

Maintenance and Service Guide

Compaq Presario 5000, 5100, and 5200 Series Computers

Models: 5070, 5184, 5201, 5206, 5221, 5240

**Product
Description**

Troubleshooting

**Illustrated Parts
Catalog**

**Removal &
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See the [Notice](#) for copyright and trademark information, and the [Preface](#) for symbol conventions and Technician Notes.

[Download ZIP file of complete MSG to hard drive.](#)

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

For content comments or questions, contact the [Editor](#).

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Online Maintenance and Service Guide
Compaq Presario 5200 Series Personal Computers

June 1998


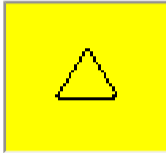
PREFACE

This *Maintenance and Service Guide* is a troubleshooting guide that can be used for reference when servicing the Compaq Presario 5200 Series Personal Computers.


Compaq Computer Corporation reserves the right to make changes to the Compaq Presario 5200 Series Personal Computers 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 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 directions 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 to make modifications to any printed circuit board. Improper repairs can create a safety hazard. Any indications of component replacement or printed circuit board modifications may void any warranty.
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Serial Number

When requesting information or ordering spare parts, the computer serial number should be provided to Compaq. The serial number can be found on the front right side of the chassis (between the CD/DVD/Zip drives and the drive door hinge), and on the rear of the computer above the power supply.

SHOW ME

Locating Additional Information

The following documentation is available to support this product:

- Compaq Presario documentation set
- *Introducing Windows 95 Guide*
- Service Training Guides
- Compaq Service Advisories and Bulletins
- *Compaq QuickFind*
- *Compaq Service Quick Reference Guide*
- *Compaq Help Center*

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Models and features

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Compaq Presario 5000, 5100, and 5200 Series Standard Configurations

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Model	Processor (MHz)	Cache (kB)	Hard drive (GB)	SDRAM (MB)	CD/DVD drive	Zip or Super Disk drive
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U.S., Latin America, Canada

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Europe, Africa, Middle East

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Japan

Asia/Pacific

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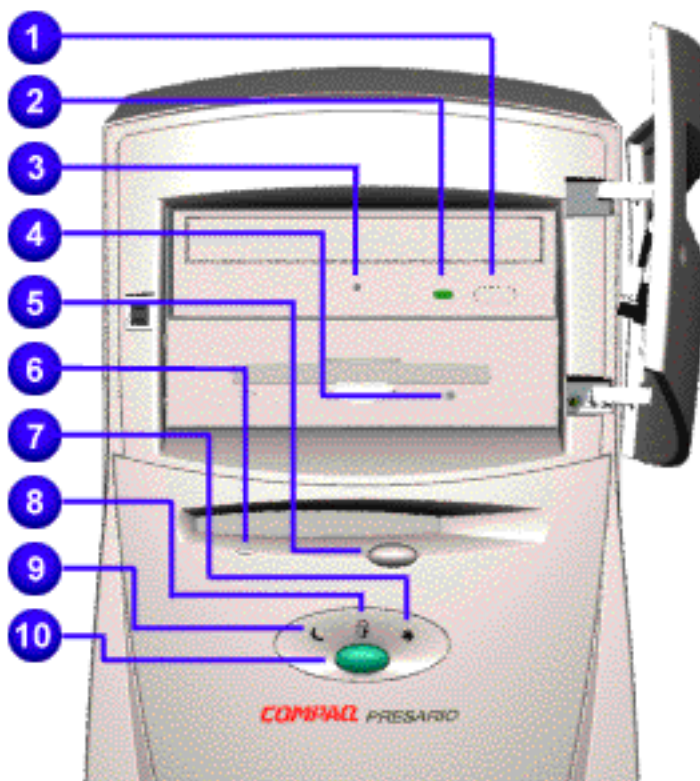
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PRODUCT DESCRIPTION

CPU Controls and Lights

Click link to see CPU Controls and Lights for the [5070, 5184, and 5185 models](#).



1 CD/DVD load/eject button

2 CD/DVD drive activity light (on some models this light is displayed to the left of the manual eject slot)

3 Manual eject slot

4 Zip drive eject button & activity light

5 Floppy or SuperDisk drive eject button

6 Floppy or SuperDisk drive activity light

7 Power status light

8 Drive activity light

9 Sleep status light

10 Instant on button

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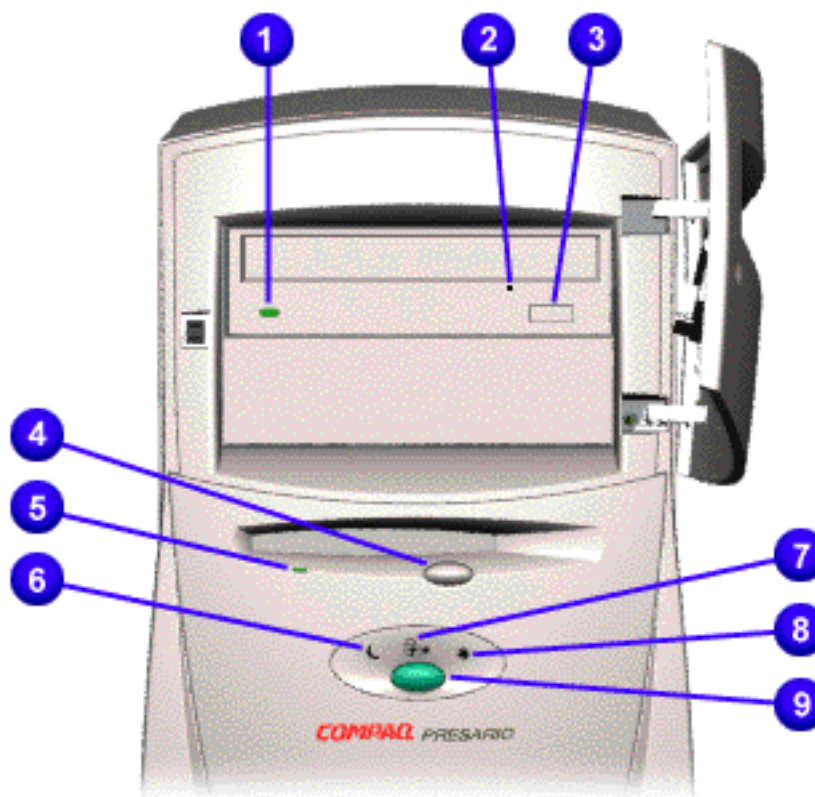
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CPU Controls and Lights - 5070, 5184, 5185



1 CD/DVD drive activity light

2 Manual eject slot

3 CD/DVD load/eject button

4 Floppy drive eject button

5 Floppy drive activity light

6 Sleep status light

7 Drive activity light

8 Power status light

9 Instant on button

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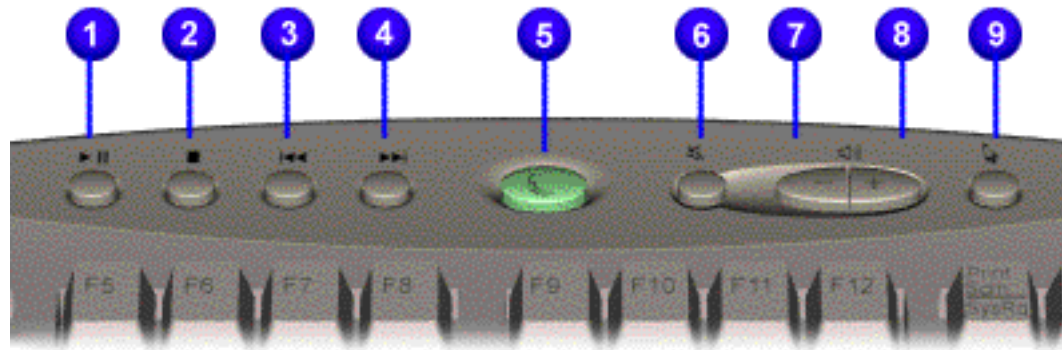
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PRODUCT DESCRIPTION

Keyboard Controls and Lights

Easy Access Internet Keyboard (click here for [Space Saver keyboard](#))

Top center (click here for [keyboard top right corner](#) assignments)



- 1 Play/pause
- 2 Stop
- 3 Previous track
- 4 Next track
- 5 Sleep button
- 6 Mute
- 7 Volume down
- 8 Volume up
- 9 Favorite application launch

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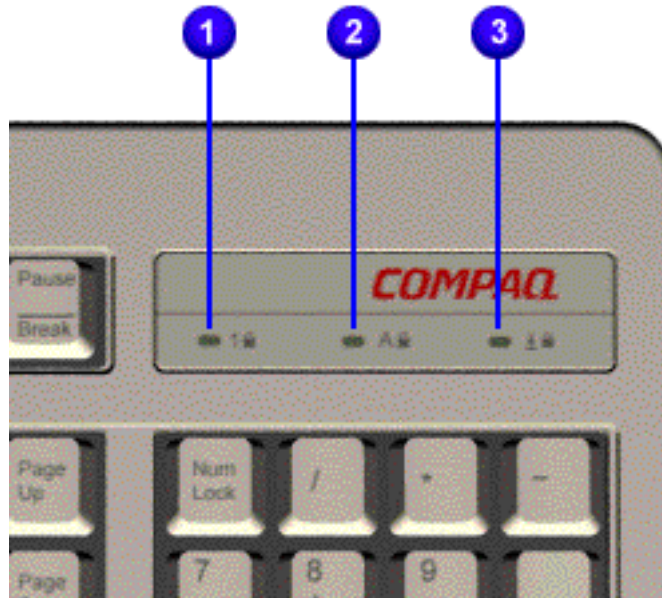
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PRODUCT DESCRIPTION

Keyboard Controls and Lights

Space Saver Keyboard



1 Num
Lock Light

2 Caps
Lock Light

3 Scroll
Lock Light

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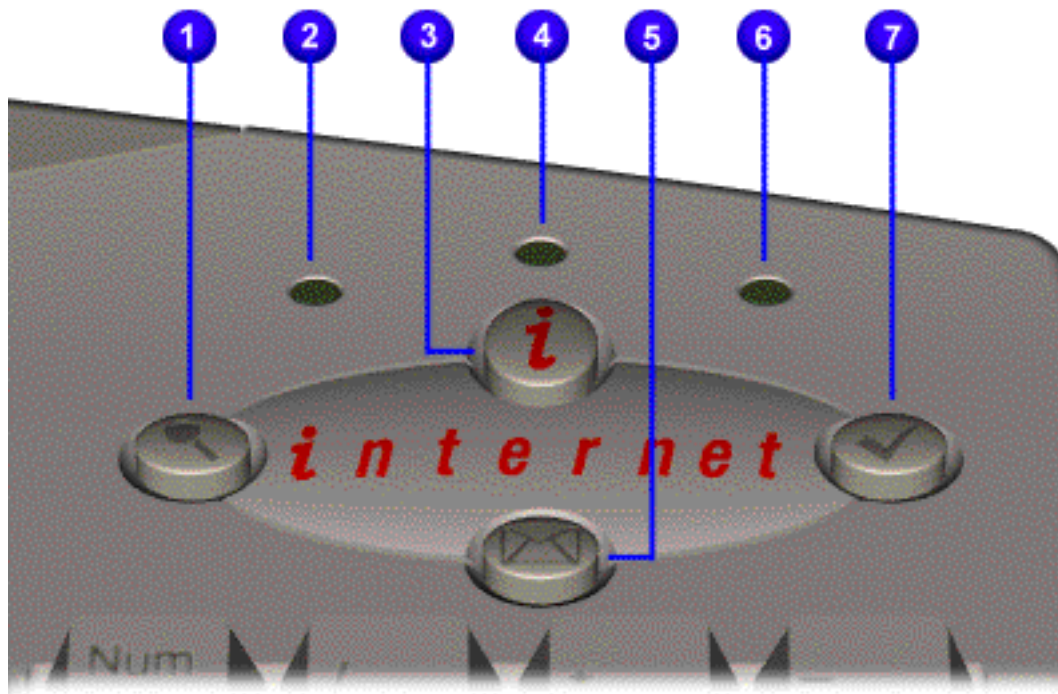
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PRODUCT DESCRIPTION

Keyboard Controls and Lights

Easy Access Internet Keyboard

Upper right corner



- 1 Instant search
- 2 Num lock light
- 3 Instant Internet
- 4 Caps lock light
- 5 Instant e-mail
- 6 Scroll lock light
- 7 Featured Web site

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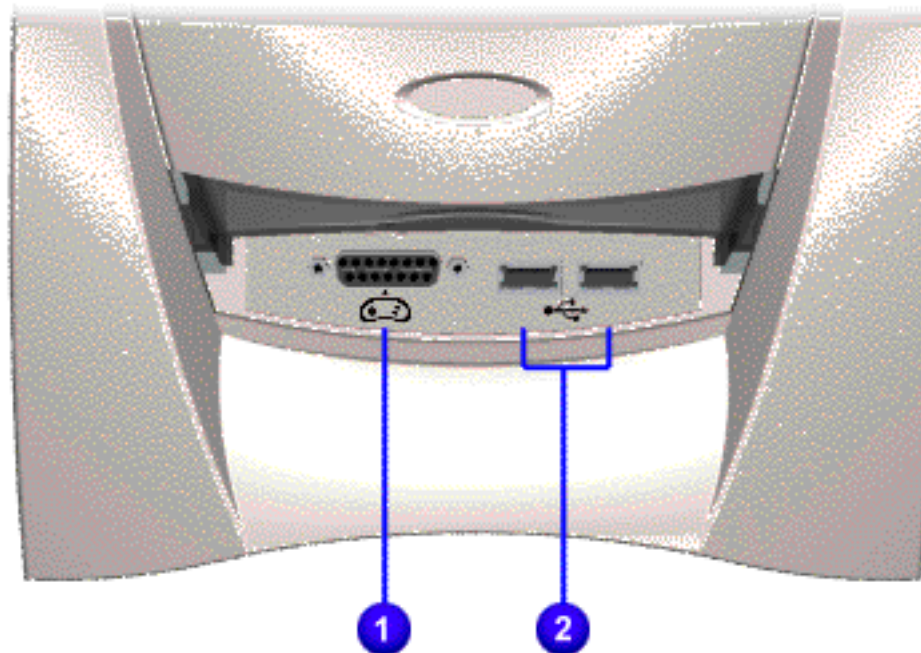
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PRODUCT DESCRIPTION

Creativity Action Center

Available on select models..



1 Gamepad/joystick port

2 USB ports

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CPU rear connectors

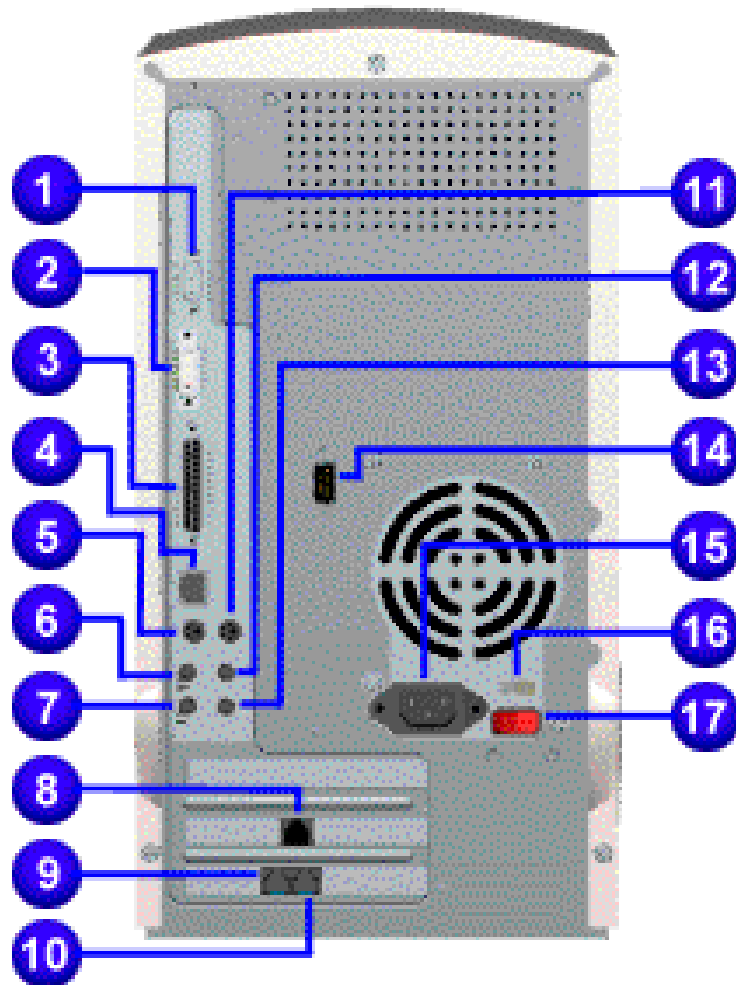
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PRODUCT DESCRIPTION

CPU Rear Connectors

Click link to see CPU Rear Connectors for [5070](#), [5184](#), [5185](#) model.

Click [here](#) to jump to connector pin assignments.



- 1 VGA monitor
- 2 Flat-panel monitor (select models)
- 3 Parallel (printer) port
- 4 Integrated NIC  (select models)
- 5 Keyboard
- 6 Microphone in
- 7 Speaker or headphone out
- 8 Ethernet network card  (ES models)
- 9 Telephone line to wall outlet (select models)
- 10 Telephone line to telephone 
- 11 Mouse
- 12 Audio line in
- 13 Audio line out
- 14 Serial port
- 15 AC
- 16 Voltage select switch
- 17 Main power on/off



CAUTION: Do not plug a phone line into the network connector or you may damage the computer

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CPU Rear Connectors - 5070, 5184, 5185

Click link to see CPU Rear Connectors for [other](#) models.

Click [here](#) to jump to connector pin assignments.

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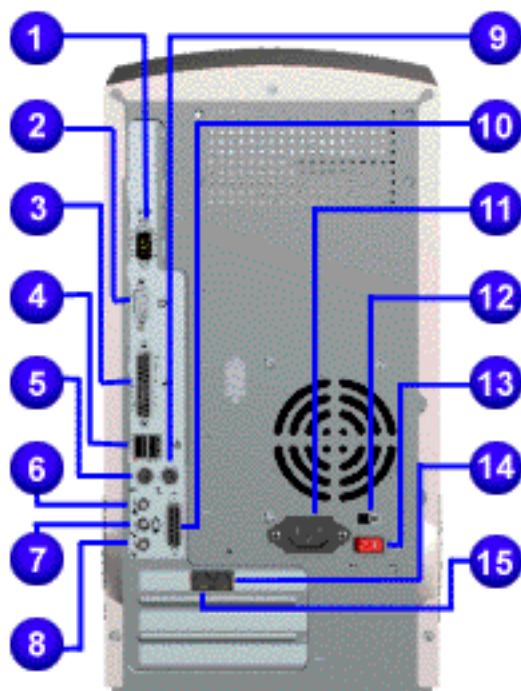
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- 1** Serial port
- 2** VGA monitor
- 3** Parallel (printer) port
- 4** Dual USB connectors
- 5** Keyboard
- 6** Microphone in
- 7** Audio line out
- 8** Speaker or headphone out
- 9** Mouse
- 10** MIDI Gamepad / joystick
- 11** AC
- 12** Voltage select switch
- 13** Main power on/off
- 14** Telephone line to wall outlet (select models)
- 15** Telephone line to telephone

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Power Cord Set Requirements

The power supply needs to be set to 115/230 Volts AC for each country.

The power cord set (flexible cord and wall plug) received with the computer meets the requirements for use in the country where the computer was purchased.

Power cord sets for use in other countries must meet the requirements of the country where you use the computer. For more information on power cord set requirements, contact your Compaq authorized dealer, reseller, or service provider.

General Requirements

The requirements listed below are applicable to all countries:

- 1 The length of the power cord set must be at least 6.00 feet (1.8 m) and a maximum of 9.75 feet (3.0 m).
- 2 All power cord sets must be approved by an acceptable accredited agency responsible for evaluation in the country where the power cord set will be used.
- 3 The power cord set must have a minimum current capacity of 10A and a nominal voltage rating of 125 or 250 volts AC, as required by each country's power system.
- 4 The appliance coupler must meet the mechanical configuration of an EN 60 320/IEC 320 Standard Sheet C13 connector, for mating with appliance inlet on the Switch Box.

Country-Specific Requirements

Country	Accredited Agency	Country	Accredited Agency
Australia	EANSW*	Italy	IMQ*
Austria	OVE*	Japan	JIS***
Belgium	CEBC*	Norway	NEMKO*
Canada	CSA**	Sweden	SEMKO*
Denmark	DEMKO*	Switzerland	SEV*
Finland	SETI*	United Kingdom	BSI*
France	UTE*	United States	UL**
Germany	VDE*		

* The flexible cord must be <HAR> Type HO3VV-F, 3-conductor, 1.0 mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country where it will be used.

** The flexible cord must be Type SJT-2 or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15A, 125V) or NEMA 6-15P (15A, 250V) configuration.

*** The appliance coupler, flexible cord, and wall plug must bear a "T" mark and registration number in accordance with the Japanese Dentori Law. Flexible cord must be Type VCT or VCTF, 3-conductor, 0.75mm² conductor size. The wall plug must be a two-pole type with a Japanese Industrial Standard C8303 (15A, 125V) configuration.

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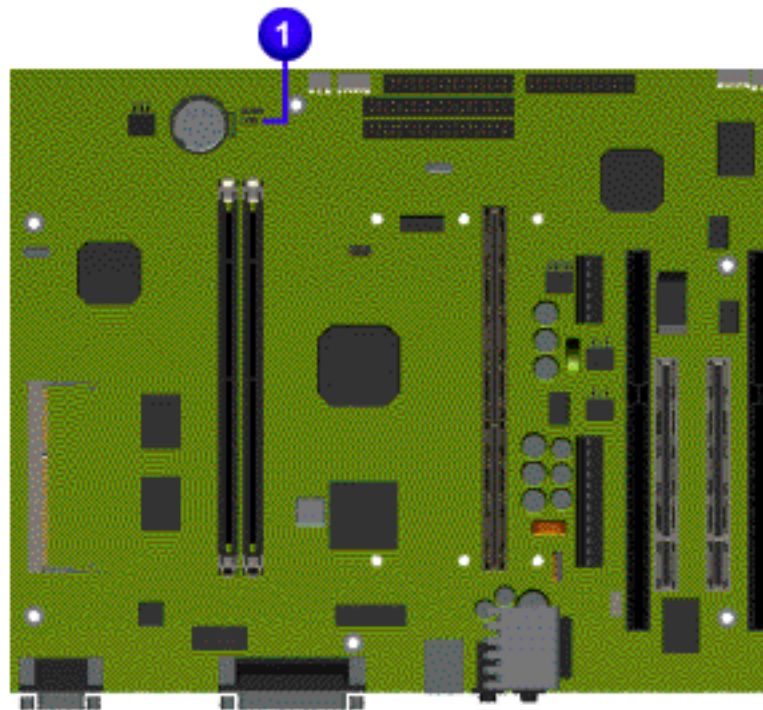
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TROUBLESHOOTING

Clearing CMOS

If the power-on password is unknown, clearing CMOS will disable the password and allow the computer to be operated.

The board shown is an example of one used; your board may differ slightly--see **Note** below.



CMOS jumper location

- 1 Complete the [preparation for disassembly](#).
- 2 [Remove the hood](#).
- 3 [Remove the fax/modem board](#).
- 4 [Open the system board bracket](#).

NOTE: If your board is different from the one shown, click links to see alternative boards for [other models](#) or [5070, 5184, and 5185](#) models.

- 5 To disable the password, move the jumper **1** (J22) from pins 1-2 to pins 2-3 for 10 seconds, then return to pins 1-2.
- 6 Replace the system board bracket and perform the desired troubleshooting.

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TROUBLESHOOTING

Power-On Self Test (POST)

POST is a series of diagnostic tests that run automatically when the system is turned on. After the computer is turned on, **POST** checks the following assemblies to ensure that the computer system is properly functioning:

- Keyboard
- System board
- Memory modules
- Video memory
- Diskette drives
- Hard drive
- Power supply

POST also detects the type of mass storage devices installed in the computer.

If **POST** finds an error in the system, an error condition is indicated by an audible and/or visual message. The table below gives explanations of the error codes and a recommended course of action.

NOTE: An external speaker must be installed into the speaker output connector to hear audible beeps during **POST**.

Click a link below to find the probable cause and recommended action for a given error message.

Diskette Drive A or B Error	Keyboard Controller Error	System BIOS Shadowed
Extended RAM failed at offset <i>nnn</i>	Keyboard Error	System Cache Error
Failing Bits <i>nnn</i>	Operating System Not Found	System CMOS Checksum Bad
Fixed Disk 0 or 1 Failure	Parity Check 1	System RAM Failed at Offset, <i>nnn</i>
Fixed Disk Controller Failure	Parity Check 2	System Timer Error
Incorrect Drive A Type	Real Time Clock Error	UMB Upper Limit Segment Address <i>nnn</i>
Invalid NVRAM Media Type	System Battery is Dead	Video BIOS Shadowed

POST Messages

Error message	Probable Cause	Recommended Action
Diskette Drive A or B Error	Drive A: or B: is present, but fails the BIOS POST diskette tests	1. Run Setup . 2. Replace the signal cables. 3. Replace the drive.
Extended RAM failed at offset <i>nnn</i>	Extended memory not working or not configured properly	1. Replace the memory modules . 2. Replace the system board .
Failing Bits <i>nnn</i>	<i>nnn</i> is a map of the bits at the RAM address which failed the memory test	1. Run Setup . 2. Replace the system board .
Fixed Disk 0 or 1 Failure	Hard drive is not working or not configured properly	1. Run Setup . 2. Replace the signal cable. 3. Replace the hard drive.
Fixed Disk Controller Failure	Hard drive is not working or not configured properly	1. Run Setup . 2. Replace the system board .
Incorrect Drive A Type	Type of diskette in drive A: not correctly identified	1. Run Setup . 2. Replace the diskette drive .
Invalid NVRAM Media Type	Problem with NVRAM (CMOS) access	Replace the system board .
Keyboard Controller Error	Keyboard, I/O keyboard controller (on system board), or mouse error	1. Replace the keyboard. 2. Replace the mouse. 3. Replace the system board .
Keyboard Error	Keyboard, I/O keyboard controller (on system board), or mouse error	1. Replace the keyboard. 2. Replace the mouse. 3. Replace the system board .
Operating System Not Found	Operating system cannot be located on either drive A: or C:	Run Setup .
Parity Check 1	Parity error found in the system bus	1. Run Setup . 2. Replace the memory modules . 3. Replace the system board .
Parity Check 2	Parity error found in the I/O bus	1. Run Setup . 2. Replace the ISA board (modem) .
Real Time Clock Error	Real-time clock fails BIOS test	Replace the system board .
System Battery is Dead	RTC battery is dead	1. Replace the RTC battery . 2. Run Setup .
System BIOS Shadowed	System BIOS copied to Shadow RAM	Status message. No action required.
System Cache Error	RAM cache failed the BIOS test	Run Setup .
System CMOS Checksum Bad	CMOS is corrupted or modified incorrectly	Run Setup .
System RAM Failed at Offset, <i>nnn</i>	System RAM failed	Replace memory modules .
System Timer Error	DMA, timers, etc.	Replace the system board .
UMB Upper Limit Segment Address <i>nnn</i>	Displays the address <i>nnn</i> of the upper limit of Upper Memory Blocks, indicating released segments of the BIOS	Status message. No action required.
Video BIOS Shadowed	Video BIOS successfully copied to shadow RAM	Status message. No action required.

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TROUBLESHOOTING

Configuration

This section explains how to use Setup and Compaq Utilities which should be accessed in the following instances:

- When a system configuration error is detected during the Power-On Self-Test (POST)
- To change factory default settings for some of the computer features
- To change the system configuration, which is sometimes necessary when you add or remove optional hardware
- To set system configuration features

Click a link below to go to the appropriate subsection.

[Preparing the Computer](#)

[Setup](#)

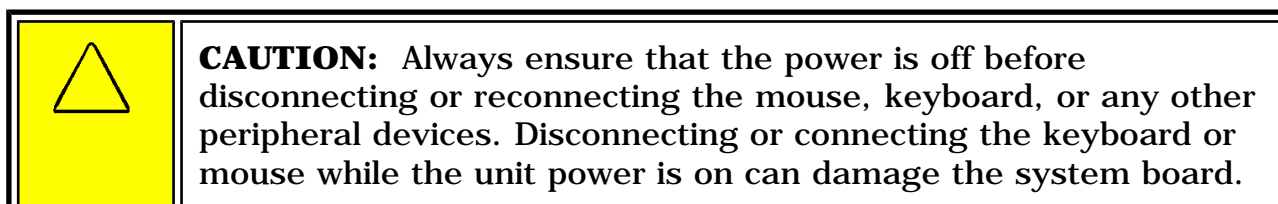
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[View System Information \(INSPECT\)](#)

Preparing the Computer

If you encounter an error condition, complete the following steps before starting problem isolation procedures:

- 1 Ensure proper ventilation. The computer should have a 3-inch (7.6 cm) clearance at the back of the system unit.
- 2 Turn off the computer and peripheral devices.



- 3 Disconnect any peripheral devices other than the monitor and keyboard. Do not disconnect the printer if you want to test it or use it to log error messages.
- 4 Install loop-back and terminating plugs for complete testing.

[Setup](#)

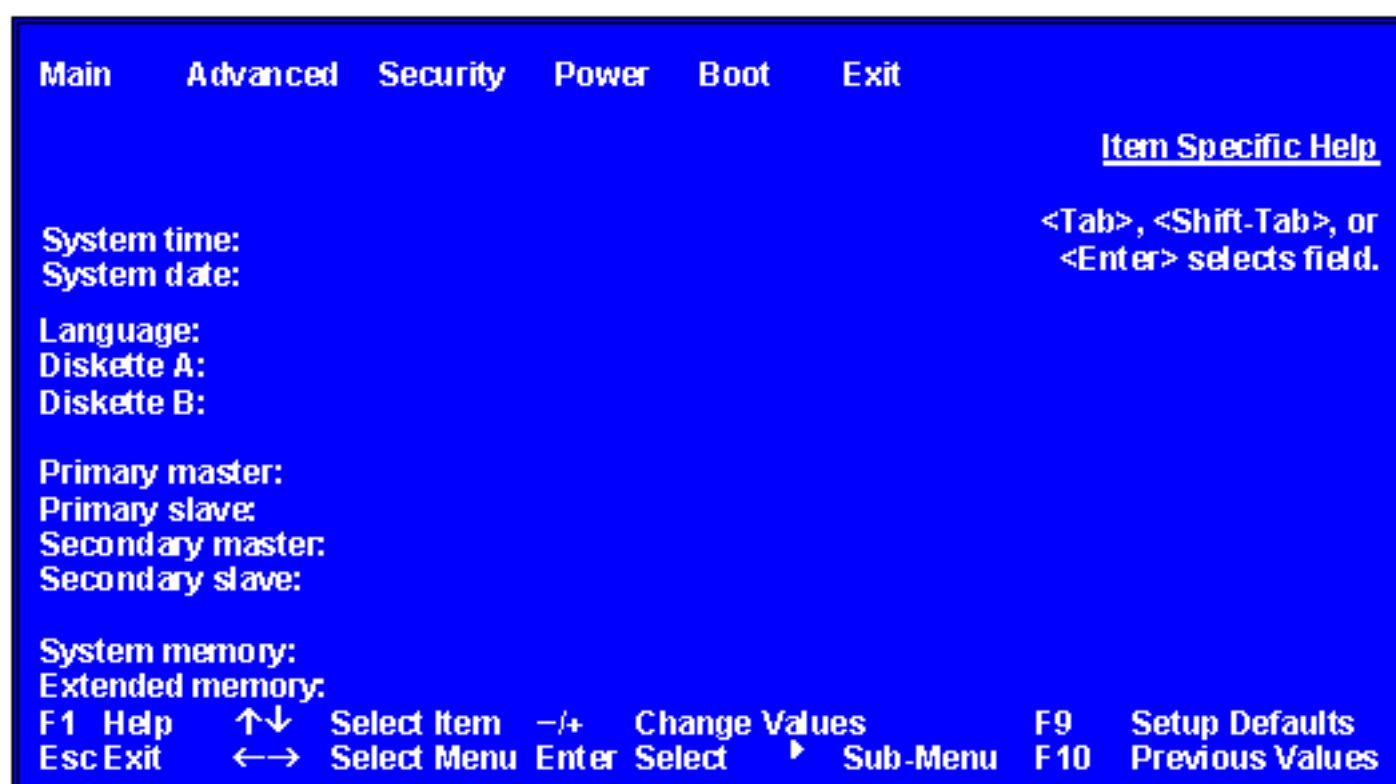
The Setup utility gives a snapshot of the computer's hardware configuration, aids in troubleshooting, and sets custom features. Setup recognizes a new internal component or an external device and automatically updates the configuration screens. Use the Setup utility to:

- Modify settings for audio, storage, power management, communications, and input devices
- Get an overall picture of the computer's hardware configuration
- Verify configuration parameters in determining problems
- Set time and date

[Running Setup](#)

To access the Setup utility, turn on the computer and press the **F10** key when the Compaq logo appears. The following menu will appear:

NOTE: The actual menu displayed on your computer may vary slightly, depending on your configuration.



[Accessing Compaq Utilities Options](#)

This section provides information about the menu options accessible from the **Compaq Utilities** menu.

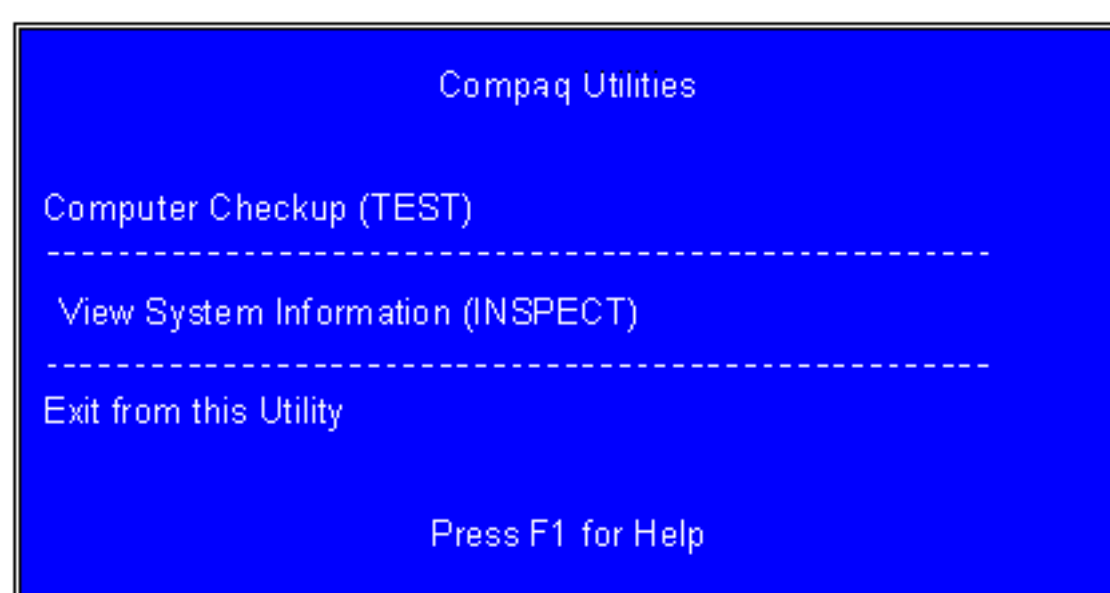
[Create a Compaq Utilities Diskette](#)

A Compaq Utilities diskette must be created to troubleshoot the system. To create a Compaq Utilities diskette, complete the following steps:

- 1 Insert the *QuickRestore CD* into the CD drive.
- 2 From the Windows desktop, click on **Start**, then **Program**, then **Windows Explorer**.
- 3 Click on the CD drive icon.
- 4 Double-click on the **PCdiags** folder.
- 5 Insert a diskette in the diskette drive.
- 6 Double-click on the **QRST5.exe** icon.
- 7 Press **Enter** when the QuickRestore label appears.
- 8 After the CD has completed copying to the diskette, eject the *QuickRestore CD*.

[Running Compaq Utilities](#)

To run Compaq Utilities, turn on or reboot the computer with the Compaq Utilities diskette in the diskette drive. The following menu will appear:



[View System Information \(INSPECT\)](#)

The View System Information (INSPECT) utility provides information about the system once it has been configured. INSPECT operates with MS-DOS and provides information about the system operating environment including:

- Contents of the operating system startup files
- Current memory configuration
- ROM version
- Type of processor and coprocessor
- Diskette and hard drives
- Active printer and communications interfaces
- Modem

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TROUBLESHOOTING

Diagnostic Error Codes

Diagnostic error codes occur if the system recognizes a problem while running the Compaq Utilities program. These error codes help identify possibly defective subassemblies.

Tables listed on this page give possible error codes, descriptions of each error condition, and actions required to resolve the error condition.

IMPORTANT: Retest the system after completing each step. If the problem has been resolved, do not proceed with the remaining steps.

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

100-xx	Processor	800-xx	Monochrome video	3200-xx	Audio
200-xx	Memory	1100-xx	Serial	3300-xx	CD or DVD
300-xx	Keyboard	1200-xx	Modem	6600-xx	CD or DVD
400-xx	Parallel (printer)	1700-xx	Hard drive	656-xxx	SuperDisk (available on select models)
500-xx	Monitor	1900-xx	Tape drive	8600-xx	Pointing device interface
600-xx	Diskette drive	2400-xx	Video		

Keyboard error codes

Error Code	Description	Recommended Action
301-xx	Keyboard short test, 8042 self-test failed	The following steps apply to error codes 301-xx through 304-xx: 1 Check the keyboard connection. If disconnected, turn the computer off and connect the keyboard. 2 Replace the keyboard and retest. 3 Replace the system board and retest.
302-xx	Keyboard long test failed	
303-xx	Keyboard LED test, 8042 self-test failed	
304-xx	Keyboard typematic test failed	

Parallel (printer) error codes

Error Code	Description	Recommended Action
401-xx	Printer failed or not connected	The following steps apply to error codes 401-xx through 498-xx: 1 Connect the printer. 2 Check power to the printer. 3 Install the loop-back connector and retest. 4 Replace system board and retest.
402-xx	Printer data register failed	
403-xx	Printer pattern test failed	
498-xx	Printer failed or not connected	

Monochrome video error codes

Error Code	Description	Recommended Action
802-xx	Video memory test failed	The following step applies to error codes 802-xx through 824-xx: Replace the system board and retest.
824-xx	Monochrome video text mode test failed	

Serial error codes

Error Code	Description	Recommended Action
1101-xx	Serial Port Test	The following steps apply to error codes 1101-xx through 1109-xx: 1 Check the switch settings on the serial/parallel device, if applicable. 2 Replace the system board and retest.
1109-xx	Clock Register Test	

Modem error codes

Error Code	Description	Recommended Action
1201-xx	Modem Internal Loop-Back Test	The following steps apply to error codes 1201-xx through 1210-xx: 1 Refer to modem documentation for correct Setup procedures. 2 Check the modem line. 3 Replace the modem and retest.
1202-xx	Modem Time-Out Error	
1203-xx	Modem External Termination Test	
1204-xx	Modem Auto Originate Test	
1206-xx	Dial Multifrequency Tone Test	
1210-xx	Modem Direct Connect Test	

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Diagnostic Error Codes (continued)

Video error codes

Error Code	Description	Recommended Action
2402-xx	Video memory test failed	The following steps apply to error codes 2402-xx through 2456-xx: 1 Run Setup . 2 Replace the system board and retest.
2403-xx	Video attribute test failed	
2404-xx	Video character set test failed	
2405-xx	Video 80 × 25 mode 9 × 14 character cell test failed	
2406-xx	Video 80 × 25 mode 8 × 8 character cell test failed	
2407-xx	Video 40 × 25 mode test failed	
2408-xx	Video 320 × 200 mode color set 0 test failed	
2409-xx	Video 320 × 200 mode color set 1 test failed	
2410-xx	Video 640 × 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	
2419-xx	ECG/VGC ROM checksum test failed	
2420-xx	ECG/VGC attribute test failed	
2421-xx	ECG/VGC 640 × 200 graphics mode test failed	
2422-xx	ECG/VGC 640 × 350 16-color set test failed	
2423-xx	ECG/VGC 640 × 350 64-color set test failed	
2424-xx	ECG/VGC monochrome text mode test failed	
2425-xx	640 × 480 graphics test failure	
2431-xx	640 × 480 graphics test failure	
2432-xx	320 × 200 graphics (256-color mode) test failed	
2448-xx	Advanced VGA Controller test failed	
2451-xx	132-column Advance VGA test failed	
2456-xx	Advanced VGA 256-Color test failed	
2468-xx	Advanced VGA BitBLT test	The following steps apply to error codes 2468-xx through 2480-xx: 1 Run Setup . 2 Replace the system board and retest.
2477-xx	Advanced VGA datapath test	
2478-xx	Advanced VGA BitBLT test	
2480-xx	Advanced VGA Linedraw test	

Processor error codes

Error code	Description	Recommended action
101-xx	CPU test failed	Replace the system board and retest.
102-xx	Processor error	1. Run Setup and retest. 2. Replace the processor and retest.
103-xx	DMA controller failed	The following step applies to error codes 103-xx through 106-xx: Replace the system board and retest.
104-xx	Interrupt controller failed	
105-xx	Port error	
106-xx	Keyboard controller self-test failed	
107-xx	CMOS RAM test failed	The following steps apply to error codes 107-xx through 109-xx: 1. Replace the battery/clock module and retest. 2. Replace the system board and retest.
108-xx	CMOS interrupt test failed	
109-xx	CMOS clock test failed	
110-xx	Programmable timer test failed	The following step applies to error codes 110-xx through 113-xx: Replace the system board and retest.
111-xx	Refresh detect test failed	
112-xx	Speed test failed	
113-01	Protected mode test failed	
114-xx	Speaker test failed	1. Verify the speaker connection. 2. Replace the system board and retest.
199-xx	Installed devices test failed	1. Check system configuration. 2. Verify cable connections. 3. Check switch settings. 4. Run Compaq Utilities . 5. Replace the system board and retest.

Monitor (VGA or flat-panel) error codes

Error Code	Description	Recommended Action
501-xx	Video controller test failed	The following step applies to error codes 501-xx through 516-xx: 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 × 25 mode 9 × 14 character cell test failed	
506-xx	Video 80 × 25 mode 9 × 14 character cell test failed	
507-xx	Video 40 × 25 mode test failed	
508-xx	Video 320 × 200 mode color set 0 test failed	
509-xx	Video 320 × 200 mode color set 1 test failed	
510-xx	Video 640 × 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	

TROUBLESHOOTING

Diagnostic Error Codes (continued)

Hard drive error codes

Error Code	Description	Recommended Action
1700-xx	Hard drive ID types test failed	The following steps apply to error codes 1700-xx through 1799-xx: 1 Run Setup and verify drive type. 2 Replace the hard drive signal and power cables and retest. 3 Replace the hard drive and retest. 4 Replace the system board and retest.
1701-xx	Hard drive format test failed	
1702-xx	Hard drive read test failed	
1703-xx	Hard drive write/read/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	
1714-xx	Hard drive file write 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	
1719-x	Hard drive power mode test failed	
1730-x	Fixed Disk 0 does not support DMA Mode	
1731-x	Fixed Disk 1 does not support DMA Mode	
1740-x	Fixed Disk 0 failed Set Block Mode command	
1741-x	Fixed Disk 1 failed Set Block Mode command	
1750-x	Fixed Disk 0 failed Identify command	
1751-x	Fixed Disk 1 failed Identify command	
1760-x	Fixed Disk 0 does not support Block Mode	
1761-x	Fixed Disk 1 does not support Block Mode	
1790-x	Disk 0 Configuration Error	
1792-x	Secondary Disk Controller Failure	
1799-xx	Invalid hard drive type failed	

***Error Correction Code**

Tape drive error codes

Error Code	Description	Recommended Action
1900-xx	Tape ID failed	The following steps apply to error codes 1900-xx through 1906-xx: 1 Replace the tape cartridge and retest. 2 Check and/or replace the signal cable and retest. 3 Replace the tape drive and retest. 4 Replace the system board and retest.
1901-xx	Tape servo write failed	
1902-xx	Tape format failed	
1903-xx	Tape drive sensor test failed	
1904-xx	Tape BOT/EOT test failed	
1905-xx	Tape read test failed	
1906-xx	Tape write/read/compare failed	

SuperDisk error codes (available on select models)

Error Code	Description	Recommended Action
xxx-101	Drive Not Ready	The following steps apply to all error codes except 656-101 and 656-032: 1 Replace the diskette and retest.* 2 Check and/or replace the power and signal cables and retest. 3 Replace the SuperDisk drive and retest. 4 Replace the system board and retest.
xxx-032	Incorrect Media Present	
xxx-001 xxx-051	Verify Error	
xxx-002 xxx-052	Seek Error	
xxx-003 xxx-053	Read Error	
xxx-004 xxx-054	Write Error	
xxx-006	Data Compare Error	
xxx-008	Write Protect Failure	
xxx-011	LED Error	
xxx-021	Format Error	
xxx-022	SuperDisk format pattern not found	

*** Boot to DOS (Command Prompt only) or Windows (Not Safe Mode). Press the SuperDisk drive eject button (located on the front bezel) to eject the diskette and retest.**

Pointing device interface error codes

Error Code	Description	Recommended Action
8601-xx	Pointing Device Interface test failed	1. Replace with a working pointing device and retest. 2. Replace the system board and retest.

Audio error codes

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

CD or DVD error codes

Error Code	Description	Recommended Action
3301-xx 3305-xx 66XX-xx	CD or DVD drive read test failed	The following steps apply to error codes 3301-xx through 3305-xx and 66XX-xx: 1 Replace the CD or DVD disk and retest.* 2 Check the jumper settings on the CD or DVD drive. 3 Check and/or replace the power and signal cables and retest. 4 Replace the CD or DVD drive and retest. 5 Replace the backplane.

*** Boot to DOS (Command Prompt only) or Windows (Not Safe Mode). Press the CD or DVD drive eject button (located on the front bezel) to eject the CD or DVD and retest.**

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Troubleshooting without diagnostics

TROUBLESHOOTING

Troubleshooting Without Diagnostics

This section describes some simple, preliminary tests and guidelines for troubleshooting the computer.

Checklist For Solving Minor Problems

If you encounter some minor problem with the computer or software application, go through the following checklist for possible solutions before running any of the diagnostic utilities:

- Is the computer connected to a working power outlet?
- Is the computer turned on and the power light illuminated?
- Are all cables connected properly and seated?
- Are all of the necessary device drivers installed?
- Is the *CONFIG.SYS* file correct?
- Is the *AUTOEXEC.BAT* file (MS-DOS) or *STARTUP.CMD* file correct?
- Was a nonbootable diskette loaded in the diskette drive at power-up?
- Are all switch settings correct?
- Was Computer Setup run after installing options (memory, disk drives, etc.) and before installing industry standard architecture boards?

Quick checks and possible solutions for problems related to these topics:

CD drive	hard drive	VGA monitor
diskette drive	hardware installation	SuperDisk drive (on select models only)
DVD drive	power	
flat-panel monitor (on select models only)	USB ports	

are provided in the tables below. The procedure for [resolving hardware conflicts](#) is also described.

Flat-panel monitor		
Problem	Probable cause(s)	Possible solution
Screen is blank.	Your computer may not support flat-panel monitors.	See your authorized dealer or reseller about CPU support for the Digital Video Interface (DVI) needed.
Cannot find video connector on rear of CPU for flat-panel monitor.	Your computer may not have a digital flat-panel port (DFPP).	See your authorized dealer or reseller about CPU support for flat-panel monitors.
The display only fills part of the screen.	The monitor does not support your resolution setting.	FP400 and FP500 Series flat-panel monitors only support 1024 x 768 resolution mode. Change your resolution setting in the Display dialog box: <ol style="list-style-type: none"> 1 Click on Start 2 Point at Settings and click on Control Panel 3 Double-click on Display 4 Click on the Setting tab, and move the sliding pointer to give 1024 x 768 pixel resolution.
Green power light is flashing.	Your flat-panel monitor does not support the video resolution or refresh rate.	FP400 and FP500 Series flat-panel monitors only support 1024 x 768 resolution mode. Connect a VGA monitor temporarily and change your resolution setting in the Display dialog box: <ol style="list-style-type: none"> 1 Click on Start 2 Point at Settings and click on Control Panel 3 Double-click on Display 4 Click on the Setting tab, and move the sliding pointer to give 1024 x 768 pixel resolution.

CD drive		
Problem	Probable cause(s)	Possible solution
Cannot read compact disc.	CD is not properly seated in the drive.	Eject the CD, then re-insert it, pressing down on the CD firmly to correctly seat it in the drive.
	CD has been loaded upside down.	Eject the CD, turn it over, then reload.
	CD may be dirty or scratched.	Clean the CD or load another CD.
Cannot eject compact disc (tray-load only).	CD is not properly seated in the drive.	Turn off the computer, insert a straightened paper clip into the emergency eject hole, then push firmly. Slowly pull the tray out from the drive until the tray is fully extended, then remove the CD.
CD drive devices are not detected.	Power cycle delay.	After turning the computer off, wait 30 seconds before turning the computer on again.
	CD drive is not connected properly.	Open the computer and check to see that the drive cable is connected properly.
	Proper driver is not loaded	Restart the system and make sure the CD drive drivers are loaded.

DVD drive		
Problem	Probable cause(s)	Possible solution
Cannot read DVD disk	DVD or CD is not properly seated in the drive.	Eject the DVD or CD, press down on the DVD or CD firmly to correctly seat it in the drive, then reload.
	DVD or CD has been loaded upside down.	Eject the disk, turn it over, then reload.
	DVD or CD disk may be dirty or scratched.	Load another DVD disk.
DVD does not work in the DOS mode.	Proper drivers are not loaded.	Restart the system and make sure the DVD drive drivers are loaded.
Cannot eject DVD disk.	The system is in the Sleep mode.	Press the Power button to bring the system back to full power, then eject the DVD.
	The DVD, diskette, or hard drive was active when attempting to eject the DVD.	Wait until all drive activity ends (the CD/hard drive tray and eject diskette light will go out), then try to eject the DVD.
	DVD disk is not properly seated in the drive.	Turn off the computer, insert a straightened paper clip into the emergency eject hole, then push firmly. Slowly pull the tray out from the drive until the tray is fully extended, then remove the DVD disk.
DVD drive devices are not detected.	DVD drive is not connected properly.	Open the computer and check to see that the drive cable is connected properly.
	Incorrect driver is installed.	Ensure the correct driver is installed in <i>CONFIG.SYS</i> .
	Drive has been changed.	Make sure the jumper setting is set for "Slave."
	Proper drivers are not loaded.	Restart the system and make sure the DVD drive drivers are loaded.

Resolving Hardware Conflicts

Hardware conflicts occur when two or more peripheral devices attempt to use the same hardware resources. I/O addresses, interrupts, and DMA channels are the most common hardware resources used by peripheral devices. For example, the factory default settings for the MIDI port audio interface are:

Base I/O address	220H
MIDI Port Base I/O address	330H
Interrupt	IRQ 5
8-bit DMA	Channel 1

When different peripheral devices use the same hardware resources at the same time, the devices and/or the system may not function properly. You can resolve hardware conflicts by ensuring that no devices are configured to use the same hardware resources. These resources can either be dipswitch or jumper settings on the peripheral card or software configurable resources. The Computer Setup selection of your Compaq Utilities allows you to view and modify the settings for the peripheral devices factory installed in your system. Refer to the *User's Guide* for the particular peripheral cards you wish to install for information on how to view and select their settings.

To resolve hardware conflicts:

- 1 Change the hardware settings of your audio card or other peripheral card in your system if the peripheral card is using any settings used by the factory-installed devices.
- 2 If you are unsure of the settings of the peripheral cards, you can isolate the source of the problem by temporarily removing all cards not manufactured by Compaq, or resetting the default settings and running Compaq Utilities. After that, add the cards back one at a time until the card that is causing the conflict is found.

Also see: [System](#)

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Troubleshooting Without Diagnostics (continued)

Hard drive		
Problem	Probable cause(s)	Possible solution
Hard drive error occurs.	Hard disk has bad sectors or has failed.	Run Computer Setup . Reformat the hard disk.
Drive not found.	Cable could be loose.	Check cable connections.
Disk transaction problem.	Either the directory structure is bad or there is a problem with a file.	From the desktop click on the Start menu. Choose Program ➔ Accessories ➔ System Tools ➔ Scandisk to check for problems. If problems exist, run Scandisk and checkmark the "Automatically fix errors" box at the bottom to correct the problems. If a large number of lost allocation units is found, click on the Start menu. Choose Program ➔ Accessories ➔ System Tools ➔ Disk Defragmenter .
Nonsystem disk message.	The system is trying to start from a diskette that is not bootable.	Remove the diskette from the diskette drive.
	The system is trying to start from the hard drive but the hard drive has been damaged.	Insert a bootable diskette into the diskette drive and restart the computer with Ctrl+Alt+Del .
	Diskette boot has been disabled in Computer Setup.	Run Computer Setup and enable diskette boot.
Hard drive operation seems slow OR Hard drive activity light is not on, or stays on without blinking.	The hard disk files may be fragmented.	From the desktop click on the Start menu. Choose Program ➔ Accessories ➔ System Tools ➔ Scandisk to check for problems. If problems exist, run Scandisk and checkmark the "Automatically fix errors" box at the bottom to correct the problems. If a large number of lost allocation units is found, click on the Start menu. Choose Program ➔ Accessories ➔ System Tools ➔ Disk Defragmenter .

Hardware installation		
Problem	Probable cause(s)	Possible solutions
A new device is not recognized as part of the computer system.	When the system advised you of changes to the configuration, you did not save the changes.	Reboot the computer and follow the instructions for saving the changes.
	The system may not have automatically recognized the new device.	Run Computer Setup and identify the new device.
	The cables for the new external device are loose, or the power cables are unplugged.	Check all cables.
	The power switch for the new external device is not turned on.	Turn off the computer, turn on the external device, and then turn on the computer to integrate the new device with the computer.

Power	
Problem	Possible Solution
Computer will not turn on.	Ensure that the computer is connected to a power source.
Computer does not automatically display the date and time.	The real-time clock (RTC) battery may need to be replaced. Click here for replacement procedures.
Computer does not beep during POST.	The speaker volume may have been turned down. Select the Volume option from the Control Panel and adjust the volume.
Computer powered off automatically.	The unit temperature may have been exceeded. Check the fan for function and blockage.

USB		
Problem	Probable cause(s)	Possible solution
USB device does not work with the system.	The USB device and the system may use different USB architectures.	Ensure that the USB device and the system share the same USB architecture. (UHCI-compliant devices will only work with a UHCI-compliant system, and OHCI-compliant devices will only work with a OHCI-compliant system).

Diskette Drive		
Problem	Probable cause(s)	Possible solution
Diskette drive light stays on.	Diskette may be damaged.	From the desktop click on the Start menu. Choose Program ➔ Accessories ➔ System Tools ➔ Scandisk to check for problems.
	Diskette may be installed incorrectly.	Remove the diskette and reinsert.
	Software program may be damaged.	Check the program diskettes.
Diskette drive cannot write to a diskette.	Diskette is not formatted.	Format the diskette.
	Diskette is write-protected.	Either use another diskette that is not write-protected or disable the write protection on the diskette.
	Writing to the wrong drive.	Check the drive letter in your path statement.
	Not enough space is left on the diskette.	Use another diskette to write the information.
Diskette drive cannot read a diskette.	Diskette is not formatted.	Format the diskette.
	Using the wrong diskette type for the drive type.	Use a diskette that is compatible with the drive.
	Reading the wrong drive.	Check the drive letter in your path statement.
	Diskette drive has been disabled by Computer Setup .	Run Computer Setup and enable the diskette drive.

SuperDisk Drive		
Problem	Probable cause(s)	Possible solution
SuperDisk drive light stays on.	Diskette may be damaged.	From the desktop click on the Start menu. Choose Program ➔ Accessories ➔ System Tools ➔ Scandisk to check for problems.
	Diskette may be installed incorrectly.	Remove the diskette and reinsert.
	Software program may be damaged.	Check the program diskettes.
SuperDisk drive cannot write to a diskette.	Diskette is not formatted.	Format the diskette.
	Diskette is write-protected.	Either use another diskette that is not write-protected or disable the write protection on the diskette.
	Writing to the wrong drive.	Check the drive letter in your path statement.
	Not enough space is left on the diskette.	Use another diskette to write the information.
SuperDisk drive cannot read a diskette.	Diskette is not formatted.	Format the diskette.
	Using the wrong diskette type for the drive type.	Use a diskette that is compatible with the drive.
	Reading the wrong drive.	Check the drive letter in your path statement.
	Diskette drive has been disabled by Computer Setup .	Run Computer Setup and enable the diskette drive.

VGA Monitor		
Problem	Probable cause(s)	Possible solution
Characters are dim.	The brightness control is not set properly.	Adjust the brightness control.
Screen is blank.	A screen-blanking utility could be installed.	Press any key. If the display reappears, you have a screen-blanking utility installed.
	The brightness needs adjusting.	Adjust the brightness control.
	Screen save has been initiated.	Press any key or move the mouse to light the screen.
Garbled characters on the screen are mixed with text.	The ANSI.SYS driver is not in the <i>CONFIG.SYS</i> file.	Add the ANSI.SYS driver to the <i>CONFIG.SYS</i> file by adding the following line: DEVICE = C:\ANSI.SYS
Monitor overheats.	There is not enough ventilation space for proper airflow.	Leave at least 3 inches (7.6 cm) of ventilation space. Also, be sure there is nothing on top of the monitor to obstruct air flow.
Cursor will not move using the arrow keys on the numeric keypad.	The Num Lock key is on.	Press the Num Lock key. The Num Lock light should not be on when you want to use the arrow keys.
	There is a possible application error.	Restart the computer.

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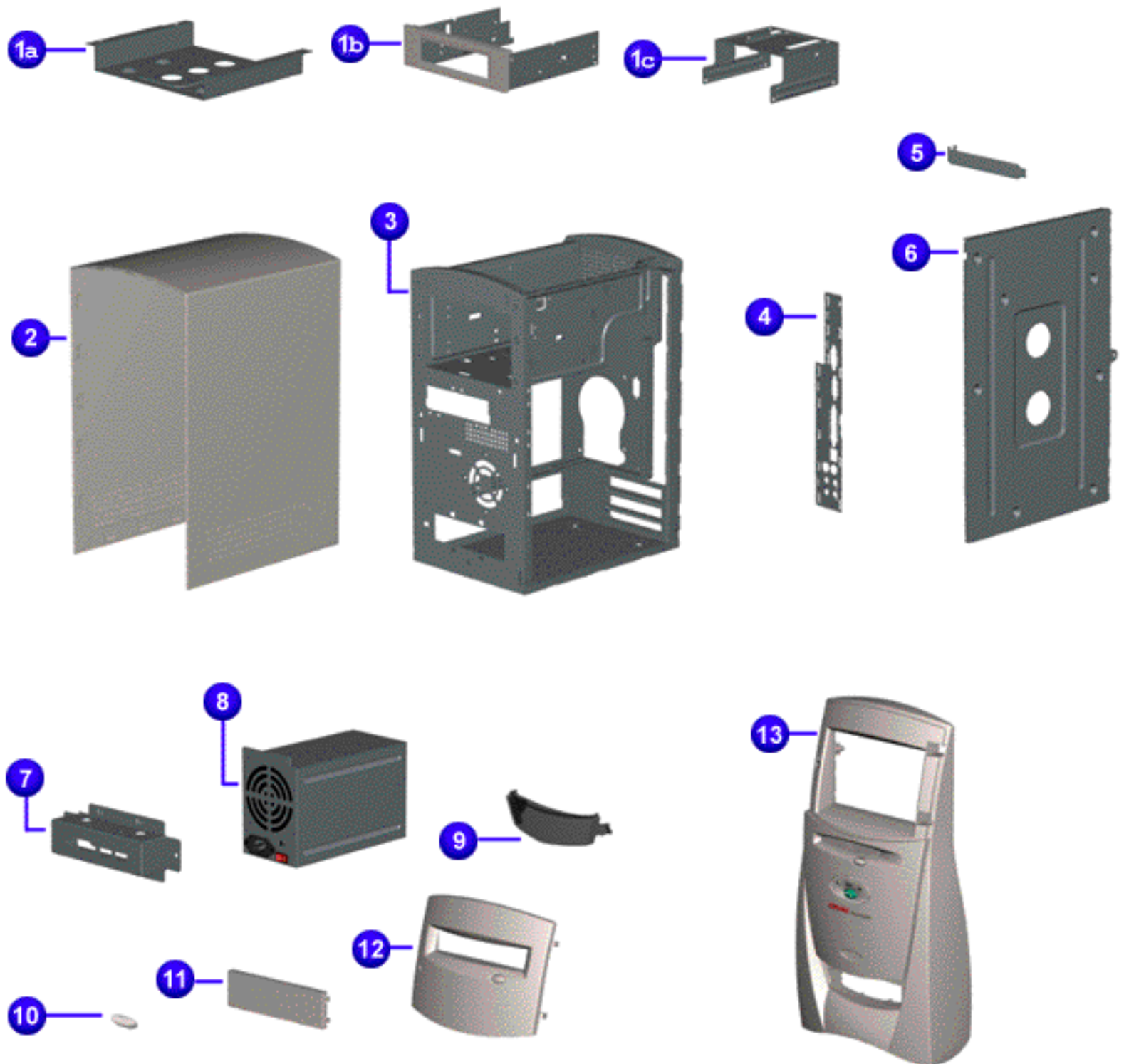
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System Unit

Rest the mouse cursor on a part to get a description of the part and the spare part number.

Click the links for model [5070](#), [5184](#), [5185](#).



NOT SHOWN

Button Board with Bracket

320664-001

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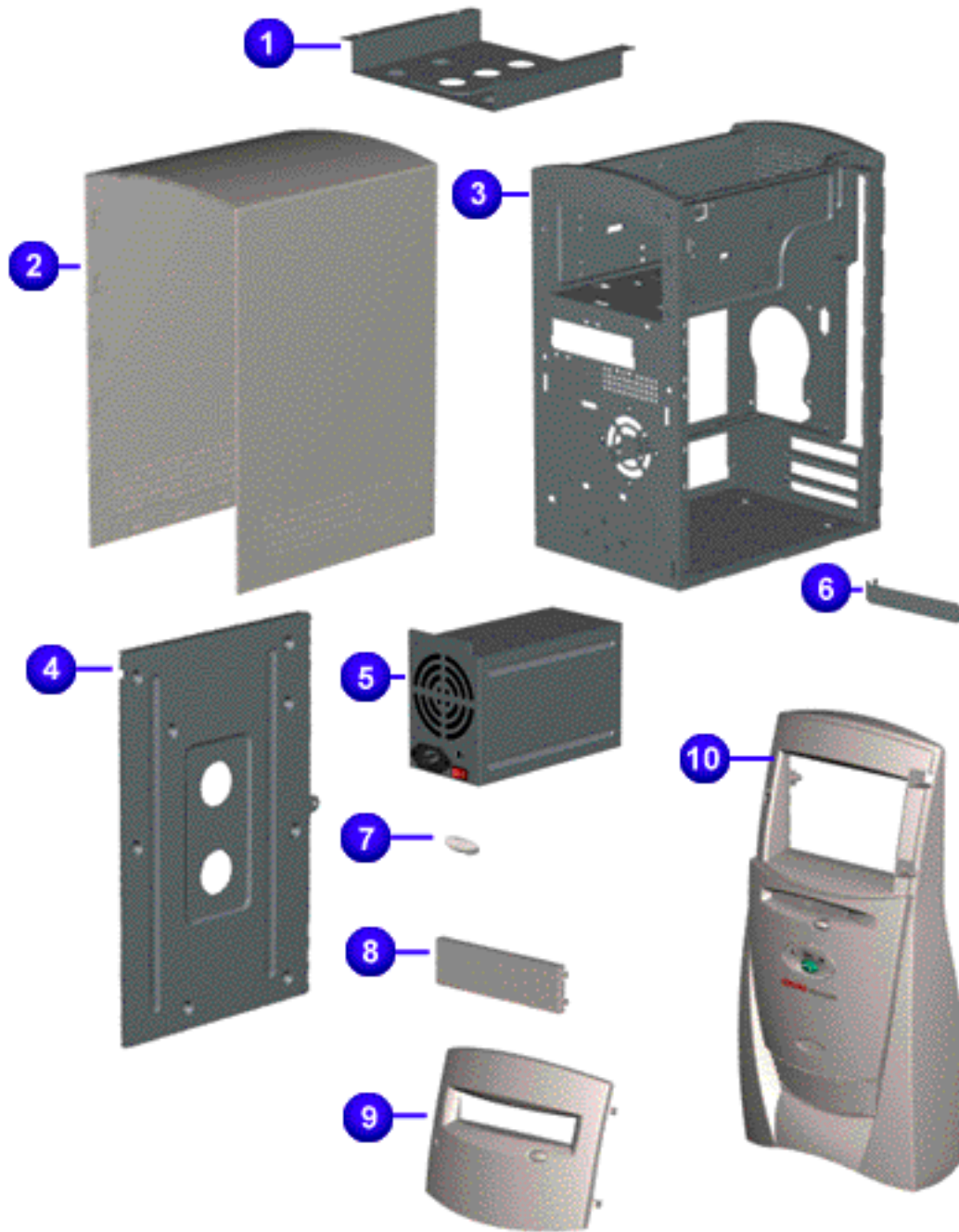
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System Unit - 5070, 5184, 5185

Click the illustrated part for a description of the part and part number.

Click [here](#) for other models.



Part Description	Part Number
1 Hard drive mounting bracket	112705-001
2 Hood	317217-001
3 Chassis	108843-001
4 System board bracket	Spared with chassis
5 110W Power supply assembly	319235-001
6 Option slot cover (3 each)	304284-001
7 Logo kit	320672-001
8 Drive bay bezel blank	170717-001
9 CD/DVD drive access door	320671-001
- Front bezel kit	320660-001

NOT SHOWN	Button Board with Bracket	108844-001
	I/O Panel and label (spared with hardware kit)	In miscellaneous hardware kit 320649-001
	Fan, chassis	298474-001

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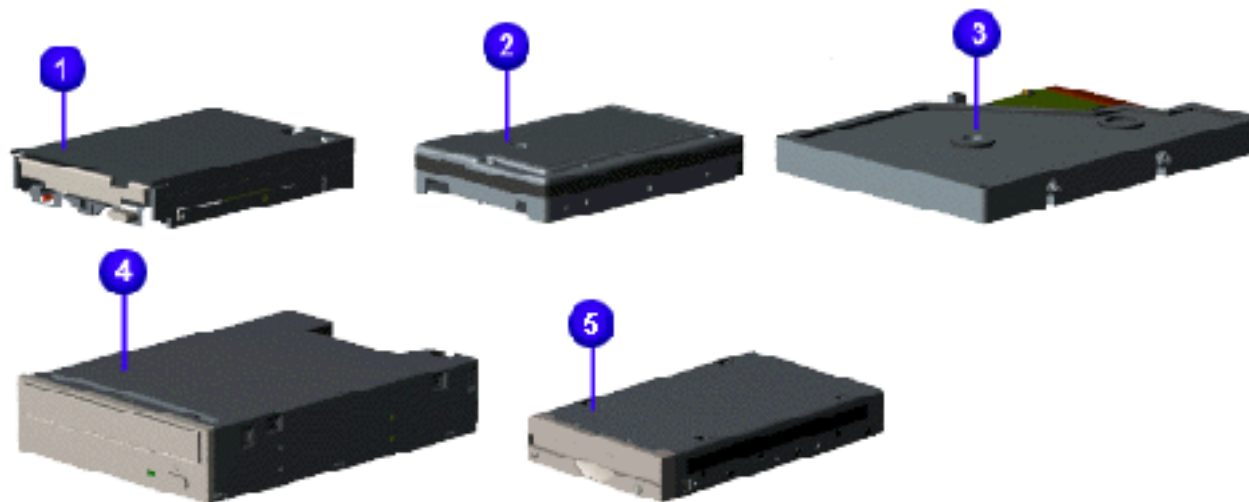
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Position the mouse cursor over a drive to identify it and see the spare part number.

Click the links for models [5206](#), [5230](#), [5260](#), [5270](#) or models [5070](#), [5184](#), [5185](#).



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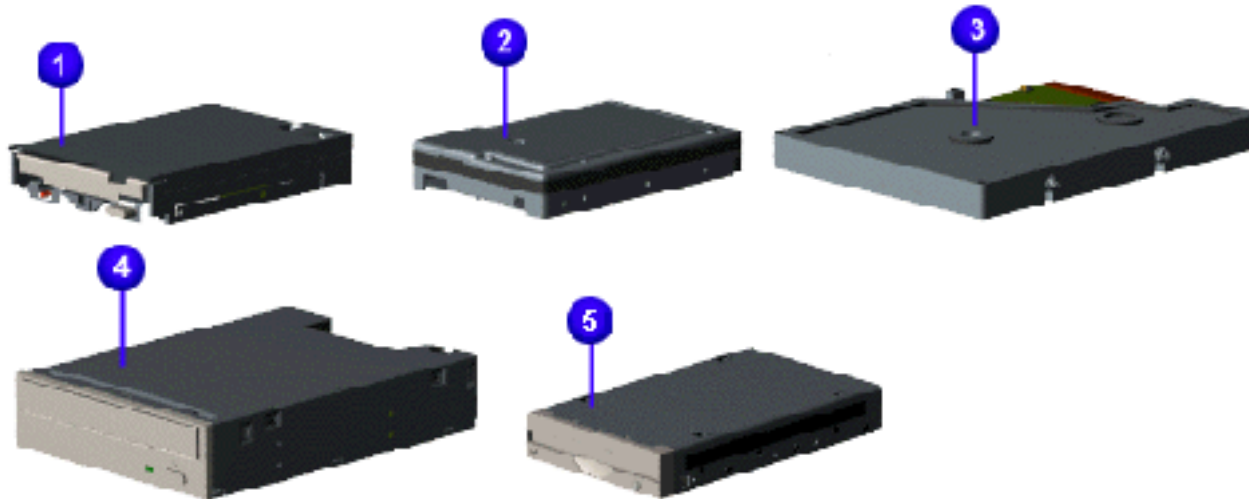
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Mass Storage Devices - 5206, 5230, 5260, 5270

Position the mouse cursor over a drive to identify it and see the spare part number.

Click the links for models [5190, 5201, 5202, 5203, 5204, 5220, 5221, 5222, 5240, 5242, 5245, 5248, 5250, 5253, 5283, 5280, 5282](#) or models [5070, 5184, 5185](#).



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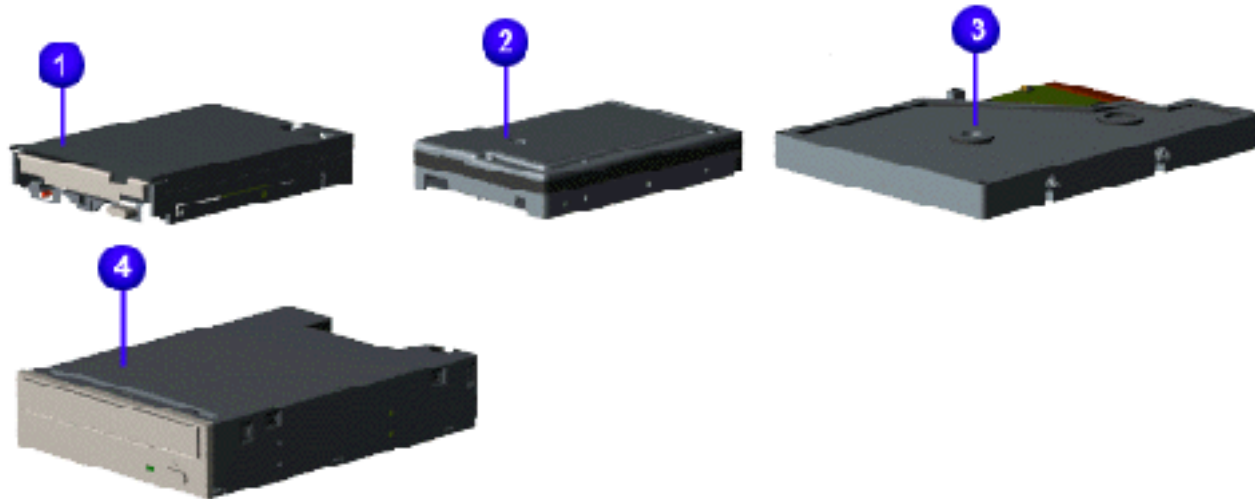
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ILLUSTRATED PARTS CATALOG

Mass Storage Devices - 5070, 5184, 5185

Position the mouse cursor over a drive to identify it and see the spare part number.

Click the links for models [5190](#), [5201](#), [5202](#), [5203](#), [5204](#), [5220](#), [5221](#), [5222](#), [5240](#), [5242](#), [5245](#), [5248](#), [5250](#), [5253](#), [5283](#), [5280](#), [5282](#) or [5206](#), [5230](#), [5260](#), [5270](#).



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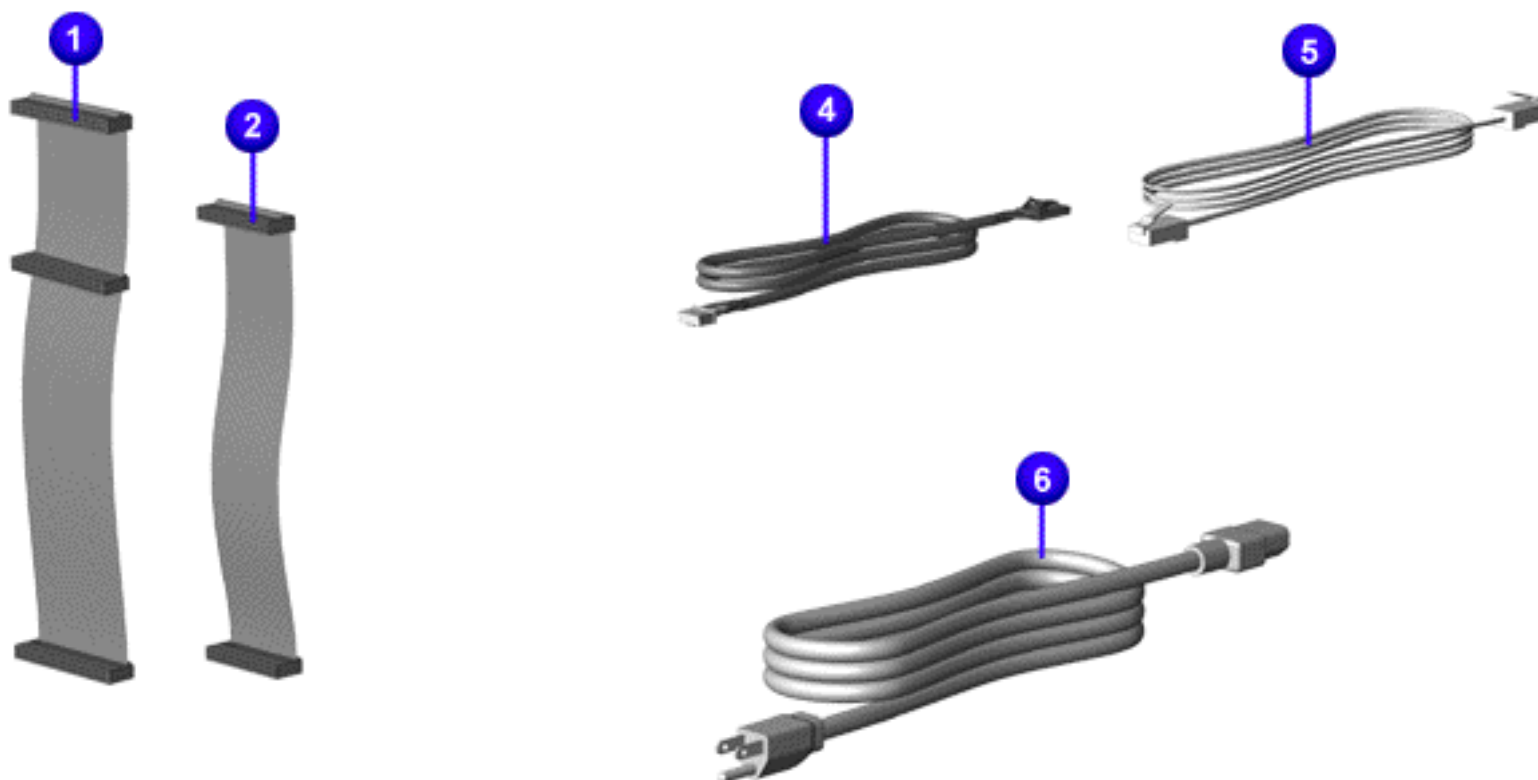
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ILLUSTRATED PARTS CATALOG

Cables

Rest the mouse cursor on a part to get a description of the part and the spare part number.

Click the link for model [5070](#), [5184](#), and [5185](#).



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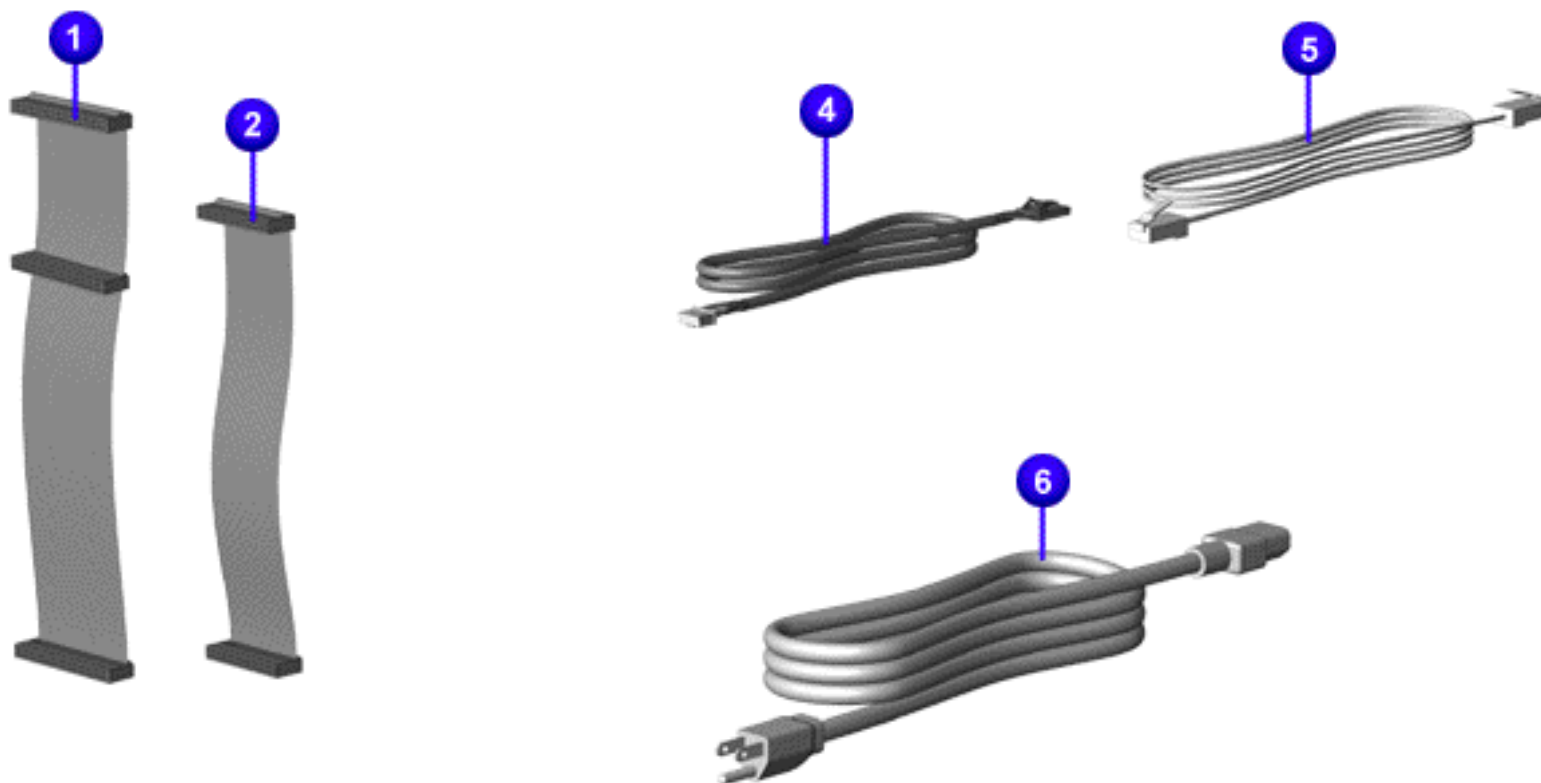
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ILLUSTRATED PARTS CATALOG

Cables - 5070, 5184, 5185

Rest the mouse cursor on a part to get a description of the part and the spare part number.

Click the link for [other models](#) parts catalog.



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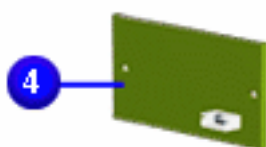
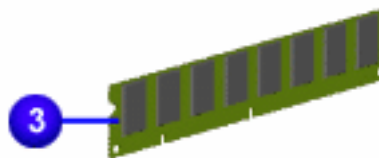
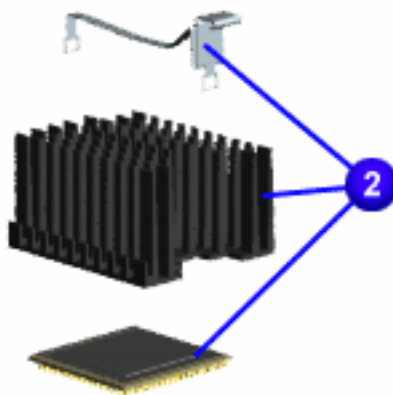
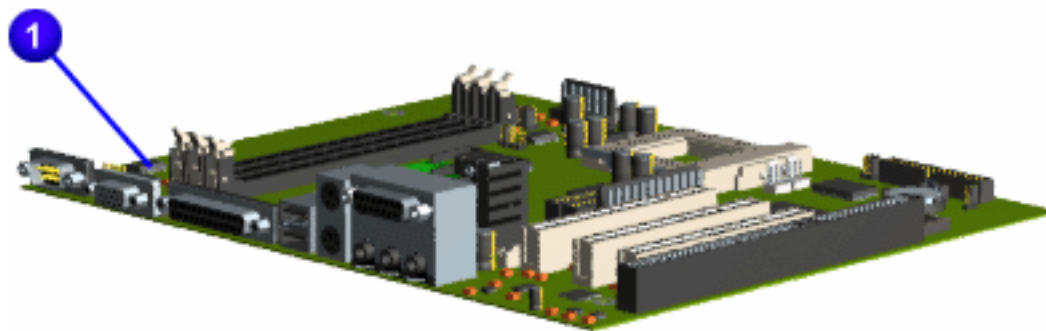
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Standard and Optional Boards - 5070, 5184, and 5185

Click link to see [other](#) boards.



Description	Spare Part Number
1 System Board	
-- w/o PROC	108846-001
-- w/o PROC, w/8MB	108847-001
2 AMD K6-2 Processor	
-- 350 MHz	388241-001
Heatsink w/clip	337369-001
3 100-MHz SDRAM DIMM Memory Module	
64 MB	179190-001
32 MB	337372-001
4 Button board with bracket	320664-001
Not Shown: 10/100 PCI, w/TX	123494-004

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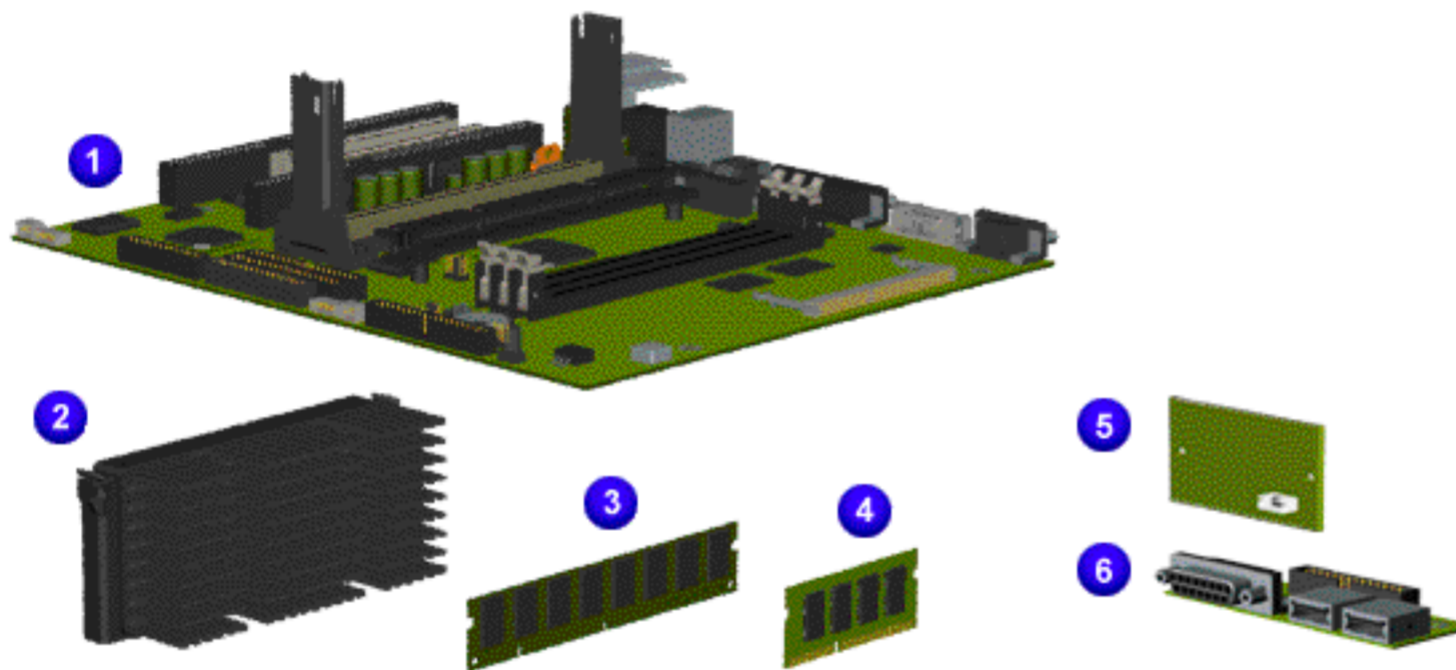
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ILLUSTRATED PARTS CATALOG

Standard and Optional Boards

5100 and 5200 Series (1st board of 2)

Click links to see the other [5100 and 5200 series](#) board or [5070, 5184, and 5185](#) boards.



Description	Spare Part Number
1 System Board	
-- with NIC	480078-001
-- without NIC	480077-001
2 Pentium II Processor	
450 MHz	327585-001
400 MHz	480076-001
350 MHz	327583-001
Celeron II Processor (not shown)	
400 MHz	480076-001
366 MHz	388217-001
3 100-MHz SDRAM DIMM Memory Module	
128 MB	387073-001
64 MB	320670-001
32 MB	319326-001
4 4-MB SyncGraphics Video Memory Module (SODIMM)	400431-001
5 Button board with bracket	320664-001
6 Creativity action center (2 USB and 1 Gamepad)	330642-001

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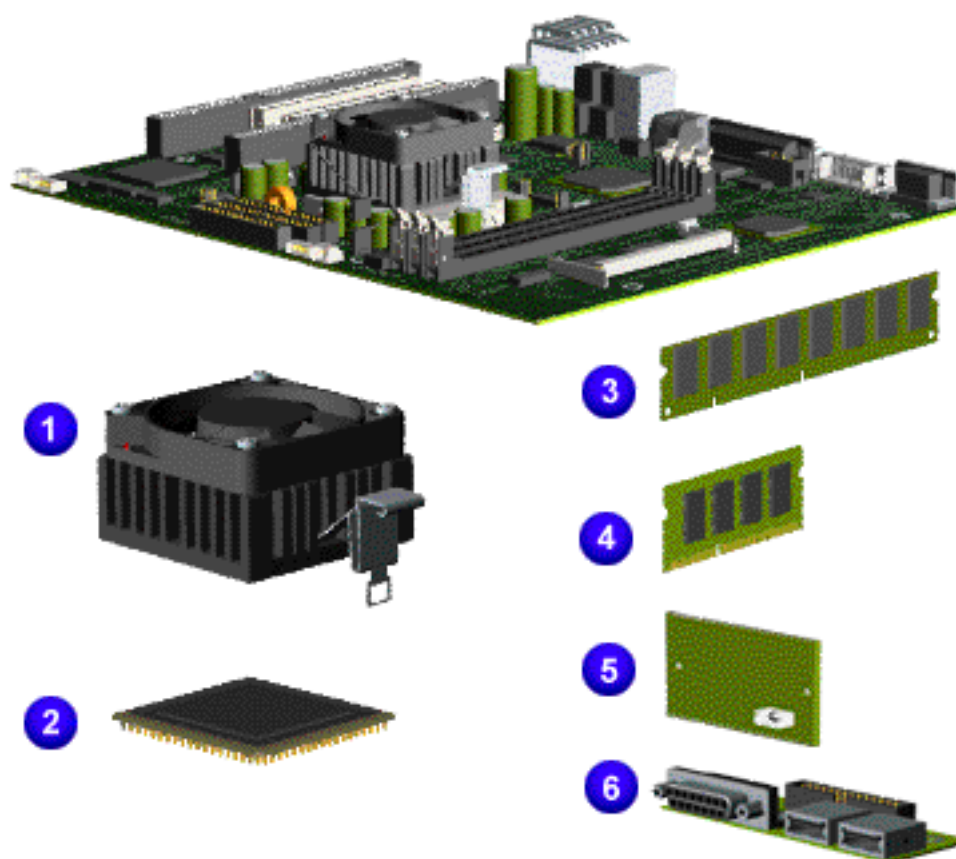
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ILLUSTRATED PARTS CATALOG

Standard and Optional Boards

5100 and 5200 Series (2nd board of 2)

Click links to see the other [5100 and 5200 Series](#) board or [5070, 5184, 5185](#) boards.



Description	Spare Part Number
System Board	
-- without NIC	480075-001
-- with NIC	320645-001
1 Heat sink with clip and fan	spared with processor
2 AMD K6-2 Processor	
-- 400 MHz	320668-001
-- 380 MHz	400446-001
-- 350 MHz	328966-001
-- 333 MHz	337364-001
3 100 MHz SDRAM DIMM Memory Module	
-- 128 MB	387073-001
-- 64 MB	320670-001
-- 32 MB	319326-001
4 4-MB SyncGraphics Video Memory Module (SODIMM)	400431-001
5 Button board with bracket	320664-001
6 Creativity action center (2 USB and 1 Gamepad)	330642-001

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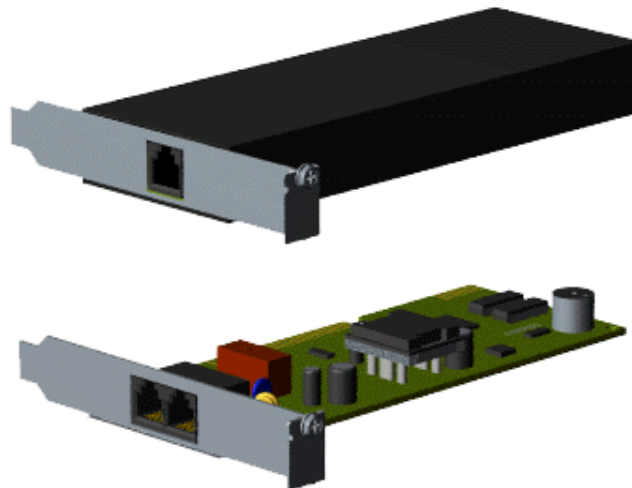
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ILLUSTRATED PARTS CATALOG

Fax-modem

Two examples of the types of modem used are shown. Your modem may differ slightly from those illustrated.



Description	Spare Part Number
56k PCI DSL / V.90 modem	387518-001
Rockwell HCF 56k PCI controllerless fax/modem	337559-001
1.5 Mb max digital modem G.lite/56k V.90 fax-modem (UDSL / ITU) (North America only)	339573-001
Diamond SupraExpress 56i Pro Modem	334808-021

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Keyboard

Rest the mouse cursor over the item to see a description of the item and a spare part number.



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Monitors

Click on a monitor to see its catalog information.



	Description	Spare Part Number
1	Compaq FP500 , TFT (not available on models 5070, 5184, 5185) (speakers not shown) Speaker brackets (not shown) Back leg	340615-001 341043-001 341044-001
2	Compaq Presario MV monitors (speakers not shown) MV400 North America Northern Hemisphere Southern Hemisphere MV500 Northern Hemisphere TCO95 Southern Hemisphere MV700 Northern Hemisphere EMEA Southern Hemisphere	326902-001 326902-022 326902-B34 340707-001 340707-026 340707-B34 340708-001 340708-026 340708-B34
3	Compaq Presario 1525 Northern Hemisphere, MPR Northern Hemisphere, POL Southern Hemisphere, MPR North America, POL Compaq Presario 1725 Northern Hemisphere, MPR Northern Hemisphere, POL Southern Hemisphere, MPR North America, POL	241504-002 241504-005 241504-003 241504-001 241507-002 241507-005 241507-003 241507-001
	Attachable speakers (shown on 3)	320426-001
	Monitor audio cable (not shown)	268244-001

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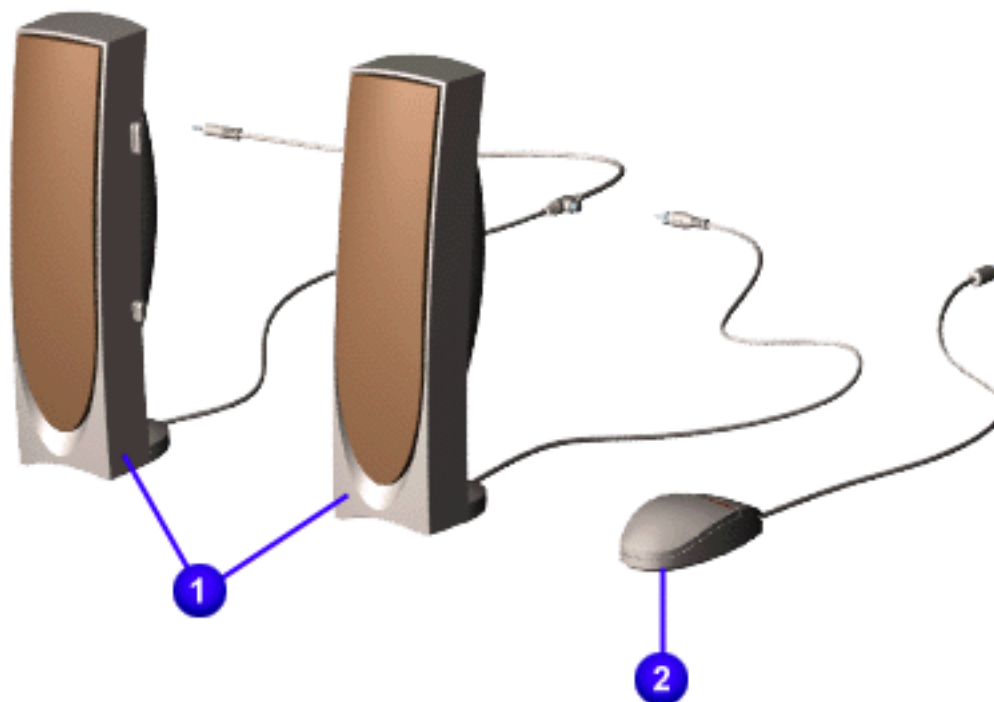
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Miscellaneous Parts - 5190, 5201, 5202, 5203, 5204, 5220, 5221, 5222, 5240, 5242, 5245, 5248, 5250, 5253, 5283, 5280, 5282

Click the links to see models [5206](#), [5230](#), [5260](#), [5270](#) or model [5070](#), [5184](#), [5185](#) miscellaneous parts.



Description	Spare Part Number
1 Speakers	304241-001
2 Ivory Mouse	337416-001
Scroll Mouse (not shown)	334689-001
Miscellaneous hardware kit	320649-001

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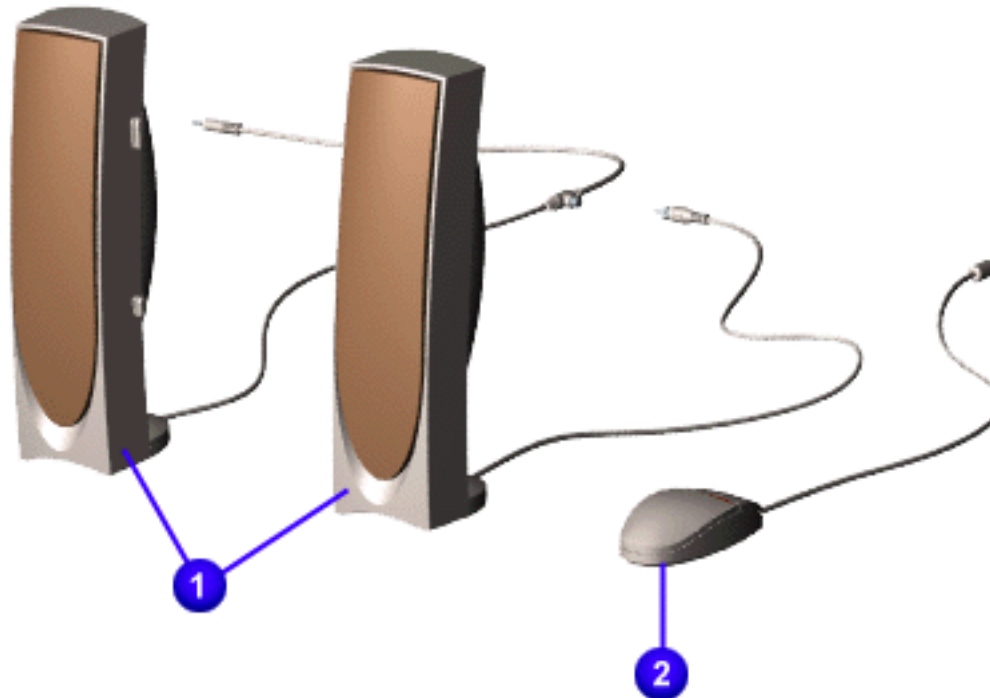
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Miscellaneous Parts - 5206, 5230, 5260, 5270

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	Description	Spare Part Number
1	Speakers	304241-001
2	Ivory Mouse	199181-401
	Scroll Mouse (not shown)	334689-001
	Miscellaneous hardware kit	304239-001

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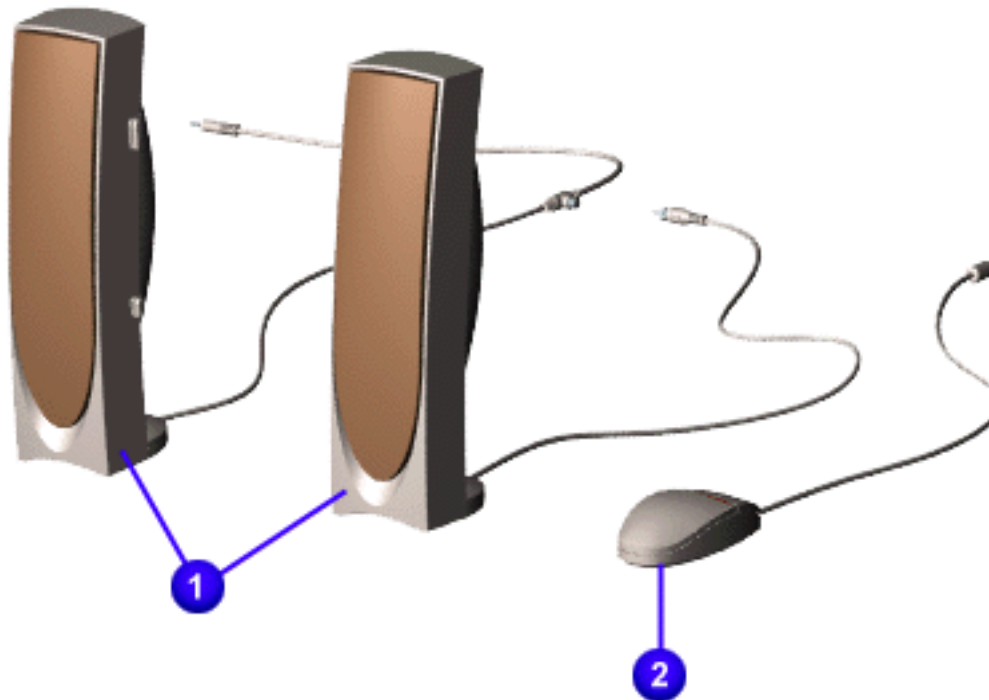
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Miscellaneous Parts - 5070, 5184, 5185

Click the links to see models [5190](#), [5201](#), [5202](#), [5203](#), [5204](#), [5220](#), [5221](#), [5222](#), [5240](#), [5242](#), [5245](#), [5248](#), [5250](#), [5253](#), [5283](#), [5280](#), [5282](#) or [5206](#), [5230](#), [5260](#), [5270](#) miscellaneous parts.



	Description	Spare Part Number
1	Speakers	304241-001
2	Ivory Mouse	337416-001
	Scroll Mouse - EMEA (not shown)	334689-001
	Miscellaneous plastics kit	108849-001
	Miscellaneous hardware kit	108849-001

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Return Kits

Description	Spare Part Number
Return kit	320661-001
Carton and buns	320661-002
Return kit with packing, Compaq Presario V510 monitor	295627-001
Return kit with packing, Compaq Presario V410 monitor	210545-001
Return kit with packing, Compaq Presario 1525 monitor	241513-001
Return kit with packing, Compaq Presario 1725 monitor	241514-001
Return kit with packing, Compaq Presario MV400 monitor	341082-001
Return kit with packing, Compaq Presario MV500 monitor	341083-001
Return kit with packing, Compaq Presario MV700 monitor	341084-001
Return kit with packing, Compaq Presario FP500 monitor	341139-001
Return kit (Compaq Presario 1525 monitor), 5 each	241517-001
Return kit (Compaq Presario 1725 monitor), 5 each	241518-001

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Description	Spare Part Number
Manual Kit	320659-001
Manual Kit, Brazilian Portuguese	320659-201
Manual Kit, Latin American Spanish	320659-161
QuickRestore Kit, 5200 Series (Windows 98)	
Belgium	320890-381
Brazil	320890-201
Denmark	320890-081
France	320890-051
Germany	320890-041
Italy	320890-161
Norway	320890-091
Netherlands	320890-331
Spain	320890-071
Sweden	320890-101
Switzerland	320890-311
UK	320890-031
Quick Reference Guide (1 each)	162212-001
Quick Reference Guide (5 pack)	106854-001
Quick Reference Guide (1 each, quarterly subscription)	184960-001
Quick Reference Guide (5 pack, quarterly subscription)	184961-001
QuickFind for Windows, North America, Latin America, Asia/Pacific	137906-0xx*
QuickFind for Windows, Europe, Middle East, Africa	137907-0xx*

* QuickFind is updated monthly. To complete the QuickFind part number, add the suffix from the table below for the desired month. If you do not specify the 3-digit suffix, the default is the current month in which the order is placed.

Suffix	Month	Suffix	Month	Suffix	Month	Suffix	Month
-001	January	-004	April	-007	July	-010	October
-002	February	-005	May	-008	August	-011	November
-003	March	-006	June	-009	September	-012	December

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REMOVAL & REPLACEMENT PROCEDURES - INDEX PAGE

This section provides general service information for Compaq 5000, 5100, and 5200 Series Personal Computers. Adherence to the procedures and precautions described in this section is essential for safe and proper service.

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Diskette or SuperDisk drive
Hard drive
Zip drive

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REMOVAL & REPLACEMENT

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 not be affected at all and will work perfectly throughout a normal cycle. Or it may function normally for a while, then degrade 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 the different amounts of static electricity generated by different activities .

Event	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!

Preventing Electrostatic Damage to Equipment

Many electronic components are sensitive to ESD. Circuitry design and structure determine the degree of sensitivity. The following proper packaging and grounding precautions are necessary to prevent damage:

- Protect all electrostatic parts and assemblies with conductive or approved containers or packaging.
- Keep electrostatic sensitive parts in their containers until they arrive at static-free stations.
- Place items on a grounded surface before removing them from their container.
- Always be properly grounded when touching a sensitive component or assembly.
- Place reusable electrostatic-sensitive parts from assemblies in protective packaging or conductive foam.

Use transporters and conveyors made of antistatic belts and metal roller bushings. Mechanized equipment used for moving materials must be wired to ground and proper materials selected to avoid static charging. When grounding is not possible, use an ionizer to dissipate electric charges.

Preventing Damage to Drives

To prevent static damage to hard drives, use the following precautions:

- Handle drives gently, using static-guarding techniques.
- Store drives in the original shipping containers.
- Avoid dropping drives from any height onto any surface.
- Handle drives on surfaces that have at least one inch of shock-proof foam.
- Always place drives PCB assembly side down on the foam.

Grounding Methods

The method for grounding must include a wrist strap or a foot strap at a grounded workstation. When seated, wear a wrist strap connected to a grounded system. When standing, use footstraps and a grounded floor mat.

Static-Shielding Protection Levels			
Method	Antistatic Plastic	Carbon-Loaded Plastic	Metallized Laminate
Voltages	1,500	7,500	15,000

Grounding Workstations

To prevent static damage at the workstation, use the following precautions:

- Cover the workstation with approved static-dissipative material. Provide a wrist strap connected to the work surface and properly grounded tools and equipment.
- Use static-dissipative mats, heel straps, or air ionizers to give added protection.
- Handle electrostatic sensitive components, parts, and assemblies by the case or PCB laminate. Handle them only at static-free workstations.
- Avoid contact with pins, leads, or circuitry.
- Turn off power and input signals before inserting and removing connectors or test equipment.
- Use fixtures made of static-safe materials when fixtures must directly contact dissipative surfaces.
- Keep work area free of nonconductive materials such as ordinary plastic assembly aids and Styrofoam.
- Use field service tools, such as cutters, screwdrivers, and vacuums, that are conductive.
- Use a portable field service kit with a static dissipative vinyl pouch that folds out of a work mat. Also use a wrist strap and a ground cord for the work surface. Ground the cord to the chassis of the equipment undergoing test or repair.

Grounding Equipment

Use the following equipment to prevent static electricity damage to the equipment:

Wrist Straps are flexible straps with a minimum of 1 megohm \pm 10% resistance to the ground cords. To provide proper ground, a strap must be worn snug against the skin. On grounded mats without banana-plug connectors, connect a wrist strap with alligator clips.

Heelstraps/Toestraps/Bootstraps can be used at standing workstations and are compatible with most types of boots and shoes. On conductive floors or dissipative floor mats, use them on both feet with a minimum of 1 megohm resistance between operator and ground. To be effective, the conductive strips must be worn in contact with the skin.

Recommended Materials and Equipment

Other materials and equipment that are recommended for use in preventing static electricity include:

- Antistatic tape
- Antistatic smocks, aprons, or sleeve protectors
- Conductive bins, and other assembly or soldering aids
- Conductive foam
- Conductive tabletop workstations with ground cord of 1 megohm of resistance
- Static dissipative table or floor mats with hard tie to ground
- Field service kits
- Static awareness labels
- Wrist straps and footwear straps providing 1 megohm \pm 10% resistance
- Material handling packages
- Conductive plastic bags
- Conductive plastic tubes
- Conductive tote boxes
- Metal tote boxes
- Opaque shielding bags
- Transparent metallized shielding bags
- Transparent shielding tubes

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REMOVAL & REPLACEMENT

Service Considerations

Tool Requirements

- Phillips screwdriver
- Needle-nose pliers
- Flat-bladed screwdriver
- Compaq Utilities software

Screws

The screws used in these products are not interchangeable. If an incorrect screw is used during the reassembly process, it could cause damage to the unit. Compaq strongly recommends that all screws removed during the disassembly process be kept with the part that was removed, then returned to their proper locations.

IMPORTANT:

As each subassembly is removed from the computer, it should be placed away from the work area to prevent damage.

Cables and Connectors

Most cables used throughout the unit are *ribbon cables*. These 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 they are placed in such a way that they cannot be caught or snagged by parts being removed or replaced.



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.

Ribbon Cable Positions

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REMOVAL & REPLACEMENT

Preparation for Disassembly

To prepare the computer for removal and replacement procedures, complete the following steps:

- 1 Remove any diskette, compact disc, or tape from the computer.
- 2 Turn off the computer and any peripheral devices that are connected to the computer.



CAUTION: The computer power switch should be turned off before you disconnect any cables.

- 3 Disconnect the power cord from the electrical outlet, and then from the computer.
- 4 Disconnect all peripheral device cables from the computer.

IMPORTANT:

During disassembly, label each cable as you remove it. Be sure to note its position and routing.

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REMOVAL & REPLACEMENT

Serial Number

The computer serial number should be provided to Compaq whenever requesting information or ordering spare parts. The serial number is located on the rear of the computer above the power supply, and also on the chassis between the CD/DVD/Zip drives and the drive door hinge.



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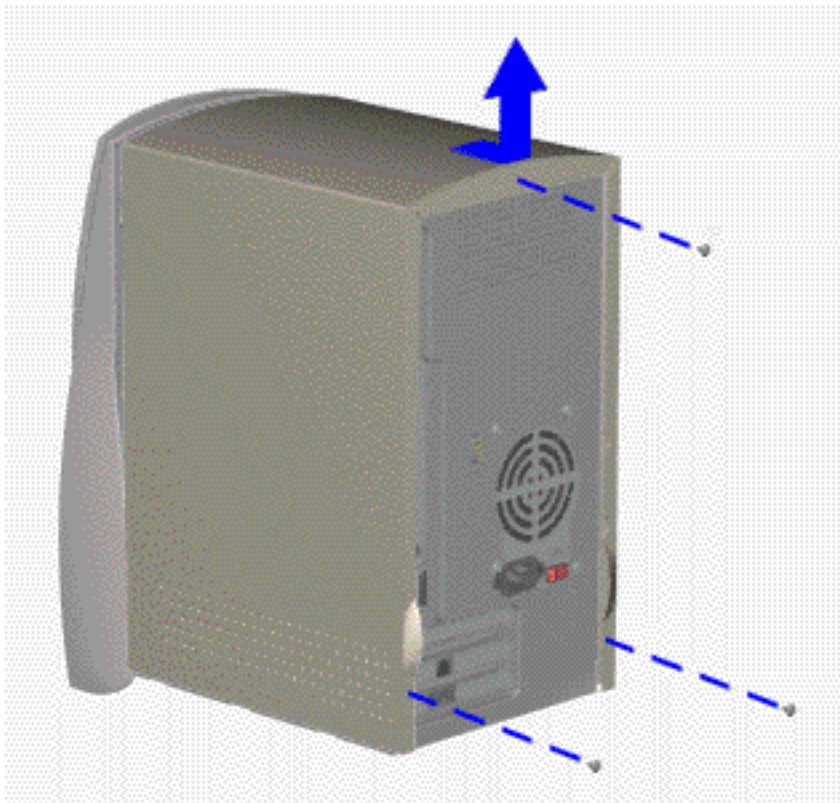
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REMOVAL & REPLACEMENT

Hood



- 1** Perform the [preparation procedures](#)
- 2** Remove the three screws from the back of the computer
- 3** Grasp the handles on the bottom of the hood, pull back slightly, and lift the hood off the computer

To replace the hood, reverse this procedure.

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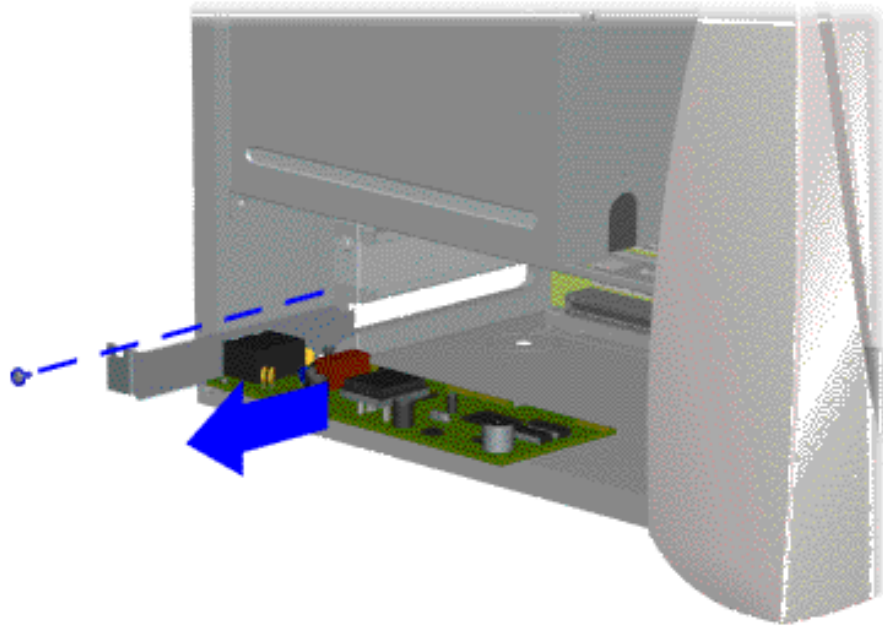
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REMOVAL & REPLACEMENT

Fax/modem



- 1 [Perform preparation procedures.](#)
- 2 [Remove the hood.](#)
- 3 Remove the screw holding the fax/modem bracket to the chassis and pull the fax/modem out of slot.

Note: If other option cards are installed, you may need to remove these before removing the fax/modem.

For 5070, 5184, and 5185 models, the fax/modem is located in the top slot above the two option slots.

To replace the fax/modem, reverse this procedure.

IMPORTANT:

When replacing the fax/modem, download the latest software from SoftPaq. If QuickRestore is used, it may not have the 56K upgrade software included.

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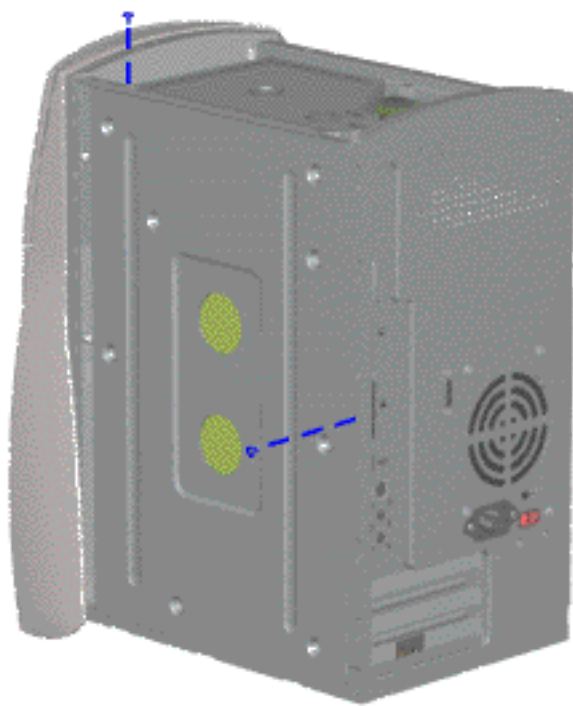
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REMOVAL & REPLACEMENT

System Board Bracket



There are *ten* steps in this procedure.

- 1 [Perform preparation procedures](#)
- 2 [Remove the hood](#)
- 3 [Remove the fax/modem](#) and any other option cards.



CAUTION: The fax/modem and any other option cards must be removed before the system board bracket, or damage may occur to the system board.

- 4 Remove one screw from the top of the chassis and one screw from the side of the system board bracket. For models **5070, 5184, and 5185** there is an extra screw at the top of the chassis.

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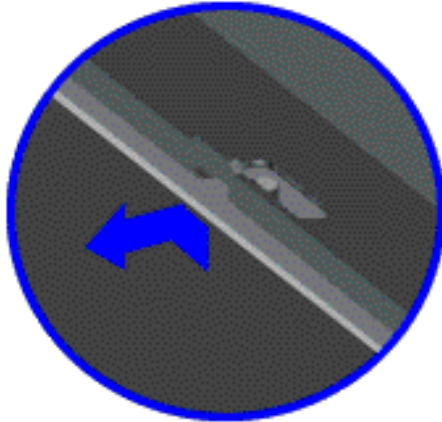
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REMOVAL & REPLACEMENT

Removing the System Board Bracket, continued

- 5 Push the system board bracket forward and swing open.

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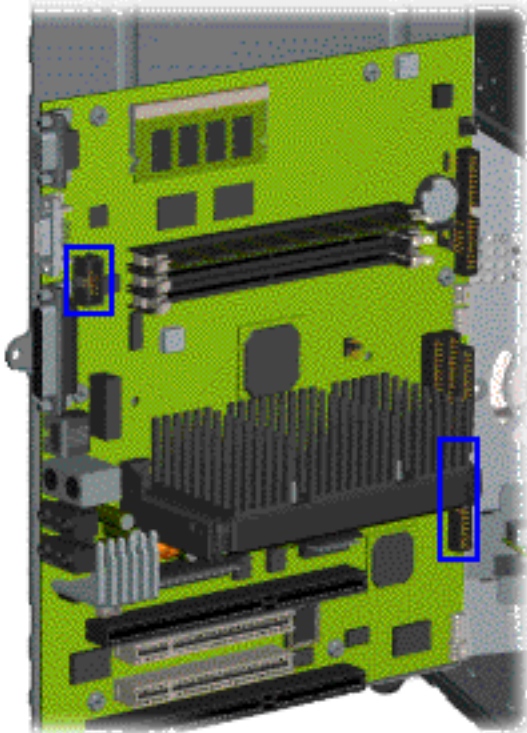
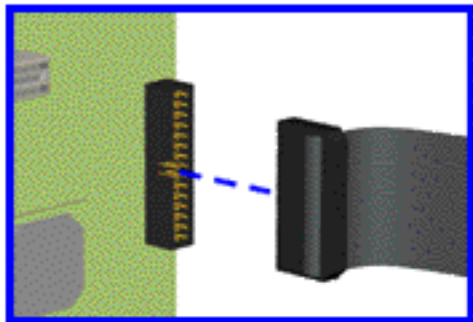
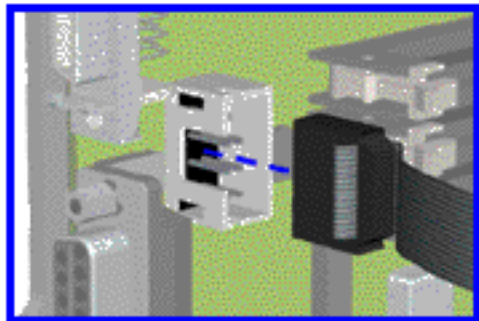
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REMOVAL & REPLACEMENT

Removing the System Board Bracket, continued

- 6 For [5070](#), [5184](#), and [5185](#) models click here.

Disconnect the serial port cable (top) and the creativity action center cable (bottom) from the system board.

NOTE:	Your board may differ from the one shown.
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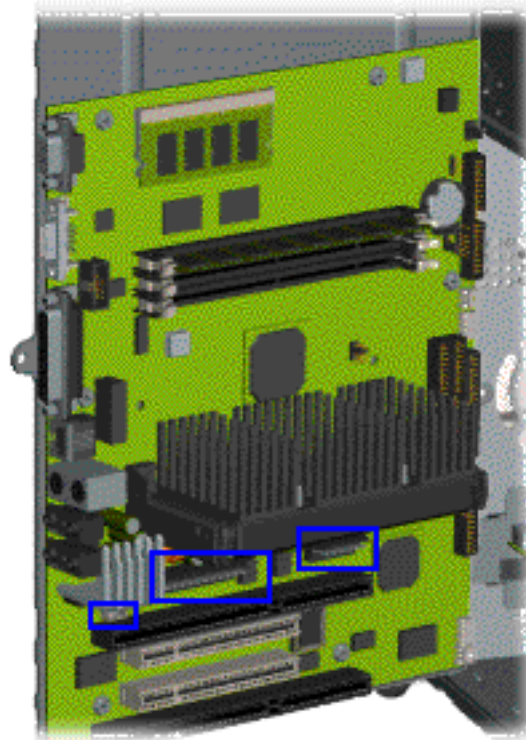
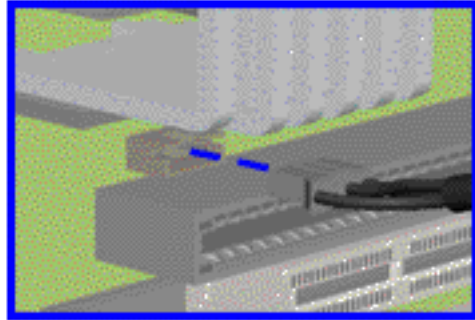
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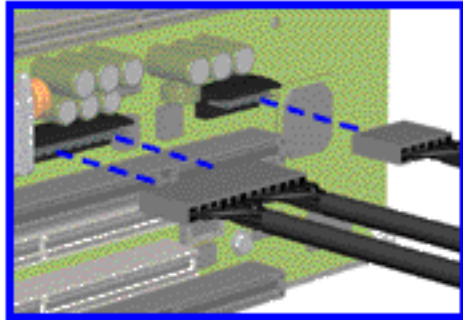


REMOVAL & REPLACEMENT

Removing the System Board Bracket, continued

- 7 Disconnect the audio and power cables.

NEXT STEP



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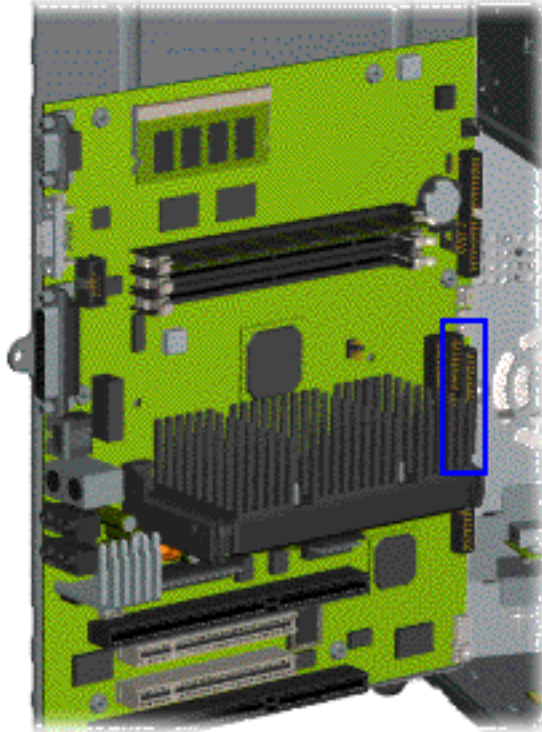
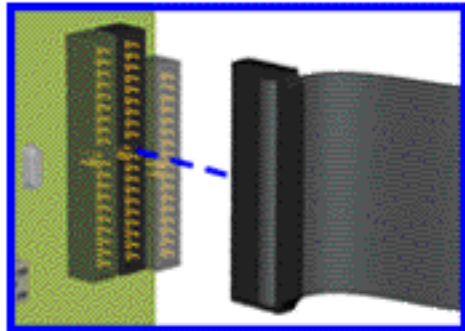
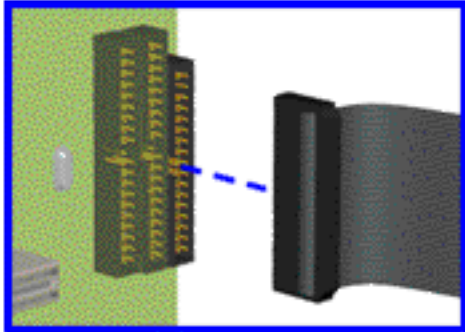
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Removing the System Board Bracket, continued

- 8 Disconnect the diskette drive (or SuperDisk drive) and hard drive cables.

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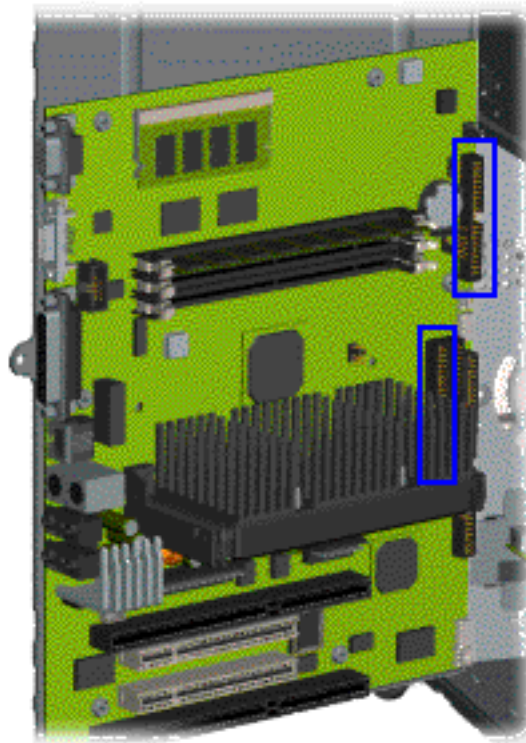
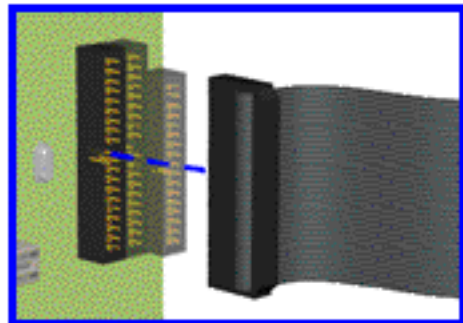
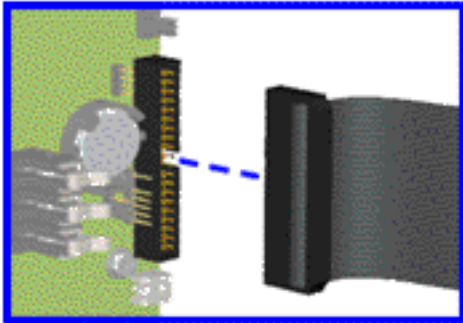
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REMOVAL & REPLACEMENT

Removing the System Board Bracket, continued

- 9 Disconnect the Zip and CD/DVD drive cables.

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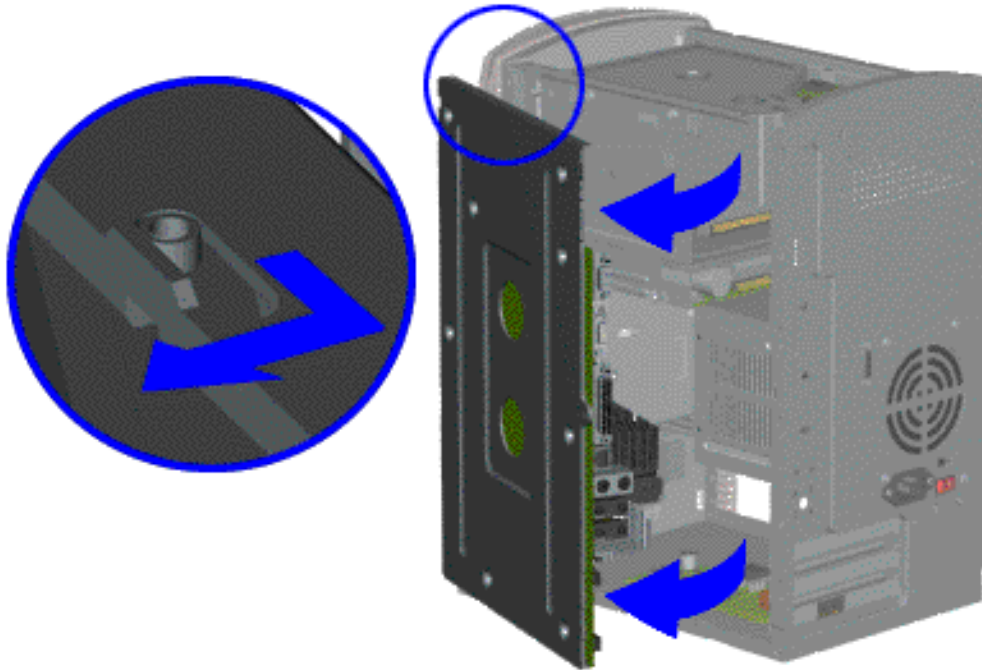
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REMOVAL & REPLACEMENT

Removing the System Board Bracket, continued

- 10** Slide the system board bracket back at an angle, lining up the pins in the top and bottom with the hinge opening, then pull the system board bracket out of the chassis.

END OF SEQUENCE

To replace the system board bracket, reverse this procedure.



CAUTION: When replacing the system board bracket, ensure the fingers of the I/O bracket are properly aligned to prevent bending the fingers. Bending the bracket fingers may damage the system board.

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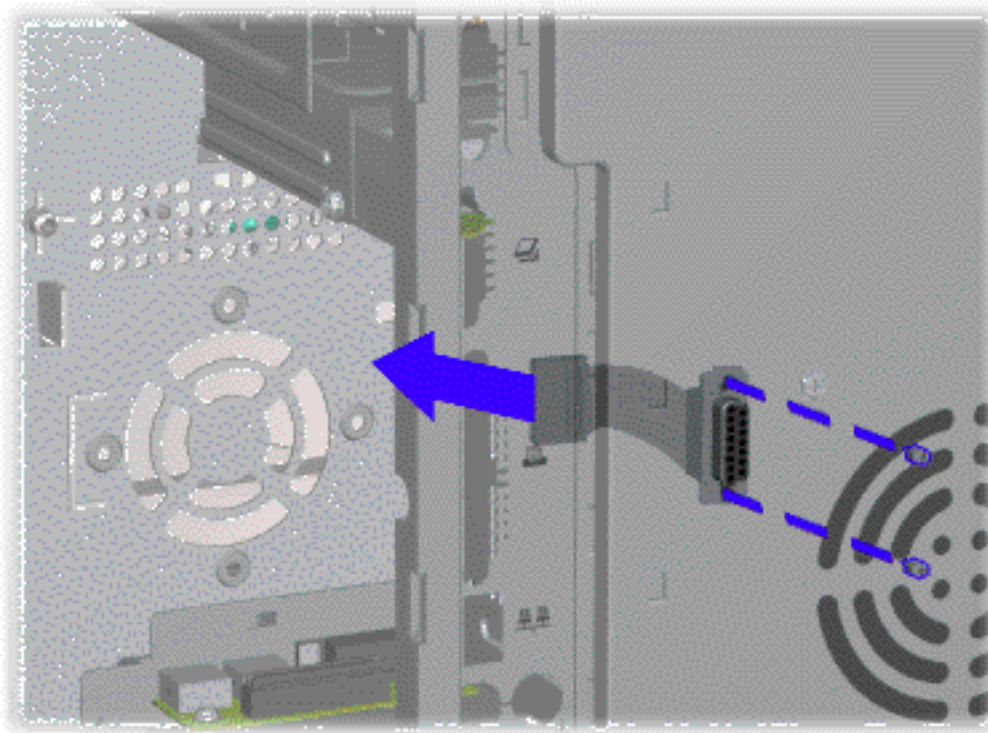
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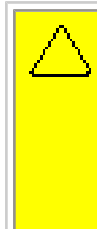
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REMOVAL & REPLACEMENT

Serial Port Cable Assembly



- 1 [Perform preparation procedures](#)
- 2 [Remove the hood](#)
- 3 [Remove the fax/modem](#) and any other optional cards.



CAUTION: Remove the fax/modem before removing the system board bracket, or the system board may be damaged.

- 4 [Open the system board bracket](#)
- 5 Remove the two screwlocks that secure the serial port to the chassis and pull the serial port cable assembly out of the chassis

To replace the serial port, reverse this procedure.

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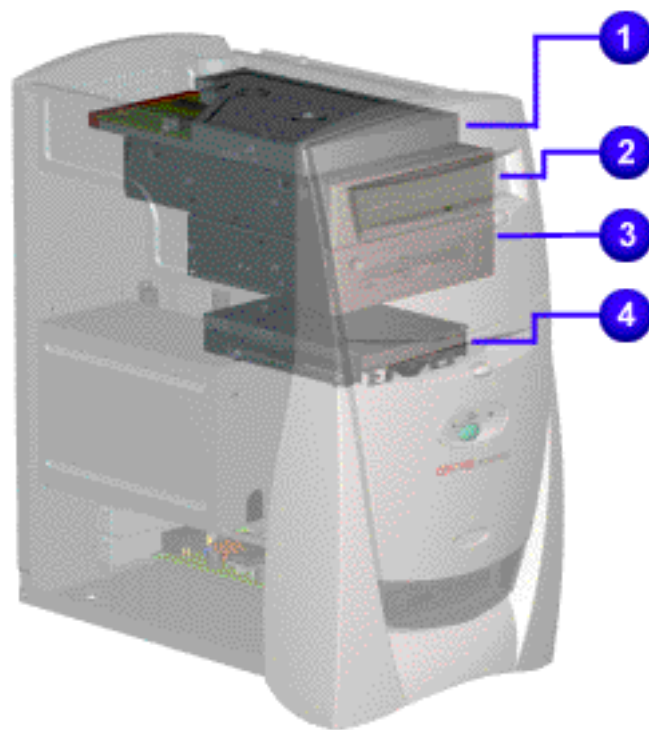
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- 2 [CD or DVD drive](#)
- 3 [Zip drive](#) (available on select models only)
- 4 [Diskette drive](#) or [SuperDisk drive](#) (available on select models only)

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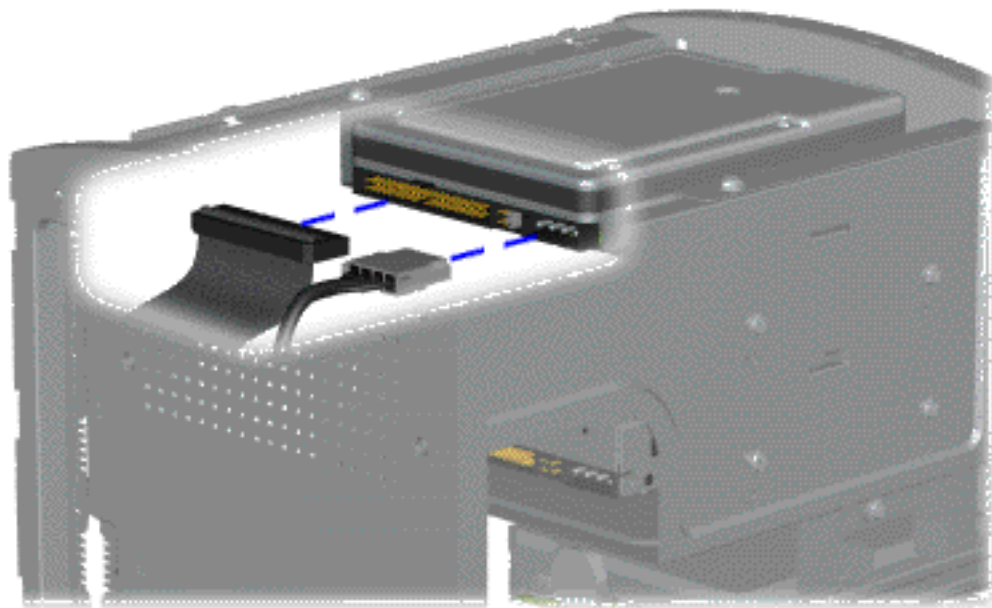
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REMOVAL & REPLACEMENT

Mass Storage Devices

3.5" Hard Drive



There are *six* steps in this procedure.

- 1** [Perform preparation procedures.](#)
- 2** [Remove the hood.](#)
- 3** Disconnect the signal and power cables from the hard drive.

[NEXT STEP](#)

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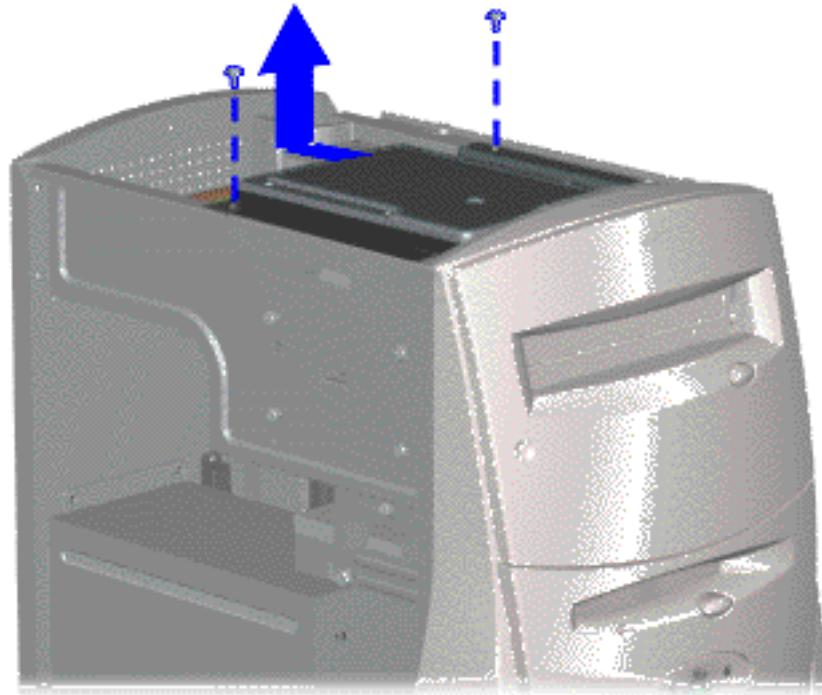
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REMOVAL & REPLACEMENT

Mass storage devices

3.5" Hard Drive, continued

- 4 Remove the two screws from the top of the hard drive bracket and chassis.
- 5 Slide the hard drive bracket straight back and up out of the chassis.

NEXT STEP

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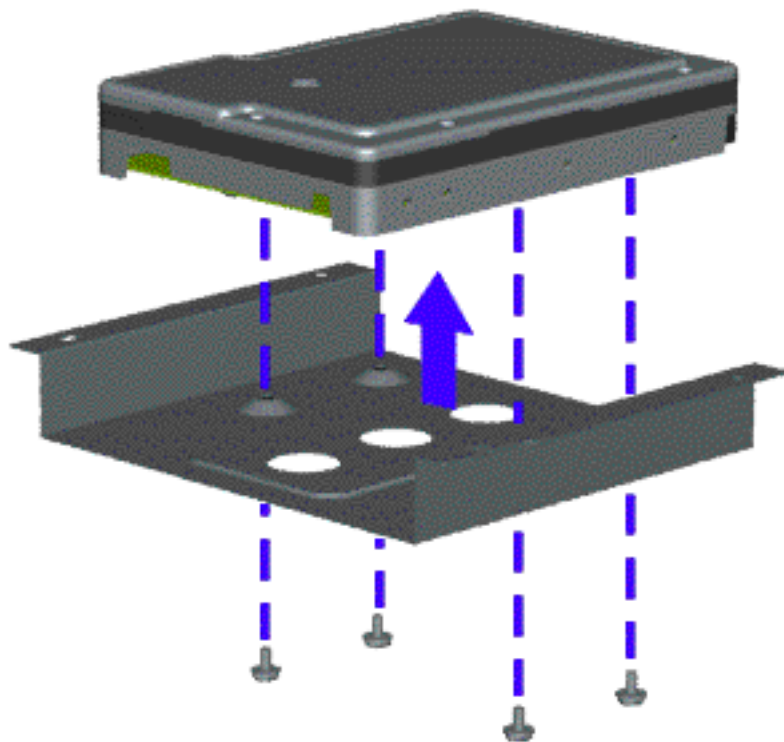
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Mass Storage Devices

3.5" Hard Drive, continued

- 6 Remove the four screws at the bottom of the hard drive bracket to release the hard drive.

END OF PROCEDURE

To replace the 3.5-inch hard drive, reverse this procedure.

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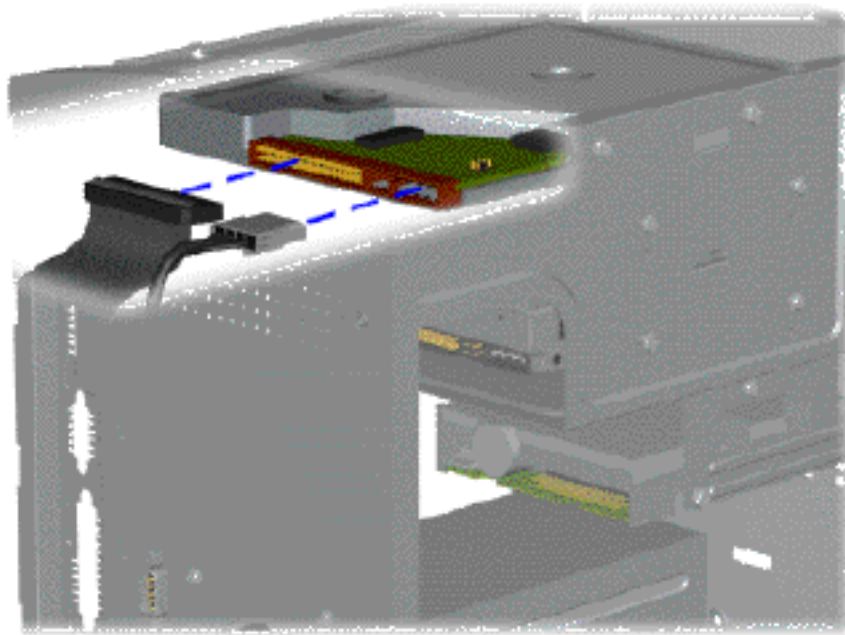
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REMOVAL & REPLACEMENT

Mass Storage Devices

5.25" Hard Drive



There are *seven* steps in this sequence.

- 1 [Perform preparation procedures](#)
- 2 [Remove the hood](#)
- 3 [Remove the fax/modem](#)



CAUTION: The fax/modem must be removed before the system board bracket, or the system board may be damaged.

- 4 [Open the system board bracket](#)
- 5 Disconnect the signal and power cables from the hard drive.

[NEXT STEP](#)

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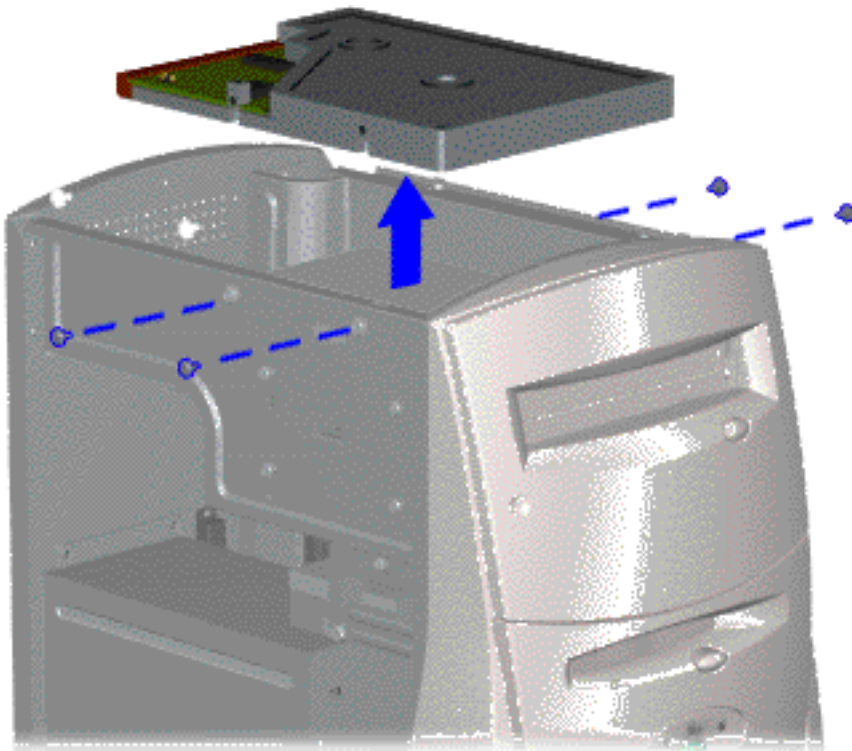
5.25" Hard Drive

- 6 Remove the four screws from the sides of the hard drive.
- 7 Lift the hard drive straight out of the chassis.

END OF SEQUENCE

To replace the hard drive, reverse this procedure.

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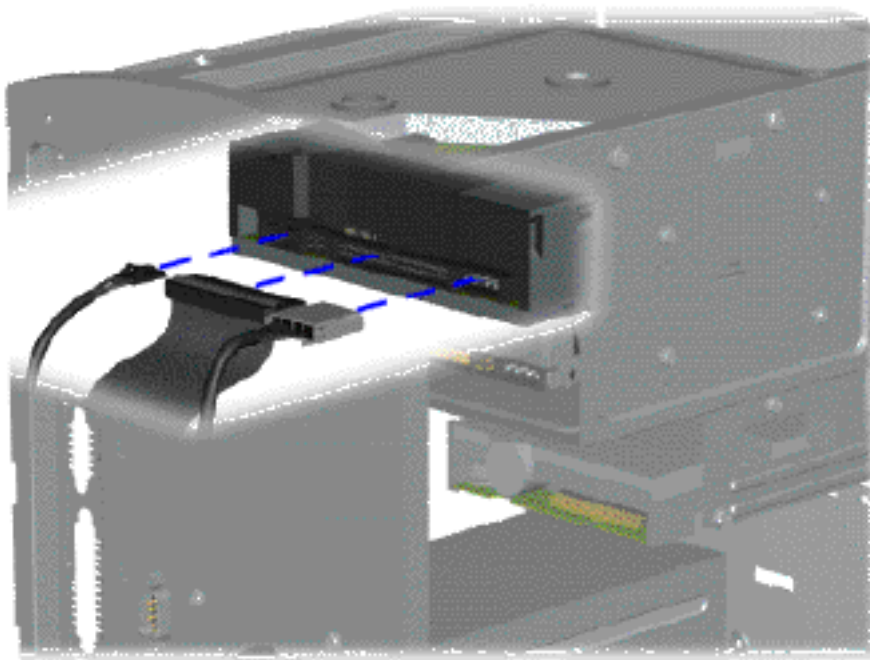
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REMOVAL & REPLACEMENT

Mass Storage Devices

CD or DVD Drive



NOTE:

Click [here](#) to see how to remove a CD or DVD that has jammed in the drive.

To remove the CD or DVD drive, complete the following *seven* steps:

- 1 [Perform preparation procedures](#)
- 2 [Remove the hood](#)
- 3 [Remove the fax/modem](#)



CAUTION: If the fax/modem is not removed before the system board bracket, damage may occur to the system board.

- 4 [Open the system board bracket](#)
- 5 Disconnect the signal, power, and audio cables from the CD or DVD drive

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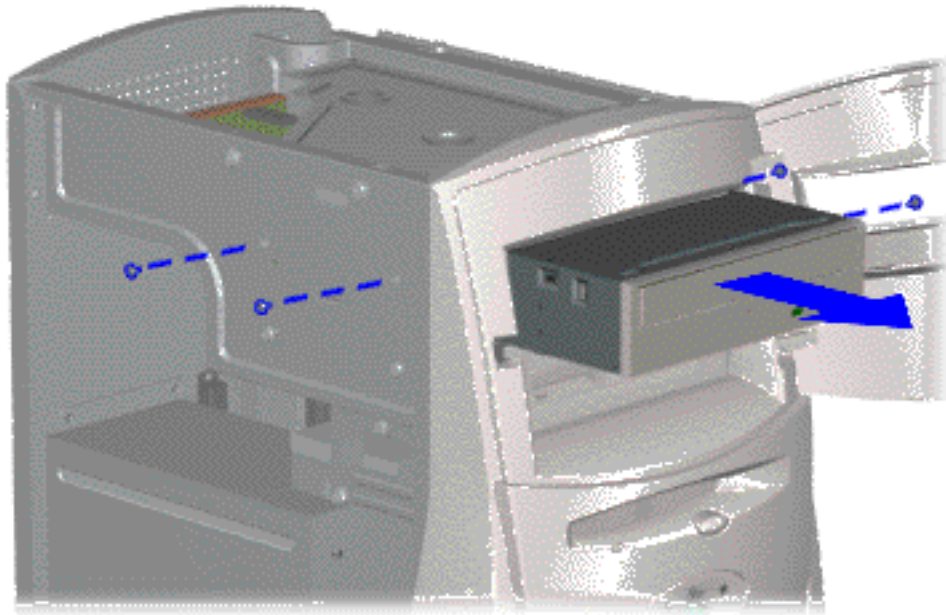
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REMOVAL & REPLACEMENT

Mass Storage Devices

CD or DVD Drive, continued

- 6 Remove the four screws from the sides of the CD or DVD drive
- 7 Pull the CD or DVD drive straight out of the front of the chassis

END OF SEQUENCE

To replace the CD or DVD drive, reverse this procedure.

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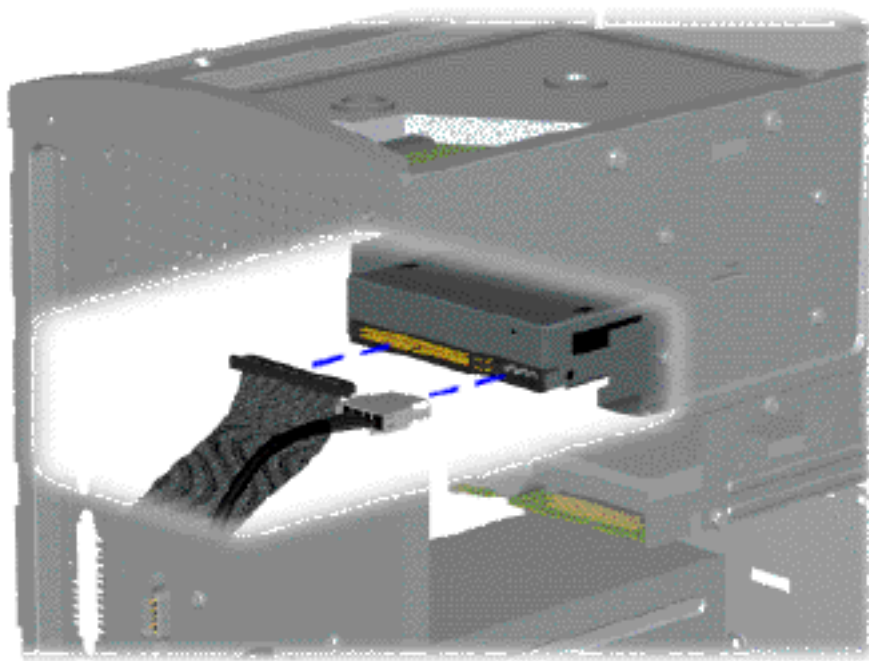
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REMOVAL & REPLACEMENT

Mass Storage Devices

Zip Drive



There are *eight* steps in this sequence.

- 1 [Perform preparation procedures](#)
- 2 [Remove the hood](#)
- 3 [Remove the fax/modem](#)



CAUTION: If the fax/modem is not removed before the system board bracket, damage may occur to the system board.

- 4 [Open the system board bracket](#)
- 5 Disconnect the signal and power cables from the Zip drive.

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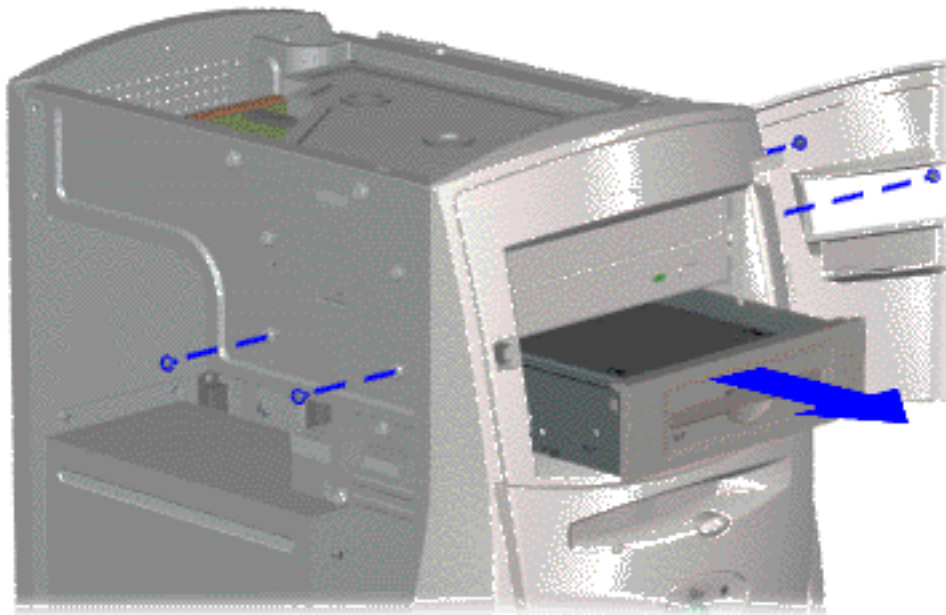
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REMOVAL & REPLACEMENT

Mass Storage Devices

Zip Drive, continued

- 6** Remove the four screws holding the Zip drive in the chassis
- 7** Slide the Zip drive out the chassis

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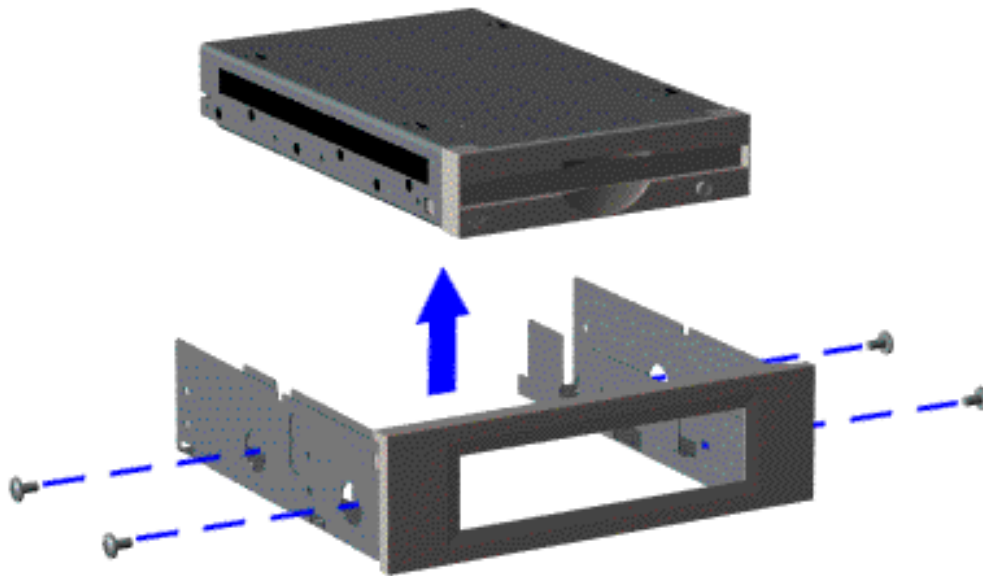
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REMOVAL & REPLACEMENT

Mass Storage Devices

Zip Drive, continued

- 8** Remove the four screws holding the Zip drive to the bracket

END OF PROCEDURE

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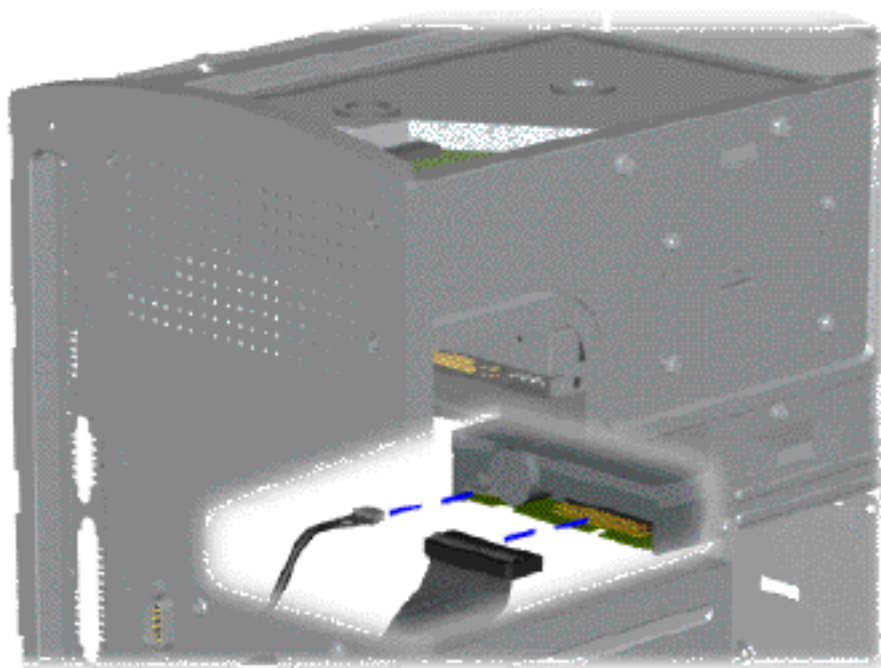
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REMOVAL & REPLACEMENT

Mass Storage Devices

Diskette Drive



There are *five* steps in this procedure.

- 1** [Perform the preparation procedures.](#)
- 2** [Remove the hood.](#)
- 3** Disconnect the signal and power cables from the diskette drive.

[NEXT STEP](#)

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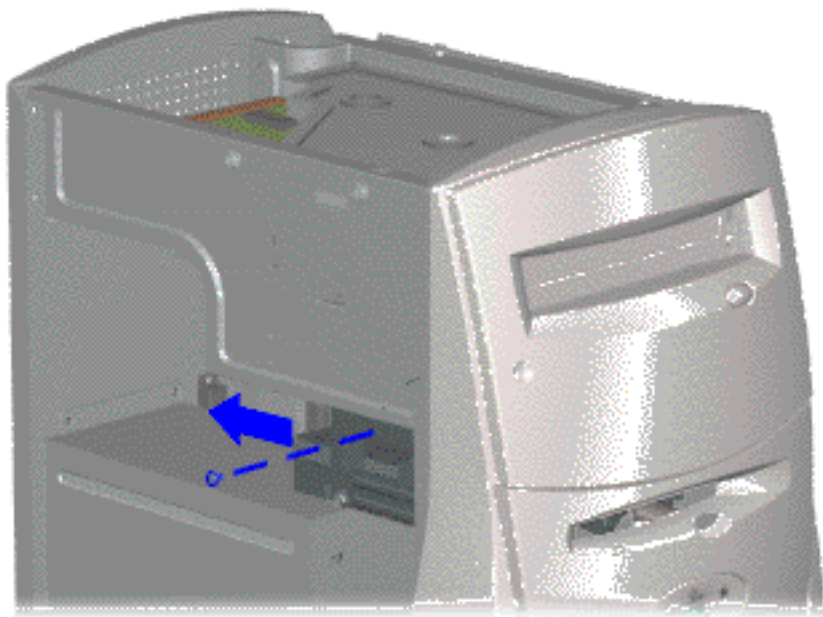
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REMOVAL & REPLACEMENT

Mass Storage Devices

Diskette Drive and SuperDisk, continued

- 4 Remove the screw holding the drive bracket to the chassis, then grasp the tab and pull the drive straight back out of the chassis.

NEXT STEP

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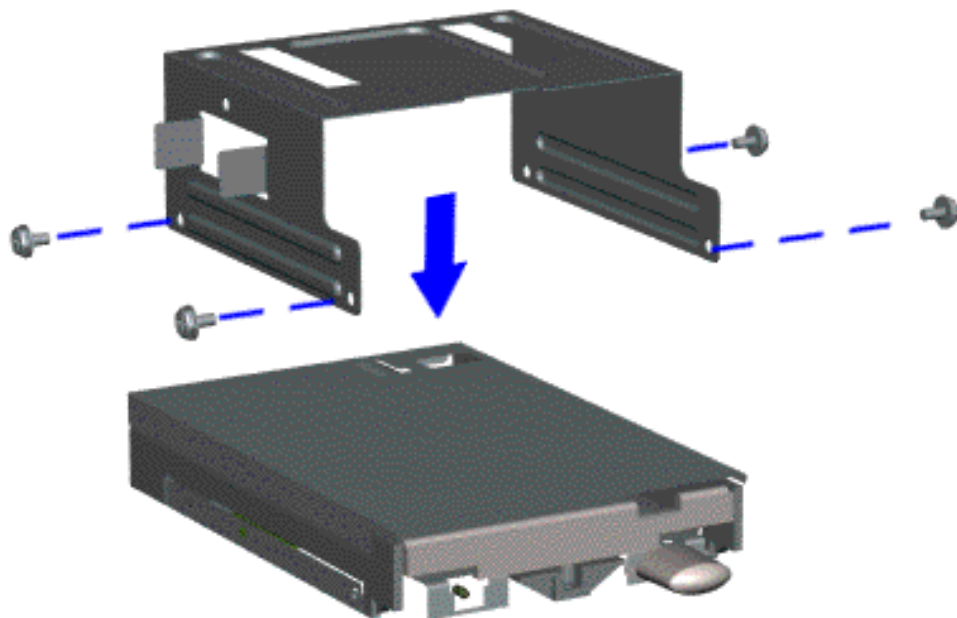
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REMOVAL & REPLACEMENT

Mass Storage Devices

Diskette Drive and SuperDisk, continued

- 5 Remove the four screws from the sides of the drive bracket to release the drive from the bracket.

END OF SEQUENCE

To replace the drive, reverse this procedure.

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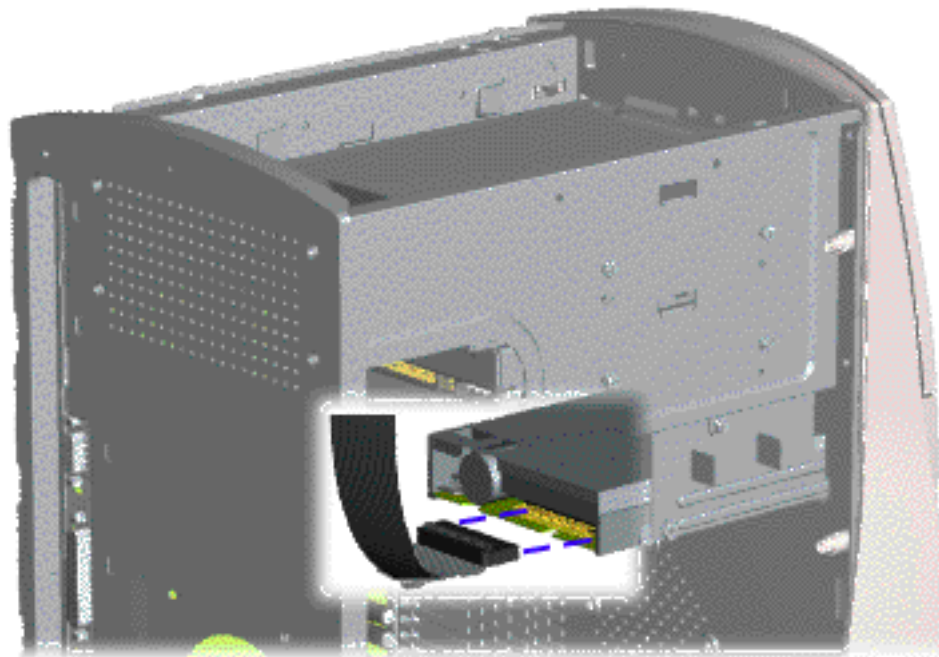
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REMOVAL & REPLACEMENT

Mass Storage Devices

SuperDisk Drive (available on select models only)



There are *five* steps in this procedure.

- 1** [Perform the preparation procedures.](#)
- 2** [Remove the hood.](#)
- 3** Disconnect the cable from the SuperDisk and CD/DVD drives (drive not shown).

NOTE: Click [here](#) to see how to remove a SuperDisk diskette that has jammed in the drive.

[*NEXT STEP*](#)

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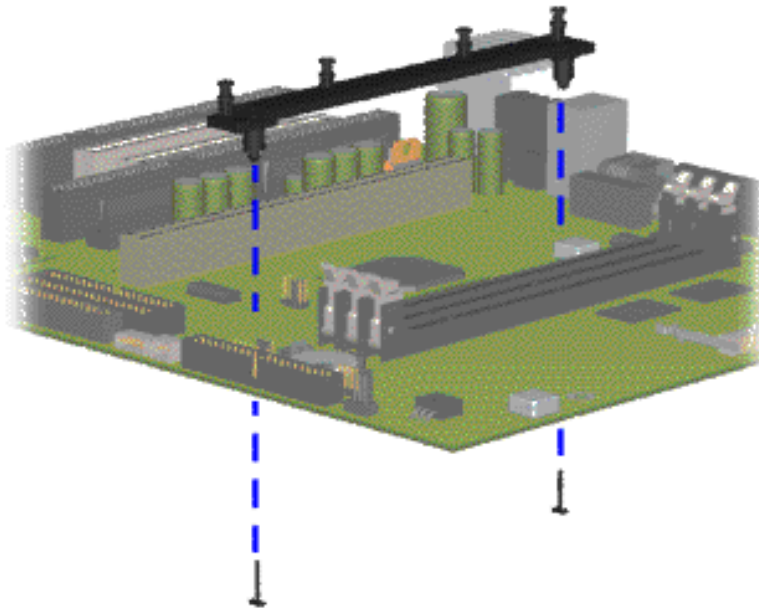
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REMOVAL & REPLACEMENT

System Board Components

Removing the Heat Sink Clip (on selected models)



- 1 [Perform preparation procedures](#)
- 2 [Remove the hood](#)
- 3 [Remove the fax-modem](#)
- 4 [Remove the system board bracket](#)
- 5 [Remove the processor](#)
- 6 [Remove the system board and separate it from the bracket](#)
- 7 Locate the two inserts under the system board that secure the heat sink clip and unplug from the system board
- 8 Remove the heat sink clip from the system board

To replace the heat sink clip, reverse this procedure.

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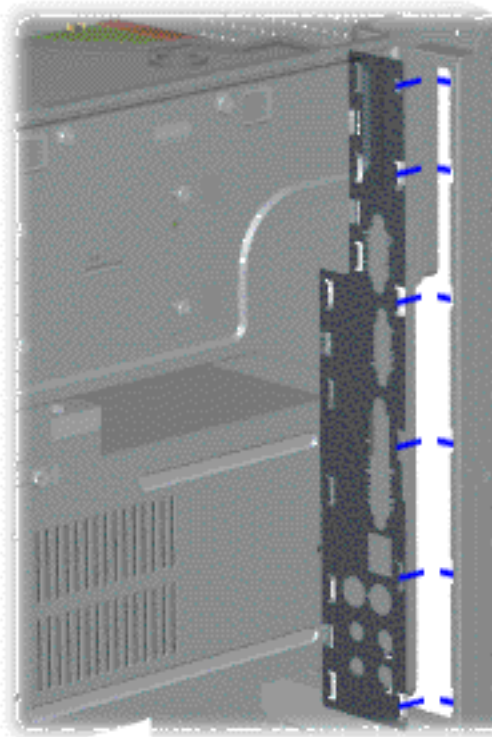
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REMOVAL & REPLACEMENT

System Board Components

I/O Panel



- 1 [Perform preparation procedures](#)
- 2 [Remove the hood](#)
- 3 [Remove the fax/modem](#)
- 4 [Remove the system board bracket](#)
- 5 Gently push the I/O panel into the chassis from the rear of the chassis and remove.

Note: Your I/O panel may look slightly different.

To replace the I/O panel, reverse this procedure.

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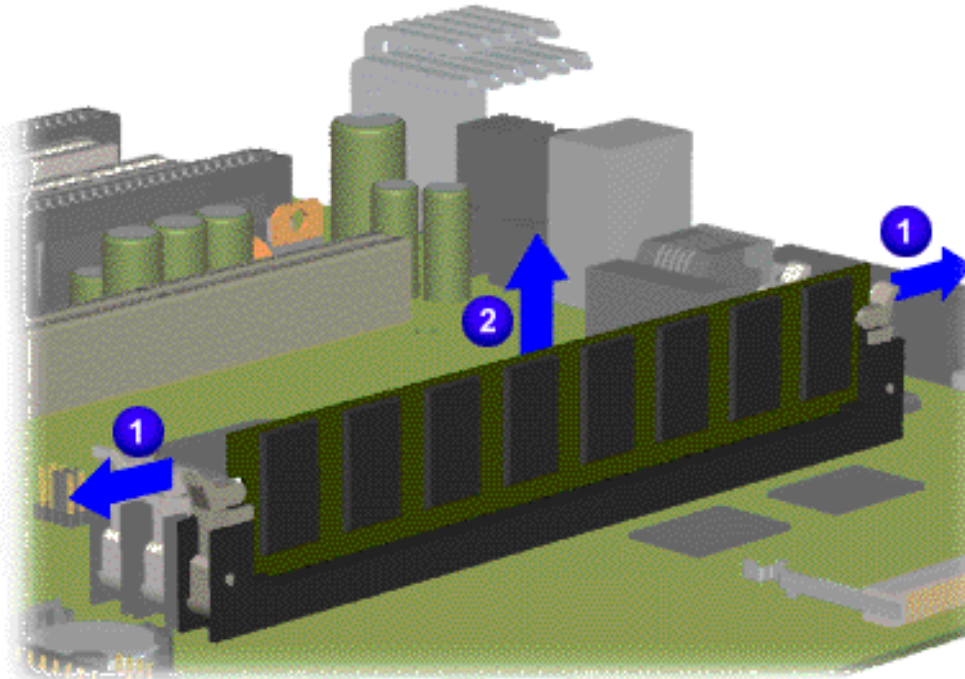
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REMOVAL & REPLACEMENT

System Board Components

Memory Module (DIMM)



- 1 [Perform preparation procedures](#)
- 2 [Remove the hood](#)
- 3 [Remove the fax/modem](#)
- 4 [Remove the system board bracket](#)
- 5 Release the end latches of the socket ① and unplug the DIMM from the system board ②

To replace the DIMM, reverse this procedure.

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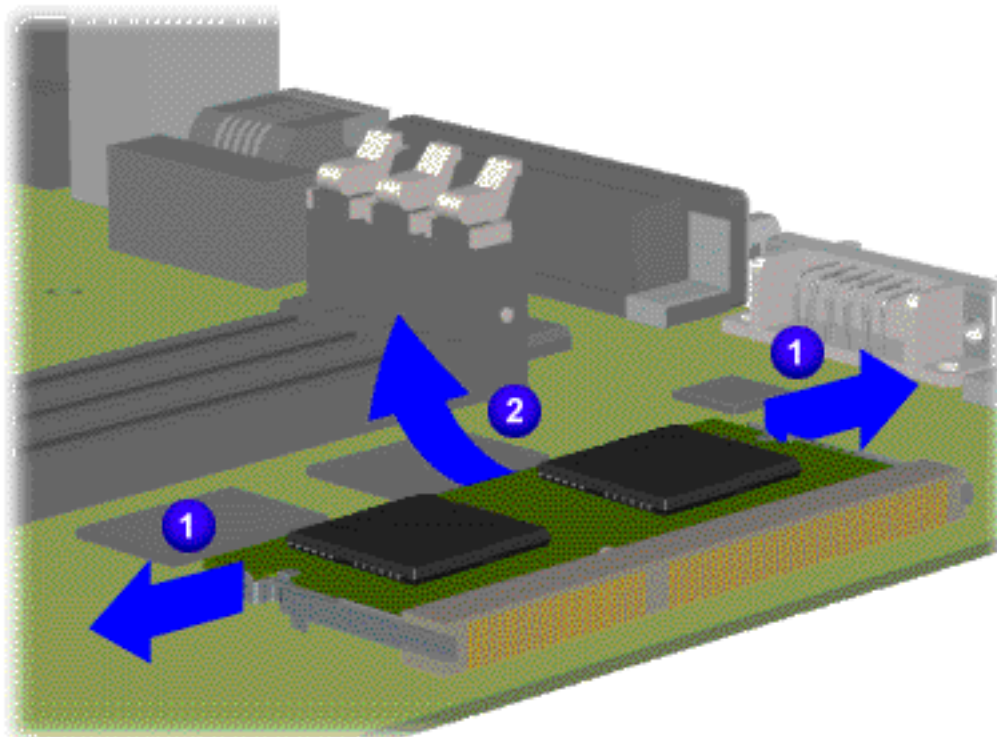
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REMOVAL & REPLACEMENT

System Board Components

Video Expansion Module (Not available on 5070, 5184, and 5185 models)



- 1 [Perform preparation procedures](#)
- 2 [Remove the hood](#)
- 3 [Remove the fax/modem](#)
- 4 [Remove the system board bracket](#)
- 5 Pull out the tabs on the sides of the socket **1** and unplug the video expansion module from the system board **2**

Note: This board is not available on **5070, 5184, and 5185** models.

To replace the video expansion module, reverse this procedure.

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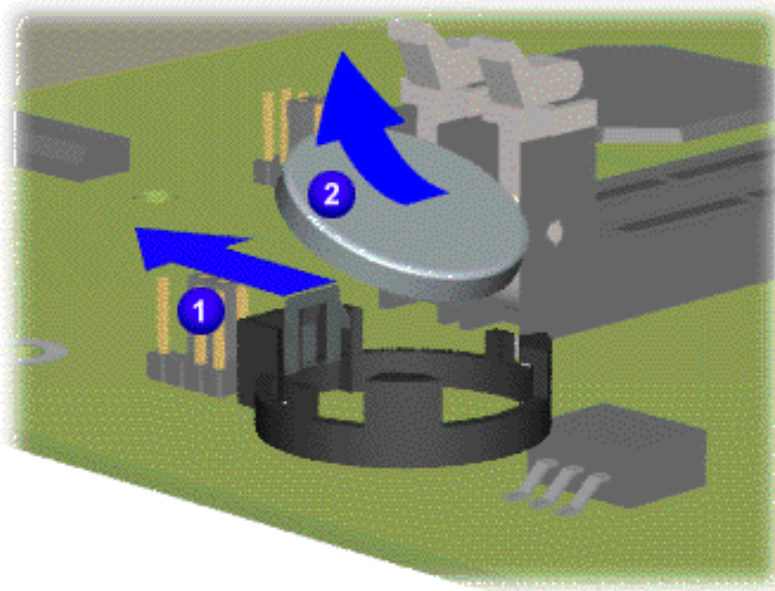
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REMOVAL & REPLACEMENT

System Board Components

Battery



- 1 [Perform preparation procedures.](#)
- 2 [Remove the hood.](#)
- 3 [Remove the fax/modem.](#)
- 4 [Remove the system board bracket.](#)
- 5 Locate the RTC battery.
- 6 Push out the socket levers **1** and slide the RTC battery out of the socket **2**.

To replace the RTC battery, reverse this procedure.



WARNING: The clock/CMOS lithium battery may explode if mistreated. Do not abuse. Use only replacement batteries supplied by Compaq Computer Corporation.

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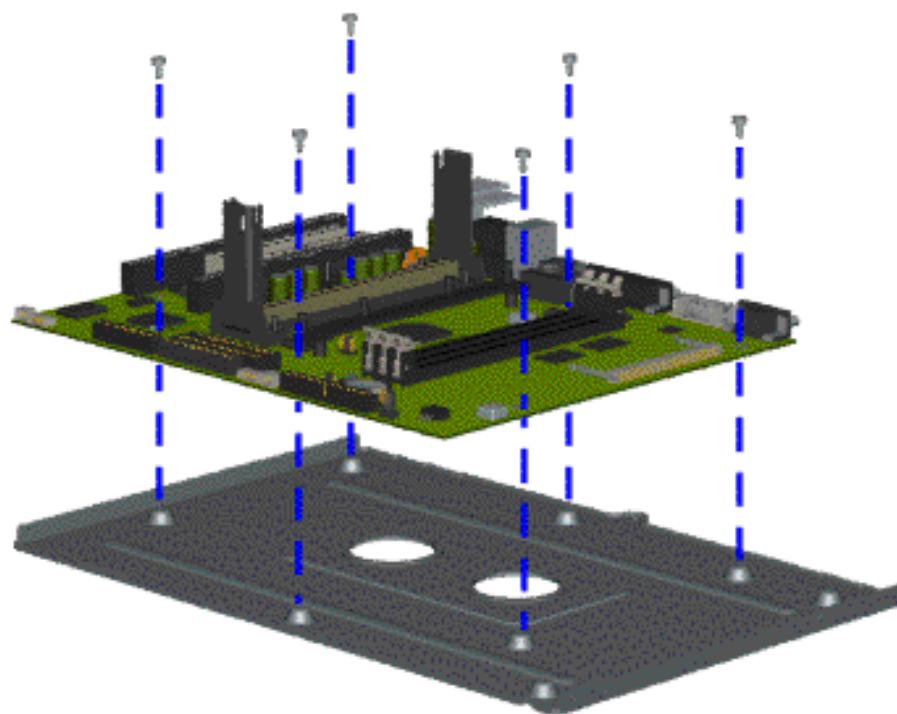
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REMOVAL & REPLACEMENT

System Board Components

System Board



- 1 [Perform preparation procedures](#)
- 2 [Remove the hood](#)
- 3 [Remove the fax/modem](#)
- 4 [Remove the system board bracket](#)
- 5 [Remove the processor](#)
- 6 [Remove the memory module](#)
- 7 [Remove the video expansion module](#)
- 8 Remove the six screws from the system board (may differ slightly) and separate it from the bracket

To replace the system board, reverse this procedure.

NOTE:

The system board spare part kit does not include the processor, cache, DIMM, or video expansion module. The components must be transferred from the old system board to the new system board.

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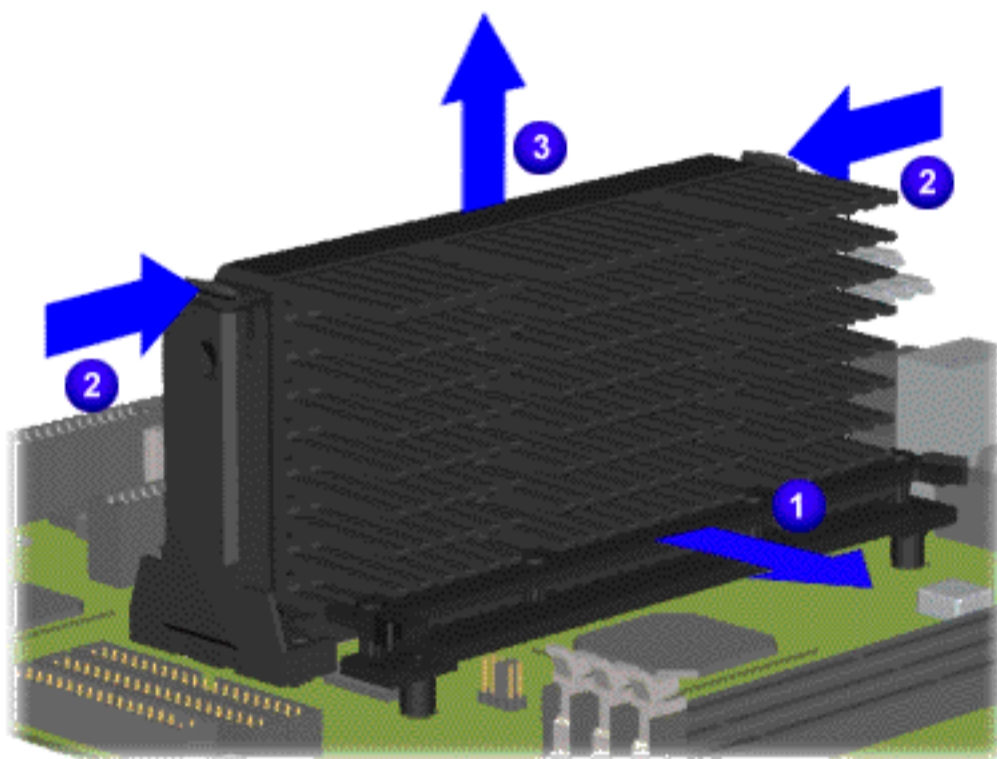
REMOVAL & REPLACEMENT

System Board Components

Pentium II Processor & Goalposts

This page shows the removal and replacement procedure for a Pentium II processor.

Click the link to see how to remove an [AMD K6-2](#) or [Celeron II](#) processor.



- 1 [Perform preparation procedures.](#)
- 2 [Remove the hood.](#)
- 3 [Remove the fax/modem.](#)
- 4 [Open the system board bracket.](#)
- 5 Locate the Pentium II processor.

CAUTION The processor may still be very hot if the computer has been running recently.

- 6 If necessary, open the top lever of the heat sink clip to release the heat sink ①.
- 7 Push in the release tabs on the ends of the processor "goalposts" ②.
- 8 Unplug the processor from the system board and slide out of the goalposts ③.

To see how to [remove the goalposts](#), click this link.

If your goalposts are different from those illustrated, you may need to click on this link instead:

[Alternative goalposts](#)

To replace the Pentium II processor, reverse the procedure above.

IMPORTANT:	Ensure that the processor is properly aligned in the goalposts before plugging it into the system board.
-------------------	----------------------------------------------------------------------------------------------------------

	CAUTION: Before installing a new processor, see Jumper and Switch Information to reset the jumpers for the processor. If the processor is installed with the incorrect jumper settings, the processor and system board may be damaged.
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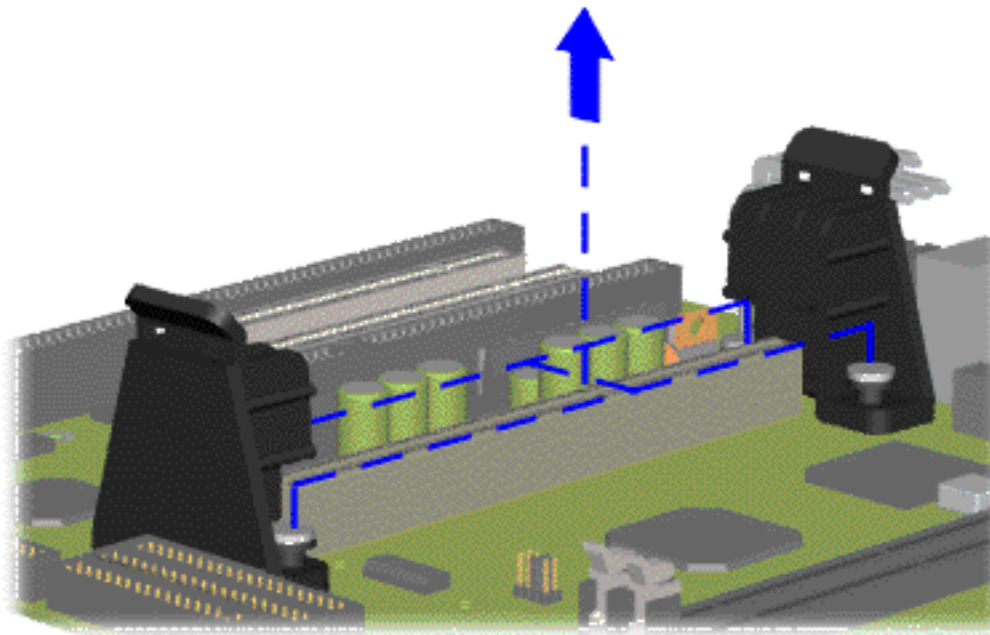
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REMOVAL & REPLACEMENT

System Board Components

Alternative Pentium II Goalposts



To remove the goalposts, remove the pushpins that secure the goalposts to the system board, then pull the goalposts off the system board.

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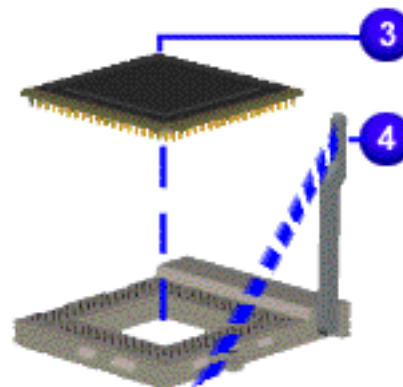
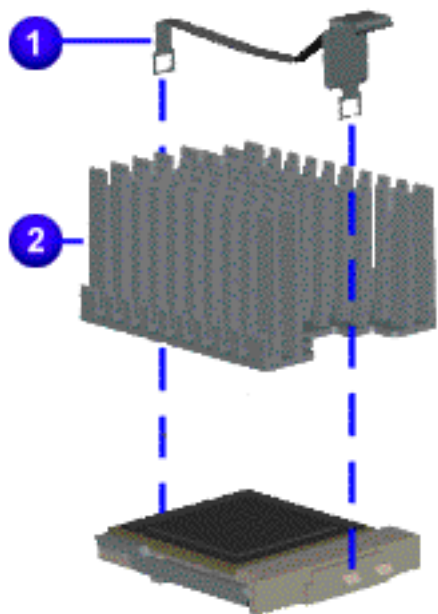
REMOVAL & REPLACEMENT

System Board Components

AMD K6-2 Processor

This page shows the removal and replacement procedure for an AMD K6-2 processor.

Click the link to see how to remove a [Pentium II](#) or [Celeron II](#) processor.



- [Perform preparation procedures](#)
- [Remove the hood](#)
- [Remove the fax/modem](#)
- [Open the system board bracket](#)
- Locate the AMD K6-2 processor
- Remove the clip **1** from the heat sink **2**
- Lift up the ZIF socket handle **4** and lift the heat sink **2** and processor **3** out of the socket

To reinstall the AMD K6-2 processor, rub a thermal transfer crayon on the bottom of the heatsink, then reverse the steps above. (The thermal transfer crayon replaces the thermal pad used with earlier K6 processors.)

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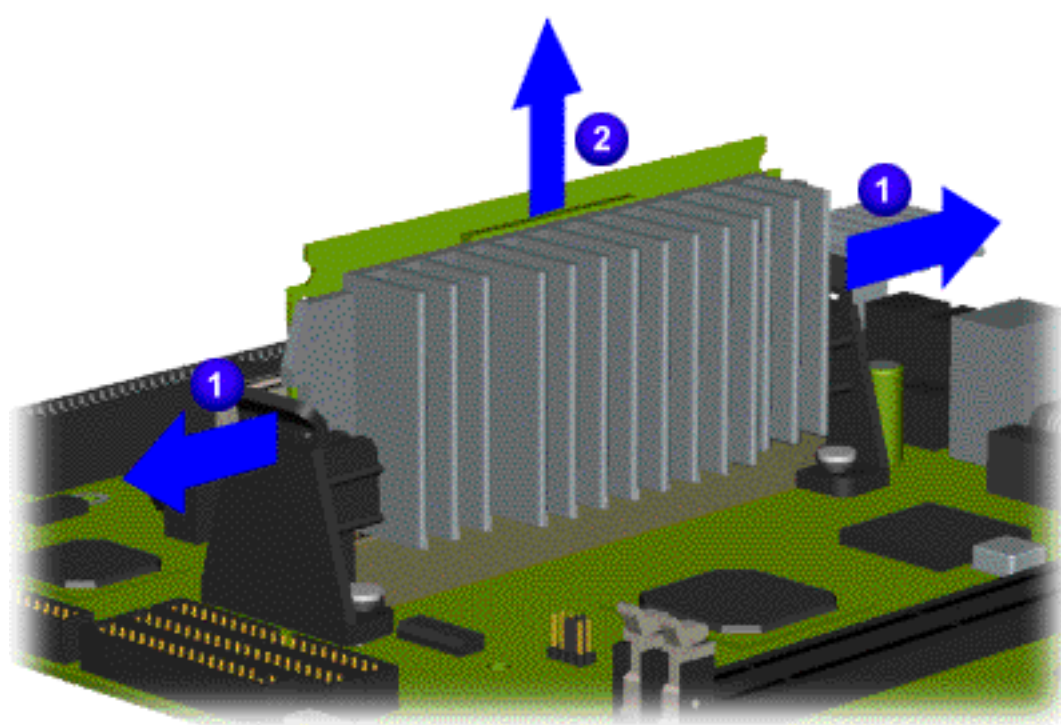
REMOVAL & REPLACEMENT

System Board Components

Celeron II Processor & Goalposts

This page shows the removal and replacement procedure for a Celeron II processor.

Click the link to see how to remove an [AMD K6-2](#) or [Pentium II](#) processor.



- 1 [Perform preparation procedures](#)
- 2 [Remove the hood](#)
- 3 [Remove the fax/modem](#)
- 4 [Open the system board bracket](#)
- 5 Locate the Celeron processor

CAUTION The processor may still be very hot if the computer has been running recently.

- 6 Open the top lever of the heat sink clip to release the heat sink ①
- 7 Unplug the processor from the system board and slide out from the "goalposts" ②

To see how to [remove the goalposts](#), click this link.

If your goalposts are different from those illustrated, you may need to click on this link instead:

[Alternative goalposts](#)

To replace the Celeron II processor, reverse the procedure above.

IMPORTANT:	Ensure that the processor is properly aligned in the goalposts before plugging it into the system board.
-------------------	----------------------------------------------------------------------------------------------------------



CAUTION: Before installing a new processor, see [Jumper and Switch Information](#) to reset the jumpers for the processor. If the processor is installed with the incorrect jumper settings, the processor and system board may be damaged.

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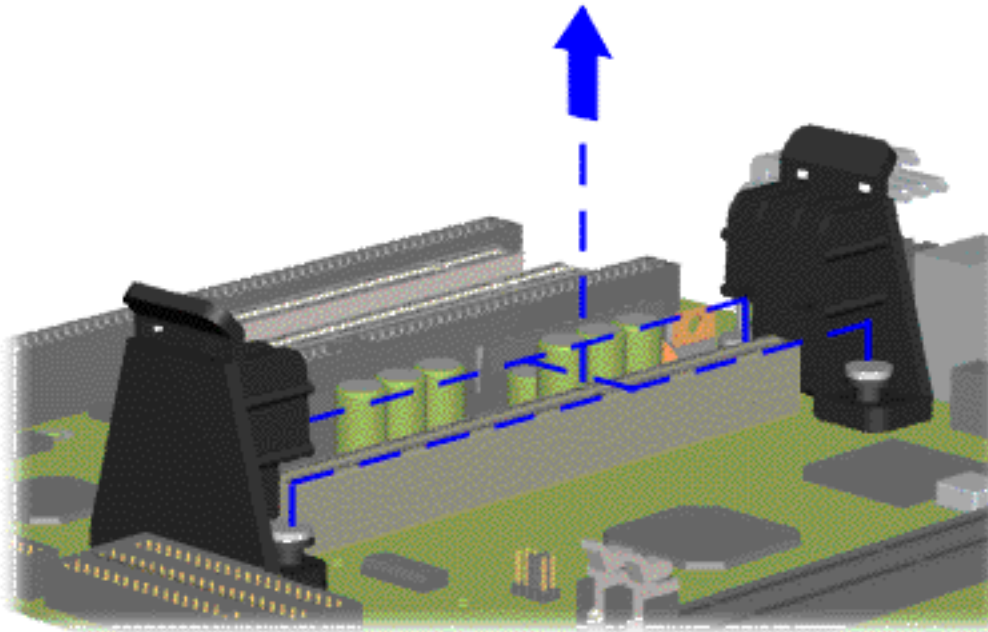
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REMOVAL & REPLACEMENT

System Board Components

Goalposts (Celeron)



To remove the goalposts, remove the pushpins that secure the goalposts to the system board, then pull the goalposts off the system board.

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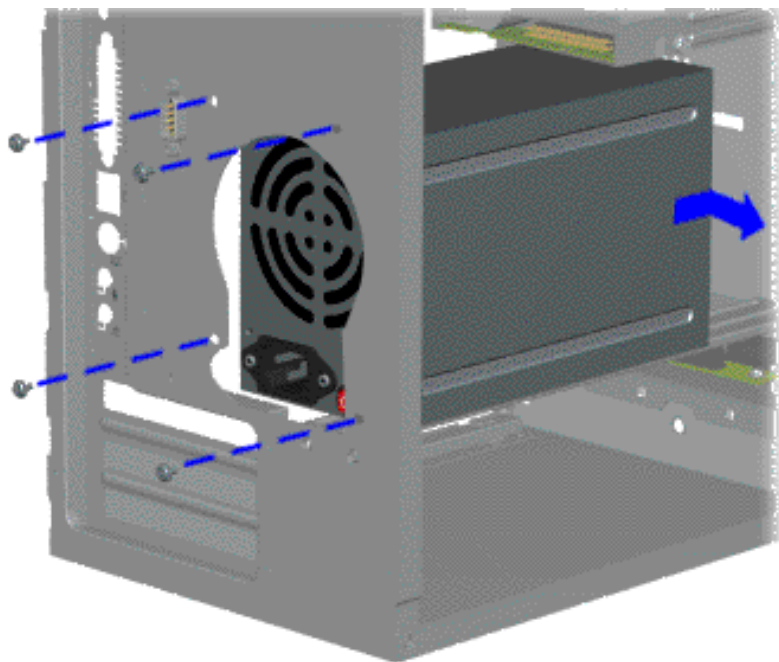
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REMOVAL & REPLACEMENT

Power Supply



- 1 [Perform preparation procedures](#)
- 2 [Remove the hood](#)
- 3 [Remove the fax/modem](#) and any other option cards.
- 4 [Remove the system board bracket](#)
- 5 Disconnect the power cables to these mass storage devices:
 - [3.5" hard drive](#) or [5.25" hard drive](#)
 - [CD or DVD drive](#)
 - [Zip drive](#) (available on select models)
 - [diskette drive](#) or [SuperDisk drive](#) (available on select models)
- 6 Remove the four screws that secure the power supply to the rear of the chassis
- 7 Slide the power supply back and remove from the chassis.

To replace the power supply, reverse this procedure.

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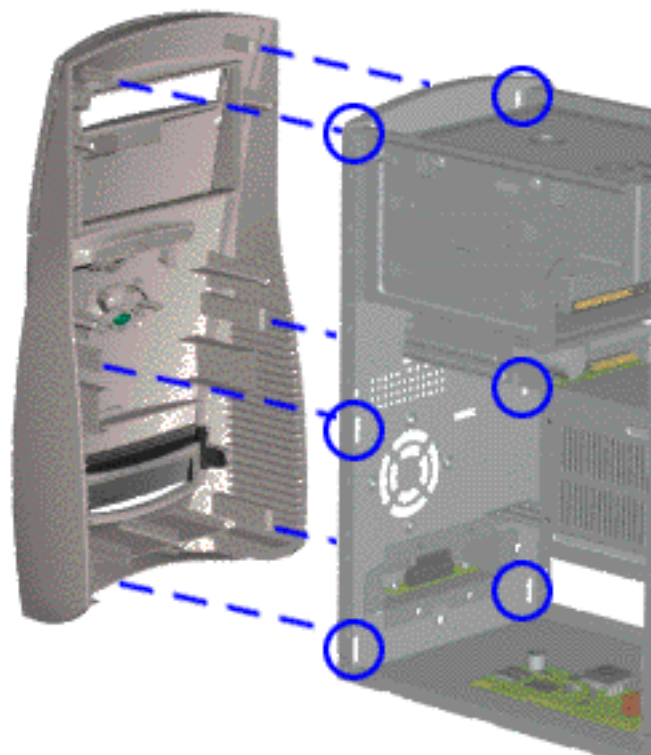
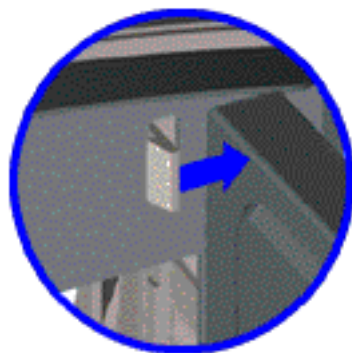
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Front Bezel



- 1 [Perform preparation procedures](#)
- 2 [Remove the hood](#)
- 3 [Remove the fax/modem](#) and any other option cards.
- 4 [Remove the system board bracket](#)
- 5 Release the latches at the bottom, middle, and top of the front bezel, then remove the front bezel from the chassis.

To replace the front bezel, reverse this procedure.

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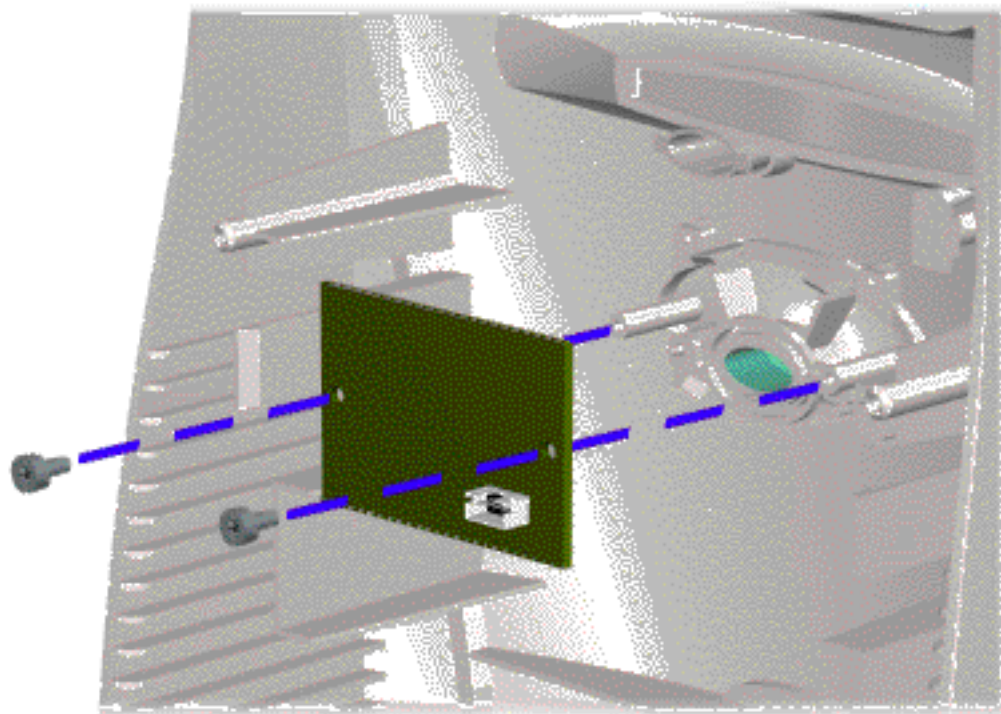
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REMOVAL & REPLACEMENT

Instant On Button Board



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- [3 Remove the fax/modem and any other option cards.](#)
- [4 Remove the system board bracket](#)
- [5 Remove the front bezel](#)
- [6 Remove the two screws from the button assembly and remove the assembly from the rear of front bezel](#)

To replace the button board assembly, reverse this procedure.

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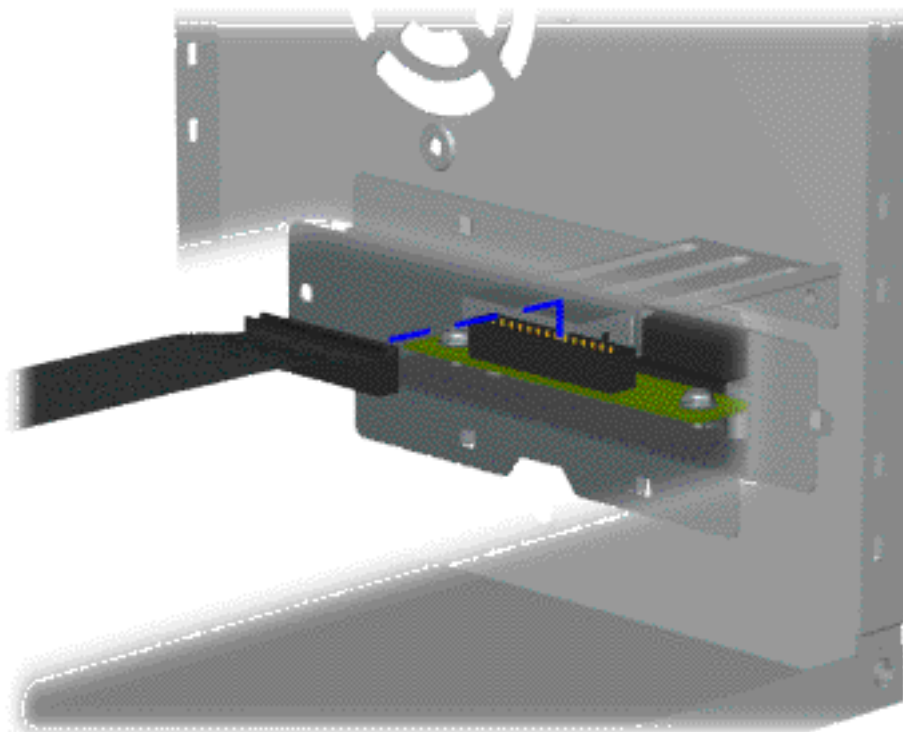
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Creativity Action Center - available on select models only



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- [2 Remove the hood](#)
- [3 Remove the fax/modem and any other option cards.](#)
- [4 Remove the system board bracket](#)
- [5 Remove the front bezel from the chassis](#)
- [6 Disconnect the cable from the creativity action center](#)

[NEXT STEP](#)

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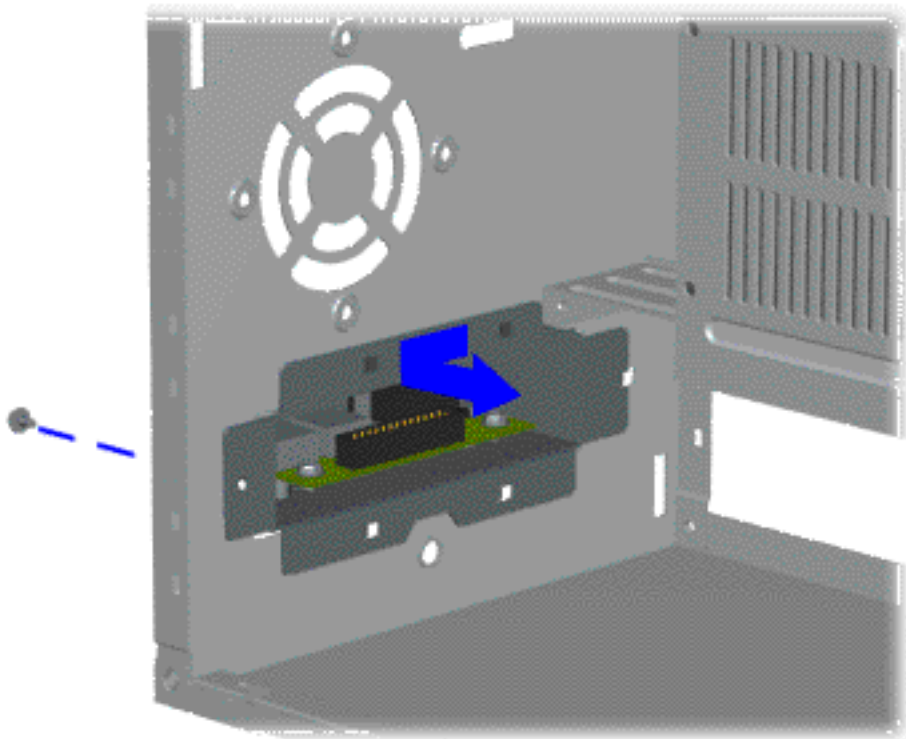
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REMOVAL & REPLACEMENT

Creativity Activity Center, continued



- 7** Remove the screw holding the Creativity Action Center port to the front bezel
- 8** Slide the Creativity Action Center port to one side and pull it out

END OF SEQUENCE

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Fan - available on select models only



- 1** [Perform preparation procedures](#)
- 2** [Remove the hood](#)
- 3** [Remove the fax/modem](#) and any other option cards.
- 4** [Remove the system board bracket](#)
- 5** [Remove the front bezel from the chassis](#)
- 6** Remove four screws from the chassis fan and remove the fan

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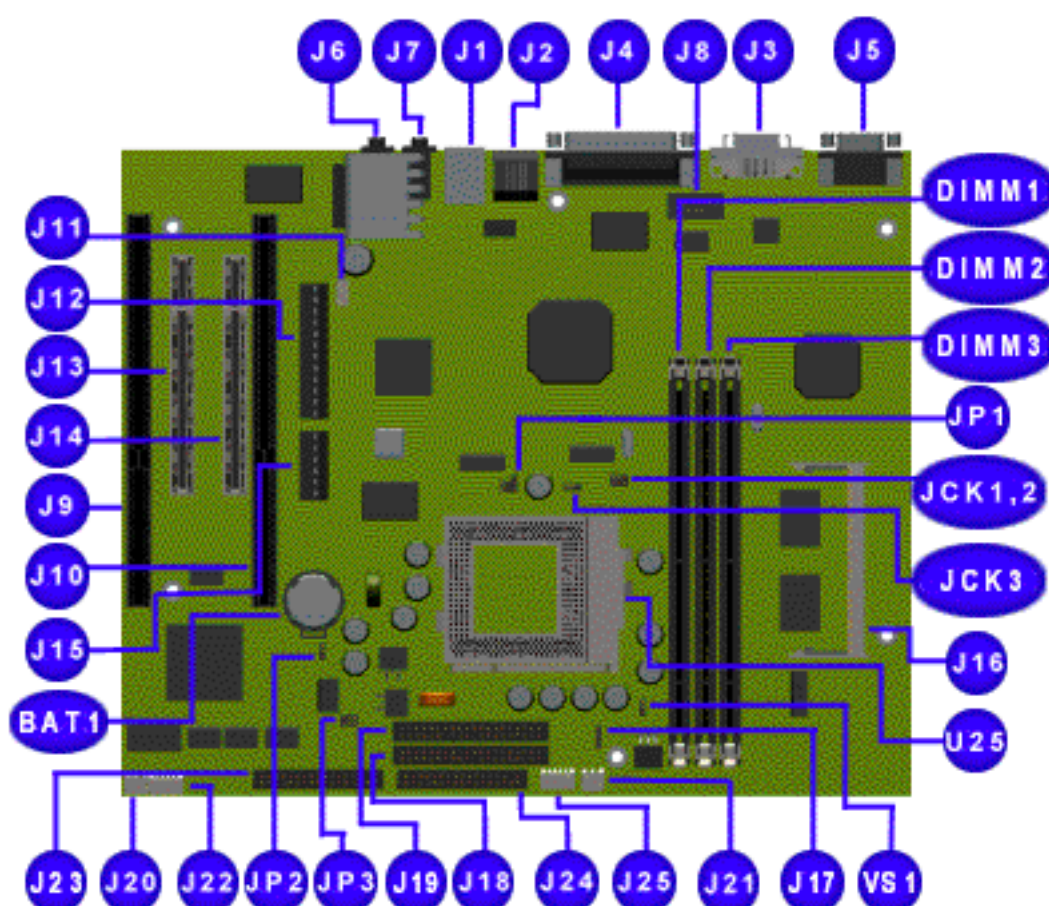
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5200 Series System Boards (1st board of 2)

Click the links to see the [other board](#) used in the 5200 series or the [5070, 5184, and 5185 series](#) board.

Click on a jumper designator to get its function and a connector description.

[Jumper settings](#) for the clock multiplier and bus speed selection.



Connector information

Function	Description	Reference Designator
Keyboard	Miniature 6-pin	½J1
Mouse	Miniature 6-pin	½J1
Parallel port	DSUB 25-pin	J4
Serial port	DSUB 15-pin	J8
Ethernet connector	RJ45	J2
Flat panel monitor connector	20-pin DFPP	J3
Video	15-pin VGA	J5
Microphone in	Mini stereo	½J7
Speaker out	Mini stereo	½J6
Line out	Mini stereo	½J7
Line in	Mini stereo	½J6
DIMM sockets	168-pin DIMM	DIMM 1 - 3
SODIMM socket	144-pin SODIMM	J16
Socket 7	321-pin PGA	U25
Socket 7 clock multiplier	6-pin header	JP1
SDRAM clock source	3-pin header	JCK1
CPU bus clock select	3-pin header	JCK2
CPU bus speed select	2-pin header	JCK3
Battery socket	Battery holder	BAT1
Power supply	6- and 12-pin ATPWR headers	J15, J12
PCI slots	32-bit PCI connector	J13, J14
ISA slots	16-bit ISA connector	J9, J10
CD-ROM audio	4-pin header, key 2	J11
IDE drives	40-pin headers, key 20	J18, J19
Diskette drive	34-pin header	J24
Headphone board	5-pin 2mm connector	J22
Internal speakers	2-pin header	J20, J21
Game	DSUB 15-pin	J23
CPU core voltage select	6-pin header	JP3
Second fan	4-pin header, key 2	J17
CPU pin U33 voltage select	3-pin header	VS1
CMOS clear	3-pin header	JP2
Button board	5-pin header	J25

System boards

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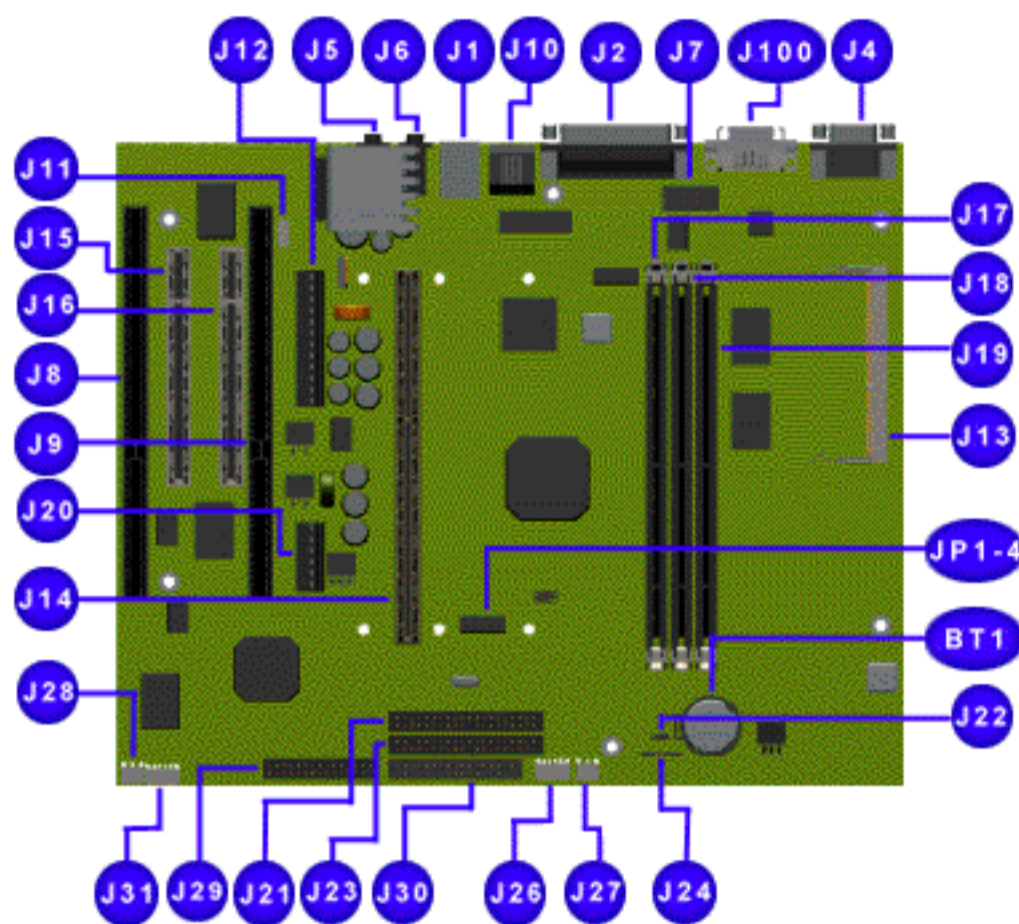
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5200 Series System Boards (2nd board of 2)

Click the links for the other [5200](#) series or [5070](#), [5184](#), and [5185](#) boards.

Click on a jumper designator to find the jumper function and connector description.



Two tables are given below: the first is for a 66 MHz bus speed, the other for 100 MHz bus speed.

Jumper	Processor frequency required, MHz				
	200*	233*	266	300	333
JP1	off	on	off	on	off
JP2	on	on	off	off	on
JP3	off	off	on	on	on
JP4	off	off	off	off	off

**Not shipped in these configurations*

For a 100 MHz bus speed:

Jumper	Processor frequency required, MHz				
	300*	350	400	450	500*
JP1	off	on	off	on	off
JP2	on	on	off	off	on
JP3	off	off	on	on	on
JP4	off	off	off	off	off

**Not shipped in these configurations*

Connector information

Function	Description	Reference Designator
Keyboard	Miniature 6-pin	½ J1
Mouse	Miniature 6-pin	½ J1
Parallel port	DSUB 25-pin	J2
Video	15-pin VGA	J4
Flat panel display	20-pin	J100
Ethernet jack	RJ45	J10
Microphone in	Mini stereo	½ J6
Speaker out	Mini stereo	½ J5
Line in	Mini stereo	½ J6
Line out	Mini stereo	½ J5
DIMM sockets	168-pin DIMM	J17, J18, J19
SODIMM socket	144-pin SODIMM	J13
PCI slots	32-bit PCI connector	J15, J16
ISA slots	16-bit ISA connector	J8, J9
Processor slot	Slot 1 connector	J14
Slot 1 clock multiplier	2-pin header	JP1 -- JP4
Clear CMOS	3-pin header	J22
Serial port	DB9	J7
GamePort/USB	24-pin 2mm connector	J29
Sleep button & LEDs	5-pin 2mm connector	J26
Battery socket	2-pin socket	BT1
CD-ROM audio	4-pin header, key 2	J11
IDE drives	40-pin headers, key 20	J23 (primary), J21 (secondary)
Diskette drive	34-pin header	J30
Headphone board	5-pin 2mm connector	J31
Internal speakers	2-pin header	J27, J28
Second fan	4-pin header, key 2	J24
+3.3V power	6-pin header	J20
Power supply	12-pin ATPWR header	J12

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5100 and 5200 Series System Boards (1st board of 2) - Jumper Settings

For 5070, 5184, and 5185 jumper settings, click [here](#).

JP1 (CPU clock multiplier)									
CPU clock speed	100 MHz bus	200	250	300	350	400	450	500	550
	95 MHz bus	190	238	285	333	380	428	475	523
pins 1-2	on	on	off	off	on	on	off	off	
pins 3-4	off	on	on	off	off	on	on	off	
pins 5-6	off	off	off	off	on	on	on	on	

JCK3 (CPU bus speed select)			
CPU bus speed (MHz)	95	100	
Pins 1-2	on	off	

* The factory default settings of the following jumpers are marked with an asterisk (*). These settings will not normally need to be adjusted.

JCK1 (SDRAM clock source)		
CMOS state	CPU clock*	AGP clock
Jumper position	pins 1-2	pins 2-3

JCK2 (CPU bus clock select)		
CMOS state	66 MHz bus	95 or 100 MHz bus*
Jumper position	pins 1-2	pins 2-3

VS1 (CPU pin U33 voltage select)		
U33 voltage	3.3 V*	3.45 V
Jumper position	pins 1-2	pins 2-3

JP3 (CPU core voltage select)									
VCC2H/L# low	2.0	2.1	2.2*	2.3±	2.4	2.5	2.6	2.7	
VCC2H/L# high	2.8	2.9	3.0	3.1	3.2	3.3	3.4	3.5	
pins 1-2	off	on	off	on	off	on	off	on	
pins 3-4	off	off	on	on	off	off	on	on	
pins 5-6	off	off	off	off	on	on	on	on	

± These settings must be used for the 450MHz K6-2 processor.

Jumper Settings for Models 5070, 5184, and 5185

CPU Processor Speed Multiplier				
Jumper Pin Positions			Multiplier	Notes
J16	J15	J14		
1-2	1-2	2-3	3x	MII 350
1-2	1-2	1-2	3.5x	K62-333
1-2	1-2	1-2	3.5x	K62-350
2-3	2-3	1-2	4x	K62-380

CPU Processor Speed Multiplier				
Jumper Pin Positions Multiplier				Front Side Bus (Both CPU & SDRAM)
J11	J10	J9	J8	
2-3	2-3	2-3	2-3	90MHz
1-2	2-3	1-2	1-2	95MHz
1-2	1-2	2-3	2-3	100MHz

CPU Core Voltage Selection				
JP3 Jumper Pin Positions				
Pin 9-10	Pin 7-8	Pin 5-6	Pin 3-4	Pin 1-2

Voltage
Pin

Processor

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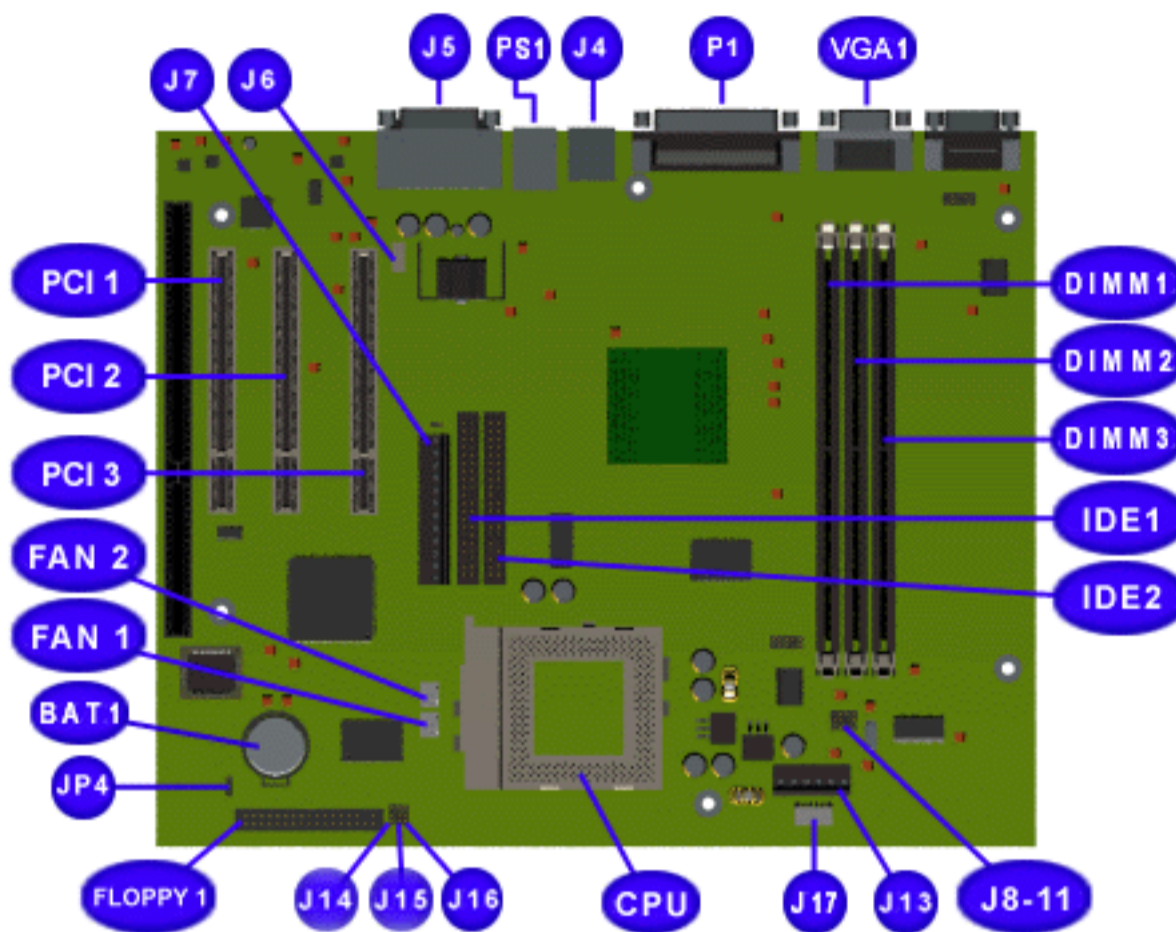
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5070, 5184, 5185 Series System Boards

Click the link to see the [5200 Series](#) boards.

Click on a jumper designator to find the jumper function and connector description.



Connector information

Function	Description	Reference Designator
Keyboard	Miniature 6-pin	½ PS1
Mouse	Miniature 6-pin	½ PS1
Parallel port	DSUB 25-pin	P1
Video	15-pin VGA	VGA1
Ethernet jack	RJ45	J4
Microphone in	Mini stereo	½ J5
Speaker out	Mini stereo	½ J5
DIMM sockets	168-pin DIMM	DIMM 1, 2, & 3
PCI slots	32-bit PCI connector	PCI1, PCI2, PCI3
ISA slots	16-bit ISA connector	J8, J9
Processor slot	Slot 1 connector	CPU
Slot 1 clock multiplier	2-pin header	J8-J11
Clear CMOS	3-pin header	JP4
GamePort/USB	24-pin 2mm connector	J5
Sleep button & LEDs	5-pin 2mm connector	J17
Battery socket	2-pin socket	BT1
CD-ROM audio	4-pin header, key 2	J6
IDE drives	40-pin headers, key 20	IDE1, IDE2
Floppy drive	34-pin header	J30
CPU core frequency ratio	3-pin header	J14, J15, J16
Second fan	4-pin header, key 2	Fan1, Fan2
+3.3V power	6-pin header	J13
Power supply	12-pin ATPWR header	J7

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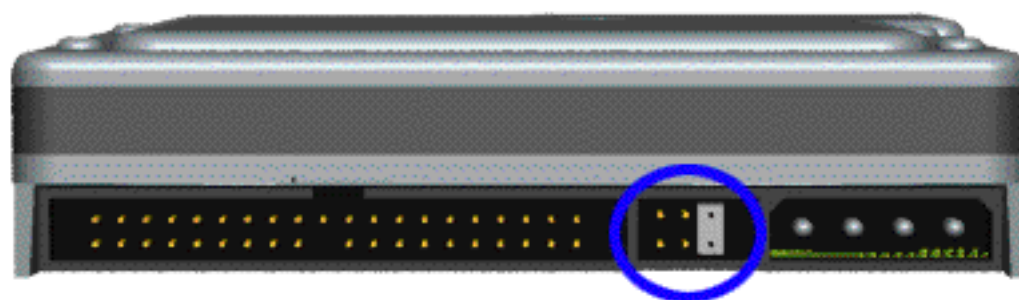
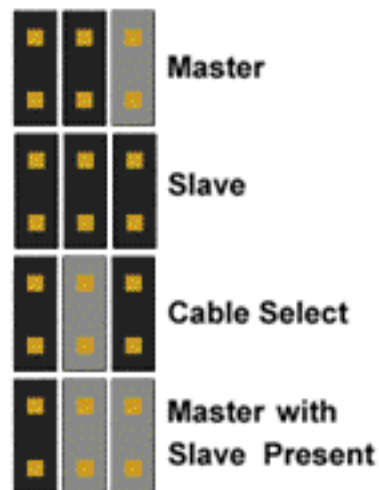
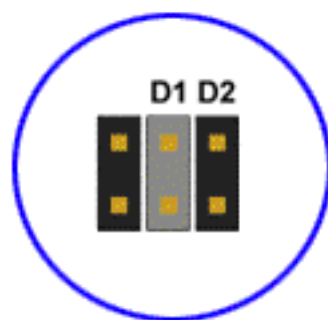
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JUMPER & SWITCH INFORMATION

Hard Drives

Compaq Computer Corporation uses IDE hard disk drives that conform to two different device 0/device 1 implementations. These are Conner mode and ATA-compatible mode. These two modes are incompatible with one another.

Seagate jumper settings are shown below. [This link is for **Quantum** hard drive jumper settings](#)



Seagate IDE Hard Drive Jumper Settings

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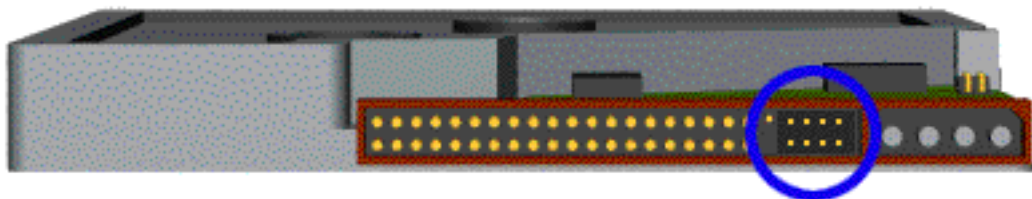
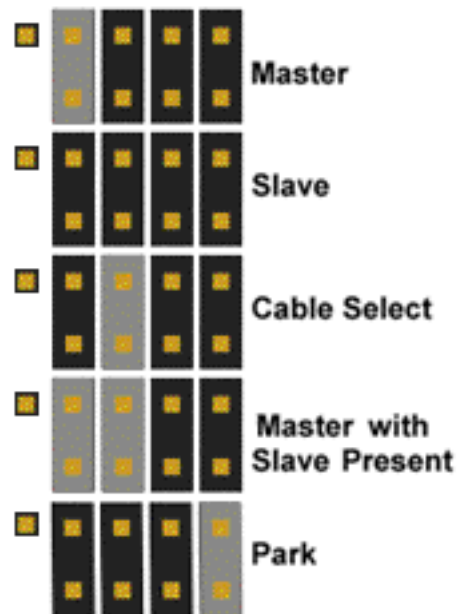
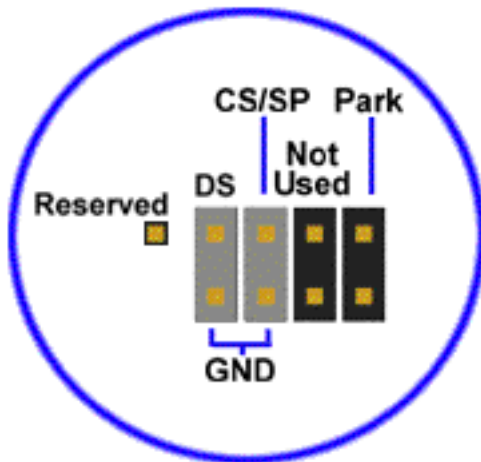
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Hard Drive



Quantum IDE Hard Drive Jumper Settings

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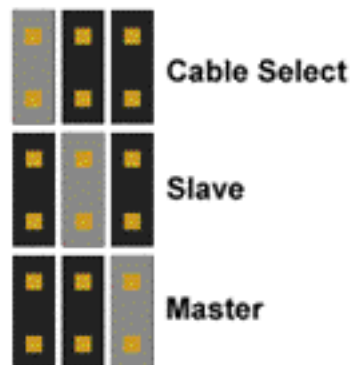
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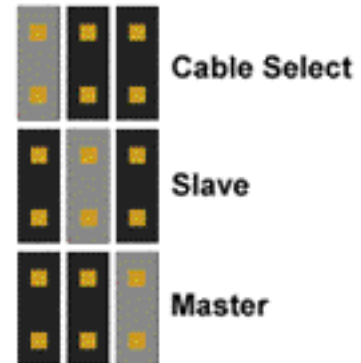
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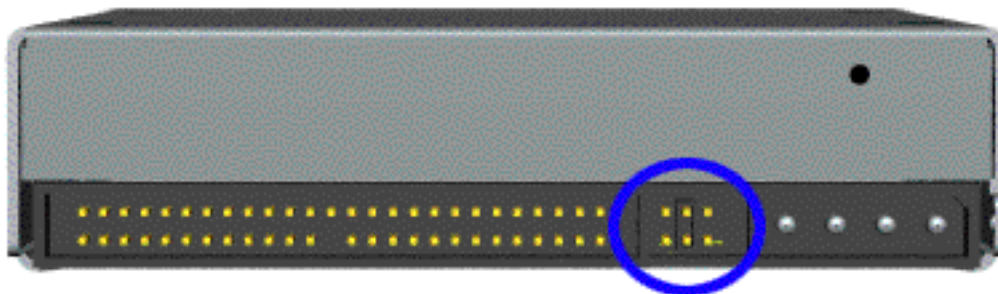
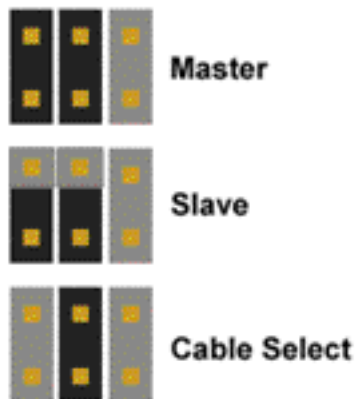
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CD Drives

Information for the 32x CD drive immediately follows. [Click here for 40x CD drive data](#)

32x CD Drive

Dimensions	U. S.	Metric
Width	5.75 in	14.80 cm
Height	1.67 in	4.20 cm
Depth	8.23 in	20.80 cm
Weight	2.65 lb	1.2 kg
Applicable Disc		
CD-ROM	Mode 1 and Mode 2	
CD-DA	Audio	
CD-XA	Mode 2, Form 1 and 2	
Photo CD	Single and Multiple Session	
Block Size		
CD-ROM Mode 1	2048 bytes	
CD-ROM Mode 2	2340, 2336 bytes	
CD-DA	2352 bytes	
CD-XA	2328 bytes	
Center Hole		
15 mm diameter		
Diameter		
12 cm, 8 cm		
Thickness		
1.2 mm		
Track Pitch		
1.6 µm		
Laser		
Beam Divergence	53.5 degrees +/- 1.5 degrees	
Output Power	0.14 mW	
Type	Semiconductor laser GaAIAs	
Wave Length	780 nm +/- 25 nm	
Access Time		
Random	< 85 ms	
Full Stroke	< 145 ms	
Audio Output Level		
Line Out	0.8 V (RMS) at 10 kW	
Headphone	0.6 V (RMS) at 32 W	
Cache Buffer		
256 KB		
Data Transfer Rate		
Sustained	Mode 1 2062 KB/sec (single) 4800 KB/sec (32x)	Mode 2 2368 KB/sec (single) 5512 KB/sec (32x)
Burst	16.7 MB/sec	16.7 MB/sec
Interface Cable Length (Max)		
18 in		
Startup Time		
< 7 sec		
Stop Time		
< 4 sec		

40x CD Drive

Dimensions	U. S.	Metric
Width	5.75 in	14.60 cm
Height	1.67 in	4.29 cm
Depth	8.23 in	20.80 cm
Weight	1.98 lb	0.95 kg
Applicable Disc		
CD-ROM	Mode 1 and Mode 2	
CD-DA	Audio	
CD-XA	Mode 2, Form 1 and 2	
Photo CD	Single and Multiple Session	
Block Size		
CD-ROM Mode 1	2048 bytes	
CD-ROM Mode 2	2340, 2336 bytes	
CD-DA	2352 bytes	
CD-XA	2328 bytes	
Center Hole		
15 mm diameter		
Diameter		
12 cm, 8 cm		
Thickness		
1.2 mm		
Track Pitch		
1.6 µm		
Laser		
Beam Divergence	53.5 degrees +/- 1.5 degrees	
Output Power	0.14 mW	
Type	Semiconductor laser GaAIAs	
Wave Length	780 nm +/- 25 nm	
Access Time		
Random	< 85 ms	
Full Stroke	< 150 ms	
Audio Output Level		
Line Out	0.8 V (RMS) at 47 kW	
Headphone	0.6 V (RMS) at 32 W	
Cache Buffer		
128 KB		
Data Transfer Rate		
6,000 KB/sec (40X) in outer track 2,550 KB/sec in inner track Average 28X for a 60 min disc		
Interface Cable Length (Max)		
18 in		
Startup Time		
< 7 sec		
Stop Time		
< 4 sec		

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Mouse

Dimensions

U. S.

Metric

Height
Length
Width

1.22 in
3.94 in
2.21 in

3.1 cm
10 cm
5.6 cm

Weight

2.9 oz

85 g

Base Resolution

400 DPI

Tracking Speed (maximum)

10 in/sec

25 cm/sec

Temperature

Operating
Storage

32° F to 104° F
-4° F to 140° F

0° C to 40° C
-20° C to 60° C

Lifetime

Mechanical
Switch

Exceeds 300 miles
Exceeds 1 million operations

Exceeds 483 km
Exceeds 1 million operations

Relative Humidity

10% to 90%, noncondensing

ESD

No soft errors through 6 kV;
No hard errors through 6 kV;
specific performance depends on host system

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Fax-modem

	56-DF	56-DFi	HCF	1.5 Mb MAX Digital G.Lite (G.922.2) DSL
Maximum Data Speed (kbps)	56*	56*	56*	1.5Mbs**
Data	K56Flex, V.34, V.32terbo, V.32bis, V.32, V.22bis, V.22, V.21, Bell 212A, Bell 103	K56Flex, V.34, V.32terbo, V.32bis, V.32, V23, V.22bis, V.22, V.21, Bell 212A, Bell 103	V.90, K56Flex, V.34, V.32terbo, V.32bis, V.32, V.22bis, V.22, V.21, Bell 212A, Bell 103	V.22, V.22bis, V.32, V.32bis, V.34, Bell 103, Bell 103J, Bell 212, Bell 212A
Error Correction	V.42bis, V.42, LAPM, and MNP 2-5	V.42, LAPM, and MNP 2-4	V.42bis, V.42, LAPM, and MNP 2-5	V.42, V.42bis
Fax	V.17 (14.4 kbps transmission speed) V.29, V.27ter, V.21 Channel 2, Class 1 command set, Group III FAX	V.17 (14.4 kbps transmission speed) V.29, V.27ter, V.21 Channel 2, Group III FAX, Class 1 interface	V.17 (14.4 kbps transmission speed) V.29, V.27ter, V.21 Channel 2, Class 1 command set, Group III FAX	V.17, 14.4 kbps transmission speed) V.17ter, V.21, V.29

* Both K56flex and V.90 are designed only to allow faster downloads from either K56flex or V.90 compliant digital sources. Maximum achievable download transmission rates are currently unknown, may not reach 56kbps, and will vary with line conditions.

** The G.Lite DSL protocol is designed to allow faster downloads from G.Lite DSL-compliant digital sources. Maximum achievable download transmission rates are currently unknown, may not reach 1.5Mbps, and will vary with line conditions and distance from the telephone company central office..

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Zip Drive

Total formatted capacity (bytes)	100,663,296
Sector size (bytes)	512
Total number of sectors	196,608
Number of reassignable spare sectors	252
Seek times (including settling), ms:	
Average	29
Track-to-track	5
Maximum	55
Average latency, ms	10
Motor speed, rpm	2941±5%
Motor start time, ms	3000
Track density, tpi	2118
Track width, µm	12
Transfer rate, kb/s:	
From diskette	790-1400
Buffer (maximum)	3300

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General System Specifications

	U. S.	Outside U. S.
Dimensions		
Height	15.50 in	39.37 cm
Depth	12.00 in	30.48 cm
Width	8.63 in	21.92 cm
BTUs	< 178 BTUs/hour*	
Weight	24.0 lbs.	10.9 kg
Shipping Weight		
Gross	34.6 lbs	15.72 kg
Net	24 lbs	10.90 kg

Input Requirements

Nominal Line Voltage	100 to 120 VAC	220 to 240 VAC
Range Line Voltage	90 to 132 VAC	180 to 264 VAC
Line Frequency	47 to 63 Hz	47 to 63 Hz
Input Current	5.2 at 90 VAC	3.6 at 180 VAC

Power (watts)

Steady State	110	110
--------------	-----	-----

Environmental Requirements

Temperature

Operating	50° to 95° F	10° to 35° C
Shipping	-4° to 140° F	-20° to 60° C

Humidity (noncondensing)

Operating	8% to 90%	8% to 90%
Nonoperating	5% to 95%	5% to 95%

Maximum Altitude (unpressurized)

Operating	10,000 ft	3048 m
Nonoperating	30,000 ft	9144 m

**This number will increase if more bays/slots are occupied.*

ATI 3-D RagePro Video Memory

Resolution	Colors	Vertical Refresh (Hz)
640 × 480	256	60 and 75
640 × 480	65K (high color)	60 and 75
640 × 480	16M (true color)	60
800 × 600	256	60 and 75
800 × 600	65K (high color, default)	60 and 75
800 × 600	16M (true color)	60 and 75
1024 × 768	256	60 and 75
1024 × 768	65K (high color)	60 and 75
1024 × 768	16M (true color)*	60 and 75
1280 × 1024	256	60
1280 × 1024	65K (high color)*	60
1280 × 1024	16M (true color)*	60

**With 4-MB video memory only*

System Interrupts

Hardware IRQ	System Function
IRQ 0	Refresh Timer
IRQ 1	Keyboard
IRQ 2	Interrupt Controller Cascade
IRQ 3	Controllerless modem (COM 2) shared data/fax
IRQ 4	Serial Port A (COM 1)
IRQ 5	Entertainment Audio*^
IRQ 6	Diskette Drive
IRQ 7	Parallel Port (LPT 1)*
IRQ 8	Real-Time Clock
IRQ 9	Available
IRQ 10	ISDN Modem if present*
IRQ 11	PCI Bus shared with Video, USB, DVD
IRQ 12	Mouse
IRQ 13	Numeric Coprocessor
IRQ 14	Disk Drive (Primary IDE)
IRQ 15	Disk Drive (Secondary IDE)

^ Audio must use this setting for game compatibility. Used for audio, MPU-401, and volume control.

**Default configuration; other configurations are as follows:*

Modem - IRQ 4, 10, 11, none

Parallel Port - IRQ 3, 4, 5, 9, 10, none

System Audio - IRQ 7, 9, 10, none

Serial Port - IRQ 3, 5, 7, 9, 10, 12, none

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System I/O

I/O Address (Hex) System Function (Shipping Configuration)

000 - 00F	DMA Controller # 1
010 - 01F	DMA controller aliases
020	Interrupt Controller # 1 Control Register
021	Interrupt Controller #1 Mask Register
022 - 03D	Interrupt Controller Aliases
040 - 043	Counter/Timer
044 - 04F	Unused
050-053	Counter/Timer Aliases
053-05F	Unused
060	Keyboard Controller Data Register
061	Port B: SERR/IOCHK NMI, Speaker, Refresh
062 - 063	Unused
064	Keyboard Controller Command/Status Register
065 - 06F	Unused
070	NMI mask register (bit 7)
070	RTC/Configuration Memory Index Port (bit 6:0)
071	RTC/Configuration Memory Data Port
072	RTC Extended Index
073	RTC Extended Data
074-07F	Unused
080 - 08F	DMA Page Registers
090 - 091	Unused (alias of DMA page registers if PIIX4.4C.7=0)
092	Port 92 (fast reset and A20 gate)
093 - 09F	Unused (alias of DMA page registers if PIIX4.4C.7=0)
0A0	Interrupt Controller # 2 Control Register
0A1	Interrupt Controller # 2 Mask Register
0A2 - 0B1	Unused
0B2	APM Control
0B3	APM Status
0B4-0BF	Unused
0C0 - 0DF	DMA Controller # 2
0E2 - 0E3	DDC2 Registers
0E4 - 0E5	Master I2C Interface
0E7 - 0E9	Unused
0EA	Ultra I/O Index Register
0EB	Ultra I/O Data Register
0EC- 0EF	Modem Configuration
0F0 - 0F1	Coprocessor Busy Clear/Reset
0F2 - 0F8	Unused
OFA	Unused
0FC-0FF	Unused
100 - 101	Unused
102	Video Controller: POS 102 Register
103-12F	Unused
132 - 16F	Unused
170 - 177	Secondary IDE Controller (CD Drive)
178 - 1EF	Unused
1F0 - 1F7	Primary IDE Controller (Hard Drive)
1F8 - 200	Unused
201	Joystick (Decode in ES 1869)
202 - 21F	Unused
220 - 22F	Entertainment Audio
230 - 25F	Unused
260 - 263	Reserved - Modem use during POST
264 - 277	Unused
278 - 27F	Reserved - Parallel Port (LPT 2)
280 - 2E7	Unused
2E8 - 2EF	Reserved - Serial Port (COM 4)
2F0 - 2F7	Unused
2F8 - 2FF	Modem (COM 2)
330 - 331	MPU-401 (Decode in ES 1869)
332 - 36F	Unused
370 - 377	Reserved - Diskette Drive Controller 2 (370-371 used for SIO lock/unlock)
378 - 37F	Parallel Port (LPT 1)
380 - 387	Unused
388 - 38B	Audio FM Synthesizer - ES 1869
38C - 3B3	Unused
3B4 - 3B5	Video Controller: Monochrome
3B6 - 3B9	Unused
3BA	Video Controller: Monochrome
3BB	Unused
3BC -3BF	Reserved - Parallel Port
3C0 -3CF	Video Controller: VGA Registers
3D0 - 3D3	Unused
3D4 - 3D5	Video Controller: Color
3D6 - 3D9	Unused
3DA	Video Controller: Color
3DB - 3E7	Unused
3E8 - 3EF	Reserved: Serial Port (COM 3)
3F0 - 3F7	Diskette Controller (Primary)
3F6 - 3F7	IDE Interface (Hard disk and CD or DVD Drive)
3F8 - 3FF	Serial Port (COM 1)
4D0	Interrupt Controller 1 Edge/Level Control
4D1	Interrupt Controller 2 Edge/Level Control
4D2 - 677	Unused
678 - 67A	Parallel Port ECP Mode
778 - 77A	Parallel Port ECP Mode
CF8	PCI Configuration Index (32 bit I/O only)
CF9	Reset Control
CFC - CFF	PCI Configuration Data
46E8	Video Controller: Adapter Sleep

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System Memory

Size	Memory Address	System Function
640 K	00000000 - 0009FFFF	Base Memory
128 K	000A0000 - 000BFFFF	Video RAM
32 K	000C0000 - 000C7FFF	Video ROM
32 K	000C8000 - 000CFFFF	Legacy USB Device Header (when legacy support enabled)
64 K	000D0000 - 000DFFFF	Unused
48 K	000E0000 - 000EBFFF	Unused (Not available for option cards. May use for UMBs.)
16 K	000EC000 - 000EFFFF	16-bit cacheable, shadowable, read-only memory. Not available for option cards.
64 K	000F0000 - 000FFFFF	System BIOS ROM shadow image
15 M	00100000 - 00FFFFFF	Standard Extended Memory
64 M	01000000 - 04FFFFFF	Rest of Extended Memory
60 M	05000000 - 07FFFFFF	Unused
512 K	08000000 - 0807FFFF	Standard Direct Video Memory
512 K	08080000 - 080FFFFF	Optional Direct Video Memory
1919 M	08100000 - 7FFFFFFF	Unused
16 M	80000000 - 80FFFFFF	Memory mapped I/O devices
~2000 M	81000000 - FDFDFFFF	Unused/System ROM aliases
128 K	FD000000 - FDFDFFFF	System ROM (alias)
~32 M	FE000000 - FFFDFFFF	Unused
128 K	FF000000 - FFFFFFFF	System BIOS ROM

System DMA

Hardware	System Function (Default)	Alternate Mappings
DMA 0	ECP Parallel	1, 2, none
DMA 1	Entertainment Audio	0, 3, none
DMA 2	Diskette Drive	none
DMA 3	Entertainment Audio	0, 1, none
DMA 4	Internally used for cascading	
DMA 5	Available	
DMA 6	Available	
DMA 7	Available	

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Power Supply

U. S.

Outside U. S.

Input Specifications

Nominal Line Voltage	100 to 120 VAC	220 to 240 VAC
Range Input Line	90 to 132 VAC	180 to 264 VAC
Frequency Range	47 to 63 Hz	47 to 63 Hz
Power Factor	0.6	0.6
Input Power	280 Watts	280 Watts
Input Current	5.2 at 90 VAC	3.6 at 180 VAC
Inrush Current	80 A at 132 VAC (cold start)	80 A at 264 VAC (cold start)
Holdup Time	16 ms from zero crossing at 120 VAC	16 ms from zero crossing at 240 VAC

General Specifications

Full Output Rating	To 122° F and 5,000 ft To 90° F and 10,000 ft (derate linearly)	To 50° C and 1524 m To 32° C and 3048 m (derate linearly)
Minimum Load	3.0 A on + 5.0 V output 0.04 A on 12 V output	3.0 A on + 5.0 V output; 0.04 A on 12 V output

Ambient Temperature Range

Operating	50° to 122° F	10° to 50° C
Storage	-40° to 151° F	-40° to 66° C

Dielectric Voltage Withstand

Input to Ground	2500 VAC/1 second
-----------------	-------------------

Safety Standard

UL 1950; CSA 22.2 #950 or CSA 22.2 #234; TUV/VDE EN 60 950 (VDE0805/11.91); EMKO-TSE (74-SEC) 207/93

Input Transient Susceptibility

Common and Differential Mode (superimposed on AC line)	2500 V, 1 μ s, damped sinusoidal 600 V, 10 μ s pulse
Differential Mode	20% step change in AC input voltage

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Diskette Drive

Diskettes

Size (in) 3.5 (8.89 cm)

High Density (MB) 1.44

Low Density (KB) 720

Light

Green

Height

One-third

Bytes per Sector

512

Sectors per Track

High Density 18

Low Density 9

Tracks per Side

High Density 80

Low Density 80

Read/Write Heads

2

Average Seek Time (ms)

Track-to-Track 3

Average 94

Settling Time 15

Latency Average 100

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Click link for specifications on [Seagate](#) or [Western Digital](#) hard drives.

Quantum Hard Drives

	6.4-GB	8.4-GB	8.4-GB	12.8-GB	19.2-GB
Compaq Part Number	352743	334180	352744	352745	320880
Formatted Capacity					
Physical (MB)	6418	8455	8455	12838	19259
Logical (MB)	6418	8455	8455	12838	19259
Drive Type	65	65	65	65	65
Transfer Rate					
Media (Mbits/sec)	168.16	140	168.16	168.16	168.16
Interface (Mbytes/sec)	33.3	33.3	33.3	33.3	33.3
Typical Seek Time (including settling)					
Single Track (ms)	2.0	1.7	2.0	2.0	2.0
Average (ms)	10.5	11.5	10.5	10.5	10.5
Full Stroke (ms)	22.0	20.2	22.0	22	22
Disk Rotational Speed (RPM)	4000	5400	4000	4000	4000
Cylinders					
Physical	15449	8557	15449	15449	15449
Logical	13266	16383	16384	24876	37317
Data Heads					
Physical	2	8	3	4	6
Logical	16	16	16	16	16
Sectors per Track					
Physical	289-483	180-	289-	289-	289-
Logical	63	306 63	483 63	483 63	483 63
Buffer Size (kB)	128	128	128	128	128

Seagate Hard Drives

	4.0-GB	8.4-GB	10.2-GB	13.5-GB
Compaq Part Number	286118	334180	356039	334807
Formatted Capacity				
Physical (MB)	4019	8445.0	10242	13520.1
Logical (MB)	4019	8445.0	10242	8455.2
Drive Type	65	65	65	65
Transfer Rate				
Media (Mbits/sec)	87.8	140	148	148.8
Interface (Mbytes/sec)	16.7	14.05	16.6	16.7
Typical Seek Time (including settling)				
Single Track (ms)	4.0	1.7	3.0	3.2
Average (ms)	15.0	11.5	12.5	12.5
Full Stroke (ms)	27.0	20.2	21.0	20.0
Disk Rotational Speed (RPM)	4500	5400	5400	5400
Cylinders				
Physical	5690	8557	8557	11530
Logical	7787	16383	16383	16383
Data Heads				
Physical	8	8	8	8
Logical	16	16	16	16
Sectors per Track				
Physical	114-	180-	204-	269-
Logical	234 63	306 63	320 63	320 63
Buffer Size (kB)	128	128	128	128

Western Digital Hard Drives

	4.0-GB	6.0-GB
Compaq Part Number	286118	334180
Formatted Capacity		
Physical (MB)	4019	8445.0
Logical (MB)	4019	8445.0
Drive Type	65	65
Transfer Rate		
Media (Mbits/sec)	87.8	140
Interface (Mbytes/sec)	16.7	14.05
Typical Seek Time (including settling)		
Single Track (ms)	4.0	1.7
Average (ms)	15.0	11.5
Full Stroke (ms)	27.0	20.2
Disk Rotational Speed (RPM)	4500	5400
Cylinders		
Physical	5690	8557
Logical	7787	16383
Data Heads		
Physical	8	8
Logical	16	16
Sectors per Track		
Physical	114-234	180-
Logical	63	306 63
Buffer Size (kB)	128	128

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DVD3, 4x, 5x Drive

Dimensions

U. S.

Metric

Width	5.74 in	14.60 cm
Height	1.68 in	4.29 cm
Depth	8.23 in	20.80 cm

Weight

1.80 lb

0.9 kg

Applicable Disc Formats

DVD, Single and Double Layer
 CD-ROM, Mode 1 and Mode 2
 CD-DA
 CD-XA, Mode 2, Form 1 and 2
 Photo CD, Single and Multiple
 Session
 CD-I Ready, and Mode 2, Form 1
 and 2
 CD-Bridge
 CD-R

Block Size

CD-ROM Mode 0	2352 bytes
CD-ROM Mode 1	2352, 2340, 2336, 2048 bytes
CD-ROM Mode 2	2352, 2340, 2336, 2048 bytes
DVD	2048 bytes

Center Hole

15 mm diameter

Disc Diameter

12 cm, 8 cm

Thickness

1.2 mm

Track Pitch

1.6 μ m (CD-ROM); 0.74 μ m (DVD)

Laser

Beam Divergence	53.5 degrees +/- 1.5 degrees
Output Power	5 mW
Type	Semiconductor laser GaAIAs
Wave Length	650 nm +/- 25 nm (DVD) 795 nm +/- 25 nm (CD)

Access Time

Random	DVD:	CD:
Full Stroke	< 180 ms typical	< 120 ms
	< 300 ms	< 200 ms

Audio Output Level

Line Out	1.0 V (RMS) at 47 kW
Headphone	0.7 V (RMS) at 32 W

Cache Buffer

512 Kb

Sustained Data Transfer Rate

150 KB/sec (1x CD-ROM mode)
 1200-3600 KB/sec (24x CAV CD-ROM mode)
 2705-5410 KB/sec (4x CAV DVD mode)

Interface Cable Length (Max)

18 in

Typical Startup Time

< 10 sec

Typical Stop Time

< 2 sec

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SuperDisk Drive

	120MB	1.7MB	1.44MB	1.2MB	1.2MB	720Kb	640Kb
Total formatted capacity (bytes)	125,958,144	1,720,320	1,474,560	1,261,568	1,228,800	737,280	655,360
Sector size (bytes)	512	512	512	1024	512	512	512
Total number of sectors	246,012	3360	2880	1232	2400	1440	1280
Number of reassignable spare sectors	170	0	0	0	0	0	0
Seek times (including settling), ms:							
Average	70	70	70	70	70	70	70
Track-to-track	20	25	25	25	25	25	25
Maximum	120	170	170	170	170	170	170
Average latency, ms	41.67	41.67	41.67	41.67	41.67	41.67	41.67
Motor speed, rpm	720±5%	720±5%	720±5%	720±5%	720±5%	720±5%	720±5%
Motor start time, ms	800	800	800	800	800	800	800
Track density, tpi	2,490	135	135	135	135	135	135
Track width, µm	8	125	125	125	125	125	125
Transfer rate, kb/s:							
From diskette	375-680	150	150	125	125	75	75
Buffer (maximum)							