

# Maintenance and Service Guide

Compaq Presario 5300 Series Computers

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See the [Notice](#) for copyright and trademark information, and the [Preface](#) for symbol conventions and Technician Notes.

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To report a technical problem, contact your Regional Support Center or IM Help Center.

For content comments or questions, contact the [Editor](#).

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***Online Maintenance and Service Guide***  
**Compaq Presario 5300 Series Personal Computers**

June 1999

# PREFACE

This *Maintenance and Service Guide* is a troubleshooting guide that can be used for reference when servicing the Compaq Presario 5300 Series Personal Computers.

Compaq Computer Corporation reserves the right to make changes to the Compaq Presario 5300 Series Personal Computers without notice.

## Symbols

The following words and symbols mark special messages throughout this guide.

	<b>WARNING:</b> Text set off in this manner indicates that failure to follow directions in the warning could result in bodily harm or loss of life.
	<b>CAUTION:</b> Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of data.
<b>IMPORTANT:</b>	Text set off in this manner presents clarifying information or specific instructions.
<b>NOTE:</b>	Text set off in this manner presents commentary, sidelights, or interesting points of information.

## Technician Notes

	<b>WARNING:</b> Only authorized technicians trained by Compaq should repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly/module level repair. Because of the complexity of the individual boards and subassemblies, the user should not attempt to make repairs at the component level or to make modifications to any printed circuit board. Improper repairs can create a safety hazard. Any indications of component replacement or printed circuit board modifications may void any warranty.
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## Serial Number

When requesting information or ordering spare parts, the computer serial number should be provided to Compaq. The serial number can be found on the front right side of the chassis (between the CD/DVD/Zip drives and the drive door hinge), and on the rear of the computer above the power supply.

**SHOW ME**

## Locating Additional Information

The following documentation is available to support this product:

- Compaq Presario documentation set
- *Introducing Windows 98 Guide*
- Service Training Guides
- Compaq Service Advisories and Bulletins
- *Compaq QuickFind*
- *Compaq Service Quick Reference Guide*
- *Compaq Help Center*

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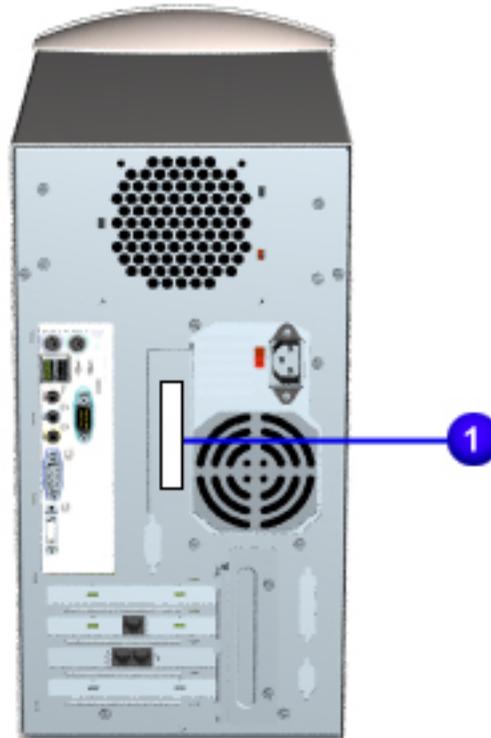
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## REMOVAL & REPLACEMENT

### Serial Number

The computer serial number should be provided to Compaq whenever requesting information or ordering spare parts. The serial number is located on the rear of the computer above the power supply, and also on the cover next to the bezel.



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## PRODUCT DESCRIPTION

### Compaq Presario 5300 Series Standard Configurations

Models	Processor MHz	Hard drive GB	RAM MB	CD/DVD	Modem
5330, 5333	K6-2 (380)	4.3	64	32X CD	56K
5340	K6-2 (400)	4.3	96	32X CD	56K
5345	K6-2 (400)	10.0	96	32X CD	56K
5346 (APD)	Celeron (400)	4.3	32	32X CD	PCI 56K
5346 (EMEA)	Celeron (400)	4.3	64	32X CD	PCI 56K
5352	Celeron (433)	8.0	64	6X DVD	56K
5354	Celeron (433)	4.3	64	32X CD	PCI 56K
5356 (APD)	Celeron (433)	4.3	32	32X CD	PCI 56K
5356 (EMEA)	Celeron (433)	6.0	64	32X CD	PCI 56K
5358	Celeron (433)	6.0	64	6X DVD	PCI 56K
5359	Celeron (433)	8.0	64	6X DVD	PCI 56K
5360	K6-2 (450)	10.0	64	32X CD	56K
5363	K6-2 (450)	8.0	64	32X CD	56K
5365	K6-2 (450)	12.0	64	32X CD	56K
5373	Celeron (466)	15.0	96	32X CD	56K
5376 (EMEA)	Celeron (466)	6.0	64	32X CD	PCI 56K
5376 (APD)	Celeron (466)	8.0	64	32X CD	PCI 56K
5378	Celeron (466)	6.0	64	6X DVD	PCI 56K
5396 (EMEA)	Celeron (500)	8.0	64	6X DVD	PCI 56K
5396 (APD)	Celeron (500)	8.0	64	32X CD	PCI 56K
5398	Celeron (500)	10.0	64	6X DVD	PCI 56K

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**CPU controls  
and lights**

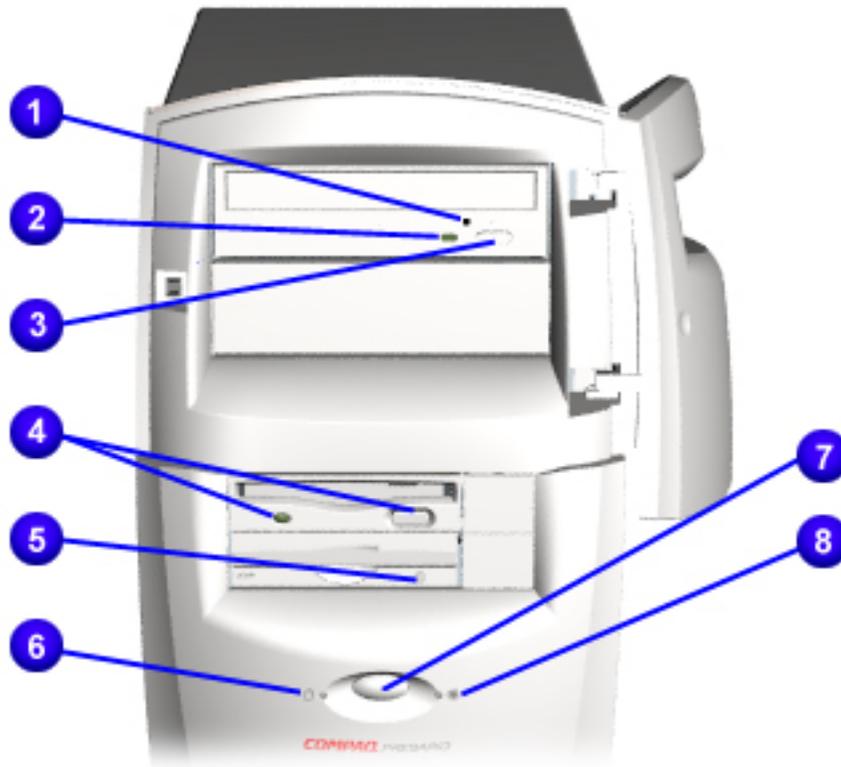
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## PRODUCT DESCRIPTION



### **CPU Controls and Lights**

**1** Emergency eject slot

**2** CD/DVD drive activity light (on some models this light is displayed to the left of the manual eject slot)

**3** CD/DVD load/eject button

**4** Floppy drive eject button

**5** Zip drive eject button & activity light

**6** Drive activity light

**7** Instant on button

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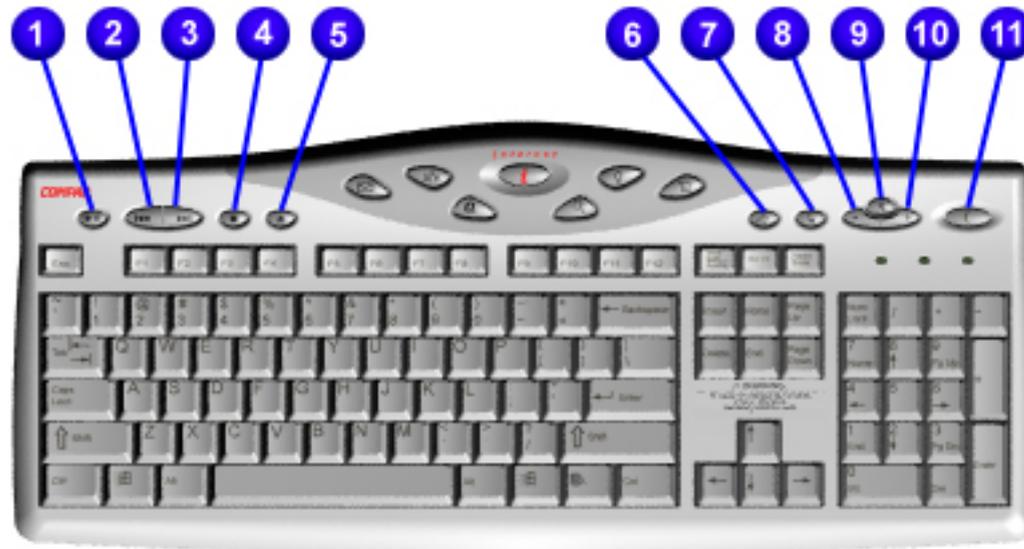
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## PRODUCT DESCRIPTION

Available on select models. **Top left and right controls** (click here for [keyboard top right corner](#) assignments)



### *Keyboard Controls and Lights*

1. Play/pause
2. Previous track
3. Next track
4. Stop
5. Load/Eject CD
6. Quick print
7. Application launch
8. Volume down
9. Mute
10. Volume up
11. Sleep button

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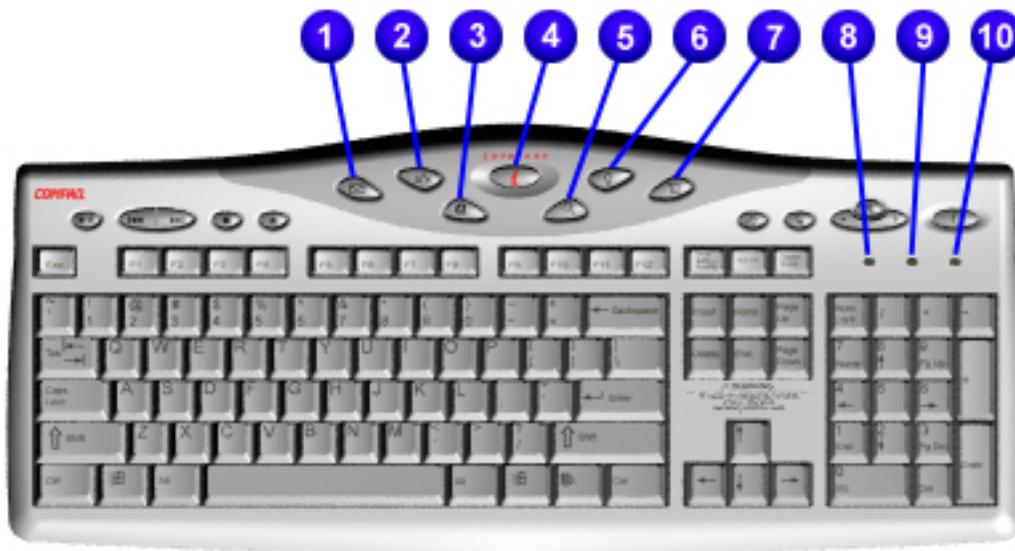
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## PRODUCT DESCRIPTION

Center controls and upper right corner lights



**Keyboard Controls and Lights**

**Easy Access Internet Keyboard**

- 1** Instant e-mail
- 2** Daily destination
- 3** My presario
- 4** Instant internet
- 5** Instant search
- 6** Online Marketplace
- 7** Retail central
- 8** Num lock light
- 9** Caps lock light
- 10** Scroll lock light

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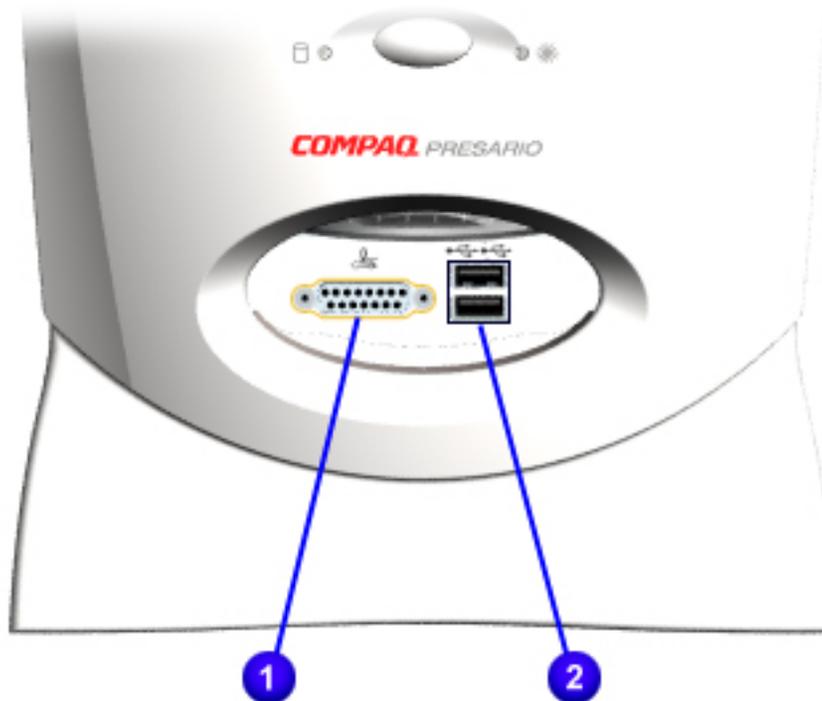
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## PRODUCT DESCRIPTION



***Creativity  
Action Center  
(available on  
select  
models)***

**1** Gamepad/joystick port

**2** Two USB ports

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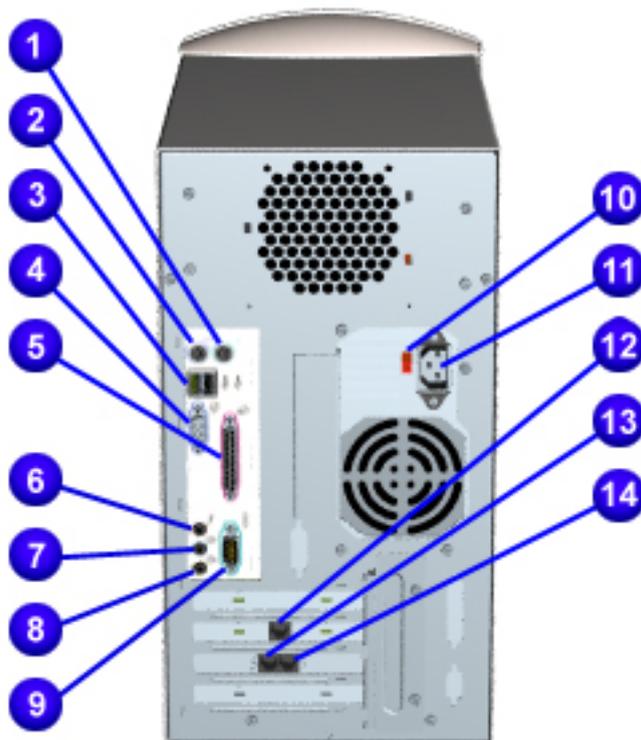
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## PRODUCT DESCRIPTION



### *CPU Rear Connectors for 5330, 5333, 5340, 5345, 5346, 5360, 5363, 5365*

Click [here](#) to jump to connector pin assignments. Click [here](#) for CPU back connectors for other models.

- 1 Mouse
- 2 Keyboard
- 3 Two USB ports
- 4 SVGA monitor port
- 5 Parallel (printer) port
- 6 Microphone in
- 7 Audio line in
- 8 Audio line out
- 9 Serial port
- 10 Voltage select switch
- 11 AC power connector
- 12 Ethernet network card 
- 13 Telephone line to wall outlet (select models)
- 14 Telephone line to telephone 



**CAUTION:** Do not plug a phone line into the network connector or you may damage the computer.

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**Power cord set requirements**

## PRODUCT DESCRIPTION

### Power Cord Set Requirements

The power supply needs to be set to 115 Volts AC.

The power cord set (flexible cord and wall plug) received with the computer meets the requirements for use in the country where the computer was purchased.

Power cord sets for use in other countries must meet the requirements of the country where you use the computer. For more information on power cord set requirements, contact your Compaq authorized dealer, reseller, or service provider.

#### General Requirements

The requirements listed below are applicable to all countries:

- 1** The length of the power cord set must be at least 6.00 feet (1.8 m) and a maximum of 9.75 feet (3.0 m).
- 2** All power cord sets must be approved by an acceptable accredited agency responsible for evaluation in the country where the power cord set will be used.
- 3** The power cord set must have a minimum current capacity of 10A and a nominal voltage rating of 125 or 250 volts AC, as required by each country's power system.
- 4** The appliance coupler must meet the mechanical configuration of an EN 60 320/IEC 320 Standard Sheet C13 connector, for mating with appliance inlet on the Switch Box.

#### Country-Specific Requirements

Country	Accredited Agency	Country	Accredited Agency
Australia	EANSW*	Italy	IMQ*
Austria	OVE*	Japan	JIS***
Belgium	CEBC*	Norway	NEMKO*
Canada	CSA**	Sweden	SEMKO*
Denmark	DEMKO*	Switzerland	SEV*
Finland	SETI*	United Kingdom	BSI*
France	UTE*	United States	UL**
Germany	VDE*		

\* The flexible cord must be <HAR> Type HO3VV-F, 3-conductor, 1.0 mm<sup>2</sup> conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country where it will be used.

\*\* The flexible cord must be Type SJT-2 or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15A, 125V) or NEMA 6-15P (15A, 250V) configuration.

\*\*\* The appliance coupler, flexible cord, and wall plug must bear a "T" mark and registration number in accordance with the Japanese Dentori Law. Flexible cord must be Type VCT or VCTF, 3-conductor, 0.75mm<sup>2</sup> conductor size. The wall plug must be a two-pole type with a Japanese Industrial Standard C8303 (15A, 125V) configuration.

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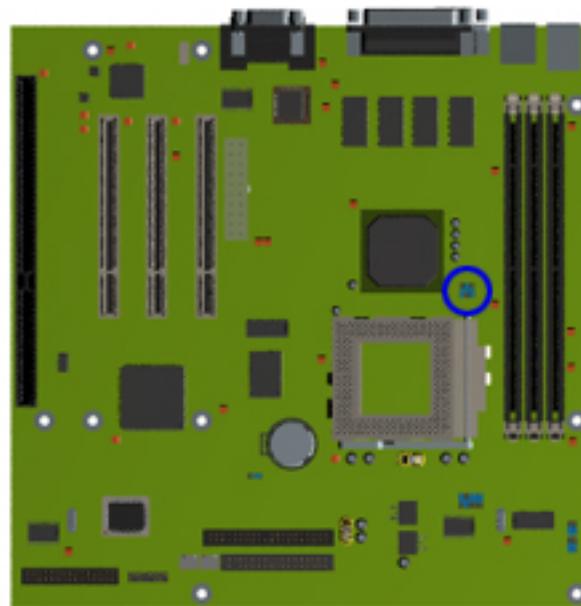
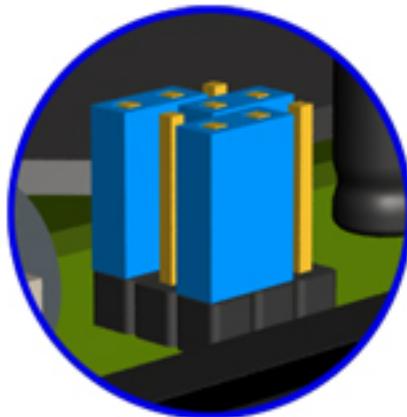
## TROUBLESHOOTING

### Clearing CMOS

For models **5346, 5352, 5354, 5356, 5358, 5373, 5376, 5378, 5396, 5398**

If the power-on password is unknown, clearing CMOS will disable the password and allow the computer to be operated.

The board shown is an example of one used; your board may differ slightly--see **Note** below.



CMOS jumper location

**1** Complete the [preparation for disassembly](#).

**2** [Remove the chassis](#).

**NOTE:** If your board is different from the one shown, click links to see alternative boards for [other models](#).

**3** To disable the password, move the jumper **1** (J3) from pins 1-2 to pins 2-3 for 10 seconds, then return to pins 1-2.

**4** Perform the desired troubleshooting.

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## TROUBLESHOOTING

### Power-On Self Test (POST)

**POST** is a series of diagnostic tests that run automatically when the system is turned on. After the computer is turned on, **POST** checks the following assemblies to ensure that the computer system is properly functioning:

- Keyboard
- System board
- Memory modules
- Video memory
- Diskette drives
- Hard drive
- Power supply

**POST** also detects the type of mass storage devices installed in the computer.

If **POST** finds an error in the system, an error condition is indicated by an audible and/or visual message. The table below gives explanations of the error codes and a recommended course of action.

**NOTE:** An external speaker must be installed into the speaker output connector to hear audible beeps during **POST**.

Click a link below to find the probable cause and recommended action for a given error message.

[Diskette Drive A or B Error](#)

[Keyboard Controller Error](#)

[System BIOS Shadowed](#)

[Extended RAM failed at offset \*nnn\*](#)

[Keyboard Error](#)

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[Failing Bits \*nnn\*](#)

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[Incorrect Drive A Type](#)

[Real Time Clock Error](#)

[UMB Upper Limit Segment Address \*nnn\*](#)

[Invalid NVRAM Media Type](#)

[System Battery is Dead](#)

[Video BIOS Shadowed](#)

### POST Messages

Error message	Probable Cause	Recommended Action
Diskette Drive A or B Error	Drive A: or B: is present, but fails the BIOS POST diskette tests	1. Run <a href="#">Setup</a> . 2. Replace the signal cables. 3. Replace the drive.
Extended RAM failed at offset <i>nnn</i>	Extended memory not working or not configured properly	1. Replace the <a href="#">memory modules</a> . 2. Replace the <a href="#">system board</a> .
Failing Bits <i>nnn</i>	<i>nnn</i> is a map of the bits at the RAM address which failed the memory test	1. Run <a href="#">Setup</a> . 2. Replace the <a href="#">system board</a> .
Fixed Disk 0 or 1 Failure	Hard drive is not working or not configured properly	1. Run <a href="#">Setup</a> . 2. Replace the signal cable. 3. Replace the hard drive.
Fixed Disk Controller Failure	Hard drive is not working or not configured properly	1. Run <a href="#">Setup</a> . 2. Replace the <a href="#">system board</a> .
Incorrect Drive A Type	Type of diskette in drive A: not correctly identified	1. Run <a href="#">Setup</a> . 2. Replace the <a href="#">diskette drive</a> .
Invalid NVRAM Media Type	Problem with NVRAM (CMOS) access	Replace the <a href="#">system board</a> .
Keyboard Controller Error	Keyboard, I/O keyboard controller (on system board), or mouse error	1. Replace the keyboard. 2. Replace the mouse. 3. Replace the <a href="#">system board</a> .
Keyboard Error	Keyboard, I/O keyboard controller (on system board), or mouse error	1. Replace the keyboard. 2. Replace the mouse. 3. Replace the <a href="#">system board</a> .
Operating System Not Found	Operating system cannot be located on either drive A: or C:	Run <a href="#">Setup</a> .
Parity Check 1	Parity error found in the system bus	1. Run <a href="#">Setup</a> . 2. Replace the <a href="#">memory modules</a> . 3. Replace the <a href="#">system board</a> .
Parity Check 2	Parity error found in the I/O bus	1. Run <a href="#">Setup</a> . 2. Replace the <a href="#">ISA board (modem)</a> .
Real Time Clock Error	Real-time clock fails BIOS test	Replace the <a href="#">system board</a> .
System Battery is Dead	RTC battery is dead	1. Replace the <a href="#">RTC battery</a> . 2. Run <a href="#">Setup</a> .
System BIOS Shadowed	System BIOS copied to Shadow RAM	Status message. No action required.
System Cache Error	RAM cache failed the BIOS test	Run <a href="#">Setup</a> .
System CMOS Checksum Bad	CMOS is corrupted or modified incorrectly	Run <a href="#">Setup</a> .
System RAM Failed at Offset, <i>nnn</i>	System RAM failed	Replace <a href="#">memory modules</a> .
System Timer Error	DMA, timers, etc.	Replace the <a href="#">system board</a> .
UMB Upper Limit Segment Address <i>nnn</i>	Displays the address <i>nnn</i> of the upper limit of Upper Memory Blocks, indicating released segments of the BIOS	Status message. No action required.
Video BIOS Shadowed	Video BIOS successfully copied to shadow RAM	Status message. No action required.

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## TROUBLESHOOTING

### Configuration

This section explains how to use Setup and Compaq Utilities which should be accessed in the following instances:

- When a system configuration error is detected during the Power-On Self-Test (POST)
- To change factory default settings for some of the computer features
- To change the system configuration, which is sometimes necessary when you add or remove optional hardware
- To set system configuration features

Click a link below to go to the appropriate subsection.

#### [Preparing the Computer](#)

##### [Setup](#)

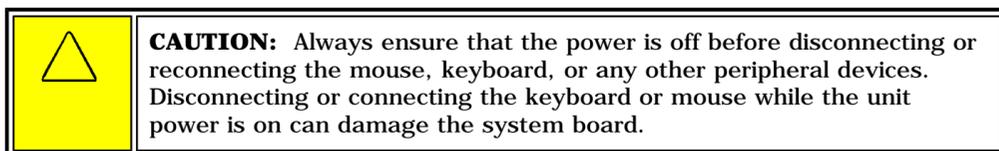
##### [Accessing Compaq Utilities Options](#)

##### [View System Information \(INSPECT\)](#)

### Preparing the Computer

If you encounter an error condition, complete the following steps before starting problem isolation procedures:

- 1 Ensure proper ventilation. The computer should have a 3-inch (7.6 cm) clearance at the back of the system unit.
- 2 Turn off the computer and peripheral devices.



- 3 Disconnect any peripheral devices other than the monitor and keyboard. Do not disconnect the printer if you want to test it or use it to log error messages.
- 4 Install loop-back and terminating plugs for complete testing.

#### Setup

The Setup utility gives a snapshot of the computer's hardware configuration, aids in troubleshooting, and sets custom features. Setup recognizes a new internal component or an external device and automatically updates the configuration screens. Use the Setup utility to:

- Modify settings for audio, storage, power management, communications, and input devices
- Get an overall picture of the computer's hardware configuration
- Verify configuration parameters in determining problems
- Set time and date

#### Running Setup

To access the Setup utility, turn on the computer and press the **F10** key when the Compaq logo appears. The following menu will appear:

<b>NOTE:</b>	The actual menu displayed on your computer may vary slightly, depending on your configuration.
--------------	--



#### Accessing Compaq Utilities Options

This section provides information about the menu options accessible from the **Compaq Utilities** menu.

##### **Create a Compaq Utilities Diskette**

A Compaq Utilities diskette must be created to troubleshoot the system. To create a Compaq Utilities diskette, complete the following steps:

- 1 Insert the *QuickRestore CD* into the CD drive.
- 2 From the Windows desktop, click on **Start**, then **Program**, then **Windows Explorer**.
- 3 Click on the CD drive icon.
- 4 Double-click on the **PCdiags** folder.
- 5 Insert a diskette in the diskette drive.
- 6 Double-click on the **QRST5.exe** icon.
- 7 Press **Enter** when the QuickRestore label appears.
- 8 After the CD has completed copying to the diskette, eject the *QuickRestore CD*.

#### View System Information (INSPECT)

The View System Information (INSPECT) utility provides information about the system once it has been configured. INSPECT operates with MS-DOS and provides information about the system operating environment including:

- Contents of the operating system startup files
- Current memory configuration
- ROM version
- Type of processor and coprocessor
- Diskette and hard drives
- Active printer and communications interfaces
- Modem

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## TROUBLESHOOTING

### Diagnostic Error Codes

Diagnostic error codes occur if the system recognizes a problem while running the Compaq Utilities program. These error codes help identify possibly defective subassemblies.

Tables listed on this page give possible error codes, descriptions of each error condition, and actions required to resolve the error condition.

**IMPORTANT:** Retest the system after completing each step. If the problem has been resolved, do not proceed with the remaining steps.

For assistance in the removal and replacement of a particular subassembly, see [Removal and Replacement Procedures](#).

<b>100-xx</b>	<a href="#">Processor</a>	<b>800-xx</b>	<a href="#">Monochrome video</a>	<b>3200-xx</b>	<a href="#">Audio</a>
<b>200-xx</b>	<a href="#">Memory</a>	<b>1100-xx</b>	<a href="#">Serial</a>	<b>3300-xx</b>	<a href="#">CD or DVD</a>
<b>300-xx</b>	<a href="#">Keyboard</a>	<b>1200-xx</b>	<a href="#">Modem</a>	<b>6600-xx</b>	<a href="#">CD or DVD</a>
<b>400-xx</b>	<a href="#">Parallel (printer)</a>	<b>1700-xx</b>	<a href="#">Hard drive</a>	<b>8600-xx</b>	<a href="#">Pointing device interface</a>
<b>500-xx</b>	<a href="#">Monitor</a>	<b>1900-xx</b>	<a href="#">Tape drive</a>		
<b>600-xx</b>	<a href="#">Diskette drive</a>	<b>2400-xx</b>	<a href="#">Video</a>		

#### Keyboard error codes

Error Code	Description	Recommended Action
<b>301-xx</b>	Keyboard short test, 8042 self-test failed	The following steps apply to error codes 301-xx through 304-xx:  1 Check the keyboard connection. If disconnected, turn the computer off and connect the keyboard.  2 Replace the keyboard and retest.  3 Replace the <a href="#">system board</a> and retest.
<b>302-xx</b>	Keyboard long test failed	
<b>303-xx</b>	Keyboard LED test, 8042 self-test failed	
<b>304-xx</b>	Keyboard typematic test failed	

#### Parallel (printer) error codes

Error Code	Description	Recommended Action
<b>401-xx</b>	Printer failed or not connected	The following steps apply to error codes 401-xx through 498-xx:  1 Connect the printer.  2 Check power to the printer.  3 Install the loop-back connector and retest.  4 Replace <a href="#">system board</a> and retest.
<b>402-xx</b>	Printer data register failed	
<b>403-xx</b>	Printer pattern test failed	
<b>498-xx</b>	Printer failed or not connected	

#### Monochrome video error codes

Error Code	Description	Recommended Action
<b>802-xx</b>	Video memory test failed	The following step applies to error codes 802-xx through 824-xx:  Replace the <a href="#">system board</a> and retest.
<b>824-xx</b>	Monochrome video text mode test failed	

#### Serial error codes

Error Code	Description	Recommended Action
<b>1101-xx</b>	Serial Port Test	The following steps apply to error codes 1101-xx through 1109-xx:  1 Check the switch settings on the serial/parallel device, if applicable.  2 Replace the <a href="#">system board</a> and retest.
<b>1109-xx</b>	Clock Register Test	

#### Modem error codes

Error Code	Description	Recommended Action
<b>1201-xx</b>	Modem Internal Loop-Back Test	The following steps apply to error codes 1201-xx through 1210-xx:  1 Refer to modem documentation for correct Setup procedures.  2 Check the modem line.  3 <a href="#">Replace the modem</a> and retest.
<b>1202-xx</b>	Modem Time-Out Error	
<b>1203-xx</b>	Modem External Termination Test	
<b>1204-xx</b>	Modem Auto Originate Test	
<b>1206-xx</b>	Dial Multifrequency Tone Test	
<b>1210-xx</b>	Modem Direct Connect Test	

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## TROUBLESHOOTING

### Diagnostic Error Codes (continued)

#### Video error codes

Error Code	Description	Recommended Action
<b>2402-xx</b>	Video memory test failed	The following steps apply to error codes 2402-xx through 2456-xx: 1 Run <a href="#">Setup</a> . 2 Replace the <a href="#">system board</a> and retest.
<b>2403-xx</b>	Video attribute test failed	
<b>2404-xx</b>	Video character set test failed	
<b>2405-xx</b>	Video 80 × 25 mode 9 × 14 character cell test failed	
<b>2406-xx</b>	Video 80 × 25 mode 8 × 8 character cell test failed	
<b>2407-xx</b>	Video 40 × 25 mode test failed	
<b>2408-xx</b>	Video 320 × 200 mode color set 0 test failed	
<b>2409-xx</b>	Video 320 × 200 mode color set 1 test failed	
<b>2410-xx</b>	Video 640 × 200 mode test failed	
<b>2411-xx</b>	Video screen memory page test failed	
<b>2412-xx</b>	Video gray scale test failed	
<b>2414-xx</b>	Video white screen test failed	
<b>2416-xx</b>	Video noise pattern test failed	
<b>2418-xx</b>	ECG/VGC memory test failed	
<b>2419-xx</b>	ECG/VGC ROM checksum test failed	
<b>2420-xx</b>	ECG/VGC attribute test failed	
<b>2421-xx</b>	ECG/VGC 640 × 200 graphics mode test failed	
<b>2422-xx</b>	ECG/VGC 640 × 350 16-color set test failed	
<b>2423-xx</b>	ECG/VGC 640 × 350 64-color set test failed	
<b>2424-xx</b>	ECG/VGC monochrome text mode test failed	
<b>2425-xx</b>	640 × 480 graphics test failure	The following steps apply to error codes 2468-xx through 2480-xx: 1 Run <a href="#">Setup</a> . 2 Replace the <a href="#">system board</a> and retest.
<b>2431-xx</b>	640 × 480 graphics test failure	
<b>2432-xx</b>	320 × 200 graphics (256-color mode) test failed	
<b>2448-xx</b>	Advanced VGA Controller test failed	
<b>2451-xx</b>	132-column Advance VGA test failed	
<b>2456-xx</b>	Advanced VGA 256-Color test failed	
<b>2468-xx</b>	Advanced VGA BitBLT test	
<b>2477-xx</b>	Advanced VGA datapath test	
<b>2478-xx</b>	Advanced VGA BitBLT test	
<b>2480-xx</b>	Advanced VGA Linedraw test	

#### Processor error codes

Error code	Description	Recommended action
<b>101-xx</b>	CPU test failed	Replace the <a href="#">system board</a> and retest.
<b>102-xx</b>	Processor error	1. Run <a href="#">Setup</a> and retest. 2. <a href="#">Replace the processor</a> and retest.
<b>103-xx</b>	DMA controller failed	The following step applies to error codes 103-xx through 106-xx:
<b>104-xx</b>	Interrupt controller failed	
<b>105-xx</b>	Port error	Replace the <a href="#">system board</a> and retest.
<b>106-xx</b>	Keyboard controller self-test failed	
<b>107-xx</b>	CMOS RAM test failed	The following steps apply to error codes 107-xx through 109-xx:
<b>108-xx</b>	CMOS interrupt test failed	
<b>109-xx</b>	CMOS clock test failed	1. Replace the <a href="#">battery/clock module</a> and retest. 2. Replace the <a href="#">system board</a> and retest.
<b>110-xx</b>	Programmable timer test failed	The following step applies to error codes 110-xx through 113-xx:
<b>111-xx</b>	Refresh detect test failed	Replace the <a href="#">system board</a> and retest.
<b>112-xx</b>	Speed test failed	
<b>113-01</b>	Protected mode test failed	
<b>114-xx</b>	Speaker test failed	1. Verify the speaker connection. 2. Replace the <a href="#">system board</a> and retest.
<b>199-xx</b>	Installed devices test failed	1. Check system configuration. 2. Verify cable connections. 3. Check switch settings. 4. Run <a href="#">Compaq Utilities</a> . 5. Replace the <a href="#">system board</a> and retest.

#### Monitor (VGA) error codes

Error Code	Description	Recommended Action
<b>501-xx</b>	Video controller test failed	The following step applies to error codes 501-xx through 516-xx:
<b>502-xx</b>	Video memory test failed	
<b>503-xx</b>	Video attribute test failed	Replace the <a href="#">system board</a> and retest.
<b>504-xx</b>	Video character set test failed	
<b>505-xx</b>	Video 80 × 25 mode 9 × 14 character cell test failed	
<b>506-xx</b>	Video 80 × 25 mode 9 × 14 character cell test failed	
<b>507-xx</b>	Video 40 × 25 mode test failed	
<b>508-xx</b>	Video 320 × 200 mode color set 0 test failed	
<b>509-xx</b>	Video 320 × 200 mode color set 1 test failed	
<b>510-xx</b>	Video 640 × 200 mode test failed	
<b>511-xx</b>	Video screen memory page test failed	
<b>512-xx</b>	Video gray scale test failed	
<b>514-xx</b>	Video white screen test failed	
<b>516-xx</b>	Video noise pattern test failed	

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### *Diagnostic Error Codes (continued)*

Hard drive error codes		
Error Code	Description	Recommended Action
<b>1700-xx</b>	Hard drive ID types test failed	The following steps apply to error codes 1700-xx through 1799-xx:
<b>1701-xx</b>	Hard drive format test failed	1 Run <a href="#">Setup</a> and verify drive type.
<b>1702-xx</b>	Hard drive read test failed	2 <a href="#">Replace the hard drive signal and power cables</a> and retest.
<b>1703-xx</b>	Hard drive write/read/compare test failed	3 <a href="#">Replace the hard drive</a> and retest.
<b>1704-xx</b>	Hard drive random seek test failed	4 Replace the <a href="#">system board</a> and retest.
<b>1705-xx</b>	Hard drive controller test failed	
<b>1706-xx</b>	Hard drive ready test failed	
<b>1707-xx</b>	Hard drive recalibration test failed	
<b>1708-xx</b>	Hard drive format bad track test failed	
<b>1709-xx</b>	Hard drive reset controller test failed	
<b>1710-xx</b>	Hard drive park head test failed	
<b>1711-xx</b>	Hard drive file write test failed	
<b>1715-xx</b>	Hard drive head select test failed	
<b>1716-xx</b>	Hard drive conditional format test failed	
<b>1717-xx</b>	Hard drive ECC* test failed	
<b>1719-xx</b>	Hard drive power mode test failed	
<b>1719-x</b>	Hard drive power mode test failed	
<b>1730-x</b>	Fixed Disk 0 does not support DMA Mode	
<b>1731-x</b>	Fixed Disk 1 does not support DMA Mode	
<b>1740-x</b>	Fixed Disk 0 failed Set Block Mode command	
<b>1741-x</b>	Fixed Disk 1 failed Set Block Mode command	
<b>1750-x</b>	Fixed Disk 0 failed Identify command	
<b>1751-x</b>	Fixed Disk 1 failed Identify command	
<b>1760-x</b>	Fixed Disk 0 does not support Block Mode	
<b>1761-x</b>	Fixed Disk 1 does not support Block Mode	
<b>1790-x</b>	Disk 0 Configuration Error	
<b>1792-x</b>	Secondary Disk Controller Failure	
<b>1799-xx</b>	Invalid hard drive type failed	

**\*Error Correction Code**

Tape drive error codes		
Error Code	Description	Recommended Action
<b>1900-xx</b>	Tape ID failed	The following steps apply to error codes 1900-xx through 1906-xx:
<b>1901-xx</b>	Tape servo write failed	1 Replace the tape cartridge and retest.
<b>1902-xx</b>	Tape format failed	2 Check and/or replace the signal cable and retest.
<b>1903-xx</b>	Tape drive sensor test failed	3 Replace the tape drive and retest.
<b>1904-xx</b>	Tape BOT/EOT test failed	4 Replace the <a href="#">system board</a> and retest.
<b>1905-xx</b>	Tape read test failed	
<b>1906-xx</b>	Tape write/read/compare failed	

Pointing device interface error codes		
Error Code	Description	Recommended Action
<b>8601-xx</b>	Pointing Device Interface test failed	1. Replace with a working pointing device and retest. 2. Replace the <a href="#">system board</a> and retest.

Audio error codes		
Error Code	Description	Recommended Action
<b>3206-xx</b>	Audio System Internal Error	Replace the <a href="#">system board</a> and retest.

CD or DVD error codes		
Error Code	Description	Recommended Action
<b>3301-xx</b> <b>3305-xx</b> <b>66XX-xx</b>	CD or DVD drive read test failed	The following steps apply to error codes 3301-xx through 3305-xx and 66XX-xx: 1 Replace the CD or DVD disk and retest.* 2 Check the jumper settings on the <a href="#">CD</a> or <a href="#">DVD</a> drive. 3 <a href="#">Check and/or replace the power and signal cables</a> and retest. 4 <a href="#">Replace the CD or DVD drive</a> and retest. 5 Replace the backplane.

**\* Boot to DOS (Command Prompt only) or Windows (Not Safe Mode). Press the CD or DVD drive eject button (located on the front bezel) to eject the CD or DVD and retest.**

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## TROUBLESHOOTING

### *Troubleshooting Without Diagnostics*

This section describes some simple, preliminary tests and guidelines for troubleshooting the computer.

#### Checklist For Solving Minor Problems

If you encounter some minor problem with the computer or software application, go through the following checklist for possible solutions before running any of the diagnostic utilities:

- Is the computer connected to a working power outlet?
- Is the computer turned on and the power light illuminated?
- Are all cables connected properly and seated?
- Are all of the necessary device drivers installed?
- Is the *CONFIG.SYS* file correct?
- Is the *AUTOEXEC.BAT* file (MS-DOS) or *STARTUP.CMD* file correct?
- Was a nonbootable diskette loaded in the diskette drive at power-up?
- Are all switch settings correct?
- Was Computer Setup run after installing options (memory, disk drives, etc.) and before installing industry standard architecture boards?

Quick checks and possible solutions for problems related to these topics:

[CD drive](#)

[hardware installation](#)

[diskette drive](#)

[power](#)

[DVD drive](#)

[USB ports](#)

[hard drive](#)

[VGA monitor](#)

CD drive		
Problem	Probable cause(s)	Possible solution
<b>Cannot read compact disc.</b>	CD is not properly seated in the drive.	Eject the CD, then re-insert it, pressing down on the CD firmly to correctly seat it in the drive.
	CD has been loaded upside down.	Eject the CD, turn it over, then reload.
	CD may be dirty or scratched.	Clean the CD or load another CD.
<b>Cannot eject compact disc (tray-load only).</b>	CD is not properly seated in the drive.	Turn off the computer, insert a straightened paper clip into the emergency eject hole, then push firmly. Slowly pull the tray out from the drive until the tray is fully extended, then remove the CD.
<b>CD drive devices are not detected.</b>	Power cycle delay.	After turning the computer off, wait 30 seconds before turning the computer on again.
	CD drive is not connected properly.	Open the computer and check to see that the drive cable is connected properly.
	Proper driver is not loaded	Restart the system and make sure the CD drive drivers are loaded.

DVD drive		
Problem	Probable cause(s)	Possible solution
<b>Cannot read DVD disk</b>	DVD or CD is not properly seated in the drive.	Eject the DVD or CD, press down on the DVD or CD firmly to correctly seat it in the drive, then reload.
	DVD or CD has been loaded upside down.	Eject the disk, turn it over, then reload.
	DVD or CD disk may be dirty or scratched.	Load another DVD disk.
<b>DVD does not work in the DOS mode.</b>	Proper drivers are not loaded.	Restart the system and make sure the DVD drive drivers are loaded.
<b>Cannot eject DVD disk.</b>	The system is in the Sleep mode.	Press the Power button to bring the system back to full power, then eject the DVD.
	The DVD, diskette, or hard drive was active when attempting to eject the DVD.	Wait until all drive activity ends (the CD/hard drive light and diskette drive light will go out), then try to eject the DVD.
	DVD disk is not properly seated in the drive.	Turn off the computer, insert a straightened paper clip into the emergency eject hole, then push firmly. Slowly pull the tray out from the drive until the tray is fully extended, then remove the DVD disk.
<b>DVD drive devices are not detected.</b>	DVD drive is not connected properly.	Open the computer and check to see that the drive cable is connected properly.
	Incorrect driver is installed.	Ensure the correct driver is installed in <i>CONFIG.SYS</i> .
	Drive has been changed.	Make sure the jumper setting is set for "Slave."
	Proper drivers are not loaded.	Restart the system and make sure the DVD drive drivers are loaded.

### Resolving Hardware Conflicts

Hardware conflicts occur when two or more peripheral devices attempt to use the same hardware resources. I/O addresses, interrupts, and DMA channels are the most common hardware resources used by peripheral devices. For example, the factory default settings for the MIDI port audio interface are:

Base I/O address	220H
MIDI Port Base I/O address	330H
Interrupt	IRQ 5
8-bit DMA	Channel 1

When different peripheral devices use the same hardware resources at the same time, the devices and/or the system may not function properly. You can resolve hardware conflicts by ensuring that no devices are configured to use the same hardware resources. These resources can either be dipswitch or jumper settings on the peripheral card or software configurable resources. The Computer Setup selection of your Peripheral Utilities allows you to view and modify the settings for the peripheral devices factory installed in your system. Refer to the *User's Guide* for the particular peripheral cards you wish to install for information on how to view and select their settings.

To resolve hardware conflicts:

- 1 Change the hardware settings of your audio card or other peripheral card in your system if the peripheral card is using any settings used by the factory-installed devices.
- 2 If you are unsure of the settings of the peripheral cards, you can isolate the source of the problem by temporarily removing all cards not manufactured by Compaq, or resetting the default settings and running Compaq Utilities. After that, add the cards back one at a time until the card that is causing the conflict is found.

Also see: [System](#)

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## TROUBLESHOOTING

### Troubleshooting Without Diagnostics (continued)

Hard drive		
Problem	Probable cause(s)	Possible solution
<b>Hard drive error occurs.</b>	Hard disk has bad sectors or has failed.	Run <a href="#">Computer Setup</a> . Reformat the hard disk.
<b>Drive not found.</b>	Cable could be loose.	Check cable connections.
<b>Disk transaction problem.</b>	Either the directory structure is bad or there is a problem with a file.	From the desktop click on the <b>Start</b> menu. Choose <a href="#">Program</a> ➔ <a href="#">Accessories</a> ➔ <a href="#">System Tools</a> ➔ <a href="#">Scandisk</a> to check for problems. If problems exist, run <a href="#">Scandisk</a> and checkmark the "Automatically fix errors" box at the bottom to correct the problems. If a large number of lost allocation units is found, click on the <b>Start</b> menu. Choose <a href="#">Program</a> ➔ <a href="#">Accessories</a> ➔ <a href="#">System Tools</a> ➔ <a href="#">Disk Defragmenter</a> .
<b>Nonsystem disk message.</b>	The system is trying to start from a diskette that is not bootable.	Remove the diskette from the diskette drive.
	The system is trying to start from the hard drive but the hard disk has been damaged.	Insert a bootable diskette into the diskette drive and restart the computer with <b>Ctrl+Alt+Del</b> .
	Diskette boot has been disabled in <a href="#">Computer Setup</a> .	Run <a href="#">Computer Setup</a> and enable diskette boot.
<b>Hard drive operation seems slow</b>  <b>OR</b> <b>Hard drive activity light is not on, or stays on without blinking.</b>	The hard disk files may be fragmented.	From the desktop click on the <b>Start</b> menu. Choose <a href="#">Program</a> ➔ <a href="#">Accessories</a> ➔ <a href="#">System Tools</a> ➔ <a href="#">Scandisk</a> to check for problems. If problems exist, run <a href="#">Scandisk</a> and checkmark the "Automatically fix errors" box at the bottom to correct the problems. If a large number of lost allocation units is found, click on the <b>Start</b> menu. Choose <a href="#">Program</a> ➔ <a href="#">Accessories</a> ➔ <a href="#">System Tools</a> ➔ <a href="#">Disk Defragmenter</a> .

Hardware installation		
Problem	Probable cause(s)	Possible solutions
A new device is not recognized as part of the computer system.	When the system advised you of changes to the configuration, you did not save the changes.	Reboot the computer and follow the instructions for saving the changes.
	The system may not have automatically recognized the new device.	Run <a href="#">Computer Setup</a> and identify the new device.
	The cables for the new external device are loose, or the power cables are unplugged.	Check all cables.
	The power switch for the new external device is not turned on.	Turn off the computer, turn on the external device, and then turn on the computer to integrate the new device with the computer.

Power	
Problem	Possible Solution
Computer will not turn on.	Ensure that the computer is connected to a power source.
Computer does not automatically display the date and time.	The real-time clock (RTC) battery may need to be replaced. <a href="#">Click here</a> for replacement procedures.
Computer does not beep during POST.	The speaker volume may have been turned down. Select the <b>Volume</b> option from the Control Panel and adjust the volume.
Computer powered off automatically.	The unit temperature may have been exceeded. Check the fan for function and blockage.

USB		
Problem	Probable cause(s)	Possible solution
USB device does not work with the system.	The USB device and the system may use different USB architectures.	Ensure that the USB device and the system share the same USB architecture. (UHCI-compliant devices will only work with a UHCI-compliant system, and OHCI-compliant devices will only work with a OHCI-compliant system).

Diskette Drive		
Problem	Probable cause(s)	Possible solution
<b>Diskette drive light stays on.</b>	Diskette may be damaged.	From the desktop click on the <b>Start</b> menu. Choose <b>Program</b> ➔ <a href="#">Accessories</a> ➔ <a href="#">System Tools</a> ➔ <a href="#">Scandisk</a> to check for problems.
	Diskette may be installed incorrectly.	Remove the diskette and reinsert.
	Software program may be damaged.	Check the program diskettes.
<b>Diskette drive cannot write to a diskette.</b>	Diskette is not formatted.	Format the diskette.
	Diskette is write-protected.	Either use another diskette that is not write-protected or disable the write protection on the diskette.
	Writing to the wrong drive.	Check the drive letter in your path statement.
	Not enough space is left on the diskette.	Use another diskette to write the information.
<b>Diskette drive cannot read a diskette.</b>	Diskette is not formatted.	Format the diskette.
	Using the wrong diskette type for the drive type.	Use a diskette that is compatible with the drive.
	Reading the wrong drive.	Check the drive letter in your path statement.
	Diskette drive has been disabled by <a href="#">Computer Setup</a> .	Run <a href="#">Computer Setup</a> and enable the diskette drive.

SuperDisk Drive		
Problem	Probable cause(s)	Possible solution
<b>SuperDisk drive light stays on.</b>	Diskette may be damaged.	From the desktop click on the <b>Start</b> menu. Choose <b>Program</b> ➔ <a href="#">Accessories</a> ➔ <a href="#">System Tools</a> ➔ <a href="#">Scandisk</a> to check for problems.
	Diskette may be installed incorrectly.	Remove the diskette and reinsert.
	Software program may be damaged.	Check the program diskettes.
<b>SuperDisk drive cannot write to a diskette.</b>	Diskette is not formatted.	Format the diskette.
	Diskette is write-protected.	Either use another diskette that is not write-protected or disable the write protection on the diskette.
	Writing to the wrong drive.	Check the drive letter in your path statement.
	Not enough space is left on the diskette.	Use another diskette to write the information.
<b>SuperDisk drive cannot read a diskette.</b>	Diskette is not formatted.	Format the diskette.
	Using the wrong diskette type for the drive type.	Use a diskette that is compatible with the drive.
	Reading the wrong drive.	Check the drive letter in your path statement.
	Diskette drive has been disabled by <a href="#">Computer Setup</a> .	Run <a href="#">Computer Setup</a> and enable the diskette drive.

VGA Monitor		
Problem	Probable cause(s)	Possible solution
<b>Characters are dim.</b>	The brightness control is not set properly.	Adjust the brightness control.
<b>Screen is blank.</b>	A screen-blanking utility could be installed.	Press any key. If the display reappears, you have a screen-blanking utility installed.
	The brightness needs adjusting.	Adjust the brightness control.
	Screen save has been initiated.	Press any key or move the mouse to light the screen.
<b>Garbled characters on the screen are mixed with text.</b>	The ANSI.SYS driver is not in the <i>CONFIG.SYS</i> file.	Add the ANSI.SYS driver to the <i>CONFIG.SYS</i> file by adding the following line:  DEVICE = C:\ANSI.SYS
<b>Monitor overheats.</b>	There is not enough ventilation space for proper airflow.	Leave at least 3 inches (7.6 cm) of ventilation space. Also, be sure there is nothing on top of the monitor to obstruct air flow.
<b>Cursor will not move using the arrow keys on the numeric keypad.</b>	The <b>Num Lock</b> key is on.	Press the <b>Num Lock</b> key. The <b>Num Lock</b> light should not be on when you want to use the arrow keys.
	There is a possible application error.	Restart the computer.

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## ILLUSTRATED PARTS CATALOG

### System Unit



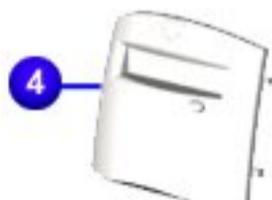
1 Lightpipe 102373-001



2 Bezel cap 102376-001



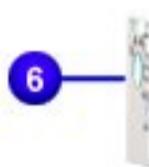
3 Logo plate 102382-001



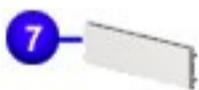
4 Door assembly 102381-001



5 Front bezel - 102377-001



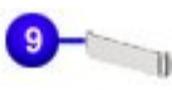
6 I/O front bracket 388599-001



7 Drive bay bezel blank (for 5.25" hard drive) 102371-001



8 Floppy bezel 102369-001



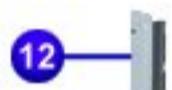
9 Drive bay bezel blank (for 3.5" hard drive) 102368-001



10 Filler (3.5") 102375-001



11 Drawer (part of chassis assembly) 388513-001



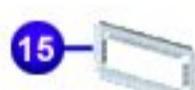
12 PCI back bracket 388524-001



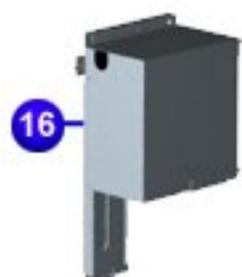
13 Drive cage assembly 122896-001



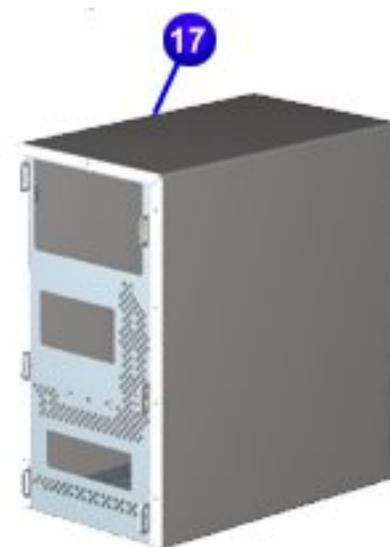
14 Front I/O USB/game assembly 115772-003



15 I/O front clip 102388-001



16



17

Can (part of chassis assembly) 388513-001

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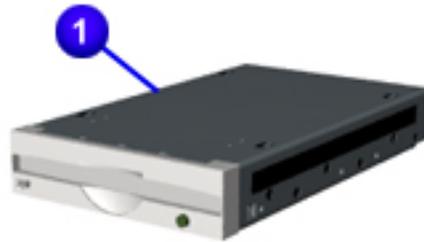
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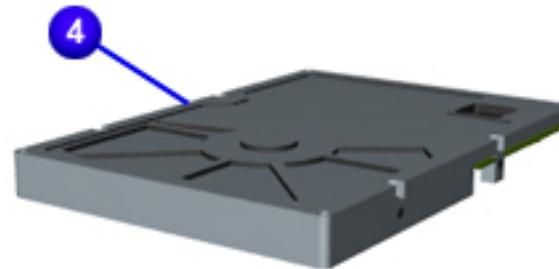
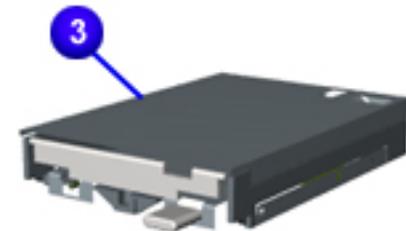
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## ILLUSTRATED PARTS CATALOG

### Mass Storage Devices

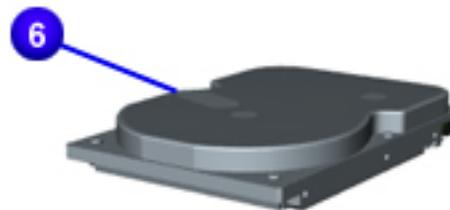
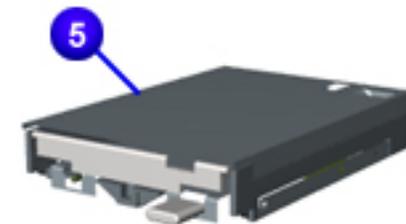


1 100 MB Zip drive -  
135568-001  
3.5" (models 5365 and  
5373)



2

3 1.44-MB Diskette  
Drive - 136436-001



4

5 3.5" 1.44-MB  
Diskette Drive -(super  
drive) 136436-001???

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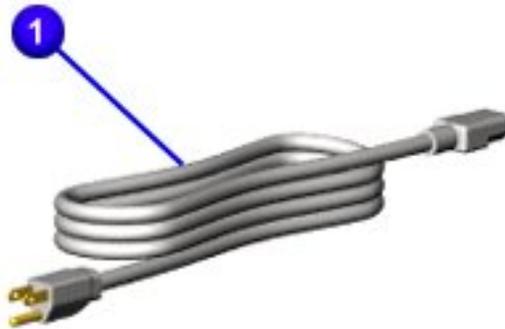
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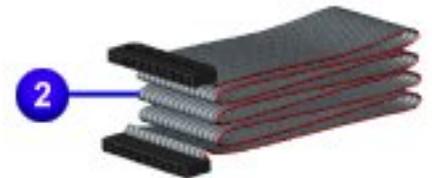
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## ILLUSTRATED PARTS CATALOG

### Cables



Power cable - click for country-specific part number



CD/DVD drive cable in cable kit  
122238-001



Fax/Modem - click for country-specific part number



CD Audio in cable kit -  
171891-002



Serial cable

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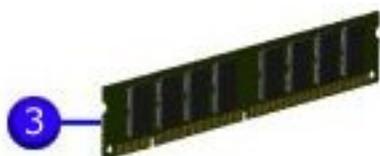
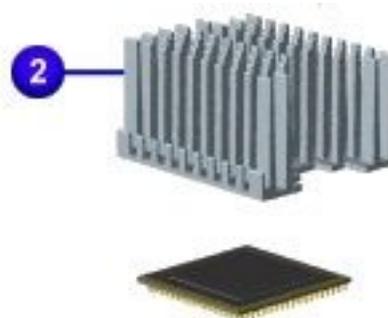
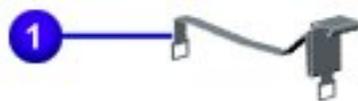
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## ILLUSTRATED PARTS CATALOG

**Standard and Optional Boards - 5330, 5333, 5340, 5345, 5360, 5363, and 5365**

**AMD K6-2**

Click link to see [Intel Celeron](#) boards.



Description	Spare Part Number
System Board	
-- w/o PROC, VID-S	148398-001
-- w/o PROC, VID-S, F	120694-101
-- w/o PROC, VID-S, M	120694-111
<b>1</b> Heat sink retention clip	Spared with processor & heat sink
<b>2</b> AMD K6-2 Processor w/Heat sink	
-- 380 MHz	136437-001
-- 400 MHz	136438-001
-- 450 MHz	136439-001
<b>3</b> 100-MHz SDRAM DIMM Memory Module	
32 MB	337372-001
64 MB	179190-001

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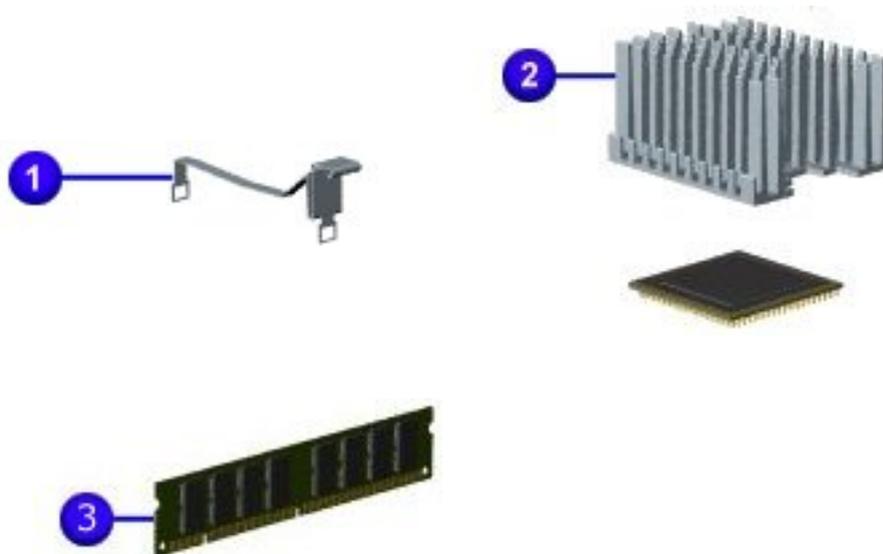
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## ILLUSTRATED PARTS CATALOG

**Standard and Optional Boards - 5346, 5352, 5354, 5356, 5358, 5359, 5373, 5376, 5378, 5396, 5398**

### Pentium Celeron

Click link to see [AMD K6-2](#) boards.



Description	Spare Part Number
System Board	
-- w/o PROC, VID-S	148398-001
-- w/o PROC, VID-S, F	120694-101
-- w/o PROC, VID-S, M	120694-111
<b>1</b> Heat sink retention clip	spared with processor & heat sink
<b>2</b> Pentium Celeron Processor w/Heat sink	
-- 400 MHz	149268-001
-- 433 MHz	138157-001
-- 466 MHz	138158-001
<b>3</b> 100-MHz SDRAM DIMM Memory Module	
32 MB	337372-001
64 MB	179190-001

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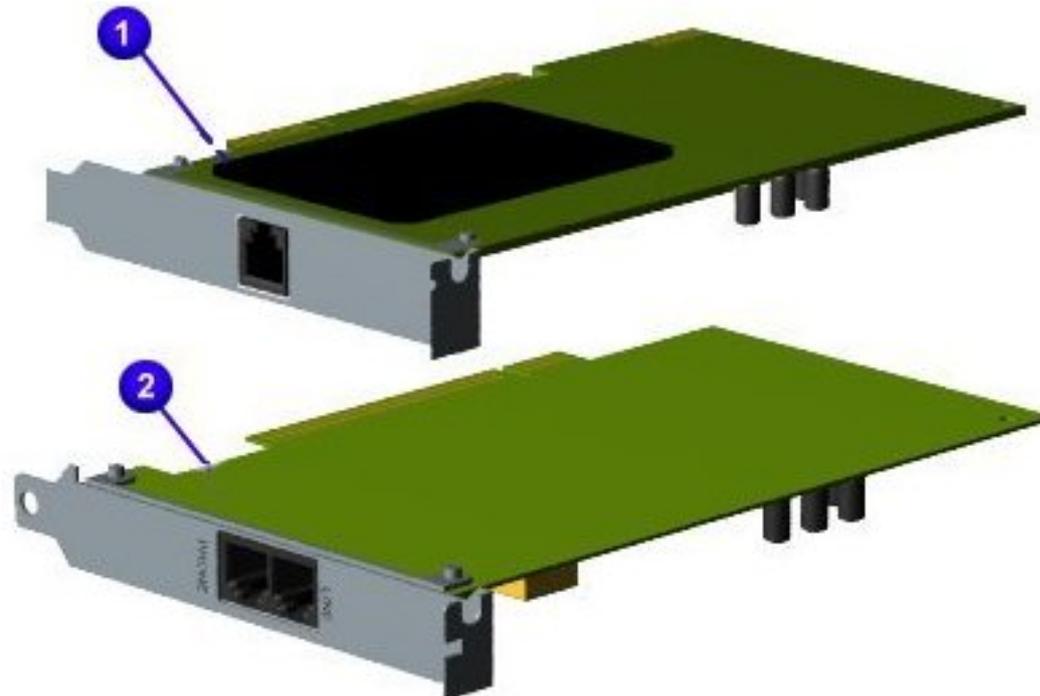
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## ILLUSTRATED PARTS CATALOG

### Fax-modem

Two examples of the types of modem used are shown. Your modem may differ slightly from those illustrated.



Description	Spare Part Number
1. International 56k modem (Models: 5330, 5333, 5340, 5345, 5360, 5363, and 5365 )	334808-021
2. 56k modem (Models: 5346, 5352, and 5376)	128384-001

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## ILLUSTRATED PARTS CATALOG

### *Keyboard*

Easy access Internet keyboard Part Number 387084-xxx. Click on the drop-down box to find xxx for a particular region or country.



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### Monitors



**Compaq MV 520, 15"**  
(speakers not shown)

341265-  
001



**Compaq MV 720, 17"**  
(speakers not shown)

341267-  
001



**MV920, 19"** (speakers not  
shown)  
Speaker brackets (not shown)

341269-  
001

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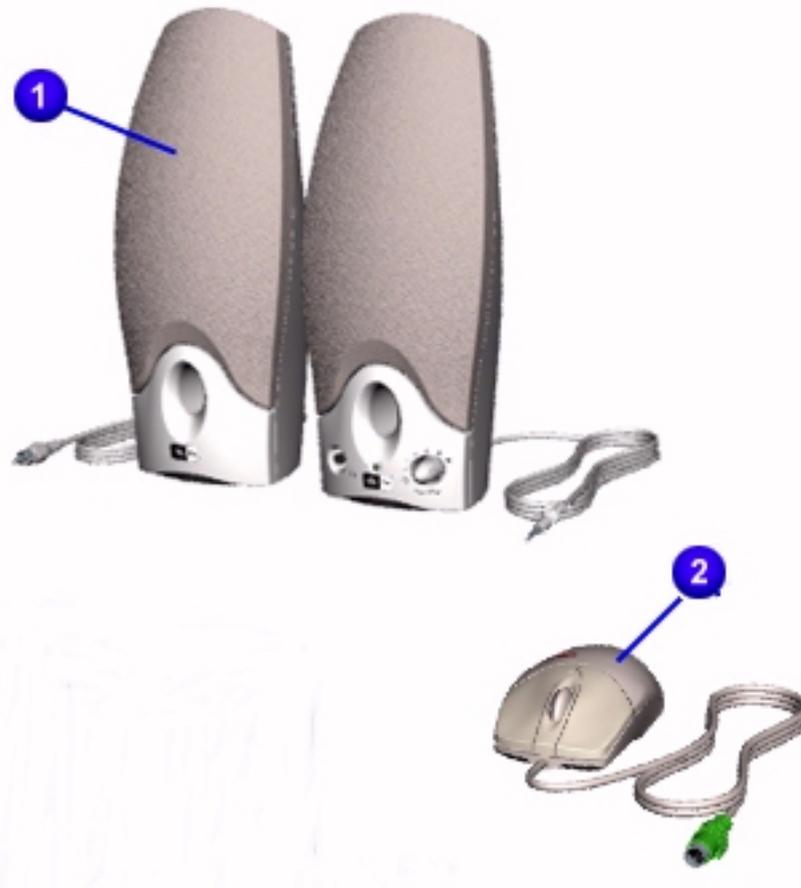
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## ILLUSTRATED PARTS CATALOG

*Miscellaneous Parts - 53xx, 53zz, etc.*



	Description	Spare Part Number
1	JBL Pro Speakers	387766-001
2	Scroll Mouse	334684-001

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[\*Return Kits\*](#)

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**Description**

**Spare Part Number**

Return kit

128389-001

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## ILLUSTRATED PARTS CATALOG

***Documentation & Software for models 5346, 5352, 5354, 5356, 5358, 5373, 5376, 5396, 5398***

Description		Spare Part Number					
<b>Product Brick</b>							
<ul style="list-style-type: none"><li>User's Guide</li><li>Compaq Warranty</li></ul>							
QuickRestore CD, 5300 Series (Windows 98)							
QuickRestore CD #2, 5300 Series (Windows 98)							
Suffix	Month	Suffix	Month	Suffix	Month	Suffix	Month
-001	January	-004	April	-007	July	-010	October
-002	February	-005	May	-008	August	-011	November
-003	March	-006	June	-009	September	-012	December

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## REMOVAL & REPLACEMENT PROCEDURES - INDEX PAGE

This section provides general service information for Compaq 5300 Series Personal Computers. Adherence to the procedures and precautions described in this section is essential for safe and proper service.

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## REMOVAL & REPLACEMENT

### Electrostatic Discharge

A sudden discharge of static electricity from a finger or other conductor can destroy static-sensitive devices or microcircuitry. Often the spark is neither felt nor heard, but damage occurs. An electronic device exposed to electrostatic discharge (ESD) may not be affected at all and will work perfectly throughout a normal cycle. Or it may function normally for a while, then degrade in the internal layers, reducing its life expectancy.

Networks built into many integrated circuits provide some protection, but in many cases, the discharge contains enough power to alter device parameters or melt silicon junctions.

#### Generating Static

The table below shows the different amounts of static electricity generated by different activities .

Event	Relative Humidity		
	10%	40%	55%
Walking across carpet	35,000 V	15,000 V	7,500 V
Walking across vinyl floor	12,000 V	5,000 V	3,000 V
Motions of bench worker	6,000 V	800 V	400 V
Removing DIPS from plastic tubes	2,000 V	700 V	400 V
Removing DIPS from vinyl trays	11,500 V	4,000 V	2,000 V
Removing DIPS from Styrofoam	14,500 V	5,000 V	3,500 V
Removing bubble pack from PCBs	26,000 V	20,000 V	7,000 V
Packing PCBs in foam-lined box	21,000 V	11,000 V	5,000 V

**NOTE:** 700 volts can degrade a product!

#### Preventing Electrostatic Damage to Equipment

Many electronic components are sensitive to ESD. Circuitry design and structure determine the degree of sensitivity. The following proper packaging and grounding precautions are necessary to prevent damage:

- Protect all electrostatic parts and assemblies with conductive or approved containers or packaging.
- Keep electrostatic sensitive parts in their containers until they arrive at static-free stations.
- Place items on a grounded surface before removing them from their container.
- Always be properly grounded when touching a sensitive component or assembly.
- Place reusable electrostatic-sensitive parts from assemblies in protective packaging or conductive foam.

Use transporters and conveyors made of antistatic belts and metal roller bushings. Mechanized equipment used for moving materials must be wired to ground and proper materials selected to avoid static charging. When grounding is not possible, use an ionizer to dissipate electric charges.

#### Preventing Damage to Drives

To prevent static damage to hard drives, use the following precautions:

- Handle drives gently, using static-guarding techniques.
- Store drives in the original shipping containers.
- Avoid dropping drives from any height onto any surface.
- Handle drives on surfaces that have at least one inch of shock-proof foam.
- Always place drives PCB assembly side down on the foam.

#### Grounding Methods

The method for grounding must include a wrist strap or a foot strap at a grounded workstation. When seated, wear a wrist strap connected to a grounded system. When standing, use footstraps and a grounded floor mat.

Static-Shielding Protection Levels			
Method	Antistatic Plastic	Carbon-Loaded Plastic	Metallized Laminate
Voltages	1,500	7,500	15,000

#### Grounding Workstations

To prevent static damage at the workstation, use the following precautions:

- Cover the workstation with approved static-dissipative material. Provide a wrist strap connected to the work surface and properly grounded tools and equipment.
- Use static-dissipative mats, heel straps, or air ionizers to give added protection.
- Handle electrostatic sensitive components, parts, and assemblies by the case or PCB laminate. Handle them only at static-free workstations.
- Avoid contact with pins, leads, or circuitry.
- Turn off power and input signals before inserting and removing connectors or test equipment.
- Use fixtures made of static-safe materials when fixtures must directly contact dissipative surfaces.
- Keep work area free of nonconductive materials such as ordinary plastic assembly aids and Styrofoam.
- Use field service tools, such as cutters, screwdrivers, and vacuums, that are conductive.
- Use a portable field service kit with a static dissipative vinyl pouch that folds out of a work mat. Also use a wrist strap and a ground cord for the work surface. Ground the cord to the chassis of the equipment undergoing test or repair.

#### Grounding Equipment

Use the following equipment to prevent static electricity damage to the equipment:

*Wrist Straps* are flexible straps with a minimum of 1 megohm ± 10% resistance to the ground cords. To provide proper ground, a strap must be worn snug against the skin. On grounded mats without banana-plug connectors, connect a wrist strap with alligator clips.

*Heelstraps/Toestraps/Bootstraps* can be used at standing workstations and are compatible with most types of boots and shoes. On conductive floors or dissipative floor mats, use them on both feet with a minimum of 1 megohm resistance between operator and ground. To be effective, the conductive strips must be worn in contact with the skin.

#### Recommended Materials and Equipment

Other materials and equipment that are recommended for use in preventing static electricity include:

- Antistatic tape
- Antistatic smocks, aprons, or sleeve protectors
- Conductive bins, and other assembly or soldering aids
- Conductive foam
- Conductive tabletop workstations with ground cord of 1 megohm of resistance
- Static dissipative table or floor mats with hard tie to ground
- Field service kits
- Static awareness labels
- Wrist straps and footwear straps providing 1 megohm ± 10% resistance
- Material handling packages
- Conductive plastic bags
- Conductive tote boxes
- Metal tote boxes
- Opaque shielding bags
- Transparent metallized shielding bags
- Transparent shielding tubes

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## REMOVAL & REPLACEMENT

### Service Considerations

### Tool Requirements

- Phillips screwdriver
- Needle-nose pliers
- Flathead screwdriver
- Compaq Utilities software

### Screws

The screws used in these products are not interchangeable. If an incorrect screw is used during the reassembly process, it could cause damage to the unit. Compaq strongly recommends that all screws removed during the disassembly process be kept with the part that was removed, then returned to their proper locations.

**IMPORTANT:**

As each subassembly is removed from the computer, it should be placed away from the work area to prevent damage.

### Cables and Connectors

Most cables used throughout the unit are *ribbon cables*. These must be handled with extreme care to avoid damage. Apply only the tension required to seat or unseat the cables during insertion or removal from the connector. Handle cables by the connector whenever possible. In all cases, avoid bending, twisting, or tearing the cables, and ensure that they are placed in such a way that they cannot be caught or snagged by parts being removed or replaced.



**CAUTION:** When servicing these computers, ensure that cables are placed in their proper location during the reassembly process. Improper cable placement can cause severe damage to the unit.

### Ribbon Cable Positions

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## REMOVAL & REPLACEMENT

### *Preparation for Disassembly*

To prepare the computer for removal and replacement procedures, complete the following steps:

- 1 Remove any diskette, compact disc, or tape from the computer.
- 2 Turn off the computer and any peripheral devices that are connected to the computer.



**CAUTION:** The computer power switch should be turned off before you disconnect any cables.

- 3 Disconnect the power cord from the electrical outlet, and then from the computer.
- 4 Disconnect all peripheral device cables from the computer.

**IMPORTANT:**

During disassembly, label each cable as you remove it. Be sure to note its position and routing.

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## REMOVAL & REPLACEMENT



### Chassis

#### Removal

- 1 Perform the [preparation procedures](#).
- 2 Remove the three screws from the back of the computer as shown.
- 3 With one hand, grasp the handle on the back of the computer chassis while holding the cover with the other hand, and pull until the chassis stops.
- 4 Lift up on the chassis and pull it completely out of the cover.

#### Replacement

To replace the chassis, reverse this procedure.

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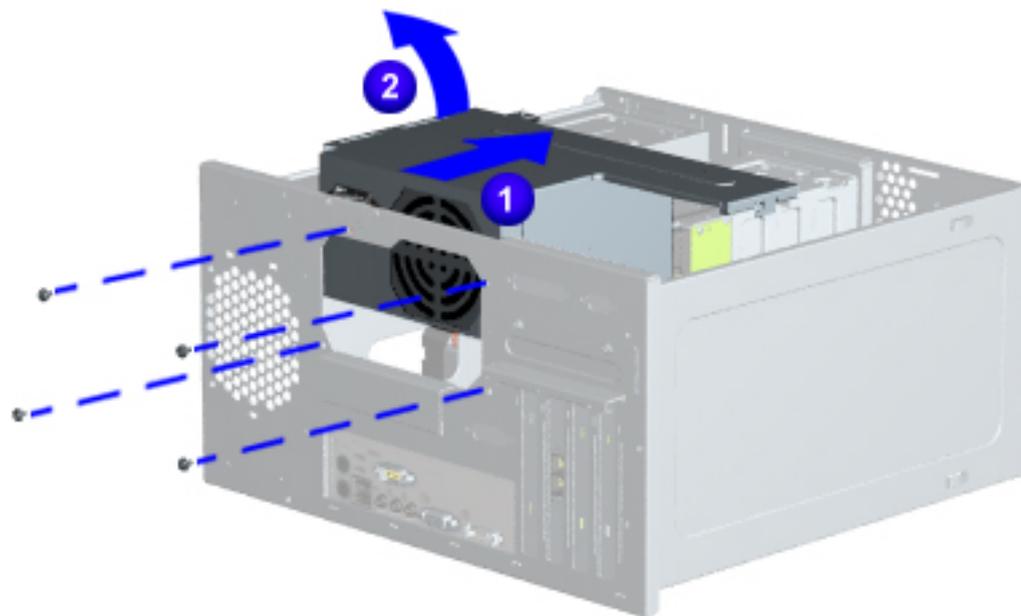
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## REMOVAL & REPLACEMENT



### Power Supply

#### Removal

- 1 [Perform preparation procedures.](#)
- 2 [Remove the chassis.](#)
- 3 Gently lay the computer on its side (rear connectors should be closest to the working surface).
- 4 Remove the four screws that secure the power supply to the rear of the chassis as shown.
- 5 Slide the power supply away from the back of the chassis **1**, flip it up and away **2**, and slide it to the right to remove it from the slots.

#### Replacement

To replace the power supply, reverse this procedure.

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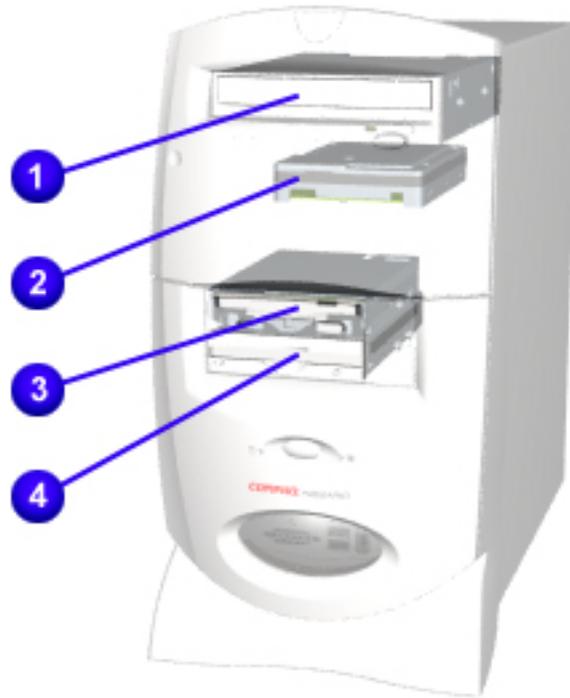
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## **REMOVAL & REPLACEMENT**



### **Mass Storage Devices - Index Page**

- 1** [CD or DVD drive](#)
- 2** [3.5" Hard drive](#) or [5.25" Hard drive](#)
- 3** [Zip drive \(available on select models\)](#)
- 4** [Diskette drive](#)

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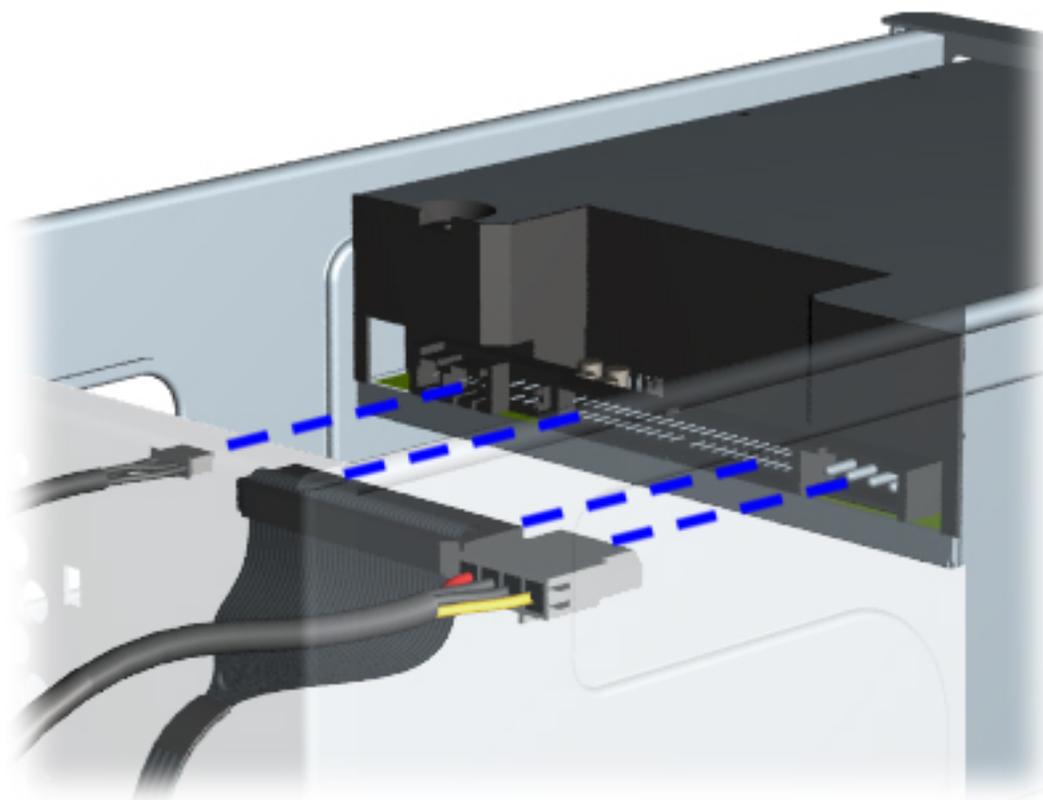
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## REMOVAL & REPLACEMENT



### *Mass Storage Devices*

#### **CD or DVD Drive**

**NOTE:**

Click [here](#) to see how to remove a CD or DVD that has jammed in the drive.

#### **Removal**

- 1** [Perform preparation procedures.](#)
- 2** [Remove the cover.](#)
- 3** Disconnect the signal, power, and audio cables from the CD or DVD drive.

[\*NEXT STEP\*](#)

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## **REMOVAL & REPLACEMENT**

### *Mass Storage Devices*

#### **CD or DVD Drive, continued**

- 4 Remove the four screws from the sides of the CD or DVD drive.
- 5 Pull the CD or DVD drive straight out of the front of the chassis.

#### **Replacement**

To replace the CD or DVD drive, reverse this procedure.

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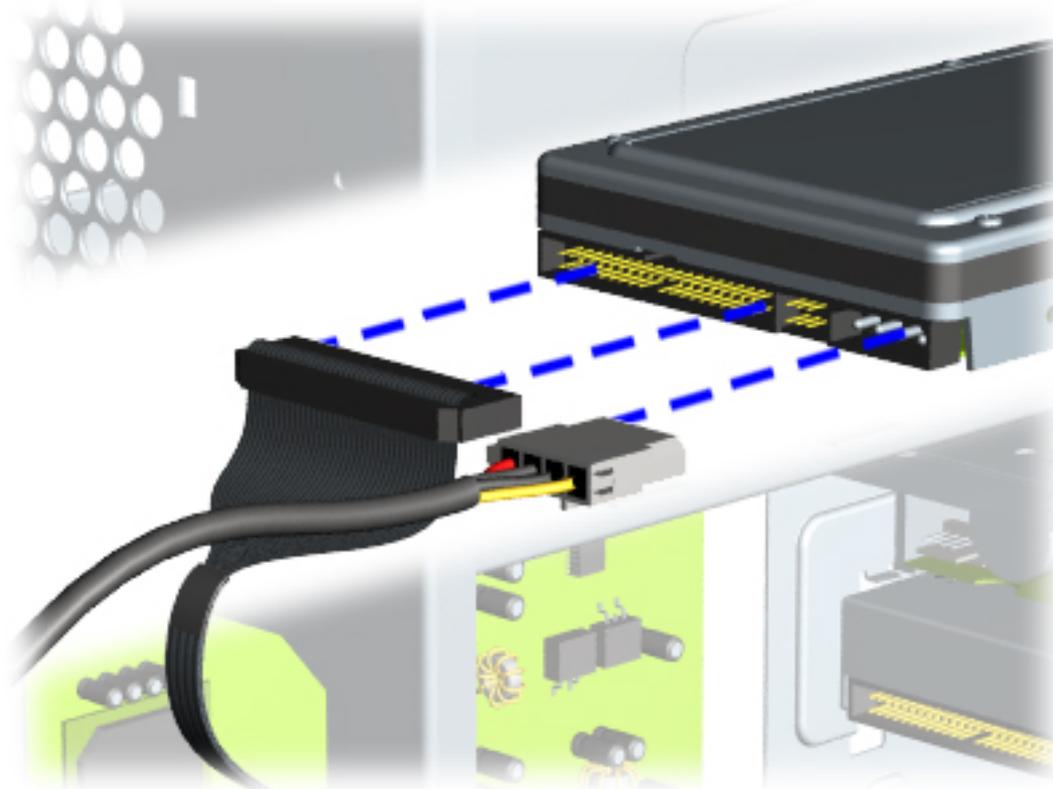
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## REMOVAL & REPLACEMENT



### *Mass Storage Devices*

#### **3.5" Hard Drive**

##### **Removal**

- 1 [Perform preparation procedures.](#)
- 2 [Remove the chassis.](#)
- 3 [Remove the power supply.](#)
- 4 Disconnect the signal and power cables from the hard drive.

[NEXT STEP](#)

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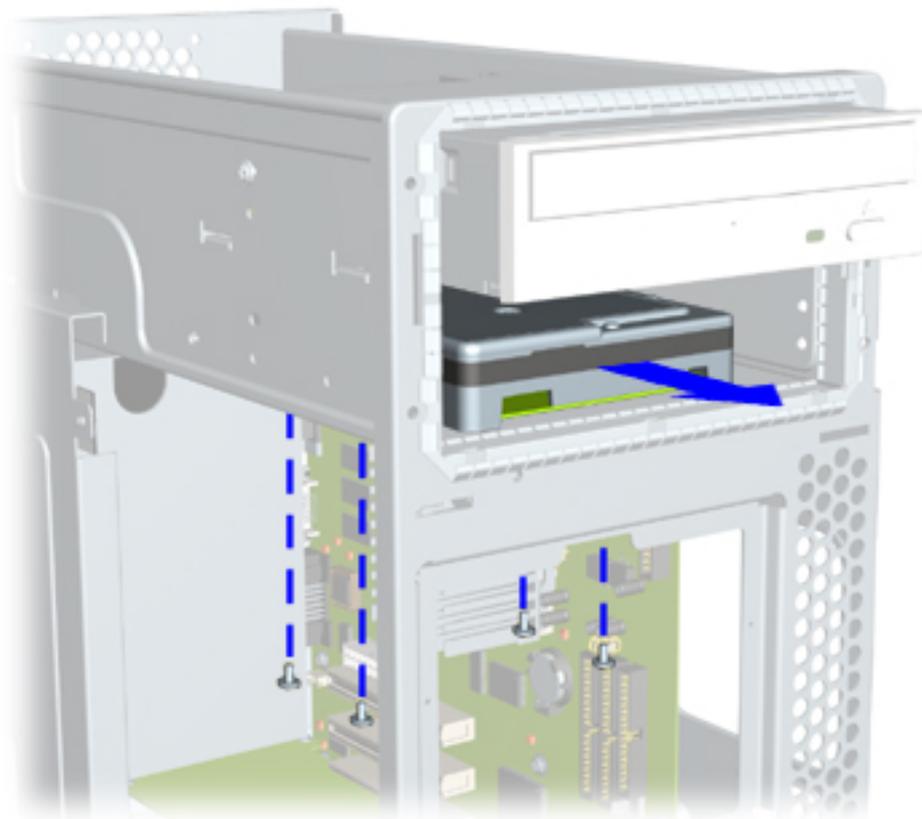
## REMOVAL & REPLACEMENT

### *Mass storage devices*

#### **3.5" Hard Drive, continued**

- 5 Remove the four screws from the underside of the hard drive bracket and chassis.
- 6 Remove the hard drive from the front of the chassis.

*NEXT STEP*



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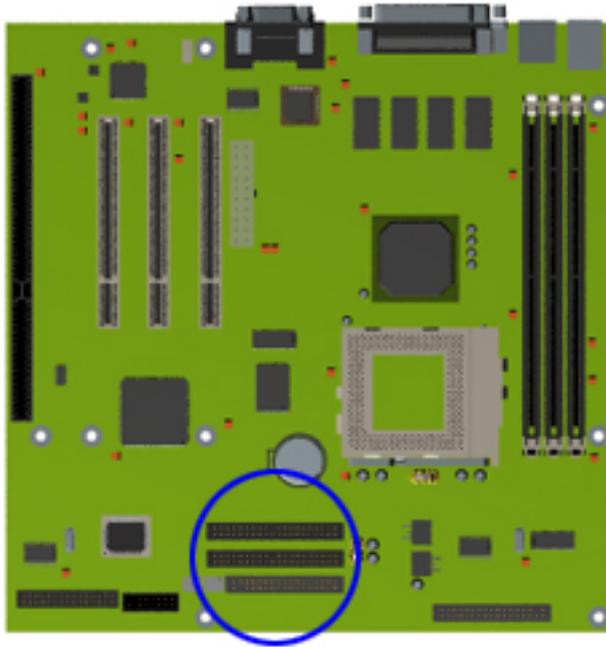
#### **3.5" Hard Drive, continued**

- 7 Disconnect the hard drive cable from the board.

#### **Replacement**

To replace the 3.5-inch hard drive, reverse this procedure.

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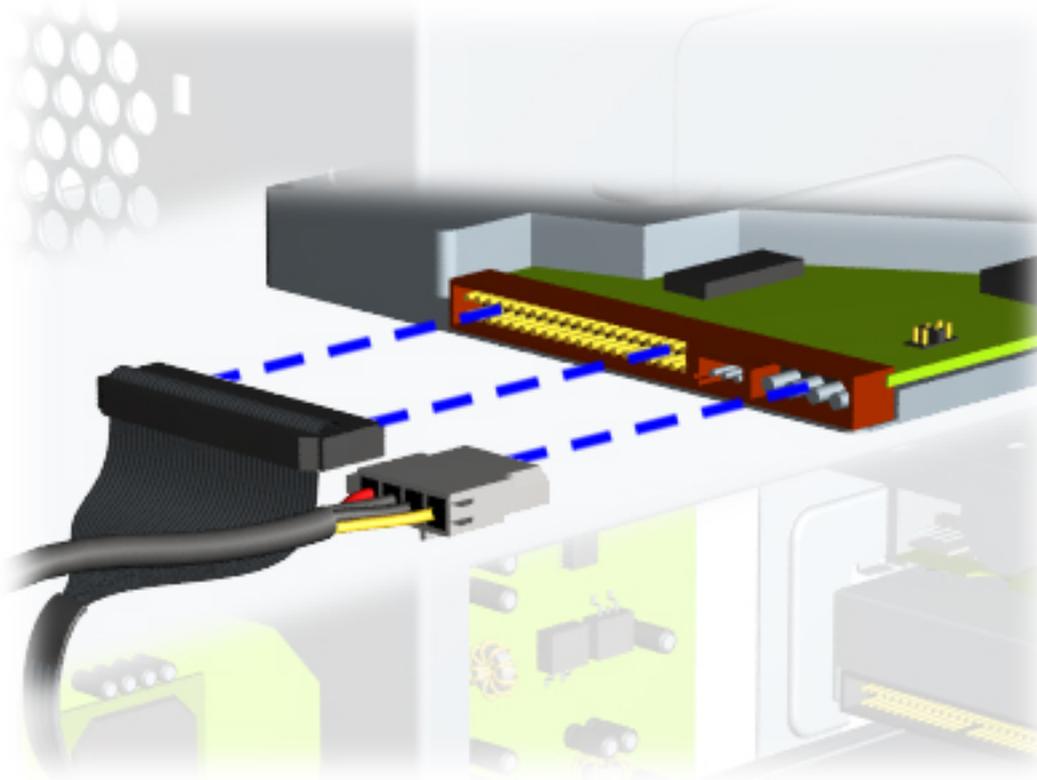
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## REMOVAL & REPLACEMENT



### *Mass Storage Devices*

#### **5.25" Hard Drive**

#### **Removal**

- 1** [Perform preparation procedures.](#)
- 2** [Remove the chassis.](#)
- 3** [Remove the power supply.](#)
- 4** Disconnect the signal and power cables from the hard drive.

[NEXT STEP](#)

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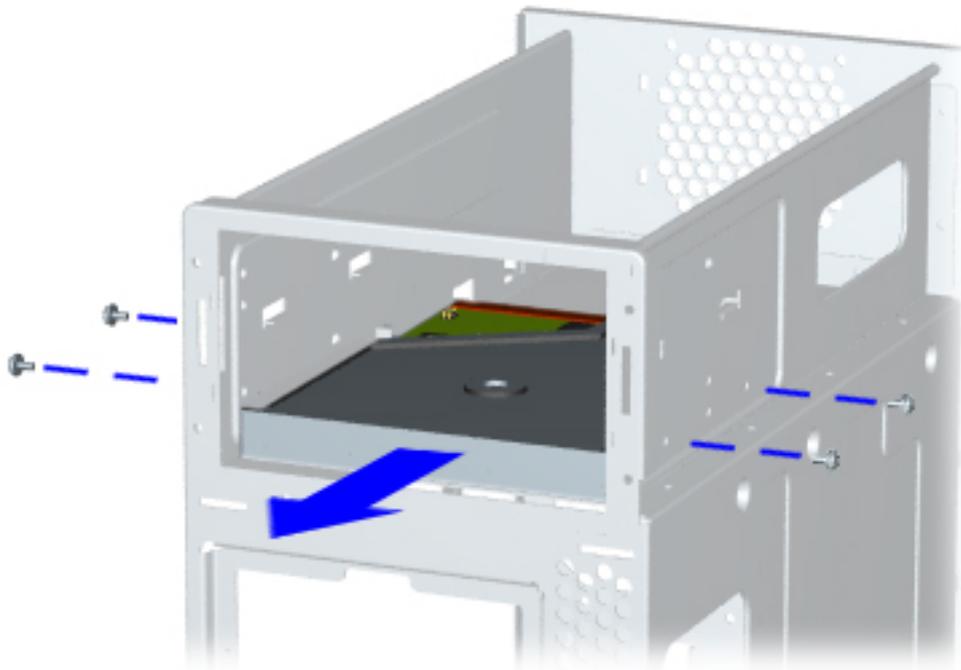
## REMOVAL & REPLACEMENT

### *Mass Storage Devices*

#### 5.25" Hard Drive, continued

- 4 Remove the four screws from the sides of the hard drive.
- 5 Pull the hard drive from the front of the chassis.

*Next Step*



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### *Mass Storage Devices*

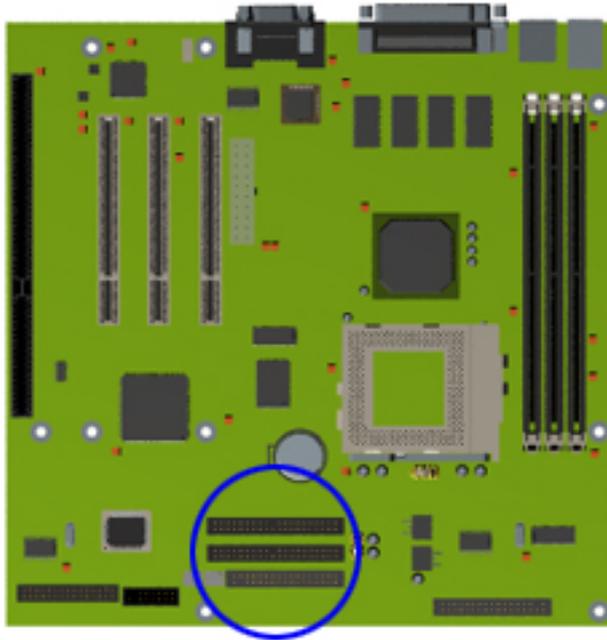
#### **5.25" Hard Drive, continued**

- 6 Disconnect the hard drive cable from the board.

#### **Replacement**

To replace the hard drive, reverse this procedure.

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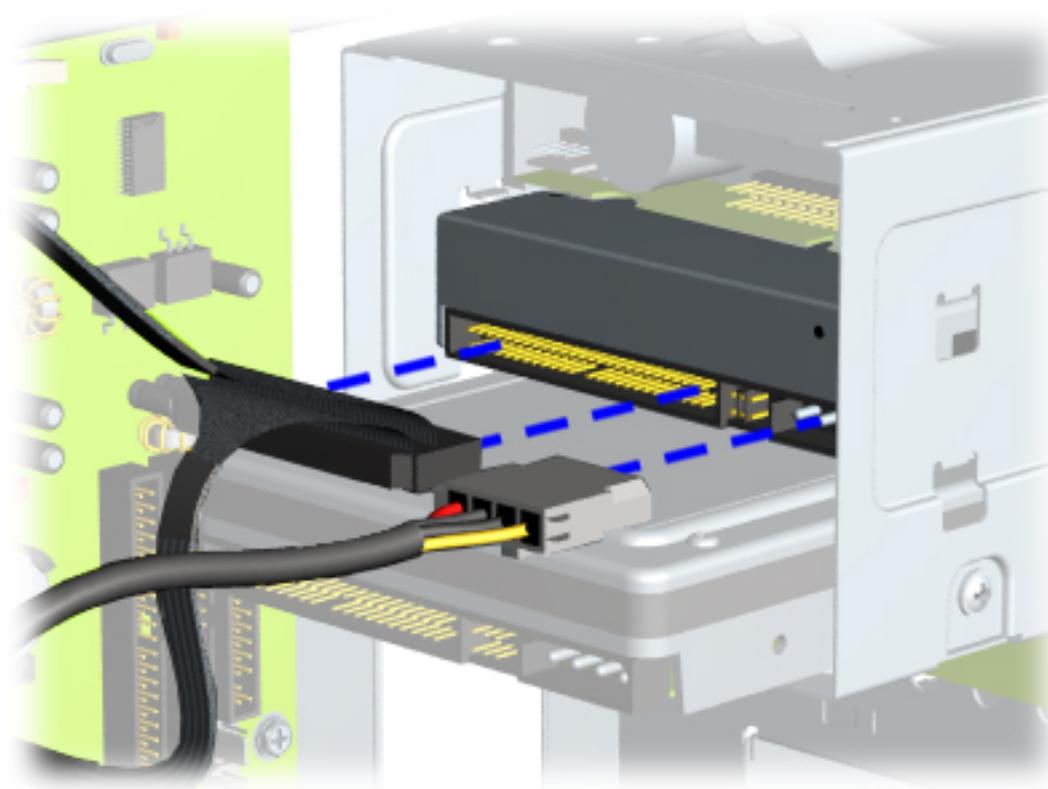
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## REMOVAL & REPLACEMENT



### *Mass Storage Devices*

#### **Zip Drive**

##### **Removal**

- 1** [Perform preparation procedures.](#)
- 2** [Remove the cover.](#)
- 3** Disconnect the signal and power cables from the Zip drive.

[\*NEXT STEP\*](#)

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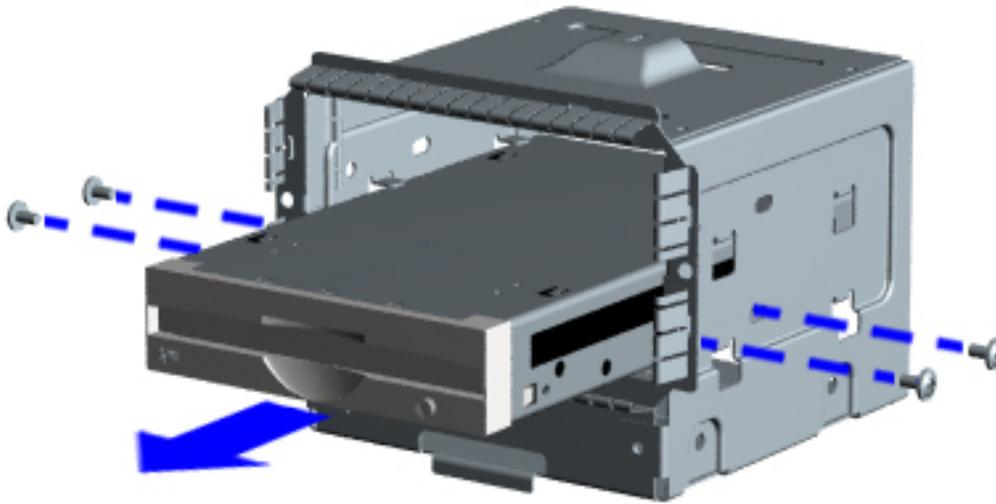
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## REMOVAL & REPLACEMENT

### *Mass Storage Devices*

#### **Zip Drive, continued**

- 4 Remove the four screws from the sides of the Zip drive.
- 5 Remove the Zip drive from the front of the drive cage assembly.

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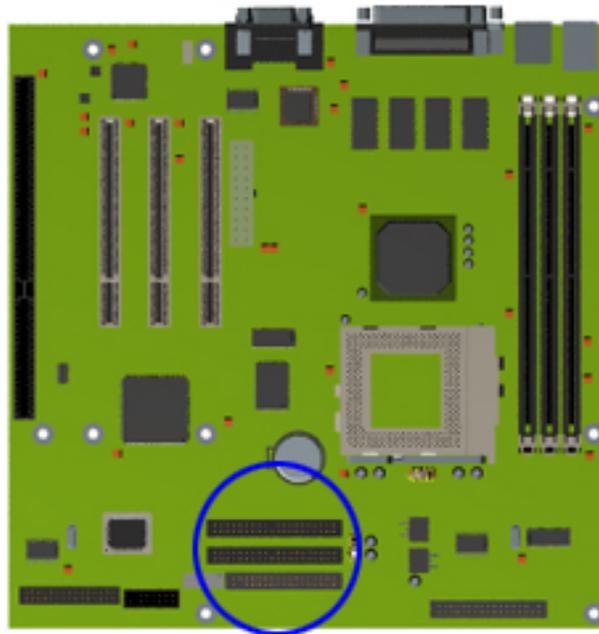
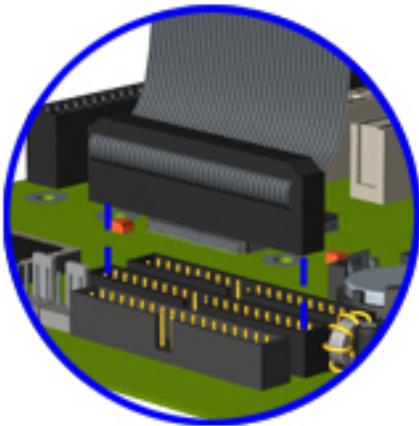
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## REMOVAL & REPLACEMENT

### *Mass Storage Devices*

#### **Zip Drive, continued**

- 4 Remove the zip drive cable from the board.

#### **Replacement**

To replace the Zip drive, reverse the removal procedure.

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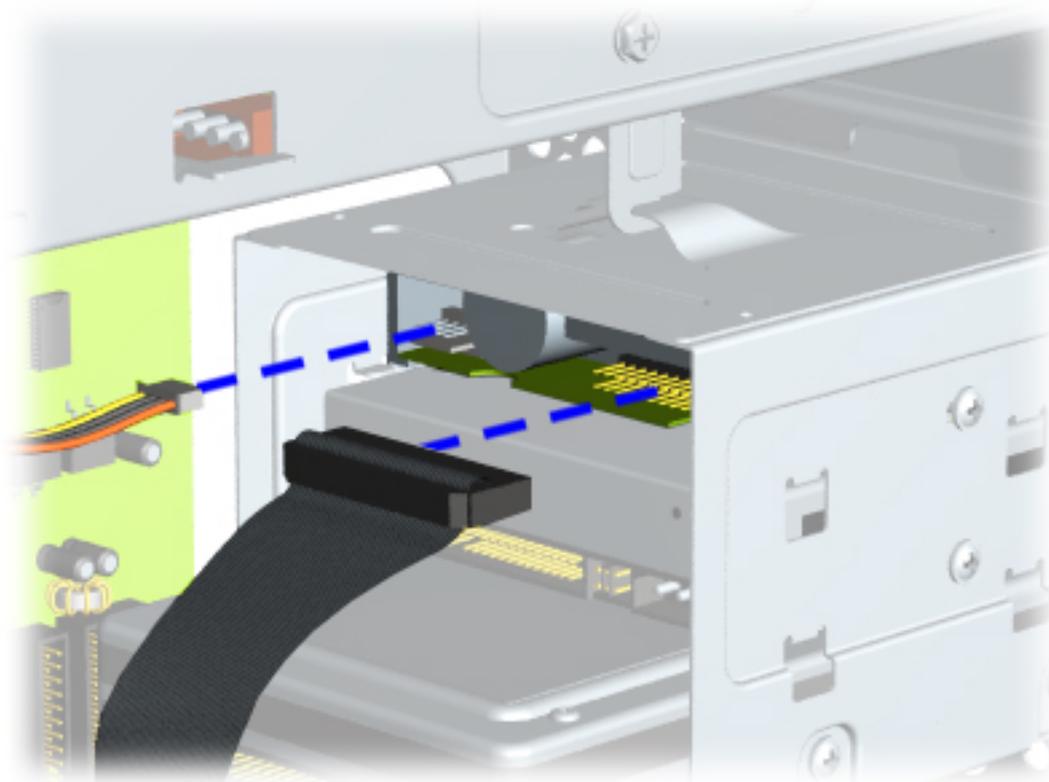
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## REMOVAL & REPLACEMENT



### *Mass Storage Devices*

#### **Diskette Drive**

#### **Removal**

- 1** [Perform the preparation procedures.](#)
- 2** [Remove the cover.](#)
- 3** Disconnect the signal and power cables from the diskette drive.

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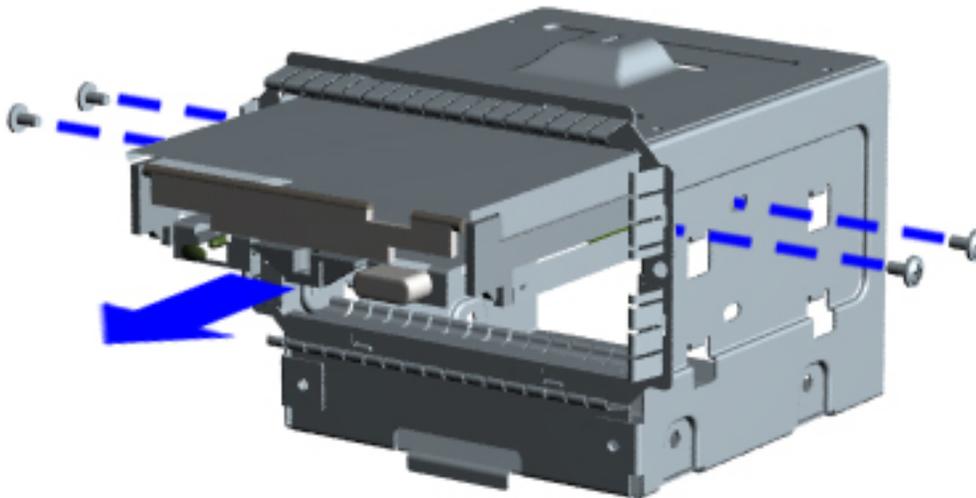
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## REMOVAL & REPLACEMENT

### *Mass Storage Devices*

### **Diskette Drive, continued**

- 4 Remove the four screws from the sides of the drive bracket.
- 5 Remove the drive from the front of the drive age assembly.

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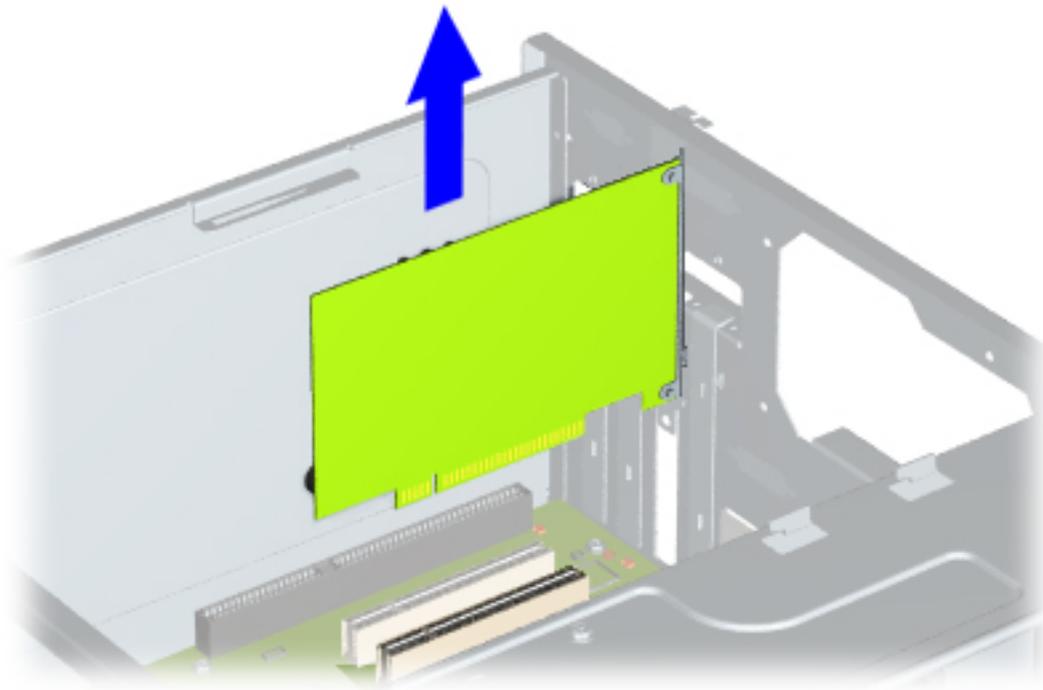
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## REMOVAL & REPLACEMENT



### Fax/modem

#### Removal

- 1 [Perform preparation procedures.](#)
- 2 [Remove the chassis.](#)
- 3 [Remove the power supply.](#)
- 4 Remove the screws holding the option card bracket to the chassis.
- 5 Remove the bracket and pull the fax/modem out of the slot.

#### Replacement

To replace the fax/modem, reverse this procedure.

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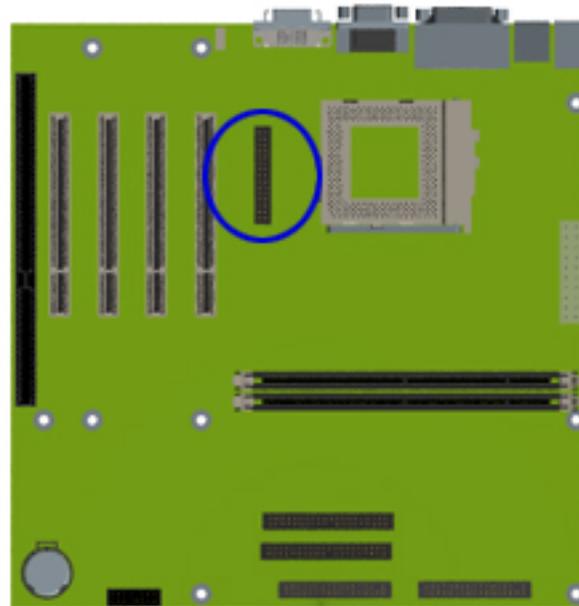
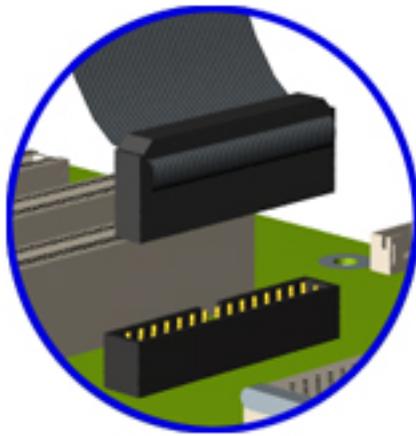
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## REMOVAL & REPLACEMENT



### Parallel Port Cable Assembly

#### Removal

- 1 [Perform preparation procedures.](#)
- 2 [Remove the chassis.](#)
- 3 [Remove the power supply.](#)
- 4 Disconnect the parallel cable from the system board.
- 5 Remove the two screwlocks that secure the parallel port to the chassis and pull the parallel port cable assembly out of the chassis.

#### Replacement

To replace the parallel port, reverse this procedure.

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## REMOVAL & REPLACEMENT



### PCI Bracket

#### Removal

- 1 [Perform preparation procedures.](#)
- 2 [Remove the chassis.](#)
- 3 Gently lay the computer on its side (rear connectors should be closest to the working surface).
- 4 Remove the two screws that secure the PCI bracket to the rear of the chassis as shown.
- 5 Remove the bracket.

#### Replacement

To replace the PCI bracket, reverse this procedure.

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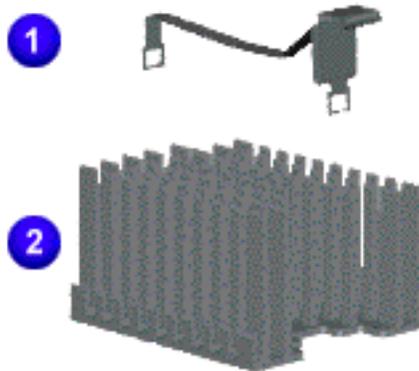
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## REMOVAL & REPLACEMENT

### *System Board Components*

#### Removing the Heat Sink (on select models)



#### Removal

- 1 [Perform preparation procedures.](#)
- 2 [Remove the chassis.](#)
- 3 [Remove the power supply.](#)
- 4 Locate the heat sink clip **1** and release the clip from the heat sink **2**.
- 5 Lift the heat sink lever and remove the heat sink from the system board.

#### Replacement

To replace the heat sink, reverse this procedure.

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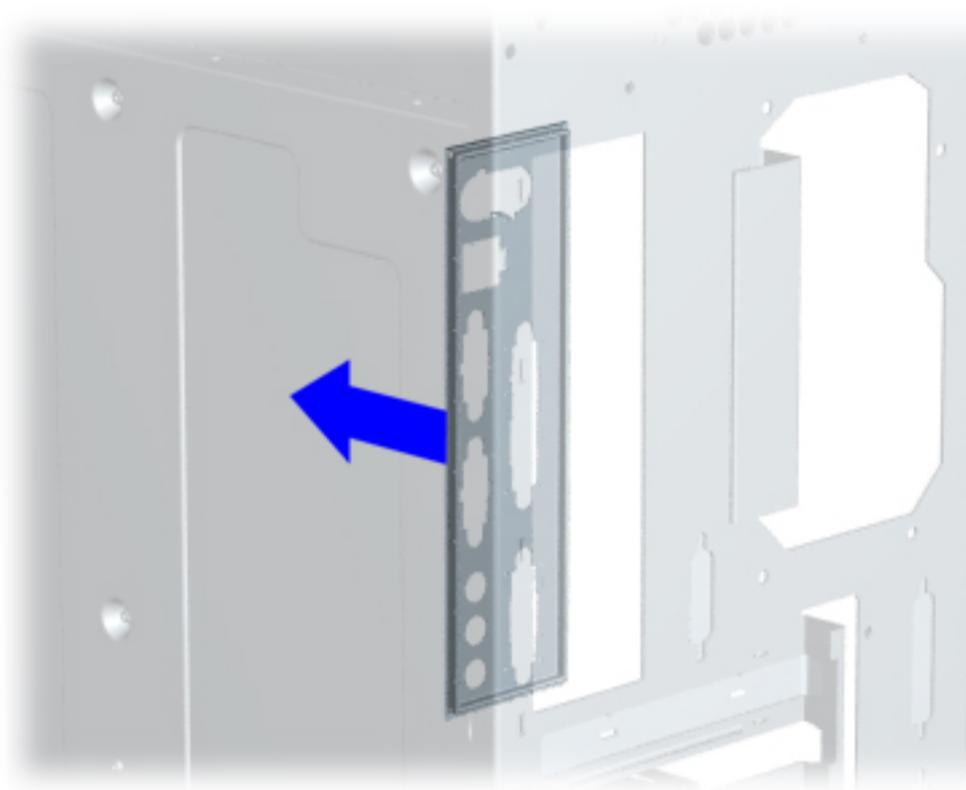
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## REMOVAL & REPLACEMENT

### System Board Components

**I/O Panel for models 5330, 5333, 5340, 5345, 5360, 5363, 5365**

Click [here](#) to see other models.



#### Removal

- 1 [Perform preparation procedures.](#)
- 2 [Remove the chassis.](#)
- 3 [Remove the power supply.](#)
- 4 [Remove mass storage devices.](#)
- 5 [Remove the fax/modem.](#)
- 6 [Remove the system board.](#)
- 7 Gently push the I/O panel into the chassis from the rear of the chassis and remove.

**Note:** Your I/O panel may look slightly different.

#### Replacement

To replace the I/O panel, reverse this procedure.

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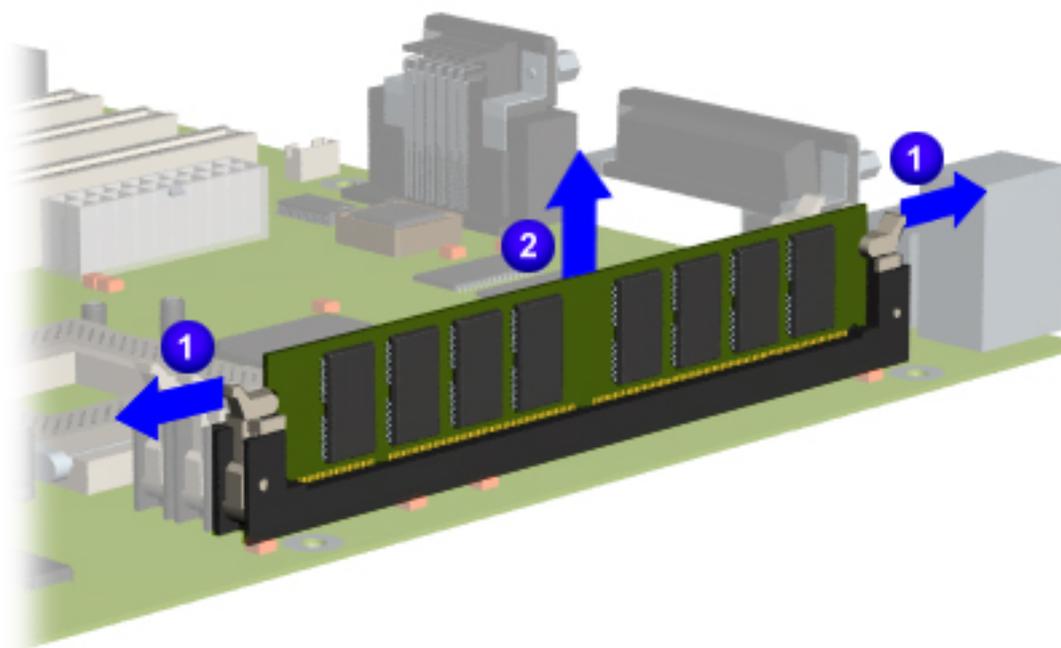
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## REMOVAL & REPLACEMENT

### System Board Components

**Memory Module (DIMM) for models 5330, 5333, 5340, 5345, 5360, 5363, 5365**

Click [here](#) for other models.



- 1 [Perform preparation procedures.](#)
- 2 [Remove the chassis.](#)
- 3 [Remove the power supply.](#)
- 4 [Remove mass storage devices.](#)
- 5 [Remove the fax/modem.](#)
- 6 Release the retention clips of the socket **1** and unplug the DIMM from the system board **2**.

To replace the DIMM, reverse this procedure.

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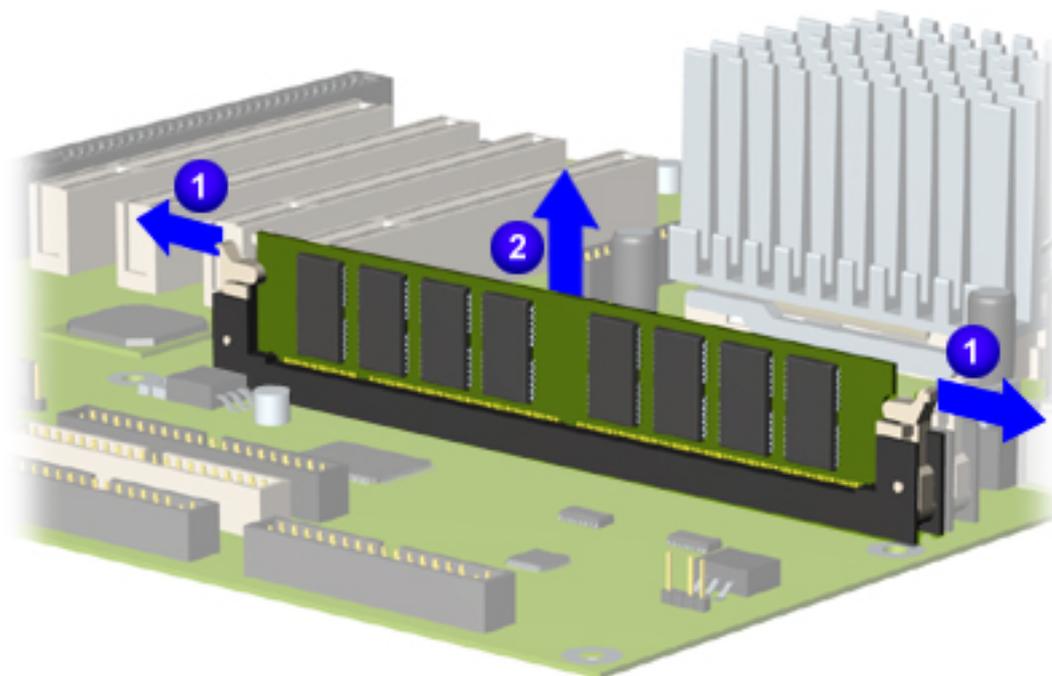
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## REMOVAL & REPLACEMENT

### System Board Components

**Memory Module (DIMM)** for models 5352, 5354, 5356, 5358, 5359, 5373, 5376, 5378, 5396, and 5398

Click [here](#) for other models.



- 1 [Perform preparation procedures.](#)
- 2 [Remove the chassis.](#)
- 3 [Remove the power supply.](#)
- 4 [Remove mass storage devices.](#)
- 5 [Remove the fax/modem.](#)
- 6 Release the retention clips of the socket ① and unplug the DIMM from the system board ②.

To replace the DIMM, reverse this procedure.

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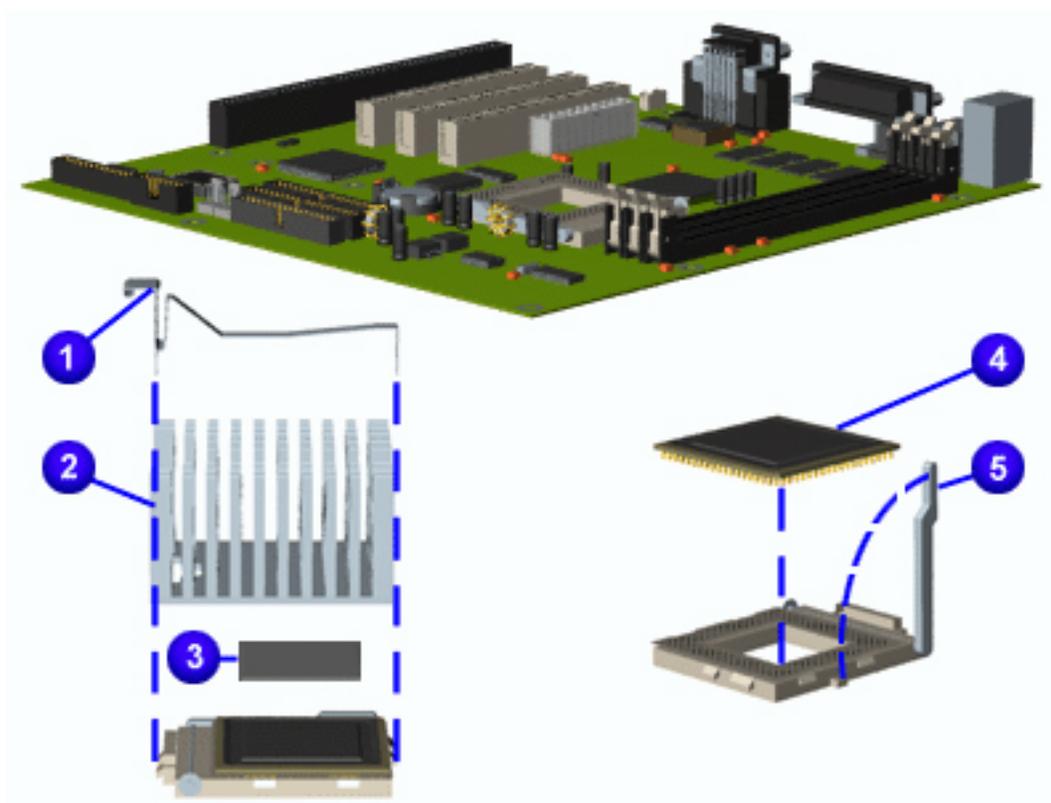
## REMOVAL & REPLACEMENT

### System Board Components

#### AMD K6-2 Processor

This page shows the removal and replacement procedure for an AMD K6-2 processor.

Click the links to see how to remove an [Intel Celeron](#) processor.



#### Removal

- 1 [Perform preparation procedures.](#)
- 2 [Remove the chassis.](#)
- 3 [Remove mass storage devices.](#)
- 4 [Remove the power supply.](#)
- 5 Locate the AMD K6-2 processor.

**CAUTION** The processor may still be very hot if the computer has been running recently.

- 6 Remove the clip ① from the heat sink ②.
- 7 Lift up the ZIF socket handle ④ and lift the heat sink ② and processor ③ out of the socket.

#### Replacement

To reinstall the AMD K6-2 processor, rub a thermal transfer crayon on the bottom of the heatsink, then reverse the steps above. (The thermal transfer crayon replaces the thermal pad used with earlier K6 processors.)

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## REMOVAL & REPLACEMENT

### System Board Components

#### Intel Celeron Processor

This page shows the removal and replacement procedure for an Intel Celeron processor.

Click the links to see how to remove an [AMD K6-2](#) processor.



#### Removal

- 1 [Perform preparation procedures.](#)
- 2 [Remove the chassis.](#)
- 3 [Remove the power supply.](#)
- 4 [Remove mass storage devices.](#)
- 5 Locate the Intel Celeron processor.

**CAUTION** The processor may still be very hot if the computer has been running recently.

- 6 Remove the clip **1** from the heat sink **2**.
- 7 Lift up the ZIF socket handle **4** and lift the heat sink **2** and processor **3** out of the socket.

#### Replacement

To reinstall the Internal Celeron processor, rub a thermal transfer crayon on the bottom of the heatsink, then reverse the steps above. (The thermal transfer crayon replaces the thermal pad used with earlier K6 processors.)

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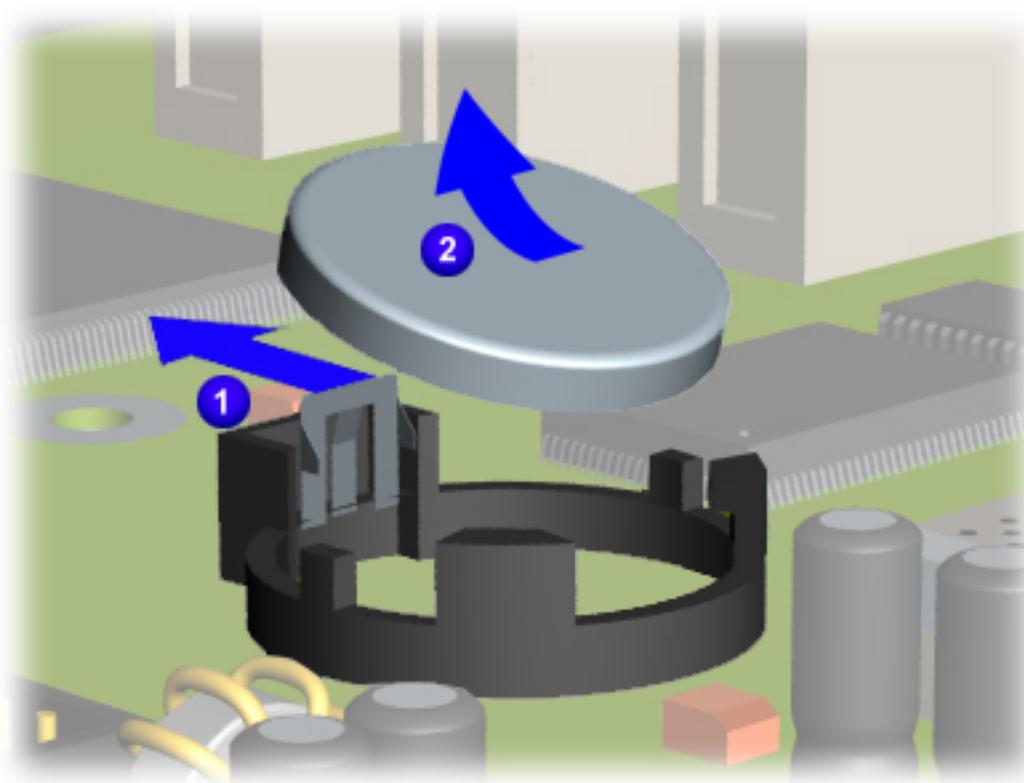
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## REMOVAL & REPLACEMENT

### System Board Components

#### Battery



- 1 [Perform preparation procedures.](#)
- 2 [Remove the chassis.](#)
- 3 [Remove the power supply.](#)
- 4 [Remove mass storage devices.](#)
- 5 [Remove the fax/modem.](#)
- 7 Locate the RTC battery.
- 8 Push out the socket levers **1** and slide the RTC battery out of the socket **2**.

#### Replacement

To replace the RTC battery, reverse this procedure.



**WARNING:** The clock/CMOS lithium battery may explode if mistreated. Do not abuse. Use only replacement batteries supplied by Compaq Computer Corporation.

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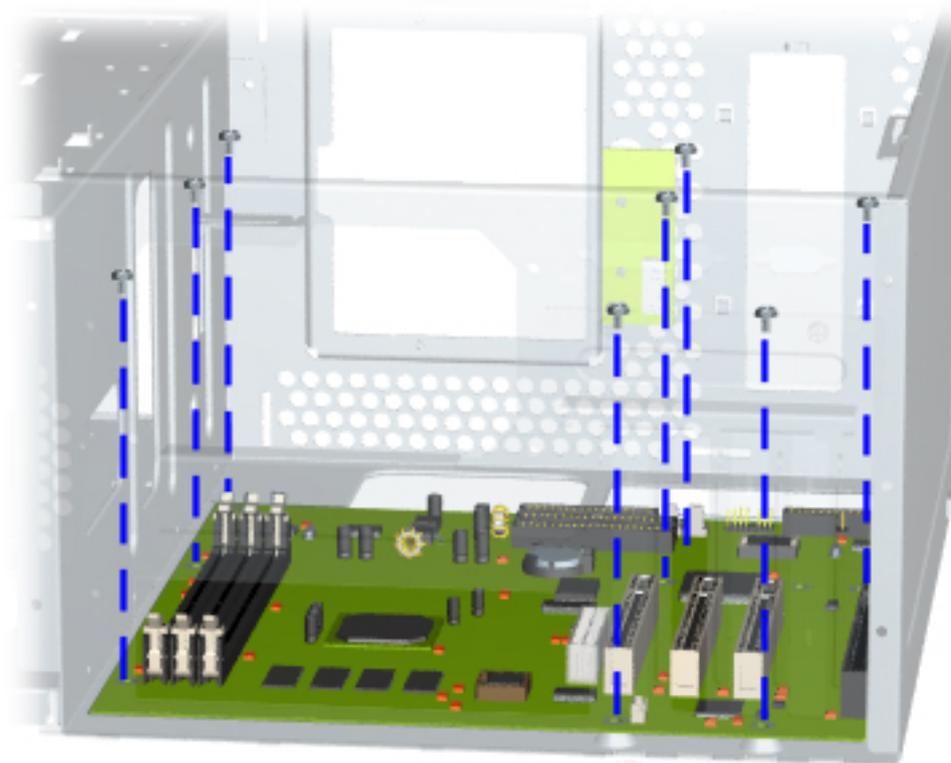
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## REMOVAL & REPLACEMENT

### System Board Components

#### System Board



#### Removal

- 1 [Perform preparation procedures.](#)
- 2 [Remove the chassis.](#)
- 3 [Remove the power supply.](#)
- 4 [Remove floppy drive.](#)
- 5 [Remove the fax/modem.](#)
- 6 [Remove the processor.](#)
- 7 [Remove the memory module.](#)
- 8 Remove all cables from the system board.
- 9 Remove the eight screws from the system board (may differ slightly from photo) and separate it from the bracket.

#### Replacement

To replace the system board, reverse this procedure.

<b>NOTE:</b>	The system board spare part kit does not include the processor, cache, DIMM, or video expansion module. The components must be transferred from the old system board to the new system board.
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## REMOVAL & REPLACEMENT

### *Instant On Button Board*

#### Removal

- 1 [Perform preparation procedures.](#)
- 2 [Remove the chassis.](#)
- 3 Remove the two screws from the button assembly and remove the assembly from the chassis.

[Next Step](#) .

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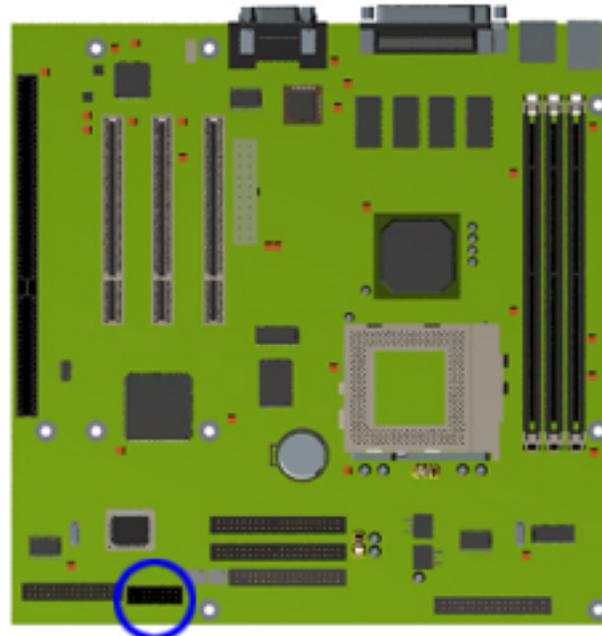
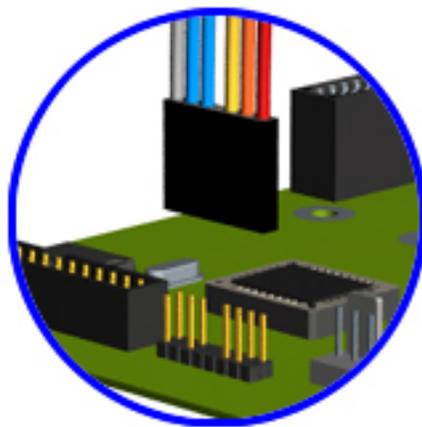
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## REMOVAL & REPLACEMENT

### *Instant On Button Board, continued*



### Removal, continued

- 3 Remove the Button Board cable from the system board.
- 4 Remove the two screws from the button assembly and remove the assembly from the rear of front bezel.

### Replacement

To replace the button board assembly, reverse this procedure.

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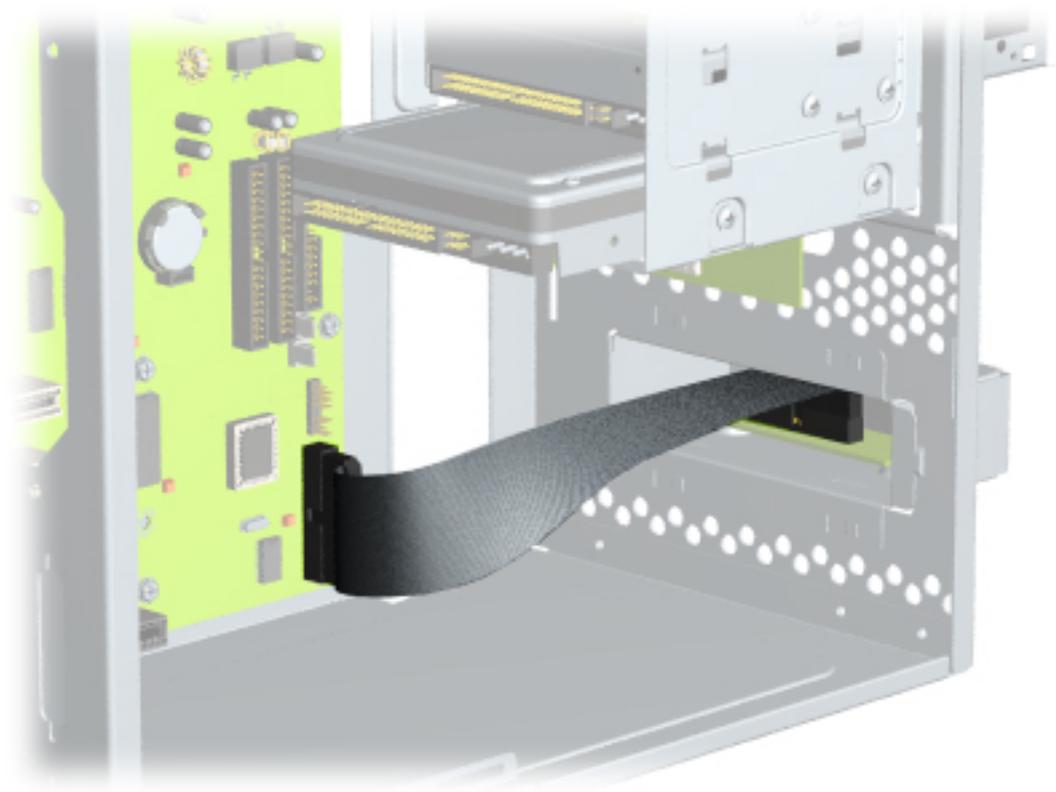
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**Creativity Action Center**

## **REMOVAL & REPLACEMENT**



***Creativity Action Center - (available on select models only)***

### **Removal**

- 1** [Perform preparation procedures.](#)
- 2** [Remove the cover.](#)
- 3** Disconnect the cable from the creativity action center

[NEXT STEP](#)

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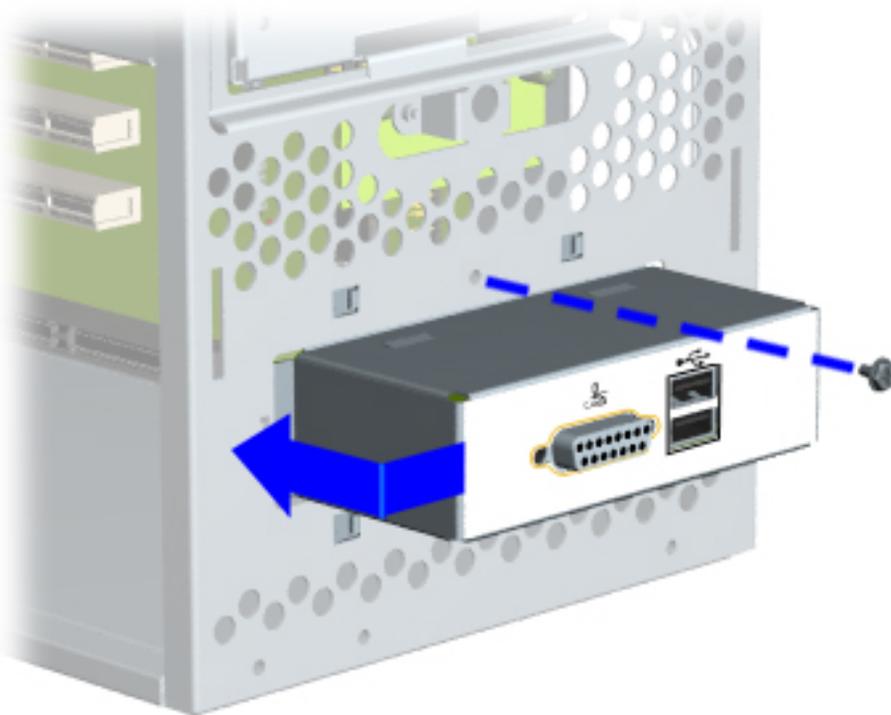
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## REMOVAL & REPLACEMENT

### *Creativity Activity Center, continued*



- 4 Remove the screw holding the Creativity Action Center port to the chassis.
- 5 Release the top clip and slide the Creativity Action Center port up and push it in to remove it.

[Next Step](#)

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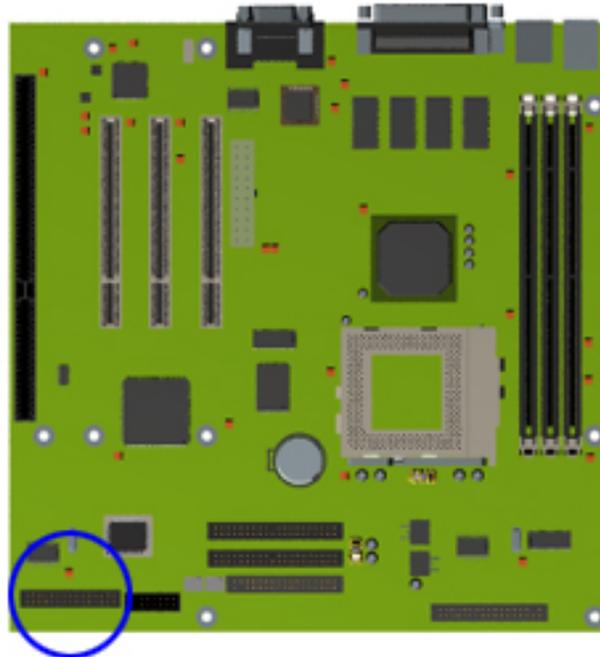
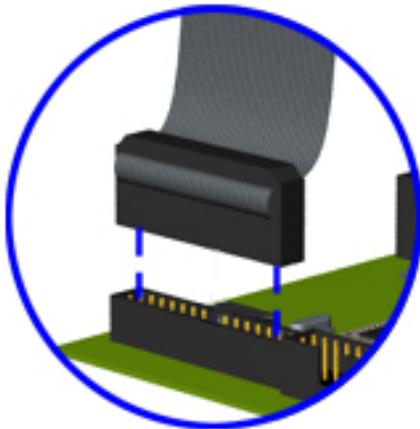
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## REMOVAL & REPLACEMENT

### *Creativity Activity Center, continued*



- 4 Remove the Creativity Action Center cable from the board.

#### **Removal**

To replace the Creativity Action Center, reverse this procedure.

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## **JUMPER & SWITCH INFORMATION**

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**For models 5330, 5333,  
5340, 5345, 5360, 5363,  
5365**

- [System board connectors](#)
- [Jumper settings](#)

**For models 5346, 5352,  
5356, 5358, 5359, 5373,  
5376, 5378, 5396, 5398**

- [System board connectors](#)
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## JUMPER & SWITCH INFORMATION

### System Board Connectors

**Models 5330, 5333, 5340, 5345, 5360, 5363, 5365**

Click on a jumper designator to get its function and a connector description.

### Connector information

Function	Description	Reference Designator
Keyboard	Miniature 6-pin	PS1
Mouse	Miniature 6-pin	PS1
Parallel port	DSUB 25-pin	P1
Serial port	DSUB 15-pin	COM1
Video	15-pin VGA	VGA1
Microphone in	Mini stereo	J3
Line out	Mini stereo	J1
Line in	Mini stereo	J2
DIMM sockets	168-pin DIMM	DIMM 1 - 3
Socket 7	321-pin PGA	CPU1
Socket 7 clock multiplier	3X3 -pin header	BF0, BF1, BF2
CPU bus speed select	4 2-pin headers	FREQ 0-3
Battery socket	Battery holder	BAT1
Power supply	20-pin	ATX-PWR-1
PCI slots	32-bit PCI connector	PCI1, PCI2, PCI3
ISA slots	16-bit ISA connector	ISA1
CD-ROM audio	4-pin header, key 2	J4
IDE drives	40-pin headers, key 20	IDE1, IDE2
Diskette drive	34-pin header	J1
CPU core voltage select	3X5-pin header	JP5
Fans	3-pin	FAN1, FAN2
CMOS clear	3-pin header	JP3
Button board	16-pin header	JP8
Back USB	Dual 4-pin	USB1
Front Panel I/O (Game & 2 USB)	30-pin header	J5

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## **JUMPER & SWITCH INFORMATION**

### ***System Board Connectors***

***Models 5346, 5352, 5356, 5358, 5373, 5376, 5396, 5398***

JP1 CMOS Jumper Settings

**CMOS Normal**

pins 1-2

**CMOS Clear**

pins 2-3

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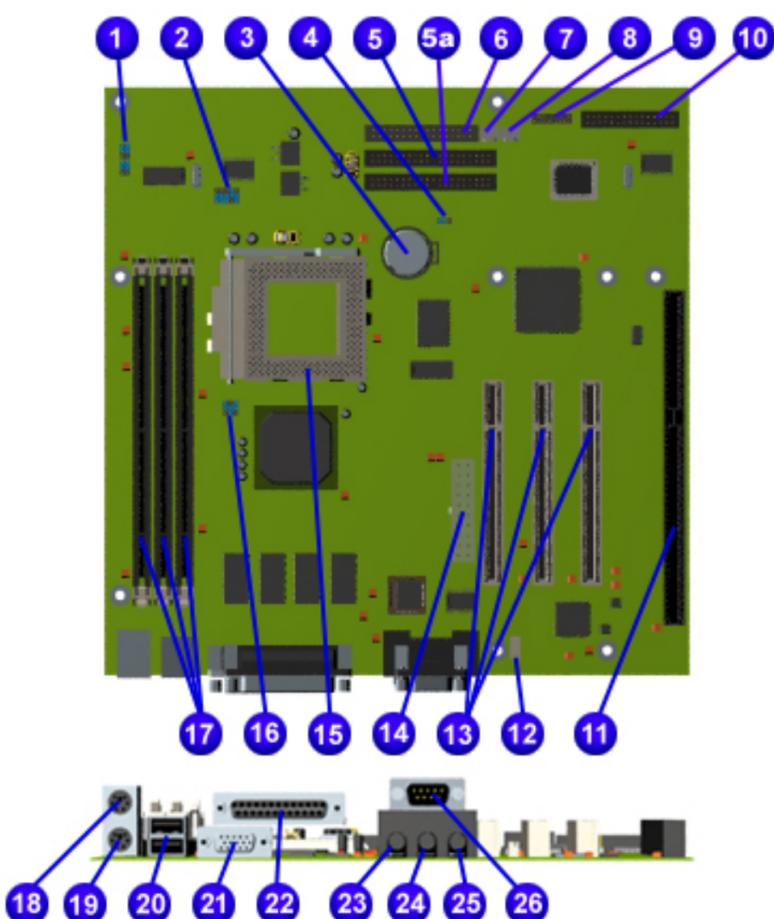
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### JUMPER & SWITCH INFORMATION

<b>1</b>	Frequency Jumper
<b>2</b>	CPU Core Voltage Select
<b>3</b>	CMOS Battery
<b>4</b>	CMOS
<b>5</b>	Secondary IDE Drive
<b>5a</b>	Primary IDE Drive
<b>6</b>	Diskette Drive
<b>7</b>	Fan
<b>8</b>	Fan
<b>9</b>	Button Board
<b>10</b>	Front I/O Panel
<b>11</b>	ISA Slot
<b>12</b>	CD Audio
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<b>16</b>	Processor Multiple
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<b>18</b>	Mouse
<b>19</b>	Keyboard
<b>20</b>	USB
<b>21</b>	VGA Connector
<b>22</b>	Parallel Port
<b>23</b>	Microphone
<b>24</b>	Line In
<b>25</b>	Speaker
<b>26</b>	Serial Port



### Jumper Settings for models 5330, 5333, 5340, 5345, 5360, 5363, 5365

BF2	BF1	BF0	AMD
1-2	1-2	1-2	3.5X
1-2	1-2	2-3	2.0X
1-2	2-3	1-2	3.0X
1-2	2-3	2-3	2.5X
2-3	1-2	1-2	5.5X
2-3	1-2	2-3	4.0X
2-3	2-3	1-2	5.0X
2-3	2-3	2-3	4.5X

JP5					
Vid4	Vid3	Vid2	Vid1	Vid0	CPU Vcore
1-2	1-2	2-3	1-2	2-3	1.80V
1-2	1-2	2-3	1-2	1-2	1.85V
1-2	1-2	1-2	2-3	2-3	1.90V
1-2	1-2	1-2	2-3	1-2	1.95V
1-2	1-2	1-2	1-2	2-3	2.00V
1-2	1-2	1-2	1-2	1-2	2.05V
2-3	2-3	2-3	2-3	2-3	NO CPU
2-3	2-3	2-3	2-3	1-2	2.1V
2-3	2-3	2-3	1-2	2-3	2.2V
2-3	2-3	2-3	1-2	1-2	2.3V
2-3	2-3	1-2	2-3	2-3	2.4V
2-3	2-3	1-2	2-3	1-2	2.5V
2-3	2-3	1-2	1-2	2-3	2.6V
2-3	2-3	1-2	1-2	1-2	2.7V
2-3	1-2	2-3	2-3	2-3	2.8V
2-3	1-2	2-3	2-3	1-2	2.9V
2-3	1-2	2-3	1-2	2-3	3.0V
2-3	1-2	2-3	1-2	1-2	3.1V
2-3	1-2	1-2	2-3	2-3	3.2V
2-3	1-2	1-2	2-3	1-2	3.3V
2-3	1-2	1-2	1-2	2-3	3.4V
2-3	1-2	1-2	1-2	1-2	3.5V

W179H						
FREQ3	FREQ2	FREQ1	FREQ0	CPU	SDRAM	PCI
2-3	2-3	2-3	2-3	90	90	CPU/3
2-3	2-3	2-3	1-2	83.3	55.53	CPU/2.5
2-3	2-3	1-2	2-3	95.25	63.5	CPU/3
2-3	2-3	1-2	1-2	66.8	100	CPU/2
2-3	1-2	2-3	2-3	105	105	CPU/3
2-3	1-2	2-3	1-2	112	74.67	CPU/3
2-3	1-2	1-2	2-3	124	82.67	CPU/4
2-3	1-2	1-2	1-2	133.3	88.9	CPU/4
1-2	2-3	2-3	2-3	66.8	66.8	CPU/2
1-2	2-3	2-3	1-2	75	75	CPU/2.5
1-2	2-3	1-2	2-3	83.3	83.3	CPU/2.5
1-2	2-3	1-2	1-2	95.25	95.25	CPU/3
1-2	1-2	2-3	2-3	100.2	100.2	CPU/3
1-2	1-2	2-3	1-2	112	112	CPU/3
1-2	1-2	1-2	2-3	100.0	66.8	CPU/3
1-2	1-2	1-2	1-2	90	60	CPU/3

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## **JUMPER & SWITCH INFORMATION**

***Jumper Settings for models 5346, 5352, 5354, 5356, 5358, 5359, 5376, 5378, 5396, 5398***

This board has no jumper settings except for clearing CMOS. Click [here](#) to see the CMOS jumper settings.

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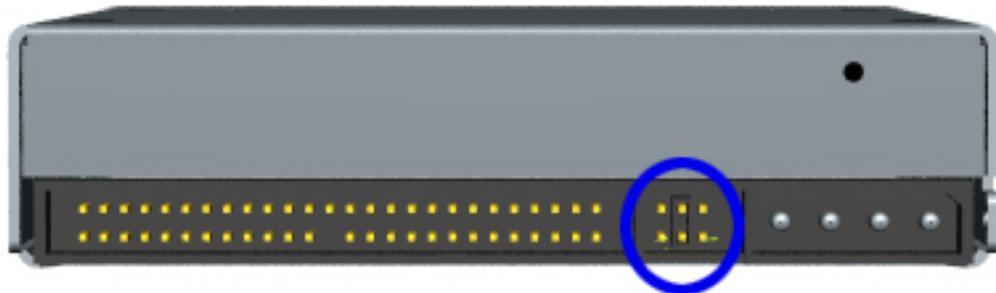
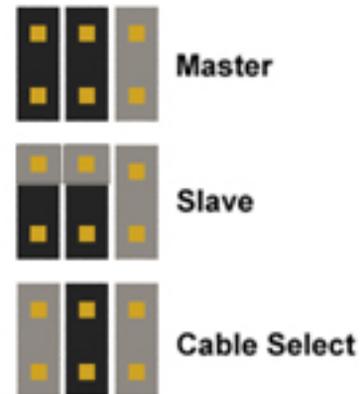
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## JUMPER & SWITCH INFORMATION

### CD Drive



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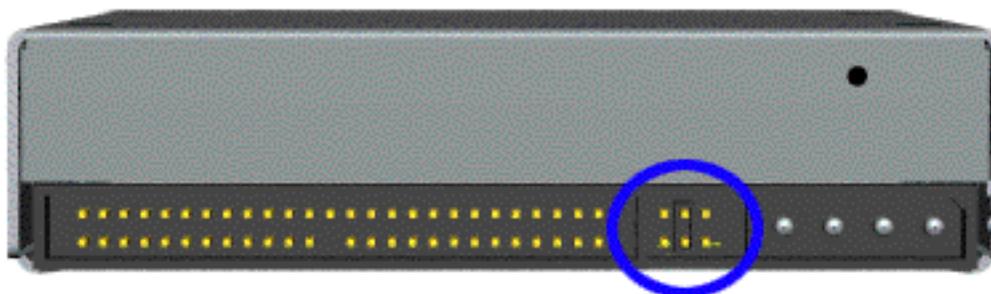
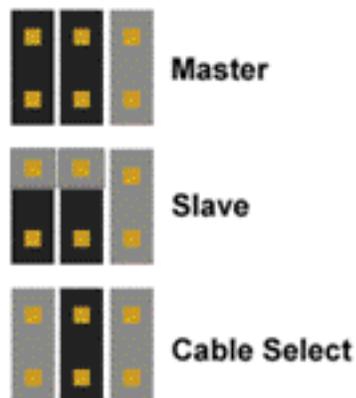
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drive**

## JUMPER & SWITCH INFORMATION

### *Zip drive*



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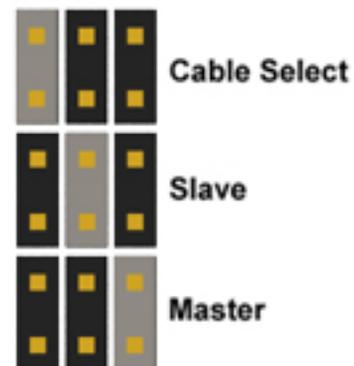
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## JUMPER & SWITCH INFORMATION

### DVD Drive



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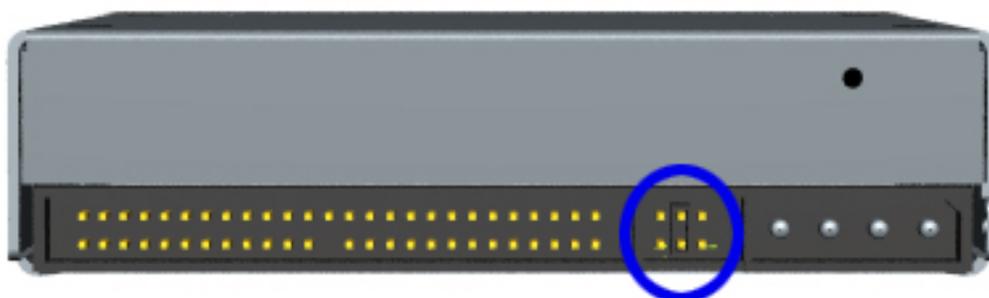
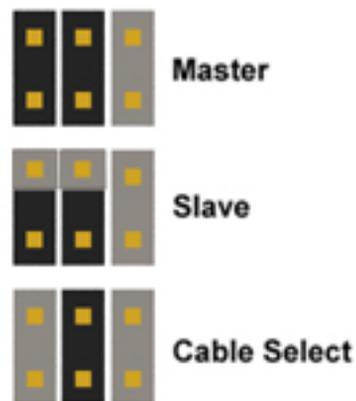
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## JUMPER & SWITCH INFORMATION

### 3.5" Hard Drives

Compaq Computer Corporation uses IDE hard disk drives that conform to two different device 0/device 1 implementations. These are Conner mode and ATA-compatible mode. These two modes are incompatible with one another.

**Seagate** jumper settings are shown below. [This link is for 5.25" hard drive jumper settings](#)



**3.5" Hard Drive Jumper Settings**

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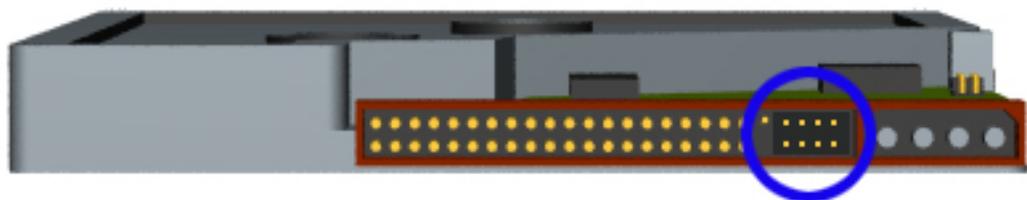
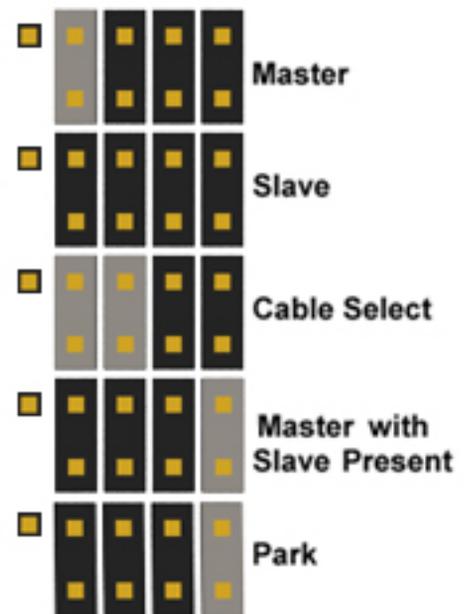
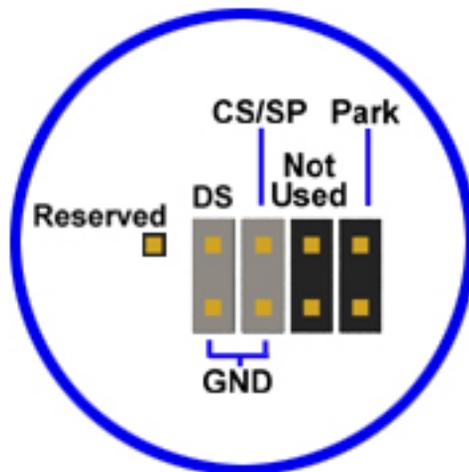
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## JUMPER & SWITCH INFORMATION

### 5.25" Hard Drive



**5.25" Hard Drive Jumper Settings**

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## **SPECIFICATIONS - INDEX PAGE**

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## SPECIFICATIONS

### CD Drives

#### 32x CD Drive

#### Dimensions

	U. S.	Metric
Width	5.75 in	150.1 mm (maximum)
Height	1.67 in	42.9 mm (maximum)
Depth	8.23 in	208.0 mm (maximum)

#### Weight

	2.65 lb		1200 grams
--	---------	--	------------

#### Applicable Disc

CD-ROM	Modes 1 and 2
CD-DA	Audio
CD-R/W	
CD-XA	Mode 2, Form 1 and 2
Photo CD	Single and Multiple Session

#### Block Size

CD-ROM Mode 1	2048 bytes
CD-ROM Mode 2	2340, 2336 bytes
CD-DA	2352 bytes
CD-XA	2328 bytes

#### Diameter

12 cm, 8 cm (drive must support 8 cm adapters)

#### Thickness

1.2 mm

#### Track Pitch

1.6 μm

#### Laser

Divergence Angle	53.5 degrees +/- 1.5 degrees
Output Power	0.14 mW (@ objective lens)
Type	Semiconductor laser GaAIAs
Wave Length	780 nm +/- 25 nm

#### Access Time

Random	< 100 ms (typical)
Full Stroke	< 150 ms (typical)

#### Audio Output Level

Line Out	0.7 V (RMS)
----------	-------------

#### Cache Buffer

128 KB (minimum)

#### Data Transfer Rate

Sustained	150 kB/s (IX, using audio disc) 2100 to 4800 kB/s (14X to 32X variable, w/650 MB disc)
-----------	---

#### Bus Rate

Burst	4.0 MB/s minimum
-------	------------------

#### Startup Time (Single)

< 7 sec (typical)

#### Startup Time (Multisession)

< 30 sec (typical)

#### Stop Time

< 4 sec

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<a href="#"><u>Zip drive</u></a>			
	<b>Dimensions</b>	<i>U. S.</i>	<i>Metric</i>
	Height	1.22 in	3.1 cm
	Length	3.94 in	10 cm
	Width	2.21 in	5.6 cm
	<b>Weight</b>	2.9 oz	85 g
	<b>Base Resolution</b>	400 DPI	
	<b>Tracking Speed</b> (maximum)	10 in/sec	25 cm/sec
	<b>Temperature</b>		
	Operating	32° F to 104° F	0° C to 40° C
	Storage	-4° F to 140° F	-20° C to 60° C
	<b>Lifetime</b>		
	Mechanical Switch	Exceeds 300 miles Exceeds 1 million operations	Exceeds 483 km Exceeds 1 million operations
	<b>Relative Humidity</b>	10% to 90%, noncondensing	
	<b>ESD</b>	No soft errors through 6 kV; No hard errors through 6 kV; specific performance depends on host system	

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## SPECIFICATIONS

### Fax-modem

	<b>Conexant HCF V.90 56K Data Fax PCI Modem</b>	<b>Supra Express 56i PRO</b>	<b>1.5 Mb DSL Modem</b>
<b>Maximum Data Speed (kbps)</b>	56*	56*	56*
<b>Data</b>	V.90, K56Flex, V.34, V.32terbo, V.32bis, V.32, V.22bis, V.22, V.21, Bell 212A, Bell 103	V.90, K56Flex, V.34, V.32terbo, V.32bis, V.32, V.23, V.22bis, V.22, V.21, Bell 212A, Bell 103	V.90, K56Flex, V.34, V.32terbo, V.32bis, V.32, V.22bis, V.22, V.23, V.21, Bell 212A, Bell 103
<b>Error Correction</b>	V.42bis, V.42, LAPM, and MNP 2-5	V.42, LAPM, and MNP 2-4	V.42 and MNP2-4
<b>Fax</b>	V.17 (14.4 kbps transmission speed) V.29, V.27ter, V.21 Channel 2, Class 1 command set, Group III FAX	V.17 (14.4 kbps transmission speed) V.29, V.27ter, V.21 Channel 2, Group III FAX, Class 1 interface	V.17 (14.4kbps, 12000, 9600, 7200), V.29 (9600, 7200), V.27ter (4800, 2400), V.21 Ch 2 (300bps), Group 3 with Class 1 interface

\* Both K56flex and V.90 are designed only to allow faster downloads from either K56flex or V.90 compliant digital sources. Maximum achievable download transmission rates are currently unknown, may not reach 56kbps, and will vary with line conditions.

\*\* The G.Lite DSL protocol is designed to allow faster downloads from G.Lite DSL-compliant digital sources. Maximum achievable download transmission rates are currently unknown, may not reach 1.5Mbps, and will vary with line conditions and distance from the telephone company central office.

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**Zip drive**

### Zip Drive

Total formatted capacity (bytes)	100,663,296
Sector size (bytes)	512
Total number of sectors	196,608
Number of reassignable spare sectors	252
Seek times (including settling), ms:	
Average	29
Track-to-track	5
Maximum	55
Average latency, ms	10
Motor speed, rpm	2941±5%
Motor start time, ms	3000
Track density, tpi	2118
Track width, μm	12
Transfer rate, kb/s:	
From diskette	790-1400
Buffer (maximum)	3300

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## SPECIFICATIONS

### DVD3, 6x Drive

#### Dimensions

	<i><b>U. S.</b></i>	<i><b>Metric</b></i>
Width	5.74 in	14.60 cm
Height	1.68 in	4.29 cm
Depth	8.23 in	20.80 cm

#### Weight

	1.80 lb	0.9 kg
--	---------	--------

#### Applicable Disc Formats

DVD-5, DVD-9, DVD-10, DVD-18	Mode 1 and Mode 2	
CD-ROM	Audio	
CD-DA	Mode 2, Form 1 and 2	
CD-XA	Single and Multiple Session	
Photo CD		
CD-I Ready		
CD-Bridge		
CD-R		

#### Block Size

CD-ROM Mode 0	2352 bytes
CD-ROM Mode 1	2352, 2340, 2336, 2048 bytes
CD-ROM Mode 2	2352, 2340, 2336, 2048 bytes
DVD	2048 bytes

#### Center Hole

15 mm diameter

#### Disc Diameter

12 cm, 8 cm

#### Thickness

1.2 mm

#### Track Pitch

1.6  $\mu$ m (CD-ROM); 0.74  $\mu$ m (DVD)

#### Access Time

	<b>DVD:</b>	<b>CD:</b>
Random	< 180 ms typical	< 120 ms
Full Stroke	< 300 ms	< 200 ms

#### Audio Output Level

Line Out	1.0 V (RMS) at 47 kW
Headphone	0.7 V (RMS) at 32 W

#### Cache Buffer

512 Kb

#### Sustained Data Transfer Rate

150 KB/sec (1x CD-ROM mode)  
1200-3600 KB/sec (32x CAV CD-ROM mode)  
2705-8115 KB/sec (6x CAV DVD mode)

#### Interface Cable Length (Max)

18 in

#### Typical Startup Time

< 10 sec

#### Typical Stop Time

< 2 sec

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Click link for specifications on [Seagate](#) or [Western Digital](#) hard drives.

[Diskette drive](#)

### Quantum Hard Drives - 3.5"

**Hard drives**

[DVD drive](#)

**Compaq Part Number**

134127-001

[CD drives](#)

**Formatted Capacity**

Physical (MB)  
Logical (MB)

4.3-GB	6.0-GB	8.0-GB	13-GB
4311.9 MB	6418 MB	8640 MB	13020
4311.9 MB	6418 MB	8455 MB	13020

[Mouse](#)

**Drive Type**

4.3-GB	6.0-GB	8.0-GB	13-GB
65	65	65	65

[Fax/modem](#)

**Data Transfer Rate**

[Zip drive](#)

Head (Mbits/sec)

Zones 1-14

Zone 15

4.3-GB	6.0-GB	8.0-GB	13-GB
121.9	168.16	121.9	121.9
194.9	101.05	194.9	194.9

Interface (Mbytes/sec)

4.3-GB	6.0-GB	8.0-GB	13-GB
66	33.3	66	66

**Typical Seek Time (including settling)**

Track to Track (ms)

Average (ms)

Full Stroke (ms)

4.3-GB	6.0-GB	8.0-GB	13-GB
1.5 - 2.0	2.0 - 4.0	1.5 - 2.0	1.5 - 2.0
11 - 13	10.5 - 14	11 - 13	11 - 13
18 - 22	22 - 30	18 - 22	18 - 22

**Disk Rotational Speed (RPM)**

4.3-GB	6.0-GB	8.0-GB	13-GB
5400	4000	5400	5400

**Data Cylinders**

Physical  
Logical

4.3-GB	6.0-GB	8.0-GB	13-GB
12515	15449	12515	12515
8912	13266	16384	16383

**Data Heads/ Cylinder**

Physical  
Logical

4.3-GB	6.0-GB	8.0-GB	13-GB
4	2	4	6
15	15	16	16

**Sectors per Track**

Physical

Logical

4.3-GB	6.0-GB	8.0-GB	13-GB
250-403 (15 zones)	289-483 (15 zones)	250-403 (15 zones)	250-403 (15 zones)
63	63	63	63

### Seagate Hard Drives - 3.5"

**4.3-GB**

**6.0-GB**

**8.0-GB**

**10.0-GB**

**Compaq Part Number**

128474-001

134126-001

**Formatted Capacity**

Physical (MB)  
Logical (MB)

4.3-GB	6.0-GB	8.0-GB	10.0-GB
4311 MB	6418 MB	8455	10,000 MB
4311 MB	6418 MB	8455	10,000 MB

**Drive Type**

4.3-GB	6.0-GB	8.0-GB	10.0-GB
65	65	65	65

**Transfer Rate**

Disk to Buffer (Mbits/sec)  
Interface (Mbytes/sec)

DMA  
UDMA

4.3-GB	6.0-GB	8.0-GB	10.0-GB
171	???	171	171
16.6	105.15- 222.87	16.6	16.6
16.6		16.6	16.6
33.3	16.7 66.6	33.3	33.3

**Typical Seek Time (including settling)**

Single Track (ms)

Average (ms)

Full Stroke (ms)

4.3-GB	6.0-GB	8.0-GB	10.0-GB
1.5 - 3.0	2.0 - 2.4	1.5 - 3.0	1.5 - 3.0
9 - 12	10.5 - 11.5	9 - 12	9 - 12
18 - 20	24 - 26	18 - 20	18 - 20

**Disk Rotational Speed (RPM)**

4.3-GB	6.0-GB	8.0-GB	10.0-GB
5400	5400	5400	5400

**Data Cylinders**

Physical  
Logical

4.3-GB	6.0-GB	8.0-GB	10.0-GB
12561	12210	12561	12561
89120	13328	16383	16383

**Data Heads/ Cylinder**

Physical  
Logical

4.3-GB	6.0-GB	8.0-GB	10.0-GB
2	3	4	6
15	15	16	16

**Sectors per Track**

Physical

Logical

4.3-GB	6.0-GB	8.0-GB	10.0-GB
244-416 (10 zones)	244-437	244-416 (10 zones)	244-416 (10 zones)
63	63	63	63

### Western Digital Hard Drives

**15.0-GB**

**Compaq Part Number**

**Formatted Capacity**

Physical (MB)  
Logical (MB)

**Drive Type**

65

**Transfer Rate**

Disk to Buffer (Mbits/sec)  
Interface (Mbytes/sec)

DMA  
UDMA

139.61-  
224.31  
16.7  
66.6

**Typical Seek Time (including settling)**

Single Track (ms)

Average (ms)

Full Stroke (ms)

1.7-2.4  
8.5-9.5  
15-18

**Disk Rotational Speed (RPM)**

5400

**Data Cylinders**

Physical  
Logical

15011  
16383

**Data Heads**

Physical  
Logical

8  
16

**Sectors per Track**

Physical  
Logical

214-312  
63

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## SPECIFICATIONS

### Diskette Drive

#### Diskettes

Size (in) 3.5 (8.89 cm)

High Density (MB) 1.44

Low Density (KB) 720

#### Light

Green

#### Height

One-third

#### Bytes per Sector

512

#### Sectors per Track

High Density 18

Low Density 9

#### Tracks per Side

High Density 80

Low Density 80

#### Read/Write Heads

2

#### Average Seek Time (ms)

Track-to-Track 3

Average 94

Settling Time 15

Latency Average 100

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## SPECIFICATIONS

### Power Supply

**U. S.**

**Outside U. S.**

#### Input Specifications

Nominal Line Voltage	100 to 120 VAC	220 to 240 VAC
Range Input Line	90 to 132 VAC	180 to 264 VAC
Frequency Range	47 to 63 Hz	47 to 63 Hz
Input Power	210 Watts	210 Watts
Input Current	4.5 at 90 VAC	2.2 at 180 VAC
Inrush Current	80 A at 132 VAC (cold start)	80 A at 264 VAC (cold start)
Holdup Time	16 ms from zero crossing at 120 VAC	16 ms from zero crossing at 240 VAC

#### General Specifications

Full Output Rating	To 122° F and 5,000 ft To 90° F and 10,000 ft (derate linearly)	To 50° C and 1524 m To 32° C and 3048 m (derate linearly)
Minimum Load	1.0 A on + 5.0 V output 0.2 A on 12 V output	1.0 A on + 5.0 V output; 0.2 A on 12 V output

#### Ambient Temperature Range

Operating	50° to 122° F	10° to 50° C
Storage	-40° to 151° F	-40° to 66° C

#### Dielectric Voltage Withstand

Input to Ground	1500 VAC/1 second
-----------------	-------------------

#### Safety Standard

UL 1950; CSA 22.2 #950 or CSA 22.2 #234; TUV/VDE EN 60 950 (VDE0805/11.91); EMKO-TSE (74-SEC) 207/93

#### Input Transient Susceptibility

Common and Differential Mode (superimposed on AC line)	2500 V, 1 $\mu$ s, damped sinusoidal 600 V, 10 $\mu$ s pulse
Differential Mode	20% step change in AC input voltage

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### General System Specifications

	U. S.	Outside U. S.
<b>Dimensions</b>		
Height	16.55 in	420.37 mm
Depth	17.30 in	439.32 mm
Width	8.76 in	222.50 mm
<b>Weight</b>	25.3 lbs.	11.5 kg
<b>Shipping Weight</b>	36.6 lbs	16.4 kg
<b>Input Requirements</b>		
Voltage Range	100 to 120	210 to 240
AC Frequency	50 or 60 Hz	50 or 60 Hz
Fluctuations	5v +/-5%	3.3v +/-3%
<b>Power (watts)</b>		
Steady State	145	145
Sleep Mode	< 30	< 30
<b>Environmental Requirements</b>		
<b>Temperature</b>		
Operating	50° to 95° F	10° to 35° C
Shipping	-22° to 140° F	-30° to 60° C
<b>Humidity (noncondensing)</b>		
Operating	10% to 90%	10% to 90%
Nonoperating	5% to 95%	5% to 95%
<b>Maximum Altitude (unpressurized)</b>		
Operating	10,000 ft	3048 m
Nonoperating	30,000 ft	9144 m

*\*This number will increase if more bays/slots are occupied.*

### ATI 3-D RagePro Video Memory

Resolution	Colors	Vertical Refresh (Hz)
640 × 480	256	60 and 75
640 × 480	65K (high color)	60 and 75
640 × 480	16M (true color)	60
800 × 600	256	60 and 75
800 × 600	65K (high color, default)	60 and 75
800 × 600	16M (true color)	60 and 75
1024 × 768	256	60 and 75
1024 × 768	65K (high color)	60 and 75
1024 × 768	16M (true color)*	60 and 75
1280 × 1024	256	60
1280 × 1024	65K (high color)*	60
1280 × 1024	16M (true color)*	60

*\*With 4-MB video memory only*

### System Interrupts

Hardware IRQ	System Function
IRQ 0	Refresh Timer
IRQ 1	Keyboard
IRQ 2	Interrupt Controller Cascade
IRQ 3	Controllerless modem (COM 2) shared data/fax
IRQ 4	Serial Port A (COM 1)
IRQ 5	Entertainment Audio* ^
IRQ 6	Diskette Drive
IRQ 7	Parallel Port (LPT 1)*
IRQ 8	Real-Time Clock
IRQ 9	Available
IRQ 10	ISDN Modem if present*
IRQ 11	PCI Bus shared with Video, USB, DVD
IRQ 12	Mouse
IRQ 13	Numeric Coprocessor
IRQ 14	Disk Drive (Primary IDE)
IRQ 15	Disk Drive (Secondary IDE)

*^ Audio must use this setting for game compatibility. Used for audio, MPU-401, and volume control.*

*\*Default configuration; other configurations are as follows:*

*Modem - IRQ 4, 10, 11, none*  
*Parallel Port - IRQ 3, 4, 5, 9, 10, none*  
*System Audio - IRQ 7, 9, 10, none*  
*Serial Port - IRQ 3, 5, 7, 9, 10, 12, none*

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## System I/O

<b>Low and High I/O Addresses (Hex)</b>	<b>System Function (Shipping Configuration)</b>
0000 - 000F	DMA Controller # 1
0010 - 001F	DMA controller aliases
0020	Interrupt Controller # 1 Control Register
0021	Interrupt Controller #1 Mask Register
0022 - 003D	Interrupt Controller Aliases
040 - 0043	Counter/Timer
0044 - 004F	Unused
0050-0053	Counter/Timer Aliases
0053-005F	Unused
0060	Keyboard Controller Data Register
0061	Port B: SERR/IOCHK NMI, Speaker, Refresh
0062 - 0063	Unused
0064	Keyboard Controller Command/Status Register
0065 - 006F	Unused
0070	NMI mask register (bit 7)
0070	RTC/Configuration Memory Index Port (bit 6:0)
0071	RTC/Configuration Memory Data Port
0072	RTC Extended Index
0073	RTC Extended Data
0074-007F	Unused
0080 - 008F	DMA Page Registers
0090 - 0091	Unused (alias of DMA page registers if PIIX4.4C.7=0)
0092	Port 92 (fast reset and A20 gate)
0093 - 009F	Unused (alias of DMA page registers if PIIX4.4C.7=0)
00A0	Interrupt Controller # 2 Control Register
00A1	Interrupt Controller # 2 Mask Register
00A2 - 00B1	Unused
00B2	APM Control
00B3	APM Status
00B4-00BF	Unused
00C0 - 00DF	DMA Controller # 2
00E0	ESS Index Register
00E1	ESS Data Register
00E2 - 00E3	DDC2 Registers
00E4 - 00E5	Master I2C Interface
00E6	TV/MPEG Configuration Register
00E7 - 00E9	Unused
00EA	Ultra I/O Index Register
00EB	Ultra I/O Data Register
00EC- 00EF	Modem Configuration
00F0 - 00F1	Coprocessor Busy Clear/Reset
00F2 - 00F8	Unused
00F9	Lock Configuration Register (Dummy Write)
00FA	Unused
00FB	Unlock Configuration Register (Dummy Write)
00FC	TV/MPEG Configuration Register to remap base I/O address and interrupt resource
00FD-00FF	Unused
0100 - 0101	Unused
0102	Video: POS. 102 Register
0103-012F	Unused
0130-0131	BGI Index/Data for second line modem See 260 for controllerless modems.
0132 - 016F	Unused
0170 - 0177	Secondary IDE Controller (CD Drive)
0178 - 01EF	Unused
01F0 - 01F7	Primary IDE Controller (Hard Drive)
01F8 - 0200	Unused
0201	Joystick Port
0202 - 021F	Unused
0220 - 022F	Audio Controller
0230 - 025F	Unused
0260 - 0263	Reserved - Modem use during POST
0264 - 0277	Unused
0278 - 027F	Reserved - Parallel Port (LPT 2)
0280 - 02E7	Unused
02E8 - 02EF	Reserved - Serial Port (COM 4)
02F0 - 02F7	Unused
02F8 - 02FF	Fax/Modem (COM 2)
0330 - 0331	MPU-401
0332 - 036F	Unused
0370 - 0377	Reserved - Diskette Drive Controller 2
0378 - 037F	Parallel Port
0380 - 0387	Unused
0388 - 038B	Audio FM Synthesizer
038C - 03B3	Unused
03B4 - 03B5	Video: Monochrome
03B6 - 03B9	Unused
03BA	Video: Monochrome
03BB	Unused
03BC -03BF	Reserved - Parallel Port
03C0 -03CF	Video: VGA Registers
03D0 - 03D3	Unused
03D4 - 03D5	Video: Color
03D6 - 03D9	Unused
03DA	Video: Color
03DB - 03E7	Unused
03E8 - 03EF	Reserved - Serial Port (COM 3)
03F0 - 03F7	Diskette Controller (Primary)
03F6 - 03F7	IDE Interface (Fixed disk and CD or DVD Drive)
03F8 - 03FF	Serial Port (COM 1)
0400 - 04EF	Unused
04D0	Interrupt Controller #1 Edge/Level Control
04D1	Interrupt Controller #2 Edge/Level Control
04D2 - 0677	Unused
0678 - 067A	Parallel Port ECP Mode
0778 - 077A	Parallel Port ECP Mode
0CF8	PCI Configuration Index (32-bit I/O only)
0CFC	PCI Configuration Data
46E8	Video: Adapter Sleep

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**System**

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## System Memory

Size	Low and High Memory Addresses	System Function
640 K	00000000 - 0009FFFF	Base Memory
128 K	000A0000 - 000BFFFF	Video RAM
32 K	000C0000 - 000C7FFF	Video ROM
32 K	000C8000 - 000CFFFF	Unused
64 K	000D0000 - 000DFFFF	Unused
48 K	000E0000 - 000EBFFF	Unused (Not available for option cards. May use for UMBs.)
16 K	000EC000 - 000EFFFF	16-bit cacheable, shadowable, read-only memory. Not available for option cards.
64 K	000F0000 - 000FFFFF	System BIOS ROM shadow image
15 M	00100000 - 00FFFFFF	Standard Extended Memory
64 M	01000000 - 04FFFFFF	Rest of Extended Memory
60 M	05000000 - 07FFFFFF	Unused
512 K	08000000 - 0807FFFF	Standard Direct Video Memory
512 K	08080000 - 080FFFFF	Optional Direct Video Memory
1919 M	08100000 - 7FFFFFFF	Unused
16 M	80000000 - 80FFFFFF	Memory mapped I/O devices
~2000 M	81000000 - FDFDFFFF	Unused/System ROM aliases
128 K	FD000000 - FDFDFFFF	System ROM (alias)
~32 M	FE000000 - FFFDFFFF	Unused
128 K	FF000000 - FFFFFFFF	System BIOS ROM

## System DMA

Hardware	System Function (Default)	Alternate Mappings
DMA 0	ECP Parallel	1, 2, none
DMA 1	Entertainment Audio	0, 3, none
DMA 2	Diskette Drive	none
DMA 3	Entertainment Audio	0, 1, none
DMA 4	Internally used for cascading	
DMA 5	Available	
DMA 6	Available	
DMA 7	Available	