
HP Omnibook 500 (FA)

Corporate Evaluator's Guide

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Important Safety Information

CAUTION

To reduce the risk of fire, use only No. 26 AWG or larger telecommunications line cord to connect a modem to the telephone wall jack.

When using your computer with a telephone connection, always follow basic safety precautions to reduce the risk of fire, electric shock, and injury to persons:

- Do not use this product with a telephone connection near water (for example, near a bathtub, sink, swimming pool, or in a wet basement).
- Avoid using a telephone connection (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lighting.
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Support Policy for Support Pack of Operating Systems. HP provides end user support for HP PCs that use Microsoft Operating Systems, including its latest service packs. This support will be available within 30 days of the software being released.

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Getting Started with Your HP Notebook

Taking Inventory

Congratulations! Your notebook computer sets a new standard in personal computing. Although compact and easy to carry, your computer is made with the quality and attention to detail that are the hallmark of Hewlett-Packard.

Your computer has several features that make it convenient to use:

- Two buttons provide convenient options for starting and stopping the computer.
- Volume controls are located within easy reach on the computer's right side, and the audio-off button and light let you cut off all sound quickly when needed.
- All cable connectors are near the back of the computer, keeping cables away from your working area.

This manual shows how to set up and operate your computer, as well as what to do if you run into trouble.

What's in the Box?

Your HP notebook computer is shipped with these items:

- Main battery (installed).
- Floppy disk drive module.
- Floppy disk drive USB cable (models without expansion base only).
- AC adapter and power cord.
- *Quick Start* sheet.
- *Startup Guide*.
- *Recovery CD*, for restoring Windows and all software included with your computer.
- Microsoft Windows manual.
- Multimedia expansion base and plug-in drive module (certain models only).
- Phone cord (modem models only).

In addition, your HP notebook includes preinstalled software. (The exact software installed depends on your particular notebook model.)

To buy accessories

You can buy accessories for your computer online. For the latest accessories and options, visit the HP Notebook web site (www.hp.com/notebooks).

HP currently offers plug-in modules and other accessories, such as the following:

- AC adapter.
- Plug-in drives, such as CD-ROM, DVD, and similar drives, floppy drive, Zip drive, and second hard disk drive.
- Main battery and secondary battery plug-in module.

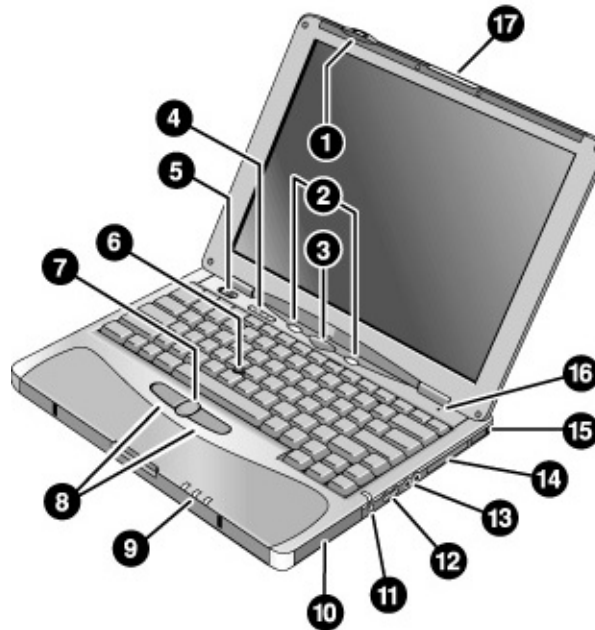
To find more information

The following table lists other sources of information about your computer and related products.

Source	Description and Location
<i>Startup Guide</i>	This printed manual introduces your computer. It also contains setup instructions, basic operation guidelines, troubleshooting information, and warranty information.
<i>Online Reference Guide</i>	The full <i>Reference Guide</i> is shipped on the computer's hard drive, and provides a complete source for operating and maintaining the computer. Look in the online HP Library, or on the <i>Recovery CD</i> in \hp\Library. For Windows XP, the HP Library is in the Help and Support Center.
Online HP Notes	For late-breaking information available after the manuals were completed, see the HP Notes in the online HP Library, or on the <i>Recovery CD</i> in \hp\Library.
Microsoft Windows manual	This is shipped with your computer and contains information about using the version of Microsoft Windows shipped with your computer.
HP Notebook Web Site	www.hp.com/notebooks . www.europe.hp.com/notebooks (European mirror).
HP Customer Care Web Site	www.hp.com/go/support .
Corporate Evaluator's Guide	This provides information about installing alternate operating systems, as well as how to configure your notebook computer in a corporate, networked environment. Located at the HP Customer Care web site.

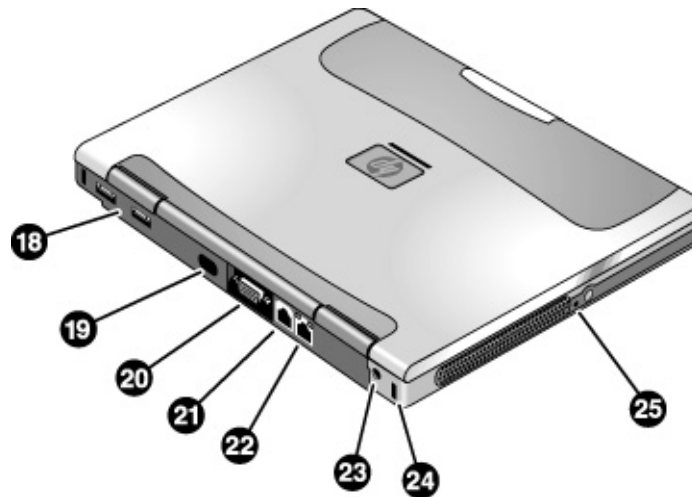
Identifying Parts of the Computer

Front View



- | | |
|---|---|
| 1. Wireless on-off button and indicator light (on certain models). | 9. Main status lights: power mode, hard disk activity, main battery charge. |
| 2. Left and right One-Touch buttons (programmable). | 10. Hard disk drive. |
| 3. Sleep button. Suspends and resumes operation. | 11. Audio-off button and audio-off light. |
| 4. Keyboard status lights: Caps Lock, Num Lock, Keypad Lock, Scroll Lock. | 12. Volume control. |
| 5. Power slide button. Turns the computer on and off. | 13. Audio jacks: audio out (headphones), external microphone. |
| 6. Pointing stick (pointing device). | 14. PC Card slot. |
| 7. Scroll button. | 15. PC Card eject button. |
| 8. Left and right click buttons. | 16. Built-in microphone. |
| | 17. Latch for opening the computer. |

Back View

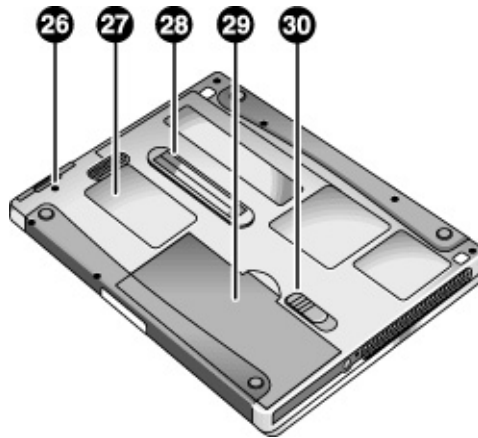


- 18. Universal serial bus ports (USB).
- 19. Infrared port (on certain models).
- 20. External monitor port.
- 21. Modem port (on certain models).

- 22. LAN port (on certain models).
- 23. AC adapter jack.
- 24. Kensington lock slot (security connector).
- 25. System-off switch.

Getting Started with Your HP Notebook
Identifying Parts of the Computer

Bottom View



26. Hard disk drive retaining screw.

27. RAM cover.

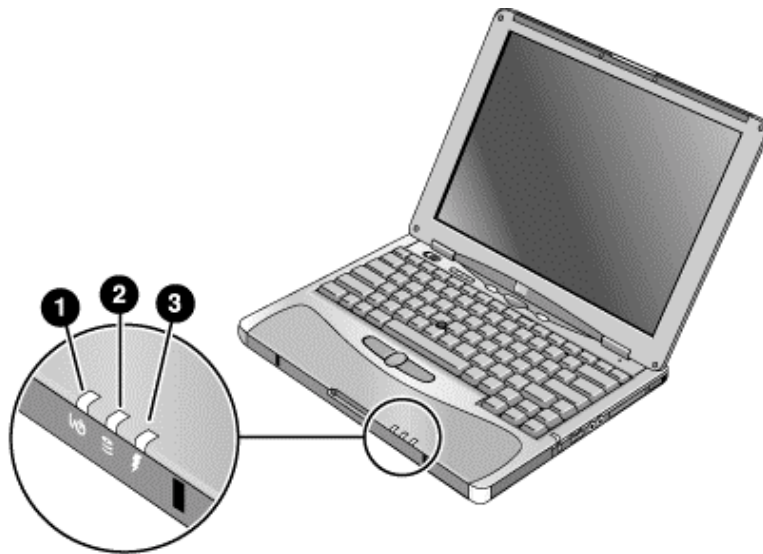
28. Docking port.

29. Main battery.

30. Main battery latch.

Status Lights

The main status lights report power and battery status and drive activity.



1. Power mode.

- On: the computer is on (even if the display is off).
- Blinking: the computer is in Standby mode. (Steady amber light on some models.)
- Off: the computer is off or in Hibernate mode.

2. Hard disk drive activity.

- Blue: the computer is accessing the hard disk drive.

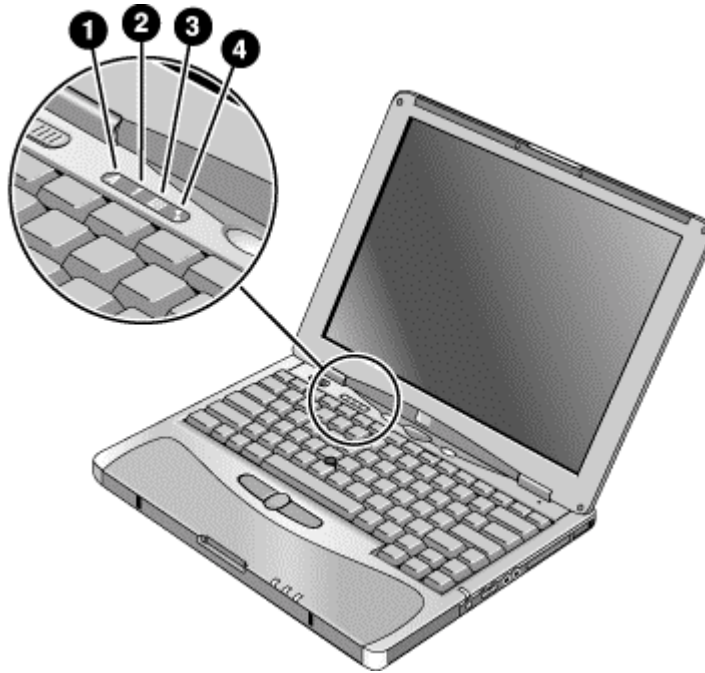
3. Main battery charge status.

- Green: the AC adapter is connected and the battery is fully charged.
- Amber: the AC adapter is connected and the battery is charging.
- Blinking: the AC adapter is connected and the battery is missing or has a fault. (Steady red light on some models.)
- Off: the AC adapter is not connected.

Getting Started with Your HP Notebook

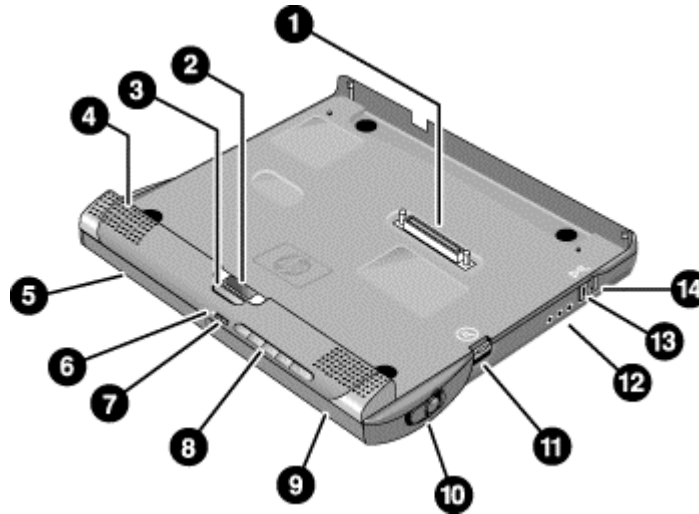
Identifying Parts of the Computer

The keyboard status lights, located above the keyboard, indicate the states of the keyboard locks.



1. **Caps Lock.** Caps Lock is active.
2. **Num Lock.** Num Lock is active (Fn+F9). (The Keypad Lock must also be on to use the embedded keypad.)
3. **Keypad Lock.** The embedded keypad is active (Fn+F8). Num Lock must also be on for the numeric keys—otherwise, cursor control is active (as marked on an external keyboard).
4. **Scroll Lock.** Scroll Lock is active (Fn+F10).

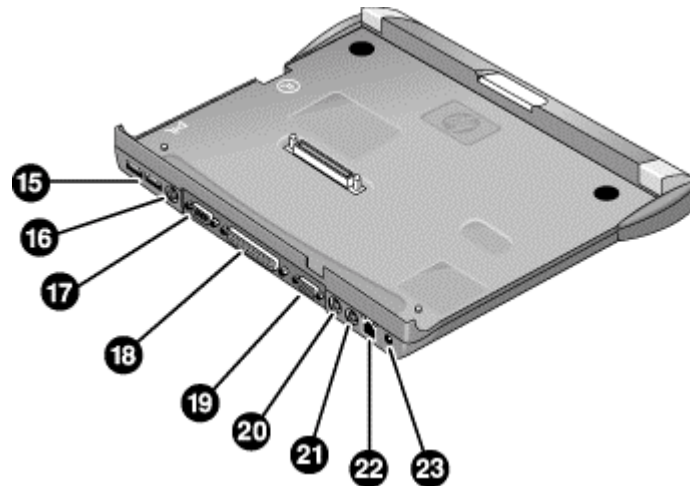
Expansion Base – Front



- | | |
|---|--|
| 1. Docking connector. | 8. CD player controls: previous track, play/pause, stop, next track, volume. |
| 2. Status panel. | 9. Right plug-in module bay. Used with CD player controls. Can contain any plug-in module. |
| 3. Status panel button. | 10. Module eject latch. |
| 4. Speaker (one on each side). | 11. Undock switch. |
| 5. Left plug-in module bay. Can contain a CD-ROM or DVD drive, floppy disk drive, secondary battery, or other plug-in module. | 12. Audio jacks: audio out (headphones), external microphone, audio in. |
| 6. CD status light. | 13. Kensington lock slot (security connector). |
| 7. CD player power button. | 14. Emergency undock latch. |

Getting Started with Your HP Notebook
Identifying Parts of the Computer

Expansion Base – Back



15. Universal serial bus ports (USB).

16. S-video (TV out) port.

17. Serial port (COM1).

18. Parallel port (LPT1). Use this port for a parallel printer or other parallel device.

19. External monitor port.

20. PS/2 mouse port.

21. PS/2 keyboard port.

22. LAN port (works only if the computer has a built-in LAN port).

23. AC adapter jack.

Setting Up Your Computer

WARNING

Improper use of keyboards and other input devices has been associated with ergonomic injury. For information about reducing your risk, see *Working in Comfort* in the online HP Library, or visit our ergonomics web site, www.hp.com/ergo. For a summary about working with a notebook computer, see “Working in Comfort with a Notebook PC” on page 47.

If you are using your notebook computer as your primary computer, or using it for extended periods, you should use it with a full-size keyboard, monitor, and mouse. This can reduce the risk of ergonomic injury. See *Working in Comfort* in the online HP Library.

When you set up your computer for the first time, you’ll need to install and charge the battery, connect the AC adapter, turn on the computer, and run the Windows setup program.

Step 1: Install the battery

WARNING

Do not mutilate or puncture batteries. Do not dispose of batteries in fire, or they can burst or explode, releasing hazardous chemicals. Rechargeable batteries must be recycled or disposed of properly.

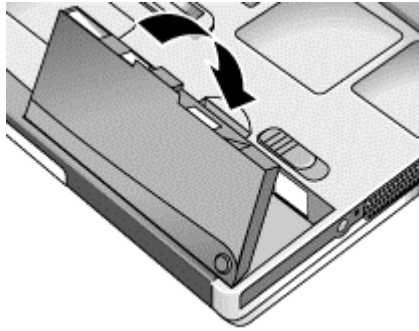
Your computer is shipped with the battery installed. If the battery has been removed, you should install it:

1. Turn the computer upside down.

Getting Started with Your HP Notebook

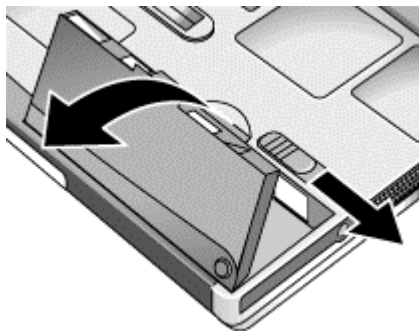
Setting Up Your Computer

2. Insert the front end of the battery into the battery compartment on the bottom of the computer, then press the back end in until it clicks into place.



To remove the battery

1. Do one of the following:
 - Plug in the AC adapter.
 - Press the blue sleep button to put the computer into Standby mode. While the computer is in this mode, you must insert the replacement battery within two minutes of removing the discharged battery.
 - Shut down the computer or put it into Hibernate mode.
2. Slide the battery's release latch, then lift the battery out of its compartment.



Step 2: Connect AC power

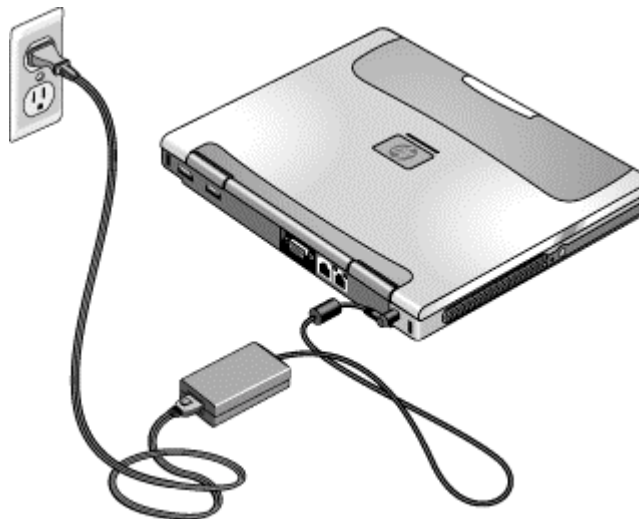
CAUTION

Use only the HP AC adapter included with your computer (or other approved adapter). Using any other AC adapter could damage the computer and may void your warranty (see the warranty statement in this manual).

Important

If you have an expansion base, do *not* dock your computer in it until after the computer boots up for the first time.

- Plug in the AC adapter, and connect it to the AC adapter jack on the back of the computer. The computer's battery then starts charging.

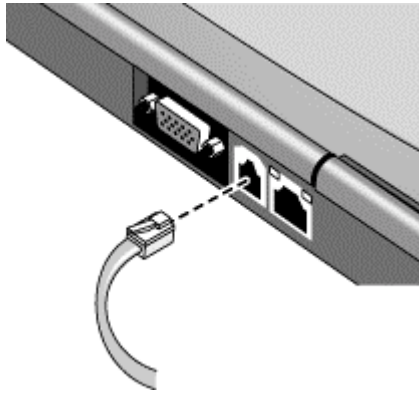


While the battery is charging, you can continue with step 3.

Step 3: Connect a phone line

If your computer does not include a built-in modem, you can skip this step. Also, if you prefer, you can instead connect to a PC Card modem or an external modem.

1. Make sure the telephone line is an analog line, sometimes called a data line. (You must not use a digital line.)
2. Connect the telephone cord to the built-in modem.

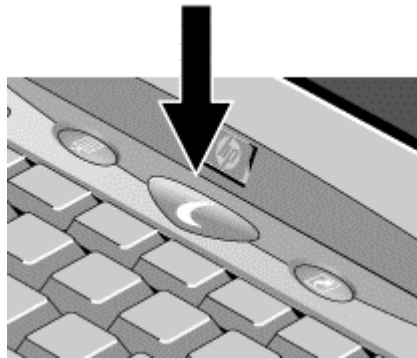


3. Plug the other end of the phone cord into a telephone jack. If the plug on the phone cord doesn't fit the jack, you may need to use an adapter.

For details about using the modem, see “Using the Modem“ on page 64.

Step 4: Turn on the computer

- Press the blue sleep button above the keyboard. The computer then boots up, and Windows starts automatically.



Hint

If your computer does not turn on when operating on battery power, the battery may be out of power. Plug in the AC adapter and press the blue sleep button again. Leave the AC adapter plugged in for at least an hour.

Step 5: Set up Windows

Your computer has Microsoft Windows preinstalled on its hard disk drive. The first time you turn on your computer, the Windows Setup program runs automatically so you can customize your setup.

1. Follow the Setup program's instructions as they appear on the screen. If the program prompts you to enter the Product ID code, you will find this code on the bottom of the computer.
2. If your computer has a modem, check the modem's country or region settings:
 - **Windows 98:** click Start, Settings, Control Panel, double-click Modems, then click Dialing Properties.
 - **Windows 2000:** click Start, Settings, Control Panel, double-click Phone and Modem Options, then click Edit on the Dialing Rules tab.
 - **Windows XP:** click Start, Control Panel, Printers and Other Hardware, Phone and Modem Options, then click Edit on the Dialing Rules tab.

Step 6: Register your notebook

Be sure to register your computer. Registering is free and fast, and ensures you will receive quicker, more personalized support. The information you provide during registration allows us to provide you with better products and services.

Registering your computer does the following:

- Records your ownership of the computer with Hewlett-Packard and provides access to service, support, and information.
- Records your ownership of the Windows 98 or XP operating system with Microsoft. If you have Windows 2000, please contact Microsoft separately to register the operating system.

You can register while setting up Windows, or later in any of three ways: by modem, by phone, or by fax. For some countries and models, an HP notebook registration icon is available on the desktop.

By modem

If your computer does not have a built-in modem, you can register after you set up a PC Card modem or an external modem—or you can register by phone or fax.

- If you are not prompted to register, you can click the Register button in the welcome screen. Make sure the phone line is connected to the modem port and follow the onscreen instructions.

If you choose not to register right away, you can do so by modem later by double-clicking the Registration icon on the desktop (if available). Make sure the phone line is connected and follow the onscreen instructions. The icon disappears after you register.

By phone

You can register by calling your HP Customer Care Center. See “To contact HP for support or service” on page 203 for the phone number.

By fax

If you have a printer connected to your computer, you can print a registration form and fax it to HP. Double-click the HP Notebook Registration icon on the desktop (if available), and print the registration form. You will find the fax number on the form.

What to do next

Here are a few things you may want to try at this point:

- If you're not familiar with the version of Windows installed on your computer, click Start, Help (Windows 98 or 2000) or Start, Tour Windows XP, or check the Windows manual to discover what's new.
- If your computer shipment includes an expansion base and CD-ROM drive or similar drive, insert the drive in the right module bay—see “To replace a plug-in module” on page 86 for details. Then turn on the computer and insert it into the expansion base—see “To dock the computer” on page 80 for details.
- If your expansion base includes a DVD drive or CD-RW drive, you also received special software for the drive—find the software CD in the box. Click Start, Programs (Windows 98 or 2000) or Start, All Programs, Multimedia (Windows XP)—if the software isn't listed, install it by inserting the CD in the drive. Follow the instructions displayed—run Setup on the CD if it doesn't run automatically.

See the online *Reference Guide* to learn more about using and maintaining your computer—click Start, Programs, HP Library (Windows 98 or 2000) or Start, Help and Support, HP Library (Windows XP).

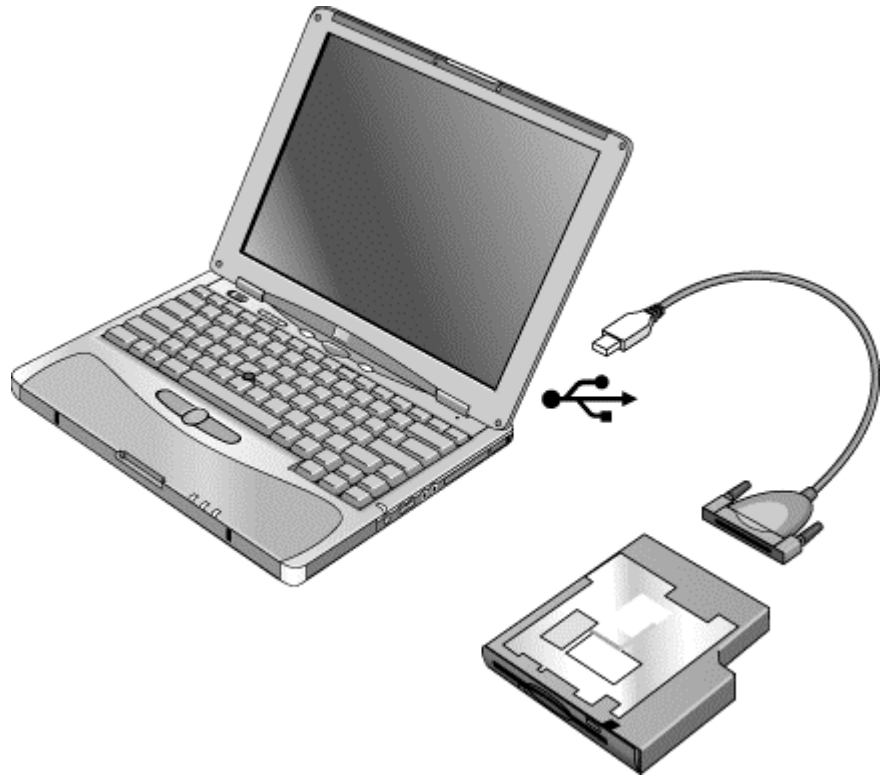
To connect to the Internet

If your computer has a modem (built-in, PC Card, or external), LAN port, or wireless LAN, you can use it to connect to the Internet. For details, see “Using the Modem” on page 64, “Connecting to a LAN” on page 73, or “Making Wireless Connections” on page 74.

To connect the floppy disk drive

If you don't have an expansion base, you can connect the floppy disk drive to a USB port.

- Connect the F2101A USB floppy cable directly to the floppy drive and to the USB port.



If you have an expansion base, you can insert the floppy drive in a module bay—see “To replace a plug-in module” on page 86.

You cannot use the USB floppy cable to connect any other type of drive module, such as a CD-ROM or DVD drive. The USB floppy cable is for floppy drives only.

Basic Operation

Operating Your Computer

You can start and stop your computer using its blue sleep button. However, at certain times you may want to use other methods to start or stop the computer—depending on power considerations, types of active connections, and start-up time.

To turn the computer on and off

Power mode	To enter this mode
On mode Power mode status light is green.	Press the blue sleep button.
Standby mode Saves significant power. Turns off the display and other components. Maintains current session in RAM. Restarts quickly. Restores network connections. Power mode status light is amber.	Press blue sleep button —or— click Start, Shut Down, Standby (Windows 98 or 2000) —or— click Start, Turn Off Computer, Stand By (Windows XP) —or— allow timeout.
Hibernate mode Saves maximum power. Saves current session to disk, then shuts down. Restores network connections. Power mode status light is off.	Press Fn+F12 —or— click Start, Hibernate (Windows 98) —or— click Start, Shut Down, Hibernate (Windows 2000) —or— allow timeout.
Shut down (off) Saves maximum power. Turns off without saving current session. At startup, resets everything, starts a new session, and restores network connections. Power mode status light is off.	Click Start, Shut Down, Shut down (Windows 98 or 2000) —or— click Start, Turn Off Computer, Turn Off (Windows XP) —or— slide the power button (only if the Start menu procedure doesn't work).
To turn on: press the blue sleep button to restart, or to resume your session from Standby or Hibernate mode.	

You can also customize the way these power modes work. See “How the computer manages power automatically” on page 54.

To reset the computer

Occasionally, you may find that Windows or the computer has stopped responding, and will not let you turn the computer off. If this happens, try the following in the order listed.

- If possible, shut down Windows:

Windows 98 or 2000: press CTRL+ALT+DEL, click Shut Down, and press the blue sleep button to restart.

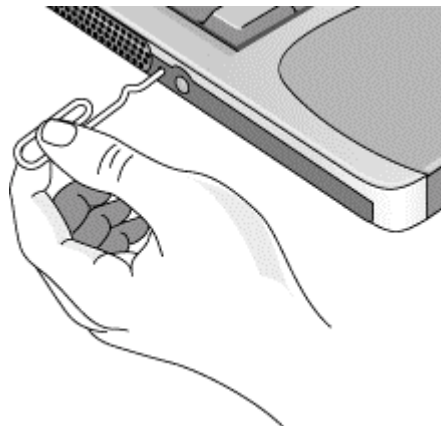
Windows XP: press CTRL+ALT+DEL, then click Shut Down, Restart.

—or, if this fails—

- Slide and hold the power button for 4 seconds, until the display shuts down, then press the blue sleep button to restart.

—or, if this fails—

- Insert a straightened paper clip into the system-off switch on the left side of the computer, then press the blue sleep button to restart.



To reset an expansion base—and the computer, if docked—insert a straightened paper clip into the reset hole on the bottom of the expansion base. You can also reset the expansion base by undocking the computer and removing all AC and battery power from the base.

To change the boot device

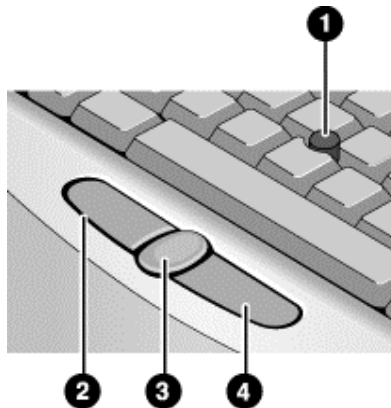
The computer normally boots from its internal hard disk. You can also boot the computer from a floppy disk drive connected to a USB port, an external drive in an expansion base module bay, or an internal network interface card (NIC).

1. Click Start, Shut Down (or Turn Off Computer), Restart.
2. When the HP logo appears, press ESC to display the Boot menu.
3. Use the arrow keys to select the boot device, and press ENTER.

If you want to boot from a specific device whenever it is present, change the boot order using the BIOS Setup utility—see “To run the BIOS Setup utility” on page 189.

To use the pointing stick

Your computer includes a built-in pointing stick and click and scroll buttons.



1. Pointing stick (pressure-sensitive pointing device).
2. Left click button—works like the left button on a standard mouse.
3. Scroll button—works with the pointing stick to scroll the contents of a window.
4. Right click button—works like the right button on a standard mouse.

You can use Mouse in Control Panel to customize the operation of your computer's pointing stick: you can change the left, right, and scroll button actions, double-click speed, pointer speed, and more.

Moving and selecting

1. Place your hands in a normal typing position.
2. With your index finger, press the pointing stick in the direction you want the pointer to move.
3. Use the left and right click buttons, which function like the left and right buttons on a mouse, to make your selection:
 - To open an application, move the pointer over the icon and double-click the left button.
 - To make menu selections, move the pointer to the menu item and click the left button.
 - To open the shortcut menu for an item, move the pointer over the item and click the right button.
 - To drag an item, move the pointer over the item. Then press *and hold* the left button while you move the pointer to the new location, and release the button.

Scrolling with the scroll button

- Hold down the scroll button and press the pointing stick. The contents of the window then scroll in that direction.

To use the Fn hot keys



The combination of the Fn key plus another key creates a *hot key*—a shortcut key sequence—for various system controls. To use a hot key, press *and hold* Fn, press the appropriate second key, then release both keys.

This hot key

Fn+F1

Fn+F2

Fn+F5

Fn+F7

Fn+F8

Fn+F9

Fn+F10

Fn+F11

Fn+F12

Fn+HOME

Does this

Decreases the display brightness.

Increases the display brightness.

Toggles among the built-in display, an external display, and simultaneous display on both. Does not affect a TV connected to the expansion base S-video port.

Audio mute.

Toggles the built-in keypad on and off. Does not affect an external keyboard. If Num Lock is on, the numeric functions are active; otherwise, cursor control is active (as marked on an external keyboard).

Toggles Num Lock on and off.

Toggles Scroll Lock on and off.

Pause.

Enters Hibernation mode.

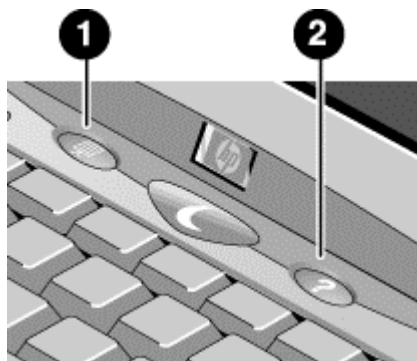
Print screen.

External PS/2 keyboards support only Fn+F5, Fn+F7, and Fn+F12. To use these, press and hold left CTRL+left ALT, press the appropriate second key, then release both keys. A USB keyboard does not support Fn hot keys.

To use the One-Touch buttons

Your computer includes two One-Touch buttons that can start any application or open a document or web site with a single press.

- Press the One-Touch button to open the corresponding application, document, or web site.



1. Left One-Touch button (preconfigured with HP Presentation Ready).
2. Right One-Touch button (preconfigured with HP information).

To reprogram a One-Touch button

1. Click Start, Settings, Control Panel, then double-click Keyboard (Windows 98 or 2000), or click Start, Control Panel, Printers and Other Hardware, Keyboard (Windows XP).
2. On the One-Touch buttons tab, click the button you want to reprogram.
3. Type a label for the button, then select the application, document, folder, or web site you want the button to open.
4. If you want a label to appear onscreen when you press a One-Touch button, select that option on the Onscreen Display tab.

To use the Windows and Applications keys



The Windows key brings up the Windows Start menu. This is the same as clicking the Start button on the taskbar.



The Applications key brings up the shortcut menu for the current application. This is the same menu that appears when you right-click while pointing at the application.

This key combination

Windows key+E

Windows key+F1

Windows key+F

Windows key+M

Shift+Windows key+M

Windows key+R

Windows key+U

Does this

Runs Windows Explorer.

Runs Windows Help.

Runs Windows Find: File or Folders (Windows 98 or 2000) or Search (Windows XP).

Minimizes all displayed windows.

Returns all minimized windows to original size.

Runs the Windows Run dialog box.

Runs the Windows Utility Manager (Windows 2000 and XP).

To use the embedded keypad

Your computer's built-in keyboard includes an embedded keypad you can use to type numbers and arithmetic operators. The keys in this keypad are marked using light gold characters.

- Press Fn+F8 to turn on the embedded keypad.
- Hold Fn while typing a key to turn the embedded keypad on temporarily.

When the embedded keypad is active, you can use Num Lock to change how the keypad functions:

- Num Lock on: the keys enter the numbers and arithmetic operator printed in light gold on the keyboard.
- Num Lock off: the keys act as cursor control keys, as marked on an external keyboard.

To use the ALT GR key

Non-U.S. keyboards have an ALT GR key to the right of the spacebar. This is a shift key that provides access to certain special keyboard characters.

- For a character in the lower-right corner of a key, press and hold ALT GR to type the character.



1. Shifted.
2. Unshifted.
3. ALT GR.

To adjust the display

Changing the brightness

- Press Fn+F1 or Fn+F2 to decrease or increase (respectively) the display's brightness.
—or—
- Click Start, Programs, HP Display Settings, HP Display Settings (Windows 98 or 2000), or Start, All Programs, Hewlett-Packard, Notebook, HP Display Settings, HP Display Settings (Windows XP). You have the option of adding a display settings icon in the taskbar for quick access.

Hint

To maximize your battery operating time, set the brightness to the lowest level you can view comfortably.

Changing display settings

You can customize a number of display settings for your computer, such as color depth and screen area.

1. Click Start, Settings, Control Panel, then double-click Display (Windows 98 or 2000), or click Start, Control Panel, Appearance and Themes, Display (Windows XP).
2. Click the Settings tab, then make the settings you want.

The computer has an LCD display, which behaves differently from a normal computer monitor. If you change the display resolution, the desktop changes size, but the objects on it do not. You normally won't change the resolution except to use an external monitor.

Basic Operation

Operating Your Computer

Using an external monitor

If you want, you can attach an external monitor to your computer. See “To use an external monitor” on page 97.

To adjust the volume

From the computer

- To increase the volume, press the rear half of the volume control on the right side of the computer.
- To decrease the volume, press the front half of the volume control.
- To toggle the standard mute function, press Fn+F7.

With the audio-off button

Your computer includes an audio-off button you can use to temporarily disconnect the speakers without changing the volume or mute settings. This feature is handy when you want to block all speaker output regardless of what your computer is doing.

- To toggle the speaker connection on and off, press the audio-off button on the right side of the computer. The audio-off light turns on when the speakers are disconnected.

In Windows

1. Click the Volume icon in the taskbar (if not present, see Windows Help).
2. Drag the volume control bar up or down to adjust the volume.
3. To temporarily silence the speakers without changing the volume setting, click Mute.

From an expansion base

- Press the volume control above the right module bay.

To change computer settings for a presentation

When you show a presentation to an audience, you'll often want to adjust some of your video and power settings for the show. You can easily do this with HP Presentation Ready, an application that automatically adjusts your computer for slide shows and similar presentations, and also opens the presentation itself. Once the presentation is through, HP Presentation Ready automatically returns your computer to its normal settings.

To prepare for the presentation

1. Click Start, Programs (or All Programs), Hewlett-Packard, Notebook, HP Presentation Ready, Configure.

—or—

Click the HP Presentation Ready icon in the taskbar (if present), then click Configure.

2. Select the presentation you want to show. If you don't select one, you can choose one when you start the show.
3. If you want to change the video or power settings for the show, click Settings.

To show the presentation

- Press the HP Presentation Ready One-Touch button.

—or—

Click Start, Programs (or All Programs), Hewlett-Packard, Notebook, HP Presentation Ready, Start Presentation.

—or—

Click the HP Presentation Ready icon in the taskbar (if present), then click Start Presentation.

To adjust settings during the presentation, press the One-Touch button or click the taskbar icon and choose Configure.

To end the presentation and restore the computer's normal settings, close the presentation application or click the taskbar icon and choose Stop Presentation.

To use a multimedia expansion base

The multimedia expansion base provides connections for peripheral devices that you can leave in place whenever you remove the computer from your desk. Instead of disconnecting and reconnecting the devices, you can simply undock and dock the computer. For details, see “Using an Expansion Base“ on page 80.

In addition, the expansion base is very portable. You can easily set up your computer and expansion base as a flexible multimedia system that’s convenient for travel.

The expansion base also includes a built-in CD player that uses a CD-ROM or DVD drive in the right module bay—see “To work with CDs and DVDs,” below.

To work with CDs and DVDs

The expansion base includes a built-in CD player that uses a CD-ROM or DVD drive in the right module bay. If you have an expansion base and a CD-ROM or DVD drive module, you can play audio CDs with or without the computer—see “Using Plug-In Modules“ on page 86 and “To play audio CDs“ on page 83.

If you have a DVD drive module, you can also use your computer to watch DVD movies—see “To play DVD movies“ on page 90.

Securing Your Computer

To set up password protection

You can protect your computer from access by another user when you set up password protection, which is available through Windows and through the BIOS Setup utility. For complete protection, set passwords in Windows and through BIOS Setup.

To cancel password protection, set an empty password.

BIOS Setup Utility

1. Click Start, Shut Down (or Turn Off Computer), Restart.
2. When the HP logo appears, press F2 to enter BIOS Setup.
3. From the Security menu, enter or modify the Administrator Password or User Password as needed—see “Security Menu” on page 192.
4. Press F10 to save and exit BIOS Setup.

Windows 98

1. Click Start, Settings, Control Panel, then double-click Passwords.
2. Click the Change Passwords tab, then click Change Windows Password and set a password.
3. Click Start, Settings, Control Panel, then double-click Power Options or Power Management.
4. On the Advanced tab, select the option to prompt for a password when the computer leaves Standby mode.

Windows 2000

1. Press CTRL+ALT+DEL, then click Change Password.
2. Create or modify your Windows password.
3. Click Start, Settings, Control Panel, then double-click Power Options.
4. On the Advanced tab, select the option to prompt for a password when the computer leaves Standby mode.

Basic Operation

Securing Your Computer

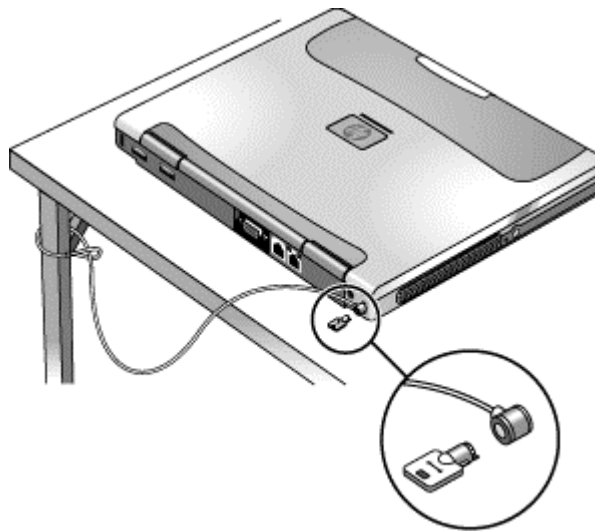
Windows XP

1. Click Start, Control Panel, User Accounts, then select your account.
2. Click Create a Password, then set the password.
3. Click Start, Control Panel, Performance and Maintenance, Power Options.
4. On the Advanced tab, select the option to prompt for a password when the computer leaves Standby mode.

To attach a security cable

Your computer includes a built-in connector you can use to secure the computer with a cable and a lock (such as the Kensington MicroSaver lock system, available at many computer stores).

1. Wrap the cable around a secure object, such as a table leg.
2. Loop the cable to create a slip knot around the stationary object, and make sure it can't slip off.
3. Insert the lock into the security connector on the back of the computer, and release the key. Store the key in a safe place away from the computer.



The expansion base also includes a security connector. When the expansion base is secured in this way, you will not be able to use the emergency undock latch. To further prevent the computer from being undocked while the expansion base is secured, add a password for undocking—see “To run the BIOS Setup utility” on page 189.

To protect against viruses

Virus-protection software can help protect the integrity of your data. This is especially important if you use the Web.

Your computer includes VirusScan (Windows 98 or 2000 only) or Norton AntiVirus software. If you have VirusScan, you must install it before you can use it.

1. Click Start, Programs, VirusScan, Setup.
2. Follow the instructions as they appear on the screen.

Once installed, you can get detailed instructions from the software’s online Help.

To set PC identification

Pavilion models

HP TopTools and PC identification are not supported on Pavilion models.

You must have BIOS administrator password authority to set a PC identification number.

1. If you have not already installed HP TopTools, do so now—see “To set up TopTools” on page 195.
2. Click Start, Programs (or All Programs), HP TopTools, HP TopTools, then click Security.
3. In the “Identification String” box, type a unique set of characters that will identify your PC. You can type up to 80 characters including spaces and special characters. Do not press ENTER when typing. The string wraps automatically.
4. Click Apply.
5. Type your BIOS administrator password and press ENTER.

To lock the hard disk drive

The computer enables you to lock its internal hard disk drive to help keep your information secure. *Hard disk drive lock does not protect a second hard disk drive installed in an expansion base module bay.*

CAUTION

When you enable hard disk drive lock, the current BIOS user password (or administrator password if that is the only password set) is encoded on the hard disk drive.

If you move the hard disk drive to another computer, you can't access the drive until you set the user (or administrator) password to match the drive's password. After you match the drive's password, you can change the computer (and drive) password. If you forget the password, you cannot recover your data.

-
1. Click Start, Shut Down (or Turn Off Computer), Restart.
 2. When the HP logo appears, press F2 to enter the BIOS Setup utility.
 3. From the Security menu, enable Password Required to Boot.
 4. From the Security menu, enable Internal hard disk drive lock.
 5. Press F10 to save and exit BIOS Setup.

Working in Comfort with a Notebook PC

WARNING

Improper use of keyboards and other input devices has been associated with ergonomic injury. For more information about reducing your risk, visit our ergonomics web site at www.hp.com/ergo—or see *Working in Comfort* in the online HP Library.

You can use your HP notebook computer virtually anywhere, anytime. The following recommendations should help you work more comfortably.

Note

Note that if you are using your portable computer as your primary computer, or using it for extended periods, you should use it with a full-size keyboard, monitor, and mouse. This will give your portable computer the adjustability and comfort features of a desktop unit. The multimedia expansion base offers quick, easy connections to these devices. More information on how to prepare your workspace environment and set up your HP equipment is available in *Working in Comfort*, which is preloaded on the hard disk in the HP Library and available on the *Recovery CD* in \hp\Library—as well as at www.hp.com/ergo.

Your Mobile Work Environment

- Use a chair that provides good support for your lower back. If an adjustable chair is not available, you can use a pillow or rolled-up towel to provide lower back support.
- Try to keep your thighs parallel to the floor and your feet flat on the floor. In a mobile environment, you can do this by using a phone book or briefcase to support your feet.
- Adjust the height of either your work surface or chair to keep your arms in a neutral position. Your arms should be relaxed and loose, elbows at your sides, with the forearms and hands parallel with the floor.
- Position your notebook computer display to minimize glare and reflection. For example, on an airplane, lower the window shade, or in a hotel room, draw the curtains. You also should maintain a comfortable viewing distance—approximately 40 to 60 cm (16 to 24 inches). Adjust the angle of your display to help keep your head angled slightly downward in a comfortable position.

Basic Operation

Working in Comfort with a Notebook PC

Using Your Mobile Computer

- Position the computer so your wrists and hands are in a neutral position. Your wrists should be as straight as possible and should not have to bend sideways or more than 10 degrees up or down. If your notebook computer does not have a built-in palm rest, you can use a rolled-up towel.
- Try to type as lightly as possible. The notebook keyboard requires little force to activate.
- Take frequent, short rest breaks—this is especially important in a mobile computing environment.
- Portable computers weigh between approximately 1.4 and 3.7 kilos (3 and 8 pounds). When traveling, be sure to carry your computer properly to minimize strain on your body. Shift the bag containing your notebook equipment frequently between your left and right hands and shoulders.

Taking Care of Your Computer

Use the following recommendations to maintain your computer during everyday use and prevent potential physical damage or data loss.

To protect your hard disk drive

Hard disk drives, as well as other internal components, are not indestructible and can be damaged by inappropriate handling and operation.

- Avoid bumps or jolts.
- Do not operate the computer while traveling over bumpy terrain.
- Suspend or shut down the computer before transporting it. This turns off the hard drive. A drop of a few inches onto a rigid surface while the hard drive is operating could destroy data or damage the drive.
- Carry the computer in a padded case to protect against bumps and jolts.

To maintain your computer

- Provide adequate ventilation around the computer. Always set the computer on a flat surface, so that air can flow freely around and underneath it.
- Always shut down the computer or put it in Hibernate mode before putting it in a carrying case or other enclosed space.
- Do not pick up or carry the computer by its display.
- Observe the temperature limits and other specifications listed in “Hardware Specifications” on page 210. Do not use the computer outside in the rain or snow (inclement weather). If the computer is cold, warm it gradually to avoid condensation.

To safeguard your data

- Do not use the pointing stick or activate any other device that interrupts operation while the system is starting or stopping.
- Back up your work regularly. Copy files to floppy, tape, CD-R, or network drives.
- Use a virus-scanning program (such as the VirusScan or Norton AntiVirus program included with your computer) to check the integrity of your files and operating system. Since new viruses appear frequently, you will also want to update the program's virus definitions from time to time; updates are on the Web at www.networkassociates.com for VirusScan, or www.symantec.com for Norton AntiVirus.
- Check your disk periodically using the Scandisk utility (Windows 98) or the Tools tab in the disk's Properties window (Windows 2000 or XP).

To extend the life of the display

- Set the display brightness to the lowest comfortable level (Fn+F1).
- When working at your desk, connect an external monitor and turn off the internal display (Fn+F5).
- If you are not using an external monitor, set the Turn off monitor timeouts (for both AC and battery operation) to the shortest comfortable interval.
- Avoid using a screen saver or other software that prevents the computer from changing to Standby mode after a timeout period. If you use a screen saver, enable the option to shut off the display after a time delay.
- Do not disable the Standby timeout.
- If you are using AC power and have no external monitor attached, put the computer in Standby mode when not in use.

To clean your computer

- You can clean the computer with a soft cloth dampened with clean water or with water containing a mild detergent. Do not use an excessively wet cloth, and take care to keep water out of the case.
- Do not use abrasive cleaners, especially on the display. Do not apply any cleaner directly to the display. Instead, apply the cleaner to a soft cloth and then gently wipe the display.
- You can clean the keyboard with a vacuum cleaner to remove accumulated dust.

Batteries and Power Management

Managing Power Consumption

When you're running your computer on battery power, you will want to maximize operating time without compromising performance. Your computer is designed to help you reduce power consumption and extend battery life without needing to turn it off.

- During idle periods, the computer automatically enters power-saving modes after specified timeout periods. You can adjust these timeouts to suit your working habits.
- You can manually send the computer into a power-saving mode at any time by pressing the appropriate key—see “To manage power manually” on page 57.

How the computer manages power automatically

Your computer automatically enters Hibernate mode and Standby mode, and turns off the hard disk and display based on values set in Power Options or Power Management in Control Panel or in the BIOS Setup utility.

Automatic action	Occurs after...	To resume...
Turns off hard disk. Turns off the hard disk drive. This is usually set to occur shortly after the display is turned off.	The hard disk is not accessed for the specified interval.	Begin using the computer: the hard disk turns on when needed.
Turns off display. Turns off the display to conserve battery power and extend the life of the display.	No keyboard, pointing device, or other input activity occurs for the specified interval.	Press any key or move a pointing device to turn on the display.
Enters Standby mode. Maintains your current session in RAM, and turns off the display and other components to conserve battery power.	No pointing devices are used, no disk drive is accessed, and no port (serial or parallel) is active for the specified interval.	Press the blue sleep button to return to your current session.
Enters Hibernate mode. Saves your current session to the hard disk, then turns off the computer.	The computer stays in Standby mode for the specified interval.	Press the blue sleep button to restore your previous session.
Lowers CPU speed (SpeedStep only). Switches to the lower CPU speed to use power more efficiently. See below.	The AC adapter is unplugged.	Plug in the AC adapter.

CAUTION

Make a habit of saving your work before allowing your computer to enter Standby mode. If power is interrupted while the computer is in Standby mode, any information that was not saved will be lost.

The computer can also enter Hibernate mode if battery power reaches a critically low level. (See “To respond to a low-battery warning“ on page 59.) If this happens, you will find on resuming that all your data has been saved, but some functions may be disabled. To resume normal operation, restore power by connecting an AC adapter or installing a charged battery, then shut the computer off and restart it.

Changing timeout settings and creating power schemes

You can adjust the periods of non-use after which your computer automatically shuts down components or enters a power-saving mode. You can also save these settings as a power scheme.

1. Open Power Options or Power Management in Control Panel:
 - **Windows 98 or 2000:** click Start, Settings, Control Panel, then double-click Power Options (Windows 2000) or Power Management (Windows 98).
 - **Windows XP:** click Start, Control Panel, Performance and Maintenance, Power Options.
2. Click the Power Schemes tab, and enter the settings you want. If you don't want a particular timeout to occur, set the value to Never. See Windows Help for details.

If you want to save the settings as a power scheme, click Save As and enter a name for the scheme.

For Windows 98, change the Hibernate timeout in BIOS Setup—see “To run the BIOS Setup utility“ on page 189.

CAUTION

For Windows 2000 or XP, do not disable Hibernate support in the Power settings, or you will lose any unsaved data if the computer's battery runs down completely.

Batteries and Power Management

Managing Power Consumption

Managing CPU power

If your computer contains a multispeed processor with Intel SpeedStep Technology, the taskbar in Windows 98 or 2000 contains an Intel SpeedStep Technology icon. This feature enables the processor to automatically switch to lower, power-saving speeds or to higher-performance speeds according to its workload and power source.

You can customize SpeedStep to best suit your working environment.

- **Windows 98 or 2000:** double-click the Intel SpeedStep Technology icon in the taskbar, then select the battery and AC options you want. The Max Battery option uses the lowest processor speeds for maximum battery time. The Auto option uses medium and high processor speeds.
- **Windows XP:** click Start, Control Panel, Performance and Maintenance, Power Options. On the Power Schemes tab, select a power scheme. This scheme automatically controls the processor speeds:
 - The Max Battery scheme uses the lowest processor speeds while running on battery power, but uses medium and high processor speeds on AC power.
 - The Portable/Laptop option uses medium and high processor speeds on battery and AC power.

See Windows Help for additional information about power schemes.

To manage power manually

In addition to allowing the computer to enter its power-saving modes automatically, you can also put it into any of the following three modes whenever you need to.

Power mode	Does this...	Use when...	To enter this mode...
Standby	Maintains your current session in RAM, and turns off the display and other components.	You will be away from your computer for up to several hours.	Press blue sleep button –or– click Start, Shut Down, Standby (Windows 98 or 2000) –or– click Start, Turn Off Computer, Stand By (Windows XP).
Hibernate	Saves the current session to disk, then shuts down. Provides maximum power savings while still allowing you to recover the current session.	You will be away from your computer for a day or more, but want to continue your session.	Press Fn+F12 –or– click Start, Hibernate (Windows 98) –or– click Start, Shut Down, Hibernate (Windows 2000).
Off	Turns off your computer, providing maximum power savings. The current session will not be saved, and any unsaved data will be lost.	You're done with your work.	Click Start, Shut Down, Shut down (Windows 98 or 2000) –or– click Start, Turn Off Computer, Turn Off (Windows XP) –or– slide the power button (only if the Start menu procedure doesn't work).

You can also turn off the display by closing the display lid.

Using Battery Power

To check battery status

The computer contains one battery: the main battery. An expansion base can contain one or two secondary batteries in the module bays.

From the battery charge light

The main battery charge light on the front of the computer shows whether the computer's main battery is charging or fully charged—see “Status Lights” on page 19.

From the Windows taskbar

The Windows taskbar can display a power icon that provides detailed battery status information (see Windows help for details). The icon looks like a battery when AC is not connected.

- Place the pointer over the power icon to display the remaining charge of all batteries combined. This value is shown as either a percentage of charge remaining, or as time remaining.
- Double-click the power icon to open the Power Meter window.

From the Windows Control Panel

- **Windows 98 or 2000:** click Start, Settings, Control Panel, then double-click Power. This shows the status of each battery, and provides access to all of Windows' power-information options.
- **Windows XP:** click Start, Control Panel, Performance and Maintenance, Power Options, then click the Power Meter tab to see battery status. The Alarms and Advanced tabs provide additional Windows' power-information options.

From the expansion base status panel

- Press the status panel button several times to display the percent charge remaining for each secondary battery.

On the battery

1. Remove the battery from the computer (see “Step 1: Install the battery“ on page 23) or from the expansion base.
2. Press the contact pad on the back of the battery. The number of lights that turn on indicates the remaining charge (each light represents 20% of a full charge).

To respond to a low-battery warning

The computer automatically alerts you when the battery power drops to a critically low level. If you do not restore power within a short time, the computer then goes into Hibernate mode.

Once the computer enters Hibernate mode in this way, you won't be able to turn it on again until you restore power by doing one of the following:

- Replace the battery with a charged one. See “Step 1: Install the battery“ on page 23.
- Plug in the AC adapter.
- Install a charged secondary battery in one of the expansion base's plug-in module bays—see “To use additional batteries,” below.

Note

If you plug in the AC adapter, you can continue to work while your battery recharges.

To recharge the battery

CAUTION

The AC adapter is normally warm whenever plugged into an AC outlet. The computer is normally warm while recharging. Don't recharge the computer in a briefcase or other confined space, or its battery could overheat.

- To recharge the main battery, plug the AC adapter into the computer, or dock the computer and plug the AC adapter into the dock.
- To recharge a secondary battery, plug the AC adapter into the expansion base and insert the battery.

Batteries charge in this order: main battery, secondary battery in the left module bay, secondary battery in the right module bay.

Batteries and Power Management

Using Battery Power

To get the longest operating time, wait until the battery's charge is below 50% before recharging, then charge it fully (100%). Charging can take up to approximately 2 hours. You can continue working while the battery charges.

A fully charged battery can operate the computer for up to approximately 4 hours, depending on your computer's model, power management settings, and level of use.

To use additional batteries

You can install a secondary battery in either or both of the expansion base's plug-in module bays. See "Using Plug-In Modules" on page 86 for information about installing plug-in modules.

For instructions on replacing the main battery, see "Step 1: Install the battery" on page 23.

To get the most from your batteries

Follow these suggestions to make your battery's power last as long as possible.

- Plug in the AC adapter, especially when using a drive in the expansion base's module bays, or any external connections such as a PC Card or a modem.
- Set the display brightness to the lowest comfortable level (Fn+F1).
- Put the computer in Standby mode whenever you are not using it for a short while: press the blue sleep button for approximately one second, or click Start, Shut Down (or Turn Off Computer), Standby.
- Put the computer in Hibernate mode whenever you want to save your current session, but will not be using the computer for several hours: press Fn+F12.
- Set the automatic timeout settings to emphasize saving power. If your computer has a multispeed processor and uses Windows 98 or 2000, use the lower speed on battery power (the default settings conserve battery power)—see "How the computer manages power automatically" on page 54.
- If your computer has a wireless on-off button, turn off the wireless function when you're not using it. Press the wireless on-off button so the light turns off.
- If you have an I/O PC Card—that is, a PC Card having an external connection, such as a network card—remove it when you're not using it. Some I/O cards use significant power even while they're inactive.

- If you work with an application that uses the serial port or an I/O PC Card, exit the application when you finish using it.
- Install another battery—see “To use additional batteries“ on page 60.
- If your main battery is rated at 14.8 volts (check its label), purchase a replacement main battery, which is rated at 11.1 volts.

In addition, follow these suggestions to extend the life of your batteries.

- Do not leave batteries unused for long periods. If you have more than one, rotate them.
- If you normally use AC power, make a practice of using the battery as your power source at least once a week.
- Unplug the AC adapter when the computer is not in use.
- To preserve the life of a battery, be sure to charge it regularly.
- For long-term storage, the battery must be charged 20–50% to minimize capacity loss by self-discharge and to avoid deterioration of performance. Storing a fully charged battery can cause higher self-discharge and reduce its discharge capacity—even after recharging—as compared to a battery stored when charged 20–50%.
- To maintain maximum battery capacity and accuracy of the battery gauge, perform this procedure about once a month:
 1. Charge the battery to 100%.
 2. Disconnect the AC adapter, and use the computer until the battery is fully discharged and the computer goes into hibernation.
 3. Connect the AC adapter and charge the battery to 100% with no power interruptions.

To maximize processor speed

If your computer contains a multispeed processor with Intel SpeedStep Technology, the processor can automatically switch to lower, power-saving speeds or to higher-performance speeds according to its workload. See “How the computer manages power automatically“ on page 54.

Modem and Network Connections

Using the Modem

If your computer has a modem port, you can connect your modem to a telephone line and communicate with other computers throughout the world. You can explore the Internet, send and receive e-mail messages, and use your computer to send and receive faxes. Your computer contains several software programs that work with your modem:

- Internet Explorer, for browsing the World Wide Web.
- Outlook Express, for sending and receiving e-mail messages.
- Windows XP Fax Console, Windows 2000 fax software, or QuickLink with Windows 98, for sending and receiving faxes.

The modem is a high-speed 56-Kbps modem. It allows you to connect to any Internet Service Provider (ISP) or modem network that has V.90 interoperable modems. Check with your ISP for a list of telephone numbers that support V.90.

Note that the maximum speed for faxing is 14.4 Kbps. Even though the modem is capable of downloading at 56 Kbps, your ISP or modem network may not operate at this speed or support this technology. Please check with your service provider for information on its capabilities. Furthermore, download transmission rates depend on the condition of the telephone line.

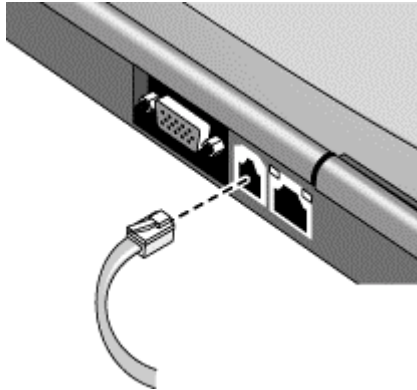
To connect the modem

CAUTION

To reduce the risk of fire, use only No. 26 AWG or larger telecommunications line cord to connect the modem to the telephone wall jack.

1. Make sure the telephone line is an analog line (sometimes called a data line). You must not use a digital line.

2. Connect the telephone cord to the built-in modem.



3. Plug the other end of the phone cord into a telephone jack. If the plug on the phone cord doesn't fit the jack, you may need to use an adapter.
4. Check your modem's country or region settings:
 - **Windows 98:** click Start, Settings, Control Panel, double-click Modems, then click Dialing Properties.
 - **Windows 2000:** click Start, Settings, Control Panel, double-click Phone and Modem Options, then click Edit on the Dialing Rules tab.
 - **Windows XP:** click Start, Control Panel, Printers and Other Hardware, Phone and Modem Options.

CAUTION

Your built-in modem may not work with multiple phone lines or a private branch exchange (PBX), cannot be connected to a coin-operated telephone, and does not work with party lines. Some of these connections may result in excess electrical voltage and could cause a malfunction in the internal modem. Check your telephone line type prior to connecting your phone line.

Special restrictions in certain countries

- The pulse dialing feature may be disabled in certain countries, possibly because Loop Disconnect is not certified there. If pulse dialing is disabled, you should use tone dialing connections only.
- Many countries impose a blackout period after a modem repeatedly fails to connect to a service provider. The number of failed attempts and the period you must wait before trying again differ from country to country: check with your telephone company.

Modem and Network Connections

Using the Modem

For example, if you are dialing from Italy and fail to connect to your server or cancel the connection, you must wait one minute before dialing that number again. If you dial before then, you will get an error message that says “delay.” After the fourth failed connection, you must wait one hour before trying the number again. If you dial before the hour is up, you will get a message that says “black list.”

- When using a modem in the Republic of South Africa, an external surge protector may be necessary in order to prevent computer damage by lightning or other electrical surges. Connect any approved surge protector to the modem cable whenever you are using the modem.

To connect to the Internet

Signing up with an Internet Service Provider

Before you can connect to the Internet, you need to set up an account with an Internet Service Provider (ISP). In some countries, Hewlett-Packard provides easy Internet signup so that you can connect quickly to an ISP.

1. Connect your built-in modem—see the previous topic. (If your computer does not have a built-in modem, you can instead use a PC Card modem or an external modem.)
2. If available, double-click the Connect to the Internet or Easy Internet Signup icon on the desktop. This launches the Internet Connection or New Connection wizard, which helps you locate an ISP in your area, transfer an existing Internet account to this computer, or set up an Internet connection manually.

—or—

If available, click Start, Programs, Online Services (Windows 98 or 2000) or Start, All Programs, Easy Internet Signup (Windows XP), and select one of the listed ISPs. This begins the registration process for the ISP you choose.

Connecting to the Internet

1. Double-click the Internet Explorer icon on the desktop (if available), or click Start, Programs, Internet Explorer (Windows 98 or 2000) or Start, Internet Explorer (Windows XP). For your first connection, you’ll be prompted for information about your connection.
2. Click the Connect button in the Dial-up Connection or Network Connection window.

For Windows 98 or 2000, when you are successfully connected to the Internet, you'll see a connect icon (two connected computers) in the taskbar. For Windows XP, to display an icon for your connection, open Network Connections in Control Panel, right-click the connection, select Properties, and select the icon option.

Using AOL as your ISP (Windows 98)

If you signed up with AOL as your ISP, you can access the Internet only with AOL's own software—you can't use a standard browser such as Internet Explorer. As a result, you cannot view web sites by clicking on links in documents, and you cannot go to a web site by entering the address in Windows Explorer.

If you try to access the Internet without using the AOL software, the Internet Connection wizard automatically launches, asking you to sign up for an ISP. In that case, cancel the wizard and launch AOL.

To disconnect from the Internet

You remain connected to the Internet until you shut down the computer, disconnect the phone line from the computer, or give a command to hang up the connection.

- Double-click the connect icon in the taskbar, and click Disconnect. (For Windows XP, you can enable this icon as described in "To connect to the Internet," above.)

—or—

For Windows XP, click Start, Control Panel, Network and Internet Connections, Network Connections, then right-click the connection and select Disconnect.

To dial in to a network

You can use the modem to dial in to a LAN (local area network) that supports dial-in connections. This gives you access to network resources from a remote location.

- See Windows Help for information about setting up and using dial-in network connections—click Start, Help (or Help and Support).

To change your modem settings

The modem is already set up to be compatible with telephone systems and modems in most areas. However, in some situations, you may have to change modem settings to match local conditions. If you have questions about local requirements, contact your telephone company.

- **Control Panel.** Open Modems (Windows 98) or Phone and Modem Options (Windows 2000 or XP) in Control Panel to change many modem settings.

For Windows 98, on the General tab click Properties to set connection speeds or special dialing options.

For Windows 2000 or XP, on the Modems tab click Properties to set connection speeds, or on the Dialing Rules tab click Edit to set dialing options.

- **Communications software.** Many communications applications provide options for controlling modem settings. See the help for your software.
- **AT commands.** You can control many aspects of modem operation using modem AT commands. AT commands are special strings of characters sent to the modem to set up specific conditions. Those command strings normally start with “AT”. For a list of AT commands for the built-in modem, see “Modem Reference Information” on page 214.

For Windows 98, open Modems in Control Panel. On the General tab, click Properties, then on the Connection tab click Advanced. You can type AT commands in the space for extra settings.

For Windows 2000 or XP, open Phone and Modem Options in Control Panel. On the Modems tab, click Properties. You can type AT commands on the Advanced tab in the space for extra settings.

For example, to force a built-in 3Com modem to connect using the V.42 data compression protocol, you can use the &K command as shown in table of AT commands—type AT&K2 in the space for extra settings.

To send and receive e-mail

Sending and receiving e-mail requires an e-mail account with an Internet Service Provider or with your company's communications system. If you are using AOL, e-mail services are part of your AOL service. For another ISP, you can use Outlook Express (included with your computer) or an e-mail system of your choice. This topic includes instructions for using Outlook Express.

To start Outlook Express

1. Click Start, Programs (or All Programs), Outlook Express, or double-click Outlook Express on the desktop (if available).
2. If you are not currently connected to the Internet, the Dial-up Connection window appears. Choose Connect to connect to the Internet.

To send an e-mail message

1. In Outlook Express, click the New Mail or Create Mail tool on the toolbar.
2. Fill in the information in the New Message window.
3. When you're finished, click the Send button.

To receive e-mail messages

1. In Outlook Express, click the Send/Recv tool on the toolbar to have Outlook deliver new messages.
2. Click the Inbox folder to view the list of messages. Unread messages appear bold on the screen.
3. To view a message, click it once. (Or double-click to view the message in its own window.)

To send and receive faxes (Windows 98)

Sending and receiving faxes requires just a telephone connection—you don't need an Internet connection. You can use the modem and fax software to send and receive faxes on your computer. QuickLink fax software is included with Windows 98 on the hard disk.

To start QuickLink

- Click Start, Programs, QuickLink, QuickLink.

The first time you start QuickLink, the Setup Wizard steps you through the process of setting options and customizing the program for your personal use. Follow the onscreen instructions. If you're not sure which setting to choose, accept the default choice.

To send a fax

1. In QuickLink, click the QuickFax tool on the toolbar.
2. Enter the fax number and the recipient's name and company.
3. Type the message body in the QuickFax Note area.
4. Click Send Fax.

If instead you want to send a document as a fax, open the document in its application window, then open the Print dialog box. Change the selected printer to QuickLink, then print it.

To receive faxes

Faxes are automatically received when QuickLink is running in an open or minimized window. New faxes are indicated in the status box in the QuickLink window. To receive a fax manually, follow these steps.

1. When a fax call is coming in, click Start on the QuickLink menu bar.
2. Click Manual Fax Receive.

To view and print a fax

1. In QuickLink, click the Fax Viewer tool on the toolbar.
2. Click Yes to view the fax now.
3. Click the printer icon to print the fax.

To send and receive faxes (Windows 2000)

Sending and receiving faxes requires just a telephone connection—you don't need an Internet connection. You can use the modem and fax software to send and receive faxes on your computer. Fax software is built into Windows 2000.

To set up for faxing

1. Click Start, Settings, Control Panel, then double-click Fax. Enter your fax information.
2. On the Advanced Options tab, add a fax printer.
If you do not want to receive faxes, stop here.
3. On the Advanced Options tab, open the Fax Service Management Console.
4. In the list under Fax Service on Local Computer, double-click Devices, then right-click the modem and click Properties.
5. On the General tab, enable the modem to receive faxes.
6. On the Received Faxes tab, select the option to save faxes in a folder.

To send a fax

- Click Start, Programs, Accessories, Communications, Fax, Send Cover Page Fax. Follow the instructions to create and send the fax.

If instead you want to send a document as a fax, open the document in its application window, then open the Print dialog box. Change the selected printer to the fax printer, then print it.

To receive, view, and print faxes

If you enabled the modem to receive faxes, they are automatically received.

1. Click Start, Programs, Accessories, Communications, Fax, My Faxes.
2. In the Received Faxes folder, double-click the fax.
3. To print, click File, Print.

To send and receive faxes (Windows XP)

Sending and receiving faxes requires just a telephone connection—you don't need an Internet connection. You can use the modem and fax software to send and receive faxes on your computer. Fax Console fax software is included with Windows XP.

To set up Fax Console

Before you can use Fax Console, you need to install it.

1. Click Start, Control Panel, Add or Remove Programs.
2. Click Add/Remove Windows Components, select Fax Services, and follow the instructions on the screen. You may need the Windows CD to complete installation.

To start Fax Console

- Click Start, All Programs, Accessories, Communications, Fax, Fax Console.

The first time you start Fax Console, the Fax Configuration Wizard steps you through the process of setting options and customizing the program for your personal use. Follow the onscreen instructions. If you're not sure which setting to choose, accept the default choice.

To send a fax

- Click Start, All Programs, Accessories, Communications, Fax, Send a Fax, then follow the instructions that appear on the screen.

If instead you want to send a document as a fax, open the document in its application window, then open the Print dialog box. Change the selected printer to Fax, then print it.

To receive faxes

Faxes are automatically received when Fax Console is running in an open or minimized window. New faxes are indicated in the status box in the Fax Console window. To receive a fax manually, follow these steps.

- When a fax call is coming in, click Receive now on the Fax Console menu bar.

To view and print a fax

1. In Fax Console tree, click Inbox, then double-click the fax you want to view.
2. Click the printer icon to print the fax.

Connecting to a LAN

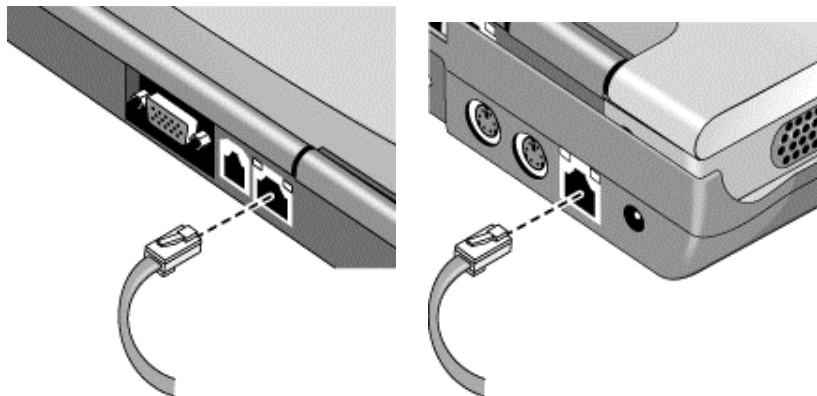
Connecting to a local area network (LAN) gives you access to network resources, such as printers and file servers on your corporate network, and possibly to the Internet.

To connect to a LAN

Important

If your computer does not have a LAN port, the LAN port on an expansion base will not work.

1. Make sure the existing LAN supports Ethernet 10Base-T (10 Mbps) or 100Base-TX (100 Mbps) connections.
2. Plug the LAN cable (not supplied) into the built-in LAN port on the computer or on the expansion base. The cable must have an RJ-45 connector.



3. **Windows 98:** open Network in Control Panel to set up support for a LAN connection on your network. For example, you can add the Microsoft TCP/IP protocol.

Windows 2000 or XP: automatically detects and sets up a LAN connection. To edit the settings, open Network Connections in Control Panel.

See Windows Help for information about setting up and using LAN connections—click Start, Help (or Help and Support). Contact your network administrator for network information.

Two lights next to the LAN port indicate the status of the connection (see the figures above): the green light indicates that a link is established to the network, and the yellow light indicates network activity.

Making Wireless Connections

If your computer includes a wireless on-off button—located at the top of the computer's display—you can connect by radio to a wireless local area network (LAN) and access computers and other resources on the network.

A wireless network provides all the functions of a typical “wired” network, but also provides for “roaming.” Since your computer connects to the network by radio rather than through cables, you can move from place to place within the network—from your office to a conference room, for example—and remain on the network the entire time.

To prepare for connections (Windows 98 or 2000)

Before you can connect your computer to a particular 802.11 wireless network, you have to install the required software and configure the computer for the specific type of connection: “AdHoc” or “Infrastructure.”

Computer-to-Computer Connection (AdHoc)

An AdHoc network provides a wireless connection from your computer directly to one or more computers with wireless capabilities, even if they aren't connected to a LAN. You can then share resources such as shared files, printers, and Internet connections with the other computers.

1. Click the wireless link icon in the taskbar and select Advanced Configuration.

—or—

Click Start, Programs, HP Wireless LAN, Configuration Utility.

2. On the Configuration tab, set these parameters:

Mode: AdHoc.

SSID: any name; must be identical for all computers connecting to each other. Do not use a name that is used by a nearby access point.

AdHoc Channel: must be identical for all computers connecting to each other. Do not use a channel that is the same as or adjacent to a channel used by a nearby access point.

3. If the computers use encrypted communication, use the Encryption tab to set the following parameters, which must be identical for all computers connecting to each other:
 - Encryption: 64-bit or 128-bit.
 - Key: see the hint below.

The computers automatically connect whenever they're within range of each other and wireless communication is turned on—see “To turn wireless communication on and off,” below.

LAN Connection (Infrastructure)

In an infrastructure network, your computer connects to a LAN (local area network) through a wireless access point. This gives you access to the resources on the network, such as printers, file servers, and possibly the Internet. Your network administrator can provide the settings you'll need to connect to the wireless access point, as well as the additional settings you'll need for the network itself.

1. Set up your computer for your local network:

Windows 98: open Network in Control Panel to set up support for a LAN connection on your network. For example, you can add the Microsoft TCP/IP protocol.

Windows 2000: automatically detects and sets up a LAN connection.

2. Click the wireless link icon in the taskbar and select Advanced Configuration.

—or—

Click Start, Programs, HP Wireless LAN, Configuration Utility.

3. On the Configuration tab, set these parameters:

Mode: Infrastructure.

SSID: the ID used by the access point. “ANY” connects to the access point with the strongest signal, regardless of its SSID.

4. If your wireless network uses encrypted communication, use the Encryption tab to set these parameters—see the network administrator for the required settings:
 - Encryption: 64-bit or 128-bit.
 - Key: see the hint below.

The computer automatically connects to the infrastructure network whenever it's within range of an access point and wireless communication is turned on—see “To turn wireless communication on and off,” below.

Modem and Network Connections

Making Wireless Connections

Hint

If you are connecting to an access point or computer that is using Lucent/Agere-based software, you must set up compatible encryption on your computer. You can use the same hexadecimal encryption key on all units. If you know only the Lucent/Agere passphrase, you must convert it to the corresponding hexadecimal key. If this option is not available on the Encryption tab, click Start, Programs, HP Wireless LAN, and use the encryption key converter.

To prepare for connections (Windows XP)

Before you can connect your computer to a particular 802.11 wireless network, you have to configure the computer for the specific wireless connection.

Connecting to an Existing Wireless Network

You can connect to an access point that gives you access to a local area network, or you can connect directly to other computers in an AdHoc network.

1. Click Start, Control Panel, Network and Internet Connections, Network Connections.
2. Double-click the wireless connection to show its status, then click Properties.
3. On the General tab, edit network settings as needed for your local network. See your network administrator. You can also display an icon in the taskbar when connected to a network.
4. On the Wireless Networks tab, view the wireless networks available within range. Each network SSID is listed. Click the network you want and click Configure.
5. If the wireless network uses standard encrypted communication, uncheck the automatic key option, then select the following parameters—see your network administrator for the required settings:
 - Key: ASCII passphrase or hexadecimal key string.
 - Key format: ASCII for passphrase, hexadecimal for key string.
 - Key length: smaller number for 64-bit encryption, larger number for 128-bit.
6. Click OK to save the configuration. This network is added to your list of preferred networks.

The computer automatically connects to the first preferred network that's within range if wireless communication is turned on—see “To turn wireless communication on and off,” below.

Hint

If you are connecting to non-Windows XP access points or computers that are using software from different manufacturers, you must set up compatible encryption on your computer. You can use the same hexadecimal encryption key on all units. If you know only an ASCII passphrase, you should convert it to the corresponding hexadecimal key. Click Start, All Programs, HP Wireless LAN, and use the encryption key converter.

Creating a New Computer-to-Computer Network (AdHoc)

You can set up a new network available to other local computers.

1. Click Start, Control Panel, Network and Internet Connections, Network Connections.
2. Double-click the wireless connection to show its status, then click Properties.
3. On the Wireless Networks tab, click Add to create a new network.
4. Type a name for the new network.
5. If you want to use encrypted communication, uncheck the automatic key option, then select the following parameters:
 - Key: ASCII passphrase or hexadecimal key string.
 - Key format: ASCII for passphrase, hexadecimal for key string.
 - Key length: smaller number for 64-bit encryption, larger number for 128-bit.
6. Mark the option to make this a computer-to-computer (ad hoc) network.
7. Click OK to save the configuration. This network is added to your list of preferred networks and becomes available to other computers.

To turn wireless communication on and off

Important

Wireless communication may be restricted in some situations or environments, such as when traveling in an airplane. If in doubt, be sure to ask for authorization *before* turning on your computer's wireless networking.

In Italy, Singapore, and possibly other countries, you are required to ask the responsible authority for a license paid for by you before using the wireless function.

Turning on communication and making a connection

1. If the computer isn't on, turn it on.

Modem and Network Connections

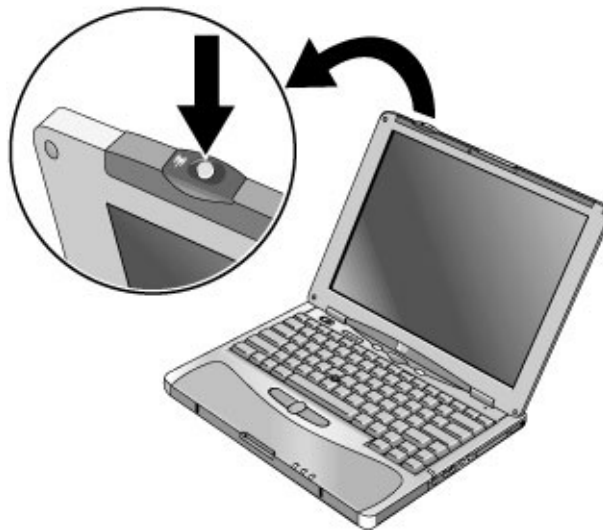
Making Wireless Connections

2. The wireless indicator light is lit whenever the wireless function is on. If the indicator isn't lit, do one of the following:

Press the wireless on-off button.

—or—

Click the wireless link icon in the taskbar (if present) and select Wireless Radio On.



If you're within range of your wireless network, your computer automatically connects. To check the status of your wireless connection, click the wireless link icon in the taskbar and select Wireless Status (Windows 98 or 2000), or open Network Connections in Control Panel and double-click the connection (Windows XP).

Turning off communication and ending a connection

1. **Important:** close any files that reside on other network computers.
2. To turn off the wireless function without turning off the computer, do one of the following:

Press the wireless on-off button.

—or—

Click the wireless link icon in the taskbar (if present) and select Wireless Radio Off.

Suspending or shutting down the computer also turns off the wireless function.

Add-On Devices

Using an Expansion Base

The multimedia expansion base enhances your computer's capabilities as a portable computer system. It provides space for additional drives and batteries, as well as expanded multimedia performance.

The expansion base also makes your computer more convenient for desktop use. By making a single connection—docking your computer into the base—you get easy access to these devices:

- Printer or other parallel device.
- Universal serial bus (USB) devices.
- External keyboard and mouse.
- External monitor and television.
- Local area network (LAN) if your computer includes a LAN port.
- Audio devices such as external speakers, headphones, or stereo inputs.
- Plug-in modules.

To dock the computer

1. For desktop use, plug the AC adapter into the expansion base.

For portable use, you can use power from the computer's battery or from a secondary plug-in battery module in the expansion base.

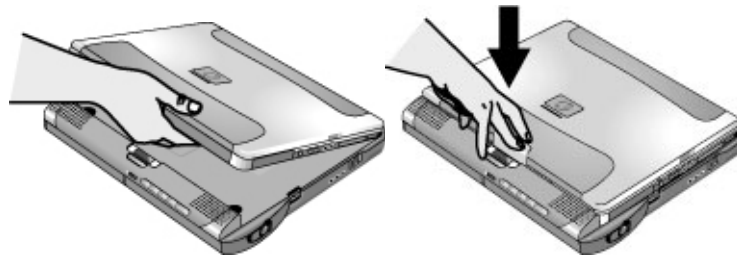
Note

Use the AC adapter that comes with your computer. If you want, you can buy an additional AC adapter—see “To buy accessories“ on page 15.



2. Insert the back of the computer into the expansion base so it's held by the hooks at the back corners. Then lower the front end into the base. Press firmly near the center-front until it latches into the base.

If the computer doesn't latch, plug in the AC adapter.



You can dock or undock the computer in any power state: on, off, Standby mode, or Hibernate mode. Make sure, however, that the computer is not entering or resuming from Standby or Hibernate mode when you dock or undock, or the computer could lock up.

By default, the computer automatically turns on when you dock it. (You can change this setting using BIOS Setup—see “To run the BIOS Setup utility“ on page 189.)

The first time you dock, the computer automatically configures itself to operate with the expansion base.

After the computer docks, the blue sleep button on the left side of the expansion base operates the same way as the blue sleep button on the computer.

If you have trouble inserting the computer or the docking latches stick, use the emergency undock latch, or press and hold the undock switch for 5 seconds to release the latches.

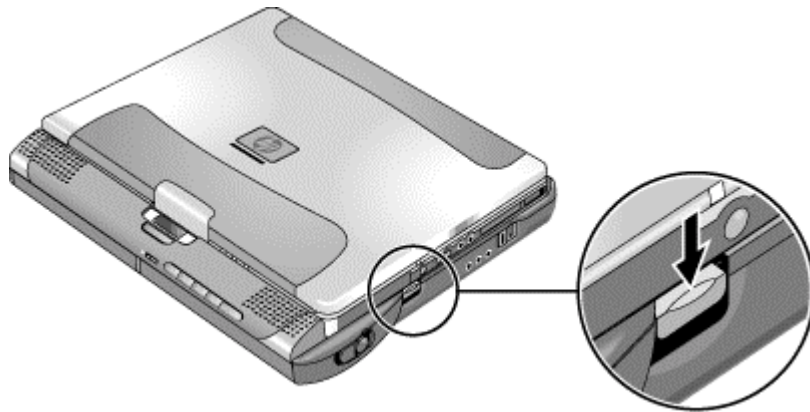
Add-On Devices
Using an Expansion Base

To undock the computer

1. **Important:** close any files that reside on network drives or module drives in the expansion base.
2. Press the undock switch on the right side of the expansion base.

—or—

Click Start, Eject PC.



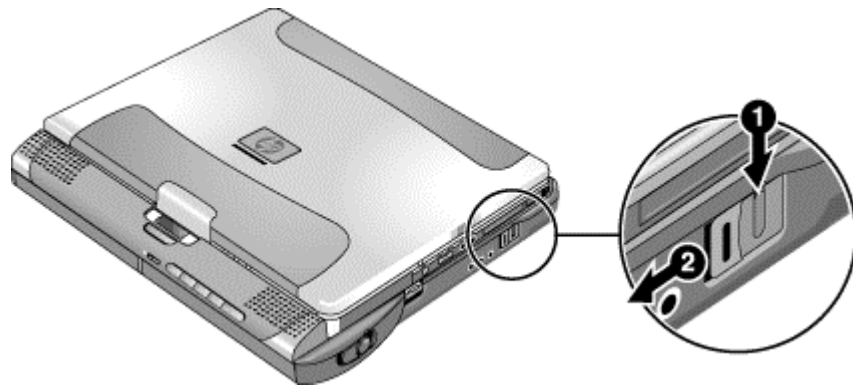
You can use the undock switch when the computer is on, off, or in Standby or Hibernate mode.

When undocking the computer, you may need to wait 10 seconds or more for the computer to undock—the computer may not respond while it is updating its configuration.

Using the emergency undock latch

If you cannot undock the computer using the undock switch or the Start menu, use the emergency undock latch on the right side of the expansion base.

1. If a security cable is attached to the expansion base, remove it.
2. Slide the button down, then move the entire latch forward to undock the computer.



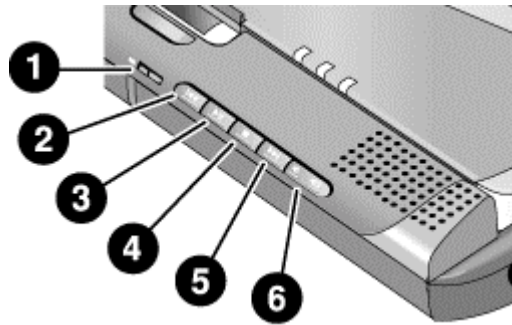
To play audio CDs

The multimedia buttons on the front of the expansion base control the CD-ROM or DVD drive in the right module bay. Power is provided by the computer battery, the AC adapter, or a secondary battery in the left module bay.

- If the computer is docked and turned on, use the multimedia buttons to control the Windows player.
- If the computer is off, in Standby or Hibernate mode, or not docked, you can still play audio CDs. Slide the multimedia power switch to the left to activate the player (without turning on the computer), then use the multimedia buttons to control play.
- To load or eject a CD, press the eject button on the drive, or press the Stop button on the expansion base if the computer is off, in Standby or Hibernate mode, or undocked.

Add-On Devices

Using an Expansion Base



1. Multimedia power switch (and indicator light)—turns the CD player on and off. Works only when the computer is turned off, in Standby or Hibernate mode, or not docked.
2. Previous track.
3. Play/Pause.
4. Stop (when computer is on), or Stop/Eject (when computer is off, in Standby or Hibernate mode, or not docked).
5. Next track.
6. Volume.

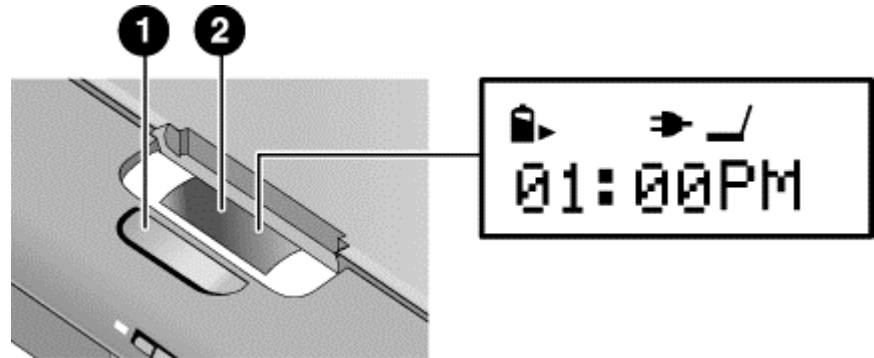
To use the status panel

The expansion base's status panel can show the time and date, the docking status, the status of the CD player built into the expansion base, and the status of secondary batteries in the expansion base.

- Press the status panel button several times to display the information you want. The first press turns on the backlight. Subsequent presses cycle through the available information in the following order:
 - Time.
 - Date.
 - CD player status (if CD player is running).
 - Audio volume (if CD player is running).

- Percent charge remaining for the battery in the left bay (if present).
- Percent charge remaining for the battery in the right bay (if present).

AC power, battery indicators, and docking status are always shown.



1. Status panel button.
2. Status panel.

For more information about the status panel, see the following table.

Status	Description
AC indicator	Appears when an AC adapter is connected to the expansion base.
Battery indicator	Appears when a secondary battery is installed in a module bay. Shows when the battery is charging. Flashes if the battery has a problem.
Docking indicator	Shows whether a computer is docked in the expansion base.
Time, Date	Formats are defined in BIOS Setup.
CD player	Shows the track, play status (playing, paused, or stopped), and time counter. For information about the CD player, see "To play audio CDs" on page 83.
Volume	Shows volume (off to full), in eight steps.
Battery charge	Shows remaining charge as a percentage.

Using Plug-In Modules

You can use any compatible plug-in module with the multimedia expansion base's module bays, such as:

- CD-ROM, DVD, or similar drive.
- Zip drive.
- Second hard drive.
- Floppy disk drive.
- Secondary battery.

CAUTION

Never install or remove a plug-in module without first notifying Windows, or you could lose data. See “To replace a plug-in module” on page 86.

To install hot-swap support (Windows 98)

If your computer uses Windows 98, it also includes the BayManager “hot-swap” software that lets you disconnect most modules from a plug-in bay in the expansion base without needing to shut down and reboot the computer.

If a plug-in module icon is displayed in the taskbar, BayManager is already installed. If the icon is not present, you can install the software as follows:

- Click Start, Programs, Softex BayManager, Setup, then follow the onscreen instructions.

To replace a plug-in module

Windows 98 uses “hot-swap” software to let you remove or replace most plug-in modules without shutting down the computer. Before replacing a hard drive module, however, you must first shut down the computer.

When a drive module is present, Windows 2000 displays the Unplug or Eject Hardware icon—and Windows XP displays the Safely Remove Hardware icon—at the right end of the taskbar.

CAUTION

Before disconnecting a CD-ROM drive, DVD drive, or any other type of drive, you must either stop the drive using the icon in the taskbar or shut down the computer—otherwise, you could lose data.

Exception: for Windows 98, you **MUST** shut down the computer before connecting or disconnecting a hard disk drive.

Handle and store modules carefully. Do not drop it or apply excessive pressure to its surfaces—this could damage its internal mechanisms. Do not touch the metallic pins on the computer connectors, module connectors, or cable connectors. Static electricity can damage internal components.

1. Close any open files that reside on the plug-in module.
2. **Windows 98:** if the BayManager icon is present in the taskbar, right-click the icon, then click Remove/Swap Bay Device. When prompted, remove the module (if present). Don't click OK until you've inserted the desired module, if any (see step 6).

Windows 2000 or XP: left-click the Unplug or Eject Hardware or Safely Remove Hardware icon on the taskbar, and select the module you want to remove. When prompted to remove the module, click OK. (You don't have to do this if the bay is empty or contains a battery.)



—or—

For any system: shut off the computer. Click Start, Shut Down, Shut down (Windows 98 or 2000) or Start, Turn Off Computer, Turn Off (Windows XP).

Important: for Windows 98, you must shut off the computer if you are removing or inserting a hard disk drive in the module bay.

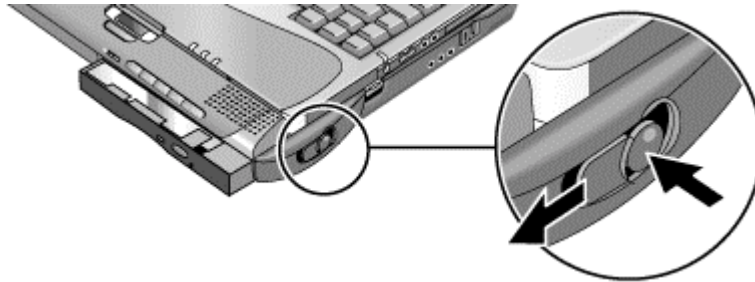
—or—

For any system: undock the computer.

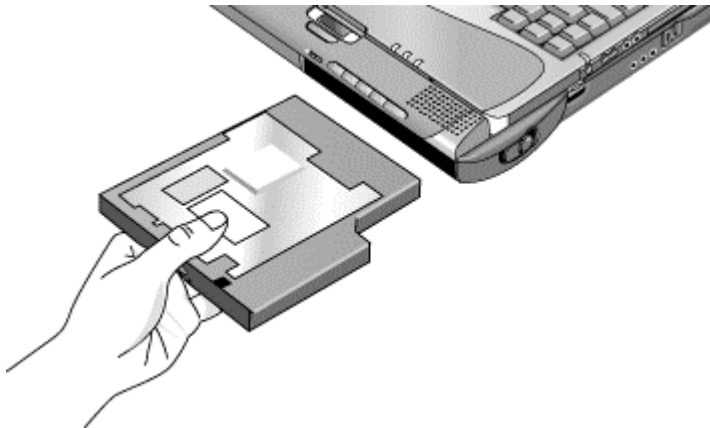
Add-On Devices

Using Plug-In Modules

3. Press the button on the module release latch, and slide the latch toward the front of the expansion base.



4. Grasp the module and pull it out.



5. Slide the new plug-in module into the computer until it clicks into place.
6. For Windows 98, click OK to close the BayManager window.

If needed, you can connect the floppy disk drive to the USB port on the computer or expansion base—see “To connect the floppy disk drive” on page 30.

If you need to format a hard disk drive module, see “To prepare a new hard disk drive” on page 108.

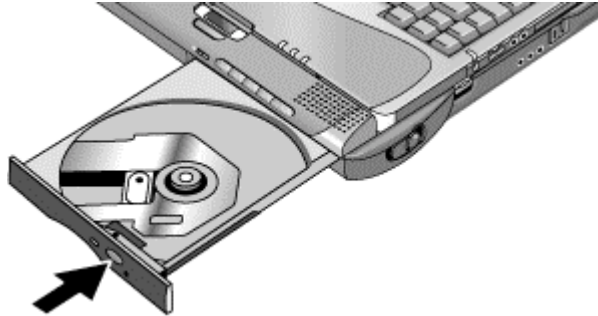
To insert or remove a CD or DVD

CAUTION

Do not remove a CD or DVD while the computer is reading it. Otherwise, the computer could stop responding and you could lose data. Before opening the drive, press the Stop button to make sure the drive is not running.

Be sure to press the CD or DVD onto the spindle. You can damage the disk or drive if you just lay the disc on the tray.

1. Press the button on the face of the drive. (If you are using this drive for the first time, be sure to remove the cardboard packing insert.)



2. Place the CD into the drive (label facing up) and gently press down to seat it on the spindle.

—or—

Remove the CD.

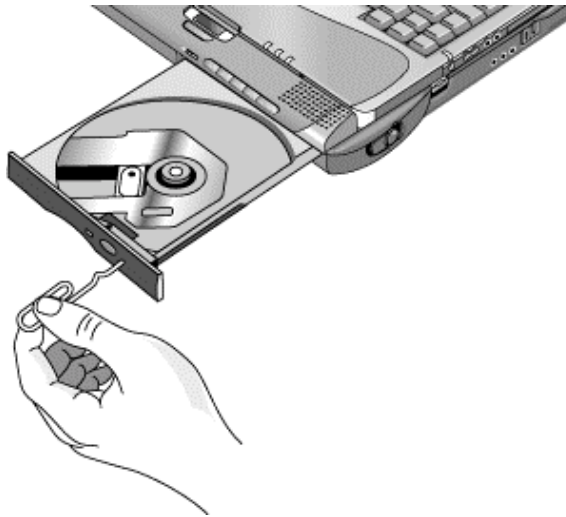
Add-On Devices

Using Plug-In Modules

3. Slide the tray back into the module to close it.

If your expansion base loses power, or if you have removed the CD-ROM or DVD module from the base, you can manually open the drive to remove a CD.

- Insert a straightened paper clip into the recessed hole on the front of the drive.



To play DVD movies

If your computer came with a DVD drive, it also includes DVD player software that lets you play DVD movies. Click Start, Programs (Windows 98 or 2000) or Start, All Programs, Multimedia, DVD Player (Windows XP)—if InterVideo WinDVD or DVD Express is not listed, do the following:

- Run Setup on the software CD to install the player software.

For Windows XP, if the DVD software is installed, you can also use Windows Media Player to play DVD movies.

To play DVD movies on a TV, see “To use a TV set as a monitor“ on page 99.

To create or copy CDs

If your computer came with a CD-RW drive, it also includes software that lets you copy or create CDs. Click Start, Programs (Windows 98 or 2000) or Start, All Programs, Multimedia, CD Writer (Windows XP)—if Adaptec Easy CD, Veritas CDRW, or RecordNow is not listed, do the following:

- Run Setup on the software CD to install the CD-RW software.

For Windows XP, you can use Windows Media Player to create audio CDs, and Windows Explorer to create data CDs using a CD-RW drive.

Refer to the software's help for details about creating or copying CDs. HP recommends using HP C4403A (CD-R) or C4404A (CD-RW) media—read and write quality may vary for other media.

Connecting PC Cards

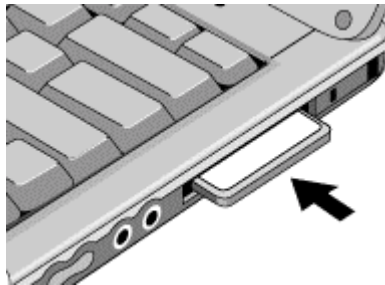
The computer's PC Card slot is available for expanding the computer's data storage and communication capabilities. The computer supports standard Type II PC Cards (PCMCIA and CardBus).

The slot also supports Zoomed Video, which allows a Zoomed Video card to show high-quality multimedia presentations.

To insert or remove a PC Card

Inserting a PC Card

1. Hold the PC Card with its face up and its connector holes toward the card slot.
2. Slide the PC Card all the way into the slot. Most cards are properly seated when the outer edge is flush with the casing of the computer, but some cards are designed to protrude from the case.



Removing a PC Card

CAUTION

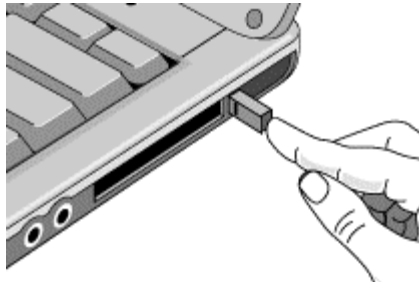
Before removing a PC Card, you must use the PC Card, Eject Hardware, or Safely Remove Hardware icon in the taskbar, or else shut down the computer. Otherwise, you could lose data.

1. Before removing the card, click the PC Card, Eject Hardware, or Safely Remove Hardware icon in the taskbar, then click Stop. This protects your data and helps avoid unexpected problems.



If needed, you can restart the card by removing and then reinserting it.

2. Flip the eject button out (so that it stands out from the side of the computer), then press the button and remove the PC Card.



Finding tested PC Cards

For the current listing of PC Cards that have been tested and approved for use with your computer, visit the Accessories section of the HP Notebook web site (www.hp.com/notebooks).

Connecting External Devices

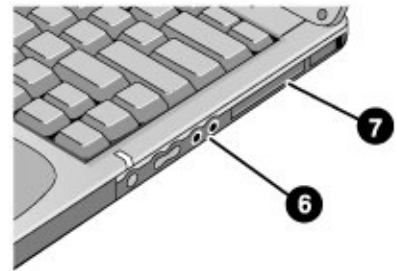
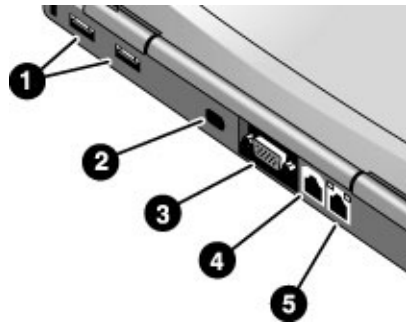
To identify connectors for external devices

The diagrams below shows the connectors for external devices on the computer and expansion base.

Note

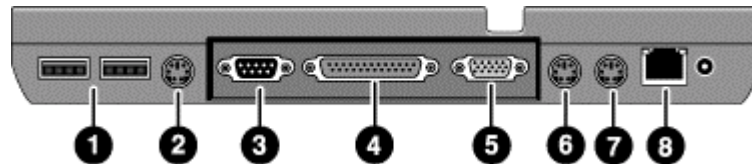
Before you connect any device, check its documentation to see if you need to make any settings or adjustments to the equipment before using it. This might include setting switches so the equipment will operate properly with your computer or expansion base and the software you plan to use.

Locating connectors on the computer



1. Universal serial bus (USB) ports.
2. Infrared port (on certain models).
3. External monitor port.
4. Modem port (on certain models).
5. LAN port (on certain models).
6. Audio jacks: audio out (headphones), external microphone.
7. PC Card slot.

Locating connectors on the expansion base



1. Universal serial bus (USB) ports.
2. S-video (TV out) port.
3. Serial port (COM1).
4. Parallel port (LPT1).
5. External monitor port.
6. PS/2 mouse port.
7. PS/2 keyboard port.
8. LAN port (works only if the computer has a built-in LAN port).

To connect a printer or other parallel device

The expansion base's parallel port has a standard 25-pin connector, most commonly used for connecting dot-matrix, ink-jet, and laser printers. You can also use it to connect a parallel Zip drive.

- Connect the cable from the parallel printer or other parallel device to the expansion base's parallel port.

To connect an external keyboard or mouse

- Plug a USB mouse or keyboard into a USB port on the computer or expansion base.

—or—

Plug a PS/2 mouse or keyboard into a PS/2 port on the expansion base.

The pointing stick is normally disabled while an external PS/2 mouse is connected.

Add-On Devices

Connecting External Devices

Note

To use hot keys from an external PS/2 keyboard, substitute left CTRL+left ALT for the computer Fn key. For example, to access Fn+F12, press left CTRL+left ALT+F12.

External PS/2 keyboards support only Fn+F5, Fn+F7, and Fn+F1. USB keyboards do not support Fn hot keys.

To connect a USB device

The universal serial buses (USB) on the computer and expansion base provide a bi-directional serial interface for adding peripheral devices such as a mouse, keyboard, game controller, serial and parallel port, and scanner on a single bus.

- Attach the device's USB cable to a USB port. Windows automatically recognizes the USB device. Some USB devices can be connected to the computer in series—this is called a daisy-chain connection.

Note

If you have problems making this connection, contact the device manufacturer and the HP Customer Care web site (www.hp.com/go/support) for the latest version of the driver for the device.

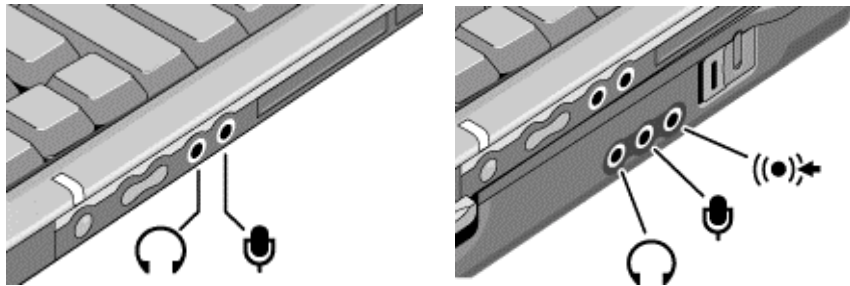
To connect an audio device

Your computer includes a built-in microphone (in front of the right display hinge) that you can use to record voice, sound, and music. You can also plug in headphones, external speakers, an external microphone, or—if docked—a stereo input source (such as a CD player).

CAUTION

The audio jacks are three-terminal stereo jacks. They are not compatible with two-terminal mono plugs. Connecting a mono plug into the speaker-out jack may damage your notebook.

- Attach the audio cable to the corresponding audio port on the computer or expansion base.



Note

When you plug a device into the external microphone port, the built-in microphone automatically turns off. When you plug a device into the audio out port, the built-in speakers automatically turn off.

To use an external monitor

Connecting an external monitor

1. Click Start, Shut Down, Shut down (Windows 98 or 2000) or Start, Turn Off Computer, Turn Off (Windows XP).
2. Connect the monitor cable from the monitor to the monitor port on the rear of the computer (if undocked) or expansion base (if docked).
3. Connect the monitor to a power source and turn it on.
4. Press the blue sleep button to turn on the computer.

Switching the display to the external monitor

- Press Fn+F5 (or CTRL+ALT+F5 on an external keyboard) to cycle through the display options: notebook display, external monitor, both.

—or—

Click Start, Programs, HP Display Settings, HP Display Settings (Windows 98 or 2000), or Start, All Programs, Hewlett-Packard, Notebook, HP Display Settings, HP Display Settings (Windows XP).

You can also add a display settings icon in the taskbar for quick access.

Add-On Devices

Connecting External Devices

- If you need to use both displays at once, press Fn+F5 repeatedly until the image shows on both displays. However, by default, the image is limited by the internal display to 1024×768 pixels, so at a higher resolution you will see only part of the desktop on both displays. This doesn't happen if you use only the external monitor. If you need to increase the refresh rate on the external monitor, you can switch to only the external monitor, or make the internal or external display a "secondary" display:
 1. Click Start, Settings, Control Panel, then double-click Display (Windows 98 or 2000), or click Start, Control Panel, Appearance and Themes, Display (Windows XP).
 2. On the Settings tab, click the Advanced button, then the Displays or Monitor tab.

Adjusting monitor resolution and other settings

1. Click Start, Settings, Control Panel, then double-click Display (Windows 98 or 2000), or click Start, Control Panel, Appearance and Themes, Display (Windows XP).
2. On the Settings tab, adjust the Screen area. Other settings are also available.

The internal display supports settings of up to 1024×768 resolution with 16M colors (24-or 32-bit).

For high-resolution external monitors, the computer supports 1280×1024 resolution with 16M colors (24-bit for Celeron models, 32-bit for Pentium models) at a maximum refresh rate of 85 Hz. It supports 1600×1200 resolution with 64K colors for Celeron models and 16M colors (24-bit) for Pentium models at a maximum refresh rate of 60 Hz.

Using dual display mode (Windows 98 or XP)

You can extend your desktop by connecting an external monitor to your computer.

1. Click Start, Settings, Control Panel, then double-click Display (Windows 98), or click Start, Control Panel, Appearance and Themes, Display (Windows XP).
2. Click the Settings tab.
3. **Windows 98:** right-click display 2, and select Enabled.

Windows XP: click the second display, then select the option to extend the desktop.

You can set different resolutions and numbers of colors for each display. However, using the Extended Desktop requires video memory to be shared. For this reason, higher resolutions and higher numbers of colors may cause unexpected behavior on the displays. Try starting with 1024×768 resolution on the external display and 64 K colors (16-bit) on both displays. You can then try higher settings to see whether they work for your applications. In addition, certain operations such as playing DVDs and running 3D graphics require extra video memory, so you may have to use lower display settings.

Changing display actions

You can use the BIOS Setup utility to change certain display behaviors, such as stretching the image to fill the screen at lower resolutions. See “To run the BIOS Setup utility” on page 189.

To use a TV set as a monitor

You can connect a television set or other video device to your computer to use as a display. The computer’s built-in display remains active when you connect a TV set.

To connect a TV set

You can connect a TV set using a standard S-video cable, or an HP F1459A composite-video adapter with a standard RCA-type video cable.

1. Connect a video cable from the TV set to the expansion base’s S-video port. (You don’t need to turn the computer off to do this.)
2. Connect the TV set to a power source and turn it on.

To activate the TV display

- Restart the computer: click Start, Shut Down (or Turn Off Computer), Restart.

–or–

1. Click Start, Settings, Control Panel, then double-click Display (Windows 98 or 2000), or click Start, Control Panel, Appearance and Themes, Display (Windows XP).
2. On the Settings tab, click Advanced.
3. On the Displays tab, activate the TV output.

To play DVD movies on the TV

- Open Display in Control Panel, click the Settings tab, then click Advanced and make the TV a “primary” display.
- Optional: connect an audio cable from the computer’s audio out jack to the TV audio input.

To connect a serial device

The expansion base includes a standard 9-pin serial port that you can use to connect devices such as external modems and fax modems. If needed, you can set the serial port's address in the BIOS Setup utility.

- Connect the device's serial cable to the expansion base's serial port.

To connect an infrared device

If your computer includes an infrared port, you can use it to provide serial communication between the computer and other infrared devices, such as printers or other computers.

By default, the infrared port is not enabled, so you must enable it before you can use it.

1. Enable the infrared port in the BIOS Setup utility—see “To run the BIOS Setup utility” on page 189.
2. **Windows 98 only:** click Start, Run, and type `c:\hp\drivers\fir\quikbeam\setup.exe` to install the QuickBeam software. For more information, see the Readme file in the same directory.

Using the infrared port

- Make sure the infrared ports of your computer and the other device lie in as straight a line as possible. The two ports should be no more than 1 meter apart, with no obstructions between them.
- To check the status of communications, open Infrared (Windows 98) or Wireless Link (Windows 2000 or XP) in Control Panel.

Disabling the infrared port

You should generally disable infrared communication when you aren't using it.

1. Close any applications that are using infrared, and any folders on an infrared link.
2. Click Start, Settings, Control Panel (Windows 98 or 2000) or Start, Control Panel, Printers and Other Hardware (Windows XP).

3. **Windows 98:** double-click Infrared and disable communications.

Windows 2000: double-click Wireless Link and disable the hardware.

Windows XP: click Wireless Link. On the Hardware tab click Properties, and disable the device in the pull-down menu.

Printing to an infrared printer

- Install your printer and assign it to the computer's infrared port. You can then print from your applications as you would to any other printer.

Transferring files through an infrared connection

You can use your computer's infrared port to transfer files.

- **Windows 98:** use the built-in Direct Cable Connection software. You will first need to install the software as follows:
 1. Click Start, Settings, Control Panel, then double-click Add/Remove Programs.
 2. Click Windows Setup, double-click Communications, and select the Direct Cable Connection checkbox.
- **Windows 2000 or XP:** use Wireless Link.

See the Windows online help for instructions on using Direct Cable Connection or Wireless Link.

Installing Additional RAM

Your computer has no memory (RAM) built in, but has two slots for RAM modules: the system RAM slot beneath the keyboard (which contains a module installed at the factory), and an expansion slot on the bottom of the unit. You can use both of these slots to expand your unit's RAM. Use HP PC-100 or higher SDRAM only.

You'll need a small Phillips screwdriver for these procedures.

To install a RAM expansion module

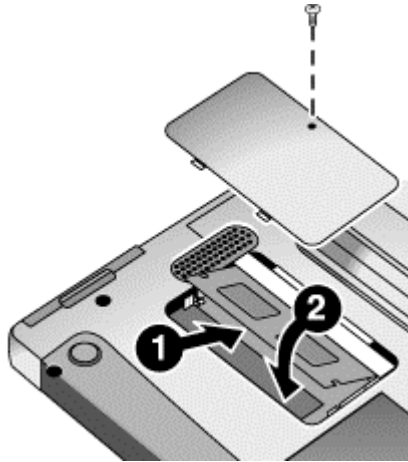
To increase your computer's RAM, you can install a RAM module in the expansion slot on the bottom of the computer.

CAUTION

Your computer's chips are extremely sensitive to static electricity, and can be permanently damaged by it. Handle the RAM module only by its edges. Before installing the memory module, discharge your body's static electricity by touching the metal shielding around the connectors on the rear of the computer.

1. Click Start, Shut Down, Shut down (Windows 98 or 2000) or Start, Turn Off Computer, Turn Off (Windows XP).
2. **Important:** unplug the AC adapter, if present, and remove the battery.
3. From the bottom of the computer, remove the screw holding the RAM cover, and remove the cover.

4. Carefully insert the edge of the RAM module into the connector at about a 30° angle until it is fully seated. Then press down on both sides until the latches snap closed.



5. Replace the cover.
6. Insert the battery.

Note

Windows 98 only: if you increase your computer's memory to more than 512 MB, the computer will not be able to hibernate unless you also increase the size of the Utility partition on the hard disk—see “To recover the factory installation of your hard disk” on page 196.

You can also replace the system RAM module beneath the keyboard—see “To replace the system RAM module” on page 104.

To remove a RAM expansion module

You may want to remove a RAM module so you can install a larger one.

CAUTION

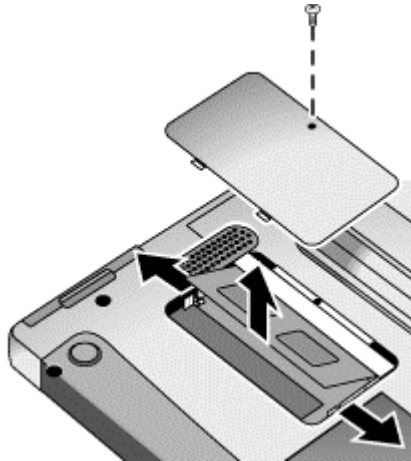
Your computer's chips are extremely sensitive to static electricity, and can be permanently damaged by it. Handle the RAM module only by its edges. Before installing the memory module, discharge your body's static electricity by touching the metal shielding around the connectors on the rear of the computer.

1. Click Start, Shut Down, Shut down (Windows 98 or 2000) or Start, Turn Off Computer, Turn Off (Windows XP).
2. **Important:** unplug the AC adapter, if present, and remove the main battery.

Add-On Devices

Installing Additional RAM

3. Turn the unit upside down, remove the screw holding the RAM cover, and remove the cover.
4. Release the two latches at the sides of the RAM module, so the free edge of the module pops up.



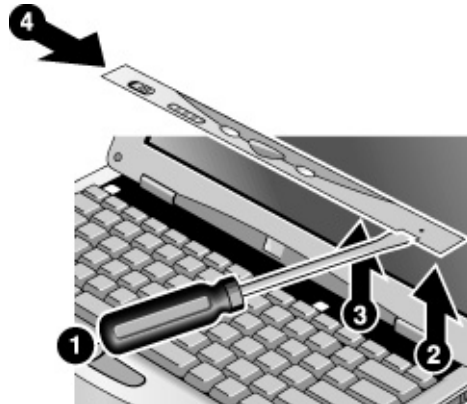
5. Pull the module out of the connector.
6. Replace the cover.
7. Insert the battery.

To replace the system RAM module

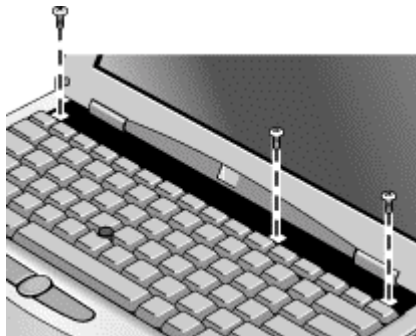
If needed, you can replace your computer's system RAM module (under the keyboard) to increase the computer's RAM.

1. If your computer is docked, undock it.
2. Click Start, Shut Down, Shut down (Windows 98 or 2000) or Start, Turn Off Computer, Turn Off (Windows XP).
3. **Important:** unplug the AC adapter, if present, and remove the battery.

4. Remove the plastic panel above the keyboard (containing the power button and keyboard status lights). Pry the right end of the panel up with a small, flat-blade screwdriver, then lift the end until the panel unsnaps above the F12 key. Slide the panel slightly to the right and lift it out.



5. Remove the three screws holding the top of the keyboard.



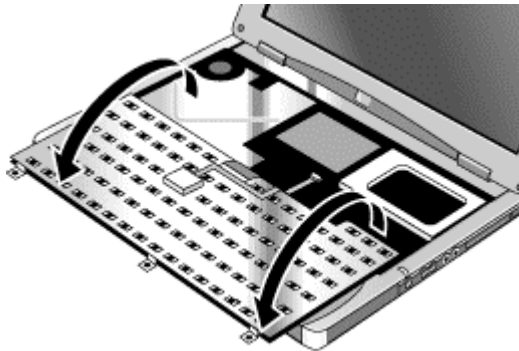
CAUTION

When opening the keyboard, be careful not to pull on the cables connecting the keyboard to the computer.

Add-On Devices

Installing Additional RAM

6. Raise the top edge of the keyboard slightly, then slide it back about 1 cm (1/2 in) and fold it onto the front of the case.



WARNING

Do not touch the metal surfaces inside the computer until they have cooled off. They could be very hot if the computer was running recently.

Do not touch the electronic components inside the computer. Static electricity can permanently damage them.

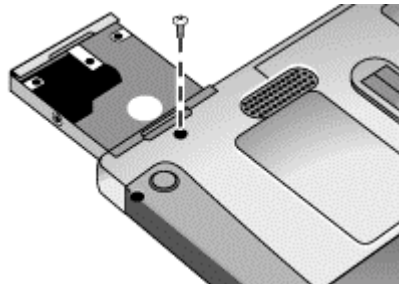
7. Release the two latches at the sides of the RAM module by pressing them outward, so that the free edge of the module pops up.
8. Pull the module out of the connector.
9. Carefully insert the edge of the new RAM module into the connector at about a 30° angle until it is fully seated. Then press down on both sides until the latches snap closed.
10. Move the keyboard back into position. Slide its front edge into the computer case, then lower the top of the keyboard into place.
11. Reinstall the three screws along the top of the keyboard.
12. Hold the plastic panel in your right hand, and insert the tabs on the left end of the panel into the slots in the computer case just above the ESC and F4 keys.
13. Slide the panel to the left and press it into place.
14. Reinstall the battery.

Replacing the Hard Disk Drive

To replace the hard disk drive

You'll need a small Phillips screwdriver for this procedure.

1. Unplug the AC adapter, if present, and remove the battery.
2. Turn the unit bottom side up and remove the hard drive retaining screw.
3. Carefully pull the hard drive out of the computer.



4. Gently slide the new drive into the hard drive compartment. Press firmly to make sure the connector seats properly.
5. Reinstall the hard drive retaining screw.

Important

If you are installing a new hard disk drive, you should create a Utility partition on the drive before loading any software. See “To recover the factory installation of your hard disk” on page 196.

To replace the hard disk drive holder

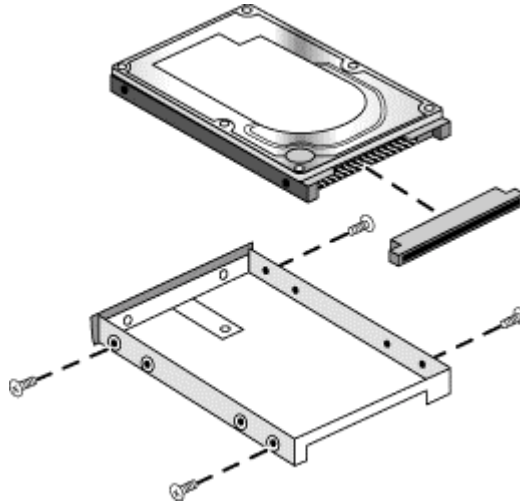
If you are installing a new hard drive that does not have a cover, you can remove the cover parts from the old hard drive. You'll need a small Phillips screwdriver for this procedure.

1. Remove all four screws from the holder and drive case, then lift the drive out of the holder.

Add-On Devices

Replacing the Hard Disk Drive

2. Notice that the hard drive has a pin connector attachment at one end. Carefully remove this connector from the end of the drive. Work alternately at each end so that the connector slides off evenly without bending the connector pins.



3. Carefully put the pin connector attachment back onto the pins on the end of the new hard drive. Work alternately at each end so that the connector slides on evenly without bending the connector pins.
4. Insert the connector through the end of the holder, and lower the drive into the holder.
5. Reinstall all four screws into the holder and drive case.

To prepare a new hard disk drive

When you install a new hard disk drive, you also need to prepare it to be able to work with your computer.

- If you want to restore the Windows software and operating system that were originally installed on your computer, you can do so using the *Recovery CD* that also came with your computer. See “To recover the factory installation of your hard disk” on page 196.
- If you want to use the hard disk with other than the original software and operating system, prepare the hard disk as described in the “Using Windows” chapters of this guide.

- To prepare a hard disk drive module in the expansion base, follow these steps:

Windows 98

1. Install the hard drive module and reboot the computer.
2. Click Start, Run, and type **fdisk**.
3. When prompted, choose to enable large disk support.
4. Choose option 5 to change a current disk drive, then select drive number 2.
5. Choose option 1 to create a DOS partition, and let it use the entire drive.
6. When the process finishes, press ESC to exit.
7. Restart the computer.
8. Double-click My Computer.
9. Right-click the new hard disk drive (it may be drive D), then click Format. Follow the instructions that appear.

Windows 2000 or XP

1. Install the hard drive module.
2. Click Start, Settings, Control Panel, then double-click Administrative Tools (Windows 2000), or click Start, Control Panel, Performance and Maintenance, Administrative Tools (Windows XP).
3. Double-click Computer Management, then click Disk Management in the tree.
4. In the lower-right pane, right-click the unused area of the new disk (probably disk 1) and click Create Partition. Follow the instructions that appear to create an NTFS partition that uses the entire drive.

Using Windows XP

Installing Retail Windows XP

Windows XP may come factory installed on your HP notebook. The following procedure installs a retail version of Windows XP and configures the appropriate HP notebook-specific device drivers.

This chapter describes how to:

- Prepare for software installation.
- Install a retail version of Windows XP.
- Install video support.
- Install modem support.
- Install TrackPoint support.
- Install Wireless LAN support.
- Install infrared support.
- Install HP-specific utilities.
- Install the Java Virtual Machine.
- Enable SpeedStep.

Requirements

- HP notebook
- Multi-Media Expansion Base with internal CD-ROM/DVD drive
- Windows XP CD
- HP notebook drivers for Windows XP. Location: Product Recovery CD in \HP\DRIVERS or at <http://www.hp.com>

Important: Before installing Windows XP please install the latest BIOS for your HP notebook.

To check your BIOS version, do the following:

1. Start the HP notebook.
2. Press F2 to enter Setup when prompted.
3. Check the BIOS Version in the upper left corner.

You can download the latest HP notebook BIOS from <http://www.hp.com>.

To prepare for software installation

HP recommends that you repartition and format your hard disk before installing retail Windows XP. This will delete all content on the HDD so make sure you have a backup of your data and SW before continuing. Follow the instructions below to repartition and format your hard disk and create the diagnostic partition.

1. Insert the bootable Recovery CD into the CD-ROM/DVD drive in the Multi-Media Expansion Base.
2. Reboot, press ESC when you see the HP logo and select the “CD-ROM/DVD Drive” as the boot device.
3. Click Continue on the Recovery screen to enter the menu.
4. Click Advanced on the Recovery CD menu.
5. Choose the option “Do not load operating system” then choose “Hibernate partition only” and click Continue.
6. Click OK to proceed with repartitioning.
7. When the message “Hibernate partition successfully created” appears on screen, remove the Recovery CD (you will reboot the computer before installing retail Windows XP, as described below).

A diagnostic partition has now been created, and Hewlett-Packard’s hardware diagnostics software has been placed on this partition. To use this hardware diagnostics software in the future, press F10 during boot of the system.

To install retail Windows XP

1. Insert the Windows XP CD in the CD-ROM drive.
2. Reboot, press ESC when you see the HP logo and select the CD-ROM/DVD drive as the boot device. If the message “Press any key to boot from CD” appears, press any key to continue booting from the CD.
3. At the “Welcome to Setup” screen, press Enter to begin.
4. Read the Windows XP Licensing Agreement. Press Page Down until you reach the end of the document. Press F8 to agree.
5. In the list of existing partitions select “Unpartitioned space” and press Enter.

This will configure your hard drive with one large partition. If you want another partitioning scheme, press C and follow instructions on screen.

Using Windows XP

Installing Retail Windows XP

6. Highlight your choice of file system, then press Enter. After formatting and copying files the HP notebook will reboot and continue installation.
 7. Click Customize to change your Regional settings if needed, then click Next to continue.
 8. Enter your name and organization, then click Next.
 9. Enter the Product Key, then click Next. The Product Key is located on the Certificate of Authenticity that you received with your retail version of Windows XP.
 10. **Windows XP Home only:** Enter a computer name then click Next to continue.
Windows XP Pro only: Enter a computer name and an Administrator password. Confirm the Administrator password then click Next to continue. The password is used to administer User IDs and Windows XP security. The computer name is used by other computers on the network to access your HP notebook.
 11. Enter modem dialing information for your region, then click Next.
 12. Enter the correct Time Zone and Date and Time, then click Next.
 13. In the “Network Settings” window choose “Typical”, then click Next.
 14. **XP Pro only:** In the “Workgroup or Computer Domain” window click Next. The HP notebook will now finalize OS installation and reboot.
 15. If the Display Settings window appears, click OK. Then click OK in the Monitor Settings window to continue.

XP will adjust the screen resolution to be compatible with the XP registration and help facilities. It will adjust the screen resolution to 1024x768x32bit color. Depending on the system you have this may not be the proper resolution for the LCD screen. We will adjust this later when installing the video drivers.
 16. At the “Welcome to Microsoft Windows” screen, click Next to configure XP.
 17. Choose the appropriate connection option for Internet connection and click Next, or click Skip if you do not wish to connect to the Internet at this time.
 18. Decide if you want to activate Windows XP now or later, then click Next.
 19. Create user accounts by listing the names of the users, then click Next.
 20. Remove the Windows XP CD and click Finish to finalize your configuration of XP.
- Retail Windows XP is now installed on the HP notebook. The HP notebook-specific drivers will be installed next.

To install video (ATI) support

While Windows XP does contain the necessary drivers for the video hardware that is in your HP notebook, the capabilities will be limited unless the enhanced video driver is installed.

The driver is located on the Recovery CD in \HP\DRIVERS\VIDEO.

1. Double-click \HP\DRIVERS\VIDEO\SETUP.EXE on the Recovery CD.
2. Click Next in the “Welcome” window.
3. Click Yes to accept the license agreement.
4. Remove the Recovery CD and click Finish to finalize installation and reboot the HP notebook. Adjust your display settings as necessary after rebooting.

To install modem (3COM) support

While Windows XP does contain the necessary drivers for the modem hardware that is in your HP notebook, the capabilities may be limited unless the HP modem driver is installed.

1. Click Start, then right-click My Computer and select Manage.
2. Click Device Manager, then double-click Modems to open the device list.
3. Right click the 3Com 56K V.90 Mini-PCI Modem and choose Update Driver.
4. In the “Welcome to the...” window choose “Install the software automatically” and click Next.
5. Click Finish to finalize installation.

To install TrackPoint support (HP)

While the TrackPoint will function with the default XP drivers you will lack the ability for special features and advanced configuration, Hewlett-Packard suggests these drivers are installed.

1. Click Start, then right-click My Computer and select Manage.
2. Click Device Manager, then double-click “Mice and other pointing devices” to open the device list.
3. Right click the PS/2 compatible mouse and choose Update Driver.
4. In the “Welcome to the...” window choose “Install the software automatically” and click Next.
5. Click “No, I will restart my computer later.” Then click Finish and continue to install other drivers.

To install wireless LAN (Actiontech) support

1. Double-click \HP\DRIVERS\WIRELESS\SETUP.EXE from the Recovery CD.
2. At the “Welcome to...” window click Next to continue installation.
3. Read the licensing agreement and click Yes.
4. Click “No, I will restart my computer later.” Then click Finish and continue to install other drivers.

To install infrared support

Infrared is disabled by default. To use infrared you need to enable the HW from BIOS. Drivers for infrared are native to XP.

1. Press F2 during boot to enter the BIOS.
2. Go to the System Devices menu and enable the Infrared port.
3. Save changes and exit. The infrared port will be detected as new hardware and the proper drivers installed.

To install the HP Display Settings and Configuration Interface (HPCI) utility

On Windows 2000 and Windows XP, the HPCI driver provides access to important configuration interfaces of the system BIOS.

You can launch the display settings application by going to Start, All Programs, Accessories, Accessibility, HP Display Settings or Start, All Programs, Hewlett-Packard, Notebook, HP Display Settings, HP Display Settings.

HP Display Settings provides the following features:

- User interface to control which of the available displays should be active (notebook display panel, external monitor, TV).
- Slider controls for adjusting the brightness and contrast (Windows 2000 and 98SE) of the notebook display panel. These controls do not affect the external monitor or TV.
- An icon in the taskbar for quick access to these controls.
- Adds sticky key and filtered key accessibility features to the Fn key.

The HP Configuration Interface device implements the following features:

- Undock security using the physical undock button located on the docking station.
- Auto-standby on undock based on the BIOS settings.
- Hibernate Fn hot key.
- On certain systems, volume and mute control implemented through the operating system that is actively reflected in the user interface.

To install HPCI, you must have administrator rights.

1. Double-click \HP\DRIVERS\HPCI\SETUP.EXE from the Recovery CD.
2. Click Next in the “InstallShield” window then Yes to accept the license agreement.
3. Click Next, then OK to acknowledge successful installation.

To install HP Presentation Ready utility

1. Double-click \HP\PROGRAMS\PRESRDY\SETUP.EXE from the Recovery CD.
2. Click Next in the “InstallShield” window, then Next to accept destination location.

To install HP One-Touch utility

1. Double-click \HP\PROGRAMS\ONETOUCH\SETUP.EXE from the Recovery CD.
2. Click OK in the “Installation” window, then click No (reboot the system later and continue to install drivers).

To install the Java Virtual Machine

Previous Microsoft operating systems had the Java Virtual Machine included, this is not the case with Windows XP. The Java Virtual Machine needs to be installed prior to installing the HP TopTools manageability application and may be needed for other SW applications as well.

The Java Virtual Machine can be downloaded from the Microsoft Windows Update web site.

To enable SpeedStep

1. Go to Start then click Run...
2. Type regedit then click OK.
3. Go to
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\P3\Parameters]
4. Change the variables “HackFlags”, “SmiCmdPort” and “SmiCmdData” according to the information below by right-clicking on the variable and choose MODIFY.
“HackFlags”=dword:00000001
“SmiCmdPort”=dword:000000b2
“SmiCmdData”=dword:00000082

Using Windows 2000

Installing Retail Windows 2000

Microsoft Windows 2000 Professional comes factory-installed on your HP notebook. The following procedure will install a retail version of Windows 2000 Professional. If you install a retail version of Windows 2000, you will need to manually install specific drivers on the HP notebook.

This chapter describes how to:

- Prepare for software installation.
- Install a retail version of Windows 2000.
- Install video support.
- Install audio and modem support.
- Install integrated LAN support.
- Install wireless LAN adapter support
- Install pointing stick support.
- Install HP-specific utilities.
- Install the Intel® SpeedStep™ Technology Applet.
- Install infrared support.
- Install USB floppy support.
- Configure the Power Management.

Requirements

- HP notebook with its media slice.
- Windows 2000 Professional CD-ROM.
- HP notebook drivers for Windows 2000.

Location: HP notebook hard drive and on the Recovery CD in \HP\DRIVERS directory, except for the OneTouch utility, which is located under \HP\PROGRAMS. All the directory references in the following document will be relative to that path.

Important: Before installing Windows 2000 please install the latest BIOS for your HP notebook.

To check your BIOS version, do the following:

4. Start the HP notebook.
5. Press F2 to enter Setup when prompted.
6. Check the BIOS Version in the upper left corner.

You can download the latest HP notebook BIOS from <http://www.hp.com>.

To prepare for software installation

HP recommends that you repartition and format your hard disk before installing retail Windows 2000. Follow the instructions below to partition your hard disk and create the hibernate partition.

1. Insert the bootable Recovery CD in the CD-ROM drive.
2. Boot the HP notebook and press ESC When the HP Invent logo appears. Select the CD-ROM/DVD as the boot device.
3. Select Continue on the Recovery screen to enter the menu.
4. Select Advanced on the Recovery CD menu.
5. Choose the option “Do not load operating system” then choose “hibernate partition only”, make sure that the hibernate partition size window reflects “0M”, then click Continue.
6. Click OK to proceed with repartitioning.
7. When message “Hibernate partition successfully created” appears on screen, press the reset button on the notebook.

A diagnostic partition has now been created, and Hewlett-Packard’s hardware diagnostics software has been placed on this partition. To use this hardware diagnostics software in the future, press F10 during boot of the system.

To install retail Windows 2000 Professional

1. Insert the Windows 2000 CD in the CD-ROM drive.
2. Turn on the HP notebook, press ESC when you see the HP Invent logo and select the CD-ROM/DVD as the boot device.
3. At the “Welcome to Setup” screen, press Enter to begin.
4. Read the Windows 2000 Licensing Agreement. Page down until you reach the end of the document. Press F8 to agree.
5. In the list of existing partitions, select the unpartitioned space and press Enter.
6. Highlight your choice of file system (FAT or NTFS), then press Enter. After formatting and copying files the HP notebook will reboot and continue installation.
7. Click Customize to change your Regional settings if needed, then click Next to move forward.
8. Enter your name and organization, then click Next.
9. Enter the Product Key, then click Next. (The Product Key is located on the Certificate of Authenticity that you received with your retail version of Windows 2000.)
10. Enter a computer name and an Administrator password. Confirm the Administrator password then click Next. (The password is used to administer User IDs and Windows NT security. The computer name is used by other computers on the network to access your computer.)
11. Enter the correct Time Zone and Date and Time if necessary, then click Next.
12. At the “Completing the Windows 2000 Setup Wizard” window, remove the Windows 2000 CD-ROM and click Finish. The system will reboot.
13. At the “Welcome to the Network Identification Wizard” screen, click Next.
14. Give the appropriate choice on user logon, then click Next.
15. Click Finish to complete the Network Identification Wizard.

To install video support

The driver is located on the Recovery CD in the VIDEO subdirectory.

To install or upgrade the video driver:

1. Run SETUP.EXE from the VIDEO subdirectory.
2. Follow the instructions on the screen to install the video driver.
3. The driver will be installed and the system will reboot.

Upon successful installation, an ATI icon appears on the bottom right corner of the taskbar.

To install audio support

The audio drivers are contained in the AUDIO subdirectory.

To install or upgrade the audio drivers:

1. Run ESSETUP.EXE from the AUDIO subdirectory.
2. Follow the instructions on the screen to install the drivers.
3. Wait for all hard disk activity to stop.
4. Remove the CD and restart the notebook.

To install modem support

If you have an HP notebook equipped with an internal modem you will need to identify which modem was supplied in order to install the appropriate driver. Your HP notebook contains either a 3Com 56K V.90 Mini PCI Modem (combo) or 3Com V.90 MPC1 Modem 556B (modem only).

If your notebook is equipped with both a LAN port and a telephone jack you have the 3Com 56K V.90 Mini PCI Modem combo card and should use the drivers found on the MODEM\PCICOMBO subdirectory on the HP Recovery CD.

Using Windows 2000

Installing Retail Windows 2000

If your notebook is equipped with only a telephone jack you have the 3Com V.90 MPCII Modem 556B Modem only card and should use the drivers found on the MODEM\PCIMODEM subdirectory on the HP Recovery CD.

If your notebook is not equipped with a phone jack, then a modem was not supplied.

If you have installed Windows 2000 Professional, and your HP notebook contains a built-in 3Com V.90 MPCII Modem 556B, you need to install the modem drivers. The modem drivers are contained in the MODEM\PCIMODEM subdirectory. If you are unsure which modem has been supplied, review WHICH_1.TXT contained in the MODEM subdirectory.

1. Windows should discover your modem. If the modem is not recognized, use the Add/Remove Hardware wizard in Control Panel.
2. Click OK on the "Insert Disk" screen.
3. Browse to modem driver subdirectory: MODEM\PCIMODEM.
4. Click Next to install modem drivers.

If you have installed Windows 2000 Professional, and your HP notebook contains a built-in 3Com 56K V.90 Mini PCI Modem, you need to install the modem drivers. The modem drivers are contained in the MODEM\PCICOMBO subdirectory. If you are unsure which modem has been supplied, review WHICH_1.TXT contained in the MODEM subdirectory.

1. Open the Device Manager: Right-click on My Computer and select Properties, click the Hardware tab, and then click the Device Manager button.
2. Double-click PCI Simple Communications Controller.
3. Click Reinstall Driver on the General tab.
4. Click Next.
5. Click "Display a list of the known drivers for this device so that I can choose a specific driver", and click Next.
6. Double-click Modems.
7. Click Have Disk. Browse to the MODEM\PCICOMBO subdirectory and double-click WDHABBE.INF.
8. Click OK to "Install from Disk".
9. Select 3Com 56K V.90 Mini PCI Modem.
10. Click Next.
11. Click Next.
12. Click Finish and close the Device Manager.

To install 3Com 10/100 Mini PCI Ethernet adapter support

The LAN drivers are contained in the LAN subdirectory. To install the driver:

1. Make sure that the 3Com network adapter is connected to the network.
2. Open the Device Manager: Right-click on My Computer and select Properties, click the Hardware tab, and then click the Device Manager button.
3. Double-click “Ethernet Controller”, under “Other Devices”.
4. Click Reinstall Driver on the General tab.
5. Click Next on the “Upgrade Device Driver Wizard” screen.
6. Select “Display a list of the known drivers for this device so that I can choose a specific driver” and click Next.
7. Double-click “Network Adapters”.
8. Click Have Disk and browse to the LAN subdirectory on the Recovery CD and select “NET556N5”.
9. Click Open, and initialize the driver installation by clicking OK.
10. Select 3Com 10\100 Mini PCI Ethernet Adapter and click Next.
11. Click Next to begin installation of driver.
12. Click Finish.
13. Close the Device Properties and the Device Manager.

To install wireless LAN adapter support

Some notebooks are equipped with an 802.11b wireless LAN adapter. To check if you have such a configuration, review the notebook’s Reference guide for the location of the wireless on-off button. Notebooks with the integrated wireless LAN include the on-off button.

The LAN drivers are contained in the WIRELESS subdirectory. To install the driver:

1. Open the Device Manager: Right-click on My Computer and select Properties, click the Hardware tab, and then click the Device Manager button.
2. If no “Other devices” entry exist in Device Manager proceed to Step 5.
3. Open “Other devices” and right-click the “USB Device”.

Using Windows 2000

Installing Retail Windows 2000

4. Click Uninstall and select OK to remove the USB device.
5. Go to the WIRELESS subdirectory in the Recovery CD and run the SETUP.EXE.
6. Click Next to continue the installation, click Yes to confirm the license agreement, click Finish to reboot the computer.

To install pointing stick support

The pointing stick drivers are contained in the TRACKPNT subdirectory of the Recovery CD.

To install the pointing stick drivers:

1. Start Windows 2000.
2. Logon.
3. Double-click the “My Computer” icon.
4. Open the “Control Panel” folder.
5. Open the “System” control panel.
6. Click the “Hardware” tab.
7. Click “Device Manager...”
8. Double-click on “Mice and other pointing devices.”
9. Double-click on the PS/2 mouse entry. Normally, the entry is named “PS/2 Compatible Mouse”, “Microsoft PS/2 Mouse” or “Standard PS/2 Mouse”, or “IBM PS/2 TrackPoint”.
10. Click the “Driver” tab.
11. Click “Update Driver...”
12. Click “Next” on the “Upgrade Device Driver Wizard” screen.
13. Under the question “What do you want the wizard to do?” Click “Display a list of the known drivers for this device so that I can choose a specific driver”.
14. Click “Next”.
15. Wait for all hard disk activity to stop.
16. Click “Have Disk...”

Note

17. Install the TP4WIN2K.INF driver from the TRACKPNT subdirectory on the Recovery CD.

MAKE SURE YOU DO NOT ENTER THE PATH OF THE REGULAR (Windows NT 4.0/Windows 95/Windows 98) DRIVER!!!!

18. Click OK.

19. Select IBM PS/2 TrackPoint, Click “Next”.

20. Click “Next”.

21. If the “Digital Signature Not Found” message appears, Click “Yes”. At this time, Windows copies the TrackPoint driver files from the install disk to the system.

22. Click “Finish” to close the wizard, then click “Close”.

23. A “System Settings Changed” message should appear. Select “Yes” to restart the computer. If you don’t see this message, restart your computer by selecting “Shutdown” from the Start Menu.

To install Hewlett-Packard Configuration Interface (HPCI) and HP display settings

This driver is located on the Recovery CD in the HPCI subdirectory.

The HP Configuration Interface device implements the following features:

- Undock security using the physical undock mechanism.
- Auto standby on undock based on the bios settings.
- Fn+ hibernate hot key.
- On certain systems, Volume and Mute control are implemented through the operating system, which will actively be reflected in the user interface.
- The Rewind, Play/Pause, Stop, and FForward button controls for a music CD-ROM on the HP notebook.

Using Windows 2000 Installing Retail Windows 2000

HP Display Settings provides the following features:

- User interface to control which of the available displays should be active (notebook display panel, external monitor, TV).
- Slider controls for adjusting the brightness and contrast of the notebook display panel. These controls do not affect the external monitor or TV.
- An icon in the taskbar for quick access to these controls.

To install the Windows 2000 Hewlett-Packard Configuration Interface:

1. Run SETUP.EXE from the HPCI subdirectory on the Recovery CD.
2. Click Next.

To install the Intel® SpeedStep™ Technology Applet

Note

Users with an HP notebook utilizing the Intel Celeron processor may skip this section.

The Intel SpeedStep files are located on the Recovery CD under the SPEEDSTP subdirectory.

1. Double-click SETUP.EXE in the SPEEDSTP directory.
2. When prompted, click Next, then click Yes to accept the License Agreement.
3. Click Finish to reboot your computer.

Upon successful installation, a SpeedStep icon appears on the bottom right corner of the taskbar.

To install infrared support

Follow these steps to install IR drivers:

1. Reboot the computer.
2. Press F2 when you see the HP logo to enter Setup.
3. Select System Device.
4. Set Infrared port setting to “Enabled”.
5. Set Mode to FIR.

6. Press F10 to save the changed values and continue reboot.
7. At the “Found New Hardware Wizard” screen, click Next.
8. Select “Display a list of the known drivers for this device so that I can choose a specific driver” and click Next.
9. Double-click Infrared Devices.
10. Click Have Disk.
11. Browse to the FIR subdirectory on the Recovery CD, double-click the file IRNSC1.INF.
12. Click OK.
13. Select PUMA Fast Infrared Port and click Next.
14. Click Yes in the “Update Driver Warning” window.
15. Click Next, then click Finish.

To install the OneTouch utility

This utility enables the support for the OneTouch buttons above the keyboard as well as the multimedia buttons on the front of your HP notebook.

1. Run the SETUP.EXE from the \HP\PROGRAMS\ONETOUCH subdirectory.
2. Click OK to confirm the installation of the utility.
3. Click Yes to reboot the system at the “End of Installation” window.

To install USB FDD support

The USB FDD drivers are contained in the FLOPPY subdirectory.

To install the USB FDD drivers:

1. Connect the USB floppy disk drive to the computer.
2. The computer will identify that a new USB device has been added to the system, and will display the “Found New Hardware” wizard. Click Next to continue.
3. Windows will display the “Install Hardware Device Drivers” dialog. Select the default option, “Search for a suitable driver for my device”. Click Next to continue.

Using Windows 2000

Installing Retail Windows 2000

4. Windows will display the “Locate Driver Files” dialog. Select “Specify a location” and click Next.
5. Click Browse, and browse to the FLOPPY subdirectory. Select OK to continue.
6. Windows should inform you that it has found a driver for the device. Click Next to install the driver.
7. Windows will inform you that it has finished installing the drivers for your new hardware. Click Finish. Your new floppy disk is now successfully installed. You should see a floppy disk with a new drive letter added when you look inside “My Computer”.

Windows 2000 power management

You may want to change the default power management settings in Windows 2000. The BIOS Power Management settings are ignored if ACPI is activated. To configure the power management do the following:

1. From the Control Panel, double-click the Power Options icon.
2. Select the Hibernate tab.
3. Check “Enable hibernate support”.
4. Click Apply.
5. Select the Power Schemes tab.
6. Change the “Plugged in” options for Standby to “After 3 hours” and Hibernate to “After 4 hours”.
7. Click the Advanced tab.
8. Check “Always show icon on the taskbar”.
9. Change the Power buttons options to your desired settings.
10. Select the Alarms tab.
11. In the “Critical battery alarm” box ,click the “Alarm Action” button.
12. In the “Power level” box, choose Hibernate as the action for the computer to do when the alarm goes off. Click OK, then click Apply.

Using Windows 98

Installing Retail Windows 98 Second Edition

Windows 98 Second Edition comes factory-installed on your HP notebook. The following procedure installs a retail version of Windows 98 Second Edition. If you install a retail version of Windows 98 Second Edition, you need to manually install HP notebook-specific drivers.

This chapter describes how to:

- Prepare for software installation.
- Install a retail version of Windows 98 Second Edition.
- Install video support.
- Install DirectX version 7.0a.
- Install audio and modem support.
- Install integrated LAN support.
- Install wireless LAN adapter support
- Install pointing stick support.
- Install infrared support.
- Install the Intel® SpeedStep™ Technology Applet.
- Install USB floppy support.
- Install the Bay Manager hotswap support software.
- Install software patches.

Requirements

- HP notebook
- Windows 98 Second Edition CD-ROM
- Blank, formatted floppy disk
- HP notebook drivers for Windows 98 Second Edition

Location: HP notebook Recovery CD in \HP\DRIVERS. All the directory references in this section will be relative to that path.

Important: Before installing Windows 98 Second Edition please install the latest BIOS for your HP notebook.

To check your BIOS version, do the following:

7. Start the HP notebook.
8. Press F2 to enter Setup when prompted.
9. Check the BIOS Version in the upper left corner.

You can download the latest HP notebook BIOS from <http://www.hp.com>.

To prepare for software installation

Create a support utility disk for use during installation. You will need a computer with a working Windows operating system to make a support utility disk.

1. Insert the Recovery CD in the CD-ROM drive.
2. Open the MS-DOS Prompt.
3. Go to the \HP\BOOTDISK directory on the Recovery CD. If D: is the drive letter of your CD-ROM drive, type:
`D:CD\HP\BOOTDISK`
4. Type MAKESUPP.
5. When asked to select a floppy drive, type A.
6. Type Y to acknowledge warning and continue.
7. Insert a blank floppy disk in the A: drive and press any key to continue.
8. When copy is complete, type N when asked: "Would you like to copy another disk (Y/N)".
9. Close the MS-DOS Prompt.

HP recommends that you repartition and format your hard disk before installing retail Windows 98 Second Edition. Follow the instructions below to partition your hard disk and create the hibernation partition.

1. Insert the bootable Recovery CD in the CD-ROM drive.
2. Boot the HP notebook, press Esc and select the CD-ROM/DVD as the boot device.

Using Windows 98
Installing Retail Windows 98 Second Edition

3. Click Continue on the Recovery screen to enter the menu.
4. Click Advanced on the Recovery CD menu.
5. Click the option “Do not load operating system”.
6. Choose the size of your hibernation partition, default (recommended) is 512MB.
7. In the “File System Partition” section, select “Create FAT16 partition” or “Create FAT32 partition” depending on which partition type you need. (If you are installing Windows NT 4.0, you will need a mandatory FAT 16 partition).
8. Click Continue to start repartitioning.
9. Click OK to acknowledge the chosen hibernation partition size.
10. When the message “Hibernate partition successfully created...” appears onscreen, remove the Recovery CD. Press any key to shutdown.

A hibernation partition and a C: partition has been created and formatted for you.

Hewlett-Packard’s HW diagnostics software has been placed on the hibernation partition. To use this HW diagnostics software in the future, press F10 during boot of the system.

11. Insert the support utility disk you previously created. Boot the HP notebook, press ESC and select “Removable Device” as the boot device.
12. From the A: prompt type SYS C:
13. The system is now ready for copying of the operating system files.
14. Insert the Windows 98 Second Edition retail CD-ROM in the CD drive.
15. Copy the Windows 98 Second Edition installation files to your hard drive by typing the following commands:
C:
MD \WINDOWS
MD \WINDOWS\OPTIONS
MD \WINDOWS\OPTIONS\CABS
COPY X:\WIN98*. * C:\WINDOWS\OPTIONS\CABS
16. Remove the Windows 98 Second Edition CD-ROM and the support utility disk.

To install retail Windows 98 Second Edition

1. At the C: prompt, type `\WINDOWS\OPTIONS\CABS\SETUP /IS`
2. Click Continue on the “Windows 98 setup” screen.
3. Select “I accept the Agreement” at the “ Welcome to Windows 98 Setup” screen and click Next.
4. Enter the Product Key, then click Next. (The Product Key is located on the Certificate of Authenticity that you received with your retail version of Windows 98 Second Edition.)
5. When prompted, select “Other Directory” and click Next.
6. Enter C:\WINDOWS for the path, click Next.
7. Click Yes to continue with the specified directory. (This directory was created previously.)
8. Choose “Portable” on the Setup Options screen, then click Next.
9. Enter the appropriate User Information, then click Next.
10. Select “Install The Most Common Components (recommended)”, then click Next.
11. Select your country or region and click Next.
12. Click Next to start “Copying Windows 98 Second Edition files to Your Computer”.
13. When finished copying Windows 98 Second Edition, Click OK to restart.
14. When prompted with the PC Card Wizard click Next (no), Next (no), then Finish.
15. Enter your Computer name, Workgroup and Computer description and click Close.
16. Apply any changes when the system displays the Date/Time Properties screen, then click Close.

The Windows 98 Second Edition Setup Wizard will now configure the Control Panel, programs on the Start Menu, Windows Help, and MS-DOS program settings. Afterwards, Windows 98 Second Edition will automatically reboot.

17. Enter a Windows Password and confirm.

Retail Windows 98 Second Edition is now installed on the system. The HP notebook-specific drivers will be installed next.

To install video support

The video driver is contained in the VIDEO subdirectory on the HP Windows 98 Recovery CD.

To install or upgrade the video driver:

1. Run SETUP.EXE from the VIDEO subdirectory.
2. Follow the instructions on the screen to install the video driver.
3. Click Finish to reboot.

The driver will be installed after the system is rebooted.

Upon successful installation, an ATI icon appears on the bottom right corner of the taskbar.

To install DirectX version 7.0a

1. Double-click DX70AOPK.EXE in the DIRECTX7 subdirectory.

The Installation of Direct X 7.0a will run silently. You will have to wait about 30 seconds for the installation to complete. To verify if installation went correctly go to C:\PROGRAM FILES\DIRECTX\SETUP and double-click DxDiag.

To install audio support

The audio drivers are contained in the AUDIO subdirectory on the HP Windows 98 Recovery CD.

To install or upgrade the audio drivers:

1. Run ESSETUP.EXE from the AUDIO subdirectory.
2. Follow the instructions on the screen to install or update the drivers.
3. When setup is complete, click Finish (Yes, I want to restart my computer).

The drivers will be installed after the system reboots.

To install modem support

If you have an HP notebook equipped with an internal modem you will need to identify which modem was supplied in order to install the appropriate driver. Your HP notebook contains either a 3Com 56K V.90 Mini PCI Modem (combo) or 3Com V.90 MPCII Modem 556B (modem only).

If your notebook is equipped with both a LAN port and a telephone jack you have the 3Com 56K V.90 Mini PCI Modem combo card and should use the drivers found on the MODEM\PCICOMBO subdirectory on the HP Recovery CD.

If your notebook is equipped with only a telephone jack you have the 3Com V.90 MPCII Modem 556B Modem only card and should use the drivers found on the MODEM\PCIMODEM subdirectory on the HP Recovery CD.

If your notebook is not equipped with a phone jack, then a modem was not supplied.

If you have installed retail Windows 98, and your HP notebook contains a built-in 3Com V.90 MPCII Modem 556B, you need to install the modem drivers. The modem drivers are contained in the MODEM\PCIMODEM subdirectory. If you are unsure which modem has been supplied, review WHICH_1.TXT contained in the MODEM subdirectory.

1. Open the Device Manager: Right-click on My Computer and select Properties, and then click the Device Manager tab.
2. Select "Other Devices" and double-click on "PCI Communication Device".
3. Click the Driver tab and click "Update Driver".
4. Click "Display a list of the known drivers for this device so that I can choose a specific driver", and click Next.
5. Click "Have Disk".
6. Browse to the modem driver subdirectory: MODEM\PCIMODEM
7. Choose "3Com V.90 MPCII Modem 556B" and click Next.
8. Click Next to install the drivers.
9. Click Finish and choose Yes to restart the computer.

If you have installed retail Windows 98, and your HP notebook contains a built-in 3Com 56K V.90 Mini PCI Modem, you need to install the modem drivers. The modem drivers are contained in the MODEM\PCICOMBO subdirectory. If you are unsure which modem has been supplied, review WHICH_1.TXT contained in the MODEM subdirectory.

1. Open the Device Manager: Right-click on My Computer and select Properties, and then click the Device Manager tab.
2. Double-click PCI Communications Device.
3. Click the Driver tab and click Update Driver. Click Next.
4. Another dialog box will appear asking what you would like Windows to do. Select the default "Search for the best driver for your device" and click "Next" to continue.
5. In the next dialog box, there will be an option to "Specify a location". Select this and click "Browse" to browse to the MODEM\PCICOMBO subdirectory on the Recovery CD. Once you have located the drivers, select "Next" to continue.
6. Windows should inform you that it has found drivers for the modem and that it is ready to install the drivers. Click "Next" to continue.
7. Windows will inform you that it has finished installing the drivers for your new hardware. Click Finish and close the Device Manager.

To install 3Com 10/100 Mini PCI Ethernet adapter support

The LAN drivers are contained in the LAN directory on the HP Windows 98 Recovery CD.

To install the driver:

1. Make sure that the 3Com network adapter is connected to the network.
2. Open the Device Manager: Right-click on My Computer and select Properties, and then click the Device Manager tab.
3. Double-click "PCI Ethernet Controller".
4. Click the Driver tab and click Update Driver. Click Next.
5. Another dialog box will appear asking what you would like Windows to do. Select the default "Search for the best driver for your device" and click Next to continue.
6. In the next dialog box, there will be an option to "Specify a location". Select this and click Browse to browse to the LAN subdirectory on the Recovery CD. Once you have located the drivers, select Next to continue.
7. Windows should inform you that it has found drivers for the LAN card and that it is ready to install the drivers. Click Next to continue.
8. Windows will inform you that it has finished installing the drivers for your new hardware. Click Finish, then restart the computer.

To install wireless LAN adapter support

Some notebooks are equipped with an 802.11b wireless LAN adapter. To check if you have such a configuration, review the notebook's Reference guide for the location of the wireless on-off button. Notebooks with the integrated wireless LAN include the on-off button.

The LAN drivers are contained in the WIRELESS subdirectory. To install the driver:

1. Open the Device Manager: Right-click on My Computer and select Properties, click the Device Manager tab.
2. If no "Other devices" entry exist in Device Manager proceed to Step 5.
3. Open "Other devices" and right-click the "USB Device".
4. Click Remove and select OK to remove from all configurations.
5. Go to the WIRELESS subdirectory in the Recovery CD and run the SETUP.EXE.
6. Click Next to continue the installation, click Yes to confirm the license agreement, click Finish to reboot the computer.

To install pointing stick support

The pointing stick drivers are contained in the TRACKPNT subdirectory on the HP Windows 98 Recovery CD.

To install or upgrade the pointing stick drivers:

1. Start Windows 98.
2. Click Start.
3. Move the cursor to Settings; then click Control Panel.
4. Double Click the System icon.
5. Click the Device Manager tab at the top of the System Properties window.
6. Double-click on Mouse.
7. Double-click on PS/2 Mouse Port or IBM PS/2 TrackPoint.
8. Click the Driver tab.
9. Click "Update Driver..."

10. Click Next.
11. Another dialog box will appear asking what you would like Windows to do. Select the default “Search for the best driver for your device” and click Next to continue.
12. In the next dialog box, there will be an option to “Specify a location”. Select this and click “Browse” to browse to the TRACKPNT subdirectory on the Recovery CD. Once you have located the drivers, select Next to continue.
13. Select “Install one of the other drivers”, click View List to select the “IBM PS/2 TrackPoint” and OK to confirm. Click Next to continue installation.
14. Click Next.
15. Click Finish in the “Update Device Driver Wizard” window. Close the System Device window and reboot your system.

To enable the infrared port

Before you use your infrared port to transfer files or to print to an infrared printer, you must enable the infrared port in the BIOS. Follow these steps to use either the standard infrared driver or the enhanced driver.

Follow these steps to install IR drivers:

1. Reboot the computer and enter Setup by pressing F2.
2. Go to the System Device page inside Setup and enable the infrared port.
3. Save the setup changes and exit.
4. Right-click on Network Neighborhood and select properties.
5. Select IrDA v3.0 Fast Infrared Port and click Properties.
6. Click the Advanced tab and set the Value for Infrared Transceiver A to HP HSDL-2300.
7. Click OK to exit IrDA Fast Infrared Properties.
8. Click OK to exit Network Properties.
9. Click OK to restart.

Follow these steps to reinstall the IR drivers:

1. Right-click on My Computer and select Properties.
2. Click Device Manager.
3. Double click on Infrared Devices.
4. Select Infrared Communication Device and click Remove.
5. Select OK.
6. Click Yes to reboot.
7. Enter Setup by pressing F2 at the HP logo during reboot.
8. Go to the System Device page inside Setup and verify the infrared port is enabled.
9. Save the setup changes and exit.
10. Right-click on Network Neighborhood and select Properties.
11. Select IrDA v3.0 Fast Infrared Port and click Properties.
12. Click the Advanced tab and set the Value for Infrared Transceiver A to HP HSDL-2300.
13. Click OK to exit IrDA Fast Infrared Properties.
14. Click OK to exit Network Properties.
15. Click Yes to restart.

To install the Intel® SpeedStep™ utility

The SpeedStep utility enables additional power saving for an HP notebook with Intel Pentium3 SpeedStep CPUs, by lowering the processor speed when the notebook is running on battery.

Note

Users with an HP notebook utilizing the Intel Celeron Processor may skip this section.

1. Double-click on SETUP.EXE in the SPEEDSTP subdirectory.
2. Click Next on the Installation screen.
3. Click Yes to accept the License Agreement.
4. Click Finish to reboot the system.

To install USB FDD support

The USB FDD drivers are in the FLOPPY subdirectory on the HP Windows 98 Recovery CD.

To install the USB FDD drivers:

1. Connect the USB floppy disk drive to the computer.
2. The computer will identify that a new USB device has been added to the system, and will display the “Add New Hardware” wizard. Click Next to continue.
3. Another dialog box will appear asking what you would like Windows to do. Select the default “Search for the best driver for your device” and click Next to continue.
4. In the next dialog box, there will be an option to “Specify a location”. Select this and click Browse to browse to the FLOPPY subdirectory on the Recovery CD. Once you have located the drivers, select Next to continue.
5. Windows should inform you that it has found drivers for the USB floppy disk and that it is ready to install the drivers. Click Next to continue.
6. Windows will inform you that it has finished installing the drivers for your new hardware. Click Finish. Your new floppy disk is now successfully installed. You should see a floppy disk with a new drive letter added when you look inside “My Computer”.

To install the Bay Manager software

Bay Manager is an add-on software that provides support for modules hotswap in the media slice.

To install Bay Manager:

1. Double-click on SETUP.EXE in the BAYMGR subdirectory.
2. Click Next to start the installation of the software.
3. Click Finish to restart your computer.

To install software patches

This patch fix miscellaneous shutdown/suspend/resume issues.

1. Double-click on 4756US8.EXE in the QFE\SHUTDOWN subdirectory.
2. Click Yes to install the Windows 98 SE Q239887 Update.
3. Click Yes to accept agreement. Patch will install.
4. Click Yes to reboot.

This patch fixes an issue of where the MIDI device is unable to play after hot docking, inserting a PC Card, or disabling/re-enabling devices in Device Manager. The patch can be found in \HP\DRIVERS\QFE\MIDI.

1. Double-click on 247396US8.EXE in the QFE\MIDI subdirectory.
2. Click Yes to install the Windows 98 SE Q247396 Update.
3. Click Yes to accept agreement. Patch will install.
4. Click Yes to reboot.

This patch fixes a docking issue where a blue screen happens when docking and undocking the notebook. The patch can be found in \HP\DRIVERS\QFE\DOCKING\247177. QFE 269388usa8 also required.

1. Double-click on 247177US.EXE in QFE\DOCKING\247177.
2. Click Yes to install the Windows 98 SE Q247177 Update.
3. Click Yes to accept agreement. Patch will install.
4. Click Yes to reboot.

This patch fixes a docking issue where a blue screen happens when docking and undocking the notebook. The patch can be found in \HP\DRIVERS\QFE\DOCKING\269388. QFE 247177us8 also required.

1. Double-click on 269388USA8.EXE in QFE\DOCKING\269388.
2. Click Yes to install the Windows 98 SE Q269388 Update.
3. Click Yes to accept agreement. Patch will install.
4. Click Yes to reboot.

Using Windows NT 4.0

Installing Retail Windows NT 4.0

To install retail Windows NT 4.0 and Service Pack 6a

The following procedure installs a retail version of Windows NT 4.0 and configures the appropriate device drivers.

It is also recommended to use Service Pack 6a. If you use an earlier Service Pack and experience issues, please update to Service Pack 6a. You can get Service Pack 6a from Microsoft's web site.

When installing a retail version of Windows NT 4.0, you need to manually install the HP notebook-specific drivers. The HP notebook-specific driver package for NT 4.0 can be downloaded from <http://www.hp.com/omnibook>.

Be informed that the OneTouch functionality does not work under NT.

Windows NT 4.0 is not Advanced Power Management (APM) aware or Plug and Play (PnP) compatible. If you are not using the Windows NT 4.0 notebook Mobile Enhancements, the following will occur:

- PC Cards (PCMCIA) cannot be hot swapped into any notebook with Windows NT. Windows NT 4.0 does not support dynamic allocation of resources. PC Cards must be inserted into the unit before booting.
- PC Card sockets are not enabled after resuming. PC Cards are inoperable after a true suspend then resume cycle. Rebooting restarts the sockets.
- The operating system's clock is stopped when suspended and does not re-synchronize with the hardware clock when resuming. When users resume, NT's clock starts up exactly where it was when they suspended. Rebooting resets the clock.

This chapter describes how to:

- Prepare for software installation.
- Install retail Windows NT 4.0.
- Install Service Pack 6a for retail Windows NT 4.0.
- Install video support.
- Install audio support.

- Install IDE support.
- Install pointing stick support.
- Install modem support.
- Install 3Com 10/100 Mini PCI Ethernet adapter support.
- Install mobile enhancements.
- Install the 3Com Power Management TDI service.
- Disable automatic CD-ROM detection.
- Install the Intel® SpeedStep™ Technology Applet.
- Install the Euro Key patch.
- Create NT4 profiles for docked and undocked configurations.

Requirements

- HP notebook with media slice, floppy and CD-ROM/DVD drive
- Retail Windows NT 4.0 CD-ROM
- Windows NT 4.0 original boot floppy disks or 3 blank formatted floppies
- Windows NT Service Pack 6a
- A blank floppy to create the CMD CSA-64xx IDE driver floppy disk
- HP Windows NT 4.0 Recovery CD or the Windows NT 4.0 driver package from the HP web site. Location: <http://www.hp.com/omnibook>. From the web site, click Technical Support, then click Drivers and Downloads, and search for OmniBook 500. This will take you to the driver package location.

All the directory references in this section will be relative to the driver directory path.

Important: Before installing Windows XP please install the latest BIOS for your HP notebook.

To check your BIOS version, do the following:

10. Start the HP notebook.
11. Press F2 to enter Setup when prompted.
12. Check the BIOS Version in the upper left corner.

You can download the latest HP notebook BIOS from <http://www.hp.com>.

Using Windows NT 4.0

Installing Retail Windows NT 4.0

To prepare for software installation

You must repartition and format your hard disk before installing retail Windows NT 4.0. The HP notebook Windows 98/2000 image uses a FAT32 partition. Windows NT 4.0 does not support FAT32. Follow the instructions below to repartition your hard disk, create the hibernation partition and load the HW diagnostic software on this partition. To use this HW diagnostics software in the future, press F10 during boot of the system.

1. Insert the Recovery CD in the CD-ROM drive.
2. Boot the HP notebook, press ESC when you see the HP Invent logo, and select the CD-ROM/DVD as the boot device.
3. Click Continue to enter the menu.
4. Click Advanced.
5. Choose the size of your hibernation partition, default (recommended) is 512MB. Your hibernation partition size should reflect the amount of RAM (ultimate) in your system.
6. Under the “Hibernation Partition Size” field, select “Do not load operating system”.
7. In the “File System Partition” section, select “Hibernate partition only”.
8. Click Continue, then OK to proceed with repartitioning.
9. When the message “Hibernate partition successfully created” appears on screen, remove the Recovery CD and press the reset button on the notebook.

To install retail Windows NT 4.0

Prior to installing Windows NT4.0 you need to make sure you have the three NT4 boot floppies set as well as an additional floppy with the CMD IDE device driver for the HP mobile expansion base support. Otherwise the installation of Windows NT 4.0 will fail.

To make the floppies you will need a computer equipped with a floppy drive and a CD-ROM, running a Microsoft operating system.

To make the three NT4 boot floppies, you will need 3 blank formatted floppies. Run \I386\WINNT32 /OX of the NT4 installation CD-ROM and follow the instructions.

To make the CMD IDE driver floppy, copy the contents of the \HP\DRIVERS\NT4\DOCKING\IDE directory from the web package at <http://www.hp.com/omnibook> onto a blank formatted 1.44 inch floppy disk. Make sure you copy the whole directory structure, including the WINNT subdirectory.

Now, to install Windows NT 4.0 perform the following instructions:

1. Turn on the HP notebook. Insert the Windows NT 4.0 startup (boot) disk #1 in the disk drive and the Windows NT 4.0 Workstation CD in the CD-ROM drive.
2. Reboot the HP notebook, press ESC when you see the HP Invent logo and select the Removable Device as the boot device. Press Enter. Files from disk #1 begin to load.
3. Insert the Windows NT 4.0 startup disk #2 in the disk drive when prompted. Press Enter.
4. At the Welcome screen, press Enter to begin.
5. At the Mass Storage Detection screen, press S to "Skip Detection".
6. Press S to "Specify Additional [Mass Storage] Device".
7. Press Enter to select the "Other" Devices option.
8. Remove Windows startup disk #2 and insert the CMD CSA-64xx IDE driver diskette.
9. Press Enter to Continue.
10. Select the CMD CSA-64xx IDE driver by pressing Enter.
11. Press Enter to Continue.
12. Insert Windows NT 4.0 startup disk #3 and press Enter to Continue.
13. Read the Windows NT 4.0 Licensing Agreement. Press Page Down until you reach the end of the document. Press F8 to agree.
14. Press Enter to accept the default hardware and software components.
15. In the list of existing partitions select the unpartitioned space and press "C" to create a partition.
16. Backspace over the numbers in the field next to "Create partition size of (in MB)" and type the number 2048. Press Enter.
17. Highlight the "C: New (Unformatted)" partition. Press Enter to install Windows NT onto this partition.
18. Highlight your choice of file system, then press Enter. HP recommends selecting "Leave current file system intact, no changes".
19. Accept the default directory for the NT files or change the location then press Enter.
20. Press Enter to allow setup to perform an exhaustive secondary examination of your hard drive(s).

Using Windows NT 4.0
Installing Retail Windows NT 4.0

21. When prompted, remove Windows startup disk #3 and insert the CMD CSA-64xx IDE Driver diskette.
22. Press Enter to continue loading the CMD CSA-64xx IDE driver.
23. Setup will copy files to the hard drive.
24. Remove the CMD CSA-64xx IDE driver diskette, remove any disk from the CD-ROM drive, and press Enter to reboot.
25. Insert the CD labeled "Windows NT Workstation" and click OK.
26. Click Next to allow Setup to gather information about your computer.
27. Choose Typical from the Setup Options, then click Next. (If hard disk space is limited, choosing Portable will install only the necessary components.)
28. Enter your name and organization, then click Next.
29. Enter the 10-digit CD-key, then click Next. The CD-key is located on the back of the CD jacket.
30. Enter a computer name, then click Next. This name is used by other computers on the network to access your computer.
31. Enter an Administration password twice, then click Next. This password is used to administer User IDs and Windows NT security.
32. Choose "No, do not create an emergency repair disk", then click Next.
33. Choose "Install the most common components", then click Next.
34. Click Next to Install Windows NT Networking.
35. Choose "Do not connect the computer to a network at this time", then click Next.
36. Click Finish to finish setting up Windows NT.
37. Enter the correct Time Zone and Date and Time, then click Close.
38. Click OK twice to accept the VGA-Compatible Display Adapter. (The video driver will be installed in the next section.)
39. When prompted, remove any disk from the CD-ROM drive and click Restart Computer to reboot.

Windows NT 4.0 is now installed on your computer. You will need to update drivers and service packs as described hereafter.

HP strongly recommends copying the \I386 Windows NT 4.0 installation directory as well as the NT4 driver directory to your hard drive:

- Copy the I386 directory on the Windows NT Workstation CD to the root of the notebook hard drive. (This will create an \I386 directory on the root.)
- Create a folder on the hard drive and give it the name “HP”, copy the entire contents from the NT4 drivers directory to a C:\HP directory you will create.

To install Service Pack 6a for retail Windows NT 4.0

If you’ve installed a retail version of Windows NT 4.0, you’ll need to install Service Pack 6a. You can download the service pack from the Microsoft web site at <http://www.microsoft.com>.

1. Download the file SP6I386.EXE from Microsoft’s web site.
2. Double-click on the file SP6I386.EXE.
3. Select “Accept the License Agreement”, deselect “Backup files”, and click Install.
4. When prompted, click Restart.

To install video support

If you have installed retail Windows you need to install the video driver. The video driver is contained in the VIDEO subdirectory.

To install or upgrade the video driver:

1. Run SETUP.EXE from the VIDEO subdirectory.
2. Follow the instructions on the screen to install the video driver.
3. Click Finish to restart your computer.

The driver will be installed after the system reboots.

If your operating system asks you for settings, set the Resolution to 1024 x 768, and the Color Palette to 65536 colors.

Upon successful installation, an ATI icon appears on the bottom right corner of the taskbar.

To install audio support

If you have installed retail Windows NT 4.0 you need to install the audio drivers. The audio drivers are contained in the AUDIO subdirectory.

To install or upgrade the audio driver:

1. Run SETUP.EXE from the AUDIO directory.
2. Follow the instructions on the screen to install the audio driver.
3. Click Finish to restart your computer.

The driver will be installed after the system reboots.

To install IDE support

Windows NT 4.0 installs a generic IDE Controller device driver. To increase performance, install Intel Ultra ATA Controller (formerly Intel PIIX4 PCI Bus Master IDE Controller). The driver is located in the INTELATA subdirectory.

1. Run SETUP.EXE located in the INTELATA directory.
2. Click Next.
3. Read and agree to the Intel software license agreement.
4. By default, the target directory chosen to write the Intel Ultra ATA Storage driver files is C:\PROGRAM FILES\INTEL\INTELATA. (Choose a different directory name if desired.) Click Next.
5. Click Finish.

Note

At this point, the automated installer has finished. Manual installation is now required to complete driver install.

6. Open the Windows NT 4.0 Control Panel (Select Start>Settings>Control Panel).
7. Invoke the “SCSI Adapters” applet. Note that although the driver is to be installed under SCSI Adapters, the driver only supports ATA/ATAPI devices.
8. Click the folder tab labeled “Drivers”. The currently installed SCSI adapter drivers will be listed in the Drivers menu.
9. Select “Add...” to add a new driver.
10. From the “Install Disk” dialog box, select “Have Disk”.

11. The “Install Driver” dialog box will appear prompting for the path of the installation files. Specify the location of the INTELATA subdirectory as installation disk path when prompted to do so.

12. Highlight “Intel Ultra ATA Controller” and then click “OK” to install the driver.

Note

If the driver was previously installed on the system, a dialog box will appear that states that driver for the “Intel PIIX PCI Bus Master IDE controller” or “Intel Ultra ATA Controller” is already on the system. If this occurs, select “New” to install the new driver.

13. When prompted, reboot the system as directed in order for the changes to take effect.

14. You may get a Services Control Manager dialog box, click OK. Login, go to Start, Settings, Control Panel, and double-click the Devices icon.

15. Find device Atdisk. Click the Startup button, select Disable, click OK.

16. When the Devices dialog box asks if “...you want to make the changes?” Click “Yes”. Close the Devices window. Close the Control Panel.

Note

After installation, the INTELATA.SYS file is stored in the Windows NT\System32\Drivers directory.

To install pointing stick support

If you have installed retail Windows NT you need to install the pointing stick drivers. The pointing stick drivers are contained in the TRACKPNT subdirectory.

To install or upgrade the pointing stick drivers:

1. Start Windows NT 4.0.
2. Click the Start, Settings, Control Panel.
3. Double-click the Mouse icon.
4. Select the General tab at the top of the Mouse Properties panel.
5. Click Change.
6. Click Have Disk.
7. Enter the full path of the TRACKPNT subdirectory.
8. Click OK, to install from disk.
9. Select IBM PS/2 TrackPoint from the list.

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10. Click OK.
11. Click Close on the Mouse Properties panel.
12. When prompted, restart your computer so the new settings will take effect.

To install modem support

If you have an HP notebook equipped with an internal modem you will need to identify which modem was supplied in order to install the appropriate driver. Your HP notebook contains either a 3Com 56K V.90 Mini PCI Modem (combo) or 3Com V.90 MPCII Modem 556B (modem only).

If your notebook is equipped with both a LAN port and a telephone jack you have the 3Com 56K V.90 Mini PCI Modem combo card. You should use the drivers found in the PCICOMBO subdirectory.

If your notebook is equipped with only a telephone jack you have the 3Com V.90 MPCII Modem 556B Modem only card and should use the drivers found in the PCIMODEM subdirectory.

If your notebook is not equipped with a phone jack, then a modem was not supplied.

To install 3Com V.90 MPCII Modem 556B support (MODEM ONLY)

If you have installed a retail Windows NT 4.0, and your HP notebook contains a built-in 3Com V.90 MPCII Modem 556B, you need to install the modem drivers. The modem drivers are contained in the PCIMODEM subdirectory. If you are unsure which modem has been supplied, review WHICH_1.TXT contained in the MODEM subdirectory.

To install or upgrade the 3Com V.90 MPCII Modem 556B drivers:

1. Run SETUP.EXE from the PCIMODEM subdirectory.
2. Select "Install" on the Modem Setup screen.
3. Select the default COM port when prompted.
4. The drivers will be installed after rebooting the computer.

To install 3Com 56K V.90 Mini PCI Modem support (COMBO)

To install or upgrade the 3Com 56K V.90 Mini PCI Modem drivers:

1. Run SETUP.EXE from the PCICOMBO subdirectory.
2. Select "Install" on the Modem Setup screen.

3. Select the default COM port when prompted and click OK.
4. The drivers will be installed after the system reboots.

Note

You will need to install the LAN driver separately if you did not install them during the initial Windows NT 4.0 installation.

To install 3Com 10/100 Mini PCI Ethernet adapter support

If your HP notebook contains a built-in 3Com 10/100 Mini PCI Ethernet adapter, you need to install the LAN driver. If you use Suspend or Hibernate states while connected to the LAN, then you also need to install the 3Com NT Power Management TDI service so that the LAN connection will be restored upon resume (see “To install the 3Com Power Management TDI service” on page 160).

Note

The Advanced Power Management (APM) mobile enhancement for NT 4.0 AND Phoenix Card Executive is needed by the 3Com NT Power Management TDI service.

The LAN driver and Power Management TDI service are located in the LAN subdirectory.

There are three main sections below:

- To install the 3Com LAN driver
- To update the 3Com LAN driver
- To uninstall the 3Com LAN driver

To install the 3Com LAN driver

The Windows NT setup procedure that you use depends on whether networking has already been installed on your computer. Verify with your MIS department which network driver installation instructions you should use.

Before setting up the adapter, you will need to know:

- Your network file server name, network account user name, and password
- Protocol used in the Microsoft Windows network (NWLink IPX/SPX Compatible transport, TCP/IP protocol, NetBEUI protocol)
- NT Server domain or workgroup to which you belong
- Your IP address (unless you are using DHCP)

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Driver installation with no networking installed

Make sure you have copied the \I386 directory from the Windows NT 4.0 CD-ROM to your local hard-drive. If not, do it by NOW!

Follow these steps to install the 3Com 10/100 Mini PCI Ethernet Adapter driver when networking has not been installed:

1. In the Control Panel, double-click Network.
2. When the system prompts: "Windows NT Networking is not installed. Do you want to install it now?", click Yes. This opens the Network Setup Wizard.
3. Check "Wired to the network", and then click Next.
4. When the system prompts to have setup start searching for a network adapter, click "Select from list".
5. Click Have Disk. Enter the directory which contains the LAN drivers (LAN subdirectory), and then click OK.
6. When the "Select OEM Option" window opens, select 3Com 10/100 Mini PCI Ethernet Adapter, and then click OK.
7. The Network Adapters list shows a check mark next to the 3Com network adapter. Click Next to continue.
8. In the Network Protocols list, place a check mark next to each network protocol required for your site, and then click Next.
9. In the Network Services window, there are four default options. Unless you are following specific guidelines from your MIS department, select the default settings.
10. Click Next to install the selected components, and then click Next again.
11. When prompted, enter the path to the Windows NT installation files (usually C:\I386), and then click Continue.
12. When the system prompts again for NT files, enter the LAN subdirectory.
13. In the 3Com network adapter window, accept the default settings, and then click Continue. Values are assigned automatically.
14. Answer the network questions. If you don't know the answers ask your network administrator.
15. When the window for enabling or disabling protocols opens, click Next.
16. When NT is ready to start the network, click Next to copy the network files.

17. Provide your computer name and workgroup or domain name when prompted, click Next to continue
18. When the system displays “Networking has been installed on your computer”, click Finish.
19. When prompted to reboot the computer click Yes.
20. If you had Service Pack 3 or later installed prior to setting up the network adapter, you should reinstall it after NT has finished rebooting.
21. If you use Suspend or Hibernate states while connected to the LAN, then install the 3Com NT Power Management TDI service.

Driver installation with networking installed

Follow these steps to install the 3Com 10/100 Mini PCI Ethernet Adapter driver when networking has been installed:

1. In the Control Panel, double-click Network.
2. Open the Adapter tab and click Add.
3. Click Have Disk. Put the Installation Disk in the floppy drive and click OK.
4. When the Select Network Adapter window opens, select 3Com 10/100 Mini PCI Ethernet Adapter, and then click OK.
5. In the 3Com network adapter window, accept the default settings and click Continue. Values are assigned automatically.
6. After Windows copies all of the required files, it displays the network adapter name, 3Com 10/100 Mini PCI Ethernet Adapter. Click Close. Depending on your current network settings, you may see the Microsoft TCP/IP Properties screen.
7. When prompted to reboot the computer, remove the Installation Disk from the floppy drive and click Yes.
8. If you had Service Pack 3 or later installed prior to setting up the network adapter, you should reinstall it after NT has finished rebooting.
9. If you use Suspend or Hibernate states while connected to the LAN, then install the 3Com NT Power Management TDI service.

To update the 3Com LAN driver

You may need to update your driver if another version of the network driver is made available.

1. Click Start, Settings, Control Panel.

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2. Double-click the Network icon.
3. Select the Adapters tab.
4. Select 3Com 10/100 Mini PCI Ethernet Adapter.
5. Click Update and provide the path to the updated driver.

To uninstall the 3Com LAN driver

Sometimes previous or unfinished installations leave problems that affect network adapter operation. If the driver installation is unsuccessful for any reason, your best course may be to remove the software and repeat the driver setup procedures.

1. Click Start, Settings, Control Panel.
2. Double-click the Network icon.
3. Select the Adapters tab.
4. Select the 3Com 10/100 Mini PCI Ethernet Adapter and click Remove.
5. Click OK then reboot and reinstall the driver.

Note

If you go beyond this simple procedure and remove all networking components, remember to reinstall using the procedure for Driver Installation with No Networking Installed. Be sure to reinstall Service Pack 3 or later after reinstalling the network adapter.

To install mobile enhancements

The HP Notebook Mobile Enhancements add the following capabilities to Windows NT 4.0:

- Advanced Power Management (APM).
- Plug and Play for PC Cards.

The following applications:

- Phoenix CardExecutive for Windows NT 4.0.
- Phoenix APM for Windows NT 4.0.

You need to install the HP Notebook Mobile Enhancements for Windows NT 4.0 for both the retail and factory installation.

Requirements

- HP notebook with Windows NT 4.0 and Service Pack 3, 4 or 5 installed.
- Windows NT 4.0 HP Notebook Mobile Enhancements.

Location: <http://www.hp.com/omnibook>.

- APM and PCCARD subdirectories.

To install APM

Phoenix APM adds the following capabilities to the HP notebook:

- Improved battery life under Windows NT 4.0.
 - PC Card power management.
 - Convenient user control and monitoring of power settings and status.
1. Go to the APM subdirectory and run SETUP.EXE.
 2. Click the APM button to start installation.
 3. Click OK.
 4. When prompted, restart Windows NT. (If you wish to install Phoenix CardExecutive, do not restart at this time.)

To install CardExecutive

To take advantage of CardExecutive's plug-n-play for PCMCIA network cards, you must install CardExecutive before installing Windows NT networking.

CardExecutive adds the following capabilities to your HP notebook:

- Plug and Play for PC Cards using standard Windows NT drivers.
 - Plug and Play for supported network PC cards.
 - Automatic configuration of PC cards utilizing advanced "Wizard" technology to allocate system resources.
 - Suspend/Resume functions and simplified administration of PC cards when integrated with Phoenix APM.
1. Go to the PCCARD subdirectory and run SETUP.EXE.
 2. Click the CardExecutive button to begin the installation process.
 3. Click "I Understand" then click OK.
 4. Click Restart Now.

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5. After reboot, click Next to run the PC Card Diagnostics.
6. Make sure there are no PC Cards installed in the HP notebook and click Next to start the Diagnostics.
7. Click Finish to reboot.

After reboot, the PC Card icon appears on the Taskbar.

To install the 3Com Power Management TDI service

You will need to install the 3Com NT Power Management TDI service if you use Suspend or Hibernate states while connected to the LAN. Make sure the HP Mobile Enhancements are installed previously.

1. Use Windows Explorer to view the LAN subdirectory. If that directory is not on your local hard-drive, copy it NOW! Installation will fail otherwise.
2. Double-click on TDIINST.EXE

To uninstall the 3Com Power Management TDI service:

1. Select Network from the Control Panel, select the Services tab, select the 3Com NT Power Management TDI Service, and click Remove.
2. Click Yes when asked "Do you wish to continue?"
3. Close the Network Properties window.
4. When prompted, select Yes to restart your computer.

Note

The TDI source files should be installed from a local hard drive. The TCAPTDI.INF file must remain in the LAN subdirectory in order for uninstall to work.

To disable automatic CD-ROM detection

Windows NT 4.0 will automatically detect and respond when you insert a CD-ROM. However, this prevents the notebook from automatically turning off after a period of inactivity if a CD-ROM is present. To disable this feature:

1. From Start Menu, click Run.
2. Enter REGEDT32 then click OK.

3. Select the HKEY_LOCAL_MACHINE window and go to SYSTEM\CurrentControlSet\Services\Cdrom.
4. Double click on Autorun.
5. Enter 0 and click OK.
6. Close the Registry Editor and restart Windows NT 4.0.

To install the Intel® SpeedStep™ Technology Applet

If you've installed a retail version of Windows NT 4.0, you'll need to install the Intel SpeedStep technology Applet if you have a dual-speed Pentium III processor.

The Intel SpeedStep files are located in the SPEEDSTP subdirectory.

1. Double-click SETUP.EXE in the SPEEDSTP subdirectory.
2. When prompted, click Next.
3. Click Finish to reboot your computer.

Upon successful installation, a SpeedStep icon appears on the bottom right corner of the taskbar.

To install the Euro Key patch

The Euro Key Patch allows you to type the Euro currency symbol in Windows NT. The Euro Key Patch files are located in the EURO subdirectory.

To install the Euro Key Patch:

1. Double-click NT4_EURO.EXE.
2. When prompted, click Yes to restart the computer.

The drivers will be installed after the system reboots.

To create NT 4.0 profiles for docked and undocked configurations

Your HP notebook is now fully installed. You can now undock the notebook from the media slice. When you start Windows NT out of the notebook docking system you may receive errors concerning the CMD IDE driver. These errors will cease to occur when you create hardware profiles and disable the appropriate docked hardware in the undocked profile.

To create Windows NT Hardware profiles, do the following:

1. Double-click the System icon in the Control Panel.
2. Click the “Hardware Profiles” tab.
3. Click the original configuration profile, then click Copy, and enter a name for your docked configuration.
4. For each profile, click Properties on the Hardware Profiles tabs.
 - For the docked profile, click “This is a portable computer” on the “General” tab and click “The computer is docked”. Click OK to close the profile properties window.
 - For the undocked profile, click “The computer is undocked”. Click OK to close the profile properties window.
5. Move the profile you wish to be the default to the top by clicking the side arrows.
6. Click OK to close the “System Properties” window.
7. Double-click the Devices icon in the Control Panel. You will need to disable the appropriate devices in each hardware profile.
8. Locate device “Csa64xx” and click HW Profiles. This is the CMD IDE driver, and should be disabled in all undocked profiles. Highlight each undocked profile and click Disable. Click OK to exit.
9. Click Close to close the Devices window.

You can now reboot your computer. At each reboot you will be prompted for the appropriate profile to be used.

Troubleshooting and Maintenance

Troubleshooting Your Computer

This section contains solutions to several types of problems you might experience while using your computer. Try the solutions one at a time, in the order in which they are presented.

Here are some other sources of information for troubleshooting:

- Open the HP web-based troubleshooting tool: double-click the HP Instant Support icon on the Windows desktop (Windows 98 or 2000), or click Start, Help and Support, HP Instant Support (Windows XP). Search or browse the troubleshooting database for the information related to your problem.
- Click Start, Help (Windows 98 or 2000) or Start, Help and Support, Fixing a Problem (Windows XP), and use the Windows troubleshooters.
- See the Microsoft Windows manual shipped with the computer.
- For updated information, see the HP Notes in the online HP Library or on the *Recovery CD* in \hp\Library.
- Find technical tips and software updates for the computer at the HP Customer Care web site (www.hp.com/go/support).
- Test your computer by running the e-Diagtools test program—see “Testing the Hardware” on page 187.
- Contact your dealer or Hewlett-Packard—see “To contact HP for support or service” on page 203. Please have your computer with you when you call.

Audio problems

If no sound is audible

- Press the back end of the volume control several times.
- Click the speaker icon on the taskbar (if present), and make sure that Mute is not checked and the Volume Control slider is not set to the bottom.
- Press the audio-off button on the right side of the computer once or twice until the indicator light goes off.
- When you are operating your computer in MS-DOS mode (for example, when running MS-DOS games), you may find that the sound does not operate properly. Use Windows applications for full use of sound capabilities.

If sound does not record

- Check the software controls for recording sound: click Start, Programs (or All Programs), Accessories, Multimedia (or Entertainment), Sound Recorder.
- In Volume Control, click Options, Properties, and make sure the microphone is enabled in the recording controls.
- Test the audio with the e-Diagtools diagnostics—see “Testing the Hardware” on page 187.

If you hear a loud high-pitched whine (feedback) from the speakers

- In the Volume Control, try reducing the Master volume: double-click the speaker icon in the taskbar.
- In Volume Control, click Options, Properties, and select the microphone option for the playback settings. Then in Volume Control, make sure the microphone is muted.
- Avoid using the built-in microphone and built-in speakers at the same time.

CD and DVD problems

If you can't boot from a CD or DVD in the CD/DVD drive

- Make sure the CD or DVD is bootable, such as the *Recovery CD*.
- Make sure the CD-ROM/DVD drive is selected as the boot device—see “To change the boot device” on page 34.
- Restart the computer: click Start, Shut Down (or Turn Off Computer), Restart.
- Test the CD/DVD drive with the e-Diagtools diagnostics—see “Testing the Hardware” on page 187.

If a DVD plays erratically

- Dirt or smudges can cause a disc to skip. Clean the disc with a soft cloth. If the disc is badly scratched, it will probably have to be replaced.
- Some DVDs include software called “PC Friendly.” You generally should not install this software, as it can cause errors or erratic play. If needed, uninstall it and restart your system.

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If a DVD movie stops playing in the middle

- You may have accidentally paused the DVD movie. Press the Play button to resume.
- The DVD may be double-sided. Open the DVD tray, and read the text near the center hole of the disc. If it says Side A, flip the disc over, close the tray, and press the Play button to continue playing the movie.

If you get a Region Code error when playing a DVD movie

- DVDs can have regional codes embedded in the disc data. These codes prevent DVD movies from being played outside the region of the world in which they are sold. If you get a Region Code error, you are trying to play a DVD intended for a different region.

If the computer cannot read a CD or DVD

- For a single-sided CD or DVD, make sure the disc is placed in the drive with the label facing up.
- Clean the disc.
- Wait 5 to 10 seconds after closing the tray to give the computer time to recognize the disc.
- Restart the system: remove the disc from the drive, then click Start, Shut Down (or Turn Off Computer), Restart.
- If you created the CD on a CD-RW drive module, try using a different media brand, such as the recommended HP C4403A (CD-R) or C4404A (CD-RW) media. Read and write quality may vary for other media.

If a DVD movie doesn't fill the screen

- Each side of a double-sided DVD has a different format (standard or widescreen). In widescreen format, black bands appear at the top and bottom of the screen. To view the standard format, flip the disc over and play the other side.

If a DVD doesn't play with two displays

- For Windows 2000 or XP, if both displays are active, press Fn+F5 to switch to one display.
- For Windows 98, if you're using the Extended Desktop (dual displays), move the player window to display 1. If you're not using Extended Desktop and both displays are active, press Fn+F5 to switch to one display.

- If you're using both displays, the DVD image will not appear on any display set up as "secondary." Open Display in Control Panel, click Advanced on the Settings tab, and change settings.

If the computer can't find Wordpad.exe after inserting a CD

- The system is trying to open a .doc file in WordPad, but cannot find the Wordpad.exe program file. Type C:\Program Files\Accessories in the error message box.

Display problems

If the computer is on, but the screen is blank

- Move the mouse or pointing stick. This will wake the display if it is off.
- Try pressing Fn+F2 to increase the display brightness.
- Press Fn+F5 in case the internal display was disabled. (Do this three times to return to the state you started from.)
- If the computer is cold, allow it to warm up.

If the screen is difficult to read

- Try setting the display resolution to its default setting of 1024×768: click Start, Settings, Control Panel, double-click Display, then click Settings (Windows 98 or 2000), or click Start, Control Panel, Appearance and Themes, Display, Settings (Windows XP).

If an external display does not work

- Check the connections.
- Press Fn+F5 in case the external monitor was disabled. (Do this three times to return to the state you started from.)
- The external monitor may not be detected. In the BIOS Setup utility, try setting Video Display Device to Both in the Main menu.
- If you're using a TV connected to the S-video port on an expansion base, you must activate the TV—see "To use a TV set as a monitor" on page 99.
- Test the display with the e-Diagtools diagnostics— see "Testing the Hardware" on page 187.

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If an external display cannot use high resolutions

- For Windows 98, use the default display type for the internal display: Default Monitor. If you change the display type, non-Plug-and-Play (non-DDC) external monitors will not be able to use resolutions higher than the resolution of the internal display. You can check display settings using Display in Control Panel, or by right-clicking the desktop and then clicking Properties.

If one or more display pixels look bad

TFT display manufacturing is a highly precise but imperfect technology, and manufacturers cannot produce displays that are cosmetically perfect. Most, if not all, TFT displays exhibit some level of cosmetic imperfection. These cosmetic imperfections may be visible under varying display conditions, and can appear as bright, dim, or dark spots. *This issue is common across all vendors supplying TFT displays in their products and is not specific to the HP notebook display.*

HP notebook TFT displays meet or exceed all HP standards for cosmetic quality of TFT displays. HP does not warrant that the displays will be free of cosmetic imperfections. *TFT displays can have a small number of cosmetic imperfections and still conform to HP's cosmetic quality specifications, including the following:*

- No more than 6 pixels remain on (always one color, such as white, red, green, or blue dots).
- No more than 6 pixels remain off (always dark).
- No more than a total of 8 pixels stuck on or off.
- No other stuck pixel within 15 mm of a stuck pixel.

Contact HP Customer Care if you have a display quality problem and require a more comprehensive explanation of HP display quality—see “To contact HP for support or service” on page 203. We expect that over time the industry will continue to produce displays with fewer inherent cosmetic imperfections, and we will adjust our HP guidelines as these improvements are implemented.

Expansion base problems

If you can't dock the computer or it gets stuck

- Plug in the AC adapter.
- Use the emergency undock latch—see “To undock the computer” on page 82.

If a port on the expansion base isn't working

- Make sure the computer is fully inserted into the expansion base.
- Reset the expansion base—see “To reset the computer” on page 33.

If the operating system hangs when you dock or undock

- Your system may hang if docked or undocked while suspending or resuming. Make sure the computer has completely suspended or resumed before you dock or undock.

If the computer does not respond to the undock switch or Eject command

- Make sure the expansion base has power: plug in the AC adapter or plug in a secondary battery.
- Restart the computer: click Start, Shut Down (or Turn Off Computer), Restart.
- Use the emergency undock latch—see “To undock the computer” on page 82.

If a floppy drive connected to the parallel port doesn't work

- Make sure there is only one floppy drive in the system.
- Use only the HP F2008A parallel floppy cable.
- For Windows 98, you must notify BayManager before you connect or disconnect the parallel floppy drive.

If the computer pauses for a long time after docking

- For Windows 98, if you have a LAN port on your computer but never use it, disable the LAN port in Device Manager.

Hard disk drive problems

If the computer's hard drive doesn't spin

- Make sure the computer has power. If necessary, connect the AC adapter, and make sure it is fully plugged into a power source and into the rear of the computer.
- Remove and reinsert the hard drive—see “To replace the hard disk drive” on page 107.

If the hard disk makes a buzzing or whining noise

- Back up the drive immediately.
- See whether the noise is coming from elsewhere, such as the fan or a PC Card drive.

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If files are corrupted

- For Windows 98, run the Scandisk surface scan to check the hard disk. From the Start menu, click Programs, Accessories, System Tools, Scandisk.
- For Windows 2000 or XP, open My Computer, select the disk you want to scan, click File, Properties, and use the Tools tab.
- Run the virus-scanning program—see “To protect against viruses” on page 45.
- Test the hard disk drive with the e-Diagtools diagnostics— see “Testing the Hardware” on page 187.
- If necessary, format the hard disk and reinstall the original factory software—see “To recover the factory installation of your hard disk” on page 196.

Heat problems

Keep in mind that your computer normally gets warm during routine operation. Charging the battery and running games and other programs that drive CPU usage toward 100% can further increase the computer’s temperature.

If the computer gets abnormally hot

- Always set the computer on a flat, firm surface, so that air can flow freely around and underneath it.
- Make sure the air vent on the left side of the computer is clear.
- Make sure the fan is working properly. If needed, test the fan’s operation—see “Testing the Hardware” on page 187.

Infrared Problems

By default, the infrared port is not enabled, so you must enable it before you can use it.

If you have problems with infrared communication

- Make sure the line between the two infrared ports is not blocked, and that the ports face each other as squarely as possible. The ports should be no more than 1 meter apart, with no obstructions between them. Sunlight, heat from nearby equipment, or other sources of infrared radiation can cause transmission errors.

- Check settings in the BIOS Setup utility:
 1. Restart the computer: click Start, Shut Down (or Turn Off Computer), Restart.
 2. When the HP logo appears, press F2 to enter BIOS Setup.
 3. From the System Devices menu, make sure Infrared port is enabled and FIR mode is selected.
 4. Press F10 to save and exit BIOS Setup.
 - Make sure only one application is using the infrared port.
 - For Windows 98, see c:\hp\Drivers\Fir\Readme.txt for additional information.
-

Keyboard and pointing device problems

If the pointer is difficult to control

- Adjust the pointer controls: click Start, Settings, Control Panel, then double-click Mouse (Windows 98 or 2000), or click Start, Control Panel, Printers and Other Hardware, Mouse (Windows XP).

If the pointing stick doesn't work

- Don't move the pointing stick while the computer is rebooting or resuming from Standby mode. If this happens, try the following:
 - Press a key on the keyboard to restore normal operation.
 - Suspend and resume operation using the blue sleep button.
- If an external mouse is connected, the pointing stick is normally disabled. You can change this setting with the BIOS Setup utility—see “To run the BIOS Setup utility” on page 189.
- Restart the computer: click Start, Shut Down (or Turn Off Computer), Restart.

If the scroll button doesn't scroll in some applications

- Some applications do not support the default type of scrolling used by the scroll button. You can use Mouse in Control Panel to make the scroll button work like a standard middle mouse button in all applications.

If a PS/2 scroll mouse doesn't work

- The mouse must automatically replace the pointing stick for the mouse's scroll feature to work. In the BIOS Setup utility, make sure the PS/2 Pointing Devices option in the System Devices menu is set to Auto. See “To run the BIOS Setup utility” on page 189.

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- Suspend or shut down the computer before you attach the scroll mouse, so that it will be detected properly.
- Test the keyboard and pointing stick with the e-Diagtools diagnostics—see “Testing the Hardware” on page 187.

If the embedded numeric keypad doesn’t work

- To type numbers, make sure Num Lock is on.
- Make sure the embedded Keypad Lock (Fn+F8) is on—or that you press and hold the Fn key to temporarily access the embedded keypad.

If left CTRL+left ALT doesn’t work on an external keyboard

- USB keyboards do not support left CTRL+left ALT as the Fn key.
- Left CTRL+left ALT on an external PS/2 keyboard should work like the Fn key. However, only Fn+F5, Fn+F7, and Fn+F12 are supported on an external PS/2 keyboard.
- In the BIOS Setup utility, make sure External Fn Key is enabled in the System Devices menu—see “To run the BIOS Setup utility” on page 189.

If you can’t type the euro symbol

- Hold ALT GR when you press the marked key.
- The euro symbol is not on the U.S. English keyboard. Make sure the embedded keypad is active (Fn+F8) and Num Lock is on, then hold ALT while typing 0128 on the numeric keypad.
- Support for the euro symbol requires software available from Microsoft. This software is installed in the factory software, but may not be included with retail Windows.

LAN problems

If the built-in network adapter doesn’t connect to the LAN

- Check all cables and connections. Try connecting at a different network station, if available.
- If the green light next to the LAN port does not light, the LAN cable may not be connected to the network or the network may be down. Try connecting a different computer to the cable.

- For Windows 98, open Network in Control Panel. Make sure you have the correct clients and protocols installed.
- Make sure the LAN cable is Category 3, 4, or 5 for 10Base-T operation, or Category 5 for 100Base-TX operation. Maximum cable length is 100 meters (330 feet).
- Click Start, Help (or Help and Support), and use the Networking troubleshooter.
- Open the hardware Device Manager: click Start, Settings, Control Panel, System (Windows 98 or 2000) or Start, Control Panel, Performance and Maintenance, System (Windows XP). If the network interface is disabled, try to enable it. If it has a conflict, try disabling another device.
- Run the LAN diagnostic software, if available—run
C:\hp\Drivers\Lan\Windiag\Setup.exe to install the software.

If you can't browse the Network Neighborhood or My Network Places

- Check with your network administrator to make sure NetBEUI protocol is supported on the network.
- Click Start, Find, Find Computer (Windows 98 or 2000) or Start, Search, Computers or People (Windows XP) to look for a computer.

If you can't log in to Netware servers

- If a Netware server is using IPX/SPX protocol, you may need to force your frame type to match the server's frame type. Check with your network administrator.

If the computer stops responding after booting

- Check whether you have a TCP/IP network with no DHCP server. This can cause a long delay at startup because DHCP is enabled. Contact your network administrator to determine the proper TCP/IP configuration.

If you have slow or dropped connections on a 10/100 network switch or hub

- The switch may be forced to 10 Mbps. For Windows 98, use Network in Control Panel to disable Auto Polarity for the network adapter.

Memory problems

If a message says you are out of memory

- Make sure drive C is not running low on free space.
- If you're using Windows 98, use the Memory Troubleshooter in Windows Help: click Start, Help.
- If you are having memory problems while running MS-DOS programs, use the MS-DOS or Application and Software troubleshooter in Windows Help: click Start, Help (or Help and Support).
- Not all third-party memory cards have been tested for use with the computer. Please check the HP Notebook web site (www.hp.com/notebooks) for a list of approved and tested memory cards.
- Test your computer's memory with the e-Diagtools diagnostics—see “Testing the Hardware” on page 187.

If memory doesn't increase after adding RAM

- Make sure your computer is using only PC-100 or higher RAM modules.

Modem problems

If the modem seems slow

- Check for excess static or noise on the line, which reduces the overall transmission speed. If necessary, contact your telephone company about fixing this type of problem.
- If you're dialing internationally, line noise is often difficult or impossible to eliminate.
- If you have call-waiting, disable it—your telephone company can provide instructions.
- Eliminate extra connections in the line. If possible, connect directly to the wall jack.
- Try another telephone line, preferably one normally used for a fax machine or modem.

If the modem doesn't dial or no dial tone is detected

- Check all cables and connections.
- Connect a standard telephone to the phone line and make sure the line is working.
- Make sure someone else isn't using the same phone line.
- Try another telephone line, preferably one normally used for a fax machine or modem.
- If you're in a foreign country, the dial tone may not be recognized by the modem. In Control Panel, open Modems (Windows 98) or Phone and Modem Options (Windows 2000 or XP), and try disabling the option that waits for a dial tone.

If the modem dials incorrectly

- Check the telephone number you entered, including any digits required for outside access or long distance.
- In Control Panel, open Modems (Windows 98) or Phone and Modem Options (Windows 2000 or XP). Check the dialing options—look for duplicate digits for outside access or long distance.
- Make sure the number you're calling isn't busy.
- If you're in a foreign country, the dial tone may not be recognized by the modem. In Control Panel, open Modems (Windows 98) or Phone and Modem Options (Windows 2000 or XP). Try disabling the option that waits for a dial tone.
- If you have call-waiting, disable it—your telephone company can provide instructions.

If the modem dials but doesn't connect

- Make sure you're using an analog telephone line. You must not use a digital line. In a hotel, ask for a data line.
- Try another telephone line, preferably one normally used for a fax machine or modem.
- The modem at the other end may have a problem. Try dialing to a different modem.
- Try disabling error correction and data compression.

If the modem isn't detected

- Check the modem setup. In Control Panel, open Modems (Windows 98) or Phone and Modem Options (Windows 2000 or XP). Check the COM port.

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- Open the hardware Device Manager: click Start, Settings, Control Panel, System (Windows 98 or 2000) or Start, Control Panel, Performance and Maintenance, System (Windows XP). If the modem is disabled, try to enable it. If it has a conflict, try disabling another device.
- If you're running fax software using fax Class 2, try using Class 1.

If the modem dials but you can't hear it

- Make sure the audio-off light is turned off. If it's on, press the audio-off button.
- Check the speaker volume setting and mute setting.
- In Control Panel, open Modems (Windows 98) or Phone and Modem Options (Windows 2000 or XP). Select the modem and click Properties, then check the volume setting on the General tab.

If the modem connects, but transferred data is bad

- In Control Panel, open Modems (Windows 98) or Phone and Modem Options (Windows 2000 or XP). Make sure the parity, speed, word length, and stop bits match on sending and receiving modems.
- Try disabling error correction and data compression.

If the modem causes an ERROR message

- A string of AT commands may contain an incorrect command. If you entered commands as extra settings for the modem in Control Panel or in your communications software, check the commands.

If the modem doesn't fax

- If you're using fax Class 2 in the fax software, try using Class 1.
- Close any other communications programs.
- If you're faxing by printing from an application, make sure you've selected the fax printer.
- Try turning off power management features temporarily.

If excessive line current is detected

- Make sure you're using an analog telephone line. You must not use a digital line. In a hotel, ask for a data line.

If the modem clicks repeatedly but doesn't connect

- Make sure you're using an analog telephone line. You must not use a digital line. In a hotel, ask for a data line.
- Check all cables and connections.

PC card (PCMCIA) problems

If the notebook doesn't recognize a PC Card

- Remove and reinsert the PC Card.
- Press the blue sleep button to suspend the computer, then press it again to resume.
- Restart the computer: click Start, Shut Down (or Turn Off Computer), Restart.
- If the card requires an IRQ, make sure one is available. If necessary, set the IRQ to an unused value manually (Windows 98 only): click Start, Settings, Control Panel, then double-click System and use the Device Manager tab.
- Check the HP Customer Care web site (www.hp.com/go/support) for information about installing certain PC Cards.
- Make sure your computer supports the problem PC Card: check the HP Notebook web site (www.hp.com/notebooks) for a list of approved and tested PC Cards.
- Try the card in another computer to see whether the card functions properly.
- Certain Xircom CE2 (IIps) LAN cards conflict with the game port device in Windows 2000. Contact Xircom to see if your card is one of these.
- Test the PC Card with the e-Diagtools diagnostics—see “Testing the Hardware” on page 187.

If an I/O card stops communicating properly

- The card may have been reset if the computer suspended or turned off. Exit any applications, then remove and reinsert the card.

If a PC Card modem is not working

- Disable the internal modem:
 1. Open the hardware Device Manager: click Start, Settings, Control Panel, System (Windows 98 or 2000) or Start, Control Panel, Performance and Maintenance, System (Windows XP).

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2. Double-click Modem to list the current modem devices.
3. Double-click the internal modem, then select the option to disable the modem.

If an I/O card stops communicating properly

- Exit and restart the application. The card may have been reset if the computer suspended or turned off.
- Check settings in Control Panel.

Performance problems

For best performance with Windows 2000 or XP, your computer should have at least 96 to 128 MB of memory (RAM).

If the computer pauses or runs sluggishly

- This may be normal Windows behavior. Background processing can affect response time.
- Certain background operations (such as a virus-scanning program) can affect performance.
- Press CTRL+ALT+DEL to see if an application is not responding.
- Restart the computer: click Start, Shut Down (or Turn Off Computer), Restart.
- Some file browsers respond slowly while processing graphics or waiting for broken network connections to time out.
- If the computer's hard disk drive frequently runs (as indicated by the hard drive light on the front of the computer) while the computer appears to be paused or running slowly, Windows is likely spending excess time writing to its swap file on the computer's hard disk. If this occurs frequently, consider installing additional memory.
- Check the amount of available free disk space. Delete temporary and unneeded files.
- Check settings in the BIOS Setup utility:
 1. Click Start, Shut Down (or Turn Off Computer), Restart.
 2. When the HP logo appears, press F2 to enter BIOS Setup.
 3. If the problem occurs only on battery power, turn off Smart CPU Mode in the Power menu.

4. From the Power menu, set the Power Management Mode to Max. Performance.
5. Press F10 to save and exit BIOS Setup.

If the computer stops responding

- Press CTRL+ALT+DEL to end the application that is not responding.
- Slide and hold the power button for at least four seconds to turn off and reset the computer. Then press the blue sleep button to turn the computer back on.
- If nothing happens, insert a straightened paper clip into the system-off switch on the computer's left side. Then press the blue sleep button to turn the computer back on.
- If the computer is docked, reset the expansion base—see “To reset the computer” on page 33.

If the computer shuts down slowly

- For Windows 98, double-click the VirusScan icon in the taskbar, then click Properties and view the Detection tab. Clear Shutdown under Scan Floppies. If VirusScan tries to scan the floppy drive at shutdown without a floppy drive present, the computer may take several minutes to shut down and may beep loudly.

Power and battery problems

If the computer turns off immediately after it turns on

- Battery power is probably extremely low. Plug in the AC adapter, insert a charged battery (if undocked), or plug in a secondary battery (if docked).

If the computer keeps beeping

- The computer beeps repeatedly or displays a warning when battery power is low. Save your work, shut down the computer immediately, and insert a charged battery or plug in the AC adapter.

If the main battery doesn't charge

- Make sure the AC adapter is fully plugged into the power source and the computer or expansion base, and that the light on the adapter is on.
- If you're using a power strip, remove the AC adapter from the power strip and plug it directly into a wall outlet.
- Make sure the battery is fully installed and locked in place.

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- Move the computer away from any nearby heat source. Unplug the AC adapter and allow the battery to cool down. If the battery gets too hot, it will not charge properly.
- If available, try another battery and AC adapter.

If a secondary battery doesn't charge

- A secondary battery won't charge until the main battery is fully charged.
- Make sure the AC adapter is fully plugged into the power source and the expansion base, and that the light on the adapter is on.
- Make sure the secondary battery is correctly installed and locked in place.

If the computer has a short operating time

- Try conserving power using the suggestions listed in "To get the most from your batteries" on page 60.
- If you are running an application that has an automatic save feature (such as MS Word), disable this feature or increase the specified save time to reduce hard disk access.
- If the operating time has gradually become shorter and the battery is more than a year or two old, you may need to replace the battery.
- Heavy modem use can affect battery operating time.
- PC Card use can affect battery operating time.
- The battery gauge may need to be calibrated. Restart the computer, press F6 when the HP logo appears, and follow the instructions that appear onscreen. The process calibrates the main battery and any secondary batteries in the expansion base, and requires four to five hours per battery. You cannot use the computer during this process.

If the Time Remaining for the battery is not correct

- The Time Remaining is an estimate based on the rate at which the computer is using power at the moment, and so assumes that you will continue using power at that rate until the battery runs out. So, if you check the Time Remaining while the computer is using a good deal of power (such as when reading from a CD or DVD), the value will likely show less time remaining than you really have, since you will probably later switch to tasks that require less power.

If the computer doesn't suspend to Standby mode as expected

- If you have a connection to another computer, the computer won't suspend if the connection is active.
- If the computer is performing an operation, it normally waits for the operation to finish before suspending.

If the computer doesn't automatically hibernate as expected

- For Windows 2000 or XP, make sure hibernate support is enabled: from Control Panel, open Power or Power Options, then click the Hibernate tab.
Also, check the Power Schemes tab. Make sure the Hibernate timeouts for both AC power and battery power are not set to Never.
- For Windows 98, check the Hibernate timeout in BIOS Setup—see “To run the BIOS Setup utility” on page 189.
If your computer has more than 512 MB of RAM, you must expand the Utility partition on the hard disk—see “To recover the factory installation of your hard disk” on page 196.

If the Standby option is missing from the Shut Down window

- Do not allow Windows 98 to disable APM. It may prompt you to do this in certain situations—always answer “No”.
- If the Windows 98 Standby option is missing, restore it as follows:
 1. In Control Panel, double-click System.
 2. On the System Manager tab, expand the System Devices, select Advanced Power Management, and click Remove.
 3. Restart the computer.
 4. In Control Panel, double-click Add New Hardware, and follow the prompts to install support for APM.
 5. Restart the computer.

Printing problems

Hint

You will usually be able to solve most printing problems by using the Print troubleshooter in Windows Help: click Start, Help (or Help and Support).

If a serial or parallel printer doesn't print

- Make sure the printer is on and has paper in it.
- Make sure you are using the correct printer cable or cable adapter, and that the cable is secure at both ends.
- Check for printer errors.

If the left edge of printed output is missing

- Certain applications may not work properly with 600-dpi printers. If you're using such a printer, try selecting a compatible printer driver for a 300-dpi printer. For example, if you were using a 600-dpi HP LaserJet printer, you might try using the HP LaserJet IIIsi driver (300 dpi).

If an infrared printer doesn't print

- Make sure the line between the computer's infrared port (on the back of the computer) and the printer's infrared port is not blocked, and that the ports face each other as squarely as possible. The ports should be no more than 1 meter apart. Sunlight, heat from nearby equipment, or other sources of infrared radiation can also cause problems.
- Make sure the printer is on and has paper in it.
- Check for printer errors.
- Make sure Windows is running; otherwise infrared printing is not available.
- See "Infrared Problems" on page 170.

Serial, parallel, and USB problems

If a serial mouse doesn't work

- Make sure you followed the manufacturer's installation instructions completely and have installed the mouse properly. If not, repeat the procedure.
- Make sure the port connection is secure.

- Press the blue sleep button to suspend and resume.
- Restart the computer: click Start, Shut Down (or Turn Off Computer), Restart.
- Check mouse settings in Control Panel: click Start, Settings, Control Panel, then double-click Mouse (Windows 98 or 2000), or click Start, Control Panel, Printers and Other Hardware, Mouse (Windows XP).
- Make sure the serial port is enabled in BIOS Setup—see “To run the BIOS Setup utility” on page 189.
- Use a mouse that connects to a USB or PS/2 port.
- Check the port settings in Control Panel: open the hardware Device Manager, then double-click Ports (COM & LPT).

If a serial modem doesn’t work properly

- See “Modem problems” on page 174.
- Make sure the port connection is secure.
- Use the Modem troubleshooter in Windows Help: click Start, Help (or Help and Support).
- In Control Panel, open Modems (Windows 98) or Phone and Modem Options (Windows 2000 and XP), and check the modem settings.
- Make sure the serial port is enabled in BIOS Setup—see “To run the BIOS Setup utility” on page 189.
- Disable the internal modem:
 1. Open the hardware Device Manager: click Start, Settings, Control Panel, System (Windows 98 or 2000) or Start, Control Panel, Performance and Maintenance, System (Windows XP).
 2. Double-click Modem to list the current modem devices.
 3. Double-click the internal modem, then select the option to disable the modem.
- Check the port settings in Control Panel: open the hardware Device Manager, then double-click Ports (COM & LPT).

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If the serial or parallel port is not working

- Make sure the port connection is secure.
- Check the port settings in Control Panel: open the hardware Device Manager, then double-click Ports (COM & LPT).
- Use the BIOS Setup utility to make sure the serial and parallel ports are enabled—see “To run the BIOS Setup utility” on page 189.
- Test the ports with the e-Diagtools diagnostics—see “Testing the Hardware” on page 187.

If the USB port is not working

- Contact the vendor of the peripheral device or check the HP Notebook web site (www.hp.com/notebooks) for the latest versions of the USB drivers and the driver for the device.
- Check the port settings in Control Panel: open the hardware Device Manager, then double-click Universal Serial Bus Controller.
- Test the USB port with the e-Diagtools diagnostics— see “Testing the Hardware” on page 187.

Startup Problems

If the computer doesn't respond when you turn it on

- Connect the AC adapter.
- Try turning on the unit by pressing the blue sleep button.
- Reset the computer by inserting a straightened paper clip into the system-off switch on the left side of the computer. Then turn it on by pressing the blue sleep button.
- Don't touch the pointing stick while booting or resuming.
- If the computer still doesn't respond, remove the battery and AC adapter, remove any PC Card, and undock the computer if docked. Then plug the AC adapter in, reset the computer using the system-off switch, and turn it on by pressing the blue sleep button.

If the computer won't boot from battery power

- Make sure the battery is properly inserted and fully charged. Check the battery's charge by removing it and pressing the pad on the back of the battery. The lights show the charge level.
- If you have a secondary battery, install it in the expansion base, dock the computer, and try starting the computer.
- If available, try another battery.

If the computer won't boot from the floppy disk drive

- Make sure the drive is installed correctly—see “To connect the floppy disk drive” on page 30.
- Make sure the floppy disk drive is selected as the boot device—see “To change the boot device” on page 34.

If the computer takes a long time to resume after being suspended

- The computer can routinely take a minute or more to resume if it has a network card installed. While the operating system is loading drivers and checking hardware and network connections, you will see a blinking cursor on your display. As soon as the hardware has been re-initialized, the Windows desktop will appear.

If you get a VirusScan error message at startup

- For Windows 2000, if you connect to a network using a logon other than your Windows logon, assign Windows administrator privileges to the network logon.

Wireless Problems

If you have problems with wireless communication

- Make sure the wireless indicator light is on.
- See “LAN problems” on page 172.

If you have trouble connecting to another computer in the Network Neighborhood or My Network Places

- Wait a few minutes, then press F5 to refresh the list of computers on the network.
- Click Start, Find, Find Computer (Windows 98 or 2000) or Start, Search, Computers or People (Windows XP) to locate the computer.

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- For Windows 98, disable DNS in the TCP/IP properties: click Start, Settings, Control Panel, then double-click Network.

If you cannot connect to a particular computer on the network

- Make sure the computer is properly connected to the network.
- Make sure your TCP/IP setup is correct for your network: in Control Panel, open Network (Windows 98), Network and Dial-up Connections (Windows 2000), or Network Connections (Windows XP).
- To use an AdHoc™ connection with Windows 98 or 2000, make sure NetBEUI protocol is installed in your wireless network setup.

If the wireless link icon in the taskbar is red

- Make sure you are using the correct SSID and channel settings: click the wireless link icon in the taskbar and select Advanced Configuration.
- Make sure you are in range of an access point (for an infrastructure connection) or other wireless computer (for an AdHoc connection).

You can connect, but the network is slow

- Check whether you might be in an area served by more than one wireless LAN. If so, the LANs could be interfering with each other.
- Move closer to the access point (for an infrastructure connection) or other wireless computer (for an AdHoc connection). You could be too far away for high-speed communication.
- Stop using any USB device that may be transferring large amounts of data, or adjust application settings to reduce the required transfer rate.

Testing the Hardware

The e-Diagtools hardware diagnostic program included with your computer provides two levels of testing:

- Automated testing using its basic hardware test.
- Advanced testing using individual hardware tests.

The tests are designed to run after the system reboots. This ensures that the computer will be in a predictable state, so the diagnostic program can properly test the hardware components. The tests are non-destructive and are intended to preserve the state of the computer. The computer reboots when you exit the program so drivers can be loaded.

To run the e-Diagtools diagnostic test

1. Click Start, Shut Down (or Turn Off Computer), Restart.
2. When the HP logo appears, press F10 to start the diagnostic test.
3. When the menu appears, press ENTER to run e-Diagtools.

The first time you run the program, you will be prompted to select the language for the program.

4. Follow the prompts to run e-Diagtools.
5. When the Configuration Description appears, check the list of detected hardware.

Hint

If a device is not detected or fails its test, it might be configured incorrectly in the BIOS Setup utility. You can confirm this by running BIOS Setup and checking the settings. See “To run the BIOS Setup utility” on page 189.

6. **Run the basic test.** Press F2 to start the basic hardware test. The results appear when the test is complete.
7. If you intend to exit without running the advanced tests, press F4 to view the Support Ticket. Press F3 to exit e-Diagtools.
8. **Optional: run the advanced tests.** Press F2 to open the advanced test screen.

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Testing the Hardware

9. Select and run the appropriate tests. Tests are listed only for detected hardware. Press the following keys to run tests:

ENTER	Runs the highlighted test.
F5 or SPACE	Marks or unmarks the highlighted test.
F6	Marks or unmarks all tests in the current menu.
F7	Marks or unmarks all tests in all menus.
F10	Runs all marked tests.

10. **Save the Support Ticket.** Press T to update and display a Support Ticket containing system and test information.
11. When you are finished running tests, press ESC to exit the advanced tests.
12. Optional: to save the Support Ticket to a floppy disk, press F7 then ALT+C.
13. **Exit.** Press F3 and then any key to exit and reboot.
14. **Optional: open the Support Ticket.** In Windows, click Start, Programs (or All Programs), HP e-Diagtools, e-Diagtools for Windows.
15. Click View to display the Support Ticket.
16. To add information about your problem, click Comments and type the information, then click OK.

To save or print the Support Ticket, click Save As or Print.

To e-mail the Support Ticket to your support agent, click e-Mail. The first time you make an e-mail connection from this program, click Change Settings in the Connect window and enter the settings recommended by your support agent.

e-Diagtools for Windows can also update the version of e-Diagtools on your computer's hard disk. In e-Diagtools for Windows, use the e-Diagtools menu.

If you have trouble running e-Diagtools diagnostics from the hard disk, you can also run it from the *Recovery CD*. Boot from the CD and select the diagnostics option.

Configuring the Computer

Your computer includes two tools that help you configure its operation: the BIOS Setup utility and HP TopTools.

To run the BIOS Setup utility

The BIOS (Basic Input and Output System) Setup utility enables you to make changes to the computer's system configuration, and to tailor the operation of your computer to your individual work needs.

The settings made in BIOS Setup generally control the computer's hardware, and so greatly affect how the computer operates.

1. Click Start, Shut Down (or Turn Off Computer), Restart.
2. When the HP logo appears, press F2 to enter BIOS Setup.
3. The pointing devices are not active in BIOS Setup, so you will need to use the keyboard to navigate:
 - Press the LEFT and RIGHT arrow keys to move among menus.
 - Press the UP and DOWN arrow keys to move among parameters in a menu.
 - Press F5 or F6 to move through values for the current parameter, or press ENTER to change a setting.
4. After you select the options you want, press F10 or use the Exit menu to exit BIOS Setup.
5. If the settings cause a conflict between devices during reboot, the system prompts you to run BIOS Setup, and marks the conflicting settings.

The following tables describe the settings for BIOS version 2.00. If your BIOS version is different, some settings may differ from those shown or may be absent. Also, the computer and expansion base may have different BIOS versions.

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Main Menu

Setting	Description	Default
BIOS Revision	Shows the current version of the computer's BIOS.	Detected automatically.
Exp. Base BIOS Revision*	Shows the current version of the expansion base's BIOS.	Detected automatically.
System Time	Sets the time using 24-hour format. Value set takes effect immediately.	
System Date	Sets the date using mm/dd/yy format. Value set takes effect immediately.	
LCD Time format*	Sets the format for displaying time on the expansion base's status panel.	12 Hours
LCD Date format*	Sets the format for displaying the date on the expansion base's status panel.	mm/dd/yy
Floppy Drive	Sets the floppy drive type.	Detected automatically.
Internal Hard Disk	Displays the hard disk size.	Detected automatically.
External Primary	Shows the hard disk drive type and capacity if one is present in the right module bay.	Detected automatically.
External Secondary	Shows the hard disk drive type and capacity if one is present in the left module bay.	Detected automatically.
Quiet Boot	When enabled, hides summary of power-on self-test and messages during boot.	Enabled
Video Display Device	Sets whether the computer automatically switches to an external monitor if one is detected.	Auto
Video Expansion	When enabled, the video image covers the entire display in lower resolution modes (SVGA or VGA). When disabled, the video image is centered in the display.	Disabled
Television Type	Controls the signal format (NTSC or PAL) output by the S-video port when Windows is not running.	NTSC
System Memory	Shows the system memory size.	640 KB
Extended Memory	Shows the extended memory size (equal to total memory minus 1 MB).	Detected automatically.
CPU Serial Number	For a processor with a serial number, makes the processor serial number available to software.	Disabled

Setting	Description	Default
Unique Dock ID	Sets whether the computer creates a unique hardware profile for each expansion base (Enabled) or uses a common profile for all expansion bases (Disabled).	Enabled
UUID	Displays the value of the 16-byte UUID (Universally Unique ID) as 32 hex characters.	Detected automatically
* Available only when docked.		

System Devices Menu

Setting	Description	Default
PS/2 Pointing Devices	Automatically disables the internal pointing devices when an external PS/2 mouse is connected.	Auto
External Fn Key	Sets whether left CTRL+left ALT on an external keyboard is interpreted as the Fn key.	Enabled
FDD Controller	Enables the floppy drive.	Enabled
Legacy USB Support	Enables BIOS support for USB mouse, keyboard, and floppy disk drive.	Enabled
Serial port	Enables the serial port (the port is configured by the user).	Enabled
Base I/O address	Sets the I/O address and interrupt (appears only if the serial port is Enabled).	3F8h, IRQ4
Infrared port	Enables the infrared port (the port is configured by the user).	Disabled
Mode	Sets the port to FIR (fast IR) or SIR (standard IR) infrared communications.	FIR
Base I/O address	Sets the I/O address and interrupt.	2F8h, IRQ3
DMA channel	Sets the DMA channel for the infrared port in FIR mode.	DMA1
Parallel Port	Enables the parallel port (the port is configured by the user).	Enabled
Mode	Sets the port to output only, bi-directional, ECP, or EPP.	ECP
Base I/O address	Sets the I/O address and interrupt.	378h, IRQ7
DMA channel	Sets the DMA channel for ECP mode (appears only if the parallel port Mode is ECP).	DMA0

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Security Menu

Setting	Description	Default
User Password is	Shows if a user password is set.	Clear
Administrator Password is	Shows if an administrator password is set.	Clear
Set User Password	Press ENTER to set, change, or clear the user password. The password can have no more than 8 characters (0-9, A-Z), and cannot include special or accented characters.	Enter
Set Administrator Password	Press ENTER to set, change, or clear the administrator password, which protects BIOS Setup settings. The password can have no more than 8 characters (0-9, A-Z), and cannot include special or accented characters.	Enter
Password required to:		
Boot	Sets whether a user password is required when the computer boots. Requires the administrator password for changes.	Enabled
Resume*	Sets whether a user password is required when resuming from Standby or Hibernate mode. Requires the administrator password for changes. (Windows 98.)	Enabled
Undock*	Sets whether a user password is required when undocking the computer. Requires the administrator password for changes. (Windows 98.)	Disabled
Internal hard disk drive lock*	Encodes the current user password (or administrator password if that is the only password set) on the hard disk drive.	Disabled
Removable Device Boot	Sets whether the computer will attempt to boot from a floppy drive or other removable device.	Enabled
* Available only if the Boot option is enabled.		

Power (APM) Menu

Windows XP uses only the settings marked with *. Windows 98 uses only the settings marked with *, **, and ***. Windows 2000 use only the settings marked with * and ***. All other settings in the Power menu are ignored when Windows is running.

Setting	Description	Default
Intel SpeedStep Mode***	Sets the speed used by a dual-speed processor at boot, depending on the available power source. A separate Control Panel power setting controls speed changes after boot.	Auto
Power Management Mode	Disables time-outs, selects a pre-set combination of time-outs, or allows customized time-outs.	Max. Power Savings
Smart CPU Mode	Enables automatic CPU power savings when running on battery power. Absence of keyboard, mouse, and hard disk activity could cause slower CPU response.	On
Suspend Time-out	Sets the period of inactivity after which the computer goes from full power mode to Standby power mode.	4 minutes
Hibernate Time-out**	Sets the period of inactivity after which the computer goes from full power mode or Standby mode to Hibernate mode. (Skips Standby mode if the suspend time-out is disabled.)	4 hours
Hard Disk Time-out	Sets the period of hard disk inactivity after which the internal hard disk (and any hard disk drive in the plug-in module bay) stops spinning.	2 minutes
Time-out on AC	Sets whether power management time-outs occur while the AC adapter is connected.	Disabled
Lid Switch Mode	Sets the action that occurs if the computer's lid is closed.	Turn off LCD
Resume On Serial Ring	Sets whether the system resumes if it receives a ring signal.	Disabled
Resume On Time of Day	Sets whether the system resumes at a defined time of day.	Disabled
Resume Time	Sets the 24-hour time when the system resumes if Resume On Time of Day is enabled.	
Auto Suspend on Undock*	Sets whether the computer suspends to Standby power mode after undocking.	When Lid Closed
Auto Turn-On on Dock*	Sets whether the computer turns on after docking.	Enabled
* Windows 98, 2000, and XP use these settings. ** Windows 98 uses this additional setting. *** Windows 98 and 2000 use this additional setting.		

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Boot Menu

Setting	Description	Default
+Hard Disk +Removable Device CD-ROM/DVD Drive Internal NIC	Shows the order of boot devices, with “+” indicating a device category. Move the entries to change the order. If the computer has more than one device in a category, you can select the one scanned. Internal NIC (Network Interface Card) appears in the list only if a built-in LAN is present—it provides diskless boot from a network server.	1. Hard Disk 2. Removable Device 3. CD-ROM/DVD drive 4. Internal NIC

Exit Menu

Setting	Description	
Save Changes and Exit	Saves Setup changes, then exits and reboots.	
Discard Changes and Exit	Discards any Setup changes made since last save, then exits and reboots. Does not affect password, date, or time changes.	
Get Default Values	Restores default settings, and remains in Setup. Does not affect password, date, or time changes.	
Load Previous Values	Discards any Setup changes made since last save, and remains in Setup. Does not affect password, date, or time changes.	
Save Changes	Saves Setup changes, and remains in Setup. Security settings are saved when changed.	

To set up TopTools

HP TopTools is for network managers and administrators who are responsible for managing computer systems. It offers configuration and security options that allow you to check which hardware and software components are installed on your computer and how well they are working.

Pavilion models

HP TopTools is not supported on Pavilion models.

The TopTools package is included with your computer, but you'll need to install it before you can use it.

1. Click Start, Programs (or All Programs), HP TopTools, Setup.
2. Follow the instructions that appear on the screen.

TopTools can be run locally on an individual computer, or remotely by a network administrator.

- To run TopTools locally, click Start, Programs (or All Programs), HP TopTools, HP TopTools.

For information on manageable HP computers, HP TopTools, and how they lower PC operating costs, see the HP web site at www.hp.com/toptools.

Reinstalling and Updating Software

You can use the *Recovery CD* to recover the original factory software for your computer. The *Recovery CD* also provides Windows drivers specific to your computer to configure a custom system. You can find drivers in these locations:

- On your computer's hard drive under C:\hp\Drivers.
- On the *Recovery CD* under \hp\Drivers.
- On the HP Customer Care web site (www.hp.com/go/support). This web site contains the latest updates of software drivers for different operating systems.

To recover the factory installation of your hard disk

You can use the *Recovery CD* to reinstall the original factory software on your computer's hard disk. You can also use the same process to create a larger Utility partition on your hard disk, or to create a Utility partition on a new hard disk. The hidden Utility partition contains the e-Diagtools diagnostic tests and stores hibernation data for Windows 98 and other operating systems that don't provide hibernation.

CAUTION

This procedure formats the computer's hard disk drive and erases all data on the disk. After the hard disk is formatted, you'll need to reinstall your applications.

Do not interrupt the following process or unplug the AC adapter until the process is complete.

1. **Important:** back up all data from your hard disk. The following steps delete all data from the disk.
2. Plug in the AC adapter.
3. Insert the *Recovery CD* in the CD-ROM/DVD drive in the expansion base. If the computer is turned off, insert a straightened paper clip into the hole on the front of the drive to open the drive.

—or—

If you have a PC Card or parallel port CD-ROM drive, connect it and insert the *Recovery CD*. Also connect the floppy drive and insert the Support Utility disk—see “To create a Support Utility disk” on page 197.

4. Turn on or restart the computer. If the computer is running, click Start, Shut Down (or Turn Off Computer), Restart.
5. When you see the HP logo, press ESC to select the boot device:
 - If you're using a CD-ROM drive in the expansion base, select the CD-ROM drive as the boot device.
 - If you're using a PC Card or parallel port CD-ROM drive, select the floppy drive ("Removable device") as the boot device.
6. When the *Recovery CD* dialog box appears, follow the displayed instructions. If prompted, accept the recommended partition size. If you install the factory software, the recovery process can take up to 15 minutes.

If you want to create the Utility partition without installing the factory software, click Advanced and select not to install the operating system.

If your hard disk is partitioned into several drives, you can install the factory software on drive C without affecting other drives. Click Advanced and select to restore only the C partition.

7. **Important:** when prompted to reboot the computer, first undock it and *remove it from the expansion base* if it is docked, then press CTRL+ALT+DEL and follow any instructions that appear.

For Windows 2000: if you want to convert drive C from FAT32 to NTFS format, click Start, Run, then type **convert c: /fs:ntfs** and click OK. Windows XP is installed using NTFS format.

To create a Support Utility disk

If you want to use the *Recovery CD* in a PC Card CD-ROM drive or parallel port CD-ROM drive, you'll need a Support Utility disk to recover the factory software.

1. Insert a formatted floppy disk in the floppy drive.
2. Run **makesupp.bat** from the \hp\Bootdisk directory on the *Recovery CD*.
3. Copy the MS-DOS device drivers from the installation software provided with the CD-ROM drive to the Support Utility disk into the A:\Tools directory.

Troubleshooting and Maintenance

Reinstalling and Updating Software

4. In the CONFIG.SYS file on the Support Utility disk, enable or disable the appropriate drivers for your CD-ROM drive:
 - **For a PC Card drive:** REM the line containing the HP driver (OAKCDROM), and insert the command to run the point enabler for the card.
 - **For a parallel drive:** REM the line containing the HP driver (OAKCDROM).
5. Add the **device=driver** statements to the CONFIG.SYS file on the Support Utility disk. Insert the device statements immediately following the USERCD remark.

To create a boot disk (Windows 98 or 2000)

- **Windows 98:** click Start, Settings, Control Panel, then double-click Add/Remove Programs. Use the Startup Disk tab.
- **Windows 2000:** click Start, Run, type c:\i386\Bootdisk\Makeboot.exe, and click OK. You will need four floppy disks.

To replace a damaged *Recovery CD*

If you lose or damage the *Recovery CD*, take your computer to a local HP service center to get a replacement CD. Call the HP Customer Care Center for the address and telephone number of an HP service center near you—see “To contact HP for support or service” on page 203.

To update the BIOS

Hewlett-Packard may provide updates to the computer BIOS and expansion base BIOS to enhance the capabilities of your system. You can use e-Diagtools for Windows to download and install BIOS updates in your computer and expansion base simultaneously.

CAUTION

Because a BIOS update replaces the previous version, you must follow these instructions exactly, or you risk damaging your computer or expansion base. The BIOS update process resets the configuration settings in the BIOS Setup utility, except for the PC Identification and BIOS passwords.

1. In Windows, exit any programs that are running.
2. Remove any PC Cards.

3. If you have an expansion base, dock the computer. If the computer is docked, the expansion base BIOS is automatically updated along with the computer BIOS.
4. Connect the AC adapter.
5. Connect any cables or equipment needed to connect to the Internet.
6. Click Start, Programs (or All Programs), HP e-Diagtools, e-Diagtools for Windows.
7. Click Update, select Download New and click OK. Follow the instructions that appear. **Once the update process begins, do not interrupt it.**

The first time you make an Internet connection from this program, click Change Settings in the Connect window to define your connection settings.

8. When the process is completed, reset the system:
 - If the computer is docked, insert a straightened paperclip into the reset button on the bottom of the expansion base—this resets the computer as well as the expansion base. (You can also reset the base by undocking the computer and then removing all battery and AC power from the base.)
 - If the computer is not docked, insert a straightened paperclip into the system-off button on the left side of the computer.

BIOS updates are also available from the HP Customer Care web site (www.hp.com/go/support).

To update Windows drivers

From time to time, HP releases updated versions of the drivers for your computer. These updates are intended to fix any problems that could be encountered in the drivers, and to keep your computer running smoothly.

In addition, HP normally provides drivers for other versions of Microsoft Windows, in case you decide to install a different version of Windows.

- Download the latest drivers for your computer from www.hp.com/go/support.

Follow the instructions included with the drivers.

HP Support and Service

Getting Assistance for Your Computer

To get help from the web

HP has several web sites on the Internet dedicated to providing information to HP notebook computer users. The following sites are especially useful for helping you get support for your computer:

- **HP Customer Care web site.** Get e-mail and telephone support information, technical information, and software updates.
www.hp.com/go/support
- **HP Notebook Computer web site.** Get the latest information about technical support, plus information about warranty and support programs.
www.hp.com/notebooks

To contact HP for support or service

HP Customer Care Centers will assist you free of charge during the term of the warranty (you are responsible for the telephone charges).

During the free assistance period, HP will assist with questions about:

- Applications and operating systems included with your computer.
- HP-described operation environments and conditions.
- HP accessories, HP upgrades, and basic operation and troubleshooting.

HP will not be able to help with questions about:

- Non-HP hardware, software, operating systems, or usage not intended for or included (by HP) with the product.
- How to repair the product yourself.
- Product development or custom installations.
- Consulting.

To contact the HP Customer Care Center by e-mail, visit the HP Customer Care web site (www.hp.com/go/support) under “Contact HP”.

To call the Customer Care Center, check the HP Customer Care web site (www.hp.com/go/support) under “Contact HP” for the most complete and current list of phone numbers. If your HP notebook product is not normally sold by HP in the country of use, you must call a Customer Care Center that supports your notebook model. Currently, service and support assistance is provided only in the following countries:

Pavilion models

United States only: (208) 323-2551.

Omnibook 500

See the following table.

HP Support and Service
Getting Assistance for Your Computer

North America United States: (970) 635-1000 Canada: (905) 206-4663 Mexico: Mexico City: 52-58-9922 Outside Mexico City: 01-800-472 6684 Guadalajara: 669-9500 Monterrey: 378-4240 South America Argentina: From Argentina: 0810-555-5520 Outside Argentina: 5411-4778-8380 Brazil: São Paulo: (11) 3747-7799 Outside São Paulo: 0800-157751 Venezuela: 0800-157751 Europe Austria: +43-(0)7114-20-1080 Belgium: Dutch: 32-(0)2-626-8806 French: 32-(0)2-626-8807 Czech Republic: 42-(0)2-6130-7310 Denmark: +45-39-29-4099 Finland: 358-(0)203-47-288 France: +33 (0)1-43-62-34-34 Germany: +49-(0)180-52-58-143 Greece: +30-(0)1-619-64-11 Hungary: +36-(0)1-382-1111 Ireland: +353-(0)1-662-5525 Italy: +39-02-264-10350 Netherlands: +31-(0)20-606-8751 Norway: +47-22-11-6299 Poland: +48-22-519-06-00 Portugal: +351-21-317-6333	Russian Federation: Moscow: +7-095-797-3520 St. Petersburg: +7-812-346-7997 Spain: +34-902-321-123 Sweden: +46-(0)8-619-2170 Switzerland: +41-(0)848-80-11-11 Turkey: +90-216-579-71-71 Ukraine: +7-380-44-490-3520 United Kingdom: +44-(0)207-512-52-02 English (international): +44-(0)171-512-52-02 Asia and Australia Australia: 61-3-8877-8000 Hong Kong: 852-800-96-7729 India: 91-11-682-6035 Indonesia: 62-21-350-3408 Japan: 81-3-3335-8333 Korea: Seoul: 82-2-3270-0700 Outside Seoul: 080 999-0700 Malaysia: Penang: 60-3-295-2566 Outside Penang: 03-295-2566 New Zealand: 64-9-356-6640 People's Republic of China: 800-810-5959 Philippines: 63-2-867-3551 Singapore: 65-272-5300 Taiwan: 886-2-2717-0055 Thailand: 66-2-661-4000 Vietnam: 84-8-823-4530 Africa/Middle East Dubai: +971-(0)4-8839-292 Israel: +972-(0)9-952-4848 Africa: RSA: 086-000-1030 Outside RSA: +27-(0)11-258-9301
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For best service, make sure you have as much of the following available when you call.

- Your computer's model and serial number.
- Your computer's operating system.
- Any messages displayed when the problem occurred.
- Were there any changes to the computer, software, related hardware, or accessories before this occurred? Can the problem be re-created?

To receive repair service

If the HP notebook product is not normally sold by HP in the country of use, it must be returned for service to a country in which it is sold and supported.

If your computer is under warranty. To receive warranty repair service, contact an HP-authorized reseller, or contact the HP Customer Care Center—see “To contact HP for support or service” on page 203. The support technician will help qualify your unit for warranty repair based on the warranty applicable to your unit and original purchase date, and will provide you with repair processes. Warranty service may include the cost of shipping, handling, duties, taxes, freight, or fees to or from the service location.

If your computer is no longer under warranty. Contact an HP-authorized reseller or the HP Customer Care Center—see “To contact HP for support or service” on page 203. The support provider will let you know about repair charges and processes.

To prepare your computer for shipment

See “To receive repair service” above to determine if your computer must be sent in for service. If so, prepare your computer for shipment as follows.

1. **Important:** back up your hard disk drive. The hard disk may need to be replaced or reformatted while your computer is being repaired.
2. Hewlett-Packard cannot guarantee the return of removable components. Please remove the following prior to sending your computer in for service:
 - PC Cards.
 - AC adapter and power cord.
 - Any removable media, such as CDs, DVDs, or floppy disks.
 - Any hardware not involved in the problem and not requested for repair.
3. When sending your computer to Hewlett-Packard, please use the original product packaging or other substantial packaging in order to avoid damage to the unit in transit.

Note

If the hard disk drive is defective, you will receive a replacement drive that is either unformatted or loaded with software for verification. You should restore the computer's original software using your *Recovery CD* (see “To recover the factory installation of your hard disk” on page 196) or other recovery method.

Hewlett-Packard Limited Warranty Statement

1. HP warrants to you, the end-user customer, that HP hardware, accessories and supplies will be free from defects in materials and workmanship after the date of purchase, for the period specified in the Warranty Duration sheet included with your HP notebook computer. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.
2. HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified in the Warranty Duration sheet included with your computer, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.
3. HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.
4. HP's limited warranty is valid in any country or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country for which it was never intended to function for legal or regulatory reasons.
5. Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

6. TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country to country, state to state, or province to province.
7. TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Reference Information

Reference Information
Hardware Specifications

Hardware Specifications

Because we are constantly improving our products, the specifications shown below are subject to change. For the latest specifications, see the HP Notebook web site (www.hp.com/notebooks).

Physical Attributes	Computer: Size: 278 × 222 × 25 mm (10.9 × 8.7 × 1.0 in). Weight: 1.5 kg (3.4 lb) minimum, depending on model. Magnesium casing with rubberized grip surfaces. Computer docked in expansion base: Size: 298 × 257 × 45 mm (11.7 × 10.1 × 1.8 in). Weight: 2.4 kg (5.4 lb) minimum, depending on model.
Processor and Bus Architecture	600- to 750-MHz Intel Mobile Pentium III processor with Speed Step technology with 256-KB four-way set-associative L2 cache. —or— 500- to 600-MHz Intel Celeron processor with 128-KB four-way set-associative L2 cache. 1.6-V core, 2.5-V external, low-power processor. 32-KB (16-KB instruction, 16-KB data) L1 cache. 32-bit PCI bus.
Graphics	12.1-inch XGA active-matrix (TFT) display (1024 × 768 × 16M colors). External monitors up to 1600 × 1200 × 64K or 16M colors, and at least 75 Hz refresh rate. Zoomed Video support for PC Card slot. 3D and OpenGL graphics support. Celeron models: ATI Mobility M graphics accelerator with 4-MB display RAM, 2x AGP graphics capability. Pentium III models: ATI Mobility M1 graphics accelerator with 8-MB display RAM, 2x AGP graphics capability.
Power	Rechargeable lithium-ion battery (11.1 or 14.8 Vdc) with LED charge-level gauge. Battery life (one battery): up to 4 hours typical (varies with model and usage). Fast battery recharge: approximately 2 hours. Low-battery warning. Suspend/resume capability. Universal AC adapter: 100–240 Vac (50/60 Hz) input, 19 Vdc output, 60-65 W. Optional secondary battery available for expansion base module bays.

Mass Storage	Computer: 7.5- to 30-GB removable hard disk drive. 1.44-MB floppy drive module. Expansion base: Two bays for plug-in drive modules. Optional drive modules available.
RAM	Two slots for SDRAM expansion (SODIMM, PC-100) up to 512 MB. 64 or 128 MB RAM installed in system RAM slot under keyboard. 100-MHz RAM bus.
Audio System	Computer: Built-in speaker. 3D-enhanced PCI bus audio with Zoomed Video support. Built-in microphone. Separate audio-off button with indicator light. Headphone-out and microphone-in. Expansion base: CD player (can play with or without computer docked). Stereo sound via three built-in speakers. Analog pass-through from the computer. Headphone-out, microphone-in, and audio line-in.
Keyboard and Pointing Devices	84/85/87-key touch-type QWERTY keyboard with 101/102 key emulation. Embedded numeric keypad. 12 function (Fn) keys. 2 user-programmable One-Touch buttons. Pointing stick (TrackPoint technology licensed from IBM). Left and right click buttons, center scroll button.
LAN (3Com)	Ethernet 10Base-T (10 Mbps) and 100Base-TX (100 Mbps) support. Supports wake-on-LAN, fast IP, DMI, dRMON. MBA (Managed Boot Agent) support for PXE/BINL, BOOTP, NCP/IPX, DHCP.
Modem (3Com, US Robotics)	Data speed: 56 Kbps (V.90) maximum. Fax speed: 14.4 Kbps, Class 1 and 2. Modulation: V.21, V.22, V.22bis, V.23, V.32, V.32bis, V.34, V.90, X2, Bell 103, Bell 212A. Synchronous transfer: V.80. Compression: V.42bis, MNP5. Error correction: V.42, MNP2-4. Fax: Group 3 fax, Class 1. V.17, V.27ter, V.29, V.21 channel 2. Local modem adapter provided for non-U.S. regions.

Reference Information
Hardware Specifications

802.11 Wireless LAN	Radio: IEEE 802.11b, WECA Wi-Fi compliant, direct sequence spread spectrum. Operating frequency: 2.5-GHz ISM band, exact frequencies and channels depend on country. Raw data rate: 1, 2, 5.5, or 11 Mbps. Transmitter output: 15 dBm typical (approx. 30 mW), 16 dBm max (approx. 40 mW). Receiver sensitivity: -84 dBm typical. Range: up to 100 m (300 ft) or more, depending on environment and conditions. On-off button with power indicator. USB interface.
Input/Output	Computer: 2 universal serial bus (USB) ports. 15-pin VGA video-out with DDC support. Dual display. 4-Mbps IrDA-compliant infrared port. Expansion base: 2 universal serial bus (USB) ports. 9-pin, 115,200-bps serial (16550 UART). 25-pin bi-directional ECP/EPP parallel. 15-pin VGA video-out with DDC support. S-video (TV out). Dual display. PS/2 keyboard and PS/2 mouse.
Expandability	Computer: One Type II 16-/32-bit PC Card slot (3.3- and 5-V support). CardBus enabled, Zoomed Video support. Expansion base: Two plug-in module bays for accessory modules.
Security Features	User and administrator passwords. System, hard drive, and docking passwords. PC identification displayed at boot. DMI-accessible electronic serial number. Kensington MicroSaver lock slot.
Environmental Limits	Operating temperature: 5 to 35 °C (41 to 95 °F). Operating humidity: 20 to 90 percent RH (5 to 35 °C). Operating altitude: up to 3000 m (10,000 ft) at 25 °C (77 °F). Storage temperature: -20 to 50 °C (-4 to 122 °F).

Major ICs	Computer: CPU: Intel Mobile Pentium III or Celeron processor. South Bridge: PIIX4M. Display controller: ATI Mobility M or M1. Audio controller: ESS Maestro-3 and ESS ES1921. CardBus controller: TI PCI 1410. Keyboard/embedded controller: National NS87570. Super I/O: National NS97338. Expansion base: Embedded controller: National NS87570. PCI IDE controller: CMD PCI-648. Audio controller: OZ163.
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Modem Reference Information

If your computer has a built-in modem, you can customize the operation of the modem using AT commands and S-registers. You can do this from Modems (Windows 98) or Phone and Modem Options (Windows 2000 and XP) in Control Panel, from most communications software, or by using terminal mode in your software. See “To change your modem settings” on page 68.

Note

You should have a good understanding of modems and how they operate before you change default settings.

This section contains summary information about AT commands, S-registers, and selected result codes for the built-in modem.

Modem Reference (3Com, US Robotics)

In the following AT command table, default settings are shown in bold. All listed AT commands except **+++**, **/**, and **A/** must be preceded by “AT.”

AT Commands (3Com, US Robotics)

Command	Function (3Com, US Robotics)
+++	Escape to online command mode (not preceded by AT)
/	Pause (not preceded by AT), 125 ms default
A	Answer manually
A/	Repeat last command (not preceded by AT)
D...	Dial a phone number and issue other optional commands: 0-9=Dial digit, T=Tone dial, P=Pulse dial, R=Call an originate-only modem, W=Wait for second dial tone (X2, X4), @=Wait for answer (X3, X4), (comma)=Pause in dialing, !=Flash switch hook, #=Auxiliary tone dial digit, *=Auxiliary tone dial digit, ;=Stay in command mode after dialing, \$=Wait for calling card bong, &=Wait for calling card bong, ^=Dial the letters that follow.
D\$	Display a list of dial commands
DL	Redial last number
DL?	Display last dialed number
DSn	Dial stored number (n=0,1,2,3)
E0	Turn command echo off
E1	Turn command echo on
F0	Turn online echo on
F1	Turn online echo off
H0	Hang up (go on-hook)
H1	Pick up (go off-hook)
I0	Display the 4-digit product code
I1	Display the checksum
I2	Display the RAM test results

Reference Information
Modem Reference Information

Command	Function (3Com, US Robotics)
I3	Display the firmware version
I4	Display the current modem settings
I5	Display user profiles
I7	Display the product configuration
I8	Display blacklist screen
I10	Display VXD configuration screen
I11	Display V.34 link screen
L0	Set modem speaker volume off
L1	Set modem speaker volume on (low)
L2	Set modem speaker volume on (medium)
L3	Set modem speaker volume on (high)
M0	The modem's speaker is always off
M1	The modem's speaker is on until a connection is made
M2	The modem's speaker is always on
M3	The modem's speaker is off during dialing, and on after dialing until the connection is made
O0	Return to online mode
O1	Return to online mode and retrain (automatically return to the highest speed)
S\$	Display the list of S-register settings
Sr=n	Set S-Register "r" to "n"
Sr?	Display the value of S-Register "r"
V0	Display result codes in numeric form
V1	Display result codes in verbose form (words)
X0	Report basic call progress result codes, i.e., OK, CONNECT, RING, NO CARRIER, (also, for busy, if enabled, and dial tone not detected), NO ANSWER and ERROR
X1	Report basic call progress result codes and the connect rates—OK, CONNECT, RING, NO CARRIER (also, for busy, if enabled, and dial tone not detected), NO ANSWER, CONNECT XXXX and ERROR
X2	Report basic call progress result codes and the connect rates i.e., OK, CONNECT, RING, NO CARRIER (also, for busy, if enabled), NO DIAL TONE, NO ANSWER, CONNECT XXXX and ERROR
X3	Report basic call progress result codes and connection rate i.e., OK, CONNECT, RING, NO CARRIER, NO ANSWER, CONNECT XXXX, BUSY and ERROR
X4	Report all call progress result codes and connection rate i.e., OK, CONNECT, RING, NO CARRIER, NO ANSWER, CONNECT XXXX, BUSY, NO DIAL TONE and ERROR
Y0	On the next reset, use &W0 settings
Y1	On the next reset, use &W1 settings
Y2	On the next reset use, &F0 settings
Y3	On the next reset, use &F1 settings
Y4	On the next reset, use &F2 settings
Z0	Reset the modem according to the settings of ATY
Z1	Reset the modem and use &W0 settings
Z2	Reset the modem and use &W1 settings
Z3	Reset the modem using &F0 settings and load factory default profile 1
Z4	Reset the modem using &F1 settings and load factory default profile 0
Z5	Reset the modem using &F2 settings and load factory default profile 2
\$	Display the list of AT commands
&\$	Display the list of ampersand commands
&A0	Disable data compression result codes
&A1	Enable data compression result codes
&A2	Enable modulation result codes
&A3	Enable data compression result codes and add V.42bis and MNP 5 protocol indicators

Reference Information
Modem Reference Information

Command	Function (3Com, US Robotics)
&B0	Use a floating DTE speed
&B1	Use a fixed DTE speed
&B2	Use a fixed DTE speed when using data compression
&C0	Carrier detect is always on
&C1	Carrier detect is controlled by the modem.
&D0	Ignore DTR
&D1	Use online command mode
&D2	DTE controls DTR
&D3	DTE controls DTR and reset
&F0	Set the factory profile that uses hardware (RTS/CTS) flow control (this is the active profile when the modem is shipped)
&F1	Set the factory profile that uses hardware (RTS/CTS) flow control
&F2	Set the factory profile that uses software (XON/XOFF) flow control
&G0	No guard tone
&G1	Use 550 Hz guard tone
&G2	Use 1800 Hz guard tone
&H0	Flow control for transmitted data - Disable flow control
&H1	Flow control for transmitted data - Enable hardware flow control (RTS/CTS)
&H2	Flow control for transmitted data - Enable software (XON/XOFF)
&H3	Flow control for transmitted data - Enable both software and hardware flow control
&I0	Flow control for received data - Disable flow control
&I1	Flow control for received data - send XON/XOFF signals to modems on both ends
&I2	Flow control for received data - send XON/XOFF signals to your modem only
&I3	HP Eng/Ack in Host mode
&I4	HP Eng/Ack in Terminal Mode
&I5	Flow control for received data - If error correction is used, send XON/XOFF signals to your modem only; if data compression is not used, look for incoming XON/XOFF
&K0	Disable data compression
&K1	Enable data compression (V.42bis, MNP 5, NONE)
&K2	Enable data compression (forces V.42bis)
&K3	Use selective data compression
&M0	Disable error correction in 1200 bps and faster transfers
&M4	Allow V.42 or MNP error correction in 1200 bps and faster transfers
&M5	Allow either V.42 or MNP error correction in 1200 bps and faster transfers
&Nn	Set link speed (bps): 0=Highest speed , 1=300, 2=1200, 3=2400, 4=4800, 5=7200, 6=9600, 7=12000, 8=14400, 9=16800, 10=19200, 11=21600, 12=24000, 13=26400, 14=28800, 15=31200, 16=33600, 17=36000, 18=38400, 19=40800, 20=43200, 21=45600, 22=48000, 23=50400, 24=52800, 25=55200, 26=57600, 27=60000, 28=62400, 29=64800, 30=67200, 31=69600, 32=72000, 33=74400, 34=76800, 35=79200, 36=81600, 37=84000, 38=86400, 39=88800, 40=91200, 41=93600, 42=96000, 43=98400, 44=100800, 45=103200, 46=105600, 47=108000, 48=110400, 49=112800, 50=115200, 51=117600, 52=120000, 53=122400, 54=124800, 55=127200, 56=129600, 57=132000, 58=134400, 59=136800, 60=139200, 61=141600, 62=144000, 63=146400, 64=148800, 65=151200, 66=153600, 67=156000, 68=158400, 69=160800, 70=163200, 71=165600, 72=168000, 73=170400, 74=172800, 75=175200, 76=177600, 77=180000, 78=182400, 79=184800, 80=187200, 81=189600, 82=192000, 83=194400, 84=196800, 85=199200, 86=201600, 87=204000, 88=206400, 89=208800, 90=211200, 91=213600, 92=216000, 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Reference Information
Modem Reference Information

Command	Function (3Com, US Robotics)
&W1	Store user profile 1 to memory
&Zn=s	Store phone number (n= 0,1,2,3)
&Zn?	Display phone number

S-Registers (3Com, US Robotics)

Register	Function (3Com, US Robotics)	Range	Default
S0	Number of rings before the modem auto-answers a call (0 means auto-answer is disabled and manual answer is in effect)	0-255	0 rings
S1	Counts and logs the number of rings	0-255	0 rings
S2	Designates the ASCII character used to indicate an escape character	0-127	43
S3	Designates the ASCII character used for carriage returns	0-127	13
S4	Designates the ASCII character used for line feeds	0-127	10
S5	Designates the ASCII character used for backspaces	0-127	8
S6	Dial tone wait time; if AT command X is set to X2 or X4, the modem ignores this register and dials as soon as it detects a dial tone (seconds)	2-255	3
S7	Carrier wait time (seconds)	1-255	60
S8	Pause in dialing time (comma in dialing string) (seconds)	0-255	2
S9	Carrier detect validation time (1/10 second)	1-255	6
S10	Delay time between lost carrier and hang up; if S10=255, the modem will not hang up when the carrier is lost; dropping DTR hangs up the modem (1/10 second)	1-255	7
S11	Duration of the touchtone dialing tone spacing (in milliseconds)	50-255	70
S12	Guard time for the escape code (1/50 second)	0-255	1
S13	Bitmapped register. 1=Reset on DTR loss 2=Reduced non-ARQ transmit buffer 4=Set DEL=backspace 8=Do DS0 on DTR 16=Do DS0 on Reset 128=Escape code hangup	0-255	0
S15	Bitmapped register. 1=MNP/V.42 disabled in V.22 2=MNP/V.42 disabled in V.22bis 4=MNP/V.42 disabled V.32, V.34 8=Disable MNP handshake 16=Disable MNP level 4 32=Disable MNP level 3 64=Unusual MNP incompatibility 128=Disable V.42 136=Disable V.42 detection phase	0-255	0
S16	Bitmapped test register. 2=Dial test	2	0
S18	Test timer for AT command &T - when AT&T=0, the timer is disabled (seconds)	0-255	0
S19	Duration for inactivity timer; S19=0 disables the timer (minutes)	0-255	0
S21	Sets error correction break length (1/100 second)	0-255	1
S22	Designates the ASCII character code for XON	0-127	17
S23	Designates the ASCII character code for XOFF	0-127	19
S25	DTR debounce time indicator (1/100 second)	0-255	0

Reference Information
Modem Reference Information

Register	Function (3Com, US Robotics)	Range	Default
S27	Bitmapped register. 1=V.21 mode 2=Disable TCM 4=Disable V.32 8=Disable 2100Hz 16=Enable V.23 fallback 32=Disable V.32bis 128=Software compatibility mode		0
S28	V.32 Handshake Time (1/10 second)	0-255	8
S29	V.21 Answer Mode Fallback Timer (1/10 second)	0-255	20
S32	Connection bitmapped operations. 1=V.8 call indicate enable 2=Enable V.8 mode 8=Disable V.34 modulation 16=Disable V.34+ modulation 32=Disable X2 modulation 64=Disable V.90 modulation		2
S33	V.34 and V.34+ connection setup bitmapped control flags. 1=Disable 2400 symbol rate 2=Disable 2743 symbol rate 4=Disable 2800 symbol rate 8=Disable 3000 symbol rate 16=Disable 3200 symbol rate 32=Disable 3429 symbol rate 128=Disable shaping		0
S34	V.34 and V.34+ connection setup bitmapped control flags 16=Disable nonlinear coding 32=Disable transmit level deviation 64=Disable preemphasis 128=Disable precoding		0
S38	Delay before forced hangup (optional) (seconds)	0-255	0

Selected Result Codes (3Com, US Robotics)

Code	Meaning
0	OK
1	CONNECT
2	RING
3	NO CARRIER
4	ERROR
5	CONNECT 1200
6	NO DIAL TONE
7	BUSY
8	NO ANSWER

Safety Information

Power Cords

The power cord supplied with the computer's AC adapter should match the plug and voltage requirements for your local area. Regulatory approval for the AC adapter has been obtained using the power cord for the local area. However, if you travel to a different area or need to connect to a different outlet or voltage, you should use one of the power cords listed below. To purchase a power cord (including one for a country not listed below) or a replacement AC adapter, contact your local Hewlett-Packard dealer or Sales office. For any power cord with a fused plug, if you have to replace the fuse, be sure to install an approved fuse.

Country	Rated Voltage and Current	HP Part Number
Canada Mexico Philippines Taiwan United States	125 Vac (3 A)	8120-6313
Europe Egypt Israel Saudi Arabia	250 Vac (2.5 A)	8120-6314
Hong Kong Singapore United Kingdom	250 Vac (2.5 A)	8120-8699
Australia New Zealand	250 Vac (2.5 A)	8120-6312
Japan	125 Vac (3 A)	8120-6316
India	250 Vac (2.5 A)	8121-0702
South Africa	250 Vac (2.5 A)	8120-6317
Argentina	250 Vac (2.5 A)	8120-8367
Chile	250 Vac (2.5 A)	8120-8452
People's Republic of China	250 Vac (2.5 A)	8120-8373

Ergonomics

WARNING

Improper use of keyboards and other input devices has been associated with ergonomic injury. For information about reducing your risk, see *Working in Comfort* in the online HP Library, or visit our ergonomics web site, www.hp.com/ergo.

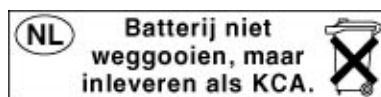
Battery Safety

Note

The following batteries are compatible only with HP Omnibook Series computers:

- HP F2098 (main battery)
- HP F2014 (secondary battery)
- Sanyo 4UF103450P-QC-3

- To avoid risk of fire, burns, or damage to your battery pack, do not allow any metal object to touch the battery contacts.
- Do not disassemble the battery. There are no serviceable parts inside. Do not dispose of the battery pack in fire or water.
- Handle a damaged or leaking battery with extreme care. If you come in contact with the electrolyte, wash the exposed area with soap and water. If it contacts the eye, flush the eye with water for 15 minutes and seek medical attention.
- Do not expose the battery pack to storage temperatures above 60 °C (140 °F).
- When the battery is not in use, store it in the battery pouch provided.
- When discarding a battery pack, contact your local waste disposal provider regarding local restrictions on the disposal or recycling of batteries.
- To obtain a replacement battery, contact your local dealer or HP sales office.
- Do not charge the battery pack if the ambient temperature exceeds 45 °C (113 °F).
- Replace only with the same or equivalent type battery pack recommended by the manufacturer.



Laser Safety

The CD-ROM and DVD drives used with the computer are certified as a Class 1 laser devices according to the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard and International Standards IEC 825 / IEC 825-1 (EN60825 / EN60825-1). These devices are not considered harmful, but the following precautions are recommended:

- Ensure proper use by reading and following the instructions carefully.
- If the unit requires service, contact an authorized HP service center— see “To contact HP for support or service” on page 203.
- Do not attempt to make any adjustment of the unit.
- Avoid direct exposure to the laser beam—do not open the unit.

CLASS 1 LASER PRODUCT LASER KLASSE 1

LED Safety

The infrared port located on the right side of the computer is classified as a Class 1 LED (light-emitting diode) device according to International Standard IEC 825-1 (EN60825-1). This device is not considered harmful, but the following precautions are recommended:

- If the unit requires service, contact an authorized HP service center— see “To contact HP for support or service” on page 203.
- Do not attempt to make any adjustment of the unit.
- Avoid direct eye exposure to the infrared LED beam. Be aware that the beam is invisible light and cannot be seen.
- Do not attempt to view the infrared LED beam with any type of optical device.

CLASS 1 LED PRODUCT LEDSCHÜTZKLASSE 1 PRODUKT
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Exposure to Radio Frequency Radiation

The radiated output power of the IEEE 802.11 internal wireless radio is far below the FCC radio frequency exposure limits. Nevertheless, the wireless radio shall be used in such a manner that the potential for human contact during normal operation is minimized.

The internal wireless radio operates within guidelines found in radio frequency safety standards and recommendations, which reflect the consensus of the scientific community. HP therefore believes the internal wireless radio is safe for use by consumers. The level of emitted energy emitted is far less than the electromagnetic energy emitted by wireless devices such as mobile phones. However, the use of wireless radios may be restricted in some situations or environments, such as aboard airplanes. If you are unsure of restrictions, you are encouraged to ask for authorization before turning on the wireless radio.

Regulatory Information

This section presents information that shows how your computer complies with regulations in certain regions. Any modifications to your computer not expressly approved by Hewlett-Packard could void the authority to operate the computer in these regions.

U.S.A.

This computer has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This computer generates, uses, and can radiate radio frequency energy. If not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this computer does cause harmful interference to radio or television reception (which can be determined by removing the unit's batteries and AC adapter), try the following:

- Reorienting or relocating the receiving antenna.
- Relocating the computer with respect to the receiver.
- Connecting the computer's AC adapter to another power outlet.

Connections to Peripheral Devices

To maintain compliance with FCC Rules and Regulations, use properly shielded cables with this device.

For more information, consult your dealer, an experienced radio/television technician, or the following booklet, prepared by the Federal Communications Commission: *How to Identify and Resolve Radio-TV Interference Problems*. This booklet is available from the U.S. Government Printing Office, Washington, DC 20402, Stock Number 004-000-00345-4. At the first printing of this manual, the telephone number was (202) 512-1800.

Reference Information
Regulatory Information

Declaration of Conformity (U.S.A.)

Responsible Party: Hewlett-Packard Company
Manager of Corporate Product Regulations
3000 Hanover Street
Palo Alto, CA 94304
+1 (650) 857-1501
declares that the product(s)

Trade name: Hewlett-Packard Company

Product name: HP Omnibook 500, Pavilion ZU1xxx (where x is any digit 0–9), and F2096 expansion base

Complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Canada

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par le Ministère des Communications du Canada. Le composant RF interne est conforme à la norme CNR-210 d'Industrie Canada. L'utilisation de ce dispositif est autorisée seulement aux conditions suivantes : (1) il ne doit pas produire de brouillage et (2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

European Union

The equipment has been approved in accordance with Council Decision 98/482/EC for pan-European single terminal connection to the public switched telephone network (PSTN) and to a radio-frequency wireless network. However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point.

In event of problems, you should contact your equipment supplier in the first instance.

This equipment has been designed to work in all of the countries of the European Economic Area (Public Switched Telephone Networks). Network compatibility is dependent on internal software settings. Contact your equipment supplier if it is necessary to use the equipment on a different telephone network. For further product support, contact Hewlett-Packard—see “To contact HP for support or service” on page 203.

Belgium: For outdoor usage only channels 10 (2457 MHz) and 11 (2462 MHz) is allowed. For private usage outside buildings across public grounds over less than 300m, no special registration with IBPT/BIPT is required. Registration to IBPT/BIPT is required for private usage outside buildings across public grounds over more than 300m. An IBPT/BIPT license is required for public usage outside building. For registration and license please contact IBPT/BIPT.

France: Restricted frequency band: only channels 10 and 11 (2457 MHz and 2462 MHz respectively) may be used in France. License required for every installation, indoor and outdoor installations. Please contact ART for the procedure to follow. Use with outdoor installations not allowed.

Germany: License required for outdoor installations. Check with reseller for procedure to follow.

Netherlands: License required for outdoor installations. Check with reseller for procedure to follow.

Italy: License required for indoor use. Use with outdoor installations not allowed.

Reference Information

Regulatory Information

Die Geräte wurden gemäß Ratsentscheidung 98/482/EC für den Anschluss an eine einzelne Telefonbuchse im europäischen Raum (Public Switched Telephone Network) und drahtlose Funknetzwerke zertifiziert. In Anbetracht der Unterschiede zwischen den einzelnen Telefonnetzen bietet die Zertifizierung für sich genommen keine absolute Sicherheit, dass die Geräte bei Anschluss an jeder beliebigen Telefonbuchse funktionieren.

Sollten Probleme auftreten, wenden Sie sich zunächst an den Gerätehersteller.

Diese Geräte wurden zum Betrieb in allen Ländern der europäischen Wirtschaftsgemeinschaft entwickelt (Public Switched Telephone Networks). Die Kompatibilität zum Netz ist von internen Software-Einstellungen abhängig. Wenden Sie sich an den Gerätehersteller, wenn Sie die Geräte in einem anderen Telefonnetz einsetzen müssen. Weitere Informationen zur Unterstützung für das Produkt erhalten Sie bei Hewlett-Packard.

Cet équipement a été reconnu conforme aux décisions du Conseil 98/482/EC relatives à la connexion pan-européenne de terminal simple au réseau téléphonique public commuté (RTPC) et à un réseau sans fil RF. Cependant, des différences existant entre les RTPC nationaux présents dans les différents pays, cette homologation en elle-même ne garantit pas la réussite de toutes les opérations sur tous les points de terminaison du réseau téléphonique public commuté.

En cas de problème, prenez contact avec le fournisseur auprès duquel vous vous êtes procuré votre équipement.

Cet équipement a été conçu pour fonctionner dans tous les pays membres de la zone d'échange européenne (Réseaux Téléphoniques Publics Commutés).

La compatibilité entre réseaux dépend des paramètres internes du logiciel.

Prenez contact avec le fournisseur auprès duquel vous vous êtes procuré votre équipement pour savoir s'il est préférable d'utiliser ce dernier sur un autre réseau téléphonique. Si vous souhaitez obtenir de l'aide, prenez contact avec Hewlett-Packard.

Questa apparecchiatura è stata approvata in conformità alla Decisione del Consiglio 98/482/EC che regola, in seno all'Unione Europea, la connessione di singoli terminali alla rete telefonica pubblica commutata (PSTN) e alla rete wireless in radio frequenza. Tuttavia, a causa delle differenze esistenti tra i singoli servizi PSTN forniti nei diversi paesi, l'approvazione in sé stessa non rappresenta una garanzia assoluta di funzionamento su ogni singolo punto di terminazione della rete PSTN.

In caso di problemi, per prima cosa rivolgersi al fornitore dell'apparecchiatura.

Questa apparecchiatura è stata progettata per funzionare in tutti i paesi dell'Area Economica Europea (reti telefoniche pubbliche commutate). La compatibilità della rete dipende dalle impostazioni interne del software. Rivolgersi al fornitore dell'apparecchiatura qualora sia necessario utilizzare quest'ultima su una rete telefonica diversa. Per ulteriore assistenza sul prodotto, contattare Hewlett-Packard.

Japan

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。

取り扱い説明書に従って正しい取り扱いをして下さい。

Japan Telecommunications Approval

JATE approval number: A99-0700JP, A99-0976JP.

Name of Equipment: 3CN3AX556, 3CN3BM1556B.

Russia

Продукт сертифицирован в системе ГОСТ Р

Модем сертифицирован в системе ЭЛЕКТРОСВ



International

Products sold internationally by Hewlett-Packard and its authorized dealers meet the specifications listed on the following pages.

Reference Information
Regulatory Information

Declaration of Conformity (according to ISO/IEC Guide 22 and EN 45014)

Manufacturer's Name: Hewlett-Packard Company, Mobile Computing Division
Manufacturer's Address: 19310 Pruneridge Ave., Cupertino, CA 95014, U.S.A.

declares that the following product

Product Name: HP notebook PC
Model Numbers: Omnibook 500 and Pavilion ZU1xxx (where x is any digit 0–9)
Product Options: All, including options for analog modem (3Com/USR) and radio link

conforms to the following product specifications

Safety: IEC 60950: 1991 +A1,A2,A3,A4 / EN 60950: 1992 +A1,A2,A3,A4,A11
IEC 60825-1: 1993 +A1 / EN 60825-1: 1994 +A11 Class 1 LED
GB4943-1995

EMC: CISPR 22: 1997 / EN 55022: 1998, Class B [1]
CISPR 24: 1997 / EN 55024: 1998
IEC 61000-3-2: 1995 / EN 61000-3-2:1995 +A1: 1998 +A2: 1998
IEC 61000-3-3: 1994 / EN 61000-3-3:1995
GB9254-1998
FCC Title 47 CFR, Part 15 Class B/ANSI C63.4: 1992
AS/NZS 3548: 1995 Rules and Regulations of Class B

Telecom: TBR 21: 1998, EG 201 121: 1998

Radio: ETS 300-826 General EMC requirements for Radio equipment
Equipment Class 2 ETS 300-328 Technical requirements for Radio equipment
Notified Body Number: 0682
Notified Body Address: CETECOM ICT Services GmbH, Untertuerkheimer Str. 6-10, D-66117 Saarbruecken

Supplementary Information: The product herewith complies with the requirements of the R&TTE Directive 1999/5/EC and carries the CE marking accordingly.

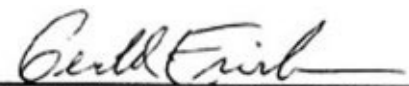
[1] The product was tested in a typical configuration with Hewlett-Packard Personal Computer peripherals.

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

The HP F1454A and F1781A ac/dc adapter used with this product is designed to operate on all power systems, other than IT power systems.

Corvallis, OR, April 11, 2001




Jerry Erickson, R&D Product Execution Manager

European Contact for regulatory topics only: Hewlett Packard GmbH, HQ-TRE, Herrenberger Strasse 130, 71034 Boeblingen, Germany. Fax: +49 7031 143143.
USA Contact: Hewlett Packard Co., Corporate Product Regulations Manager, 3000 Hanover Street, Palo Alto, CA 94304, U.S.A. Phone: +1 (650) 857-1501.

Declaration of Conformity (according to ISO/IEC Guide 22 and EN 45014)

Manufacturer's Name: Hewlett-Packard Company
Manufacturer's Address: Mobile Computing Division
19310 Pruneridge Ave.
Cupertino, CA 95014, U.S.A.

declares that the following product

Product Name: Expansion base
Model Numbers: F2096
Product Options: All

conforms to the following product specifications

Safety: IEC 950: 1991 +A1,A2,A3,A4 / EN 60950: 1992 +A1,A2,A3,A4,A11
GB4943-1995

EMC: CISPR 22: 1997 / EN 55022: 1998, Class B [1]
CISPR 24: 1997 / EN 55024: 1998
IEC 61000-3-2: 1995 / EN 61000-3-2:1995 +A1: 1998 +A2: 1998
IEC 61000-3-3: 1994 / EN 61000-3-3:1995
GB9254-1998
FCC Title 47 CFR, Part 15 Class B/ANSI C63.4: 1992
AS/NZS 3548: 1995 Rules and Regulations of Class B

Supplementary Information: The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC, amended by 92/31/EEC & 93/68/EEC, and carries the CE marking accordingly.

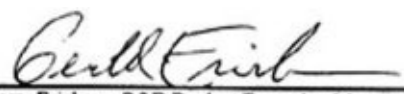
[1] The product was tested in a typical configuration with Hewlett-Packard Personal Computer peripherals.

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

The HP F1454A and F1781A ac/dc adapter used with this product is designed to operate on all power systems, other than IT power systems.

Corvallis, OR, April 12, 2001




Jerry Erickson, R&D Product Execution Manager

European Contact for regulatory topics only: Hewlett Packard GmbH, HQ-TRE, Herrenberger Strasse 130, 71034 Boeblingen, Germany. Fax: +49 7031 143143.
USA Contact: Hewlett Packard Co., Corporate Product Regulations Manager, 3000 Hanover Street, Palo Alto, CA 94304, U.S.A. Phone: +1 (650) 857-1501.

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