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Welcome to
GoBook Max
Help



Getting Started

Congratulations on your purchase of the Itronix GoBook MAX computer! Your new GoBook MAX 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 MAX is an ideal choice for use in applications that require the ultimate in ruggedness, durability, performance, and intrinsic safety.

For maximum expandability without compromising portability, the GoBook MAX has multiple USB interfaces 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 MAX features a standard 81-key Nitevue® keyboard (82-key international). The high-resolution 10.4-inch touch screen LCD panel provides clear and crisp viewing with the convenience of a touch screen.

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



GoBook MAX™ Help

Unpacking Your System

Inside your packaging you will find:

- Itronix GoBook MAX computer
- Power cord
- AC adapter
- Battery
- 2 Styluses
- *GoBook MAX Quick Start Guide*

You may have additional components or peripherals if you ordered these items separately. Check your packing slip for a complete list of items included in your package.



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GoBook MAX™ Help

Precautions

You can use your computer under a wide range of environmental conditions. However, to ensure long 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 Online Help](#).
- 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

- 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 MAX, 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 MAX™ 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

- A GoBook MAX computer
- A battery

- An AC adapter
- A power cord
- 2 Styluses
- *GoBook MAX 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.

- Hard handle or soft handle
- Shoulder Strap
- Audio adapter cable
- [Vehicle Adapter](#)

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.

Bright SVGA LCD

Your computer has a bright, easy to view SVGA LCD panel with integrated touch screen.

Built-in [Speaker](#) and [Microphone](#)

The speaker and internal microphone enable you to run a variety of multimedia applications. An

optional audio adapter cable is available for connecting external speakers (headphones) and microphone.

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

The [Windows Online Help](#), found on the Start menu, offers extensive Windows assistance. offers an online orientation for new Windows users. You can find it in: Start/Programs/Accessories/System Tools.



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GoBook MAX™ 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 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. Align the rails on the battery with the slots on the unit and place the battery in the computer.
2. Slide the battery latch to the locked position.
3. Make certain that the battery latch engages properly.

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 AC adapter

1. Connect the AC adapter power cord to the AC adapter.
2. Connect the AC adapter to the power jack at the right side 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 FN+On (FN+spacebar) 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 FN+ On (FN+spacebar) once, and then give the system time to respond.

To turn off the computer

1. Press and release FN+Q (OFF)
2. From the Start menu, click Shut Down. Then, from the Shut Down Windows screen select Shut

Down and click OK.

3. Press FN+F10 to Suspend to Disk

Standby or Suspend The contents of your computer's memory are held intact, while practically all the rest of the components in your computer either turn off completely, or reduce power consumption to a minimum. In suspend, your computer remains active, but with a minimum possible power consumption. Return the computer to full power by pressing FN+On (FN+spacebar). A fully-charged battery can maintain in Off Mode for many hours.


Suspend to Disk (Hibernate) FN+F10 enters Suspend to Disk Mode. This 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 + F6 decreases the volume
- FN + F7 increases the volume
- FN + F5 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.



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GoBook MAX™ Help

Calibrating the Touch Screen

Your GoBook MAX 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 click the Start menu, select Programs and then select Pen Calibration. This opens the touch screen calibration program.

Calibrating the touch screen involves touching and releasing on the + with the stylus on your screen. This action aligns the background image with the screen.

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
Brighten the display	FN+F3
Darken the display	FN+F2

Setting the Date and Time

To set the date and time

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



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GoBook MAX™ Help

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 LED activity indicator on the GoBook MAX 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 FN+On (FN+spacebar). Reinstall the battery. The 2nd indicator light blinks while the battery is charging.

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



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Getting Familiar with Your Computer

The GoBook MAX computer is a [ruggedized](#), weather-sealed, intrinsically safe 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.

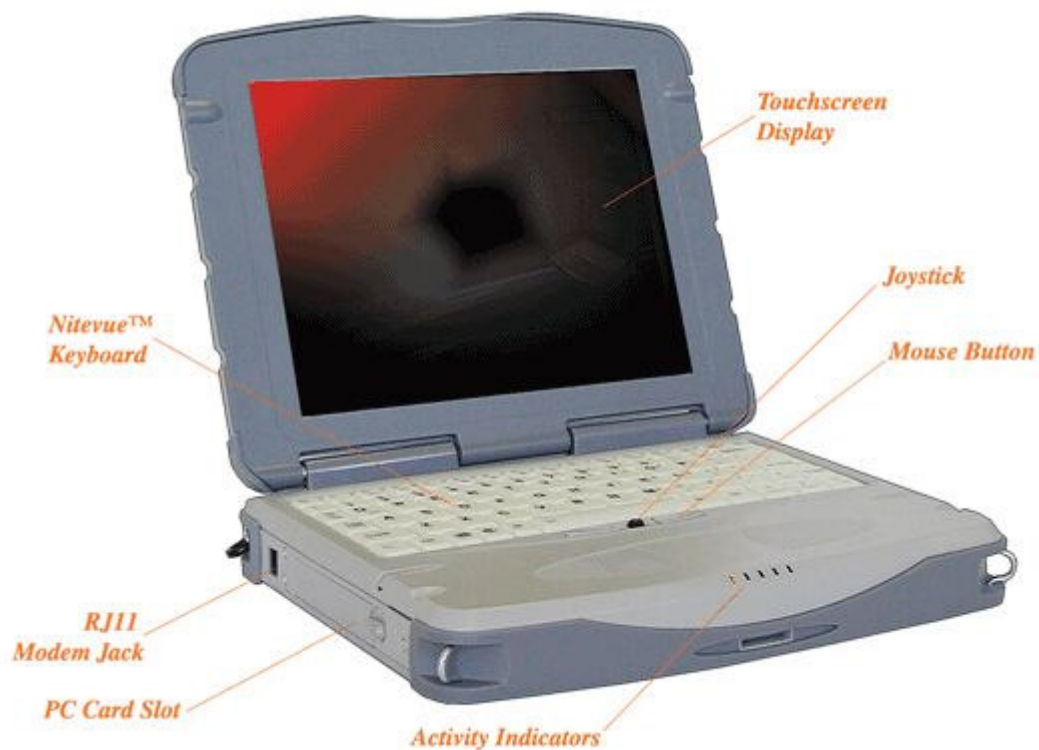
The following pages describe the external and internal features of your GoBook MAX computer.



GoBook MAX™ Help

Individual Parts

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



Front View

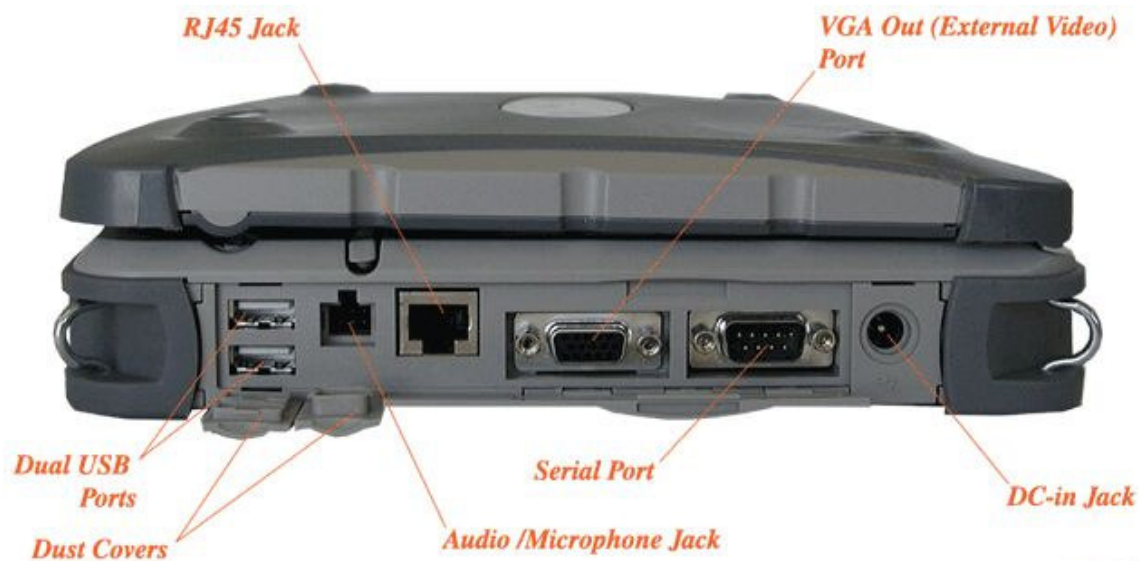


Back View

Left Side View

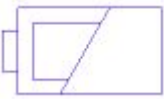





Right Side View



LED Activity Indicators

The activity indicators, located on the front of the computer, 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	LED	Description
 LED #1	Charge Status	Amber	The computer is attached to AC power and the battery is fully charged
		Blinking Amber	The computer is attached to AC and the battery is charging
		Not lit	The computer is not attached to AC power
	Power Status	Amber	The computer is powered and operating
		Blinking	The battery is low

 LED #2		Amber	
		Not lit	The computer is suspended or off
 LED #3	Disk Status (HW)	Amber	The hard disk drive is being accessed
		Not lit	The hard disk drive is not being accessed
 LED #4	Radio Status	Green	RF modem is on and in range
		Yellow	RF modem is on and out of range
		Blinking Green	A message is waiting
		Blinking Yellow	RF is transmitting
		Not lit	RF modem is off



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GoBook MAX™ Help

Keyboard Basics

The [keyboard](#) on the GoBook MAX 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 MAX computer features:

- 81-key US keyboard; 82-key international keyboard
- Twelve function keys, F1-F12
- Embedded numeric keypad
- Mouse keys and cursor control keys

Restarting the Computer

Press...	To do this
CTRL+ALT+DEL twice	Soft reboot the computer. CAUTION All open and unsaved data will be lost.
Press and hold both mouse buttons for approximately ten seconds and then release the buttons.	Reset the computer CAUTION All open and unsaved data will be lost.

Primary Keys

Key	Description
ALT	The alt (alternate) key is used with other keys to perform special tasks. On some operating systems pressing CTRL+ALT+DEL twice soft reboots the computer .
ALT GR	The ALT GR key, a special function key found on the 82-key international keyboard, when pressed and held, allows you to use characters in the bottom right of a three character key.
BACKSPACE	The BACKSPACE key, sometimes represented on the keyboard as a left arrow, moves the cursor one position to the left. The character to the left of the cursor is erased.
CAPS LOCK	Pressing the CAPS LOCK key one time locks keys A through Z in the UPPER CASE position. Pressing the CAPS LOCK key again returns the letters to lower case. While in the upper case mode, pressing the SHIFT key results in lowercase characters when entered. You still have to use the SHIFT key to display characters located on the upper portion of the keyboard. For example, press SHIFT+8 to type an asterisk (*), even when the CAPS LOCK key is activated.

The CAPS LOCK activity indicator is on when the keyboard is in CAPS LOCK mode. This indicator can be found in the windows system tray at the lower right corner of the screen.

Key	Description
CTRL	The CTRL (control) key works with other keys to perform a variety of functions.
ENTER	The ENTER key signals the computer that you have completed your entry. This is your way of telling the computer to process the information that you have entered.
ESC	The ESC (escape) key cancels the current line if you are working in DOS. In some DOS applications, pressing the ESC key backs you out of your last menu selection. In Windows, the ESC key allows you to exit a pop-up window or message box.
PRTSC (F12)	In Windows, pressing the PRTSC (print screen) key or ALT+PRTSC key copies the current screen or window to the clipboard so you can paste it into documents.
SHIFT	The SHIFT key changes the keys A through Z to the UPPER CASE position. When you press an alphabetic key, the character appears as a capital letter. When you press SHIFT with other keys, the characters on the upper part of the keys appear. For example, pressing SHIFT+7 displays an ampersand (&).
FN	Function. Some special keys have been established to perform important tasks when pressed and held with the FN key. These keys are described later in this document.

	The FN key legend is color keyed to other special keys on the keyboard
SPACEBAR	Use the SPACEBAR to enter a space and move the cursor one character to the right
TAB	The TAB key moves the cursor to the next tab stop or field. Tab stops are defined by your operating system or application program. Press the TAB key to move from one field or text box to another.

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.

Function key	Description
FN+F2	Decreases LCD brightness
FN+F3	Increases LCD brightness
FN+F5	Toggles the audio between mute and on
FN+F6	Decrease volume
FN+F7	Increase volume
FN+F8	Toggles between LCD/CRT displays
FN+F10	Suspend to Disk
FN+SPACEBAR	Turns on computer
FN+Q	Suspends computer

Numeric Keypad

The numeric keypad is embedded in the keyboard area with the keys labeled with maroon numerals.

When the keypad is activated by pressing FN+NumLk, the embedded keypad emulates the numeric keypad typically found on a full-size keyboard and the Numlock icon  appears in the tasktray. The numeric keypad is arranged like a calculator for applications that require you to key many numbers or for use. For example, with the Calculator in the standard Windows Accessories.

Joystick (Mouse)

The joystick is a pressure sensitive 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 Joystick

Clicking

1. First, place your fingers on the joystick.
2. Gently move your finger in the direction you want the cursor to move. The stick detects the change in pressure and moves the cursor in the corresponding direction.
3. The left and right buttons located on each side of the joystick 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.

NOTE The joystick also has the ability to do a left button click if it is tapped.

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.

NOTE Double-clicking can also be accomplished by double-tapping with the joystick.

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

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:

- Enable the “Pointer Trails” feature to add trailing cursors.
- 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.

Connecting an External Keyboard or Mouse

You can use your GoBook MAX computer with an optional external keyboard, numeric keypad, or mouse. The devices are “hot swap” capable, which means you do not have to power down the GoBook MAX to connect these devices to the USB connection located on the right side of the unit.



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GoBook MAX™ Help

Disk Drives

The Hard Disk Drive

The [hard disk](#) provides high-capacity storage and fast access. Windows and most programs are stored here. Your GoBook MAX identifies the hard disk drive as drive C.



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GoBook MAX™ 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, fax/modems, or they can be used to provide additional data storage capacity. Your computer's PC Card slot supports Type I, or II PC Cards, 32-bit CardBus cards, and Zoomed Video cards. Type III PC Cards require an extender card.

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.
3. In Windows 98, the computer will beep twice to indicate successful installation. A single beep means that there was a problem recognizing the card. There is no beep with other versions of Windows [software](#) .

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. Click the PC Card icon on the right side of the Windows tray [taskbar](#) , then click Stop.
3. When the Windows message appears, telling you that it is safe to remove the card, click 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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GoBook MAX™ Help

Connecting to an External Monitor

The GoBook MAX 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 MAX's LCD.

1. Use the FN+F8 hot keys to cycle through the CRT/LCD settings or do the following:
2. Locate the 15-pin VGA monitor port on the right side panel of your GoBook MAX and connect the video signal cable from the external monitor to the monitor port.
3. Connect the monitor's power cable to a power outlet and turn on the monitor.
4. If the new monitor has not automatically been detected and is not displaying what appears on your GoBook MAX's LCD screen, open the Control Panel.
5. Double-click Display. The Display Properties window opens.
6. Click the LynxEM+ tab.
7. Make sure the CRT On is checked to enable display on an external monitor.
8. You can also use the FN+F8 hot keys to cycle through the CRT/LCD settings.
9. You can also access Display Properties by double-clicking the Silicon Motion Control Program icon  in the Windows tasktray.



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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. Your computer includes a modem and a RJ-45 port for advanced communications technology.



Right Side Connectors

1 Serial Port

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

2 LAN RJ-45 Jack (optional)

With the built-in Ethernet LAN combo, you can make LAN connections without installing PC cards. Connection speed is 10/100 Mbps.

NOTE This is an optional port depending on the configuration that was ordered.

3 USB (Universal Serial Bus) Ports (2 Connectors)

The Universal Serial Bus (USB) is the latest standard for attaching input devices, scanners, and other devices to a PC. USB devices can be chained together on a single cable. The GoBook Max is USB 1.1 compliant.

4 Microphone/Audio Connector

Connect a [microphone](#) to this jack to record audio. Connect external speakers or a stereo headset to listen to multimedia. This requires an audio adapter.

5 External Monitor Connector

Connect an external monitor to this port.



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Left Side Connectors

1 PC-Card Slot

Use this slot to connect PCMCIA-card devices.

2 Fax/modem RJ-11 Jack

The fax/modem can transmit data using the 56 Kbps V.90 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 the PBX and ISDN systems found in many offices. Digital lines may damage your modem.



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If You Have a Wireless Modem

If your GoBook MAX computer is equipped with a wireless modem, you must first register it with the appropriate network provider.

Before using your wireless modem you must sign up for service with a wireless network provider. When you register, you will need to furnish the network provider with your modem ID and the computer's serial number. This information is printed on a label located on the bottom of your GoBook MAX computer.



GoBook MAX™ Help

Registering Your Wireless Modem



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GoBook MAX™ Help

Wireless Modem LED Status

Air Card 555/550 (CDMA)

The wireless modem is powered ON after reboot, or resume, as indicated by the yellow wireless modem LED activity indicator. It can be turned off by right clicking on the [PC Card](#) icon in the system task tray, and selecting "Stop Sierra Wireless AirCard 555/550 (CDMA)". It can then be repowered by doing a reboot.



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GoBook MAX™ Help

Installing Your Wireless Modem Software

Installing the Software for Your Wireless Modem

Following are the installation procedures for installing the [software](#) for your wireless modem.

Air Card 555/550 (CDMA)

- Software comes pre-installed



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GoBook MAX™ Help

Using Your Wireless Modem

Following are the procedures for using your wireless modem.

Air Card 555/550(CDMA)

- Run Watcher from the desktop , or from the Start, Programs, SierraWireless, Aircard 555/550 menu.
- Verify signal strength is green and radio LED in ON.

CAUTION While the radio is operating, its antenna must be at least 20 cm from all persons in order to

comply with the FCC RF exposure limit. Radio (wireless modem) operators must make sure their radio unit is in compliance with these FCC regulations. See [Optional Equipment and Accessories](#) for important information about vehicle-mounted antennas.



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GoBook MAX™ Help

Wireless LAN (WLAN)

1. Not applicable



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Power Management

The GoBook MAX 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 MAX™ 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; then click 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 on the taskbar, enable it in Start, Settings, Control Panel, Power Management. 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 LED](#) activity indicator will flash and a warning will display 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:

- Save your work and suspend the computer by pressing and releasing FN+Q. Then either connect to AC power to charge the battery or change the battery if needed.
- Connect the AC power adapter
- Save your work and suspend to disk (Hibernate) by pressing FN+F10
- Save your work and then select Shut Down from the Start menu

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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GoBook MAX™ Help

Battery Charging

When you use the [AC adapter](#) to connect your GoBook MAX to a power outlet, the internal battery will automatically begin to recharge. While the battery is charging, the [Power LED](#) activity indicator on the indicator panel will be flashing. When the battery is fully charged, the Power LED activity indicator will turn solid.

It will take 4 to 5 hours to recharge the battery. Refer to the following table:

	Charging	Discharging
System On	4-5 hours	3-4 hours
System Off (suspend to RAM)	4 hours	—

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 practically all the rest 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 FN+On. When the computer returns from suspend mode, the [desktop](#) appears with the same files and programs open as when the computer was suspended. 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 Battery panel profile 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 suspend/system off function key (FN + Q)
- Closing the lid (display) if enabled in power settings.

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 + F2. Increase it by pushing FN + F3.

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.

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. Slide the latch to the un-locked position and slide the battery out of the compartment.
5. Make sure the replacement battery is properly orientated. Insert the battery into the battery compartment. Slide the latch to the locked position. Check that the latch locks 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 as little power as possible, 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 is turned on. You may hear the fan and feel air coming from a vent near the left front of the computer when this happens.

If the temperature continues to rise:

2. Processor activity is reduced. You may notice a slight loss of performance when this happens.

If the computer overheats:

3. The processor will stop functioning and the computer will shutdown.



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Battery Maintenance

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 determine if the battery needs to be calibrated, run the Battery Calibration program. The initial screen indicates whether or not calibration is necessary:



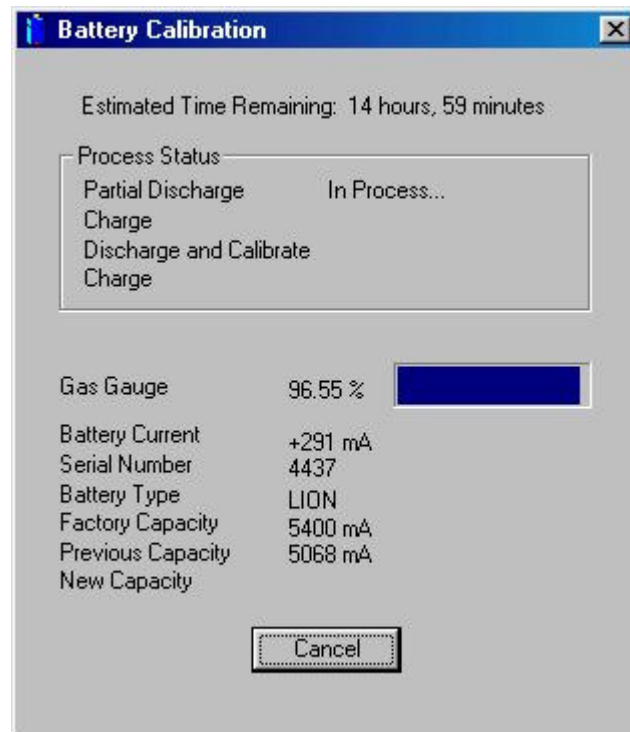
However, it is not necessary to open Battery Calibration to check if the battery requires calibration. The System Monitor will display an alert when the battery requires calibration.

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

1. Partial Discharge - the battery is drained to a level below 88 %.
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 Maintenance application.

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



During the process the Battery Calibration application reports the following information:

- The Process Status box displays the currently active stage.
- The Battery Information fields display status and current parameters of the battery.
 - Gas Gauge : Level of charge in the battery
 - Battery Current : Amount of current the charge (or discharge) process is drawing. Note that this may be zero at times, due to the nature of the charge process.

- Serial Number : Serial number of the battery
- Battery Type: Chemistry type of the battery
 - LION = Lithium Ion
 - NiMH - Nickel Metal Hydride
- Factory Capacity : Theoretical capacity of this battery type
- Actual Capacity: Actual capacity of the battery
- New Capacity: This field shows the new capacity after calibration and is updated after the calibration process is completed. Note that it may not change, but battery performance will still be improved due to calibration.

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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Customizing Your BIOS Settings

This chapter explains how to use the Setup [Utility](#) to modify the BIOS settings. The Setup Utility displays and allows modification of the GoBook MAX 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 BIOS is installed 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 BIOS settings we suggest that you load setup defaults on the [Exit Menu](#) or press F9, yes, F10, then yes from any menu. This loads optimized default settings for normal use.



GoBook MAX™ Help

Using the BIOS Setup Utility

The BIOS 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 BIOS Setup Utility to change your computer's start-up configuration. For example, you can change your system's security routine.

Starting the BIOS Setup Utility

You can only start the Setup Utility shortly after the computer has been turned on. A prompt appears on the computer display that says "Press F2 to run Setup." When you see this prompt, press the F2 key and the system will start the Setup Utility and display the main menu of the utility.

CAUTION Incorrect settings can cause your system to malfunction. To correct mistakes, return to Setup and restore the Setup Defaults by pressing F9 and selecting yes.

Navigation and Help

PhoenixBIOS Setup Utility					
Main		Advanced	Security	Boot	Exit
System Time		[16:19:20]			Item Specific Help
System Date:		[01/01/1998]			
▶ Primary Master		[IBM-DJSA-220-(PM)]			<Tab>, <Shift-Tab>, or <Enter> selects the field.
▶ Boot Options					
System Memory:		640 KB			
Extended Memory:		130048 KB			
F1 Help ↑↓	Select Item	-/+	Change Values	F9 Setup Defaults	
ESC Exit ←	Select Menu	Enter	Select ▶Sub-Menu	F10 Save and Exit	

The Legend Bar

The Menu Bar

The Setup Utility has these five menu options in the Menu Bar at the top of the window:

Main	Use for basic system configuration
Advanced	Use to set the advanced features
Security	Use to set user and supervisor passwords and to set backup and virus-check reminders
Boot	Use to select the sequence of boot devices that are searched to load an operating system
Exit	Use to exit the current Setup session

The Legend Bar

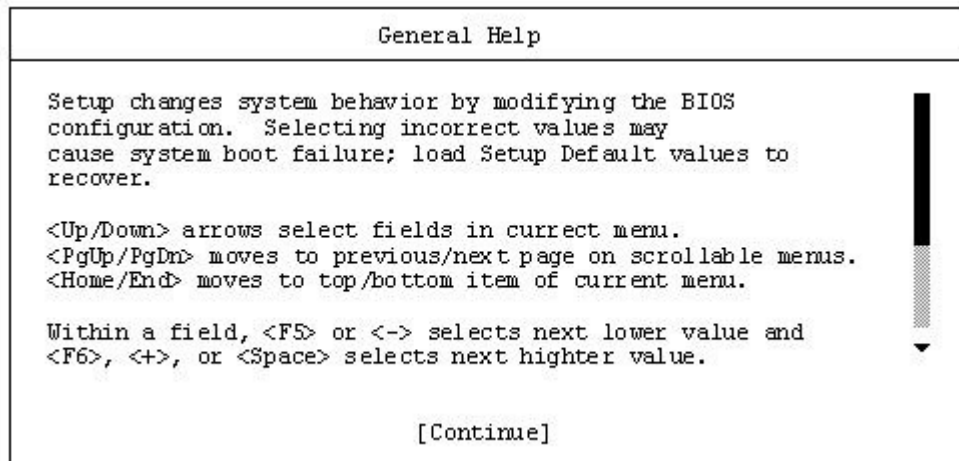
You can use the keys in the legend bar at the bottom of the Setup Window to make selections or exit the current menu.

Key	Function
F1 or ALT+H	General Help Window
ESC	Exit this menu
Left/Right Arrow Keys	Select a different menu
Up/Down Arrow Keys	Move the cursor up or down between fields
TAB or SHIFT+TAB	Cycle the cursor up and down
HOME or END	Move the cursor to the top or bottom of the window
PgUp or PgDn	Move the cursor to the next or previous page
F5 or -	Select the Previous Value for the field
F6 or + or Space	Select the Next Value for the field
F9	Load the Default Configuration values for this menu
F10	Save and exit
Enter	Execute command or Select Submenu
ALT+R	Refresh the screen

The Field and General Help Windows

The Field Help Window is on the right side of each menu. It displays the help text for the currently selected field. This text updates as you move the cursor from field to field.

The General Help Window describes the legend keys and their alternates. You can display it by pressing F1 or ALT+H on any menu.



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GoBook MAX™ Help

The Main Menu

You can change the system date and time on the main menu and view system and extended memory.

PhoenixBIOS Setup Utility		
Main	Advanced	Security Boot Exit
System Time	[16:19:20]	Item Specific Help
System Date:	[01/01/1998]	
▶ Primary Master	[IBM-DJSA-220-(PM)]	<Tab>, <Shift-Tab>, or <Enter> selects the field.
▶ Boot Options		
System Memory:	640 KB	
Extended Memory:	130048 KB	
F1 Help ↑↓ Select Item -/+ Change Values F9 Setup Defaults ESC Exit ← Select Menu Enter Select▶Sub-Menu F10 Save and Exit		

Field	Setting	Function
System Time	HH:MM:SS	Set the system time. It must be set using military time
System Date	MM/DD/YYYY	Set the system date
Primary Master	sub-menu	Set drive settings
Boot Options	sub-menu	Set boot options
System Memory	N/A	Displays amount of conventional memory detected during boot up
Extended Memory	N/A	Displays the amount of extended memory detected during boot up

Primary Master

The drive type is automatically detected by the BIOS. You can use this menu to view the [hard disk](#) configuration.

PhoenixBIOS Setup Utility	
Main	
Primary Master [IBM-DJSA-220-(PM)]	Item Specific Help
Type: [Auto] LBA Format Total Sectors: 39070080 Maximum Capacity: 20004MB Multi Sector Transfer: [16 Sectors] LBA Mode Control: [Enabled] 32-bit I/O: [Disabled] Transfer Mode: [FPIO 4 / DMA 2] SMART Monitoring: Enabled Ultra DMA Mode: [Mode 2]	User = you enter parameters of hard-disk drive installed at this connection. Auto = autotypes hard-disk drive installed here. 1-39 = you select pre-determined type of hard-disk drive installed here. CD-ROM = a CD-ROM drive installed here. ATAPI Removable = removable disk drive is installed here.
F1 Help ↑↓ Select Item -/+ Change Values F9 Setup Defaults ESC Exit ← Select Menu Enter Select Sub-Menu F10 Save and Exit	

Field	Setting	Function
Type	User None Auto CD-ROM	User =User enters parameters of hard-disk drive None =Autotyping is not able to supply the drive type or end user has selected None, disabling any drive that may be installed. Auto =Autotyping, the drive itself supplies the correct drive information. CD-ROM =CD-ROM drive is installed
Cylinders	1 to 65,536	Can only be changed if Type is changed to user setting. Number of cylinders
Heads	1-16	Can only be changed if Type is changed to user setting. Number of read/write heads
Total Sectors	N/A	Number of sectors
Maximum Capacity	N/A	The total capacity of the Hard Disk Drive
Sectors	1 to 63	Number of sectors per track
Multi-Sector Transfers	Disabled 2 sectors 4 sectors 8 sectors 16 sectors	Any selection except Disabled determines the number of sectors transferred per block.
LBA Mode Control	Enabled Disabled	Enabling LBA causes Logical block Addressing to be used in place of Cylinders, Heads, & Sectors

32-Bit I/O	Enabled Disabled	Enables 32-bit communication between CPU and IDE card. Requires PCI or local bus.
Transfer Mode	Standard Fast PIO 1 Fast PIO 2 Fast PIO 3 Fast PIO 4 Fast PIO 3/DMA 1 Fast PIO 4/DMA 2	Selects the method for transferring the data between the hard disk and system memory. The Setup menu only lists those options supported by the drive and platform.
SMART Monitoring	N/A	Turn on Self-Monitoring Analysis-Reporting Technology, which monitors condition of the hard drive and reports when a catastrophic IDE failure is about to happen
Ultra DMA Mode:	Mode 0 Mode 1 Mode 2 Disabled	

Boot Options

PhoenixBIOS Setup Utility	
Main	
Boot Options	Item Specific Help
QuickBoot Mode: [Enabled] Summary screen: [Disabled] SETUP prompt: [Enabled]	Allows the system to skip certain tests while booting. This will decrease the time needed to boot the system
F1 Help ↑↓ Select Item -/+ Change Values F9 Setup Defaults ESC Exit ← Select Menu Enter Select→Sub-Menu F10 Save and Exit	

Field	Setting	Function
QuickBoot Mode	Enabled Disabled	Enabled allows the system to skip certain tests while booting, decreasing the time needed to boot.
Summary	Enabled	Displays system configuration summary screen during boot up.

Screen	Disabled	
SETUP Prompt	Enabled Disabled	Displays "Press <F2> for Setup" during boot up." Disabling this option does not disable F2, only the display of the message.

CAUTION Incorrect settings can cause your system to malfunction. To correct mistakes, return to Setup and restore the Setup Defaults by pressing F9.



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The Advanced Menu

PhoenixBIOS Setup Utility				
Main	Advanced	Security	Boot	Exit
Setup Warning Setting items on this menu to incorrect values may cause your system to malfunction.			Item Specific Help	
Reset Configuration Data: [No]			Select 'Yes' if you want to clear the Extended System Configuration Data (ESCD) area.	
▶ I/O Device Configuration				
F1	Help ↑↓	Select Item	-/+	Change Values
ESC	Exit ←	Select Menu	Enter	Select ▶ Sub-Menu
			F9	Setup Defaults
			F10	Save and Exit

Field	Setting	Function
Reset	Yes	Yes erases all configuration data in a section of memory for

Configuration Data:	No	ESCD (Extended System Configuration Data) which stores the configuration settings for non-PnP plug-in devices. Select yes when required to restore the manufacturer's defaults
I/O Device Configuration	sub-menu	Configure I/O Devices

CAUTION Incorrect settings can cause your system to malfunction. To correct mistakes, return to Setup and restore the Setup Defaults by pressing F9.

I/O Device Configuration Menu

The CPU communicates with external devices such as printers through devices called Input/Output (I/O) ports such as serial ports. These I/O devices require the use of system resources such as I/O addresses and interrupt lines. If these devices are Plug and Play, either the BIOS can allocate the devices during POST, or the operating system can do it. If the I/O devices are not Plug and Play, they may need to be set manually in Setup.

On some systems, the chipset manages the communication devices. Other systems have, instead, a separate I/O chip on the motherboard for configuring and managing these devices.

Many systems allow you to control the configuration settings for the I/O ports. Use this menu to specify how the I/O (Input and Output) ports are configured:

- Manually by you.
- Automatically by the BIOS during POST
- Automatically by a PnP Operating System such as Windows 95 after the Operating System boots.

Phoenix BIOS Setup Utility	
Advanced	
I/O Device Configuration	Item Specific Help
Serial Port A: [Auto]	Configure Serial Port A: using options: [Disabled] No configuration [Enabled] User configuration [Auto] BIOS or OS chooses configuration {OS Controlled} Displayed when controlled by OS
F1 Help ↑↓ Select Item -/+ Change Values F9 Setup Defaults ESC Exit ← Select Menu Enter Select Sub-Menu F10 Save and Exit	

Field	Setting	Function
Serial port A:	Disabled Enabled Auto	Disabled turns off the port . Enabled requires you to enter the base Input/Output address and the Interrupt number on the next line Auto makes the BIOS configure the port automatically during POST.



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The Security Menu

Phoenix BIOS Setup Utility			
Main	Advanced	Security	Root Exit
Set User Password	[Enter]		Item Specific Help
Set Supervisor Password	[Enter]		
Password on boot:	[Disabled]		Supervisor password controls access to setup utility.
Fixed disk boot sector:	[Normal]		
Diskette access:	[Disabled]		
Virus check reminder:	[Disabled]		
System backup reminder:	[Disabled]		
F1 Help ↑↓ Select Item -/+ Change Values F9 Setup Defaults ESC Exit ← Select Menu Enter Select ▸ Sub-Menu F10 Save and Exit			

Field	Setting	Function
Set User Password	Up to seven alphanumeric characters	Pressing Enter displays the dialog box for entering the user password. In related systems, this password gives restricted access to SETUP menus. The supervisor password must be set first.
Set Supervisor Password	Up to seven alphanumeric characters	Pressing Enter displays dialog box for entering the supervisor password. In related systems, this password gives full access to Setup menus.
Password on boot	Enabled Disabled	Enabled requires a password on boot. Requires prior setting of the Supervisor password.

		If supervisor password is set and this option disabled , BIOS assumes user is booting.
Fixed disk boot sector	Normal Write Protect	Write protects the boot sector on the hard disk for virus protection. Requires a password to format or Fdisk the hard disk.
Diskette access	Supervisor User	User requires a user password to boot from or access the floppy disk. Supervisor requires a supervisor password.
Virus check reminder / System backup reminder	Disabled Daily Weekly Monthly	Displays a message during boot up asking (Y/N) if you have backed up the system or scanned it for viruses. Message returns on each boot until you respond with "Y". Daily displays the message on the first boot of the day, weekly on the first boot after Sunday, and monthly on the first boot of the month.

Enabling Supervisor Password requires a password for entering Setup. The passwords are not case sensitive. Pressing Enter at either Set Supervisor Password or Set User Password displays a dialog box like this:

Set Supervisor Password		
Enter new password:	[]
Confirm new password:	[]

NOTE In some systems, the User and Supervisor passwords are related; you cannot have a User password without first creating a Supervisor password. In other systems, you can create and use them independently.

CAUTION Incorrect settings can cause your system to malfunction. To correct mistakes, return to Setup and restore the Setup Defaults by pressing F9.



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GoBook MAX™ Help

The Boot Menu

When you turn on your computer, it attempts to load the operating system (such as Windows 98) from the device of your choice. If it cannot find the operating system on that device it attempts to load it from one or more other devices according to the order specified in the Boot Menu. Boot devices can include hard drives, floppy drives, CD-ROMs, and removable devices.

NOTE Specifying any device as a boot device on the Boot Menu requires the availability of an operating system on that device. Most PCs come with an operating system already installed on hard-drive C.

PhoenixBIOS Setup Utility	
Main	Advanced Security Boot Exit
Removable Devices +Hard Drive CD-ROM Drive	Item Specific Help Keys used to view or configure devices: <Enter> expands or collapses devices marked with + or -. <Ctrl+Enter> expands all <Shift+l> enables or disables a device. <+> and <-> moves the device up or down. <n> May move removable device between Hard Disk or Removable Disk. <d> Remove a device that is not installed
F1 Help ↑↓	Select Item -/+ Change Values F9 Setup Defaults
ESC Exit ←	Select Menu Enter Select ▶Sub-Menu F10 Save and Exit

Field	Setting	Function
Removable Devices	N/A	Shows removable devices
Hard Drive	N/A	Shows hard drive(s)
CD-ROM	N/A	Shows CD-ROM(s)

CAUTION Incorrect settings can cause your system to malfunction. To correct mistakes, return to Setup and restore the Setup Defaults by pressing F9.



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The Exit Menu

You use the exit menu to leave the BIOS Setup [Utility](#) . ESC does not exit this menu. You must select one of the items from the menu or menu bar to exit.

PhoenixBIOS Setup Utility	
Main	Advanced Security Boot Exit
Exit Saving Changes Exit Discarding Changes Use Setup Settings [Original Copy] Load Setup Defaults Discard Changes Save Changes	Item Specific Help Exit System Setup and save your changes to CMOS.
F1 Help ↑↓ Select Item -/+ Change Values F9 Setup Defaults ESC Exit ← Select Menu Enter Select Sub-Menu F10 Save and Exit	

Field	Function
Exit Saving Changes	<p>After making your selections on the Setup menus, this option stores the selections displayed in the menus in CMOS, a special section of memory that stays on after you turn your system off. It then exits the SETUP program. The next time you boot your computer, the BIOS configures your system according to the Setup selections stored in CMOS.</p> <p>During boot up, PhoenixBIOS attempts to load the values saved in CMOS. If those values cause the system boot to fail, reboot and press F2 to enter Setup. In setup, you can get the Default Values or try to change the selections that caused the boot to fail.</p>
Exit Discarding Changes	Use this option to exit Setup without storing in CMOS any new selections you may have made. The selections previously in effect remain in effect.
Use Setup Settings	Use this option to reload either the first copy of Setup settings or the original copy.
Load Setup Defaults	<p>To display the default values for all Setup menus, select "Load Setup Defaults" from the Main Menu.</p> <p>If during boot up, the BIOS program detects a problem in the integrity of values stored in CMOS, it displays these messages:</p> <p>System CMOS checksum bad - run SETUP</p> <p>Press F1 to resume, F2 to Setup</p>

	<p>The CMOS values have been corrupted or modified incorrectly, perhaps by an application program that changes data stored in CMOS.</p> <p>Press F1 to resume the boot or F2 to run Setup with the ROM default values already loaded into the menus. You can make other changes before saving the values to CMOS.</p>
Discard Changes	If during a Setup Session, you change your mind about changes you have made and have not yet saved the values to CMOS, you can restore the values you previously saved to CMOS.
Save Changes	Saves all the selections without exiting Setup. You can return to the other menus if you want to review and change your selections.

CAUTION Incorrect settings can cause your system to malfunction. To correct mistakes, return to Setup and restore the Setup Defaults by pressing F9.



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Optional Equipment and Accessories

The GoBook MAX 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 MAX™ 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
>45°C (>113°F)	Battery will not charge

To connect the vehicle adapter

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

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. Under extremely cold or hot temperatures, or if the system is on, however, it will take longer to charge the battery (up to 16 hours).



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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. LED #2 flashes.
3. When the battery is fully charged, LED #2 will be on steady.

Important

- A temperature of 0°C to 40°C (32°F to +104°F) is recommended when charging batteries with the vehicle cradle. Batteries may not charge successfully outside this temperature range. The battery will not charge at >45°C (113°F).
 - If you charge your battery daily, rely on the gas gauge reading to determine battery capacity. The gas gauge displayed by the Battery Slope 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 percent, but the actual capacity is only 10 percent.
-
-

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 MAX onto the vehicle cradle. You can install or remove the computer from the vehicle cradle without connecting or disconnecting the cables from the cradle.

External Antennas

An external RF antenna also can be connected to the cradle using the SMA 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 MAX in order to meet FCC RF exposure limits. Please contact your organizations'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 the Cradle Contact Connector

The contact connector on the vehicle cradle is exposed to contamination and stress when the computer is installed and removed from the cradle during normal operation. If the contact connector becomes dirty, it can be cleaned as necessary using electrical contact cleaner.

To clean the cradle contact connector:

1. Remove the computer from the cradle
2. Ensure the cradle handle is in the "Open" position so that power will not be applied to the contact connector during cleaning.
3. Spray the blades and perimeter of the contact connector using Electrical Contact Cleaner
4. Allow any remaining electrical contact cleaner to evaporate prior to putting the computer back onto the cradle and closing the handle.

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 MAX™ 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 MAX, 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. Lighted on/off switches 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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Maintenance and Storage

The GoBook MAX 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.



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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Hard Drive Care and Handling

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 MAX 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.

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+Q 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 [PC Card](#) access door closed and latched. Also avoid exposing the unit to extreme temperatures or moisture when the door is 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.



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GoBook MAX™ 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 MAX does not allow the battery to charge if the internal temperature of the battery gets too low ($< 5^{\circ}\text{C}$ or $< 41^{\circ}\text{F}$) or too high ($> 45^{\circ}\text{C}$ or $> 122^{\circ}\text{F}$).
- 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 -20°C to +40°C (32°F to +104°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 by pressing FN+F2 or FN+ F3.

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 Contact Connector The cradle contact connector may get dirty with daily use. If so, it can be cleaned as necessary using electrical contact cleaner. See [Cleaning the Cradle Contact Connector](#) for more information.

Storing Your Computer

You can store the GoBook MAX for approximately 7 - 10 days without losing data as long as the battery is fully charged to begin with.

If you plan to store the computer for more than 7 - 10 days, 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 -55°C to +75°C (-67°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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Error Messages

The following are possible error and warning messages you may encounter while operating the GoBook MAX 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



GoBook MAX™ Help

POST Messages

When the GoBook MAX 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.

Failure Fixed Disk

Fixed disk is not working or not configured properly. Check to see if fixed disk is attached properly. Run Setup. Find out if the fixed-disk type is correctly identified.

Stuck key

There is a key on the keyboard that is stuck. Inspect it to see if there are any visible problems.

Keyboard error

Keyboard not working. Inspect it to see if there are any visible problems.

Keyboard Controller Failed

Keyboard controller failed test. May require replacing keyboard controller.

Keyboard locked - Unlock key switch

Unlock the system to proceed.

Monitor type does not match CMOS - Run SETUP

Monitor type not correctly identified in Setup

Shadow Ram Failed at offset: nnnn

Shadow RAM failed at offset nnnn of the 64k block at which the error was detected.

System RAM Failed at offset: nnnn

System RAM failed at offset nnnn of in the 64k block at which the error was detected.

Extended RAM Failed at offset: nnnn

Extended memory not working or not configured properly at offset nnnn.

System battery is dead - Replace and run SETUP

The CMOS clock battery indicator shows the battery is dead. Replace the battery and run Setup to reconfigure the system.

System CMOS checksum bad - Default configuration used

System CMOS has been corrupted or modified incorrectly, perhaps by an [application](#) program that changes data stored in CMOS. The BIOS installed Default Setup Values. If you do not want these values, enter Setup and enter your own values. If the error persists, check the system battery or contact your dealer.

System timer error

The timer test failed. Requires repair of system board.

Real time clock error

Real-Time Clock fails BIOS hardware test. May require board repair.

Check date and time settings

BIOS found date or time out of range and reset the Real-Time Clock. May require setting legal date (1991- 2099).

Previous boot incomplete - Default configuration used

Previous POST did not complete successfully. POST loads default values and offers to run Setup. If the failure was caused by incorrect values and they are not corrected, the next boot will likely fail. On systems with control of wait states, improper Setup settings can also terminate POST and cause this error on the next boot. Run Setup and verify that the wait-state configuration is correct. This error is cleared the next time the system is booted.

Memory Size found by POST differed from CMOS

Memory size found by POST differed from CMOS.

Diskette drive A error

Diskette drive B error

Drive A: or B: is present but fails the BIOS POST diskette tests. Check to see that the drive is defined with the proper diskette type in Setup and that the diskette drive is attached correctly.

Incorrect Drive A type - run SETUP

Type of floppy drive A: not correctly identified in Setup.

Incorrect Drive B type - run SETUP

Type of floppy drive B: not correctly identified in Setup.

System cache error - Cache disabled

RAM cache failed and BIOS disabled the cache. On older boards, check the cache jumpers. You may have to replace the cache. See your dealer. A disabled cache slows system performance considerably.

CPU ID:

CPU socket number for Multi-Processor error.

EISA CMOS not writeable

ServerBIOS2 test error: Cannot write to EISA CMOS.

DMA Test Failed

ServerBIOS2 test error: Cannot write to extended DMA (Direct Memory Access) registers.

Software NMI Failed

ServerBIOS2 test error: Cannot generate software NMI (Non-Maskable Interrupt).

Fail-Safe Timer NMI Failed

ServerBIOS2 test error: Fail-Safe Timer takes too long.

device Address Conflict

Address conflict for specified device.

Allocation Error for: device

Run ISA or EISA Configuration Utility to resolve resource conflict for the specified device.

CD ROM Drive

CD ROM Drive identified.

Entering SETUP ...

Starting Setup program

Failing Bits: nnnn

The hex number nnnn is a map of the bits at the RAM address which failed the memory test. Each 1 (one) in the map indicates a failed bit . See errors 230, 231, or 232 above for offset address of the failure in System, Extended, or Shadow memory.

Fixed Disk n

Fixed disk n (0-3) identified.

Invalid System Configuration Data

Problem with NVRAM (CMOS) data.

I/O device IRQ conflict

I/O device IRQ conflict error.

PS/2 Mouse Boot Summary Screen:

PS/2 Mouse installed.

nnnn kB Extended RAM Passed

Where nnnn is the amount of RAM in kilobytes successfully tested.

nnnn Cache SRAM Passed

Where nnnn is the amount of system cache in kilobytes successfully tested.

nnnn kB Shadow RAM Passed

Where nnnn is the amount of shadow RAM in kilobytes successfully tested.

nnnn kB System RAM Passed

Where nnnn is the amount of system RAM in kilobytes successfully tested.

One or more I2O Block Storage Devices were excluded from the Setup Boot Menu

There was not enough room in the IPL table to display all installed I2O block-storage devices.

Operating system not found

Operating system cannot be located on either drive A: or drive C:. Enter Setup and see if fixed disk and drive A: are properly identified.

Press <F1> to resume, <F2> to Setup,

<F3> for previous

Displayed after any recoverable error message. Press F1 to start the boot process or F2 to enter Setup and change the settings. Press F3 to display the previous screen (usually an initialization error of an Option ROM, i.e., an add-on card). Write down and follow the information shown on the screen.

Press <F2> to enter Setup

Optional message displayed during POST. Can be turned off in Setup.

PS/2 Mouse:

PS/2 mouse identified.

Run the I2O Configuration Utility

One or more unclaimed block storage devices have the Configuration Request bit set in the LCT. Run an I2O Configuration Utility (e.g. the SAC utility).

System BIOS shadowed

System BIOS copied to shadow RAM.

UMB upper limit segment address: nnnn

Displays the address nnnn of the upper limit of Upper Memory Blocks, indicating released segments of the BIOS which can be reclaimed by a virtual memory manager.

Video BIOS shadowed

Video BIOS successfully copied to shadow RAM.



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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 [Appendix B 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 MAX 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.



GoBook MAX™ 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. Reset the computer by holding down the two mouse buttons for at least 10 seconds and then release the buttons.

NOTE 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, or Procomm Plus 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.
- Verify with your company that your computer has an internal modem installed.



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GoBook MAX™ 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. 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 FN+On (spacebar).
 4. Reinstall the battery.
 5. Allow the system to remain idle for one hour with the AC adapter connected to the computer.

The [Charging LED](#) activity 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

- 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 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

- 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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GoBook MAX™ Help

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 [backlight](#) .
- The automatic power-saving mode may have shut off (suspended) the computer. Press FN+On (spacebar) to resume.

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 click the Appearance tab to make changes to the color scheme.
- Make the online hypertext jumps black by adding the line JumpColor=0,0,0 to the [Windows Help] section of WIN.INI.

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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GoBook MAX™ Help

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.

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.



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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 MAX™ 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 FN+NUM LOCK to toggle NUM LOCK mode off.



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GoBook MAX™ 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 or Procomm Plus 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.
- Add %!1300AO to the initialization string. If used, this command must be sent immediately before the command to dial the desired phone number and sent again before re-dialing the number since the modem will default to the original setting at the end of the session.



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GoBook MAX™ Help

Miscellaneous

The computer shuts off unexpectedly

- The computer has entered [suspend mode](#) . Press FN+On 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 [speaker](#) volume is too high or too low

- Increase the volume by pressing FN+F7; decrease the volume by pressing FN+F6.

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 MAX computer does not turn on, restart the computer by holding down both mouse buttons for at least 10 seconds and then release the buttons.

The computer won't turn off

- Press and release the FN+Q keys.

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 (Start, Settings, Control Panel, Power Management) 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.

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 two mouse buttons to reset the computer doesn't always work

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



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GoBook MAX™ Help

Mouse

I have difficulty double-clicking the mouse fast enough

- From the Start Menu, select Settings, Control Panel, and then choose Mouse. The Response 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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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 in the system "tray" area of the screen (near the clock in the lower right corner), and choose "Stop [card name] card."



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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 and then choose Pen Calibration.
2. Follow the instructions on the screen to calibrate the touch screen.

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.



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