

Chapter 8

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 system. Do not attempt to open the system by yourself. Contact your dealer or an authorized service center for assistance.

8.1 Q & A

Q & A lists possible situations that may arise during the use of your notebook, and gives easy answers and solutions to these questions.

Q: *I prefer using an external keyboard and mouse, but both have PS/2 connectors and there is only one PS/2 port on the notebook. How do I connect them to the notebook at the same time?*

A: To connect two PS/2-type devices to the notebook, you need to use a PS/2 Y-bridge connector. See section 4.8.2 for details.

Q: *I pressed the power switch opened the display but the notebook does not start or boot-up.*

A: Look at the status indicator on the display panel.

If the indicator is not lit, no power is being applied to the notebook. Check the following:

- If you are running on battery power, it may be low and unable to power the notebook. Connect the AC adapter to recharge the battery pack.
- Make sure the AC adapter is plugged in properly to the notebook and to the power outlet.

If the indicator is lit, check the following:

- If the indicator flashes, the notebook is in standby mode. Press any key or tap on the touchpad to resume.
- Is a non-bootable (non-system) diskette in the floppy drive? Remove or replace it with a system diskette and press **Ctrl-Alt-Del** to restart the system.
- The operating system files may be damaged or missing. Insert the startup disk you created during Windows 95 setup into the floppy drive and press **Ctrl-Alt-Del** to restart the system. This will diagnose your system and make necessary fixes.

Q: *Nothing appears on the screen.*

A: The notebook's power management system automatically blanks the screen to save power. Just press any key to turn the display back on.

If pressing a key does not turn the display back on, two things might be the cause:

- The contrast and/or brightness level might be too low. Press **Fn-F2** (☼ / ●) to bring up the contrast/brightness pop-up icon. Then press the scale increase hot keys (**Fn**→) to increase the contrast/brightness level.
- The display device might be set to an external monitor. Press the display toggle hot key **Fn-F3** (□/■) to toggle the display back to the notebook.

Q: *The keyboard does not respond.*

A: Try attaching an external keyboard to the PS/2 connector on the notebook's rear. If it works, contact your dealer or an authorized service center as the internal keyboard cable may be loose.

Q: *The serial mouse does not work.*

A: Do the following:

- Make sure that the serial cable is plugged securely into the serial port.
- Press **Fn-F6** (Ⓜ) to enter Setup, then press **PgDn** to see the System Information Reference screen. Check if the serial port is enabled.

If the serial port is disabled, you need to reboot the machine and press **F2** during POST, then access the System Security screen from the main menu. Move the cursor to the serial port 1 base address parameter and change the setting. See section 6.4.5 for details.

Q: *The printer does not work.*

A: Do the following:

- Make sure that the printer is connected to a power outlet and it is turned on.
- Make sure the printer cable is connected securely to the notebook's parallel port and the corresponding port on the printer.
- Press **Fn-F6** (🔊) to enter Setup, then press **PgDn** to see the System Information Reference screen. Check if the parallel port is enabled.

If the parallel port is disabled, you need to reboot the machine and press **F2** during POST, then access the System Security screen from the main menu. Move the cursor to the parallel port base address parameter and change the setting. See section 6.4.6 for details.

Q: *No audio comes out from the notebook.*

A: Check the following:

- The volume may be muted. In Windows 95, look at the volume control icon on the taskbar. If it is crossed-out, click on the icon and de-select the Mute option.
- The volume level may be too low. Press **Fn-F5** to bring up the volume control pop-up icon. Press **Fn-→** to increase the volume.
- If headphones, earphones or external speakers are connected to the line-out port on the notebook's rear panel, the internal speakers automatically turn off.

Q: *Image is not full-screen.*

A: Make sure the resolution is set to 800x600. Right-click on your Windows 95 desktop and select Properties to bring up the Display Properties dialog box. Then click on the Settings tab to make sure the resolution is set to 800x600.

640x480 resolution is not full-screen on notebook or on an external monitor.

8.2 Error Messages

If you receive an error message, note the message and take corrective action. Table 8-1 lists the error messages in alphabetical order together with the recommended course of action.

Table 8-1 POST 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 Enter .
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 F2 (during POST) to reconfigure the notebook.
Equipment Configuration Error	Press F2 (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.
I/O Parity 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 Enter .
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.

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Table 8-1 POST Error Messages (continued)

Error Message	Corrective Action
Memory Size Mismatch	Enter and then exit the System Configuration Setup in the Setup utility (pressing F2 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. We suggest you set the HDD type to [Auto] for hard disk drive auto-detection.
Non-system disk or disk error. Replace and strike any key when ready	Insert a system disk in drive A, then press Enter .
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 F2 (during POST) to reconfigure the notebook.
Video RAM BIOS Bad	Contact your dealer or an authorized service center.

If you still encounter problems after going through the corrective measures, please contact your dealer or an authorized service center for assistance. See sections 7.2 and 7.3.