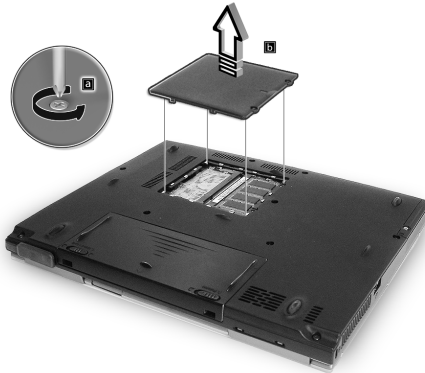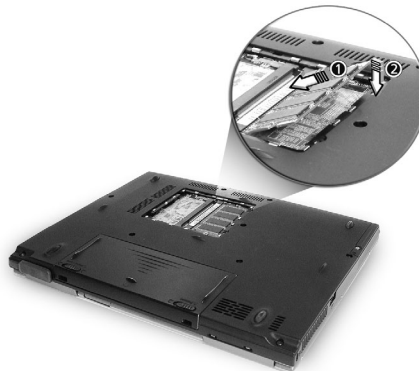Installing memory

Follow these steps to install memory:

1   Turn off the computer, unplug the AC adapter (if connected) and remove the battery pack. Then turn the computer over to access its base.

2   Remove the screws from the memory cover (a); then lift up and remove the memory cover (b).

3   Insert the memory module diagonally into the slot (1), then gently press it down (2) until it clicks into place.

4   Replace the memory cover and secure it with the screw.

5   Reinstall the battery pack, and reconnect the AC adapter.

6   Turn on the computer.

The computer automatically detects and reconfigures the total memory size.
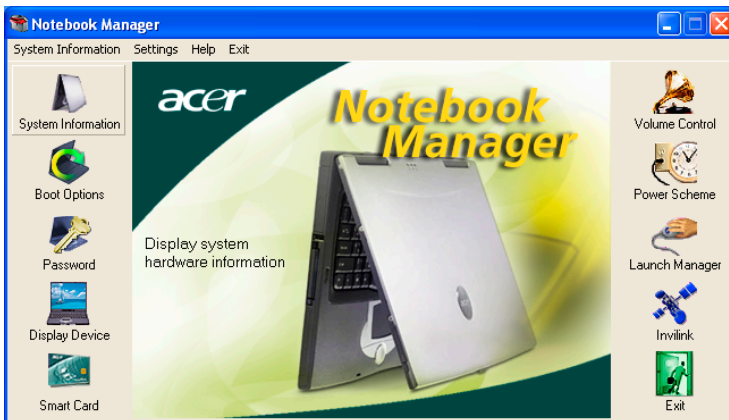
Using system utilities

Notebook Manager

The computer has a built-in system setup program called Notebook
Manager. The Windows-based Notebook Manager allows you to set
passwords, the startup sequence of the drives, and power
management settings. It also shows current hardware configurations.
To start the Notebook Manager, press **Fn-F2** or follow these steps:

1   Click on **Start**, **All Programs**, then **Notebook Manager**.

2   Select the **Notebook Manager** application to run the program.
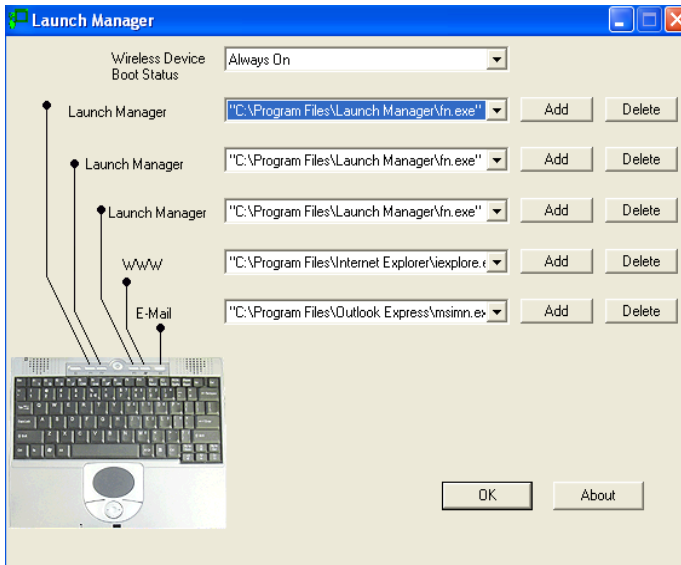
Click on Help for more information.

Launch Manager

Launch Manager allows you to set the two launch keys located above the keyboard. See "Launch Keys" on page 21 for the location of the launch key.

You can access the Launch Manager by clicking on **Start**, **All Programs**, and then **Launch Manager** to start the application.

BIOS Utility

The BIOS Utility is a hardware configuration program built into your computer's BIOS (basic input/output system).

Your computer is already properly configured and optimized, and you do not need to run this utility. However, if you encounter configuration problems, you may need to run it.

To activate the BIOS Utility, press **F2** during the POST (power-on self-test) while the TravelMate logo is being displayed.

Disk to Disk Recovery

Disk to Disk Recovery allows you to restore the hard drive with the original software content that was installed when you purchased your notebook. Follow the steps below to access Disk to Disk Recovery.

It is important to back up all data files before you use this option because your drive will be reformatted and all data will be erased.

Restoring process:

1 Press F2 to enter BIOS setup during Power-On Self-Test (POST while the TravelMate logo is being displayed).

2 Select "Advanced".

3 Refer to the on-screen instruction to set the Boot From D2D mode to "Enabled" and exit.

4 Promptly press F10 to enter on-screen instructions to continue the process. After restarting your computer, the Windows installation continues.

3 Troubleshooting my computer

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

Key link: www.acersupport.com

Frequently-asked questions

The following is a list of possible situations that may arise during the use of your computer. Easy answers and solutions are provided for each one.

I pressed the power button and opened the display, but the computer does not start or boot-up.

Look at the Power indicator:

- If it is not lit, no power is being applied to the computer. Check the following:

    - If you are running on battery power, it may be low and unable to power the computer. Connect the AC adapter to recharge the battery pack.

    - Make sure that the AC adapter is plugged in properly to the computer and to the power outlet.

- If it is lit, check the following:

    - Is a non-bootable (non-system) diskette in the external USB floppy drive? Remove or replace it with a system diskette and press **Ctrl-Alt-Del** to restart the system.

Nothing appears on the screen.

The computer's power management system automatically blanks the screen to save power. Press any key to turn the display back on.

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

- The brightness level might be too low. Press **Fn-↑** (increase) to adjust the brightness level.

- The display device might be set to an external monitor. Press the display toggle hot key **Fn-F5** to toggle the display back to the computer.

- If the Sleep indicator is lit, the computer is in Sleep mode. Press and release the power button to resume.

Image is not full-screen.

The computer display has a native resolution of 1024 x 768 (XGA) for the 12.1″. If you set the resolution lower than this, the screen expands

to fill the computer display. Right-click on your Windows desktop and select Properties to bring up the **Display Properties** dialog box. Then click on the Settings tab to make sure that the resolution is set to the appropriate resolution. Resolutions lower than the specified resolution are not full-screen on the computer or on an external monitor.

No audio is heard from the computer.

Check the following:

- The volume may be muted. In Windows, look at the volume control (speaker) icon on the taskbar. If it is crossed-out, click on the icon and deselect the Mute option.
- The volume level may be too low. In Windows, look at the volume control icon on the taskbar. You can also use the volume control buttons to adjust the volume. See "Keyboard Hot keys" on page 17 for more detail.
- If headphones, earphones or external speaker are connected to the line-out port on the computer's left panel, the internal speaker automatically turn off.

I want to eject the optical drive tray without turning on the power. I cannot eject the optical drive tray.

There is a mechanical eject button on the optical drive. Simply insert the tip of a pen or paperclip and push to eject the tray.

The keyboard does not respond.

Try attaching an external keyboard to the USB 2.0 connector on the right or left of the computer. If it works, contact your dealer or an authorized service center as the internal keyboard cable may be loose.

The infrared port does not work.

Check the following:

- Make sure that the infrared ports of the two devices are facing each other (+/- 15 degrees) a maximum of 1 meter apart.
- Make sure there is a clear path between the two infrared ports. Nothing should be blocking the ports.
- Make sure you have the appropriate software running on both devices (for file transfers) or you have the appropriate drivers (for printing to an infrared printer).

- During the POST, press **F2** to access the BIOS Utility and verify that the infrared port is enabled.
- Make sure both devices are IrDA-compliant.

The printer does not work.

Check the following:

- Make sure that the printer is connected to a power outlet and that it is turned on.
- Make sure that the printer cable is connected securely to the computer's parallel port and the corresponding port on the printer.
- During POST, press **F2** to access the BIOS Utility and verify that the parallel port is enabled.

I want to set up my location to use the internal modem.

To properly use your communications software (e.g. HyperTerminal), you need to set up your location:

1   Click on **Start**, **Settings**, **Control Panel**.
2   Double-click on **Modems**.
3   Click on **Dialing Properties** and begin setting up your location.

Refer to the Windows manual.

Troubleshooting tips

This notebook computer incorporates an advanced design that delivers onscreen error message reports to help you solve problems.

If the system reports an error message or an error symptom occurs, see "Error messages" on page 53. If the problem cannot be resolved, contact your dealer. See "Requesting service" on page 54.

Error messages

If you receive an error message, note the message and take the corrective action. The following table lists the error messages in alphabetical order together with the recommended course of action.

Error Messages	Corrective Action
CMOS Battery Bad	Contact your dealer or an authorized service center.
CMOS Checksum Error	Contact your dealer or an authorized service center.
Disk Boot Failure	Insert a system (bootable) diskette into the floppy drive (A:), then press **Enter** to reboot.
Equipment Configuration Error	Press **F2** (during POST) to enter the BIOS Utility; then press **Esc** in the BIOS Utility to reboot.
Hard Disk 0 Error	Contact your dealer or an authorized service center.
Hard Disk 0 Extended Type Error	Contact your dealer or an authorized service center.
I/O Parity Error	Contact your dealer or an authorized service center.
Keyboard Error or No Keyboard Connected	Contact your dealer or an authorized service center.
Keyboard Interface Error	Contact your dealer or an authorized service center.
Memory Size Mismatch	Press **F2** (during POST) to enter the BIOS Utility; then press **Esc** in the BIOS Utility to reboot.

If you still encounter problems after going through the corrective measures, please contact your dealer or an authorized service center for assistance. Some problems may be solved using the BIOS Utility.

Requesting service

International Travelers Warranty (ITW)

Your computer is backed by an International Travelers Warranty (ITW) that gives you security and peace of mind when traveling. Our worldwide network of service centers are there to give you a helping hand.

An ITW passport comes with your computer. This passport contains all you need to know about the ITW program. A list of available, authorized service centers is in this handy booklet. Read this passport thoroughly.

Always have your ITW passport on hand, especially when you travel to receive the benefits from our support centers. Place your proof-of-purchase in the flap located inside the front cover of the ITW passport.

If the country you are traveling in does not have an Acer-authorized ITW service site, you can still get in contact with our offices worldwide.

Please consult www.acersupport.com.

Before you call

Please have the following information available when you call Acer for online service, and please be at your computer when you call. With your support, we can reduce the amount of time a call takes and help solve your problems efficiently.

If there are error messages or beeps reported by your computer, write them down as they appear on the screen (or the number and sequence in the case of beeps).

You are required to provide the following information:

Name:_____

Address:_____

_____

Telephone number:_____

Machine and model type:_____

Serial number:_____

Date of purchase:_____

English

Appendix A
Specifications

This appendix lists the general specifications of your computer.

Microprocessor

• Intel® Pentium® M Processor with 1024 KB L2 cache

Memory

• Main memory expandable up to 2 GB

• Two DDR DIMM slots

• Support 128 MB, 256 MB, 512 MB & 1GB DDR SDRAM modules

• 512 KB Flash ROM BIOS

Data storage

• One high-capacity, Enhanced-IDE hard disk

• One 5.25-inch internal hot-swappable optical drive

Display and video

• Thin-Film Transistor (TFT) liquid crystal display (LCD) displaying 32-bit true color up to 1024 x 768 eXtended Graphics Array (XGA) resolution

• Simultaneous LCD and CRT display support

• 3D graphics engine

Audio

• 16-bit AC'97 stereo audio

• Built-in speaker

Keyboard and pointing device

• 84/85/88-key Windows keyboard

• Ergonomically-centered touchpad pointing device

I/O ports

- One type II CardBus PC Card slot
- One RJ-45 jack (Ethernet 10/100)
- One RJ-11 phone jack (V.92)
- One DC-in jack for AC adapter
- One VGA port for external monitor
- One speaker/headphone-out jack (3.5mm mini jack)
- One microphone-in jack
- One IEEE 1394 port
- Two USB 2.0 ports
- One FIR port (IrDA)

Weight and dimensions

- 1.70 kg (3.7 lbs) with 6-cell battery
  1.55 kg (3.4 lbs) with 4-cell battery
- 273 mm (W) x 231 mm (D) x 24 mm (H)

Environment

- Temperature
  - Operating: 5°C ~ 35°C
  - Non-operating: -20°C ~ 65°C
- Humidity (non-condensing)
  - Operating: 20% ~ 80% RH
  - Non-operating: 20% ~ 80% RH

System

- ACPI support
- DMI 2.0-compliant
- Microsoft Windows operating system

Power

- 6-cell battery
    - 48.84 Wh Li-ion battery pack
    - 2.5-hour rapid charge/3.0-hour charge-in-use

- 4-cell battery
    - 26.64 Wh Li-ion battery pack
    - 1.5-hour rapid charge/2.5-hour charge-in-use

- AC adapter
    - 65-Watt
    - Auto sensing 90~264Vac, 47~63Hz

Options

- 128 MB/256 MB/512 MB/1GB memory upgrade modules
- Additional Li-Ion battery pack
- Additional AC adapter
- USB Floppy drive
- CD-ROM, DVD-ROM, DVD/CD-RW combo, or DVD-Dual drive

English

Appendix B
Notices

This appendix lists the general notices of your computer.

FCC notice

This device has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the device and receiver
- Connect the device into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/television technician for help

Notice: Shielded cables

All connections to other computing devices must be made using shielded cables to maintain compliance with FCC regulations.

Notice: Peripheral devices

Only peripherals (input/output devices, terminals, printers, etc.) certified to comply with the Class B limits may be attached to this equipment. Operation with non-certified peripherals is likely to result in interference to radio and TV reception.

Caution

Changes or modifications not expressly approved by the manufacturer could void the user's authority, which is granted by the Federal Communications Commission, to operate this computer.

Use conditions

This part complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Notice: Canadian users

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Remarque à l'intention des utilisateurs canadiens

Cet appareil numérique de la classe B respected toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Modem notices

FCC

This equipment complies with Part 68 of the FCC rules. Located on the bottom side of the modem is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. Upon request, you must provide this information to your telephone company.

If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But, if advance notice is not practical, you will be notified as soon as possible. You will also be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If this equipment should fail to operate properly, disconnect the equipment from the phone line to determine if it is causing the problem. If the problem is with the equipment, discontinue use and contact your dealer or vendor.

TBR 21

This equipment has been approved [Council Decision 98/482/EC - "TBR 21"] for pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN termination point. In the event of problems, you should contact your equipment supplier in the first instance.

Important safety instructions

Read these instructions carefully. Save these instructions for future reference.

1 Follow all warnings and instructions marked on the product.

2 Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

3 Do not use this product near water.

4 Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.

5 Slots and openings in the cabinet and the back or bottom are provided for ventilation; to ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heat register, or in a built-in installation unless proper ventilation is provided.

6 This product should be operated from the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.

7 Do not allow anything to rest on the power cord. Do not locate this product where persons will walk on the cord.

8 If an extension cord is used with this product, make sure that the total ampere rating of the equipment plugged into the extension cord does not exceed the extension cord ampere rating. Also, make sure that the total rating of all products plugged into the wall outlet does not exceed the fuse rating.

9 Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock. Never spill liquid of any kind on the product.

10 Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks. Refer all servicing to qualified service personnel.

11 Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

  a When the power cord or plug is damaged or frayed

  b If liquid has been spilled into the product

  c If the product has been exposed to rain or water

  d If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions since improper adjustment of other

controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition.

e If the product has been dropped or the cabinet has been damaged

f If the product exhibits a distinct change in performance, indicating a need for service.

12 Replace the battery with the same type as the product's battery we recommend. Use of another battery may present a risk of fire or explosion.

13 Warning! Batteries may explode if not handled properly. Do not disassemble or dispose of them in fire. Keep them away from children and dispose of used batteries promptly.

14 Use only the proper type of power supply cord set (provided in your accessories box) for this unit. It should be a detachable type: UL listed/CSA certified, type SPT-2, rated 7A 125V minimum, VDE approved or its equivalent. Maximum length is 15 feet (4.6 meters).

Laser compliance statement

The CD or DVD drive used with this computer is a laser product. The CD or DVD drive's classification label (shown below) is located on the drive.

CLASS 1 LASER PRODUCT
CAUTION: INVISIBLE LASER RADIATION WHEN OPEN. AVOID EXPOSURE TO BEAM.

APPAREIL A LASER DE CLASSE 1 PRODUIT
LASERATTENTION: RADIATION DU FAISCEAU LASER INVISIBLE EN CAS D'OUVERTURE. EVITTER TOUTE EXPOSITION AUX RAYONS.

LUOKAN 1 LASERLAITE LASER KLASSE 1
VORSICHT: UNSICHTBARE LASERSTRAHLUNG, WENN ABDECKUNG GEÖFFNET NICHT DEM STRAHLL AUSSETZEN

PRODUCTO LÁSER DE LA CLASE I
ADVERTENCIA: RADIACIÓN LÁSER INVISIBLE AL SER ABIERTO. EVITE EXPONERSE A LOS RAYOS.

ADVARSEL: LASERSTRÅLING VEDÅBNING SE IKKE IND I STRÅLEN.

VARO! LAVATTAESSA OLET ALTTINA LASERSÅTEILYLLE.
VARNING: LASERSTRÅLNING NÅR DENNA DEL ÅR ÖPPNAD ÅLÅ TUIJOTA SÅTEESEENSTIRRA EJ IN I STRÅLEN

VARNING: LASERSTRÅLNING NAR DENNA DEL ÅR ÖPPNADSTIRRA EJ IN I STRÅLEN

ADVARSEL: LASERSTRÅLING NAR DEKSEL ÅPNESSTIRR IKKE INN I STRÅLEN

Lithium battery statement

The TravelMate 370 series uses the lithium battery, models BTP-50T3, BTP-73E1 only.

CAUTION
Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to local regulations. Recycle if at all possible.

ADVARSEL!
Lithiumbatteri - Eksplosionsfare ved fejlagtig håndtering. Udskiftning må kun ske med batteri af samme fabrikat og type. Léver det brugte batteri tilbage til leverandøren.

ADVARSEL
Eksplosjonsfare ved feilaktig skifte av batteri. Benytt samme batteritype eller en tilsvarende type anbefalt av apparatfabrikanten. Brukte batterier kasseres i henhold til fabrikantens instruksjoner.

VARNING
Explosionsfara vid felaktigt batteribyte. Använd samma batterityp eller en ekvivalent typ som rekommenderas av apparattillverkaren. Kassera använt batteri enligt fabrikantens instruktion.

VAROITUS
Päristo voi räjähtää, jos se on virheellisesti asennettu. Vaihda paristo ainoastaan laitevalmistajan suosittelemaan tyyppiin. Hävitä käytetty paristo valmistajan ohjeiden mukaisesti.

VORSICHT!
Explosionsgefahr bei unsachgemäßen Austausch der Batterie Ersatz nur durch denselben oder einem vom Hersteller empfohlenem ähnlichen Typ. Entsorgung gebrauchter Batterien nach Angaben des Herstellers.

LCD pixel statement

The LCD unit is produced with high-precision manufacturing techniques. Nevertheless, some pixels may occasionally misfire or appear as black or colored dots. This has no effect on the recorded image and does not constitute a malfunction.

Macrovision copyright protection notice

This product incorporates copyright protection technology that is protected by method claims of certain U.S. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision Corporation. Reverse engineering or disassembly is prohibited.

Apparatus Claims of U.S. Patent Nos. 4,631,603, 4,577,216, 4,819,098, and 4,907,093 licensed for limited viewing uses only.

A-Tick notice

For safety reasons, only connect headsets with a telecommunications compliance label. This includes customer equipment previously labelled permitted or certified. The unit shall be connected to Telecommunication Network through a line cord which meets the requirements of ACA Technical Standard TS008. Australian approved mains cord set shall be used with the equipment.

Note: Below regulatory information is for models with wireless LAN and/or Bluetooth only.

Regulatory Information

The Wireless module must be installed and used in strict accordance with the manufacturer's instructions. This device complies with the following radio frequency and safety standards.

Canada - Industry Canada (IC)

• This device complies with RSS 210 of Industry Canada.

Europe - EU Declaration of Conformity

This device complies with the standards listed below, following the provisions of the EMC Directive 89/336/EEC:

• ETSI EN 301 489-1/17

• ETSI EN 300 328-2

• EN 300 328 V1.4.1.

USA - Federal Communications Commission (FCC)

This device complies with Part 15 of FCC Rules. Operation of the devices in an Wireless LAN System is subject to the following two conditions:

• This device may not cause harmful interference.

• This device must accept any interference that may cause undesired operation.

Exposure to Radio Frequency Radiation

The radiated output power of the Wireless module is far below the FCC radio frequency exposure limits. Nevertheless, the Wireless module shall be used in such a manner that the potential for human contact during normal operation is minimized.

The transmitter and the antenna are permanently installed inside the notebook, and are specific for this model (not for generic computer). The antenna of this device is installed on the top of the LCD display. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These

limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment (example - use only shielded interface cables when connecting to computer or peripheral devices).

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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