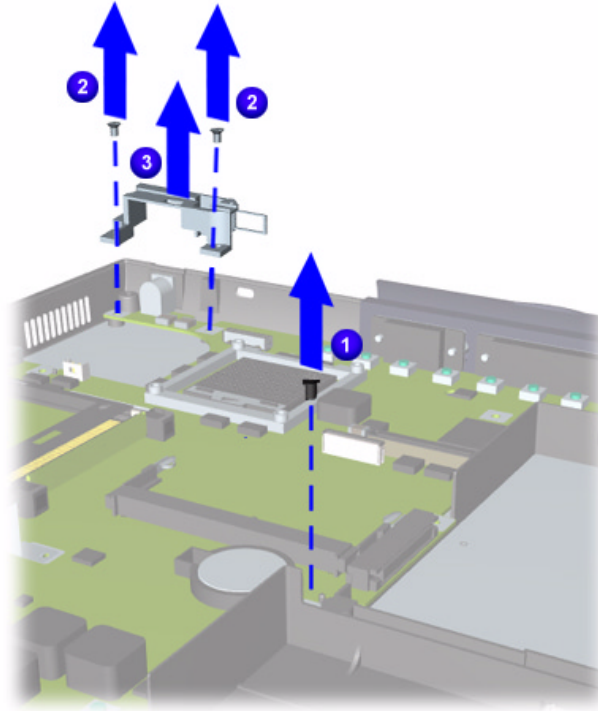
Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Removing the System Board

To remove the system board, complete the following steps:

1. Remove one screw by the CMOS Battery **1**.
2. Remove two screws from the left hinge bracket **2** and lift up to remove the bracket **3**.

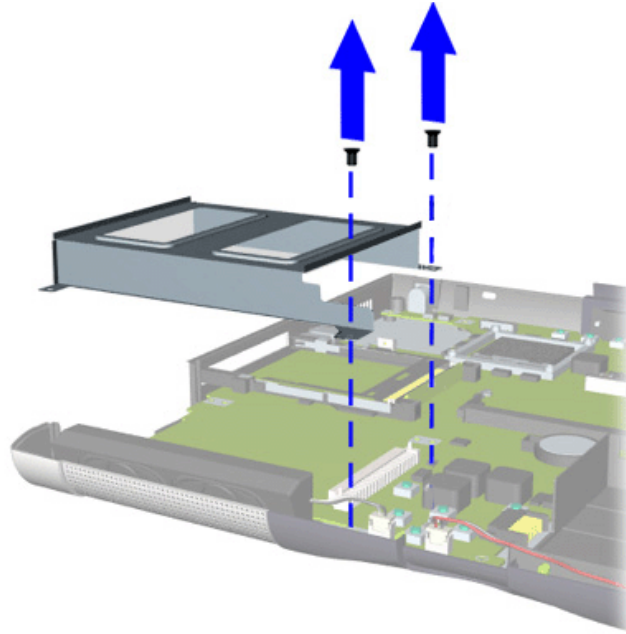


maintenance & service guide

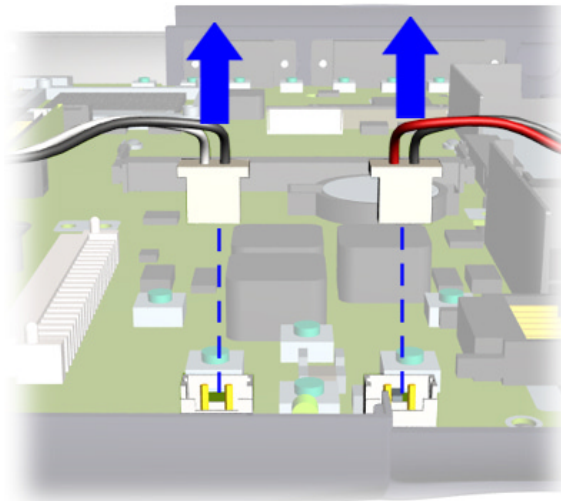
Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

3. Remove two screws on the hard drive frame, and lift the frame up to remove it.



4. Unplug the two speaker cables.

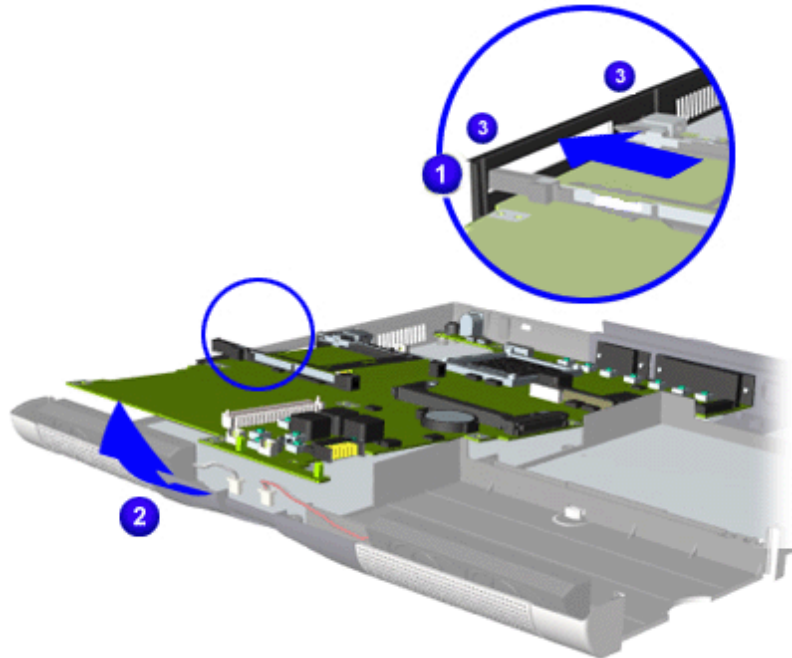


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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

5. Press the button on the side of the card-bus bezel **1** to release the button. Press the button again to eject the card in the card-bus bezel. Remove the card.
6. Start lifting the board at the lower right corner **2**, pry the frame slightly **3** outward near the two audio jacks to release the jacks, then lift the system board out.



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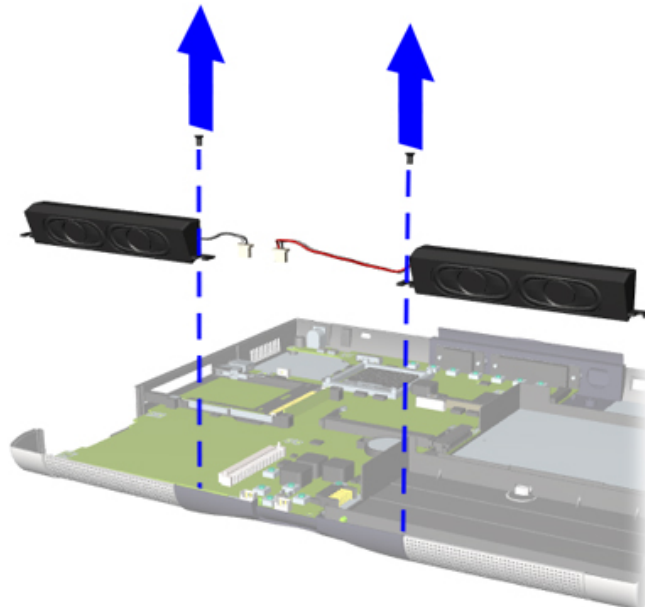
Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Left and Right Speaker Assembly

To remove the left and right speaker assembly, prepare the unit for disassembly ([pg 7](#)) and complete the following steps:

1. Remove the hard drive ([pg 10](#)).
2. Remove the FutureBay ([pg 11](#)).
3. Remove the LED button bezel ([pg 12](#)).
4. Remove the keyboard ([pg 14](#)).
5. Remove the Heatspreader ([pg 15](#)).
6. Remove the Heatsink assembly ([pg 16](#)).
7. Remove the keyboard cable connection ([pg 19](#)).
8. Remove the Display Panel ([pg 22](#)).
9. Remove the CPU Top Cover with TouchPad/Palmrest ([pg 26](#)).
10. Remove the two screws connecting the speaker assembly to the chassis.



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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

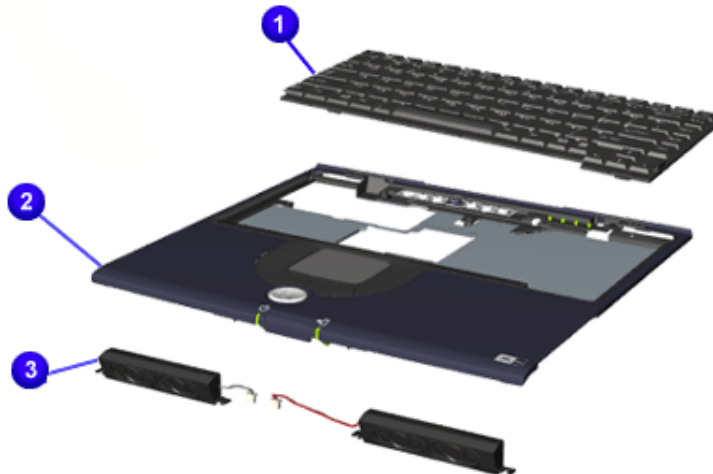
Parts Catalog

This section provides illustrations of the spare parts for Compaq Presario 1700XL Series Notebooks, and identifies the spare part ordering number and availability status of each item.

Illustrated Parts

The following illustrations are typical of the spare parts provided with the Compaq Presario 1700XL Series Notebooks.

Units



Spare Part Items

- ❶ Keyboard
- ❷ Upper CPU Cover w/Palmrest and Touchpad
- ❸ Speakers
- ❹ Li-ion Battery (*not shown*)

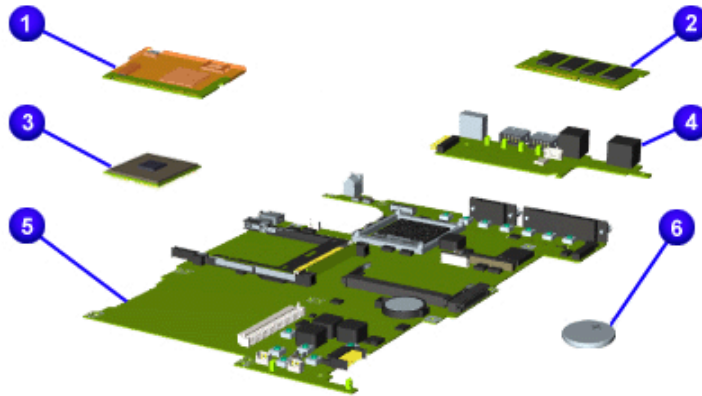
To order parts, refer to [Part Numbers & Availability](#) later in this chapter.

maintenance & service guide

Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Boards



Spare Part Items

❶	Modem or Modem/NIC Combo
❷	Memory
❸	Processor
❹	IO Connector Board
❺	System Board w/o Memory
❻	RTC Battery

To order parts, refer to [Part Numbers & Availability](#) later in this chapter.

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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Display Panel Assembly



Spare Part Item

12.1 Display Panel Assembly

13.3 Display Panel Assembly

14.1 Display Panel Assembly (*shown*)

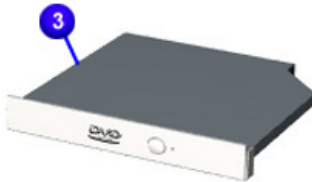
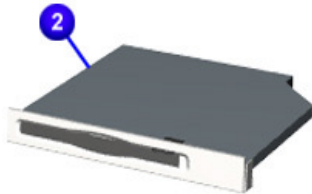
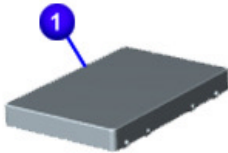
To order parts, refer to [Part Numbers & Availability](#) later in this chapter.

maintenance & service guide

Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Mass Storage Devices



Spare Part Items

- | | |
|---|--|
| ❶ | Hard Drive (6.0 - 32.0 GB) |
| ❷ | Diskette Drive (1.44 MB) |
| ❸ | DVD (6X or 8X) |
| ❹ | CD-ROM Drive (24X) (<i>not shown</i>) |
| ❺ | CD-RW Drive (8X/4X/24X) (<i>not shown</i>) |
| ❻ | LS-120 Drive (<i>not shown</i>) |

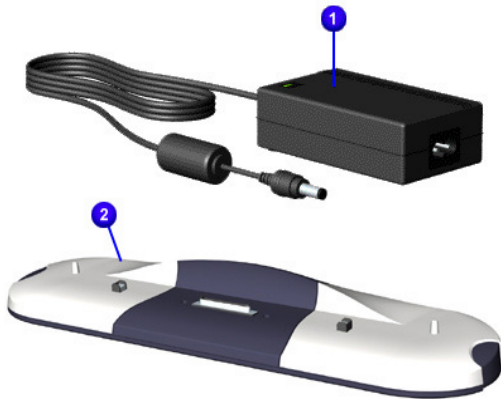
To order parts, refer to [Part Numbers & Availability](#) later in this chapter.

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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Miscellaneous Hardware



Spare Part Items

- ❶ Power Adapter
- ❷ Port Replicator

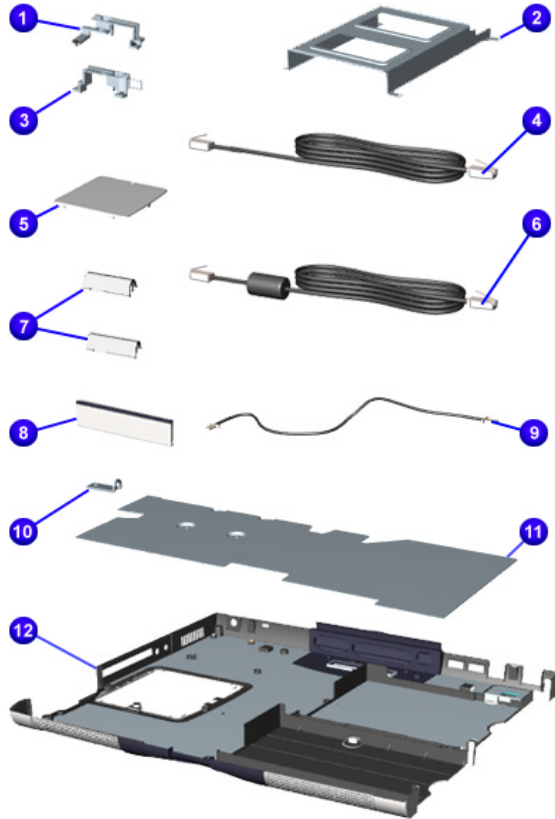
To order parts, refer to [Part Numbers & Availability](#) later in this chapter.

maintenance & service guide

Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Miscellaneous Hardware/Plastics Kit



Spare Part Items

❶	Right Hinge
❷	HDD Guide
❸	Left Hinge
❹	Modem Cable
❺	SODIMM Door
❻	Modem Cable w/Ferrite
❼	Hinge Covers
❽	Battery Cover
❾	RJ45 Internal Modem Cable
❿	FPC Guide on Left Side Hinge
⓫	Heatspreader
⓬	Base
⓭	Door I/O Port Rubber (<i>not shown</i>)
⓮	Keyboard Retainer Cover (<i>not shown</i>)
⓯	Screw Kit, Misc. (<i>not shown</i>)
⓰	Rubber Foot (<i>not shown</i>)
⓱	Fan/Heatsink (<i>not shown</i>)
⓲	Blank Bay Case (<i>not shown</i>)

To order parts, refer to [Part Numbers & Availability](#) later in this chapter.

maintenance & service guide

Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Part Numbers & Availability

This section is a comprehensive list of the parts associated with the 1700XL Series Notebooks. It provides the part number, applicable model(s), and the availability of each item.

Build-to-Order Models

XL260 Model		XL261 Models	
Build-to-Order Items	Part No.	Build-to-Order Items	Part No.
Processor: Pentium III 500 MHz (256)	198696-001	Processor: Pentium III 500 MHz (256) Pentium III 650 MHz (256)	198696-001 202357-001
System Memory: 64 MB	198716-001	System Memory: 64 MB 96 MB	198716-001 NA
Display: 13.3 in.	198699-001	Display: 13.3 in. 14.1 in.	198699-001 198700-001
Optical Drive: DVD	198702-001	Optical Drive: DVD	198702-001
Hard Drive: 6.0 GB	198706-001	Hard Drive: 6.0 GB 12.0 GB	198706-001 198707-001
Battery: 3.2 Ahr Li-ion	191169-001	Battery: 3.2 Ahr Li-ion	191169-001

To find additional parts available for these models, refer to the [Alphabetical Spares Listing](#) later in this chapter.

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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

XL262 Model		XL264 Models	
Build-to-Order Items	Part No.	Build-to-Order Items	Part No.
Processor: Pentium III 600 MHz (256)	198697-001	Processor: Pentium III 500 MHz (256)	198696-001
System Memory: 64 MB	198716-001	System Memory: 64 GB	198716-001
Display: 14.1 in.	198700-001	Display: 13.3 in.	198699-001
Optical Drive: DVD	198702-001	Optical Drive: 24X	198701-001
Hard Drive: 6.0 GB	198706-001	Hard Drive: 6.0 GB	198706-001
Battery: 3.2 Ahr Li-ion	191169-001	Battery: 3.2 Ahr Li-ion	191169-001

XL265 Model		XL266 Models	
Build-to-Order Items	Part No.	Build-to-Order Items	Part No.
Processor: Pentium III 600 MHz (256)	198697-001	Processor: Pentium III 500 MHz (256)	210694-001
System Memory: 64 MB	198716-001	System Memory: 64 MB	198716-001
Display: 14.1 in.	198700-001	Display: 13.3 in.	198699-001
Optical Drive: DVD	198702-001	Optical Drive: 24X	198701-001
Hard Drive: 6.0 GB	198706-001	Hard Drive: 6.0 GB	198706-001
Battery: 3.2 Ahr Li-ion	191169-001	Battery: 3.2 Ahr Li-ion	191169-001

To find additional parts available for these models, refer to the [Alphabetical Spares Listing](#) later in this chapter.

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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

XL274 Model		XL275 Models	
Build-to-Order Items	Part No.	Build-to-Order Items	Part No.
Processor: Pentium III 600 MHz (256)	198697-001	Processor: Pentium III 650 MHz (256)	202357-001
System Memory: 128 MB	209874-001	System Memory: 128 MB	209874-001
Display: 14.1 in.	198700-001	Display: 14.1 in.	198700-001
Optical Drive: 24X	198701-001	Optical Drive: DVD	198702-001
Hard Drive: 12.0 GB	198707-001	Hard Drive: 6.0 GB	198706-001
Battery: 3.2 Ahr Li-ion	191169-001	Battery: 3.2 Ahr Li-ion	191169-001

XL360 Model		XL361 Models	
Build-to-Order Items	Part No.	Build-to-Order Items	Part No.
Processor: Pentium III 600 MHz (256)	198697-001	Processor: Pentium III 700 MHz (256)	207672-001
System Memory: 64 MB	198716-001	System Memory: 64 MB	198716-001
Display: 14.1 in.	198700-001	Display: 13.3 in.	198699-001
Optical Drive: DVD	198702-001	Optical Drive: 8X DVD	198702-001
Hard Drive: 10.0 GB	207665-001	Hard Drive: 15.0 GB	221126-001
Battery: 3.2 Ahr Li-ion	191169-001	Battery: 3.2 Ahr Li-ion	191169-001

To find additional parts available for these models, refer to the [Alphabetical Spares Listing](#) later in this chapter.

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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

XL362 Model		XL363	
Build-to-Order Items	Part No.	Build-to-Order Items	Part No.
Processor: Pentium III 700 MHz (256)	207672-001	Processor: Pentium III 650 MHz (256)	202357-001
System Memory: 128 MB	209874-001	System Memory: 64 MB	198716-001
Display: 14.1 in.	198700-001	Display: 13.3 in.	198699-001
Optical Drive: DVD	198702-001	Optical Drive: 24X	198701-001
Hard Drive: 15.0 GB	221126-001	Hard Drive: 15.0 GB	221126-001
Battery: 3.2 Ahr Li-ion	191169-001	Battery: 3.2 Ahr Li-ion	191169-001

XL364 Models		XL365 Model	
Build-to-Order Items	Part No.	Build-to-Order Items	Part No.
Processor: Pentium III 650 MHz (256) Pentium III 750 MHz (256)	202357-001 207673-001	Processor: Pentium III 700 MHz (256)	207672-001
System Memory: 64 MB 128 MB	198716-001 209874-001	System Memory: 128 MB	209874-001
Display: 13.3 in. 14.1 in.	198699-001 198700-001	Display: 14.1 in.	198700-001
Optical Drive: 8X DVD 24X CD-RW	198702-001 198701-001 198703-001	Optical Drive: DVD	198702-001
Hard Drive: 10.0 GB 20.0 GB	207665-001 207666-001	Hard Drive: 15.0 GB	221126-001
Battery: 3.2 Ahr Li-ion	191169-001	Battery: 3.2 Ahr Li-ion	191169-001

To find additional parts available for these models, refer to the [Alphabetical Spares Listing](#) later in this chapter.

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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

XL366 Models		XL367 Model	
Build-to-Order Items	Part No.	Build-to-Order Items	Part No.
Processor: Pentium III 600 MHz (256)	198697-001	Processor: Celeron 600 MHz (128)	198695-001
System Memory: 64 MB	198716-001	System Memory: 64 MB	198716-001
Display: 13.3 in.	198699-001	Display: 14.1 in.	198700-001
Optical Drive: 24X	198701-001	Optical Drive: 24X	198701-001
Hard Drive: 10.0 GB	207665-001	Hard Drive: 15.0 GB	221126-001
Battery: 3.2 Ahr Li-ion	191169-001	Battery: 3.2 Ahr Li-ion	191169-001

XL368 Models		XL369 Model	
Build-to-Order Items	Part No.	Build-to-Order Items	Part No.
Processor: Pentium III 600 MHz (256)	198697-001	Processor: Celeron 650 MHz (128)	207670-001
System Memory: 64 MB	198716-001	System Memory: 64 MB	198716-001
Display: 14.1 in.	198700-001	Display: 13.3 in.	198699-001
Optical Drive: 8X DVD	198702-001	Optical Drive: CD-RW	198703-001
Hard Drive: 15.0 GB	221126-001	Hard Drive: 10.0 GB	207665-001
Battery: 3.2 Ahr Li-ion	191169-001	Battery: 3.2 Ahr Li-ion	191169-001

To find additional parts available for these models, refer to the [Alphabetical Spares Listing](#) later in this chapter.

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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

XL370 Models		XL371 Model	
Build-to-Order Items	Part No.	Build-to-Order Items	Part No.
Processor: Pentium III 650 MHz (256)	202357-001	Processor: Pentium III 750 MHz (128)	207673-001
System Memory: 128 MB	198695-001	System Memory: 128 MB	209874-001
Display: 14.1 in.	198700-001	Display: 14.1 in.	198700-001
Optical Drive: 8X DVD	198702-001	Optical Drive: 8X DVD	198702-001
Hard Drive: 10.0 GB	207665-001	Hard Drive: 20.0 GB	207666-001
Battery: 3.2 Ahr Li-ion	191169-001	Battery: 3.2 Ahr Li-ion	191169-001

XL372 Models		XL373 Model	
Build-to-Order Items	Part No.	Build-to-Order Items	Part No.
Processor: Pentium III 650 MHz (256)	202357-001	Processor: Pentium III 750 MHz (128)	207673-001
System Memory: 64 MB	198716-001	System Memory: 64 MB	198716-001
Display: 13.3 in.	198699-001	Display: 14.1 in.	198700-001
Optical Drive: CD-RW	198703-001	Optical Drive: DVD	198702-001
Hard Drive: 10.0 GB	207665-001	Hard Drive: 20.0 GB	207666-001
Battery: 3.2 Ahr Li-ion	191169-001	Battery: 3.2 Ahr Li-ion	191169-001

To find additional parts available for these models, refer to the [Alphabetical Spares Listing](#) later in this chapter.

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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

XL374 Model		XL375 Models	
Build-to-Order Items	Part No.	Build-to-Order Items	Part No.
Processor: Pentium III 700 MHz (256)	207672-001	Processor: Pentium III 750 MHz (256)	207673-001
System Memory: 128 MB	198695-001	System Memory: 128 MB	198695-001
Display: 14.1 in.	198700-001	Display: 14.1 in.	198700-001
Optical Drive: 8X DVD	198702-001	Optical Drive: 8X DVD	198702-001
Hard Drive: 15.0 GB	221126-001	Hard Drive: 20.0 GB	207666-001
Battery: 3.2 Ahr Li-ion	191169-001	Battery: 3.2 Ahr Li-ion	191169-001

XL376 Model		XL377 Models	
Build-to-Order Items	Part No.	Build-to-Order Items	Part No.
Processor: Pentium III 750 MHz (256)	207673-001	Processor: Pentium III 700 MHz (256)	207672-001
System Memory: 128 MB	198695-001	System Memory: 64 MB	198716-001
Display: 14.1 in.	198700-001	Display: 14.1 in.	198700-001
Optical Drive: CD-RW	198703-001	Optical Drive: 8X DVD	198702-001
Hard Drive: 20.0 GB	207666-001	Hard Drive: 20.0 GB	207666-001
Battery: 3.2 Ahr Li-ion	191169-001	Battery: 3.2 Ahr Li-ion	191169-001

To find additional parts available for these models, refer to the [Alphabetical Spares Listing](#) later in this chapter.

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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

XL378 Model		XLTBD Model	
Build-to-Order Items	Part No.	Build-to-Order Items	Part No.
Processor: Celeron 700 MHz (128)	207671-001	Processor: Pentium III 700 MHz (256)	207672-001
System Memory: 64 MB	198716-001	System Memory: 128 MB	198695-001
Display: 13.3 in.	198699-001	Display: 14.1 in.	198700-001
Optical Drive: DVD	198702-001	Optical Drive: 8X DVD	198702-001
Hard Drive: 10.0 GB	207665-001	Hard Drive: 10.0 GB	207665-001
Battery: 3.2 Ahr Li-ion	191169-001	Battery: 3.2 Ahr Li-ion	191169-001

To find additional parts available for these models, refer to the [Alphabetical Spares Listing](#) later in this chapter.

Documentation and Software

Spare Part Items	
<i>Beyond Setup Guide</i>	Microsoft Word2000 CD Kit
Built for You Letter	Options Catalog
Compaq WinME Operating System Guide	Owner Registration Card-Win2K
Compaq.Net Rebate Card	Personal Audio Player Card
Corel Word Perfect Office 2000 CD Kit	Quick Restore Recovery CD Kit
DVD-ROM Driver Card	Return Kit
Easy Setup Poster	<i>Safety & Comfort Guide</i>
Emergency Recovery CD Kit	Warranty
Microsoft Office 2000 Professional CD Kit	Win2000 Driver CD Kit
Microsoft WinME Manual Kit	

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Presario 1700 Series

Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Alphabetical Spares Listing

In this section, all spare parts associated with the 1700XL models are listed alphabetically by name.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Spare Part Description	Spare P/N	Applicable Models	Availability
AC Adapter (60 W 2-Wire)	198713-001	All	
AC Adapter (60 W 3-Wire)	198714-001	All	
AC Power Cord (AU 3-Wire)	198723-011	All	
AC Power Cord (AU 2-Wire)	174120-011	All	
AC Power Cord (CH 3-Wire)	198723-AA1	All, CTO	after 9/25/00
AC Power Cord (CH 2-Wire)	174120-AA1	All	
AC Power Cord (INT'L 3-Wire)	198723-B31	All	
AC Power Cord (INT'L 2-Wire)	174120-002	All	
AC Power Cord (IT 3-Wire)	198723-061		
AC Power Cord (JP 3-Wire)	198723-291		
AC Power Cord (KR 3-Wire)	198723-AD1	All	
AC Power Cord (SE 3-Wire)	198723-101	CTO	after 9/25/00
AC Power Cord (SW 2-Wire)	174120-115	CTO	after 9/25/00
AC Power Cord (SW 3-Wire)	198723-BG1	CTO	after 9/25/00
AC Power Cord (UK 2-Wire)	174120-031	CTO	after 9/25/00
AC Power Cord (UK 3-Wire)	198723-031	CTO	after 9/25/00
AC Power Cord (US 3-Wire)	174120-001	All	
AC Power Cord (TW 3-Wire)	198723-AB1	All	after 9/25/00
Base	198691-001	All	after 9/3/00
Battery Pack (3.2 Ahr, Li-ION)	191169-001	All	
Battery Pack (3.6 Ahr, Li-ION)	198709-001	CTO	after 9/17/00
<i>Beyond Setup Guide</i>	183237-002	All	
Blank Bay Case	212284-001	All	after 9/3/00
Built for You Letter	387076-003	CTO	after 9/25/00
CD-ROM Drive 24X	198701-001	264, 266, 364, 366, 367, CTO	after 9/17/00

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Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Spare Part Description	Spare P/N	Applicable Models	Availability
CD-ROM, 24X DMA	221761-001	CTO	after 9/25/00
CD-RW Drive (8X/24X)	198703-001	369, 372, 364, CTO	after 1/14/01
CD-ROM, CD-RW	198703-001	369, 372, 364, CTO	until 1/7/01
<i>Compaq WinME Operating System Guide</i>	181272-001	All	
Compaq.Net Rebate Card	210619-002	CTO	after 9/25/00
Corel Word Perfect Office 2000 CD Kit	154906-001	All	
CPU Cover w/Power Switch	198692-001	All	
Diskette Drive (1.44 MB)	198704-001	All, CTO	after 9/17/00
Display Panel (12.1 in. SVGA)	198698-001	CTO	after 9/3/00
Display Panel (13.3 in.)	198699-001	260, 264, 266, 361, 364, 366, 367, 369, 372, CTO	after 9/3/00
Display Panel (14.1)	198700-001	261, 262, 265, 274, 275, 360, 362, 364, 365, 367, 368, 370, 371, 374, 375, CTO	after 9/3/00
DVD/CD-RW Combo Drive	NA	CTO	after 1/14/00
DVD Drive (8X)	198702-001	CTO	after 9/25/00
DVD-ROM Driver Card, RTF	201706-003	All	
Easy Setup Poster	183237-002	All	

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Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Spare Part Description	Spare P/N	Applicable Models	Availability
Emergency Recovery CD	(US/PR) 169298-001	All	
	(MEX) 169298-161		
	(APD) 169298-371		
	(PRC) 169298-AA1		
	(KOR) 169298-AD1		
	(AUS) 169298-371		
	(JP) 169298-291		
	(UK) 169298-031		
	(FR) 169298-051		
	(IT)169298-061		
(BEL) 169298-AK1			
Fan/Heatsink	198712-001	All	
Fan w/TouchPad	219810-001	All	
Hard Drive (6.0 GB)	198706-001	260, 262, 264, 265, 266, 275, CTO	after 9/17/00
Hard Drive (10.0 GB)	207665-001	261,266,274, 366, 364, 369, 372, 360, 370, CTO	after 9/17/00
Hard Drive (15.0 GB)	221126-001	374, 361, 362, 367, 368, 365, CTO	after 9/17/00
Hard Drive (20.0 GB)	207666-001	364, 371, 375, CTO	after 9/17/00
Hard Drive (30.0 GB)	207667-001	CTO	not available
Hard Drive (32.0 GB 5400 RPM)	207668-001	CTO	after 10/15/00
Heat Sink (Heatspreader)	198712-001	All	after 9/25/00
IO Connector Board	198690-001	All	
Keyboard (US)	198719-001	260, 261, 262, 264, 265, 275, 360, 375	
Keyboard (UK)	198719-031		
Keyboard (INT'L)	198719-B31	261, 264	
Keyboard (TW)	198719-AB1	261	
Keyboard (LA)	198719-161	266, 274	

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Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Spare Part Description	Spare P/N	Applicable Models	Availability
Keyboard (KR)	198719-AD1	261, 264	
Keyboard (KR)	221894-AD1		
Keyboard (JP)	198719-291		
Keyboard (BE)	198719-181		
Keyboard (DK)	198719-081		
Keyboard (FC)	198719-121		
Keyboard (GR)	198719-041		
Keyboard (IT)	198719-061		
Keyboard (NO)	198719-091		
Keyboard (SE)	198719-101		
Keyboard (SW)	198719-111		
Keyboard (FR)	198719-051		
Keyboard (NL)	198719-331		
Keyboard (TH)	198719-281		
LS-120 Drive (FutureBay)	198705-001	CTO	after 10/15/00
Manuals: Beyond Setup Guide , Safety and Comfort Guide , Compaq WinME Operating System Guide			
Memory (32 MB)	207678-001	CTO	after 9/25/00
Memory (64 MB)	198716-001	All	after 9/3/00
Memory (128 MB)	209874-001	362, 364, 365, 370, 371, 374, 375, CTO	after 9/3/00
Memory (256 MB)	207676-001	CTO	after 9/3/00
Microsoft Office 2000 Professional CD Kit	NA	CTO	after 9/25/00
Microsoft Office 2000 SBE CD Kit	NA	CTO	after 9/25/00
Microsoft Word 2000 CD Kit	147234-001	All	
<i>Microsoft Millennium Guide</i>	180309-001	All	
Miscellaneous Hardware/Plastics Kit	198693-001	All	
Miscellaneous Screw Kit	198711-001	All	
Modem 56K Mini 3 INTL, EMEA	198720-B31		
Modem 56K Mini 3 INTL, AUS/NZ	198720-011		
Modem 56K Mini 3 US, APD, LA, Canada	198720-001		

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Spare Part Description	Spare P/N	Applicable Models	Availability
Modem 56K/NIC Combo, US	198721-001	366, 374	
Modem 56K Mini PCI 3III AU	221127-011	360	
Modem 56K Mini PCI 3III	221127-001	362, 375, 370	
Modem 56K Mini PCI 3III EU	221127-021	361, 364, 369, 372, 371, 365	
Mouse, CPQ USB			
Options Catalog	166299-003	All	
Owner Registration Card—Win2K	141572-005	CTO	after 9/25/00
Palmrest Cover w/TouchPad	198692-001	All	
Personal Audio Player Card	216792-001	All	
Port Replicator, See QuikDock			
Processor (550 MHz PIII 256K)	198694-001	266	
Processor (600 MHz Celeron 128K)	198695-001	274, 367, CTO	after 9/17/00
Processor (600 MHz PIII 256K)	198697-001	262, 264, 265, 266, 274, 360, 368, 366, CTO	after 9/17/00 until 1/7/01
Processor (650 MHz Celeron 128K)	207670-001	369	
Processor (650 MHz PIII 256K)	202357-001	261, 275, 364, 370, 372	
Processor (700 MHz PIII 256K)	207672-001	361, 362, 365, 367, 374, CTO	after 9/17/00
Processor (700 MHz Celeron 128K)	207671-001	378	after 9/17/00
Processor (750 MHz PIII 256K)	207673-001	369, 364, 371, 375, CTO	after 9/17/00 until 1/7/01
Processor (800 MHz PIII 256K)	207674-001	CTO	after 9/24/00
Processor (850 MHz PIII 256K)	207675-001	CTO	after 9/24/00

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Models: XL260, XL261, XL262, XL264, XL265, XL266, XL274, XL275, XL360, XL361, XL362, XL363, XL364, XL365, XL366, XL367, XL368, XL369, XL370, XL371, XL372, XL373, XL374, XL375, XL376, XL377, and XL378

Spare Part Description	Spare P/N	Applicable Models	Availability
Quick Restore CD 1	(US/PR) 169298-001	All	
	(MEX) 169298-161		
	(APD) 169298-371		
	(PRC) 169298-AA1		
	(KOR) 169298-AD1		
	(AUS) 169298-371		
	(JP) 169298-291		
	(UK) 169298-031		
	(FR) 169298-051		
	(IT) 169298-061		
(BEL) 169298-AK1			
QuikDock (Port Replicator)	198717-001	All	
RTC Battery	198718-001	All	
Recovery CD Kit	157296-003	All	
<i>Safety and Comfort Guide</i>	191432-001	All	
Speakers	198710-001	All	
Sub Board	198690-001	All	
System Board w/o Memory	198689-001	260, 261, 262, 264, 265, 266, 274, 275	
System IO Board w/o Memory	219809-001	360, 361, 362, 364, 365, 366, 367, 368, 369, 370, 371, 372, 374, 375,	
Warranty	170835-004	All	
<i>WinME Operating System Guide</i>	181272-001	All	
Win2k Driver CD Kit	191298-003	CTO	after 9/25/00

To see illustrations of each part, and a list of items contained in each miscellaneous parts kit, refer to [Illustrated Parts](#) earlier in this chapter.