

Troubleshooting



This chapter tells how to deal with common system problems. Read it before calling a technician if a problem occurs. Solutions to more serious problems require opening up the notebook. Do not attempt to open the notebook by yourself. Contact your dealer or an authorized service center for assistance.

6.1 A Checklist

If the notebook does not start or boot

- Are you running on battery power? It may be low and unable to power the notebook.
- Is the AC adapter plugged in properly?
- Is the operating system loaded on your disk?
- Is a non-bootable diskette in the diskette drive?
- Are the operating system files damaged or missing? Try booting from another system diskette.

If nothing appears on the screen




- Try adjusting the screen contrast/brightness control (-m)¹.
- Is the LCD power-saving feature on? Press any key to turn the display back on.
- Is the notebook in system standby or suspend mode? See section 2.5 for a discussion of visible and audible indicators, including ways to exit these modes.
- Is the display device set to CRT only? Try toggling the display device by pressing (-n).

If the keyboard does not respond

- Is the notebook in system standby mode — the power indicator flashes at regular intervals? Press the system standby/suspend button to return to normal mode.
- Try attaching an external keyboard. If it works, contact your dealer or an authorized service center as the internal keyboard cable may be loose.

If the serial mouse does not work

- Is the serial port enabled? Check the Setup utility.
- Is the mouse driver activated?
- Is there a conflict between the serial ports selected if a modem card is installed?

¹ After pressing this key combination, press  - X and  - Z to increase and decrease the current setting. Press  - | to close the pop-up.

If the parallel printer does not print

- Is the parallel port enabled? Check the Setup utility.
- Is there a conflict between the parallel ports selected in Setup and the software application?

If the serial printer does not print

- Is the serial port enabled? Check the Setup utility.
- Is the printer connected to the port indicated in Setup.


If all the power-management functions do not work




- Is the power-management mode enabled? Check this parameter in Setup.
- Are you running the Setup utility? Running Setup temporarily disables the power management mode.

If pressing the no-reboot setup button () or standby/suspend button () does not produce the expected result

- Is there any system activity taking place? Wait until the notebook finishes its present task.

If the onboard audio option does not work

- Is there a conflict with the resource. See section D.6.
- Is the audio driver installed? See section D.6.
- Is the audio volume level loud enough to be heard? Press ( -p)¹ to check.

¹ After pressing this key combination, press  - X and  - Z to increase and decrease the current setting. Press  - | to close the pop-up.

6.2 Error Messages

If you receive an error message, note the message and take corrective action. Table 6-1 lists the error messages in alphabetical order together with the recommended course of action.

Table 6-1 Error Messages

Error Message	Corrective Action
CMOS Battery Bad	Contact your dealer or an authorized service center.
CMOS Checksum Error	Contact your dealer or an authorized service center.
Disk Boot Failure	Insert a system disk in drive A, then press e .
Diskette Drive Controller Error or No Controller Present	Contact your dealer or an authorized service center.
Diskette Drive Error	Contact your dealer or an authorized service center.
Diskette Drive Type Mismatch	Press m during POST to reconfigure the notebook.
Equipment Configuration Error	Press m during POST to reconfigure the notebook.
Hard Disk 0 Error	Contact your dealer or an authorized service center.
Hard Disk 0 Extended Type Error	Contact your dealer or an authorized service center.
Insert system diskette and press <Enter> key to reboot	Insert a system disk in drive A, then press e .
I/O Parity Error	Contact your dealer or an authorized service center.
Keyboard Error or No Keyboard Connected	Contact your dealer or an authorized service center.
Keyboard Interface Error	Contact your dealer or an authorized service center.

Table 6-1 Error Messages (continued)

Error Message	Corrective Action
Memory Size Mismatch	Enter and then exit the System Configuration Setup in the Setup utility. (press m during POST)
Missing operating system	Correct the HDD type and reboot. See the specification label pasted on the back side of the notebook or attached to hard disk drive.
Non-system disk or disk error. Replace and strike any key when ready	Insert a system disk in drive A, then press e .
Pointing Device Error	Contact your dealer or an authorized service center.
Pointing Device Interface Error	Contact your dealer or an authorized service center.
Protected Mode Test Fail	Contact your dealer or an authorized service center.
RAM BIOS Bad	Contact your dealer or an authorized service center.
RAM Parity Error	Contact your dealer or an authorized service center.
Real-Time Clock Error	Press m during POST to reconfigure the notebook.
Video RAM BIOS Bad	Contact your dealer or an authorized service center.