

CHAPTER **8**

Troubleshooting

Hardware, software, or a combination of both can cause computer problems. When you encounter any problem, it might be a typical problem that can easily be solved.

This chapter tells you what actions to take when solving common computer problems. It is divided into three sections:

- Preliminary checklist
- Solving common problems
- Resetting the computer

Preliminary Checklist

Here are helpful hints to follow before you take further actions when you encounter any problem:

- Try to isolate which part of the computer is causing the problem.
- Make sure that you turn on all peripheral devices before turning on the computer.
- If an external device has a problem, make sure that the cable connections are correct and secure.
- Make sure that the configuration information is properly set in the SCU program.
- Make sure that all the device drivers are correctly installed.
- Make notes of your observations. Are there any messages on the screen? Do any indicators light? Do you hear any beeps? Detailed descriptions are useful to the service personnel when you need to consult one for assistance.

If any problem persists after you follow the instructions in this chapter, contact an authorized dealer for help.

Solving Common Problems

For easy reference, the problems are divided into these categories.

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Battery Problems

The battery does not charge (Battery Charge indicator does not appear).

- Make sure that the AC adapter is properly connected.
- Make sure that the battery is not too hot – gets above 40°C (104°F) or too cold – below 0°C (32°F). Allow time for the battery pack to return to room temperature.
- Make sure that the battery pack is installed correctly.
- Make sure that the battery terminals are clean.

The operating time of a fully charged battery becomes shorter.

- If you often partially recharge and discharge, the battery might not be charged to its full potential. Initialize the battery to solve the problem. (See “Initializing the Battery Pack” in Chapter 3 for instructions.)
- Make sure that power to the Tablet PC is off. If you use the Tablet PC during recharging for more than 4 hours, the recharging will stop no matter whether the battery has been fully charged or not. If this happens, you can disconnect and then reconnect the AC adapter to start the recharging again.

The battery operating time indicated by the battery meter does not match the actual operating time.

- The actual operating time can be different from the estimated time, depending on how you are using the computer. If the actual operating time is much less than the estimated time, initialize the battery. (See “Initializing the Battery Pack” in Chapter 3 for instructions.)

CD/DVD Drive Problems

The CD/DVD drive cannot read a CD.

- Make sure that the CD is correctly seated in the tray, with the label facing up.

- Make sure that the CD is not dirty. Clean the CD with a CD cleaning kit, available in most computer stores.
- Make sure that the CD/DVD drive driver is installed correctly.
- Make sure that the computer supports the CD or the file format contained.

You cannot eject a CD.

- The CD is not properly seated in the drive. Manually release the CD following the method described next:

Turn off the system.

Insert a small rod, such as a straightened paper clip, into the drive's manual eject hole and push firmly to release the tray.

Pull the tray out until fully extended, and then remove the CD.

Display Problems

Nothing appears on the screen.

- If the power-on indicator is not on, check the electrical outlet, the plugs and power cords.
- If the power button  does not respond to a light touch, press the button firmly.
- If you are using the battery power, make sure that it has a charge remaining and that it is installed correctly.
- During operation, the screen may automatically turn off as a result of power management. Press any key to see if the screen comes back.
- The brightness level might be too low. Increase brightness by pressing on the brightness/volume control button on the front panel of the Tablet PC.
- The display output might be set to an external monitor.
- Reset the Tablet PC by pressing the reset button on the right side of the computer or by pressing **Ctrl+Alt+Del** keys if you are using an external keyboard.

- Try turning the computer off, wait a few seconds, then turn it back on.

The characters on the screen are dim.

- Adjust the brightness.

Bad dots appear on the display at all times.

- A small number of missing, discolored, or bright dots on the screen are an intrinsic characteristic of TFT LCD technology. It is not regarded as a LCD defect. The Inspection Standard generally agreed in the LCD industry allows a maximum of 8 pixels on a unit.

Term definition:

Bright dots When the LCD screen is lighted, dots appear bright at a dark area. Red/green/blue bright dots also count.

Dark dots When the LCD screen is lighted, dots appear black at bright areas.

Distance between defective dots The minimum distance between two defective dots.

Adjacent defective dots Defective dots within a radius of 10 mm.

LCD Type	Defective dots		Distance between defective dots		Two adjacent defective dots		Three or more adjacent defective dots		Total
	Bright	Dark	Bright	Dark	Bright	Dark	Bright	Dark	
12.1" SVGA	N≤5	N≤5	≤15mm	≤15mm	≤2 Pairs	≤2 Pairs	Not allowed	Not allowed	N≤8
13.3" XGA	N≤5	N≤7	≤15mm	≤15mm	≤2 Pairs	≤2 Pairs	Not allowed	Not allowed	N≤9
14.1" XGA	N≤5	N≤7	≤15mm	≤15mm	≤2 Pairs	≤2 Pairs	Not allowed	Not allowed	N≤9
15" XGA	N≤8	N≤8	≤15mm	≤15mm	≤2 Pairs	≤2 Pairs	Not allowed	Not allowed	N≤10
18" XGA	N≤9	N≤15	≤5mm	≤20mm	≤3 Pairs	≤5 Pairs	Not allowed	Not allowed	N≤20

Resolution cannot be adjusted to desired setting.

- Make sure that the video driver is installed correctly.

The external monitor displays nothing.

- Make sure that the monitor is turned on.
- Make sure that the monitor's signal cable is properly connected.
- Check if the Setup item **Display Mode** on the Main menu of the SCU program is configured correctly.

Simultaneous display does not work.

- Make sure that you turn on the external monitor before turning on the computer.
- Check the Setup item **Display Mode** on the Main menu of the SCU program is configured correctly.

Floppy Disk Drive Problems

The Floppy Disk Drive In-use Indicator stays on.

- Make sure that the floppy disk is not physically damaged.
- Make sure that the floppy disk is inserted correctly.

The disk drive cannot write to a floppy disk.

- Make sure that the floppy disk is formatted.
- Make sure that the floppy disk is not write-protected.
- Make sure that you are writing to the correct drive.
- Make sure that there is enough space left on the floppy disk.
- Make sure that the floppy disk is not physically damaged.

The disk drive cannot read a floppy disk.

- Make sure that the floppy disk is formatted.
- Make sure that you are reading the correct drive.

Hardware Device Problems

The computer does not recognize a newly installed device.

- The device may not be correctly configured in the SCU program. Run the SCU program to identify the new type.
- Make sure if any device driver needs to be installed. (Refer to the documentation that came with the device.)

- Make sure if the device needs any jumper or switch settings. (Refer to the documentation that came with the device.)
- Check the cables or power cords for correct connections.
- For an external device that has its own power switch, make sure that the power is turned on.

Hard Disk Drive Problems

The hard disk drive error message appears on the screen.

- Insert a bootable diskette and check the integrity of your hard drive.
- The hard disk drive has defects. Ask your dealer for help.

The hard disk drive operations seem slow.

- The data files stored on the hard disk drive may be fragmented. Use a tool such as Window's **Disk Defragmenter** to defragment the files.

The hard disk drive in-use indicator glows without blinking.

- The data files stored on the hard disk drive may be fragmented. Use a tool such as Window's **Disk Defragmenter** to defragment the files.

Infrared Problems

The IR port does not work.

- Make sure that the IR ports of the two device face each other within a ± 15 -degrees angle and 1 meter (3 feet) distance and there are no obstructions in between.
- Make sure that the device connected is using an equivalent speed.
- Make sure that the IrDA Fast Infrared Port is set to HP HSDL-2300/3600.
- Make sure that the IR port is set correctly in the SCU program.
- If you are printing to an infrared printer, make sure that the appropriate driver is installed.

- If you are using any file transfer functions, make sure that both the computer and the IR device have the appropriate software running.
- Make sure that there is no device radiating infrared rays, such as remote-controlled devices or wireless headphones, near the computer or device.
- Make sure that no direct sunlight or fluorescent lamps are near the computer or device.
- Make sure that the IR ports are clean.

Keyboard and Mouse Problems

The keyboard does not respond.

- Try connecting another external keyboard. If it works, replace the former keyboard as it may be defective.

The numeric keypad is disabled.

- Make sure that the **Num Lock** is switched on. (Check if the Num Lock Indicator  appears or not.)

The external keyboard does not work.

- Make sure that the keyboard cable is properly connected.

The PS/2 mouse does not work.

- Make sure that the mouse cable is properly connected.
- Make sure that the pointing device is enabled in the SCU program.

The serial mouse does not work.

- Make sure that the mouse cable is properly connected.
- Make sure that you connect the mouse before booting the computer.
- Make sure that the serial port is enabled in the SCU program.

LAN Problems

I cannot access the network.

- Make sure that the LAN driver is correctly installed.
- Make sure that the LAN cable is properly connected to the RJ-45 connector and the network hub.
- Make sure that the network configuration is appropriate.
- Make sure that the user name or password is correct.

Modem Problems

The modem does not work.

- Make sure that the modem driver is correctly installed.
- Make sure that the telephone line is properly connected.
- Make sure that the COM port in the communication software is correctly set.
- Turn off power management.

PC Card Problems

The PC Card does not work.

- Make sure that the PC Card is correctly seated.
- If the card requires an IRQ (interrupt request), make sure that there is one available.
- The PC Card may be attempting to use COM3 or COM4 ports in a manner that conflicts with the COM1 or COM2 port being used by another device. Try running the SCU program to change the COM port setting. If your PC Card uses COM3, set COM1 as *Disabled*. If your PC Card uses COM4, set COM2 at *Disabled*.

The PC Card stops communicating properly.

- The application may have been reset when the computer is turned off or in Standby mode. Exit and restart the application.

Power Management Problems (for Windows)

The computer does not enter Standby or Suspend mode automatically.

- If you have a connection to another computer, the computer does not enter Standby or Suspend mode if the connection is actively in use.
- Make sure that the Standby or Suspend time-out is enabled.

The computer does not enter Standby or Suspend mode immediately.

- If the computer is performing an operation, it normally waits for the operation to finish.

The computer does not resume from Standby or Suspend mode.

- The computer automatically enters Standby or Suspend mode when the battery pack is empty. Do any one of the following:
 - Connect the AC or car adapter to the computer.
 - Replace the empty battery pack with a fully charged one.

The computer does not enter Suspend mode.

- If you are using Windows 98, make sure that the Suspend-to-disk partition or file exists.
- You might be using a PC Card that prevents the computer from entering Suspend mode. To enter the mode, stop the communication program and then remove the card or stop the card.

Printer Problems

The printer does not work.

- Make sure that the printer is turned on (if it comes with an independent power source) and is online (ready to use).

- Make sure that the printer's signal cable is properly connected.
- Make sure that the printer driver is correctly installed.
- Make sure that you have assigned the printer port correctly in your operating system or application program.
- Make sure that the printer port is enabled in the SCU program.

The printer prints garbled information.

- Make sure that the printer driver is correctly installed.
- Make sure that the printer cable is properly connected.

Software Problems

An application program does not work correctly.

- Make sure that the software is correctly installed.
- If an error message appears on the screen, consult the software program's documentation for further information.
- If you are sure the operation has stopped, reset the computer. (See "Resetting the Computer" in this chapter.)

Sound Problems

No sound is produced.

- Make sure that the volume control is not set too low.
- Make sure that the audio driver is correctly installed.
- Make sure that the computer is not in Standby mode.
- If using an external speaker, make sure that the speaker is properly connected.

Distorted sound is produced.

- Make sure that the volume control is not set too high or too low. In most cases, a high setting can cause the audio electronics to distort the sound.

The sound system does not record.

- Adjust the playback or recording sound levels.

The external microphone or audio device does not work.

- Make sure that the microphone is connected to the proper connector on the computer.
- Make sure that your computer is equipped with the driver needed.
- Click the speaker symbol on the taskbar and check the Windows volume control.
- Check the volume control of your computer.

Startup Problems

When you turn on the computer, it does not respond and the Power Indicator does not appear.

- If you are using an external AC power, make sure that the AC adapter is correctly and securely connected. If so, make sure that the electrical outlet works properly.
- If you are using the battery power, make sure that the battery is not discharged.

When you turn on the computer, it stops after POST.

- Restart your computer.

The message “Operating system not found” appears on the screen after you turn on the computer.

- Make sure that there is no floppy disk in the floppy disk drive. If there is, remove it and restart the system.
- If this message appears when you are booting from the hard disk, insert a bootable disk in the floppy disk drive and check the condition of the hard disk.

The message “Invalid system disk” or “Disk error” appears on the screen after you turn on the computer.

- If you are deliberately trying to boot from a floppy disk, replace the disk with a bootable one and press any key to continue booting.
- If you are booting from the hard disk, make sure that there is no floppy disk in the floppy disk drive. If there is, remove it and restart the system.
- If this message appears when you are booting from the hard disk, insert a bootable disk in the floppy disk drive and check the condition of the hard disk.

Other Problems

The date/time is incorrect.

- Correct the date and time via the operating system or SCU program.
- After you have performed everything as described above and still have the incorrect date and time every time you turn on the computer, the RTC (Real-Time Clock) battery is at the end of its life. Call an authorized dealer to replace the RTC battery.

Resetting the Computer

You may have to reset (reboot) your computer on some occasions when an error occurs and the program you are using hangs up.

If the system operation seems to hang up, first wait. It is possible that the system is processing data. Periodically check the hard disk drive in-use indicator, if it flashes irregularly, the program may be accessing data and preventing you from using the keyboard. If you are sure the operation has stopped and you cannot use the “restart” function of the operating system, reset the computer.

Reset the computer by any one of these method:

- Press **Ctrl+Alt+Del** if you have an external keyboard connected.
- If the above action does not work, turn off the system. Wait for at least five seconds and turn it on again.
- If the above does not work, insert a small rod, such as a straightened paper clip, into the reset switch on the right side of the Tablet PC and press firmly.



CAUTION: Resetting will cause any unsaved data to be lost.