

English**Deutsch****Francais****Welcome to
GoBook II
Help**

Getting Started

Congratulations on your purchase of the Itronix GoBook II computer! Your new GoBook II features the most innovative advances in portable computing technology. It combines state-of-the-art ergonomics with a rugged, durable architecture to provide you with a notebook computer that is compact, powerful, rugged and easy to use. Designed for a wide range of business and personal productivity applications, the GoBook II is an ideal choice for use in applications that require durability and performance.

For maximum expandability without compromising portability, the GoBook II has a USB interface and a [PC card](#) slot. The high capacity [hard disk](#) drive provides you with plenty of storage space for multimedia files and applications.

The GoBook II features a standard 87-key Nitevue® keyboard (89-key international). The high-resolution 12.1-inch touch screen LCD panel provides clear and crisp viewing with the convenience of a touch screen.

This online document, *GoBook II Help*, contains all the information you need to set up and use your new GoBook II. It describes all the features of the GoBook II in an easy-to-read yet thorough manner. For information on printing, navigating or otherwise using *GoBook II Help* see [How to Use This Help System](#).

GoBook II™ Help

Checklists

After opening the package, carefully inspect the contents. Contact your dealer if any items are missing or appear damaged. The shipping carton should contain the following:

STANDARD

- The Itronix GoBook II computer
- Battery
- ADP-90AB or ADP-75FB AC adapter with power cord
- 12.1 inch [XGA display](#)
- Stylus
- Shoulder Strap
- *GoBook II Quick Start Guide*

OPTIONS

The following items are normally optional, but some vendors may include them in the standard package. Some items may not be available in some countries, or some vendors may choose not to carry all the items.

- Floppy disk drive
- CD-ROM drive
- CD-RW Drive
- DVD-ROM drive
- [SVGA display](#)
- Soft Handle
- Media Bay Li-Ion battery pack (3000 mAh)
- [Hard Disk Drive Heater](#)
- [LCD Heater](#)

CAUTION When purchasing any of the accessories listed above, purchase only those accessories that are approved for use with your computer. The above accessories are proprietary items. Your system vendor can obtain these approved accessories. If you use items that are not approved for use with this computer, you may cause your computer to malfunction, or to emit or receive electromagnetic radiation in excess of local regulations. For non-proprietary accessories such as PC Cards or printers, ensure that the accessory functions properly in your computer before making the purchase. Your system vendor may be able to recommend reliable brands and models.

Features

High Capacity Hard Disk Drive

The computer has a high capacity hard disk drive, enabling you to install your favorite programs and store large multimedia files.

Full Array of Ports and Connectors

Your computer includes standard ports for connecting to peripherals such as USB devices and monitors. USB ports allow you to add many types of peripherals.

Large SVGA or XGA LCD

Your computer has a large, easy to view SVGA or XGA LCD panel.

Built-in Microphone and Stereo Speakers

The stereo speakers and internal microphone enable you to run a variety of multimedia applications.

Function Keys

Function keys allow you to suspend your computer, shut the LCDs off, and give you easy control of audio and your monitor.

Where to Look For Information

About Your Computer

This Help System describes the key elements of your computer. New users can find a simple step-by-step orientation in this chapter.

About Windows

For more extensive information and help about Windows go to [Help and Support](#), found on the Start Menu. Go to Start, Programs, Accessories to open , an online orientation of Windows XP.



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GoBook II™ Help

Precautions

You can use your computer under a wide range of environmental conditions. However, to ensure long

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use and continued high performance, consider the following factors when setting up your computer:

- Follow all warnings and instructions noted in this documentation and in the Windows [Help and Support](#), found on the Start Menu.
- The first time you use your computer, we recommend that you carefully read the section on [Power Management](#) to familiarize yourself with some basic battery information and to ensure optimum performance
- There is danger of explosion if the battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.
- Do not open the RAM door by yourself.
- Unplug the computer from the power outlet before cleaning. Use a damp cloth for cleaning. Do not use aerosols, solvents, or strong detergents
- Slots and openings in the computer case are for ventilation purposes. Do not block or cover these openings or the system could overheat
- On the bottom of the GoBook II, there is a label with information on the power requirements of this system. These requirements must be followed. If you are unsure of your local power supply, consult your dealer or local Power Company
- Do not step on or place anything on the power cord
- If you use the computer with an extension cord, ensure that the total ampere ratings of all the devices sharing the extension do not exceed the rating of the extension cord or the rating of the wall outlet
- Unless instructed, never push foreign objects into the computer through any of the slots or openings. Dangerous voltages are present, which could cause electric shock, fire, or damage sensitive components
- For best results, use a power strip with a built-in surge protector. Do not use inferior extension cords as this may result in damage to your computer



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GoBook II™ Help

The First Time. . .

Using your computer for the first time involves:

- [Installing the battery](#)
- [Connecting the AC adapter to the computer](#)
- [Turning the Computer On and Off](#)
- [Adjusting the Volume](#)

Installing the Battery

Make sure the computer is sheltered when you install the Lithium Ion battery; the computer is not weather sealed until the battery is properly installed. The battery should be fully charged before you operate the unit on battery power. To get the most from your battery, follow the guidelines in the [Power Management](#) section.

To install the battery

1. Remove the battery door.
2. Align the battery connectors and place the battery in the computer.
3. Replace the battery door and rotate the door latches to secure the door.

NOTE When the battery is installed and the computer is connected to AC power, see [Connecting the AC Adapter](#) below, it starts charging automatically. At moderate temperatures, approximately 70° Fahrenheit (21°C), the battery will be fully charged in four to six hours. In warmer or cooler temperatures, the battery can take much longer to fully charge. Refer to the [Power Management](#) section for additional information.

Connecting the AC Adapter


To connect the ADP-90AB or ADP-75FB AC adapter

1. Connect the AC adapter power cord to the AC adapter.
2. Connect the AC adapter to the power jack at the rear of your computer.
3. Connect the AC adapter power cord to an AC outlet.
4. Lift the display to open the LCD.
5. Open the LCD panel to a comfortable viewing angle.
6. Press the **Power Button** to turn ON the power.

Turning the Computer On and Off

You can operate the computer while the battery is charging, while on [external power](#) , or on battery power only.

To turn on the computer

- Press the **Power Button**  button once, and then give the system time to respond.

To turn off the computer

1. From the Start menu, tap Shut Down.
2. Then, from the Shut Down Windows screen select Shut Down and tap OK.

If you need to leave the system for a short time, or if you want to conserve battery power, you can suspend the computer by pressing **FN+F3**. See [Power Management](#) for additional information.

Suspend to RAM In a suspend to RAM, the contents of your computer's memory are held intact, while almost all the components in your computer either turn off completely, or reduce power consumption to a minimum. In a suspend to RAM, your computer remains active, but with a minimum possible power consumption. Return the computer to full power by pressing any key. A fully-charged battery can maintain a Suspend to RAM for many hours.


Suspend to Disk (Hibernate) Suspend to Disk is similar to turning off the computer, except that the current state of the computer is copied to the [hard disk](#) as a special file. In a Suspend to Disk there is no power consumption. When the computer returns from [suspend mode](#) , the desktop appears with the same files and programs open as when the computer was suspended. Suspend to Disk is very useful when you don't want to take the time to shut down all open programs one by one to shut off the computer. This mode is also called hibernation mode.

CAUTION Shutting down the computer improperly could result in lost or corrupted data.

Adjusting the Volume

Volume for the computer is adjusted by using function key combinations.

- **FN + F8** decreases the volume
- **FN + F9** increases the volume
- **FN + F10** toggles the volume mute on or off

You can also adjust the volume with the Windows volume control applet, which is located on the taskbar and looks like this .

NOTE Adjusting the volume using the function keys produces only a slight change with each press. It may take several presses to increase or decrease the volume to a level that you desire.





Calibrating the Touch Screen

Your GoBook II computer has a touch screen display. Follow the guidelines below to calibrate the touch screen for optimum use.

CAUTION

- Always use an approved stylus or your finger.
 - Never use sharp, hard, or abrasive implements on the touch screen such as ball point pens, pencils, or keys. They could damage the screen.
 - To clean the touch screen panel, apply a household glass cleaner to a soft, clean, dry cloth and wipe the screen.
-
-

Calibrating the touch screen

To calibrate the touch screen, open the Calibration Applet by selecting Start, Programs, Mobile Computer Tools, Touch Screen Calibrator. You can also open the Calibration Applet by selecting Start, Settings, Control Panel, Touch Screen Calibrator.

After the Calibration Applet starts, click on the Calibrate button

After you have completed calibration by touching the four highlighted points with an approved stylus, select OK to have the new settings take effect.



NOTE If you cannot select objects accurately with the stylus you may need to re-calibrate the touch screen. This can be accomplished by revisiting the procedure above.

Adjusting the Screen

You can adjust the display brightness for better viewing.

Use the following keys to make adjustments:

To Do This...	Press
Lighten the display	FN+F7
Darken the display	FN+F6

Setting the Date and Time

To set the date and time

1. Tap the Start button, Settings, Control Panel, and double-tap the Date / Time icon.
2. From the Date / Time Properties menu, make changes to the Time and Date, and then close this screen by selecting OK.







Startup Problems?

If your computer does not operate, try these solutions.

- Connect the AC adapter to charge the battery if it is not charged.

NOTE The Power LED on the AC adapter should be lit as well as the External Power Indicator  on the GoBook II if the AC adapter is connected and functioning properly. Additionally, one of the power icons should appear in the task tray.

- If the AC adapter is connected, make sure the electrical outlet you are using works.
- Check to make sure the battery is installed and charged properly.
- If the battery doesn't begin charging, remove the battery, connect the AC adapter, and turn on the computer by pressing **On**. Reinstall the battery. The Battery Power Indicator LED  is solid while the battery is charging.

The [Troubleshooting](#) section lists additional solutions you can try.



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Getting Familiar with Your Computer

The GoBook II computer is a [ruggedized](#), weather-sealed laptop computer system built for the demanding environment of the mobile worker. Designed for use by mobile workforces, this computer is a superior work tool for collecting, managing, and communicating information in the field.

The following pages describe the external and internal features of your GoBook II computer.



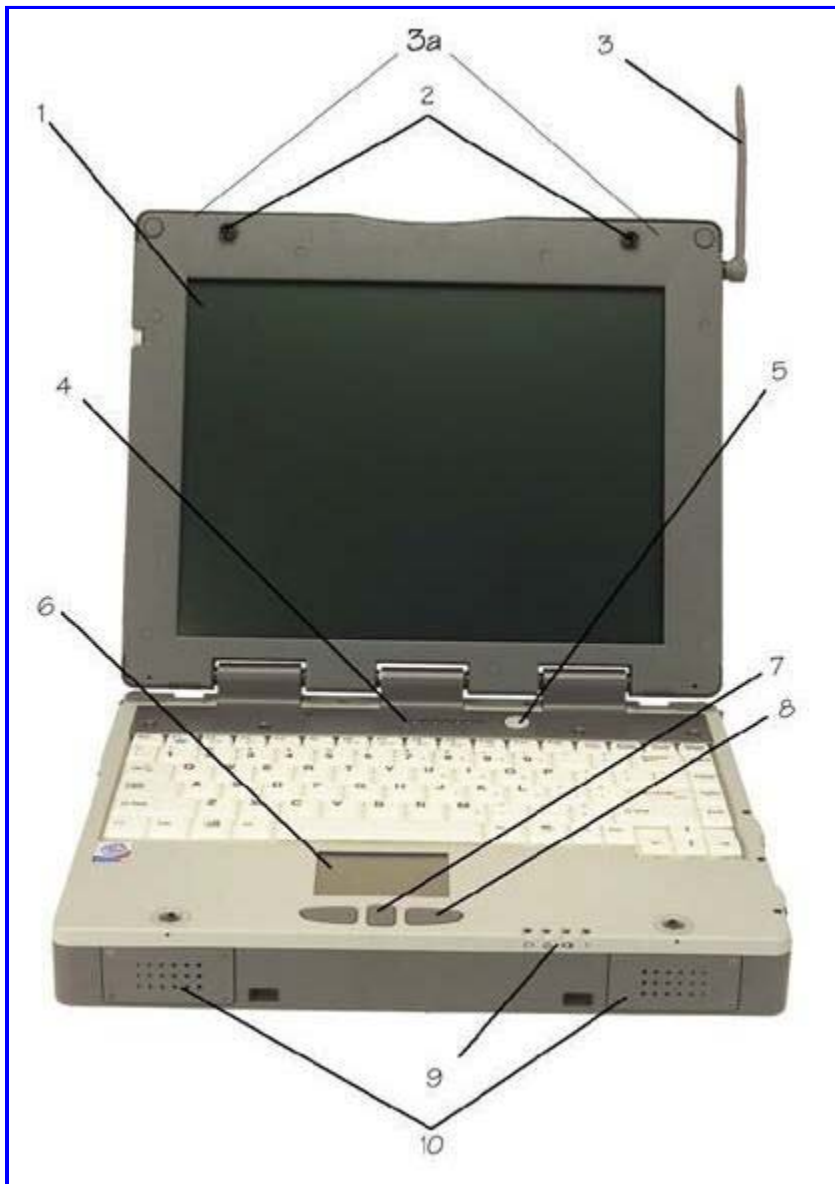
Individual Parts

The following diagrams and descriptions provide an overview of your GoBook II computer.

Hover the mouse over each number on the picture to see a description.

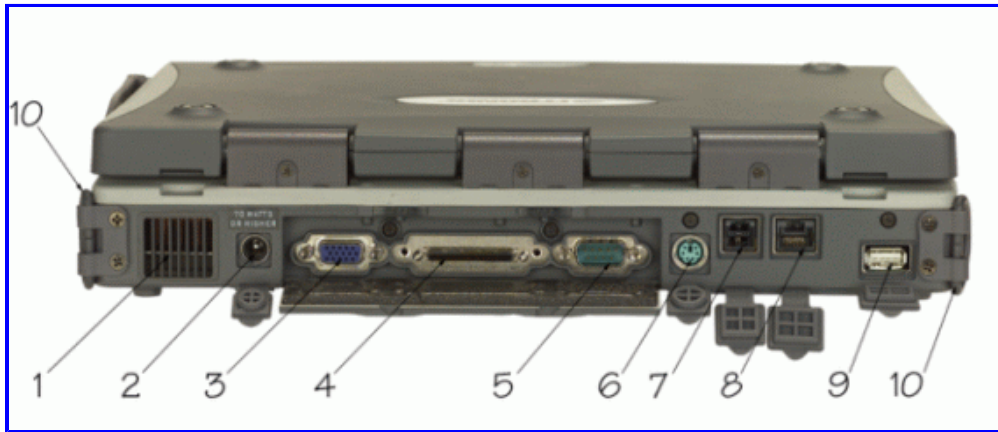
Front View

1. Touch Screen Display
2. Display Latches
3. Antenna
- 3a. Antenna (internal mini-WLAN)
4. Activity Indicators
5. Power Button
6. Touchpad
7. Scrolling Button
8. Touchpad Buttons
9. Power / Wireless Modem Indicators
10. Speakers



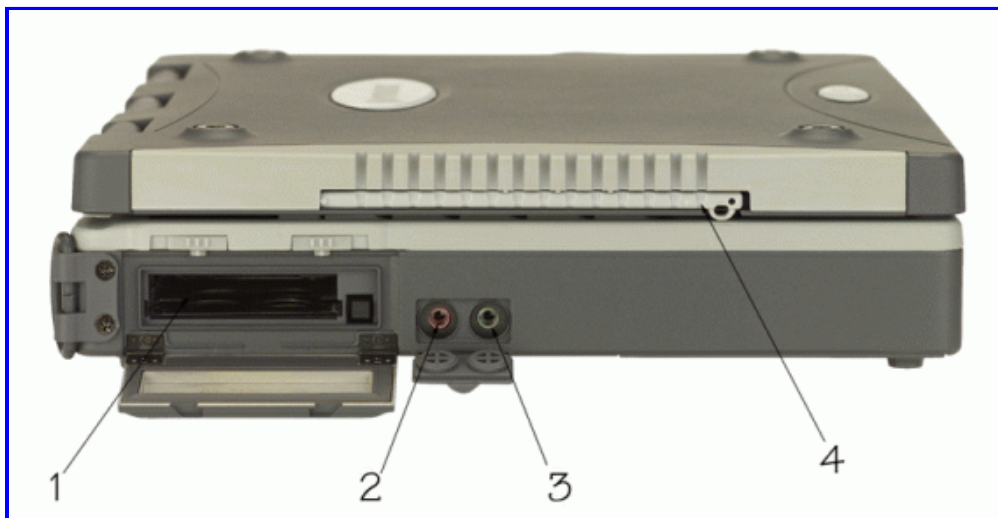
Back View

- Cooling Fan
- Power Jack
- 15-Pin VGA Port
- 60-Pin Multi-IO Port
- 9-Pin Serial Port
- 6. PS2 Port
- 7. RJ-11 Modem Jack
- 8. RJ-45 Network Jack
- 9. USB Port
- 10. D-Rings



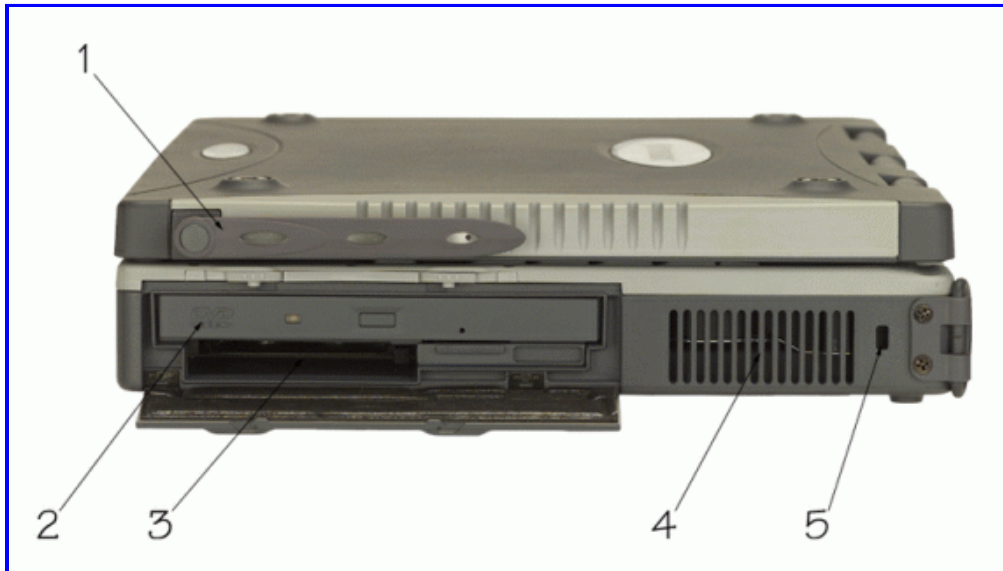
Left Side View

1. PC Card Slot
2. Microphone Jack
3. Audio Jack
4. Stylus



Right Side View

1. Antenna
2. Media Bay - CDROM, DVD, Floppy Disk, CDRW, or Media Bay Battery
3. Radio Bay
4. Cooling Fan
5. Security Slot

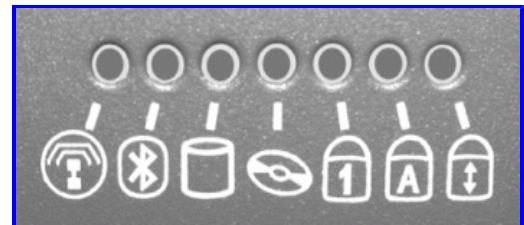


Display with Stylus



LED Activity Indicators

The activity indicators, located above the keyboard, light up when a particular function of the computer is active. Each indicator is marked with a corresponding symbol and is visible when the lid is open or closed. LED numbers are from left to right.



Icon & LED #
Function



Mini PCI

LED #1



Not Used

LED #2



LED #3

Disk Status
(HW)

LED #4

Media Drive
Bay

LED #5

Number Lock



LED #6

Caps Lock

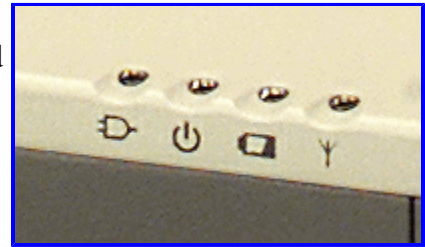


LED #7

Scroll Lock

LED Power / Wireless Modem Indicators

The case front LED's indicate external power, unit ON/OFF, battery status, and wireless modem ON/OFF. The indicators remain active and viewable even when the LCD panel is closed.



Icon

Function LED

External Power Green
LED offPower Green
Flashing GreenBattery Green
Flashing Green
LED offWireless Modem Green
Flashing Green
LED off

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GoBook II™ Help

Keyboard Basics

The [keyboard](#) on the GoBook II computer looks much like the keyboard of a typewriter and operates in almost the same way. While typewriter keys put characters on paper, the keys on the laptop enter characters in the computer and perform certain functions, depending on the [application](#) or program.

The GoBook II computer features:

- 87-key US keyboard; 89-key international keyboard
- Twelve function keys, **F1-F12**
- Embedded numeric keypad
- Mouse keys and cursor control keys

Restarting the Computer

Press...

CTRL+ALT+DEL

Primary Keys

.

.

Arrow Keys

The arrow keys are defined by the [software](#) application.

The **UP ARROW** key usually moves the cursor up one line. In some cases, you can use the up arrow to make selections from menus and scrollable list boxes.

The **DOWN ARROW** key usually moves the cursor down one line. In Windows, you can use the down arrow to make selections from menus and scrollable list boxes.

The **RIGHT ARROW** key usually moves the cursor one character position to the right.

The **LEFT ARROW** key usually moves the cursor one character position to the left.

Function Keys

Hold the **FN** key while pressing the numbered function key.

Numeric Keypad

The numeric keypad is embedded in the keyboard area.

The embedded keypad emulates the numeric keypad typically found on a full-size keyboard. It is arranged like a calculator for applications that require you to key many numbers or for use with the Calculator in the standard Windows Accessories.

Touchpad

The touchpad is a pointing device that provides all the features of a two-button mouse. Its primary function is to move the cursor around the screen.



Using Your Touchpad

Clicking

1. First, place your fingers on the keyboard in the normal typing position. The touchpad is easily accessible by moving either your left or right thumb off the space bar and on to the touchpad.
2. Gently move your thumb across the touchpad in the direction you want the cursor to move. The pad detects the change in pressure and moves the cursor in the corresponding direction.

NOTE The touchpad on your GoBook II computer is electrically sensitive to finger touch. It will not respond if touched by anything other than your fingers, such as a stylus or pencil.

3. The touchpad offers another method of making selections in a software program. It is called double-tapping. This function corresponds to double-clicking with a mouse. Once the cursor has been moved to the object you want to select, lightly double-tap the pressure sensitive touchpad. This double-tapping on the touchpad will select the desired item and prompt the software to perform the related operation.
4. The left and right buttons located directly below the touchpad are the same in function as those on a two-buttoned mouse. Clicking these buttons makes selections, drags objects, or performs a variety of other functions depending on the software. To select an object, first move the pointer over the object you want to select, and then press the left button one time. The functions of these buttons are software specific.

Double-clicking

- Double-clicking is a common technique for selecting objects or launching programs from icons. Once you have moved the pointer over the object you wish to select, rapidly press the left button two times. This action is commonly referred to as "double-clicking" an object.

Dragging

- Move the pointer to the desired location then press down the left button. While still holding down the left button, move the pointer to the desired location. Release the button.
- Move the pointer to the desired location. Tap the touchpad twice quickly as if you were double-clicking, however do not remove your finger after the second tap. Move the cursor to the desired location. Lift your finger to finish dragging.

Adjust the touchpad settings by selecting Settings/Control Panel/Mouse/Buttons. These settings allow you to change the orientation of the touchpad from right-handed to left-handed, and fine-tune the pointer movement and timing of clicks.

Touchpad Precautions

If not properly cared for the touchpad can be easily damaged. Please take note of the following precautions.

- Do not rest heavy objects on the touchpad or the touchpad buttons.

General Guidelines

The mobile computer uses a Liquid Crystal Display (LCD), which is the type of screen used on many notebook and sub-notebook computers. One problem experienced on computers with an LCD display, especially in cold environments, is that the cursor seems to "disappear" whenever the mouse is moved quickly. To improve the visibility of the mouse cursor, you should use a slow or medium speed/sensitivity level.

You can combine a higher level of acceleration with a slow or medium speed/sensitivity level. This will allow you to move the mouse cursor quickly by increasing your finger pressure, while still providing a finer degree of control when you apply minimum pressure.

NOTE To change the speed of the mouse, from the Start Menu select Settings, Control Panel, and then choose Mouse to make adjustments.

Scrolling Buttons

If you are scrolling through a document, you may find the scrolling button more restful to your hand than holding down a mouse button. The scrolling button is located between the touchpad buttons. Push the top of the button to scroll up in a document or Web page; press the bottom of the button to scroll down.

Connecting an External Keyboard or Mouse

You can use your GoBook II computer with an optional external keyboard, numeric keypad, or IBM PS/2 compatible mouse. These devices are "hot swap" capable, which means you do not have to power down the GoBook II to connect them to the PS/2 connection located on the back of the unit.



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GoBook II™ Help

Display Basics

XGA vs. SVGA Display

Your GoBook II computer has either an XGA (standard) or SVGA (optional) display.

XGA Display: The XGA display is a transmissive color display designed to minimize glare and maximize transmitted light from the backlight so it has excellent readability in indirect light. The XGA display is the most popular display because it is easy to read indoors and in vehicles.

SVGA Display: The optional SVGA display is a transfective color display designed for frequent outdoor use with superior readability in direct sunlight. It also includes a backlight to improve visibility in low light conditions such as shade, in a vehicle or indoors.

Connecting to an External Monitor

The GoBook II has a 15-Pin VGA monitor [port](#) to connect your computer to an external monitor.

Using the VGA monitor port for dual display

You may use an external monitor simultaneously with your GoBook II's LCD. You may also disable the GoBook II's LCD and use the external monitor exclusively.

1. Locate the 15-pin VGA monitor port on the back of the unit behind the IO door. Then connect the video signal cable from the external monitor to the monitor port.
2. Connect the monitor's power cable to a power outlet and turn on the monitor.

3. If the new monitor has not automatically been detected and is not displaying what appears on your GoBook II's LCD screen, open the Control Panel.
4. Double-tap **Display**. The Display Properties window opens.
5. Tap the **Settings** tab. Then select the **Advanced** button.
6. Tap the **S3DuoVue** tab and select the CRT box to enable display on an external monitor.
7. You can also use the **FN+F2** hot keys to cycle through the CRT, LCD, and CRT//LCD settings.



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GoBook II™ Help

Disk Drives

Your computer comes with several components for reading and writing (recording) information.

The Hard Disk Drive

The [hard disk](#) provides high-capacity storage and fast access. Windows and most programs are stored here. Your GoBook II identifies the hard disk drive as drive C. For information about removing or installing the hard drive see [Hard Drive Care and Handling](#).

The Floppy Disk, CD-ROM, or DVD-ROM Drive

Your computer may come with a floppy disk drive. The floppy disk drive accepts 3.5-inch floppy disks and is read and write capable.

The CD-ROM drive is a read only drive. It cannot be used to write data to a recordable compact disk.

The CD-ROM drive can read data from CDs, including audio or video CDs. The DVD drive can read both DVD and CD disks. Your GoBook II identifies the drive with the letter following the hard drive letter. If your hard drive is C, then the CD-ROM drive will be D. The media bay is located on the right side of your computer, as you are facing the display, and is accessible by sliding the two bay door latches, which release and open the door.

Inserting a CD-ROM or DVD-ROM Disk

1. Press the button on the front of the drive to open the disk tray and pull the tray open.
2. Place the disk on the tray, label side up.

3. Place the disk on the central spindle and press gently until the disk clicks into place.
4. Slide back the tray until it clicks shut.

Removing a CD-ROM or DVD-ROM Disk

1. Make sure the computer is not accessing the CD-ROM/DVD-ROM drive.
2. Press the button on the front of the drive and pull the tray all the way out.
3. Pick up the CD-DVD by the edges and remove the CD-ROM/DVD-ROM from the tray. Push the tray into the computer until it closes fully.

CAUTION When the computer is reading from a CD-ROM/DVD-ROM or Floppy disk drive, the indicator light for the drive will flash. Do not attempt to remove a disk while this light is active.

Changing your 'swappable' media bay device

1. Make sure the computer is not accessing the media bay drive.
2. Slide the door latches to release the media bay door.
3. Left click the "unplug or eject" media bay icon on the right side of the taskbar.
4. Select the media bay device and left click to stop the device.
5. Wait for the "safe to remove hardware" message.
6. Grasp the media bay device by the removal tab and pull straight out until it is clear from the slot.
7. Click OK
8. Re-insert the next media bay device by firmly pushing it back into the slot until it clicks into place.



Precautions for Handling CD-ROM/DVD-ROM Disks

Keep these precautions in mind when handling CD-ROM/DVD-ROM discs.

- Always hold the disc by the edges; avoid touching the surface of the disc.
- Use a clean, dry, cloth to remove dust, smudges, or fingerprints. wipe from the center outward.
- Do not write on the surface of the disc.
- Extremes in temperature may damage discs. Store discs in a cool dry place.
- Do not use benzene, thinners, or cleaners with detergent. Only use CD0-ROM/DVD-ROM

cleaning kits.

- Do not bend or drop the discs.
- Do not place objects on top of discs.

CAUTION do not insert any foreign objects into the disc tray. Do not force the tray to open or close manually. When not in use, keep the tray closed to prevent dust or dirt from entering the drive unit. If you experience difficulty when removing a CD/DVD disc, stretch a paper clip (or use a pin or a thin metal rod) and insert it into the emergency eject hole located on the front panel.

The CD/DVD disk tray should eject immediately. This procedure can also be used to remove a CD-DVD from the drive when the GoBook II is powered off.



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GoBook II™ Help

The PC Card Slot

The [PC card](#) slot can be used as an interface between your computer and a variety of communications devices, such as network adapters, SCSI adapters, and fax/modems. They can also be used to provide additional data storage capacity. Your computer's PC Card slot supports Type I, II or III PC Cards, 32-bit CardBus cards, and Zoomed Video cards.



Installing a Card

1. The top side of a PC Card is usually identified with a label. Insert the card into the slot with the top up and the edge with pinhole contacts going in first. You will feel some resistance as the card slides into the back of the slot.
2. PC Cards require drivers, or a program that allows the [operating system](#) to use a specific device. Many drivers are included with Windows, but if not, you will be prompted to install the driver included with your card.

NOTE Please read the instructions included with individual PC Cards. Some cards may be inserted with power on, while others require that the computer be turned off.

Removing a PC Card

1. If a PC Card is in use, you must shut down the PC Card before removing it.
2. Select the PC Card icon on the right side of the Windows tray [taskbar](#) , then tap Stop.
3. When the Windows message appears, telling you that it is safe to remove the card, tap OK.
4. Press the eject button on the PC Card slot to release the eject button (it is spring loaded and remains hidden until it is pressed).
5. Press the eject button again to release the PC Card.



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Making Connections

Your computer is equipped with a full array of ports and connectors, including standard input/output (I/O) ports for quickly and easily adding peripheral devices such as printers and monitors. Refer to documentation included with individual devices for details on connecting these devices to your computer. Along with the standard ports found on most computers, your computer may also include optional modem and LAN ports for advanced communications technology.



GoBook II™ Help

Rear Connectors

Hover the mouse over each number on the picture to see a description.



1 DC-in Jack

Connect the DC power cable from the AC adapter to this jack.

2 VGA Out (External Video) Port

The 15-pin monitor can connect your computer to an external monitor.

3 Multi-I/O Port

The 60-pin Multi-IO port is provided so you can connect the GoBook II to an optional cradle or office dock.

4 Serial Port

The 9-pin serial port can be used to connect your computer to serial devices such as a fax/modem or a serial mouse. This port is identified as COM1 and is 16550A compatible.

5 PS/2 Port

You can use the mini-DIN PS/2 port to connect your computer to a PS/2 device such as a PS/2 keyboard or mouse.

6 Fax/modem RJ-11 Jack

The fax/modem can transmit data using the 56 Kbps V.90 or V.92 protocol, and send and receive faxes at 14.4 Kbps. In some countries, local regulations may not permit the use of the fax/modem designed for this system. In this case, you may use a PCMCIA modem.

CAUTION Plug your modem into an analog telephone jack only. Most homes use analog lines. Do not use digital lines, such as PBX and ISDN systems found in many offices. Digital lines may damage your modem. If you are unsure as to the type of port you have to plug into, simple detection and protection devices are available at your local computer store.

7 LAN RJ-45 Jack (optional)

With an Ethernet LAN you can make LAN connections without installing PC cards. Connection speed is 10/100 Mbps.

8 USB (Universal Serial Bus) Port

The USB is latest standard for attaching input devices, scanners, and other devices to a PC. USB devices can be chained together on a single cable. USB is 1.1 compliant.



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GoBook II™ Help

Left Side Connectors

Hover the mouse over each number on the picture to see a description



1 PC-Card Slot

Use this slot to connect PCMCIA-card devices.

2 Microphone Jack

Connect a microphone to this jack to record audio.

3 Audio-Out Jack

Connect external speakers or a stereo headset to this jack to listen to multimedia.



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GoBook II™ Help

Right Side Connector

Hover the mouse over the number on the picture to see a description.



1 Security Slot

Your computer has a Security Slot that can be used with a standard laptop locking device, such as a Kensington Lock. You can connect the GoBook II to a large object with the lock to prevent theft of your GoBook. See the documentation that comes with your lock for more information.



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Wireless Communications

The GoBook II includes two antennas for wireless communication. A WLAN antenna is embedded in the upper display housing and requires no user action. Another antenna is located on the upper right corner of the display for the Wavenet radio. Simply raise this antenna when using your Wavenet radio.

Use only the supplied or an approved antenna(s). Unauthorized antennas, modifications, or attachments could impair call quality, damage the phone, or result in violation of FCC regulations.

The GoBook II (IX260) contains the radio transmitters listed below. The following statements are relevant when using these radios:

- This device contains a Cisco MPI-350 WLAN radio transmitter and a Wavenet BM3900M radio transmitter. To comply with FCC RF exposure requirements when using the Wavenet transmitter, a minimum separation distance of 20 cm must be maintained between the external dipole antenna and all users/bystanders. When using the WLAN transmitter, a minimum separation distance of 20 cm must be maintained between the back of the LCD display and all users/bystanders. Both the Wavenet and WLAN transmitters should be turned off before carrying the Laptop PC order to comply with FCC RF exposure requirements.

Since each customer's radio configuration is unique please refer to the manufacturer documentation to setup and use your radio(s).



GoBook II™ Help

WAN and WLAN

The GoBook II supports many different wireless radio configuration options including LAN (Local Area Network) and WAN (Wide Area Network) wireless communication.

LAN radios are local and therefore span a small area such as a building or small group of buildings. The GoBook II's LAN radios include the Cisco Mini-PCI slot WLAN (**W**ireless **L**ocal **A**rea **N**etwork).

WAN radios cover a wider geographical area so they can be used anywhere the carrier has digital coverage. For example, our cell phone system. WAN radios are usually connected via a communications infrastructure such as a telephone system and connect at 14.4K to 153K depending on the carrier, technology, and coverage.



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GoBook II™ Help

Cisco Wireless LAN

The GoBook II computer includes a high powered WLAN radios:

1. The **Cisco MPI350 MiniPCI slot** with two antennas in the display. The *Cisco MiniPCI Card User's Manual* may already be installed on your GoBook II computer. Refer to it for more information.



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Power Management

The GoBook II has power management capability so you can reduce the amount of energy used, especially during periods of inactivity. Effective use of power management options can greatly conserve and extend your battery life.



GoBook II™ Help

Battery Calibration

BIOS Level Battery Calibration

The first time you use a battery, you should calibrate it. The calibration process empties and charges the battery. This allows the Windows battery gauge to accurately monitor battery status. To calibrate a battery, follow these steps:

1. Plug in the AC adapter.
2. Restart the computer. When the startup screen appears, just prior to the Windows logo screen, press the Del key to enter the BIOS Setup Utility.
3. At the "Choose the setup function" screen, select "Battery Calibration" and hit enter.

NOTE Make sure the AC adapter and battery are present.

4. Choose Primary or secondary battery and hit enter. Battery Calibration will take from 10 to 16 hours, depending on how much power the battery may already contain.

Windows Battery Calibration

Over time, as the battery is repeatedly drained and recharged, battery performance will decrease. Occasionally, the battery needs to be recalibrated for maximum performance. This is the purpose of the Battery Calibration application, to restore the battery to maximum performance levels.

To run the Battery Calibration program tap Start, Programs, and Mobile Computer Tools.

After starting calibration, the Battery Calibration application requires no further input from the user. The calibration consists of four steps:

1. Partial Discharge - the battery is drained to a level below 60 %.
2. Charge - the battery is fully charged to 100 %.
3. Discharge and calibrate:

First, the battery is discharged all the way down to zero. Now the battery is 'calibrated' but not charged. You may stop the process after this point and let the battery charge outside of the Battery Calibration application.

4. Charge - if the Battery Calibration continues running, the battery will fully charged to 100%.

NOTE The unit will not go into suspend mode while Battery Calibration is running.

CAUTION Do not disconnect AC power while Battery Calibration is running. If AC remains disconnected for more than two minutes, the application will terminate.

CAUTION Do not remove the battery while Battery Calibration is running. Doing so will cause the application to terminate immediately.



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GoBook II™ Help

Using the Battery

Monitoring Battery Power

There are two ways to monitor how much power the battery has left:


1. Click Start, Settings, Control Panel, Power Management (Power Options); then tap the Power Meter tab.
2. Moving the cursor to the battery icon on the taskbar, without selecting anything, is the simplest way to check on battery power status. The status will show as a pop-up when you mouse-over the icon.

NOTE If you do not see the battery icon, enable it in Start, Settings, Control Panel, Power Management (Power Options). Choose the Advanced tab and select "Always show icon on the taskbar."

Low Battery Alarms

How your computer responds to a low battery condition can be set by going to Start, Settings, Control Panel, Power Management, Alarms.

Two different power alarms can be enabled or disabled: the Low Battery Alarm, and the Critical Battery Alarm. Use the sidebar to set the power level at which the alarms are activated. Click on the Action button to choose whether the alarm sounds, displays a message, or both.

CAUTION When battery power is low, the Battery Power Indicator  will flash and the alarm will beep or display a warning on your screen. Take immediate action, such as saving files or connecting to the [AC adapter](#), or data may be lost.

When the computer alerts you that the battery is low, immediately do one of the following:

- Connect the AC power adapter
- Save your work and suspend to disk (Hibernate) by pressing the **Power Button**
- Save your work and then select Shut Down from the Start menu
- Turn off the computer (or suspend to disk) and replace the discharged battery with a charged battery (See [Changing the Battery](#))

NOTE Do not restart the computer until you have connected to an AC adapter, or replaced the discharged battery with a charged battery.



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
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GoBook II™ Help

Battery Charging

When you use the [AC adapter](#) to connect your GoBook II to a power outlet, the internal battery will begin to recharge automatically. While the battery is charging, the Battery Power Indicator  will be flashing green. When the battery is fully charged, it will turn off.

If your computer is turned off, or suspended to RAM, a fully discharged battery will take about 4 hours to recharge. If your computer is turned on and is not in suspend mode, it will take 4- 6 hours to recharge

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the battery. Refer to the following table:

	Charging	Discharging
System On	4-6 hours	3-4 hours
System Off (suspend to RAM)	4 hours	—

NOTE a fully charged Li-Ion battery can run the GoBook II for approximately 3 hours or more.

Power Saving Modes

Adjust the default power management settings in the Power Management (Power Options) dialog box in the Control Panel. The Power Management (Power Options) dialog box allows you to set different actions to take when the computer is left idle for a certain amount of time.

Suspend Mode

There are several possible settings for suspend mode. You may [Suspend to RAM](#), [Suspend to Disk](#) (Hibernate), or disable suspend altogether, which is not recommended.

Suspend to RAM

In a suspend to RAM, the contents of your computer's memory are held intact, while most of the components in your computer either turn off completely, or reduce power consumption to a minimum. In a Suspend to RAM, your computer remains active but with the minimum possible power consumption. Return the computer to full power by pressing any key. A fully-charged battery can maintain a Suspend to RAM for many hours.

Suspend to Disk (Hibernate)

Suspend to Disk (Hibernate) is similar to turning off the computer, except that the current state of the computer is copied to the [hard disk](#) as a special file. When the computer returns from suspend mode, the desktop appears with the same files and programs open as when the computer was suspended. Suspend to Disk (Hibernate) is very useful when you don't want to take the time to shut down all open programs one by one to shut off the computer, only to have to open the same programs and files the next time you use the computer. This mode is also called hibernation mode.

Initiating Suspend Mode

There are four ways to initiate suspend mode. The settings can be adjusted in the Power Management dialog box:

- The computer will automatically enter suspend mode when not used for a set period of time
- Selecting the Standby button in the Shut Down Windows dialog box
- Pressing the power button (if enabled in power settings)
- Pressing the suspend function key (**FN+F3**)

Power Button Settings

The function of the **Power Button** can be set to Shut down, Stand by or Hibernate in the Windows Control Panel. However, holding the **Power Button** down for more than four seconds will force a power off while operating under any situation, resulting in the loss of any unsaved information.

Power Saving Tips

- Avoid operating the fax/modem, or audio and video applications when using battery power. Operating a fax modem, video, or audio equipment increases the computer's power requirements.
- Decreasing monitor brightness can also save power. Decrease brightness by pushing **FN + F6**. Increase it by pushing **FN + F7**.

When to Replace the Battery

Over time, the battery's capacity gradually decreases. We recommend that you replace your battery when you notice that it begins to store significantly less charge.

WARNING There is danger of explosion if the battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

Changing the Battery

Change the main battery pack as follows:

1. Turn off the computer.
2. Disconnect [external power](#) .
3. Close the display and turn the computer over.
4. Rotate the latches on the battery door to the open position and remove the door. Remove the battery.
5. Make sure the replacement battery is properly orientated. Insert the battery into the battery compartment. Check that the latches lock back into position.
6. Charge the new battery by plugging the computer into AC power.



Heat Considerations

The computer's processor has been specially designed to consume little power and generates very little heat. However, working in a hot environment, or working for long periods may raise the temperature. Your computer takes the following steps to lower temperature:

1. The cooling fan turns on. You may hear the fan and feel air coming from a vent near the right rear of the computer when this happens.

2. If the temperature continues to rise, Processor activity is reduced. You may notice a slight loss of performance when this happens.
3. If the computer overheats, the processor will stop functioning and the computer will shutdown.



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Customizing Your CMOS Settings

This chapter explains how to use the Setup [Utility](#) to modify the CMOS settings. The Setup Utility displays and allows modification of the GoBook II components and the configuration of devices that are connected to it. This information is used to test and initialize components at start-up time and to make sure everything runs properly when the system is operating.

The GoBook II is configured with a set of default values. You may be able to increase system performance by changing some of the timing values in the Setup Utility, but this can be limited by the kind of [hardware](#) you are using. In certain circumstances, the system may generate an error message that asks you to make changes to the CMOS settings using the Setup Utility. This happens when the system finds an error during the POST (Power On Self Test) that it carries out at startup.

CAUTION It is not recommended that you change any settings since this may cause the unit to not function properly.

If you are not sure how to configure the CMOS settings we suggest that you select [Auto configuration with Optimal Settings](#) on the Main Menu screen, then exit saving changes. This loads optimized default settings for normal use.

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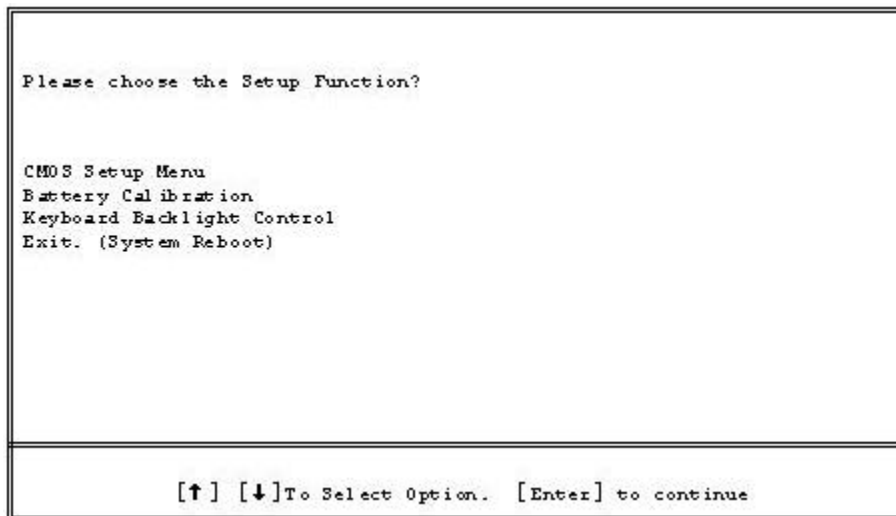
Using the Setup Utility

The Setup [Utility](#) allows you to configure your computer's basic settings. When you turn your computer on, the system reads this information to initialize the [hardware](#) so that it can operate correctly. You can use the Setup Utility to change your computer's start-up configuration. For example, you can change your system's security routine.

Starting the Setup Utility

You can only start the Setup Utility shortly after the computer has been turned on or rebooted. To execute a controlled reboot select Start, shutdown, Restart. Shortly after the computer restarts the following prompt appears on the computer display, "**DEL:Setup**" Press the **DEL** key when you see the prompt. The prompt will change to "**GO > Setup**" and the system will start the Setup Utility with the

following screen displayed.



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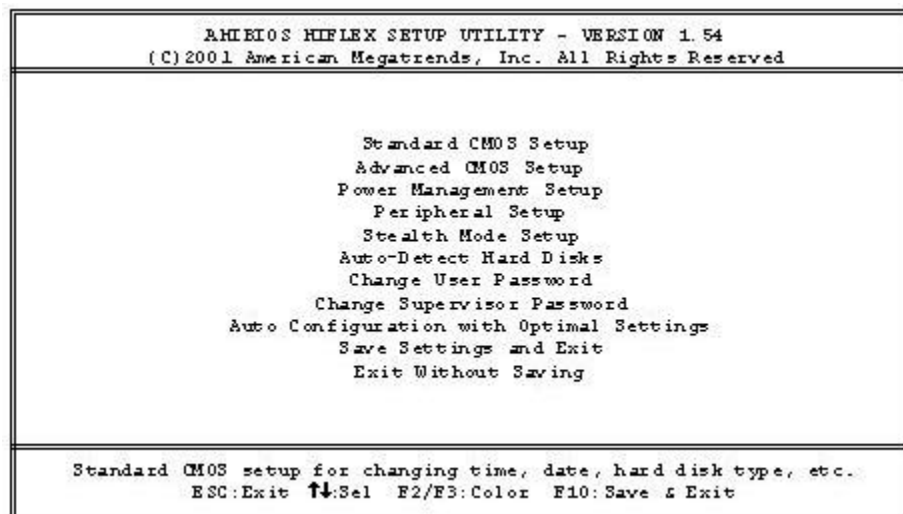
GoBook II™ Help

The Main Menu

The Setup Utility main menu has seven main submenu options:

- [Standard CMOS Setup](#)
- [Advanced CMOS Setup](#)
- [Power Management Setup](#)
- [Peripheral Setup](#)
- [Stealth Mode Setup](#)
- [Auto-Detect Hard Disks](#)
- [Change User Password](#)
- [Change Supervisor Password](#)

Save Settings and Exit, and Exit Without Saving are used to exit the Setup Utility.



Navigating and Entering Information in the BIOS

Use the following keys to move between fields and to enter information

Key	Function
DEL	Starts the Setup utility after turning on the computer.
ESC	Exits any submenu. If you wish to exit the Setup Utility without saving changes, go to the main menu, then press Esc .
Up, down arrow keys / Tab	Moves among selections.
PgUp PgDn	Use the PgUp , PgDn keys to modify a field. Use PgUp to increase a value, such as a date or number, and PgDn to decrease it. For other types of choices, such as "enabled," or "disabled," use either key to move between choices.
Enter	Makes a selection.
F2 or F3	Changes the color of the graphic display.
F10	Saves changes, then exits



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Standard CMOS Setup

The Standard CMOS Setup page of the Setup Utility has a list of fields that describe the basic configuration of your computer. CMOS is simply a type of Non-Volatile Memory used to store the basic configuration of the computer.

AHUELOS SETUP - STANDARD CMOS SETUP	
(C) 2001 American Megatrends, Inc. All Rights Reserved	
Date (mm/dd/yyyy): Thurs, Aug. 2 2002	Base Memory: 539 KB
Time (hh/mm/ss) : 8:38:16	Extd Memory: 63 MB
Drive A: 1.44 MB 3 1/2	
	LEA Blk PIO 32Bit
Type Size Cyln Head WPcom Sec Mode Mode Mode Mode	
Pri Master: Auto	0n
Sec Master: Auto	0n
Boot Sector Virus Protection Disabled	
Month: Jan - Dec	ESC:Exit ↑↓:Sel
Day: 01 - 31	PgUp/PgDn: Modify
Year: 1980 - 2099	F2/F3: Color

Standard Feature Description

Field	Setting	Function
System Time		Use these fields to set the time and date. The time is displayed in 24 hour format. The date can be set from January 1, 1980 to December 31, 2099. The values set in these two fields take effect immediately.
Floppy Drive A	Not Installed 1.44 MB (3 1/2")	Indicates if a floppy disk drive is installed. Default is 1.44 MB (3 1/2"). If this field is set to "Not Installed" the system will not detect a floppy inserted in the media bay.
Type		Shows type of system installed including the following options: - (Pri. Master) Auto, user, Not Installed - (sec. Master) auto, ATAPI CD-ROM, Not Installed
Pri. Master	Auto User Not Installed	The default setting is Auto. Auto lets the system automatically read setup information from the device.
Sec. Master	Auto ATAPI CD-ROM Not Installed	The default setting is Auto. Auto lets the system automatically read setup information from the device. When set to Auto, the BIOS will automatically detect hard disk capacity.
System Memory;		These fields display the amount of conventional memory and extended memory detected by the system during boot up. They

Extended Memory		are display only fields.
-----------------	--	--------------------------

CAUTION Incorrect settings can cause your system to malfunction. To correct mistakes, press **Esc** until you have exited the Setup Utility.

Primary / Secondary Master and Slave Settings

Size	Displays the hard disk capacity.
Cylinders	Display the number of cylinders on the hard disk drive.
WPCOM	Precomp Cylinder
Sec	Number of sectors per cylinder
Heads	Displays the number of heads per cylinder on the hard disk drive.
LBA Mode	LBA (Logical Block Addressing) mode is used to support IDE hard disks larger than 504 MB. LBA support is required for compatibility with the FAT32 system. Only some hard disk drives support LBA mode. The default setting depends on the hard disk drive type.
Blk Mode	Multi-sector transfers enabled
PIO Mode	PIO (Programmed Input/Output) mode refers to data transfer method used by IDE drives. These modes use the CPU's registers for data transfer in contrast with DMA (Direct Memory Access), which transfers directly between main memory and the peripheral device. The default value Auto lets the system automatically read setup information it needs for setup from the hard disk drive. Five explicit values, 0 to 4, are also possible.
32Bit Mode	Enables hard drive 32-bit data transfer. Only some hard disk controllers support 32Bit mode.

CAUTION Before attempting to configure a hard disk drive, make sure you have the configuration information supplied by the manufacturer of your hard drive. Incorrect settings can result in your system not recognizing the installed hard disk.



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Advanced CMOS Setup

AMIBIOS SETUP - ADVANCED CMOS SETUP		
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BootUp Sequence	C:, A:, CDROM	Available Options:
S.M.A.R.T. for Hard Disks	Enabled	A:, C:, CDROM
BootUp Num-Lock	Off	C:, A:, CDROM
Display Expansion Mode	Enabled	CDROM, A:, C:
Password Check	Setup	
ESC:Exit F1:Sel PgUp/PgDn:Modify F2/F3:Color		

Field	Setting	Function
Bootup Sequence	C; A; CDROM	Use this field to set the devices from which the system should boot in order of priority. The default value is C; A; CDROM,. This means the computer will attempt to boot from the hard disk drive (HDD), then the floppy disk drive (FDD), then the CD-ROM.
	A; C; CDROM	the computer will boot from the FDD, then the HDD, then the CD-ROM. The BIOS will auto detect a floppy disk in boot device A:
	CDROM; A; C;	The computer will boot from the CD-ROM, then the FDD, then the HDD.
S.M.A.R.T. for Hard	Disabled Enabled	The S.M.A.R.T. (Self-Monitoring, Analysis, and Disks Reporting Technology) system is a diagnostics technology that monitors and predicts device performance. The disk drive software monitors the internal performance of the motors, media, heads, and electronics of the drive. Only S.M.A.R.T. Hard Disks are supported. The default is Enabled.
Bootup Num-Lock	Off On	Use this field to initially disable the Num-Lock feature of the internal keyboard when the GoBook II starts. The default is Off.
Display Expansion Mode	Enabled Disabled	If you are using DOS or a 640 x 480 resolution to run windows, the display will not fill the entire screen. Enable this mode to expand the display to the entire screen.
Password Check	Setup	The default value is Setup, which specifies that a password is only required to enter the Setup Utility.
	Always	If Always is selected, the password is required when the system is booted up or resuming from a suspend-to-disk.



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Power Management Setup

This section of the Setup Utility manages power settings. To save power, you may select the time the computer may idle before going into standby, or a low power state, then into suspend mode. See [Power Management](#) for an introduction to suspend modes.

AMIBIOS SETUP - POWER MANAGEMENT SETUP	
(C) 2001 American Megatrends, Inc. All Rights Reserved	
Intel(R) Speed Step(TM) Technology Recommend Fan Auto Learning Disabled Battery Low Warning Beep Enabled Radio Wake-Up Enabled	Available Options: ▶ Performance Battery Reverse Recommended Disabled
ESC: Exit ↑↓:Sel PgUp/PgDn:Modify F2/F3:Color	

Field	Setting	Function
Intel ® SpeedStep Technology	Recommended	Enables the system to reduce the CPU speed when the battery is in use to conserve power. This is the default setting.
	Battery	The computer will utilize Intel ® SpeedStep Technology when the battery is in use. This technology lowers the CPU clock speed to save power.
	Performance	The computer always uses optimal CPU clock speed and does not utilize Intel ® SpeedStep Technology
	Reverse	When the battery is in use, the computer will utilize Intel ® SpeedStep Technology. When the computer is running on AC power it will run in Performance mode.
	Disabled	Disables Intel ® SpeedStep Technology feature.
Battery Low Warning Beep	Disabled	Battery low warning beep disabled.
	Enabled	Battery low warning beep enabled (beeps at 7% remaining).
Radio Wake-Up	Enabled	The internal radio is allowed to resume the unit.
	Disabled	The internal radio is not allowed to resume the unit.



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Peripheral Setup

Settings on this page allow you to change port configurations.

AMIBIOS SETUP - PERIPHERAL SETUP		
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Internal MDC Modem	Auto	Available Options: ▶ Auto Disabled 3F8/COM1 2F8/COM2 3E8/COM3 2E8/COM4
Onboard Serial PortA	Auto	
Onboard Serial PortB	Auto	
Onboard Parallel Port	Auto	
Parallel Port Mode	ECP	
Parallel Port IRQ	Auto	
Parallel Port DMA channel	Auto	
		ESC:Exit ↑↓:Sel PgUp/PgDn:Modify F2/F3:Color

Field	Setting	Function
Internal MDC Modem	Auto Disabled	Default is disabled.
Onboard Serial Port A & B	Auto	COM 1 is assigned to the serial port located at the rear of your GoBook II. Set this field to Auto to enable the system to automatically assign an I/O address and interrupt to the port.
	Disabled	Disables COM 1. You may need to remove this port in Windows to release the IRQ resource for use by other devices.
	3F8/COM1	Default address and COM port setting.
	2F8/COM2	Optional address setting.
	3E8/COM3	Optional address setting.
	2E8/COM4	Optional address setting.
Onboard Parallel	Auto	Set this field to Auto, so that the system automatically assigns an I/O

Port		address and interrupt. You can also choose a specific I/O address.
	Disabled	Disables the LPT port.
	378	This is the default address setting.
	278	Optional address setting.
	3BC	Optional address setting.
Parallel Port IRQ	5	Only available with addresses 378, 278 and 3BC
	7	
Parallel Port DMA	0	Only available in ECP mode
	1	
	3	
Parallel Port Mode	Normal	Normal
	Bi-dir	Bi-directional
	EPP 1.9	Enhanced Parallel Port
	EPP 1.7	Enhanced Parallel Port
	ECP	Extended Capabilities Port



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GoBook II™ Help

Stealth Mode Setup

Stealth mode is a feature that allows the GoBook II to be used in an environment where sound and light could be dangerous to the users, such as a military user. If Stealth mode is disabled the LEDs, Fan, system beeps, audio, and display brightness operate normally.

AHB BIOS SETUP - STEALTH MODE SETUP		
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Stealth Mode	Disabled	Available Options:
LEDs	N/A	▶ Disabled
FAN	N/A	Enabled
System Beeps	N/A	
Audio	N/A	
Display Brightness	N/A	
ESC:Exit F1:Sel PgUp/PgDn:Modify F2/F3:Color		

When Stealth mode is enabled the various options have the following effect.

NOTE The off setting means that option is in Stealth Mode.

Field	Setting	Function
LEDs	On	LEDs function normally
	Off	LEDs are disabled
Fan	On	The fan functions normally
	Off	The Fan is disabled. Heat management is then controlled solely through throttling.
System Beeps	On	Beeps are heard during POST
	Off	The system beeper is disabled during the boot up or resume process.
Audio	On	Audio is preserved across suspend/resume and boot. The default volume level is set to mid range.
	Off	Volume is set to 0 across suspend/resume and boot. Use the existing audio function keys to restore volume.
Display Brightness	On	Display brightness is preserved across suspend/resume and boot. It is restored to default when the brightness level is set at 0. The default level is mid range.
	Off	Brightness is set to 0 across suspend/resume and boot. FN+F1 restores brightness to the value it was set to before suspend. Additionally, FN+F7 can be used to increase display brightness gradually. FN+F6 can be used to decrease brightness gradually.

The keyboard backlight does the following whether stealth mode is enabled or disabled:

- Does not illuminate when the system is off or suspended
- Does not illuminate on resume or boot
- Turns off when **FN+F1** is pressed to turn off the display.



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Auto-Detect Hard Disks

When the Auto-Detect Hard Disks option is selected, the BIOS will automatically detect Primary Master and Secondary Slave settings.

NOTE If you Auto-Detect your Hard Disk Drive while your media bay drive is empty, you will need to reset the Secondary Master to **Auto On** before you can use the CD-ROM (or other media devices).



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Change Password

Change Supervisor Password

A supervisor password must be set before a lower-level password can be set. After selecting Change Supervisor Password, press **Enter**. You will be prompted for the new password, and then again to verify it. Type in six or fewer keystrokes. If you make an error, press **Esc** to start over.

Change User Password

With a User password, you can enter the Setup Utility and change or remove the User password, but you cannot enter the Setup Utility and change or remove the Supervisor password. You also cannot enable diskette access if it has been disabled.



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GoBook II™ Help

Auto Configuration with Optimal Settings

The Auto Configuration menu resets the computer to default values. The Auto Detect Hard Disks likewise helps users to configure their systems quickly. When you see the prompt, "Load high performance settings (y/n)" choose y to reset the computer to default values.



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GoBook II™ Help

Exit and Saving

Save Settings and Exit

Select this option to save changes to the field values and restart the computer using the new values. Pressing **F10** from any of the menu screens also allows you to save settings and exit.

Exit Without Saving

Select this option to discard any changes you have made to the field values and restart the computer using the old values.



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Optional Equipment and Accessories

The GoBook II computer has several equipment and accessory options to further enhance your mobile computing experience.

CAUTION When purchasing any additional accessories, purchase only those accessories that are approved for use with your computer. Some accessories are proprietary items and can be obtained through your system vendor. If you use items that are not approved for use with this computer, you may cause your computer to malfunction, or to emit or receive electromagnetic radiation in excess of local regulations. For non-proprietary accessories such as PC Cards or printers, ensure that the accessory functions properly in your computer before making the purchase. Your system vendor may be able to recommend reliable brands and models.



GoBook II™ Help

Surge Protection

A large number of computer and high technology equipment damage is directly related to AC power and telephone line problems. These problems can include surges, spikes, noise, interference, and weather-related problems, which in turn can cause glitches, hang-ups, crashes, performance slow downs, and down time with computer equipment. The market is flooded with hundreds of AC power line surge suppressors advertising high performance surge protection; only a few of them actually provide adequate protection.

This section provides guidelines for selecting a quality surge suppressor to be used with your GoBook II, and it helps identify a few sources for products with acceptable performance.

Selecting the Right Surge Protection

Consider the level of quality you need when selecting a surge suppressor. This depends on factors such as surge environment, the type of equipment to be protected, and the quality of the electrical wiring and service.

Surge Environment

Surge environment refers to the damage potential from electrical surges in a particular geographical area. A high quality suppressor should be used if there is frequent lightning activity in the area and the location service is fed by overhead utility poles.

Type of Equipment to be Protected

If the computer is equipped with a modem, the modem should also be surge protected. Protecting the power line without protecting the modem line provides only partial protection.

Quality of Electrical Wiring and Service

Wiring should be up to current NEC standards and have verified good AC grounds. It is important that your computer system be plugged into a grounded AC outlet when charging and that all peripherals connected to your system reference the same AC ground.

Selecting the Right Equipment

There are a number of companies that sell quality surge suppressors such as Sutton Designs, APC, and Panamax. When you are looking for a surge suppressor, consider these things.

- Expect to pay at least \$50 for a good quality surge suppressor.
- The surge suppressor should be a UL 1449, 497, and 1283 listed for surge suppression, modem surge protection, and RFI/EMI noise filtering respectively.
- The surge suppressor should have diagnostic LEDs that verify good AC ground, proper wiring, and proper surge operation. On/off switches that light are not recommended since they can produce electrical noise.
- The Joule ratings should be a minimum of 480 Joules for the AC surge circuit.
- The Joule ratings should be a minimum of 240 Joules for the modem.
- The modem surge circuit should present low capacitance to the modem line or it will slow the transmission rate. Capacitance should be specified at less than 50 picofarads.
- Quality surge suppressor manufacturers generally offer a lifetime warranty.
- Consider obtaining a protected equipment coverage policy which insures the equipment in the event of surge damage.
- The devices that will be attached to the computer also need to be surge protected.



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GoBook II™ Help

Vehicle Adapter

The Vehicle Adapter is an optional device that supplies power from the vehicle battery to operate the computer and charge the battery installed in the unit. It typically connects to the vehicle battery using the cigarette lighter socket.

To prevent possible damage to the battery, the system will not allow the battery to charge at extreme temperatures. Be aware of the following charging characteristics, especially if the computer is left unattended in a closed vehicle.

Temperature	Charging Activity
<5°C (<41°F)	Battery will not charge
>50°C (>122°F)	Battery will not charge

To connect the vehicle adapter

1. Insert the vehicle adapter's power cord into the power port on the back of the computer.
2. Insert the cigarette lighter adapter into the vehicle's cigarette lighter socket, turning it slightly to make a good connection.

The power light illuminates to indicate that current is reaching the vehicle adapter. When you connect the vehicle adapter, it automatically begins charging the computer's battery. At moderate temperatures, around 21°C (70°F), the battery will be fully charged in approximately four to five hours. However, under extremely cold or hot temperatures, or if the system is on, it will take longer to charge the battery (up to 16 hours).



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GoBook II™ Help

Vehicle Cradle

The vehicle cradle is a vehicle-based docking station designed to safely secure the computer in the vehicle. A standard key lock located on the front of the cradle locks the computer onto the cradle for security purposes. You can use the vehicle cradle to:

- Charge batteries
- Communicate with other devices
- Automatically connect to an external RF [antenna](#)




PRECAUTIONS

- There are no user-replaceable parts within the vehicle cradle, so do not open the cradle case. The vehicle cradle is internally protected; it resets automatically if there is a power fault.
- Do not use the vehicle cradle to charge the computer battery overnight. Turn off the vehicle cradle at the end of each work day to prevent draining the voltage in your vehicle's battery below starting levels.

Charging Batteries

The vehicle cradle is designed to charge the computer's battery with voltage from the vehicle battery while you are traveling between jobs. Follow the procedure below to charge a battery.

To charge a battery installed in the computer

1. Place the computer onto the vehicle cradle, making sure it is securely latched.
2. If charging is required it begins automatically. The Battery Power Indicator  flashes.
3. When the battery is fully charged, the Battery Power Indicator remains steady.

Important

- A temperature of 5°C to 50°C (41°F to 122°F) is required when charging batteries with the vehicle cradle. Batteries will not charge successfully outside this temperature range.
- If you charge your battery daily, rely on the gas gauge reading to determine battery capacity. The gas gauge displayed by the Power Meter may show that the battery is full, but charging continues. This happens because the charging process is trying to put a little more capacity into the battery. External power can be removed at this time since the battery is virtually full.
- If your battery is new or has not been used for several weeks, rely on the indicator light to

determine when the battery is fully charged. The gas gauge is unreliable in these cases; it may read 100%, when the actual capacity is only 10%.

Communicating with Other Devices

Connect the external device to either of the USB ports on the back of the cradle, and then place the GoBook II onto the vehicle cradle. You can install or remove the computer from the vehicle cradle without connecting or disconnecting the cables.

Vehicle Mount Antennas

You can also connect an external RF antenna to the cradle using the SMA RF connector on the back of the vehicle cradle. FCC regulations require that users of vehicle-mounted antennas must use only antennas authorized for use with the GoBook II in order to meet FCC RF exposure limits. Please contact your organization's help desk for a list of approved vehicle-mounted antennas. For mounting installation and/or mounting instructions for these types of antennas, see the instructions that accompany each antenna.

RF Antenna Placement

WARNING Improper installation and/or operating configurations of permanent and magnetic vehicle-mounted antennas may cause FCC RF exposure limits to be exceeded. Vehicle-mounted antennas must be placed at least 20 cm from operators and bystanders.

Placement of a vehicle-mounted antenna

1. Measure and identify an area 20 cm (8 inches) in from the edges of the vehicle roof (see diagram below).
2. Place the antenna within that area.

To maximize RF performance, position the antenna in the center of the vehicle roof.



Cleaning or Replacing Cradle Contact Pins

The contact pins on the vehicle cradle are exposed to contamination and stress when the computer is installed and removed from the cradle during normal daily operation. If the pins become dirty, they can be removed and cleaned as necessary using electrical contact cleaner. Or they can be replaced. The power and ground pins are pins 3 and 8 respectively. When charging problems are encountered and replacement pins are not available, other pins in the contact assembly can be used to field fix the unit until replacement parts are available.

To clean or replace the cradle contact pins

1. Hold down the protective plastic cover.
2. Grasp a pin and pull straight up, being careful not to bend it.

3. Clean the pin with electrical contact cleaner and reinstall it into the cradle contact assembly. If a pin is bent or cannot be cleaned, contact your support desk to obtain a replacement pin.

NOTE Pin 8 is not user replaceable. Contact your support desk for information about replacing this RF connector.

CAUTION Do not place any metal objects on top of the cradle that might make contact with the metal pins of the contact connector. Doing so may cause an electrical short and subsequent damage to the cradle.



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GoBook II™ Help

Heaters

Hard Disk Drive Heater

Your GoBook II has a hard disk drive (HDD) heater option to warm the HDD before spinning up in temperatures below 5°C, the minimum safe operating temperature of the HDD. The heater is built into the removable HDD module and operates as needed when the computer is turned on or is in an operational state. If the temperature is below 5°C when booting or resuming you will see the message "Warming internal hard drive. Please wait...". The unit will continue booting when it detects the HDD is warm enough to operate safely.

NOTE If you are using the computer in a cold temperature environment and the battery level is too low for the heater to operate, you will see the error message "Battery too low to warm the hard drive. Shutting down..." and the computer will shut down. Apply external power and reboot.

LCD Heater

The GoBook II also has an optional CCFL heater to improve display brightness in a cold environment. The heater consists of a film and heater strip that is bonded over the CCFL area of the display. It is designed to turn on when the temperature is cold enough to impact display brightness.



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Maintenance and Storage

The GoBook II is [ruggedized](#) and weather resistant. Handle it with the normal care required by any sophisticated electronic equipment, and the computer will provide reliable service even under harsh field conditions.

Follow the guidelines in this section to care for your unit.



GoBook II™ Help

Battery Maintenance and Storage

Maintaining Batteries

Follow these guidelines to maintain performance of Lithium-Ion (Li-on) batteries.

- Avoid exposing batteries to extremely hot or cold temperatures for long periods. To prevent possible damage to the battery, the GoBook II does not allow the battery to charge if the internal temperature of the battery gets too low (< 5°C or < 41°F) or too high (> 50°C or > 122°F).
- Charge the battery nightly where the temperature will remain around 20°C (68°F).
- [Re-calibrate your battery](#) when your battery performance degrades.

Storing Batteries

- Store the battery within the recommended temperature range: 10°C to 30°C (50°F to 86°F).
- Unused or stored batteries can lose power over time. When you install a battery that has not been used for awhile, connect [external power](#) to the computer and charge the battery.
- After storage, battery calibration may increase its capacity.



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Computer Maintenance and Storage

Maintaining Your Computer

Follow these guidelines to help maintain the condition and performance of your computer.

- Turn off the computer when you are not using it.
- Charge the batteries daily or whenever their capacity is low.
- Operate the computer within the recommended temperature ranges of -23°C to +60°C (32°F to +140°F).

Care and Cleaning

Physical Inspection Periodically inspect the computer and accessories for wear, damage, loose or missing parts. Identifying and correcting potential problems early can help reduce the need to return the unit for service.

Outside Case Like all tools, the outside of the computer will get dirty with use. The case is made of painted Magnesium and polycarbonate blend (plastic) doors and covers. These areas can be cleaned with a solution of one part Formula 409™ and one part water. Follow the procedure below.

To clean the outside case

1. Disconnect external power and turn off the computer.
2. Remove the battery.
3. Using a soft, dry cloth (do not use paper products because they can scratch the surface, add a small amount of cleaning solution to the cloth and clean the computer case.
4. Wipe off any excess liquid with a soft cloth.
5. Reinstall the battery.

Display Periodically inspect the display to make sure the brightness function is operating properly and that all pixels are operational.

To clean your touch screen

To clean the display assembly, use the same cleaning solution and procedure described earlier for the outside case. In some cases, you can use a small amount of isopropyl alcohol to remove streaks or smears. Use a soft, clean cloth to clean the display. Do not use paper products because they can scratch the screen.

External Power Connector The external power connector may sometimes be exposed to moisture and/or contamination causing an unreliable connection to the external power source.

Clean the connector using a cotton swab dipped in isopropyl alcohol.

RJ-11/ RJ-45 / USB Connectors Make sure these connectors are operating properly. During normal use, the connector pins can get dirty or become broken, bent, or pushed out of place. Clean the connector with a cotton swab dipped in isopropyl alcohol.

Keyboard Check all keys to make sure they are working properly. To clean the keyboard, use the same cleaning solution and procedure described above for the outside case.

If keyboard problems persist, the keyboard might need to be replaced. This can be done without returning the unit for service. Contact your local support person for more information.

I/O Ports Make sure the video, serial, and audio ports are operating properly. Periodically inspect the ports for damage or contamination, and make sure the cover is attached to the computer. The I/O cover can be replaced without returning the unit for service. Contact your local support person for more information.

PC Card Door and Connector Whenever possible, make sure this door is closed and latched properly. When the PC Card door is closed, it provides a watertight seal for the PC Card socket. Shield the area from all contaminants such as liquids, rain, snow, and dust when the door is open.

Make sure the PC Card connector is operating properly by reading from or writing to a PC Card.

Cradle Contacts The cradle contacts on the bottom of the computer may get dirty with daily use. Pins can be cleaned with a cotton swab dipped in isopropyl alcohol. See [Cleaning or Replacing Cradle Contact Pins](#) for more information.

Storing Your Computer

If you plan to store the computer, follow these storage guidelines.

To store the computer

1. Files and data should be saved before storing the computer.

Contact your organization's help desk about the procedure for backing up files or data.

2. Exit all applications and use the appropriate procedure to exit from your operating system.
3. Turn off the computer by going to the Start menu and selecting Shutdown.
4. Remove the battery from the unit and store it in a dry place.
5. Store the computer within the recommended temperature ranges of -40°C to +75°C (-40°F to +167°F).

If you use PC cards, refer to the manufacturer's instructions you received with the card for storage and care information.



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GoBook II™ Help

Hard Drive Care and Handling

There is one hard drive option for the GoBook II: a removable shock-mounted 2.5-inch hard drive. All hard drives contain media for data storage in the form of a rotating disk, read/write head(s), a motor, and electronics for interfacing and control. Drives can be susceptible to damage from severe shock and other stressful environmental impacts. The degree of susceptibility to damage is directly related to the individual hard drive and the mounting system employed.

When reading or writing to the [hard disk](#), the head is “flying” on a thin layer of air, micro-inches above the disk. A shock can cause the read/write head to contact the spinning disk, resulting in immediate loss of stored data and possible physical damage to the disk. It could also create loose debris in the drive enclosure that may cause progressive damage over time.

To reduce exposure to high operating shocks, the GoBook II uses power modes for the hard drive that prevent the read/write heads from being positioned over the disk when it is not being used: idle mode and standby mode.

You can reduce the risk of damage to the hard drive and increase the reliability of the hard drive and data integrity by following the recommendations below.

Installing and Removing the Hard Drive

To remove the hard drive:

1. Shut down the unit and remove external power.
2. Open the battery door and remove the battery using the extraction tape. The hard drive is in a cassette that can be seen in the battery well just under the RTC hatch.



3. On the left side of the hard drive cassette you will see a small black release lever. Pull the lever towards you (away from the direction of the RTC hatch) and slide the cassette out into the battery storage area.



4. Lift the hard drive cassette from the battery storage area.

To install the hard drive:

1. Make sure the unit is shut down and external power is removed.
2. The battery door should be off the unit and the battery removed.
3. Make sure the small black release lever is rotated towards you (in its released position).
4. Slide the hard drive cassette into its storage location.
5. Replace the battery and then replace the battery door.

Internal Hard Drives

- Do not intentionally drop the computer. The unit is designed to withstand the day to day rigors of the mobile environment and provide years of reliable service. The useful life of the product can be enhanced by not intentionally abusing it.
- Whenever possible suspend the unit by pressing **FN+F3** before moving it from one location to another. This will unload the read/write heads and spin down the disk.

- Maintain the environmental seal of the computer by keeping all external access doors closed and latched. Also avoid exposing the unit to extreme temperatures or moisture when the doors are open.
- Periodically backup or archive important files and data.

External PC Card Hard Drives

Each PC Card hard drive manufacturer provides specific guidelines for the care and handling of the product. In addition, follow these recommendations:

- When the PC Card hard drive is not inserted in a PC Card socket, store the hard drive in a protective carrying case. This will help protect it from inadvertent shocks.
- Always use care when handling the hard drive. Do not drop, bend, flex, or crush it.
- Avoid exposing the PC Card hard drive to extreme moisture, heat, or sunlight.
- Keep all debris out of the connector to ensure good electrical connections.
- There are no user repairable parts in the PC Card hard drive. Do not attempt to disassemble any part of the hard drive. The warranty will be voided if drive seals are broken or screws have been removed.
- Periodically backup or archive important files and data.

If you encounter or suspect hard drive problems, you can run SCANDISK, which provides a description of file usage and syntax on selected drives. SCANDISK will identify any failures on the hard drive and prompt you for corrective action based on selected options. If problems are found, it may be necessary to run SCANDISK several times to determine the extent and severity of the problem. SCANDISK may discover multiple bad clusters. Up to ten bad clusters can be allowed before returning the computer for service. After you have run SCANDISK and the problem persists or becomes more severe, or if SCANDISK finds more than ten bad clusters, return the unit for service.

To run SCANDISK in WIN2K and WINXP right click on the drive letter, go to properties, and select the tools tab, Error-checking and click check now. In other Windows operating systems you can run SCANDISK by going to Start, Programs, Accessories, System Tools. Then select SCANDISK.



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Touch Screen Care

CAUTION

- Always use an approved stylus or your finger.
 - Never use sharp, hard, or abrasive implements on the touch screen such as ball point pens, pencils, or keys. They could damage the screen.
 - To clean the touch screen panel, apply a household glass cleaner to a soft, clean, dry cloth and wipe the screen.
-



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Error Messages

The following are possible error and warning messages you may encounter while operating the GoBook II computer. The messages described in this section are listed below.

Error and warning messages are generated by several different sources including:

- [Power On Self Test \(POST\)](#)
- [MS-DOS](#)
- [Windows](#)
- [Applications](#)



POST Messages

When the GoBook II computer restarts, it tests its [hardware](#) components. This test is called the

[Power On Self Test \(POST\)](#) . If the system finds an error during this test, it displays an error message.

Some POST errors can occur before anything can be displayed on the screen. In this case, the computer issues a series of beeps, then stops working. This type of error indicates a serious hardware problem, and you should contact your supervisor or your organization's help desk.

The most common POST error messages are listed next along with solutions you can try.

Disk not found

Restart the computer by pressing the power button for at least eight seconds. If the problem persists, contact your supervisor or your organization's help desk.

Fixed disk controller failure

Disk controller is not responding. Report this error to your supervisor or your organization's help desk.

Fixed disk failure

Report this error to your supervisor or your organization's help desk.

GA20 Error

Hardware failure. Report this error to your supervisor or your organization's help desk.

Hard disk boot sector invalid

Hard disk failed

Restart the computer by pressing the power button for at least eight seconds. If the problem persists, contact your supervisor or your organization's help desk.

Insert boot-disk and press any key

Restart the computer by pressing the **Power Button** for at least eight seconds. If the problem persists, contact your supervisor or your organization's help desk.

KB / Interface Error

Reboot the computer by pressing **CTRL+ALT+DEL**. If the message persists, and the keyboard is not usable, report this error to your supervisor or your organization's help desk.

Keyboard Error

Unlock Keyboard

Restart the computer by pressing the **Power Button** for at least eight seconds. If the problem persists, contact your supervisor or your organization's help desk.

No boot device available

Reboot the computer by pressing **CTRL+ALT+DEL**. If the message persists, the hard disk may need to be replaced. Report this error to your supervisor or your organization's help desk.

No boot sector on hard disk

Data corrupted on hard disk. Restore hard disk data by rebooting from CD-ROM.

Non-system disk or disk error - Replace and press any key to continue

Remove the non-bootable PC memory card or floppy disk and press any key to reboot.

Non-system disk - insert boot disk and press any key

Restart the computer by pressing the **Power Button** for at least eight seconds. If the problem persists, contact your supervisor or your organization's help desk.

Press the F1 key to resume

This message indicates that an error was found during POST. Pressing the **F1** key allows the system to attempt to boot.

CPU Fan Error

Report the error to your supervisor or your organization's help desk.

Battery too low to warm the hard drive. Shutting down...

There is not enough battery power to operate the Hard Disk Drive (HDD) heater and the temperature is too cold to safely turn on the HDD. Apply external power and/or move the unit to a location that is at least 5°C.

Warming internal hard drive. Please wait...

The temperature is less than 5°C and the HDD heater is operating. The unit will continue booting when the HDD temperature is warm enough for safe operation.



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GoBook II™ Help

MS-DOS Messages

The [MS-DOS](#) operating system may display a warning or error message if it encounters a problem with a command in the CONFIG.SYS or AUTOEXEC.BAT file, or a command that you entered at the DOS prompt. Following are a few of the most common MS-DOS messages.

Bad command or file name

A command was entered that is spelled incorrectly or does not exist on the computer.

Invalid media type reading drive X (where X is any drive letter)

Abort, Retry, Fail?

The media may not be formatted. Press a to abort, then format the card using the MS-DOS Format command, or from Windows using the Format Disk command.

Invalid drive specification

You tried to access a drive that does not exist. This can happen if you try to access drive D, but the media is not loaded. Report this error to your supervisor or help desk.

Non-System disk or disk error

Replace and press any key when ready

This can occur if media is in the card socket and you restart the computer. Remove the media, and then press any key.

Not ready reading drive X (where X is any drive letter)

Abort, Retry, Fail?

Make sure that the media is inserted fully into the card socket, then press r to retry.



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Windows Messages

Windows messages are typically self-explanatory. (See [Troubleshooting](#), for more information).

Application Messages

Both [MS-DOS](#) and Windows applications may display messages if a warning or error condition occurs. Refer to the [online Help](#) or other documentation for the [application](#) that generated the message.



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Troubleshooting

This section is designed to help you determine and fix problems you might encounter while operating the GoBook II computer. Try the following things in order:

- First look through the categories in this section for a solution.
- If you don't find a solution for your situation here, try one of the resources listed below.
- If you are having a problem with a computer [application](#), use the [online Help](#) that comes with the application to find a solution.
- If you still cannot resolve your problem, contact the help desk at your organization.

For More Help

- Windows Help is already installed on your system. To access this information, select **Windows Help and Support** from the Start Menu.
- Third-party Windows manuals are available from your local bookstore.



GoBook II™ Help

Applications

My [application](#) locks up, acts strangely, or produces a General Protection Fault (GPF) error

- If you've tried to resolve the problem and your application still doesn't respond, you may need to restart your computer as described below.

To reboot your computer, select Start, Shut Down, Restart. If that does not work, try pressing **CTRL+ALT+DEL** twice.

If the computer does not restart, the [keyboard](#) may be locked up. Perform a hardware reset by holding down the **Power Button** for at least five seconds and then release the button.

CAUTION This will result in a loss of all unsaved data.

- The data on the [hard disk](#) could be corrupted. Run SCANDISK.
- Windows is out of memory/resources. Exit Windows and restart Windows.

Communications programs such as HyperTerminal don't seem to work or they lock Windows

- When you first try to use HyperTerminal or similar application, the system responds with a message asking if you want to install the modem. Answer "Yes" to this question and follow the instructions on the screen to install it.



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GoBook II™ Help

Batteries

The battery does not charge

- To prevent possible damage to the battery, the system will not allow a charge if the battery temperature is extremely hot or cold (such as in a closed, unattended vehicle). If possible, charge the battery in a location with a moderate temperature of around 20°C (68°F).
- If possible, turn off the computer while the battery is charging.
- If the battery is new or has been stored for a week or more, follow this procedure:
 1. Make sure the computer is turned off.
 2. Open the battery door and remove the battery.
 3. Connect the [AC adapter](#) to the computer and an AC wall outlet, and then turn on the computer by pressing the **Power Button**.
 4. Let the computer complete the boot process. Then reinstall the battery and replace the battery door..
 5. Allow the system to remain idle for one hour with the AC adapter connected to the

computer.

The Battery Power Indicator  blinks when the battery starts charging.

6. If the battery still fails to charge after an hour, remove the battery, wait several seconds, and then install it again.

If the battery does not begin charging within several minutes, return the unit for service.

The batteries take much longer than seven hours to charge

- Under moderate temperatures, about 21 °C (70°F), the computer's battery takes approximately 4 to 5 hours to completely charge. Under extremely cold or hot temperatures, however, the battery can take up to 16 hours to fully charge.

The batteries don't last very long

- Calibrate the battery using the Battery Calibration selection in Mobile Computer Tools. If your battery is new or has not been used for several weeks, calibrating the battery over a weekend may substantially increase its capacity.
- As your battery ages, the maximum capacity that it can hold naturally decreases, and even the best maintained batteries eventually need to be retired. Consider replacing the battery if you are not getting the usage you need from it.

The gas gauge isn't full after charging the battery

- This may indicate that the charging process terminated prematurely.

The gas gauge reads "full," but the charging indicator light is still blinking

- If you charge your battery daily, rely on the gas gauge reading to determine battery capacity. The charging process may continue even if the gas gauge reads full. External power can be removed because the battery is virtually full.

My battery seems to have less and less capacity

- If your battery is new, or if you are using it for the first time, you will need to calibrate it prior to using it.
- As your battery ages, the maximum capacity that it can hold naturally decreases, and even the best maintained batteries eventually need to be retired. Consider replacing the battery if you are not getting the usage you need from it.



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Display

The display performance is slow

- The temperature may be too cold. Move the computer to a warmer operating environment.

I can't read the display

- Adjust the brightness level using **FN+F6** and **FN+F7**.
- The automatic power-saving mode may have shut off (suspended) the computer. Press any key to resume.
- If the display brightness is unreadable after a resume or reboot but is easily adjusted with **FN+F6** and **FN+F7** you may have set Stealth mode in the Setup Utility. If you disable [Stealth mode](#) the display and backlight will operate normally.

The underlined, inverse, and hypertext characters are difficult to read on the screen

- Change the color scheme. From the Start Menu select Settings, Control Panel, choose Display, and then tap the Appearance tab to make changes to the color scheme.

I can't see the cursor while using the DOS editor

- Press **FN+INSERT** to change from insert mode to overwrite mode to enable a block cursor. When it defaults to insert mode, the DOS editor uses an underline cursor which is less visible than the block cursor for overwrite mode.

The display appears to have random pixels darkened after scrolling

- Contact your supervisor or your organization's help desk for information about correcting this problem.

I changed my display resolution, but I see no difference on the screen

- Try restarting your computer for the changes to take effect.



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Hard Disk

The hard disk will not spin up so the computer can't boot up

- This occurs if the unit is exposed to extreme low temperatures. This is not a hardware failure associated with the [hard disk](#). Allow the computer to warm to room temperature. The minimum cold or soft boot temperature is 0°C (32°F)

I can't save files because the disk is full

- Report this situation to your supervisor or your organization's help desk.

Diskette Read Error

- Any card in the PC card socket except for a properly formatted memory card will cause this error since it is trying to read the PC card.
- Any media in the installed media bay, except for properly formatted media, will cause this error since it is trying to read the media.

I get the message "Battery too low to warm the hard drive. Shutting down..."

- There is not enough battery power to operate the Hard Disk Drive (HDD) heater and the temperature is too cold to safely turn on the HDD. Apply external power and/or move the unit to a location that is at least 5°C.



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I/O Ports

I can't access a [serial port](#)

- Make sure another [application](#) is not using the same [port](#).

- Make sure the correct COM port is selected in your application. Refer to the [online Help](#) for your application.



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GoBook II™ Help

Keyboard

Something unexpected happens when I press a key

- You may have pressed a key combination that performs a Windows function. Make sure you are pressing the correct keys for the [application](#) you are running.

Incorrect characters appear on the screen when I press certain keys

- You may be in NUM LOCK mode. Press **NUM LOCK** to toggle NUM LOCK mode off.



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GoBook II™ Help

Landline Modems

The modem doesn't work

- When you first try to use HyperTerminal or similar application, the system responds with a message asking if you want to install the modem. Answer "Yes" to this question and follow the instructions on the screen to install it.
- Make sure the communication settings are correct in your application. Refer to the [online Help](#) for your application.

The modem doesn't dial a number

Check these things:

- If you are using an external modem, make sure the cables are attached correctly.
- Make sure your communications parameters are correct in your application. Refer to the online Help for your application.

The modem dials and receives an answer but does not establish a connection

- You may have incorrect parameters selected for your application to talk with the remote modem. Refer to the online Help for your application.
- You may need to adjust your modem's baud rate or protocol selection.

Communications programs such as HyperTerminal don't seem to work or they lock Windows

- If you are using the internal modem, be sure to specify the proper communications [port](#).
- When you first try to use HyperTerminal or similar application, the system responds with a message asking if you want to install the modem. Answer "Yes" to this question and follow the instructions on the screen to install it.

The modem dials and the answering modem generates tone, but our modem does not begin the training sequence to establish a connection

Although the problem may appear to originate from the computer, the source of the problem is the answering modem.

- Try setting up the answering modem to generate the correct V.22 tone, which can usually be done by sending an AT command to the modem.



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GoBook II™ Help

Miscellaneous

The computer shuts off unexpectedly

- The computer has entered [suspend mode](#). Press any key to turn it back on.

- The battery capacity may be low. Connect [external power](#) to charge the battery, or replace the battery with a fully charged one.
- The battery contacts may be dirty. Turn off the computer, remove the battery, and clean the contacts.

The [speaker](#) volume is too high or too low

- Increase the volume by pressing **FN+F9**; decrease the volume by pressing **FN+F8**.

The computer won't turn on

- The battery may not be installed properly, or it may not be fully charged. Make sure a fully charged battery is properly installed.
- Connect external power to charge the battery if it is not charged.
- If you are using the [AC adapter](#), check the electrical outlet you are using to make sure it is working properly.
- If the GoBook II computer does not turn on, restart the computer by holding down the **Power Button** for at least 10 seconds and then release it.

The computer won't turn off

- Press and hold the **Power Button** for at least eight seconds.

The computer enters suspend mode too quickly

- When there is no activity for a period of time, the computer turns off or enters suspend mode. To extend this time, use the Power Management program and increase the non-activity time to enter suspend.

The computer doesn't automatically suspend

- Check to make sure the COM ports are off. For example, exit any [application](#) that uses COM ports.
- Make sure external power is not connected. Depending on power settings, some systems will not suspend automatically when they are connected to external power.
- Make sure the standby time is set properly in the Power Management program.

The system date and time are incorrect

- Reset the correct date and time by choosing the Date/Time icon from Control Panel and making the appropriate changes.

I receive an "out of memory" error message

- Too many applications may be running at the same time. Close applications you don't need.

- Run [MS-DOS](#) applications in full screen rather than a window. Press **ALT+ENTER** to toggle between full screen and window mode.
- If you're using [desktop](#) wallpaper, set wallpaper to None. To do this, choose Display from Control Panel and make the appropriate change.
- Make sure you have enough space on your [hard disk](#). Contact your supervisor or your organization's help desk for assistance.
- Set up a permanent swap file. Contact your supervisor or your organization's help desk for assistance.

Holding down the Power button to reset the computer doesn't always work

- Try resetting the computer again. If this doesn't work, remove all power, including the battery pack, and allow the unit to remain idle for ten minutes. After ten minutes, connect external power and retry.

The LED's, backlight, and/or keyboard backlight don't illuminate.

You may have enabled Stealth mode in the Setup Utility. Go to CMOS Setup and disable [Stealth mode](#).

The computer doesn't make any sounds, even during boot-up.

You may have enabled Stealth mode in the Setup Utility. Go to CMOS Setup and disable [Stealth mode](#).

The fan stopped running.

You may have enabled Stealth mode in the Setup Utility. Go to CMOS Setup and disable [Stealth mode](#).



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GoBook II™ Help

Mouse

I have difficulty double-clicking the mouse fast enough

- From the Start Menu, select Settings, Control Panel, and then choose Mouse. The Buttons

tab contains the setting for the double-click speed.

I can't see the mouse pointer

- The mouse pointer may be off the screen. Move the mouse until it reappears on the screen.
- From the Start Menu, select Settings, Control Panel, and then choose Mouse. The Motion tab contains settings for the mouse speed and mouse trails.



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GoBook II™ Help

PC Cards

I can't remove the [PC card](#)

- Press the ejector button located inside the PC card door on the side of the computer. The button will pop out. Press the ejector button again to eject the PC card. Slide the card out.
- If the ejector button malfunctions when you press it, release the button and then press it again.

Diskette Read Error

- Any card in the PC Card socket except for a properly formatted memory card will cause this error since it is trying to read the PC Card.

The system does not recognize the PC Card CD-ROM when it is inserted into the PC Card socket

- There is a delay of 10 to 15 seconds before the CD-ROM drive is recognized.
- Drivers may not be installed. Contact your organization's help desk for assistance.

The computer locks up when I remove the PC card

- Before you remove the card, select the PC card icon on the taskbar (in the tray area near the clock in the lower right corner), and choose "Stop [*card name*] card."

The computer locks up when inserting a PC card

- Because of the combination media bay configuration on the GoBook II, the computer may

not be locked up. Instead, it may be taking a couple of minutes before the system recognizes the PC card slot.



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GoBook II™ Help

Pen/Touch Screen

When I try to use the stylus on my touch screen, nothing happens

- If you cannot select objects accurately with the stylus, you may need to recalibrate the touch screen.

To calibrate the touch screen

1. From the Start Menu, select Programs, Mobile Computer Tools and then choose Touch Screen Calibrator. This opens the Calibration Applet.
2. Click on the Calibrate button.
3. After you have completed calibration by touching the highlighted points using an approved stylus, select OK to have the new settings take effect.

The touch screen display warps or pillows in high humidity

- The computer remains functional; however, moving the computer to a more suitable environment will allow the display to recover.

The touch screen doesn't respond after a suspend

- The touch screen needs a few seconds to work after a suspend. Wait a moment and try again.



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