



# Appendix B

## Troubleshooting

This section is about what you should do if something goes wrong with your system. This can't anticipate every possible problem, but you should check here before you panic. If you don't find the answer in these pages, make sure you have followed the instructions carefully and observed the safety precautions in the preface. If all else fails, talk to your dealer. You should also make a record of what happened and what remedies you tried.


Of course, if something goes wrong, it will happen at the most inconvenient time possible, so you should preview this section just in case. If, after you've tried everything, and the system still won't cooperate, try turning it off for a few minutes and then rebooting. You will lose any unsaved data, but it may start working again. Then call your dealer or service representative.



## GETTING STARTED



This first group of problems and solutions may seem obvious but you'd be surprised at how many "experienced" users have similar problems.

### POWER

#### **You turned the power on but nothing happened.**

possible cause: AC power source missing/incorrectly plugged  
indicator: The AC-power status icon, , doesn't appear.  
solution: Check if the adapter is connected to a power cord and then to the DC-in socket on the computer's rear panel. Make sure the power cord is plugged into a wall outlet.

possible cause: Battery missing/incorrectly installed  
indicator: The battery status icon,  or , doesn't appear.  
solution: Check the power and floppy bays, make sure the battery(s) is present and seated properly (the design of the battery only allows it to go in one way). Make sure there's nothing interfering with the battery contacts.

possible cause: Low battery  
indicator: The battery status icon,  or , is flashing green.



solution: Plug in the AC power source. If the computer doesn't start up immediately, turn it off then on again.



possible cause: The startup screen is set to CRT.

indicator: The various icons appear, but no picture.

solution: Toggle the **Fn+F9** combination. Wait a few moments before trying this control again.

### **You are losing battery power too quickly.**

possible cause: The system is using too much power.

indicator: The battery status icon,  or , is moving from green to red too quickly.

solution: Go into *Setup* (see *Chapter 4: Firmware*), and adjust the controls available in the Power menu. If your operating system has a power management scheme (i.e. *APM*), check its settings. You may also be using a PC Card device which is drawing a lot of power (e.g. a Type III storage device).



possible cause: The battery does not fully charge due to prolonged inactivity.

indicator: The battery life per charge is too short.

solution: Refer to *Chapter 5: Power, Use & Charging the Battery Pack*.

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possible cause: The battery is too hot.  
indicator: The battery is warm to the touch.  
solution: Allow the battery to cool. If this problem persists, make sure the vents aren't blocked and the computer isn't sitting on a thermal surface.  
Make sure using the correct adapter.

possible cause: The battery has a defect or has become defective.  
indicator: The battery status icon,  or , is moving from green to red too quickly.  
solution: Replace the battery. The rechargeable batteries available for this computer are manufactured to exact standards so the problem may be in your environment. Heavy air pollution, moisture and other contaminants may make battery leads corrode. If this is the case, don't take chances. Refer to the safety precautions in the *Preface*.

### The notebook feels too hot.



possible cause: The system is using too much power.  
indicator: The computer feels uncomfortably warm.  
solution: Reduce the computer's power consumption (refer to *Chapter 4: Firmware* and *Chapter 5: Power*). Make sure the notebook is properly ventilated and the fan port is not blocked. If this doesn't cool it down, put the system into *Suspend* mode or turn it off for an hour.



## DISPLAY



### Nothing appears on the screen.

possible cause: The system is in a power saving mode (except *Save to Disk*).

indicator: The power status icon, either  or , is lit or flashing.

solution: Press a key on the keyboard. Toggle the suspend key combination (see *Chapter 1: Introduction*, Hot Key Controls).

possible cause: The system is in the *Save-to-Disk* mode.

indicator: The power status icon, , and/or power bar, , is off.

solution: Turn the system off and then on again to reboot the system. If it still doesn't work, connect the AC power and try again. Leave the computer attached to AC power so that the battery has a chance to recharge. Recharging takes about two hours with the system turned off.

possible cause: The computer is set for a different display.

solution: Toggle the screen display key combination (see *Chapter 1: Introduction*, Hot Key Controls). If this works, you should go into **Settings** (button) of **Display Properties** page and choose the proper output device (see *Chapter 2: System*). If an external monitor or TV is connected, turn it on.

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### The screen is flickering.

- possible cause: The vertical refresh rate is insufficient.
- solution:
- (1) Avoid using the Simultaneous display mode. Use LCD only or CRT only.
  - (2) Switch to a lower resolution and/or fewer colors.
  - (3) Adjust the refresh frequency in the display controls.

### The screen images aren't clear.

- possible cause: The screen controls need to be adjusted.
- solution: Toggle the screen control key combinations (see *Chapter 1: Introduction*, Hot Key Controls).

- possible cause: The viewing angle of the LCD is bad.
- indicator: The screen appears shiny or too dim.
- solution: Adjust the position of the LCD. LCDs are designed to be viewed "straight on". If the angle is wrong, you may see glare from the screen's backlight.

- possible cause: The screen is dirty.
- indicator: The screen images are blurry.
- solution: Clean the screen using a soft, clean dry cloth. Many cleaning solutions can damage the LCD surface so you should follow the precautions outlined in the *Preface*. Try to avoid touching the screen itself. Even the cleanest hands can leave oils which attract contaminants.



possible cause: The screen is suffering from burn-in.  
indicator: The screen has ghost images, even when it's off.  
solution: This problem is usually associated with monitors. Use "Display Properties" (see *Chapter 2: Software*) to uncheck the LCD display device. You can also use a screen-saver which can help protect an attached monitor.

## OPERATION

**The system gives you garbage when you try to read a hard disk from another computer.**

possible cause: The hard disk is not recognized.  
indicator: The system cannot boot from the hard disk.  
solutions: (a) The BIOS usually automatically detects the parameters of the hard disk. However, it may occasionally detect a different set of parameters. If the system cannot use the hard disk, check the parameters of the hard disk in *Setup*. Use the "User" option to manually adjust the parameters if they are not the same as the original settings.  
(b) The *Setup*'s Auto type Primary Master assumes that any hard disk 528 MB or larger is formatted using "LBA" mode. Some older systems don't use LBA mode. If your hard disk wasn't formatted using LBA mode, you must enter *Setup*'s Primary Master Type section and manually adjust the LBA Mode Control switch to "Disabled". Since LBA mode is the preferred standard, you may want to consider reformatting your hard disk.

## Troubleshooting

### The system freezes.

possible cause: The system's power saving features have timed-out.  
indicator: The power switch and/or power bar indicator is flashing.  
solution: Use the AC adapter, press the suspend (**Fn+F10**) key combination. If the indicator's light is not on, it is in the *Save to Disk* mode. If so, then press the power switch button to reboot the system again.

possible cause: The system has "crashed" because of a software conflict.  
solution: Consult your operating system manual. As a last resort, since you will lose any unsaved data, try to reboot the system or if that doesn't work, turn the computer off and on again.

possible cause: The system cannot access the *Save to Disk* partition.  
indicator: The system retrieves *Save to Disk* information very quickly during startup and then freezes.  
solution: This situation usually happens after one of the following occurs and you activate the *Save to Disk* process: (1) the hard disk has been changed; or (2) there has been a CMOS failure or a Checksum failure and the problem has not been corrected. When one of the above occurs, you must run the *PHDISK* utility as soon as possible. Refer to Setting up for *Save to Disk* in *Chapter 5: Power*.





### **The *Save-to-Disk* function does not work.**

- possible cause: The system cannot access the *Save to Disk* partition.
- indicator: When you press the suspend (**Fn+F10**) key combination, normal *Suspend (to RAM)* is activated instead of *Save to Disk*.
- solution:
- (1) Check if you have selected *Saveto Disk* in the Power menu in *Setup*. Refer to *Chapter 4: Firmware*.
  - (2) You may not have set up the *Save to Disk* partition. Refer to *Chapter 5: Power* to setup the partition.
  - (3) You installed a different hard disk with a *Save to Disk* partition on it or there has been a CMOS or Checksum failure. You must run the *PHDISK* utility after one of the above conditions.

### **The system never goes into *Suspend* mode.**

- possible cause: Power management features are not enabled.
- solution: Go to the *Setup*'s Power menu and enable the features you prefer. Refer to the Power Management section of *Chapter 5: Power*.

### **The system does not go into *Suspend (to RAM)* or *Save to Disk* when the battery is low.**

- possible cause: Suspend Timeout is disabled.
- solution: Use one of the Power Management presets or manually set the Suspend Timeout in the Power menu in *Setup*. Refer to *Chapter 4: Firmware* and *Chapter 5: Power*.

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### The PC Card does not work.

possible cause: The drivers are not loaded.  
indicator: The system cannot access the card after it is installed.  
solution: Load the proper drivers (see *Chapter 2: System* and *Chapter 6: Enhancements*).

### How do I get the CD-ROM's auto-run feature to work?

solution: In Windows 9x, go into the **Control Panel** > **System** > **Device Manager** (tab) > **CDROM**, then double-click on the listed CD-ROM. Click on **Settings** (tab) and check the box for "Auto insert notification". Click on **OK** (button) to get out, then restart the system.



### *Faster Repairs*

Keep a record of any warning messages; it may help to reduce repair time.

## **POST MESSAGES**

Each time you boot up, the computer performs a self-diagnostic check.

### **WARNING MESSAGES**

If there is an error during the self-diagnosis, a short message will display specifying the error. You can press **F1** to try to continue the boot process, or press **F2** to run *Setup*.

If the following messages occur, press **F2** to run *Setup*.

message: **Diskette drive A error**

description: The floppy drive is present, but fails the BIOS POST.

solution:

1. Make sure the FDD is fully inserted into the Floppy bay or attached to its external adapter and *then* to the parallel port (refer to *Chapter 3: Modules*)
2. Check that the FDD is correctly defined in Setup (refer to *Chapter 4: Firmware*).

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message: **Extended RAM failed at offset: nnn**  
description: The extended memory is not working or not configured properly.  
solution: 1. Make sure the expansion memory is seated properly in its socket(s) (refer to *Chapter 6: Enhancements*).  
2. Run setup to allow the system memory to recheck the amount of memory present, then save the Setup information and reboot (refer to *Chapter 4: Firmware*).

message: **Failing Bits: nnnn**  
description: The hex number, nnnn, is a map of the bits at the RAM address that failed the memory test.  
solution: 1. Make sure the expansion memory is seated properly in its socket(s) (refer to *Chapter 6: Enhancements*).  
2. Run Setup to allow the system to recheck the amount of memory present, then save the Setup information and reboot (refer to *Chapter 4: Firmware*).  
3. Turn off the system and remove any DIMMs (refer to *Chapter 6: Enhancements*). Restart the system. If the problem persists, contact your service center. If the problem disappears, replace the DIMMs one at a time to identify the defective module. Replace any defective DIMMs.

message: **Fixed Disk x Failure or Fixed Disk Controller Failure**  
description: The hard disk is not working or is not properly configured.  
solution: 1. Check that the HDD is properly attached and its jumper settings are correct - "master" (refer to *Chapter 3: Modules*).  
2. Run *Setup* to make sure the HDD is correctly configured (refer to *Chapter 4: Firmware*).



message: **Incorrect Drive A: type - run Setup**  
description: The FDD is incorrectly identified in *Setup*.  
solution: Run Setup and check the settings for the FDD, usually 1.44MB/3 1/2", (refer to *Chapter 4: Firmware*).

message: **Keyboard controller error**  
description: The keyboard controller failed the POST.  
solution: 

1. Try restarting the system.
2. If you are using an external keyboard, remove it and make sure the onboard keyboard works correctly. If it does, you may have to replace the external keyboard.
3. If you changed the video output, make sure you didn't dislodge the keyboard ribbon connectors (refer to *Chapter 2: System*).
4. If the problem persists, contact your service center.

message: **Keyboard error**  
description: The POST doesn't see the keyboard.  
solution: 

1. Try restarting the system.
2. If you are using an external keyboard, remove it and make sure the onboard keyboard works correctly. If it does, you may have to replace the external keyboard.
3. If you changed the video output, make sure you didn't dislodge the keyboard ribbon connectors (refer to *Chapter 2: System*).
4. If the problem persists, contact your service center.

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message: **Keyboard error nn**  
description: The BIOS discovered a stuck key and lists its scan code.  
solution: 1. Press the keys on the keyboard to loosen the one with a problem.  
2. If keys consistently fail to spring up, contact your service representative.

message: **Monitor type does not match CMOS**  
description: The CMOS doesn't recognize your monitor.  
solution: Run *Setup* then save and exit. The system will survey itself then update its record (refer to *Chapter 4: Firmware*).

message: **Operating system not found.**  
description: The operating system can't be found on either drive A: or drive C:.  
solution: 1. Assuming there is an operating system to be found, enter *Setup* and make sure the FDD and/or Fixed Drive 1 are correctly identified (refer to *Chapter 4: Firmware*).  
2. If your HDD was set up with multiple partitions, make sure drive C: is active (boot up from drive A: and use FDISK.EXE).

message: **Parity check 1 nnnn or Parity check 2 nnnn**  
description: The BIOS found a parity error in the system bus.  
solution: 1. Reboot.  
2. If the problem persists, contact your service representative.



message: **Press <F1> to resume, <F2> to Setup**

description: The POST discovered a recoverable error.

solution: 1. Press **F1** to continue and boot up, hoping the system will function without further problem.  
2. Press **F2**, enter *Setup*, correct the problem, save & exit.

message: **Previous boot incomplete - Default configuration used**

description: The last POST couldn't be completed so the POST loaded the defaults and gave you a chance to run *Setup*.

solution: Run *Setup* and make sure all the settings are correct.

message: **Real time clock error**

description: The real-time clock failed the BIOS test.

solution: Contact your service representative. The onboard battery may have to be replaced, or this may indicate a deeper problem.

message: **Shadow RAM failed at offset: nnnn**

description: The shadow RAM in the 64K block failed at the "nnnn" address.

solution: 1. Reboot.  
2. Contact your service representative.

message: **System battery is dead - Replace and run Setup**

description: The CMOS clock battery indicator shows the battery is dead.

solution: Contact your service representative to replace the onboard battery. Then run *Setup* to reestablish the correct settings.

## Troubleshooting

- message: **System cache error - Cache disabled**  
description: The RAM cache failed the BIOS test and was disabled.  
solution:  
1. Reboot.  
2. Continue without the cache, though system performance will be degraded.  
3. Contact your service representative.
- message: **System CMOS checksum bad - run Setup**  
description: The system CMOS has been corrupted or modified incorrectly.  
solution: Run *Setup* and reconfigure the system.  
Note: This may indicate the CMOS was targeted by a virus. Reboot from an anti-virus program on a write-protected floppy.
- message: **System RAM failed at offset: nnnn**  
description: The system failed at the “nnnn” address.  
solution:  
1. Reboot.  
2. Contact your service representative.
- message: **System timer error**  
description: The timer test failed.  
solution: Contact your service representative.