

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.

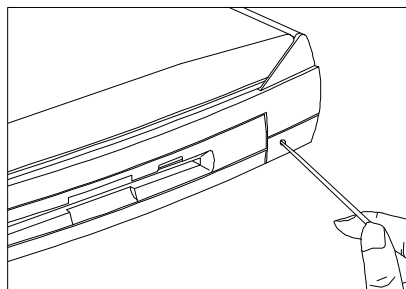
Q: *I travel a lot and occasionally use my notebook in extreme temperature conditions. Will my notebook bend to the weather?*

A: The notebook's core design makes use of materials that dissipate heat quickly, without the need of a fan that can be noisy at times. The unique power management system also ensures that major components do not run too hot by closely monitoring thermal conditions within the unit itself.

So, whether you are using the notebook in the desert or in the arctic pole, you never need to worry about components breaking down or even a dip in the performance. If you feel the unit is a bit warm, you can always enable the automatic tilt feature of the keyboard and let the unit breathe a little. ☺ See section 2.4.2 for details.

Q: *What do I do if my notebook hangs and rebooting doesn't solve the problem?*

A: Every machine should have a fail-safe switch or a last resort, even a notebook. Desktops usually have the reset button and this notebook has one, too. This feature not only resets the machine, but it also re-synchronizes the notebook and its devices for a successful restart.



Conveniently located on the notebook's right panel, the reset notch can be accessed by a pin, paperclip or the tip of a ballpoint pen.

Refrain from using a pencil as the pencil lead may break off and lodge itself in the reset notch.

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 cable. See *PS/2 Y-Bridge Cable* in section 4.8.2 for details.

Connecting two PS/2-type devices via the mini dock is not a problem, because there are separate PS/2 connectors for an external keyboard and mouse.

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

A: Look at the power 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:

- Is a non-bootable (non-system) diskette in the floppy drive? Remove or replace it with a system diskette and press b-a-c to restart the system.
- The operating system files may be damaged or missing. Insert the startup disk you created during Windows 95 setup (see section 1.4) into the floppy drive and press b-a-c to restart the system. This will diagnose your system and make necessary fixes.

If you still cannot access your hard disk or start-up Windows 95 after the diagnosis, you may need to use the notebook backup disk to restore your hard disk to its initial state. See the backup kit for details.

Q: *I made some changes in Setup but they don't seem to take effect.*






A: If you made any changes in Setup, these will only take effect the next time the system restarts. Here are a few ways to restart your notebook:

- In Windows 95, click on the Start button and select Shutdown.... Then select the Restart option.
- In POST, execute a warm boot (pressing b-a-c).
- In POST, close the display and open the display.
- Use the reset notch. See Q&A #2.

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  -  -w (☀) to increase the brightness level; press  -  -x (☾) to increase the contrast level.
- The display device might be set to an external monitor. Press  -p (🖥) 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.
- Try pressing -n (PnP) to reconfigure Plug-and-Play devices.

Remember to set the External Mouse Location parameter in the Power Saving Options screen in Setup and select COM1 if you connected your mouse to the serial port.

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 -m () to enter Setup and go to page 2 of the About My Computer section. Check if the Parallel Port is enabled.

If the parallel port is disabled, press s from the main menu, then select System Configuration. Go to page 3 and move the cursor to Parallel Port base address and change the setting. See section 6.4.9 for details.

- Try pressing -n (PnP) to reconfigure Plug-and-Play devices.

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

A: Check the following:

- The volume may be muted. Press  -q (). If the pop-up does not contain a speaker icon, press  -r () to turn the speaker back on.
- The volume level may be too low. Press  -b-w () to increase the volume.
- If headphones, earphones or external speakers are connected to the headphone/speaker-out port on the notebook's left panel, the internal speakers automatically turn off.
- Onboard audio may be disabled. Press  -m () to enter Setup and go to page 2 of the About My Computer section. Check if the Onboard Audio is enabled.

If onboard audio is disabled, press s from the main menu, then select System Configuration. Go to page 3 and move the cursor to Onboard Audio and change the setting to [Auto]. See section 6.4.10 for details.


8.2 POST Error Messages


If you receive an error message during POST, 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 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 Fn - m to reconfigure the notebook.
Equipment Configuration Error	Press Fn - m 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 e .
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.
Memory Size Mismatch	Enter and then exit the System Configuration Setup in the Setup utility (pressing Fn - m)

Table 8-1 POST Error Messages (continued)

Error Message	Corrective Action
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 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 to reconfigure the notebook.
Video RAM BIOS Bad	Contact your dealer or an authorized service center.

In cases where you need to reconfigure the notebook by entering Setup (pressing  -m), changes made take effect the next time the system restarts.

To restart the system during POST, press b-a-c before Windows 95 begins loading. To restart from Windows 95, click on Start, then select Shutdown and choose the Restart option.

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

