COMPAQ

Maintenance and Service Guide

Evo Notebook N800c, Evo Notebook N800v, Evo Notebook N800w, and Presario 2800 Mobile PC Series

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This guide is a troubleshooting reference used for maintaining and servicing the notebook. It provides comprehensive information on identifying computer features, components, and spare parts, troubleshooting computer problems, and performing computer disassembly procedures.

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Product Description

The Compaq Presario 2800 and Evo Notebook N800 Series of Personal Computers offer advanced modularity, Intel Mobile Pentium 4 processors with SpeedStep technology with 64-bit architecture, industry-leading Accelerated Graphics Port (AGP) implementation, and extensive multimedia support.

Figure 1-1. Compaq Presario 2800 and Evo Notebook N800

1.1 Models

Computer models are shown in Tables 1-1 through 1-4.

Table 1-1
Compaq Evo Notebook N800c, Evo Notebook N800v, Evo Notebook 800w, and Presario 2800 Model Naming Conventions

Key									
N800w	P	220	U5	60	W	C	51	O	XXXXXX-XXX
1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**

Key	Description	Options	
1	Brand/Series designator	N = Evo Notebook P = Presario	800 = 800 Series 2800 = 2800 Series
2	Processor type	P = Intel Pentium 4	
3	Processor speed	220 = 2.2 GHz 200 = 2.0 GHz 190 = 1.9 GHz 180 = 1.8 GHz	170 = 1.7 GHz 160 = 1.6 GHz 150 = 1.5 GHz 140 = 1.4 GHz
4	Display type/ size/resolution	U = UXGA (1600 × 1200) P = SXGA+ (1400 × 1050) X = XGA (1024 × 768)	5 = 15.x-inch 4 = 14.x-inch
5	Hard drive size	60 = 60 GB 40 = 40 GB	30 = 30 GB 20 = 20 GB
6	Optical drive designator	D = CD-ROM drive R = CD-RW drive V = DVD-ROM drive	W = DVD-RW drive Z = DVD/CD-RW drive
7	Integrated communication	M = modem 0 = none	C = modem/NIC combination card
8	RAM	51 = 512 MB 38 = 384 MB	25 = 256 MB 12 = 128 MB
9	Operating system	2 = Windows 2000	O = Windows XP Pro E = Windows XP Home
10	SKU#		

Table 1-2
Compaq Evo Notebook N800c Models

The following Compaq Evo Notebook N800c models feature:
- Dual pointing device (TouchPad and pointing stick)
- 8-cell, 4.0 Ah lithium ion (Li ion) battery pack
- 32 MB discrete video memory
- 3-year warranty on parts, labor, and on-site, next business day response

N800c	P	170	P5	30	V	C	25	2	
United States			470041-454						
N800c	P	170	P5	30	V	C	25	O	
United States			470041-455						
N800c	P	170	P5	30	0	C	0	2	
United States			470041-456						
N800c	P	170	P5	30	0	C	0	O	
United States			470041-457						

Table 1-2
Compaq Evo Notebook N800c Models *(Continued)*

The following Compaq Evo Notebook N800c models use config. code **KLMZ** and feature:

Dual pointing device (TouchPad and pointing stick)
8-cell, 4.0 Ah Li ion battery pack
32 MB discrete video memory
3-year warranty on parts and labor, 2-year warranty on on-site, next business day response

N800c	P	200	P5	30	V	C	25	2	

Asia Pacific	470049-178	Latin America (NAFTA)	470049-171
Australia	470049-174		
Belgium	470049-142	The Netherlands	470049-152
Brazil	470049-172	Norway	470049-154
Czech Republic	470049-143	People's Republic of China	470049-180
Denmark	470049-144		
European International	470049-145	Portugal	470049-155
France	470049-146	Russia	470049-157
French Canada	470049-139	Saudi Arabia	470049-141
Germany	470049-147	Slovenia	470049-158
Greece/Poland	470049-148	Spain	470049-159
Hong Kong	470049-182	Sweden/Finland	470049-160
Hungary	470049-149	Switzerland	470049-162
India	470049-179	Taiwan	470049-181
Israel	470049-150	Thailand	470049-177
Italy	470049-151	Turkey	470049-167
Japan	470049-169	United Kingdom	470049-168
Korea	470049-183	United States	470049-138
Latin America	470049-170		

Table 1-2
Compaq Evo Notebook N800c Models *(Continued)*

N800C	P	200	P5	30	V	C	25	O	
Asia Pacific				470049-123		Latin America (NAFTA)			470049-115
Australia				470049-117		The Netherlands			470049-094
Belgium				470049-080		Norway			470049-096
Brazil				470049-116		People's Republic of China			470049-129
Czech Republic				470049-081		Portugal			470049-097
Denmark				470049-083		Russia			470049-098
European International				470049-084		Saudi Arabia			470049-079
France				470049-085		Slovenia			470049-099
French Canada				470049-078		Spain			470049-100
Germany				470049-086		Sweden/Finland			470049-101
Greece/Poland				470049-087		Switzerland			470049-105
Hong Kong				470049-133		Taiwan			470049-132
Hungary				470049-088		Thailand			470049-120
India				470049-125		Turkey			470049-107
Israel				470049-089		United Kingdom			470049-108
Italy				470049-090		United States			470049-077
Japan				470049-109					
Korea				470049-136					
Latin America				470049-113					

Table 1-2
Compaq Evo Notebook N800c Models *(Continued)*

The following Compaq Evo Notebook N800c models use config. code **KLMZ** and feature:

- Dual pointing device (TouchPad and pointing stick)
- 8-cell, 4.0 Ah Li ion battery pack
- 32 MB discrete video memory
- 3-year warranty on parts and labor

N800c	P	180	U5	60	W	C	51	O	
Belgium			470035-393			The Netherlands			470035-436
Czech Republic			470035-396			Norway			470035-440
Denmark			470035-399			Portugal			470035-449
European International			470035-412			Russia			470035-459
						Saudi Arabia			470035-373
France			470035-416			Slovenia			470035-462
Germany			470035-420			Spain			470035-465
Greece/Poland			470035-424			Sweden/Finland			470035-468
Hungary			470035-427			Switzerland			470035-471
Israel			470035-430			Turkey			470035-474
Italy			470035-433			United Kingdom			470035-477

N800c	P	180	P5	60	W	C	51	2	
Asia Pacific			470035-264			Latin America (NAFTA)			470035-210
Australia			470035-259						
Brazil			470035-253			People's Republic of China			470035-271
French Canada			470035-197						
Hong Kong			470035-280						
Japan			470035-204			Taiwan			470035-274
Korea			470035-284			United States			470035-190
Latin America			470035-209						

Table 1-2
Compaq Evo Notebook N800c Models *(Continued)*

N800c	P	180	P5	60	W	C	51	O	
Asia Pacific				470035-307		Latin America (NAFTA)			470035-299
Australia				470035-305					
Brazil				470035-302		People's Republic of China			470035-308
French Canada				470035-293					
Hong Kong				470035-310					
Japan				470035-295		Taiwan			470035-309
Korea				470035-319		United States			470035-289
Latin America				470035-297					
N800c	P	170	P5	40	W	C	25	2	
Asia Pacific				470035-304		Latin America (NAFTA)			470035-294
Australia				470035-301					
Brazil				470035-298		People's Republic of China			470035-311
French Canada				470035-282					
Hong Kong				470035-315					
Japan				470035-287		Taiwan			470035-313
Korea				470035-317		United States			470035-278
Latin America				470035-290					
N800c	P	170	P5	40	W	C	25	O	
Asia Pacific				470035-303		Latin America (NAFTA)			470035-292
Australia				470035-300					
Brazil				470035-296		People's Republic of China			470035-306
French Canada				470035-281					
Hong Kong				470035-314					
Japan				470035-285		Taiwan			470035-312
Korea				470035-316		United States			470035-276
Latin America				470035-288					

Table 1-2
Compaq Evo Notebook N800c Models *(Continued)*

N800c	P	170	X5	30	V	C	25	2	
Asia Pacific			470035-260			Latin America (NAFTA)			470035-254
Australia			470035-258			The Netherlands			470035-238
Belgium			470035-228			Norway			470035-239
Brazil			470035-256			People's Republic of China			470035-262
Czech Republic			470035-229			Portugal			470035-240
Denmark			470035-230			Russia			470035-241
European International			470035-231			Saudi Arabia			470035-227
France			470035-232			Slovenia			470035-243
French Canada			470035-226			Spain			470035-244
Germany			470035-233			Sweden/Finland			470035-245
Greece/Poland			470035-234			Switzerland			470035-247
Hong Kong			470035-266			Taiwan			470035-265
Hungary			470035-235			Turkey			470035-248
Israel			470035-236			United Kingdom			470035-249
Italy			470035-237			United States			470035-225
Japan			470035-250						
Korea			470035-268						
Latin America			470035-252						

Table 1-2
Compaq Evo Notebook N800c Models *(Continued)*

N800c	P	170	X5	30	V	C	25	O	
Asia Pacific				470035-033		Latin America (NAFTA)			470035-048
Australia				470035-031					
Belgium				470035-008		The Netherlands			470035-018
Brazil				470035-030		Norway			470035-019
Czech Republic				470035-009		People's Republic of China			470035-035
Denmark				470035-010					
European International				470035-011		Portugal			470035-020
France				470035-012		Russia			470035-021
French Canada				470035-006		Saudi Arabia			470035-007
Germany				470035-013		Slovenia			470035-022
Greece/Poland				470035-014		Spain			470035-023
Hong Kong				470035-038		Sweden/Finland			470035-024
Hungary				470035-015		Switzerland			470035-025
Israel				470035-016		Taiwan			470035-036
Italy				470035-017		Turkey			470035-026
Japan				470035-028		United Kingdom			470035-027
Korea				470035-040		United States			470035-005
Latin America				470035-029					
N800c	P	160	X5	20	V	C	25	2	
Asia Pacific				470035-203		Latin America (NAFTA)			470035-196
Australia				470035-201					
Brazil				470035-199		People's Republic of China			470035-206
French Canada				470035-192					
Hong Kong				470035-211					
Japan				470035-193		Taiwan			470035-208
Korea				470035-212		United States			470035-191
Latin America				470035-194					

Table 1-2
Compaq Evo Notebook N800c Models *(Continued)*

N800c	P	160	X5	20	V	C	25	O	
Asia Pacific			470035-220			Latin America (NAFTA)			470035-217
Australia			470035-219						
Brazil			470035-218			People's Republic of China			470035-221
French Canada			470035-214						
Hong Kong			470035-223						
Japan			470035-215			Taiwan			470035-222
Korea			470035-224			United States			470035-213
Latin America			470035-216						

N800c	P	160	X5	20	D	C	25	2	
Belgium			470035-375			The Netherlands			470035-434
Czech Republic			470035-394			Norway			470035-437
Denmark			470035-397			Portugal			470035-447
European International			470035-410			Russia			470035-457
						Saudi Arabia			470035-369
France			470035-413			Slovenia			470035-460
Germany			470035-417			Spain			470035-463
Greece/Poland			470035-422			Sweden/Finland			470035-466
Hungary			470035-425			Switzerland			470035-469
Israel			470035-428			Turkey			470035-472
Italy			470035-431			United Kingdom			470035-475

N800c	P	160	X5	20	D	C	25	O	
Belgium			470035-377			The Netherlands			470035-435
Czech Republic			470035-395			Norway			470035-439
Denmark			470035-398			Portugal			470035-448
European International			470035-411			Russia			470035-458
						Saudi Arabia			470035-370
France			470035-415			Slovenia			470035-461
Germany			470035-418			Spain			470035-464
Greece/Poland			470035-423			Sweden/Finland			470035-467
Hungary			470035-426			Switzerland			470035-470
Israel			470035-429			Turkey			470035-473
Italy			470035-432			United Kingdom			470035-476

Table 1-3
Compaq Evo Notebook N800v Models

The following Compaq Evo Notebook N800v models use config. code **KSQZ** and feature:

- TouchPad pointing device
- 8-cell, 4.4 Ah Li ion battery pack
- 64 MB of discrete video memory
- 1-year warranty on parts and labor

N800v	P	200	P5	40	W	C	25	O	
French Canada			470044-432			United States			470044-406

The following Compaq Evo Notebook N800v models use config. code **KSQZ** and feature:

- TouchPad
- 8-cell, 4.4 Ah Li ion battery pack
- 32 MB of discrete video memory
- 2-year warranty on parts and labor

N800V	P	200	P5	40	W	C	51	2	
Germany			470053-908						
N800V	P	200	P5	40	W	C	51	O	
Germany			470053-883						

The following Compaq Evo Notebook N800v model uses config. code **KSRZ** and feature:

- TouchPad pointing device
- 8-cell, 4.0 Ah Li ion battery pack
- 2-year warranty on parts and labor

N800v	P	160	X4	20	V	C	25	O	
Germany			470035-291						

Table 1-3
Compaq Evo Notebook N800v Models *(Continued)*

The following Compaq Evo Notebook N800v models use config. code **KSRZ** and feature:

- TouchPad
- 8-cell, 4.4 Ah Li ion battery pack
- 32 MB of discrete video memory
- 2-year warranty on parts and labor

N800V	P	180	P5	40	W	C	51	2	
Germany			470053-801						
N800V	P	180	P5	40	W	C	25	O	
Germany			470053-767						
N800V	P	180	X4	30	V	C	25	2	
Germany			470053-856						
N800V	P	180	X4	30	V	C	25	O	
Germany			470053-829						
N800v	P	170	P5	40	W	C	25	2	
Germany			470045-606						
N800v	P	170	P5	40	W	C	25	O	
Germany			470045-605						
N800V	P	170	X4	30	V	C	25	2	
Germany			470045-608						
N800V	P	170	X4	30	V	C	25	O	
Germany			470045-607						

Table 1-3
Compaq Evo Notebook N800v Models *(Continued)*

The following Compaq Evo Notebook N800v models use config. code **KSQZ** and feature:

- TouchPad
- 8-cell, 4.4 Ah Li ion battery pack
- 32 MB of discrete video memory
- 1-year warranty on parts and labor

N800V	P	200	P5	40	W	C	25	2	
Belgium				470053-885		Norway			470053-898
Czech Republic				470053-886		Portugal			470053-899
Denmark				470053-888		Russia			470053-901
European				470053-889		Saudi Arabia			470053-884
International						Slovenia			470053-902
France				470053-890		Spain			470053-903
Greece/Poland				470053-892		Sweden/Finland			470053-904
Hungary				470053-893		Switzerland			470053-905
Israel				470053-894		Turkey			470053-906
Italy				470053-895		United Kingdom			470053-907
The Netherlands				470053-896					

N800V	P	200	P5	40	W	C	25	O	
Belgium				470053-858		Norway			470056-874
Czech Republic				470053-859		Portugal			470053-875
Denmark				470053-860		Russia			470053-876
European				470053-861		Saudi Arabia			470053-877
International						Slovenia			470053-857
France				470053-866		Spain			470053-878
Greece/Poland				470053-867		Sweden/Finland			470053-879
Hungary				470053-868		Switzerland			470053-880
Israel				470053-869		Turkey			470053-881
Italy				470053-871		United Kingdom			470053-882
The Netherlands				470053-873					

Table 1-3
Compaq Evo Notebook N800v Models *(Continued)*

N800V	P	180	P5	40	W	C	25	2	
Belgium			470053-770			Norway			470053-788
Czech Republic			470053-771			Portugal			470053-789
Denmark			470053-772			Russia			470053-790
European International			470053-775			Saudi Arabia			470053-769
						Slovenia			470053-791
France			470053-776			Spain			470053-795
Greece/Poland			470053-779			Sweden/Finland			470053-796
Hungary			470053-780			Switzerland			470053-797
Israel			470053-781			Turkey			470053-798
Italy			470053-786			United Kingdom			470053-800
The Netherlands			470053-787						
N800V	P	180	P5	40	W	C	25	O	
Belgium			470053-739			Norway			470053-754
Czech Republic			470053-740			Portugal			470053-755
Denmark			470053-746			Russia			470053-756
European International			470053-747			Saudi Arabia			470053-738
						Slovenia			470053-757
France			470053-748			Spain			470053-758
Greece/Poland			470053-749			Sweden/Finland			470053-759
Hungary			470053-750			Switzerland			470053-760
Israel			470053-751			Turkey			470053-765
Italy			470053-752			United Kingdom			470053-766
The Netherlands			470053-753						

Table 1-3
Compaq Evo Notebook N800v Models *(Continued)*

N800V	P	180	X4	30	V	C	25	2	
Belgium				470053-831		Norway			470053-847
Czech Republic				470053-836		Portugal			470053-848
Denmark				470053-838		Russia			470053-849
European International				470053-839		Saudi Arabia			470053-850
						Slovenia			470053-830
France				470053-841		Spain			470053-851
Greece/Poland				470053-842		Sweden/Finland			470053-852
Hungary				470053-843		Switzerland			470053-853
Israel				470053-844		Turkey			470053-854
Italy				470053-845		United Kingdom			470053-855
The Netherlands				470053-846					
N800V	P	180	X4	30	V	C	25	O	
Belgium				470053-804		Norway			470053-816
Czech Republic				470053-806		Portugal			470053-817
Denmark				470053-808		Russia			470053-818
European International				470053-809		Saudi Arabia			470053-803
						Slovenia			470053-819
France				470053-810		Spain			470053-820
Greece/Poland				470053-811		Sweden/Finland			470053-821
Hungary				470053-812		Switzerland			470053-822
Israel				470053-813		Turkey			470053-823
Italy				470053-814		United Kingdom			470053-827
The Netherlands				470053-815					

Table 1-3
Compaq Evo Notebook N800v Models *(Continued)*

The following Compaq Evo Notebook N800v models use config. code **KSQZ** and feature:

- TouchPad pointing device
- 8-cell, 4.4 Ah Li ion battery pack
- 32 MB of discrete video memory
- 1-year warranty on parts and labor

N800v	P	170	P5	40	W	C	25	2	
Belgium				470044-531		Norway			470044-541
Czech Republic				470044-532		Portugal			470044-542
Denmark				470044-533		Russia			470044-543
European International				470044-534		Saudi Arabia			470044-530
						Slovenia			470044-544
France				470044-535		Spain			470044-545
Greece/Poland				470044-536		Sweden			470044-546
Hungary				470044-537		Switzerland			470044-547
Israel				470044-538		Turkey			470044-548
Italy				470044-539		United Kingdom			470044-549
The Netherlands				470044-540					

N800v	P	170	P5	40	W	C	25	O	
Belgium				470044-486		Norway			470044-512
Czech Republic				470044-488		Portugal			470044-514
Denmark				470044-496		Russia			470044-516
European International				470044-501		Saudi Arabia			470044-483
						Slovenia			470044-518
France				470044-503		Spain			470044-520
Greece/Poland				470044-505		Sweden			470044-521
Hungary				470044-506		Switzerland			470044-523
Israel				470044-507		Turkey			470044-526
Italy				470044-508		United Kingdom			470044-527
The Netherlands				470044-511					

Table 1-3
Compaq Evo Notebook N800v Models *(Continued)*

N800v	P	170	X4	30	V	C	25	2	
Belgium				470044-710		Norway			470044-720
Czech Republic				470044-711		Portugal			470044-721
Denmark				470044-712		Russia			470044-422
European International				470044-713		Saudi Arabia			470044-707
						Slovenia			470044-723
France				470044-714		Spain			470044-724
Greece/Poland				470044-715		Sweden			470044-725
Hungary				470044-716		Switzerland			470044-726
Israel				470044-717		Turkey			470044-727
Italy				470044-718		United Kingdom			470044-728
The Netherlands				470044-719					
N800v	P	170	X4	30	V	C	25	O	
Belgium				470044-551		Norway			470044-561
Czech Republic				470044-552		Portugal			470044-562
Denmark				470044-553		Russia			470044-563
European International				470044-554		Saudi Arabia			470044-550
						Slovenia			470044-564
France				470044-555		Spain			470044-565
Greece/Poland				470044-556		Sweden			470044-566
Hungary				470044-557		Switzerland			470044-567
Israel				470044-558		Turkey			470044-568
Italy				470044-559		United Kingdom			470044-569
The Netherlands				470044-560					

Table 1-3
Compaq Evo Notebook N800v Models *(Continued)*

The following Compaq Evo Notebook N800v models use config. code **KSQZ** and feature:

TouchPad pointing device
8-cell, 4.4 Ah Li ion battery pack
1-year warranty on parts and labor

N800v	P	170	X4	30	V	C	25	O	
French Canada			470035-200			United States			470035-202

N800v	P	160	P5	30	W	C	25	O	
Belgium			470035-759			Norway			470035-779
Czech Republic			470035-760			Portugal			470035-781
Denmark			470035-763			Russia			470035-782
European			470035-768			Saudi Arabia			470035-757
International						Slovakia			470035-784
France			470035-770			Spain			470035-785
Greece/Poland			470035-771			Sweden/Finland			470035-787
Hungary			470035-773			Switzerland			470035-788
Israel			470035-774			Turkey			470035-790
Italy			470035-776			United Kingdom			470035-791
The Netherlands			470035-778						

N800v	P	160	X4	20	V	C	25	O	
Belgium			470035-207			Norway			470035-270
Czech Republic			470035-242			Portugal			470035-272
Denmark			470035-246			Russia			470035-273
European			470034-251			Saudi Arabia			470035-205
International						Slovenia			470035-275
France			470035-255			Spain			470035-277
French Canada			470035-198			Sweden/Finland			470035-279
Greece/Poland			470035-257			Switzerland			470035-283
Hungary			470035-261			Turkey			470035-286
Israel			470035-263			United Kingdom			470035-703
Italy			470035-267			United States			470035-195
The Netherlands			470035-269						

Table 1-4
Compaq Evo Notebook N800w Models

The following Compaq Evo Notebook N800w models feature:
- Dual pointing device (TouchPad and pointing stick)
- 8-cell, 4.4 Ah Li ion battery pack
- 64 MB of discrete video memory
- 3-year warranty on parts, labor, and on-site, next business day response

N800w	P	220	U5	60	W	C	51	2	
Asia Pacific			470052-392			Korea			470052-399
Australia			470052-390			Latin America			470052-388
Belgium			470052-362			The Netherlands			470052-368
Denmark			470052-363			People's Republic of China			470052-393
European International			470052-364			Spain			470052-369
France			470052-365			Sweden/Finland			470052-375
French Canada			470052-421			Switzerland			470052-385
Germany			470052-366			Taiwan			470052-396
Hong Kong			470052-397			United Kingdom			470052-387
Italy			470052-367			United States			470052-128
Japan			470052-401						

N800w	P	220	U5	60	W	C	51	O	
Asia Pacific			470052-416			Latin America			470052-414
Australia			470052-415			The Netherlands			470052-409
Belgium			470052-402			People's Republic of China			470052-417
Denmark			470052-403			Spain			470052-410
European International			470052-404			Sweden/Finland			470052-411
France			470052-405			Switzerland			470052-412
French Canada			470052-422			Taiwan			470052-418
Germany			470052-406			United Kingdom			470052-413
Hong Kong			470052-419			United States			470052-361
Italy			470052-408						
Korea			470052-420						

Table 1-4
Compaq Evo Notebook N800w Models *(Continued)*

The following Compaq Evo Notebook N800w models use config. code **LDF1** and feature:

- Dual pointing device (TouchPad and pointing stick)
- 8-cell, 4.4 Ah Li ion battery pack
- 64 MB of discrete video memory
- 3-year warranty on parts, labor, and on-site, next business day response

N800w	P	220	U5	60	W	C	51	2	
French Canada			470043-588			United States			470043-584
N800w	P	220	U5	60	W	C	51	O	
French Canada			470043-575			United States			470043-574

The following Compaq Evo Notebook N800w models use config. code **LDFZ** and feature:

- Dual pointing device (TouchPad and pointing stick)
- 8-cell, 4.4 Ah Li ion battery pack
- 64 MB of discrete video memory
- 3-year warranty on parts and labor

N800w	P	220	U5	60	W	C	51	O	
Asia Pacific			470043-590			Latin America			470043-587
Australia			470043-589			The Netherlands			470043-581
Belgium			470043-576			People's Republic of China			470043-591
European International			470047-495						
France			470043-578			Sweden/Finland			470051-460
Germany			470043-579			Spain			470043-583
Hong Kong			470043-594			Switzerland			470043-585
Italy			470043-580			Taiwan			470043-593
Korea			470043-595			United Kingdom			470043-586

Table 1-4
Compaq Evo Notebook N800w Models *(Continued)*

The following Compaq Evo Notebook N800w models use config. code **LDFZ** and feature:

Dual pointing device (TouchPad and pointing stick)
8-cell, 4.4 Ah Li ion battery pack
64 MB of discrete video memory
3-year warranty on parts and labor

N800w	P	220	U5	60	W	C	51	2	
Asia Pacific			470043-608			Latin America			470043-605
Australia			470043-606			The Netherlands			470043-599
Belgium			470043-592			People's Republic of China			470043-609
European International			470047-493			Spain			470043-600
France			470043-596			Sweden/Finland			470051-457
Germany			470043-597			Switzerland			470043-602
Hong Kong			470043-611			Taiwan			470043-610
Italy			470043-598			United Kingdom			470043-604
Japan			470051-459						
Korea			470043-612						

N800w	P	200	P5	60	D	C	51	2	
Japan			470051-463						

N800w	P	200	P5	40	W	C	25	2	
Belgium			470043-614			The Netherlands			470043-618
European International			470047-496			Spain			470043-619
France			470043-615			Sweden/Finland			470051-461
Germany			470043-616			Switzerland			470043-620
Italy			470043-617			United Kingdom			470043-621

N800w	P	200	P5	40	W	C	25	O	
Belgium			470043-623			The Netherlands			470043-633
European International			470047-497			Spain			470043-634
France			470043-624			Sweden/Finland			470051-462
Germany			470043-625			Switzerland			470043-635
Italy			470043-626			United Kingdom			470043-636

Table 1-5
Compaq Presario 2800 Models

The following Compaq Presario 2800 models are available in the United States and feature:

- TouchPad pointing device
- 8-cell, 4.0 Ah Li ion battery pack
- 32 MB discrete video memory
- 1-year warranty on parts and labor

P2800	P	170	P5	30	W	C	25	E	281630-001
This model includes a MultiPort 802.11b wireless communication device, MultiBay battery pack, and diskette drive.									config. code **KSQ1**
P2810	P	150	P5	30	W	C	51	E	470033-094
This model includes a MultiPort 802.11b wireless communication device and a MultiBay battery pack.									config. code **KSQ3**
P2800	P	140	X5	30	W	C	51	E	470033-089
									config. code **KSQ2**
P2801	P	140	X5	30	W	C	38	E	470034-500
									config. code **KSQ4**
P2805	P	140	X4	20	W	C	25	E	470034-503
									config. code **KSQ5**

Table 1-5
Compaq Presario 2800 Models *(Continued)*

The following Compaq Presario 2800 models use config. code **KSRZ** and feature:

- Diskette drive
- TouchPad pointing device
- 8-cell, 4.4 Ah Li ion battery pack
- 64 MB discrete video memory
- 2-year warranty on parts and labor

P2825	P	190	P5	40	W	C	51	E	
Denmark			470046-888			Italy			470045-614
Germany			470045-613			Sweden/Finland			470046-889
P2826	P	190	P5	40	W	C	51	O	
European International			470047-500						
P2822	P	180	X5	40	W	C	25	E	
Sweden/Finland			470047-503						
P2816	P	170	P5	30	W	C	51	E	
Belgium			470034-928			The Netherlands			470034-937
Denmark			470034-930			Norway			470034-939
Germany			470034-932			Sweden/Finland			470034-941
Italy			470034-935						
P2817	P	160	X5	30	W	C	25	E	
Sweden/Finland			470039-466						

Table 1-5
Compaq Presario 2800 Models *(Continued)*

The following Compaq Presario 2800 models use config. code **KSQZ** and feature:

- Diskette drive
- TouchPad
- 8-cell, 4.4 Ah Li ion battery pack
- 64 MB of discrete video memory
- 1-year warranty on parts and labor

P2860	P	220	U5	60	Z	C	51	E	
Australia			470054-681						
P2838	P	220	P5	60	W	C	25	E	
Taiwan			470048-547						
P2832	P	220	P5	40	W	C	51	E	
Hong Kong			470048-542						
P2860	P	220	X5	40	Z	C	51	E	
Hong Kong			470054-680						
P2862	P	220	X5	40	Z	C	25	E	
Korea			470054-682						
P2838	P	220	X5	40	W	C	51	E	
Asia Pacific			470047-539			Australia			470047-533
2859AP	P	220	X5	40	V	C	25	E	
People's Republic of China			470054-679						
P2830	P	200	U5	60	W	C	51	E	
Asia Pacific			470045-996			Australia			470045-995
P2822	P	200	P5	40	W	C	51	E	
Hong Kong			470044-692						

Table 1-5
Compaq Presario 2800 Models *(Continued)*

P2827	P	200	P5	40	W	C	25	E	
Taiwan			470044-697						
P2837	P	200	P5	40	V	C	25	E	
Taiwan			470048-546						
P2858	P	200	X5	40	Z	C	51	E	
Korea			470054-678						
P2857	P	200	X5	40	Z	C	25	E	
Asia Pacific India			470054-675 470054-676			Taiwan Thailand			470054-677 470054-674
P2845	P	200	X5	40	W	C	51	E	
Korea			470051-466			Thailand			470051-465
P2837	P	200	X5	40	W	C	25	E	
Asia Pacific India			470047-516 470050-915			Korea Thailand			470048-533 470047-515
P2831	P	200	X5	40	V	C	25	E	
People's Republic of China			470047-505						
P2840	P	200	X4	40	W	C	51	E	
Hong Kong			470050-910						
P2844	P	220	X4	40	W	C	25	E	
Asia Pacific			470050-912						
P2856	P	200	X4	40	V	C	25	E	
People's Republic of China			470054-673						
P2820	P	190	U5	40	W	C	51	E	
Asia Pacific Korea			470044-580 470044-581			Thailand			470044-579

Table 1-5
Compaq Presario 2800 Models *(Continued)*

P2840	P	190	P5	40	W	C	51	E	
Korea			470048-534						
P2825	P	190	P5	40	W	C	51	E	
European International			470044-575			Saudi Arabia			470044-574
						Switzerland			470046-565
France			470045-992			Turkey			470046-566
Greece/Poland			470045-993						
P2820	P	190	P5	40	W	C	25	E	
Korea			470044-683						
P2826	P	190	P5	30	W	C	25	E	
Taiwan			470044-696						
P2855	P	190	X5	40	Z	C	25	E	
Asia Pacific			470054-669			Taiwan			470054-671
Hong Kong			470054-672			Thailand			470054-668
India			470054-670						
2830	P	190	X5	40	V	C	25	E	
People's Republic of China			470047-504						
2836	P	190	X5	30	W	C	25	E	
Asia Pacific			470047-512			Thailand			470047-513
India			470048-514						
P2820	P	190	X4	40	W	C	25	E	
People's Republic of China			470044-698						
P2832	P	190	X4	30	V	C	25	E	
People's Republic of China			470051-464						

Table 1-5
Compaq Presario 2800 Models *(Continued)*

P2820	P	180	U5	40	W	C	51	E	
Asia Pacific Korea			470036-651 470037-983			Thailand			470037-984
P2828	P	180	P5	40	W	C	51	E	
Korea			470044-630						
P2821	P	180	P5	40	W	C	51	E	
Hong Kong			470038-884						
P2821	P	180	P5	40	W	C	51	E	
Australia			470044-686						
P2810	P	180	P5	40	W	C	51	E	
People's Republic of China			470037-116						
P2830	P	180	P5	40	W	C	25	E	
Australia			470047-518						
P2823	P	180	P5	40	W	C	25	E	
India			470044-625						
P2815	P	180	P5	40	W	C	25	E	
Australia			470037-986						
P2820	P	180	P5	40	R	C	25	E	
Taiwan			470036-661						
P2822	P	180	X5	40	W	C	25	E	
France			470046-890						
P2831	P	180	X4	40	W	C	25	E	
Hong Kong			470048-541						

Table 1-5
Compaq Presario 2800 Models *(Continued)*

P2835	P	180	X4	30	W	C	25	E	
Asia Pacific Hong Kong			470047-511 470048-532			Thailand			470047-509
P2821	P	180	X4	30	W	C	25	E	
Hong Kong			470044-691						
P2821	P	180	X4	30	V	C	25	E	
People's Republic of China			470044-699						
P2814	P	170	P5	40	W	C	51	E	
Australia			470036-653			Korea			470037-985
P2816	P	170	P5	30	W	C	51	E	
European International France Greece/Poland Hungary Israel			470034-897 470034-898 470034-900 470034-902 470034-904			Russia Saudi Arabia Switzerland Turkey United Kingdom			470034-910 470034-893 470034-962 470034-924 470034-925
P2808	P	170	P5	30	W	C	51	O	
European International			470036-402						
P2817	P	170	P5	30	V	C	25	E	
Taiwan			470036-660						
P2818	P	170	X5	40	W	C	25	E	
France			470040-192						
P2806	P	170	X4	40	V	C	25	E	
People's Republic of China			470036-655						

Table 1-5
Compaq Presario 2800 Models *(Continued)*

P2816	P	170	X4	30	W	C	25	E	
Taiwan				470037-123					
P2818	P	160	P5	40	W	C	25	E	
India				470036-647					
P2817	P	160	X4	40	W	C	25	E	
Hong Kong				470037-371					
P2819	P	160	X4	30	V	C	25	E	
Hong Kong				470037-372					
P2804	P	160	X4	30	V	C	25	E	
People's Republic of China				470036-654					

The following Compaq Presario 2800 models use config. code **KSRZ** and feature:

- Diskette drive
- TouchPad pointing device
- 8-cell, 4.0 Ah Li ion battery pack
- 32 MB discrete video memory
- 2-year warranty on parts and labor

P2821	P	180	X5	30	W	C	51	E	
Denmark				470046-568					
P2820	P	180	X5	30	W	C	25	E	
Germany Portugal				470045-609 470045-610		Spain			470045-611
P2836	P	180	X4	30	W	C	25	E	
Spain				470045-615					

Table 1-5
Compaq Presario 2800 Models *(Continued)*

P2811	P	160	X5	30	W	C	25	E	
Belgium			470034-946			Norway			470034-940
Denmark			470034-945			Portugal			470041-458
Germany			470034-944			Spain			470040-193
Italy			470034-943			Sweden/Finland			470034-938
The Netherlands			470034-942						
P2812	P	160	X4	20	W	C	25	E	
Spain			470038-387						
P2801	P	160	X4	20	V	C	25	E	
Belgium			470034-926			The Netherlands			470034-933
Denmark			470034-927			Norway			470034-934
Germany			470034-929			Sweden/Finland			470034-936
Italy			470034-931						
P2815	P	150	P5	30	W	C	25	E	
Belgium			470033-246			The Netherlands			470033-253
Denmark			470033-247			Norway			470033-254
Germany			470033-250			Sweden/Finland			470034-319
Italy			470033-252						
P2810	P	140	X5	30	W	C	25	E	
Belgium			470033-215			The Netherlands			470033-219
Denmark			470033-216			Norway			470033-220
Germany			470033-217			Sweden/Finland			470034-318
Italy			470033-218						
P2805	P	140	X5	20	V	C	25	E	
Belgium			470033-149			The Netherlands			470033-153
Denmark			470033-150			Norway			470033-154
Germany			470033-151			Sweden/Finland			470034-317
Italy			470033-152						

Table 1-5
Compaq Presario 2800 Models *(Continued)*

P2800	P	140	X4	20	V	C	25	E	
Belgium			470033-124			The Netherlands			470033-128
Denmark			470033-125			Norway			470033-131
Germany			470033-126			Sweden/Finland			470033-459
Italy			470033-127						

The following Compaq Presario 2800 models use config. code **KSQZ** and feature:

- Diskette drive
- TouchPad
- 8-cell, 4.4 Ah Li ion battery pack
- 32 MB of discrete video memory
- 1-year warranty on parts and labor

P2820	P	200	X5	40	W	C	51	E	
United States			470045-990						
P2836	P	200	X4	40	V	C	25	E	
Taiwan			470048-545						
2854AP	P	190	X5	30	Z	C	25	E	
Hong Kong			470054-666			Korea			470054-667
2853AP	P	190	X5	30	V	C	25	E	
Hong Kong			470054-665						
P2839	P	190	X4	40	V	C	25	E	
Taiwan			470050-109						
P2852	P	190	X4	30	V	C	25	E	
Korea			470054-664						
P2851	P	190	X4	30	D	C	25	E	
Korea			470054-663						

Table 1-5
Compaq Presario 2800 Models *(Continued)*

P2850	P	190	X4	30	D	C	12	E	
Asia Pacific India			470054-660 470054-661			Thailand			470054-659
P2811	P	180	X5	40	W	C	51	E	
United States			470037-370						
P2841	P	180	X5	30	W	C	25	E	
Korea			470048-535						
P2821	P	180	X5	30	W	C	25	E	
Asia Pacific			470044-583			Thailand			470044-582
P2820	P	180	X5	30	W	C	25	E	
European International Greece/Poland Hungary Israel			470044-571 470044-572 470047-875 470044-573			Russia Saudi Arabia Switzerland Turkey			470046-887 470044-570 470052-338 470046-562
P2821	P	180	X5	30	W	C	25	O	
European International			470047-498						
P2834	P	180	X4	40	V	C	25	E	
Taiwan			470048-544						
2843	P	180	X4	30	V	C	25	E	
Hong Kong			470048-538			Korea			470048-539
P2825	P	180	X4	30	V	C	25	E	
Taiwan			470044-695						
2839	P	180	X4	30	V	C	12	E	
Asia Pacific			470052-501			India			470047-520

Table 1-5
Compaq Presario 2800 Models *(Continued)*

P2830	P	180	X4	30	D	C	25	E	
Korea				470048-540					
P2833	P	180	X4	20	V	C	25	E	
Taiwan				470048-543					
P2825	P	170	X5	30	W	C	25	E	
Korea				470044-627					
P2819	P	170	X5	30	W	C	25	E	
Asia Pacific				470037-119		Thailand			470037-988
P2824	P	170	X5	30	V	C	12	E	
India				470044-626					
P2826	P	170	X5	30	R	C	25	E	
Korea				470044-628					
P2820	P	170	X5	20	W	C	25	E	
United States				470052-500					
P2827	P	170	X5	20	V	C	25	E	
Korea				470044-629					
P2830	P	170	X4	30	W	C	25	E	
Saudi Arabia				470044-576		Turkey			470046-569
P2828	P	170	X4	30	W	C	25	E	
Hong Kong				470045-997					
P2837	P	170	X4	30	W	C	25	O	
Turkey				470048-188					
P2835	P	170	X4	30	V	C	25	E	
European International				470044-578		Saudi Arabia			470044-577

Table 1-5
Compaq Presario 2800 Models *(Continued)*

P2832	P	170	X4	30	V	C	25	E	
Korea				470046-895					
P2829	P	170	X4	30	V	C	25	E	
Taiwan				470046-901					
P2820	P	170	X4	30	V	C	25	E	
Hong Kong				470044-690					
P2831	P	170	X4	30	D	C	25	E	
Korea				470046-897					
P2829	P	170	X4	20	D	C	25	E	
Korea				470044-631					
P2824	P	170	X4	20	V	C	25	E	
Taiwan				470044-694					
P2823	P	170	X4	20	R	C	25	E	
Australia				470044-688					
P2823	P	170	X4	20	D	C	25	E	
Taiwan				470044-693					
P2822	P	170	X4	20	W	C	25	E	
Asia Pacific				470044-624		Thailand			470044-623
P2820	P	170	X4	20	W	C	25	E	
United States				470052-499					
P2810	P	160	P5	40	W	C	51	E	
Asia Pacific				470033-264		Korea			470033-266
P2802	P	160	P5	40	W	C	51	E	
People's Republic of China				470033-179					

Table 1-5
Compaq Presario 2800 Models *(Continued)*

P2810	P	160	P5	40	R	C	25	E	
Hong Kong	470033-190					Taiwan	470033-186		
P2818	P	160	X5	30	W	C	25	E	
Korea	470037-982								
P2811	P	160	X5	30	W	C	25	E	
European International	470034-949					Russia	470034-955		
						Saudi Arabia	470034-947		
France	470034-950					Switzerland	470034-958		
Greece/Poland	470034-951					Turkey	470034-959		
Hungary	470034-952					United Kingdom	470034-960		
Israel	470034-953								
P2806	P	160	X5	30	W	C	25	O	
European International	470036-400								
P2816	P	160	X5	30	V	C	12	E	
India	470036-646								
P2817	P	160	X5	30	R	C	25	E	
Korea	470037-980								
P2811	P	160	X5	20	W	C	25	E	
Switzerland	470037-978								
P2816	P	160	X5	20	V	C	25	E	
Korea	470037-979								
P2817	P	160	X4	30	W	C	25	E	
France	470040-689								
P2813	P	160	X4	30	W	C	25	E	
Hong Kong	470038-960								

Table 1-5
Compaq Presario 2800 Models *(Continued)*

P2815	P	160	X4	30	V	C	25	E	
Hong Kong			470041-601			Taiwan			470036-659
P2813	P	160	X4	30	R	C	25	E	
Australia			470036-652						
P2817	P	160	X4	20	W	C	25	E	
Saudi Arabia			470038-963						
P2814	P	160	X4	20	W	C	25	E	
Asia Pacific			470037-987			Thailand			470036-656
P2801	P	160	X4	20	W	C	25	E	
Turkey			470043-744						
P2801	P	160	X4	20	V	C	25	E	
European International			470034-911			Russia			470034-919
						Saudi Arabia			470034-903
France			470034-912			Switzerland			470034-961
Greece/Poland			470034-913			Turkey			470034-922
Hungary			470034-915			United Kingdom			470034-923
Israel			470034-916						
P2804	P	160	X4	20	V	C	25	O	
European International			470036-398						
P2812	P	160	X4	20	R	C	25	E	
Australia			470040-833						
P2815	P	160	X4	20	D	C	25	E	
Asia Pacific			470041-560			Korea			470036-648
P2812	P	160	X4	20	D	C	25	E	
Taiwan			470036-658						

Table 1-5
Compaq Presario 2800 Models *(Continued)*

P2810	P	150	P5	40	W	C	51	E	
Australia				470033-262					
P2809	P	150	P5	40	W	C	25	E	
India				470033-265					
P2815	P	150	P5	30	W	C	51	E	
Czech Republic				470033-225		Russia			470033-239
European International				470033-226		Saudi Arabia			470033-222
France				470033-227		Slovenia			470033-240
Greece/Poland				470033-228		Spain			470033-241
Hungary				470033-229		Switzerland			470033-242
Israel				470033-232		Turkey			470033-244
Portugal				470033-233		United Kingdom			470033-245
P2805	P	150	P5	30	W	C	25	E	
Hong Kong				470033-191		Taiwan			470033-185
P2803	P	150	P5	30	W	C	25	E	
Hong Kong				470033-199		Taiwan			470033-183
P2807	P	150	X5	30	W	C	25	E	
Asia Pacific				470033-170		Korea			470033-173
P2804	P	150	X5	30	V	C	25	E	
Hong Kong				470033-198		Taiwan			470033-184
P2806	P	150	X5	30	R	C	25	E	
Asia Pacific				470033-176		Korea			470033-174
P2801	P	150	X4	40	V	C	25	E	
People's Republic of China				470033-178					
P2802	P	150	X4	30	V	C	25	E	
Hong Kong				470033-200		Taiwan			470033-182

Table 1-5
Compaq Presario 2800 Models *(Continued)*

P2805	P	150	X4	30	R	C	25	E	
Australia				470033-267					
P2812	P	140	X5	30	W	C	25	E	
Sweden/Finland				470035-708					
P2810	P	140	X5	30	W	C	25	E	
Czech Republic				470033-192		Russia			470033-209
European International				470033-193		Saudi Arabia			470033-189
						Slovenia			470033-210
France				470033-194		Spain			470033-211
Greece/Poland				470033-195		Switzerland			470033-212
Hungary				470033-196		Turkey			470033-213
Israel				470033-207		United Kingdom			470033-214
Portugal				470033-208					
P2804	P	140	X5	30	V	C	25	E	
India				470033-269					
P2805	P	140	X5	20	W	C	25	E	
Czech Republic				470033-135		Russia			470033-143
European International				470033-136		Saudi Arabia			470033-133
						Slovenia			470033-144
France				470033-137		Spain			470033-145
Greece/Poland				470033-138		Switzerland			470033-146
Hungary				470033-139		Turkey			470033-147
Israel				470033-140		United Kingdom			470033-148
Portugal				470033-141					
P2805	P	140	X5	20	V	C	25	E	
Asia Pacific				470033-268		Korea			470033-270
P2812	P	140	X4	40	W	C	25	E	
Asia Pacific				470035-188					
P2811	P	140	X4	30	V	C	25	E	
Asia Pacific				470035-189					

Table 1-5
Compaq Presario 2800 Models *(Continued)*

P2801	P	140	X4	30	V	C	25	E	
Hong Kong				470033-205		Taiwan			470033-181
P2800	P	140	X4	30	V	C	25	E	
People's Republic of China				470033-177					
P2801	P	140	X4	30	V	C	12	E	
India				470033-259					
P2810	P	140	X4	20	W	C	25	E	
Latin America				47033-256		Latin America (NAFTA)			470034-524
P2802	P	140	X4	20	W	C	25	E	
Spain				470035-707					
P2800	P	140	X4	20	V	C	25	E	
Czech Republic				470033-111		Russia			470033-118
European International				470033-112		Saudi Arabia			470033-110
						Slovenia			470033-119
France				470033-113		Spain			470033-120
Greece/Poland				470033-114		Switzerland			470033-121
Hungary				470033-115		Turkey			470033-122
Israel				470033-116		United Kingdom			470033-123
Portugal				470033-117					
P2800	P	140	X4	20	D	C	25	E	
Asian Pacific				470033-258		Korea			470033-261
Hong Kong				470033-206		Taiwan			470033-180 and 470033-260
P2800	P	140	X4	20	R	C	25	E	
Australia				470033-168					

Table 1-5
Compaq Presario 2800 Models *(Continued)*

The following Compaq Presario 2800 models are available in North America and feature:

- TouchPad pointing device
- 8-cell, 4.0 Ah Li ion battery pack
- 32 MB discrete video memory
- 1-year warranty on parts and labor

P2811	P	160	X5	30	W	C	25	E	
Canada (English)			470037-115			French Canada			470037-114
P2810	P	150	P5	40	W	C	51	E	
French Canada			470033-095			United States			470033-096
P2800	P	140	X5	30	W	C	25	E	
French Canada			470033-090			United States			470033-091

1.2 Features

2.2-, 2.0-, 1.9-, 1.8-, 1.7-, 1.6-, 1.5-, or 1.4-GHz Intel Mobile Pentium 4 processor with SpeedStep technology, with 256-KB integrated L2 cache, varying by computer model

ATI Mobile Radeon 9000 or ATI P7 graphics controller with 32 to 64 MB of shared SDRAM and 4X AGP graphics card, varying by computer model

128-MB high-performance Synchronous DRAM (SDRAM), expandable to 1.0 GB

Microsoft Windows 2000, Windows XP Home, or Windows XP Professional, varying by computer model

15.0-inch UXGA (1600 × 1200), SXGA+ (1400 × 1050), or XGA (1024 × 768), or 14.1-inch XGA (1024 × 768), TFT display with over 16.7 million colors, varying by computer model

Full-size Windows 98 keyboard with:

- TouchPad pointing device (Presario 2800 and Evo Notebook N800c models)
- TouchPad and point stick (Evo Notebook N800c models only)

Network interface card (NIC) integrated on the system board, with a mini PCI V.92 modem

Integrated wireless support of 802.11b and Bluetooth devices through MultiPort

Support for one Type I or II PC Card slot with support for both 32-bit CardBus and 16-bit PC Cards

External 65 W AC adapter with power cord

8-cell lithium ion (Li ion) battery pack

60-, 40-, 30-, or 20-GB high-capacity hard drive, varying by computer model

Support for the following drives through the MultiBay:

- 1.44-MB diskette drive
- 24X Max CD-ROM drive
- 8X Max CD-RW drive
- 8X Max DVD-ROM drive
- 8X Max DVD-CDRW combination drive
- 40- or 30-GB hard drive
- LS-120 drive
- 8-cell battery pack

JBL Pro stereo speakers with bass reflex

Dolby Digital certified sound

Connectors for:

- RJ-45 network
- RJ-11 modem
- Universal Serial Bus
- Parallel devices
- External monitor
- AC power
- Stereo line out/headphone
- Mono microphone
- S-video
- Port replicator
- Infrared

1.3 Clearing a Password

If the notebook you are servicing has an unknown password, follow these steps to clear the password. These steps also clear CMOS:

1. Prepare the computer for disassembly (refer to Section 5.3, "Preparing the Computer for Disassembly," for more information).
2. Remove the RTC battery (refer to Section 5.17, "Disk Cell RTC Battery").
3. Wait approximately five minutes.
4. Replace the RTC battery and reassemble the computer.
5. Connect AC power to the computer. Do **not** reinsert any battery packs at this time.
6. Turn on the computer.

All passwords and all CMOS settings have been cleared.

1.4 Power Management

The computer comes with power management features that extend battery operating time and conserve power. The computer supports the following power management features:

- Suspend
- Hibernation
- Setting customization by the user
- Hotkeys for setting level of performance
- Smart battery that provides an accurate battery power gauge
- Battery calibration
- Lid switch Suspend/resume
- Power/Suspend button
- Advanced Configuration and Power Management (ACP) compliance

1.5 Computer External Components

The external components on the front and right side of the computer are shown in Figure 1-2 and described in Table 1-6.

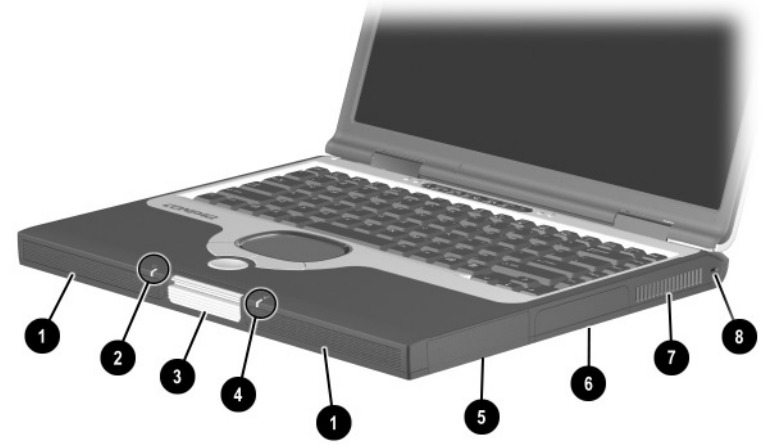


Figure 1-2. Front and Right Side Components

Table 1-6
Front and Right Side Components

Item	Component	Function
1	Stereo speakers (2)	Produce stereo sound.
2	Power/Suspend light	On: Power is turned on. Off: Power is turned off. Blinking: Computer is in Suspend mode.
3	Display release latch	Opens the computer.
4	Battery light	On: A battery pack is charging. Blinking: A battery pack that is the only available power source has reached a low-battery condition.
5	Battery bay	Accepts an 8-cell lithium ion (Li ion) battery pack.
6	Hard drive bay	Supports the removable primary hard drive. The hard drive is secured to the computer by one screw.
7	Vent	Allows airflow to cool internal components.
	Ä **CAUTION:** To prevent damage, the computer shuts down if an overheating condition occurs. Do not block the cooling vent. Avoid placing the computer on a blanket, rug, or other flexible surface that may cover the vent area.	
8	Security cable slot	Attaches an optional security cable to the computer.

The computer rear panel and left side components are shown in Figure 1-3 and described in Table 1-7.

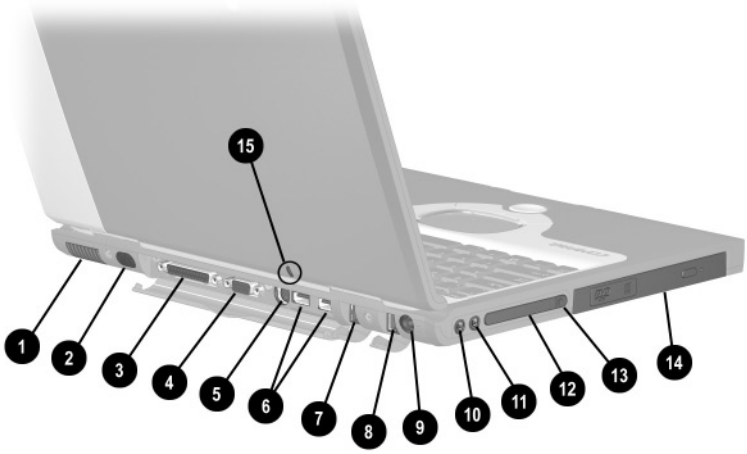


Figure 1-3. Rear Panel and Left Side Components

Table 1-7
Rear Panel and Left Side Components

Item	Component	Function
1	Vent	Allows airflow to cool internal components.
	Ä **CAUTION:** To prevent damage, the computer shuts down if an overheating condition occurs. Do not block the cooling vent. Avoid placing the computer on a blanket, rug, or other flexible surface that may cover the vent area.	
2	Infrared port	Provides wireless communication between the computer and another infrared-equipped device using an infrared beam.
3	Parallel connector	Connects a parallel device.

Table 1-7
Rear Panel and Left Side Components *(Continued)*

Item	Component	Function
4	External monitor connector	Connects an external monitor or overhead projector.
5	S-Video connector	Connects a television, VCR, camcorder, or overhead projector.
6	USB connectors (2)	Connect USB devices.
7	RJ-11 modem jack	Connects the modem cable to an internal modem. A modem cable is included with internal modem models.
8	RJ-45 network jack	Connects the network cable. A network cable is not included with the computer.
9	DC power jack	Connects any one of the following: AC adapter Optional automobile power adapter/charger Optional aircraft power adapter
10	Mono microphone jack	Connects a mono microphone, disabling the built-in microphone.
11	Stereo speaker/ headphone jack	Connects stereo speakers, headphones, headset, or television audio.
12	PC Card slot	Supports a 32-bit (CardBus) or 16-bit PC Card.
13	PC Card eject button	Ejects a PC Card from the PC Card slot.
14	MultiBay	Accepts MultiBay devices, such as a diskette drive, optical drive, hard drive, or optional battery pack.

The computer keyboard components are shown in Figure 1-4 and described in Table 1-8.

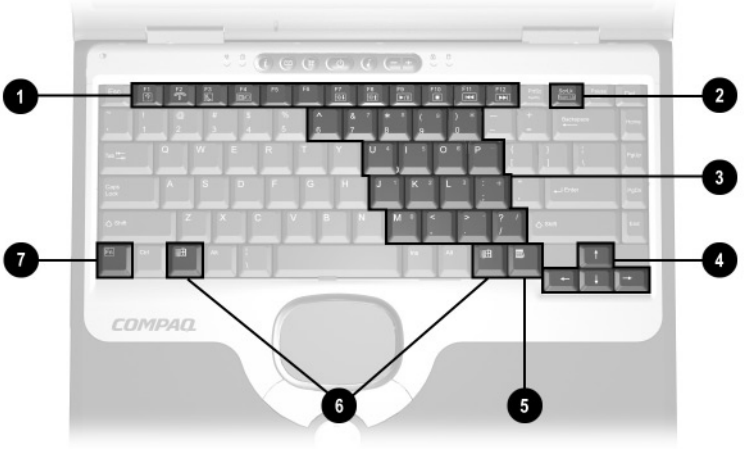


Figure 1-4. Keyboard Components

Table 1-8
Keyboard Components

Item	Component	Function
1	F1 through F12 function keys	Perform preset functions.
2	Num lock key	On: Num lock is on and the embedded numeric keypad is enabled.
3	Embedded numeric keypad	Converts keys to numeric keypad.
4	Cursor control keys	Move the cursor around the screen.
5	Windows application key	Displays a menu when using a Microsoft application. The menu is the same one that is displayed by pressing the right mouse button.
6	Windows logo keys	Displays the Windows Start menu.
7	Fn key	Used with hotkeys to perform preset hotkey functions.

The computer top components are shown in Figure 1-5 and described in Table 1-9.

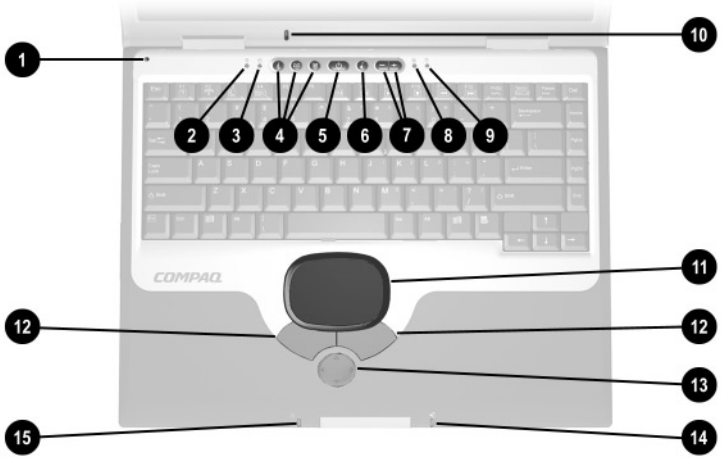


Figure 1-5. Top Components

Table 1-9
Top Components

Item	Component	Function
1	Display lid switch	Turns off the computer display if the computer is closed while on.
2	Power light	On: Power is turned on. Blinking: Computer is in Suspend mode. The power light also blinks if a battery pack that is the only available power source reaches a low-battery condition.
3	Num lock light	On: Num lock is on and the embedded numeric keypad is enabled.
4	Easy Access Buttons (3)	Provide quick access to the Internet. Refer to the *Hardware Guide* that ships with the computer for information about these buttons.

Table 1-9
Top Components *(Continued)*

Item	Component	Function
5	Power button	Turns on the computer. Use the operating system Shut Down command to turn off the computer.
6	Digital audio button	Launches Windows Media Player to play MP3 music.
7	Volume control buttons	Adjust the volume of the stereo speakers.
8	Caps lock light	On: Caps lock is on.
9	Drive indicator light	Turns on when the hard drive, CD-, or DVD-ROM drive is accessed.
10	Microphone	Allows for audio input.
11	TouchPad	Moves the mouse cursor, selects, and activates.
12	TouchPad buttons	Function like the left and right mouse buttons on an external mouse.
13	EasyScroll	Scrolls the screen left, right, up, and down.
14	Battery power light	On: A battery pack is charging. Blinking: A battery pack that is the only available power source has reached a low-battery condition.
15	Power/Suspend light	On: Power is turned on. Off: Power is turned off. Blinking: Computer is in Suspend mode.

The external components on the bottom of the computer are shown in Figure 1-6 and described in Table 1-10.

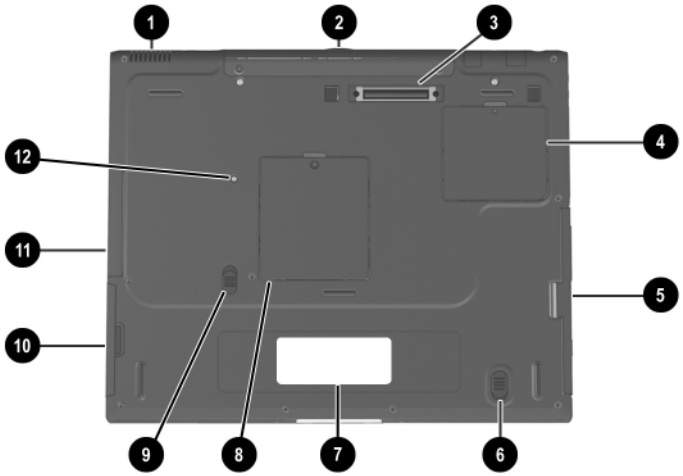


Figure 1-6. Bottom Components

Table 1-10
Bottom Components

Item	Component	Function
1	Vent	Allows airflow to cool internal components.
	Ä **CAUTION:** To prevent damage, the computer shuts down if an overheating condition occurs. Do not block the cooling vent. Avoid placing the computer on a blanket, rug, or other flexible surface that may cover the vent area.	
2	Connector cover	Protects the parallel, external monitor, external keyboard/mouse, and USB connectors.
3	Docking connector	Connects the computer to an optional port replicator.

Table 1-10
Bottom Components *(Continued)*

Item	Component	Function
4	Mini PCI communications compartment	Contains the mini PCI modem card.
5	MultiBay	Accepts a diskette drive, optical drive, hard drive, or battery pack.
6	MultiBay release switch	Releases the MultiBay device from the connector.
7	Serial number	Identifies the computer; needed when you call Compaq customer support.
8	Memory expansion compartment	Covers the memory expansion compartment that contains two memory expansion slots for memory expansion boards.
9	Battery pack release switch	Releases the battery pack from the battery compartment.
10	Battery bay	Accepts an 8-cell lithium ion (Li ion) battery pack.
11	Hard drive bay	Supports the primary hard drive. The hard drive is secured to the computer by one screw.
12	Hard drive retention screw	Secures the hard drive to the computer.

1.6 Design Overview

This section presents a design overview of key parts and features of the computer. Refer to Chapter 3, “Illustrated Parts Catalog,” to identify replacement parts, and Chapter 5, “Removal and Replacement Procedures,” for disassembly steps. The system board provides the following device connections:

Memory expansion board

Hard drive

Display

Keyboard/TouchPad or pointing stick

Audio

Intel Mobile Pentium 4 processors with SpeedStep technology

Fan

PC Card

Modem or modem/NIC

The computer uses an electrical fan for ventilation. The fan is controlled by a temperature sensor and is designed to turn on automatically when high temperature conditions exist. These conditions are affected by high external temperatures, system power consumption, power management/battery conservation configurations, battery fast charging, and software applications. Exhaust air is displaced through the ventilation grill located on the left side of the computer.

Ä **CAUTION:** To properly ventilate the computer, allow at least a 3-inch (7.6 cm) clearance on the left and right sides of the computer.

2

Troubleshooting

WARNING: 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, no one should attempt to make repairs at the component level or to make modifications to any printed wiring board. Improper repairs can create a safety hazard. Any indication of component replacement or printed wiring board modification may void any warranty or exchange allowances.

2.1 Computer Setup and Diagnostics Utilities

Selecting Computer Setup or Compaq Diagnostics

The computer features two Compaq system management utilities:

Computer Setup—A system information and customization utility that can be used even when your operating system is not working or will not load. This utility includes settings that are not available in Windows.

Compaq Diagnostics—A system information and diagnostic utility that is used within your Windows operating system. Use this utility whenever possible to:

Display system information.

Test system components.

Troubleshoot a device configuration problem in Windows 2000, Windows XP Professional, or Windows XP Home.

It is not necessary to configure a device connected to a USB connector on the computer or an optional docking base.

Using Computer Setup

Information and settings in Computer Setup are accessed from the File, Security, or Advanced menus:

1. Turn on or restart the computer. Press F10while the F10 = ROM Based Setup message is displayed in the lower-left corner of the screen.

   To change the language, press F2.

   To view navigation information, press F1.

   To return to the Computer Setup menu, press esc.

2. Select the File, Security, or Advanced menu.
3. To close Computer Setup and restart the computer:

   Select File > Save Changes and Exit and press enter.

   or

   Select File > Ignore Changes and Exit and press enter.

4. When you are prompted to confirm your action, press F10.

Selecting from the File Menu

Table 2-1
File Menu

Select	To Do This
System Information	View identification information about the computer, a docking base, and any battery packs in the system. View specification information about the processor, memory and cache size, and system ROM.
Save to Floppy	Save system configuration settings to a diskette.
Restore from Floppy	Restore system configuration settings from a diskette.
Restore Defaults	Replace configuration settings in Computer Setup with factory default settings. (Identification information is retained.)
Ignore Changes and Exit	Cancel changes entered during the current session, then exit and restart the computer.
Save Changes and Exit	Save changes entered during the current session, then exit and restart the computer.

Selecting from the Security Menu

Table 2-2
Security Menu

Select	To Do This
Setup Password	Enter, change, or delete a setup password. (The setup password is called an administrator password in Compaq Computer Security, a program accessed from the Windows Control Panel.)
Power-on Password	Enter, change, or delete a power-on password.
DriveLock Passwords	Enable/disable DriveLock; change a DriveLock User or Master password. DriveLock Settings are accessible only when you enter Computer Setup by turning on (not restarting) the computer.
Password Options Password options can be selected only when a power-on password has been set.	Enable/Disable: QuickLock QuickLock on Suspend QuickBlank To enable QuickLock on Suspend or QuickBlank, you must first enable QuickLock.
Device Security	Enable/Disable: Ports or diskette drives* Diskette write* CD-ROM or diskette startup Settings for a DVD-ROM can be entered in the CD-ROM field.
System IDs	Enter identification numbers for the computer, a docking base, and all battery packs in the system.

*Not applicable to SuperDisk LS-120 drives.

Selecting from the Advanced Menu

Table 2-3
Advanced Menu

Select	To Do This
Language (or press F2)	Change the Computer Setup language.
Boot Options	Enable/Disable: QuickBoot, which starts the computer more quickly by eliminating some startup tests. (If you suspect a memory failure and want to test memory automatically during startup, disable QuickBoot.) MultiBoot, which sets a startup sequence that can include most bootable devices and media in the system.
Device Options	Enable/disable the embedded numeric keypad at startup. Enable/disable multiple standard pointing devices at startup. (To set the computer to support only a single, usually nonstandard, pointing device at startup, select Disable.) Enable/disable USB legacy support for a USB keyboard. (When USB legacy support is enabled, the keyboard works even when a Windows operating system is not loaded.) Set an optional external monitor or overhead projector connected to a video card in a docking base as the primary device. (When the computer display is set as secondary, the computer must be shut down before undocking from a docking base.)

Table 2-3
Advanced Menu *(Continued)*

Select	To Do This
Device Options *(continued)*	Change the parallel port mode from EPP (Enhanced Parallel Port [default]) to standard, bidirectional, EPP or ECP (Enhanced Capabilities Port).
	Set video-out mode to NTSC (default), PAL, NTSC-J, or PAL-M.*
	Enable/disable all settings in the SpeedStep window. (When Disable is selected, the computer runs in Battery Optimized mode.)
	Specify how the computer recognizes multiple identical docking bases that are identically equipped. (Select Disable to recognize the docking bases as a single docking base; select Enable to recognize the docking bases individually, by serial number.)
	Enable/disable the reporting of the processor serial number by the processor to the software.
HDD Self Test Options	Run a quick comprehensive self test on hard drives in the system that support the test features.

*Video modes vary even within regions. However, NTSC is common in North America; PAL, in Europe, Africa, and the Middle East; NTSC-J, in Japan; and PAL-M, in Brazil. Other South and Central American regions may use NTSC, PAL, or PAL-M.

2.2 Using Compaq Diagnostics

When you access Compaq Diagnostics, a scan of all system components is displayed on the screen before the Compaq Diagnostics window opens.

You can display more or less information from anywhere within Compaq Diagnostics by selecting Level on the menu bar.

Compaq Diagnostics is designed to test Compaq components. If non-Compaq components are tested, the results may be inconclusive.

Obtaining, Saving, or Printing Configuration Information

1. Access Compaq Diagnostics by selecting Start > Settings > Control Panel > Compaq Diagnostics.
2. Select Categories, then select a category from the drop-down list.

   To save the information, select File > Save As.

   To print the information, select File > Print.
3. To close Compaq Diagnostics, select File > Exit.

Obtaining, Saving, or Printing Diagnostic Test Information

1. Access Compaq Diagnostics by selecting Start > Settings > Control Panel > Compaq Diagnostics.
2. Select the Test tab.
3. In the scroll box, select the category or device you want to test.
4. Select a test type:

   Quick Test—Runs a quick, general test on each device in a selected category.

   Complete Test—Performs maximum testing on each device in a selected category.

   Custom Test—Performs maximum testing on a selected device.

   To run all tests for your selected device, select the Check All button.

   To run only the tests you select, select the Uncheck All button, then select the checkbox for each test you want to run.

5. Select a test mode:

   Interactive Mode—Provides maximum control over the testing process. You determine whether the test was passed or failed and may be prompted to insert or remove devices.

   Unattended Mode—Does not display prompts. If errors are found, they are displayed when testing is complete.

6. Select the Begin Testing button.

7. Select a tab to view a test report:

   Status tab—Summarizes the tests run, passed, and failed during the current testing session.

   Log tab—Lists tests run on the system, the number of times each test has run, the number of errors found on each test, and the total run time of each test.

   Error tab—Lists all errors found in the computer with their error codes.

8. Select a tab to save the report:

   Log tab—Select the Log tab Save button.

   Error tab—Select the Error tab Save button.

9. Select a tab to print the report:

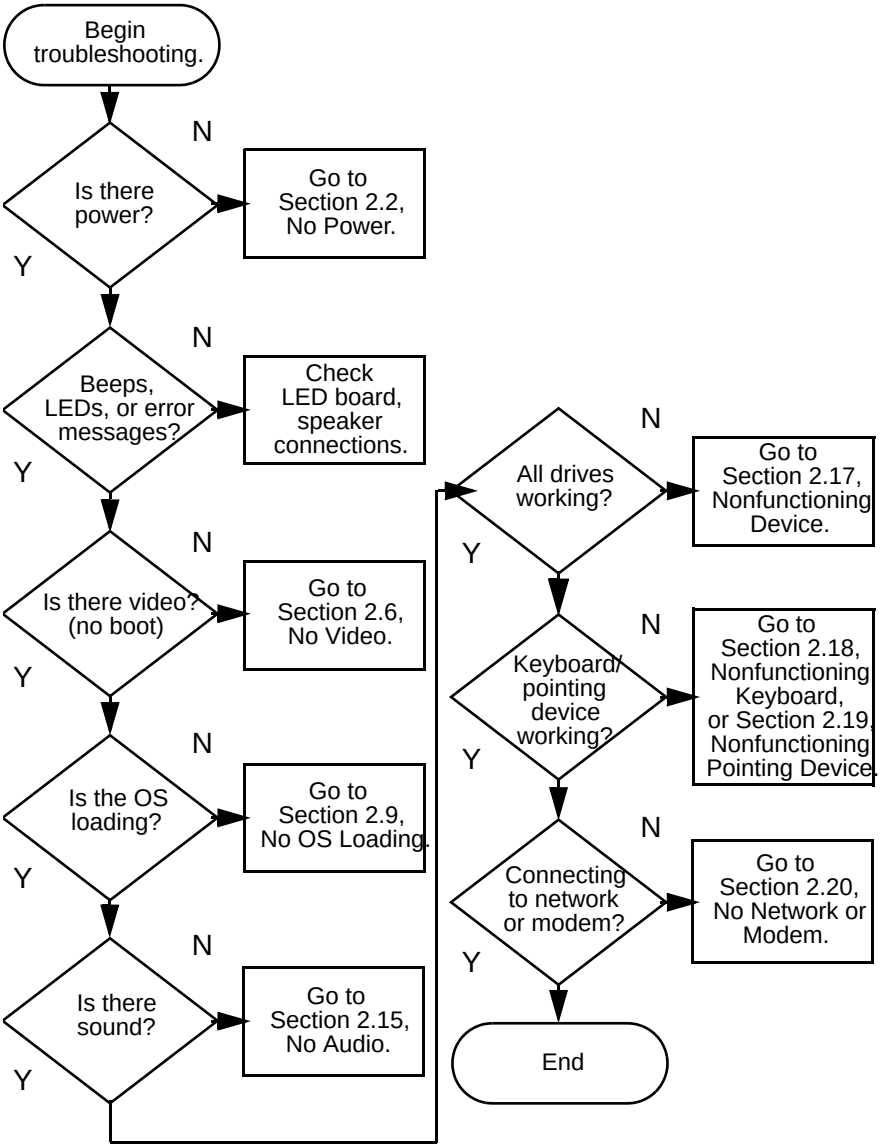
   Log tab—Select File > Save As, then print the file from your folder.

2.3 Troubleshooting Flowcharts

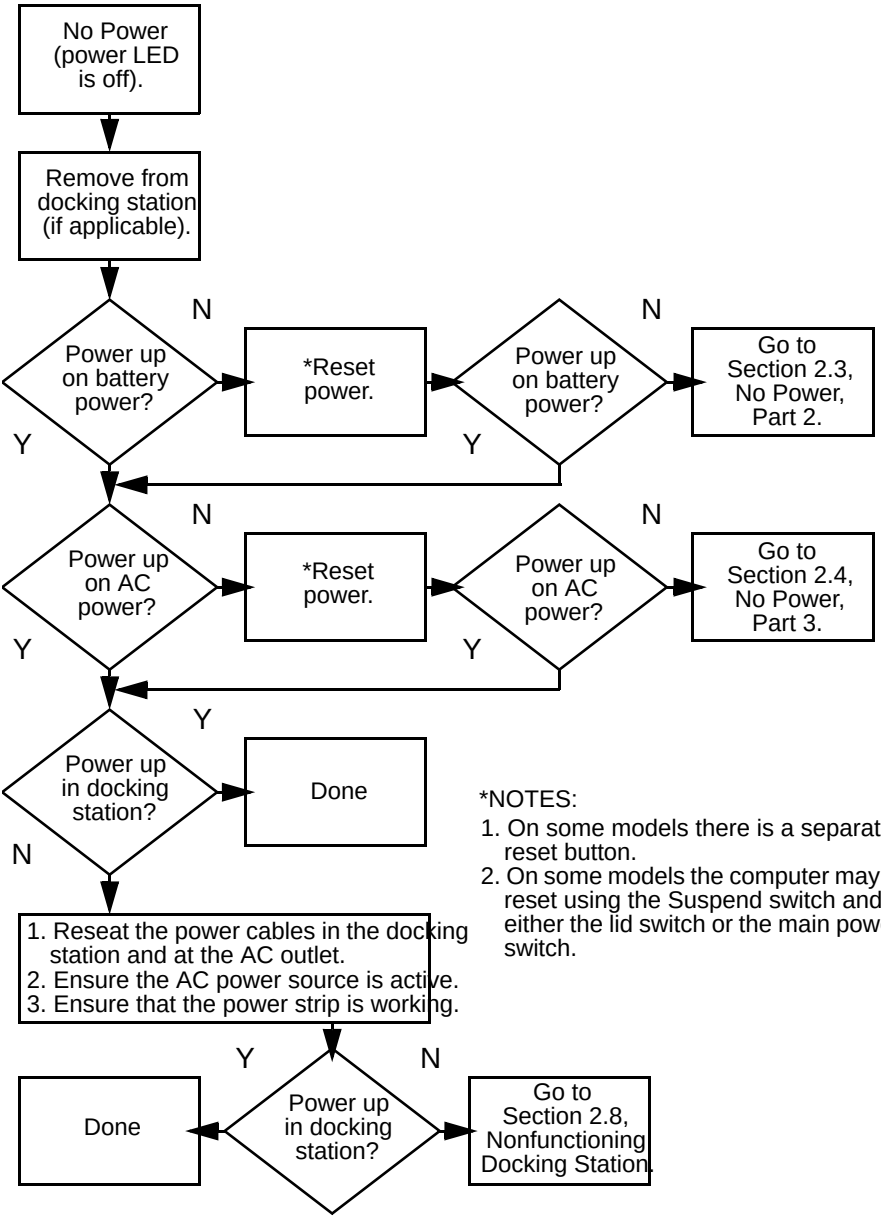
Table 2-4
Troubleshooting Flowcharts Overview

Flowchart	Description
2.1	Initial troubleshooting
2.2	No power, part 1
2.3	No power, part 2
2.4	No power, part 3
2.5	No power, part 4
2.6	No video, part 1
2.7	No video, part 2
2.8	Nonfunctioning docking station
2.9	No operating system (OS) loading
2.10	No OS loading from hard drive, part 1
2.11	No OS loading from hard drive, part 2
2.12	No OS loading from hard drive, part 3
2.13	No OS loading from diskette drive
2.14	No OS loading from CD- or DVD-ROM drive
2.15	No audio, part 1
2.16	No audio, part 2
2.17	Nonfunctioning device
2.18	Nonfunctioning keyboard
2.19	Nonfunctioning pointing device
2.20	No network or modem connection

Flowchart 2.1—Initial Troubleshooting



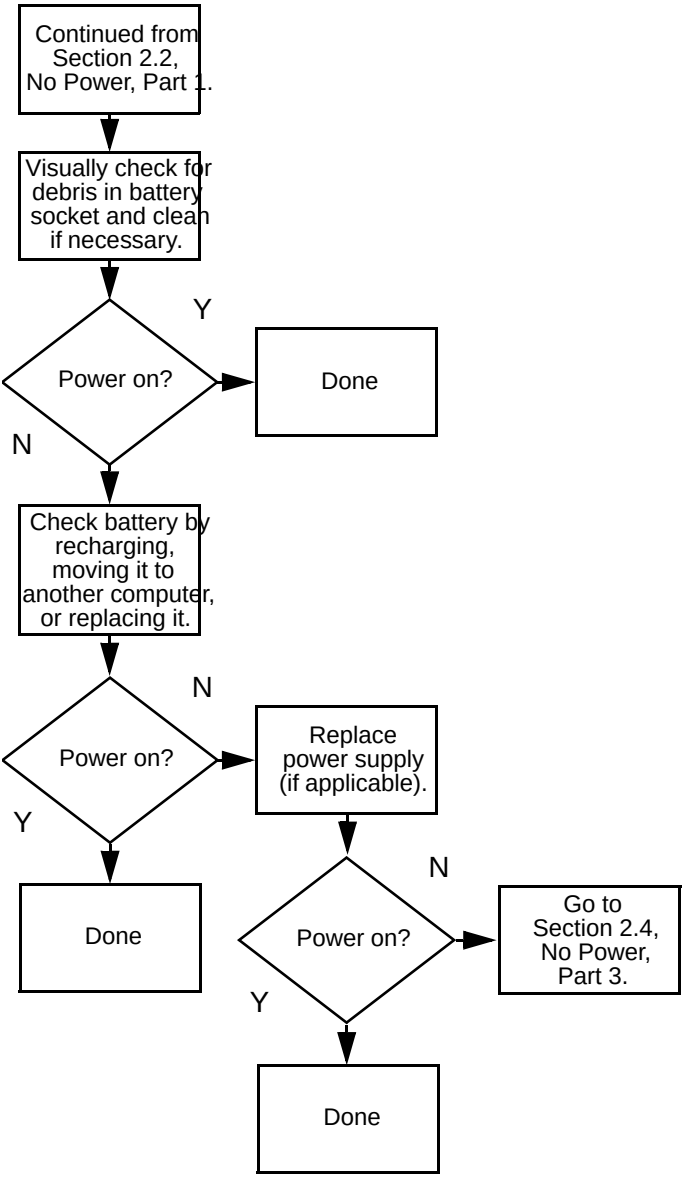
Flowchart 2.2—No Power, Part 1



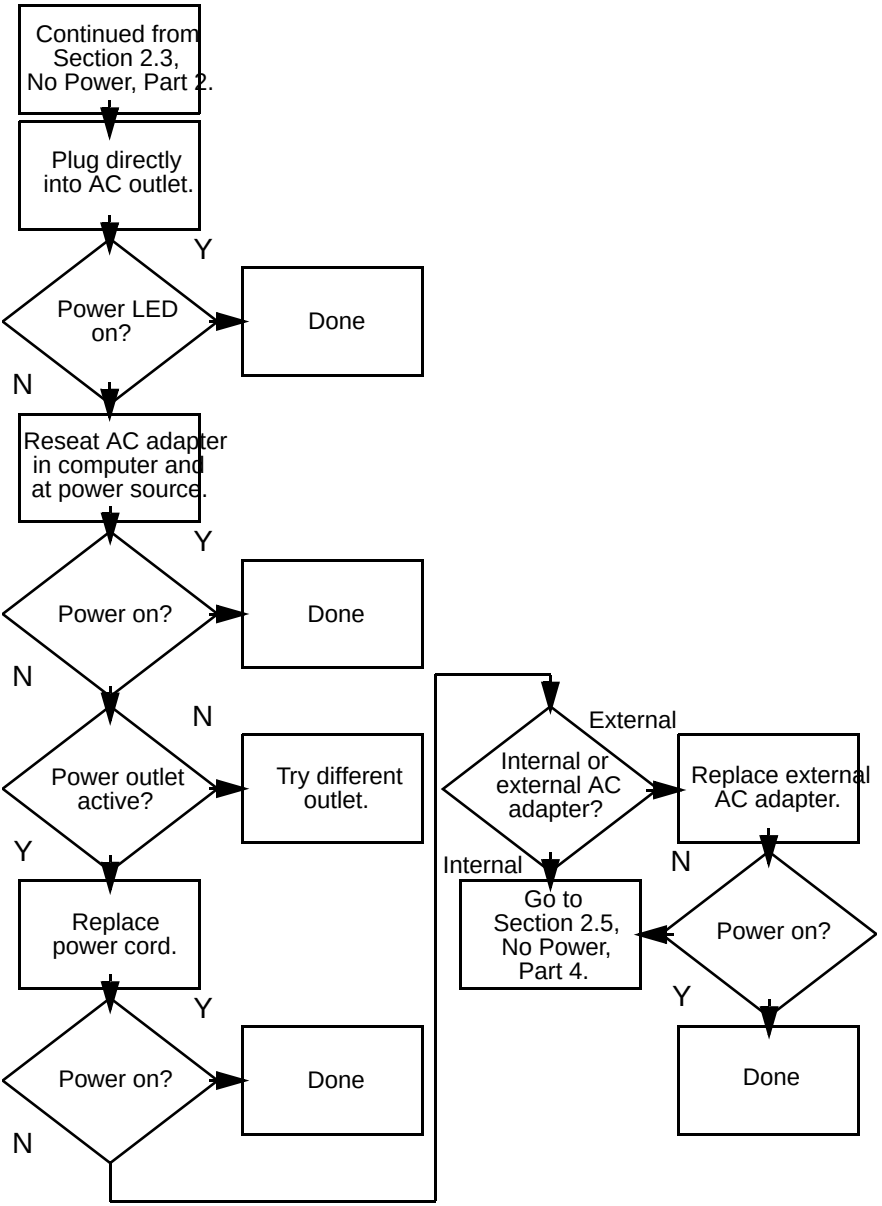
*NOTES:

1. On some models there is a separate reset button.
2. On some models the computer may be reset using the Suspend switch and either the lid switch or the main power switch.

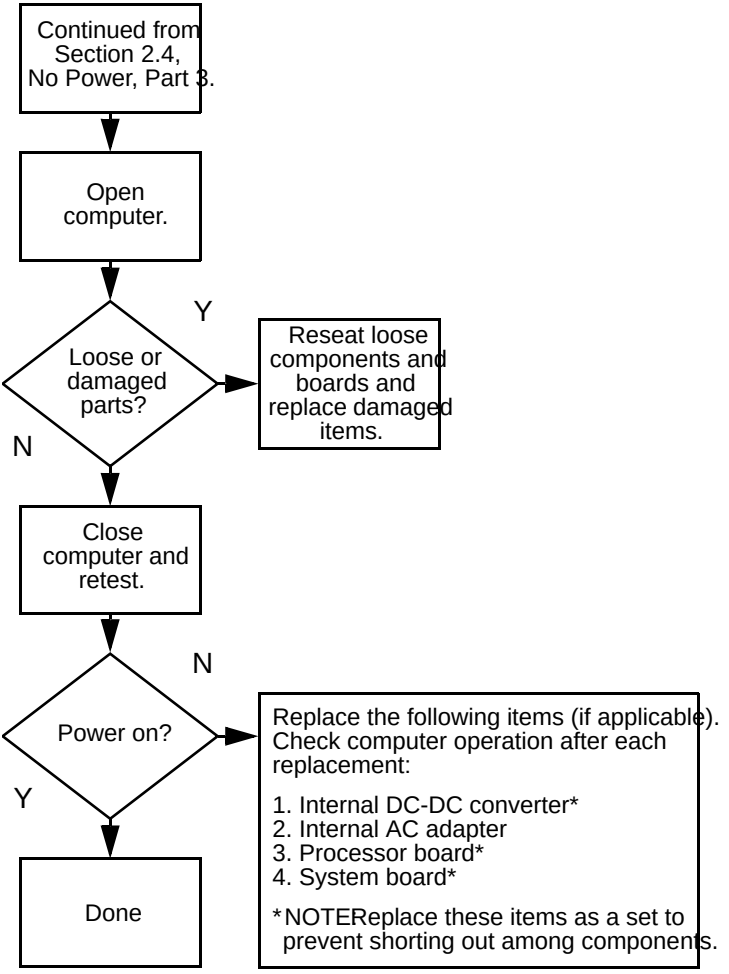
Flowchart 2.3—No Power, Part 2



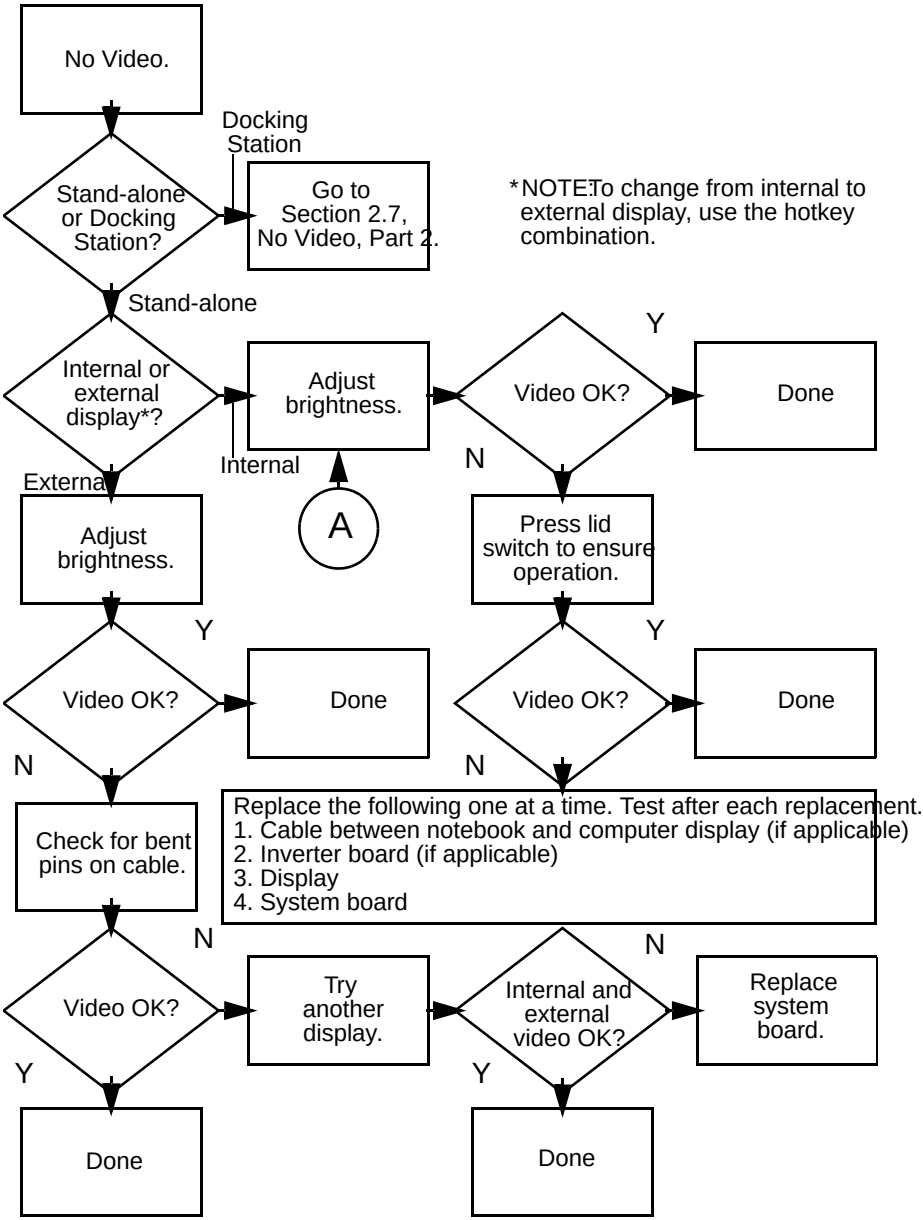
Flowchart 2.4—No Power, Part 3



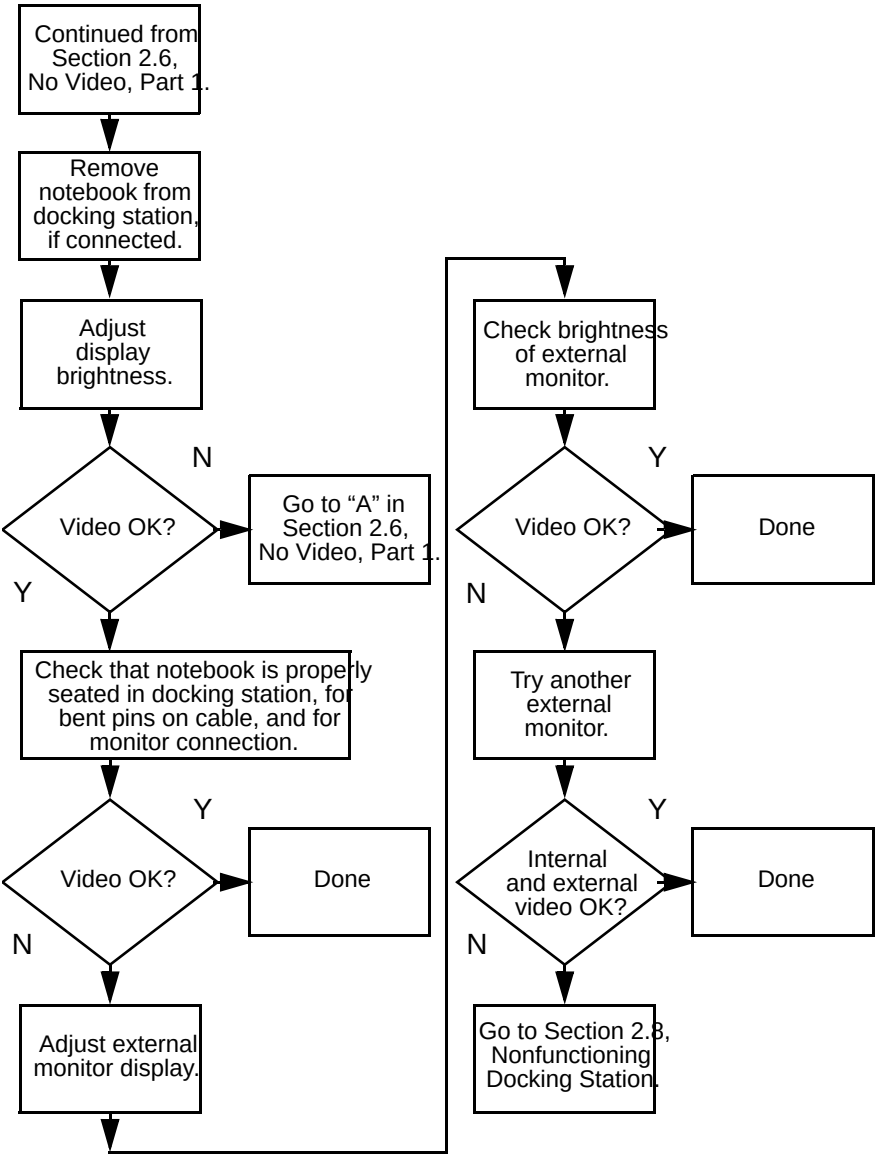
Flowchart 2.5—No Power, Part 4



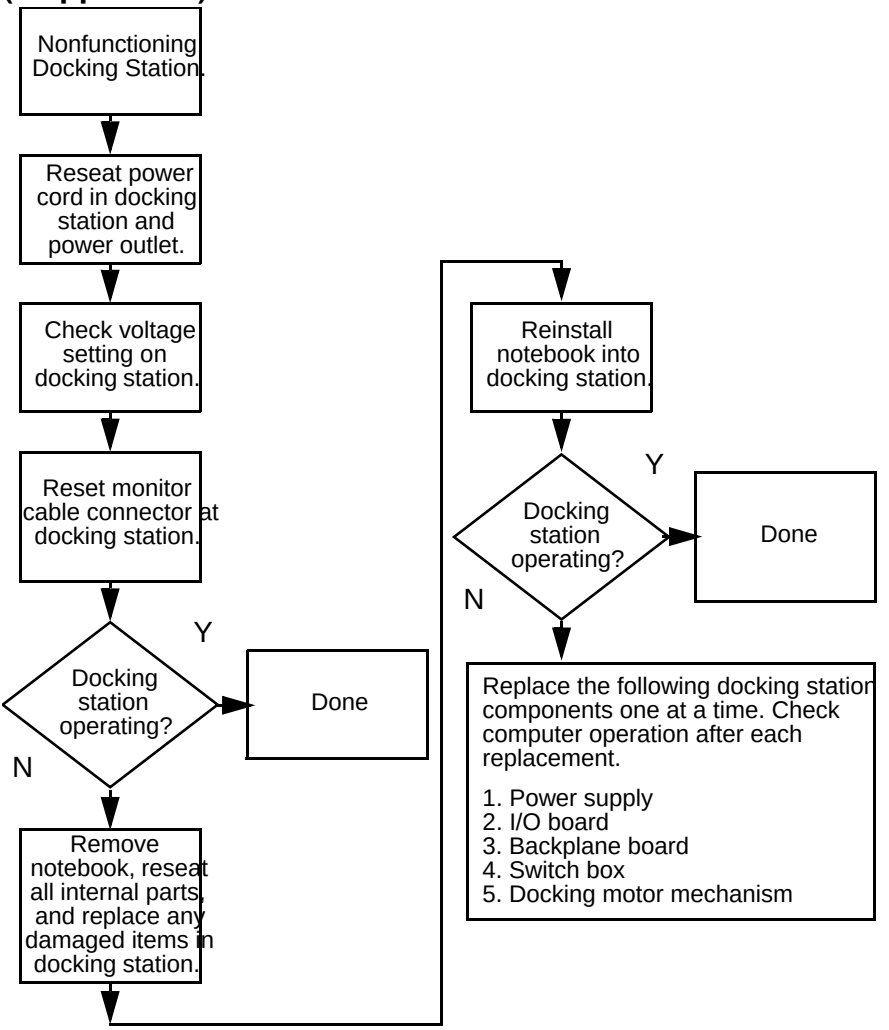
Flowchart 2.6—No Video, Part 1



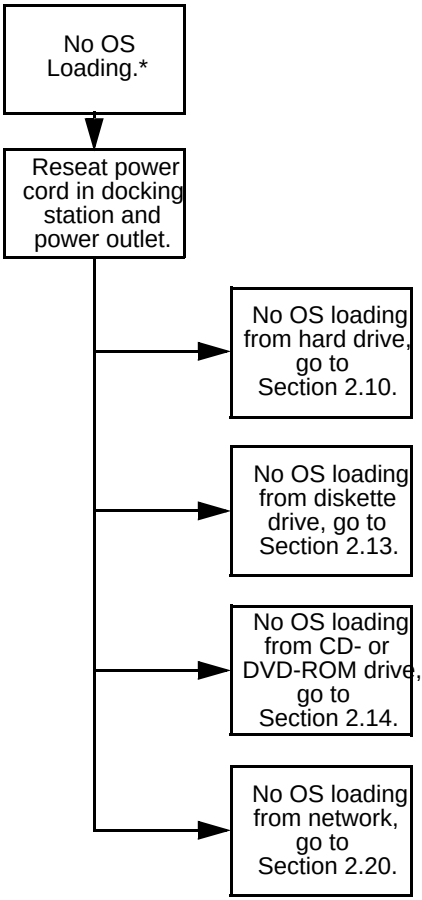
Flowchart 2.7—No Video, Part 2



Flowchart 2.8—Nonfunctioning Docking Station (if applicable)

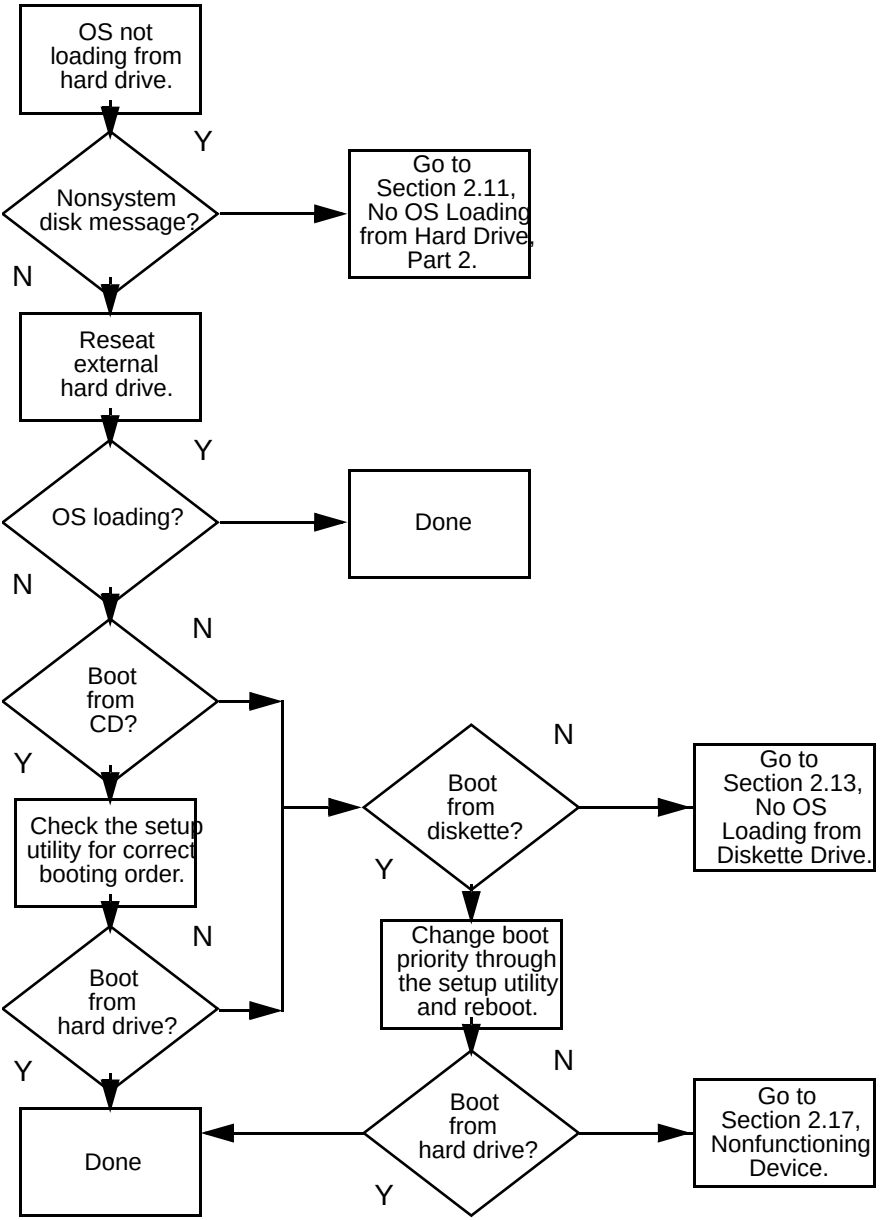


Flowchart 2.9—No Operating System (OS) Loading

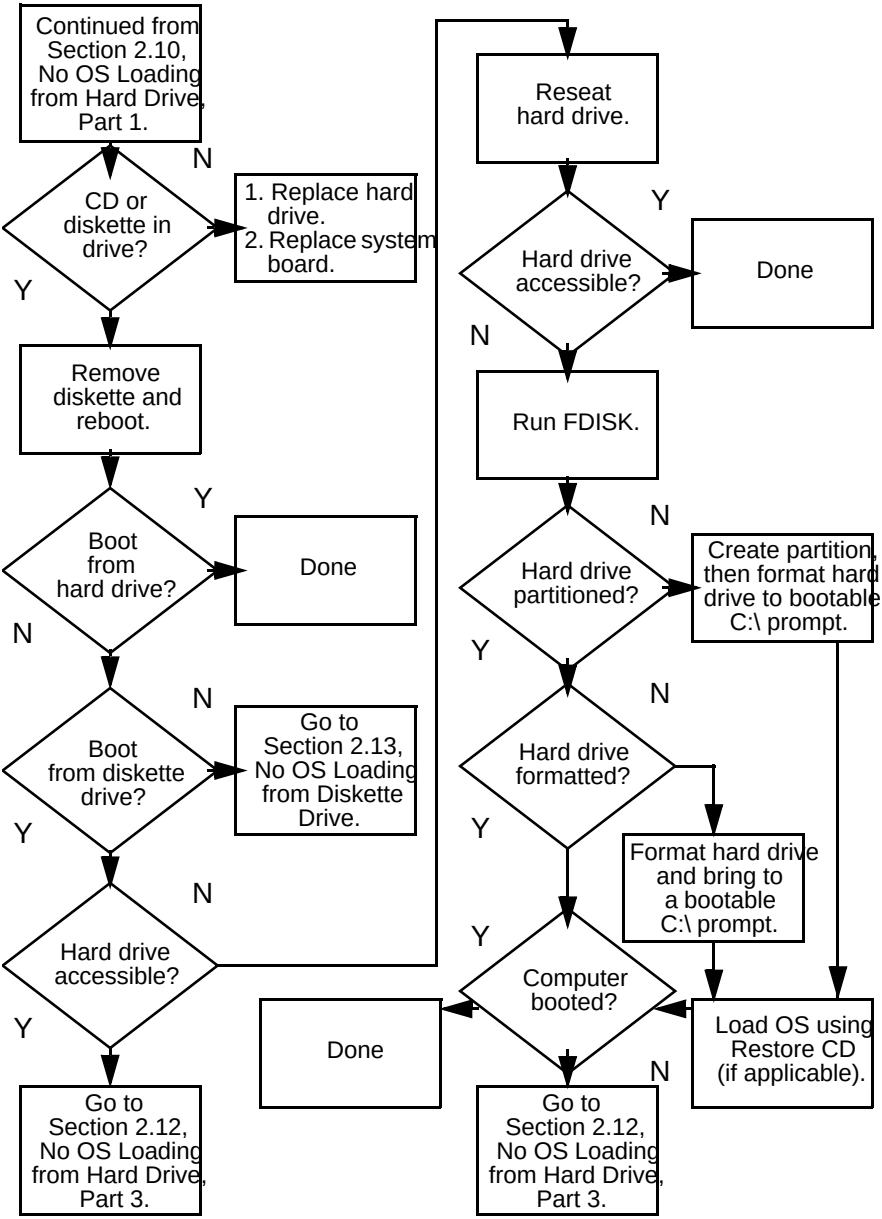


*NOTEBefore beginning troubleshooting, always check cable connections, cable ends, and drives for bent or damaged pins.

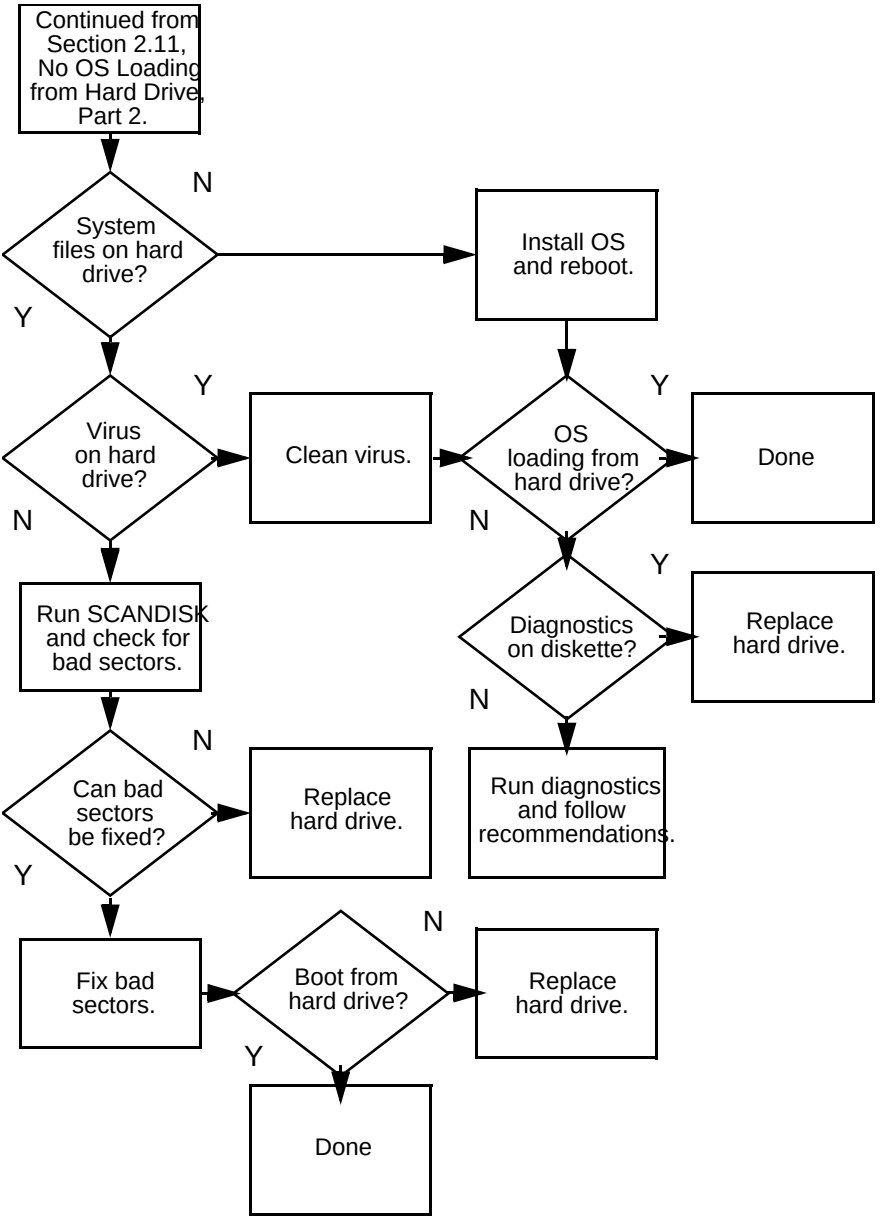
Flowchart 2.10—No OS Loading from Hard Drive, Part 1



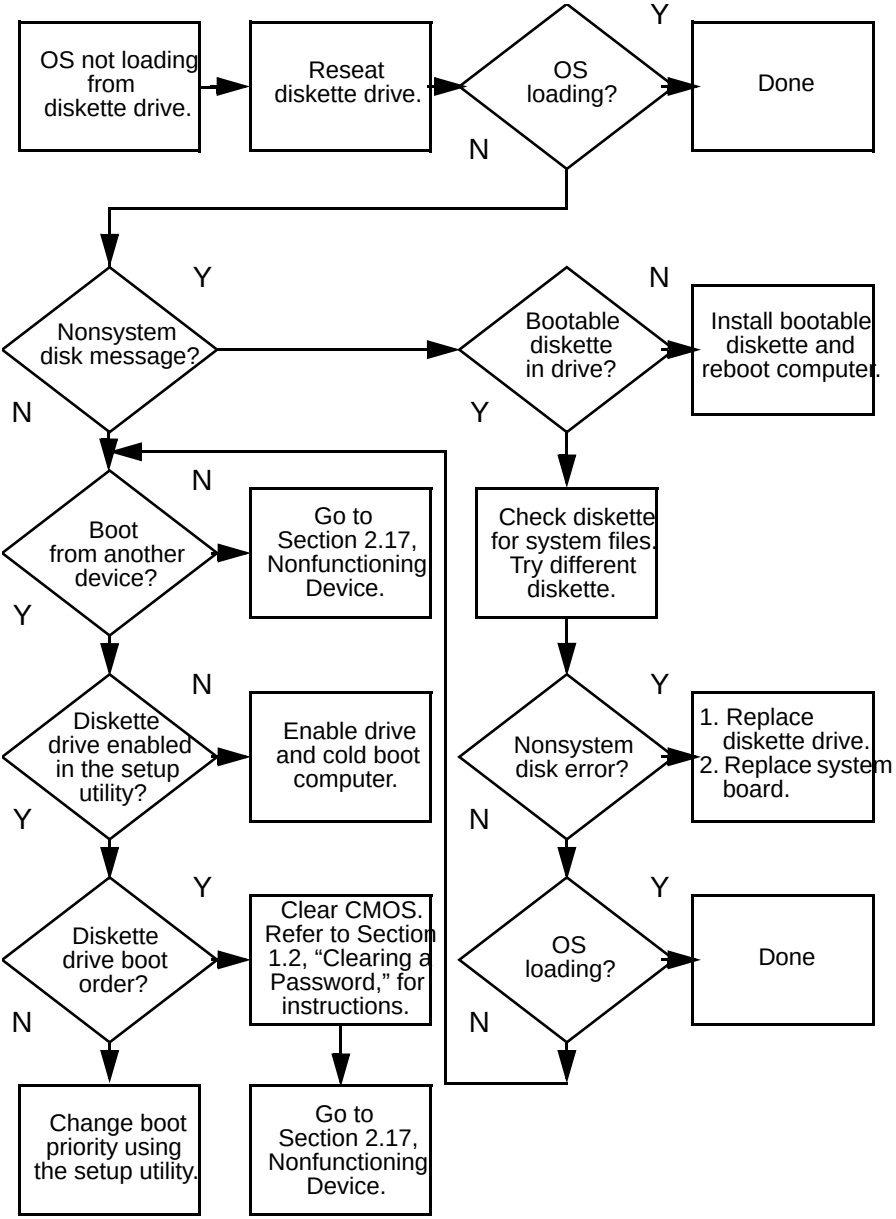
Flowchart 2.11—No OS Loading from Hard Drive, Part 2



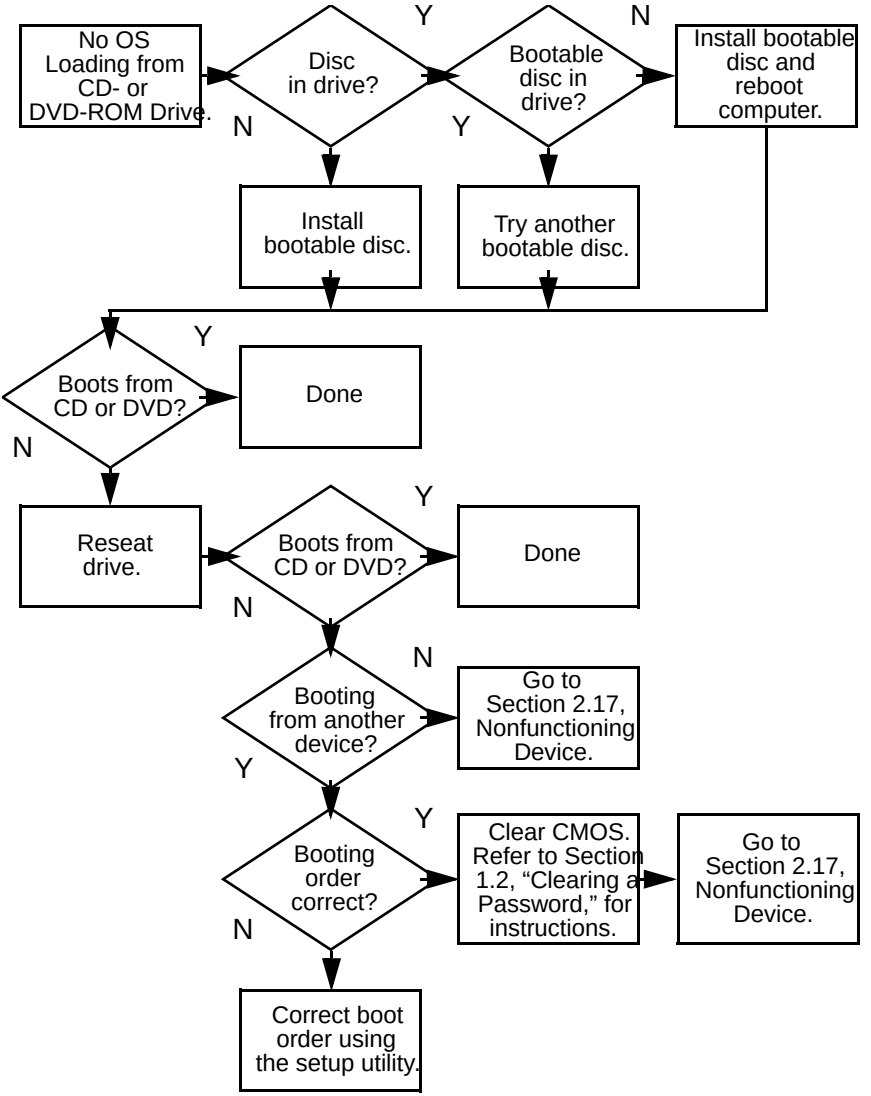
Flowchart 2.12—No OS Loading from Hard Drive, Part 3



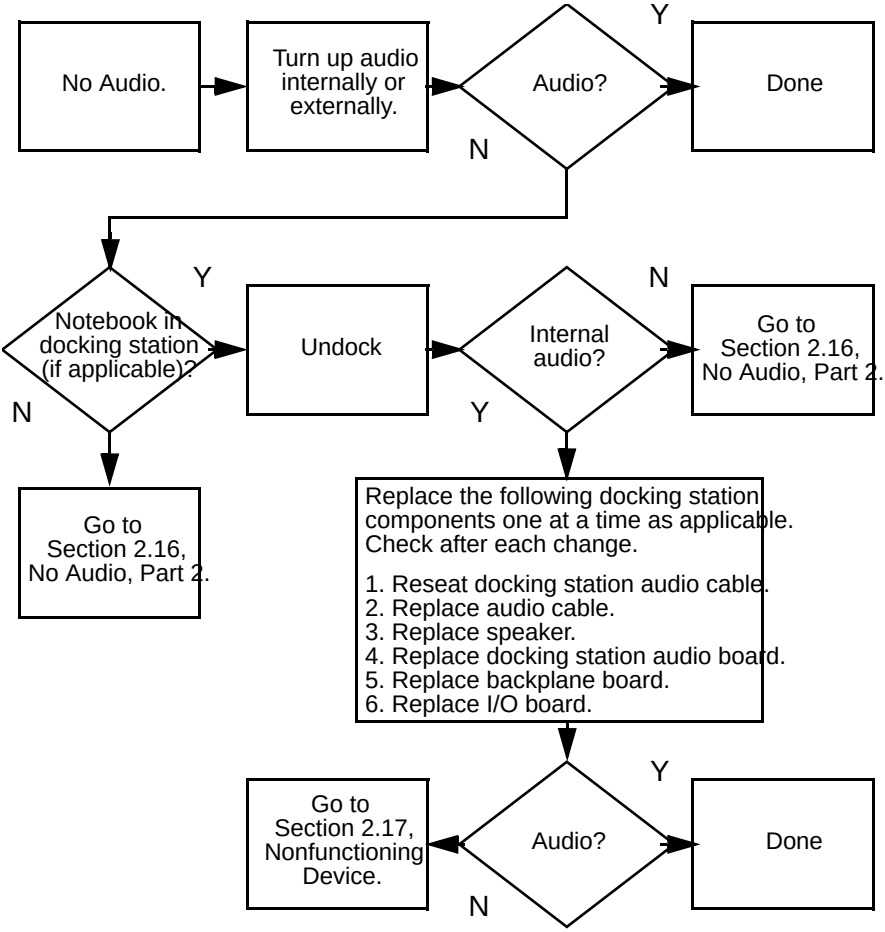
Flowchart 2.13—No OS Loading from Diskette Drive



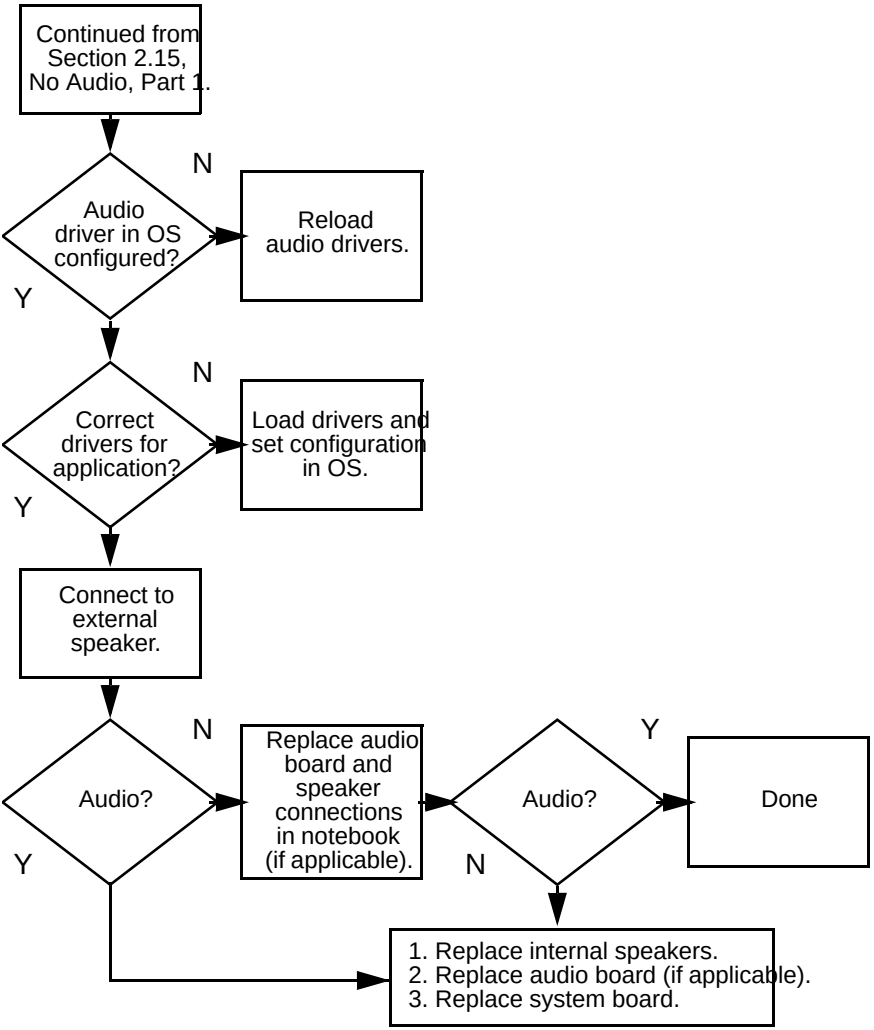
Flowchart 2.14—No OS Loading from CD- or DVD-ROM Drive



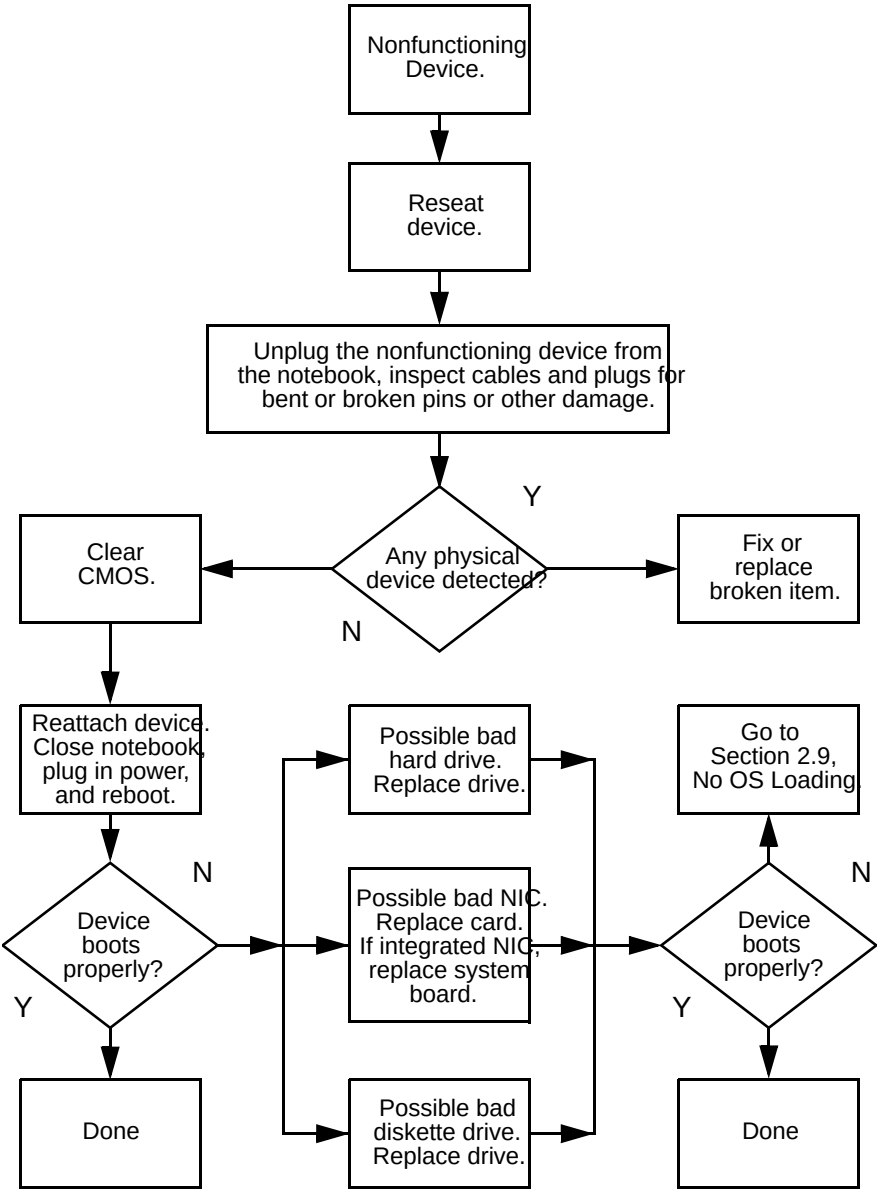
Flowchart 2.15—No Audio, Part 1



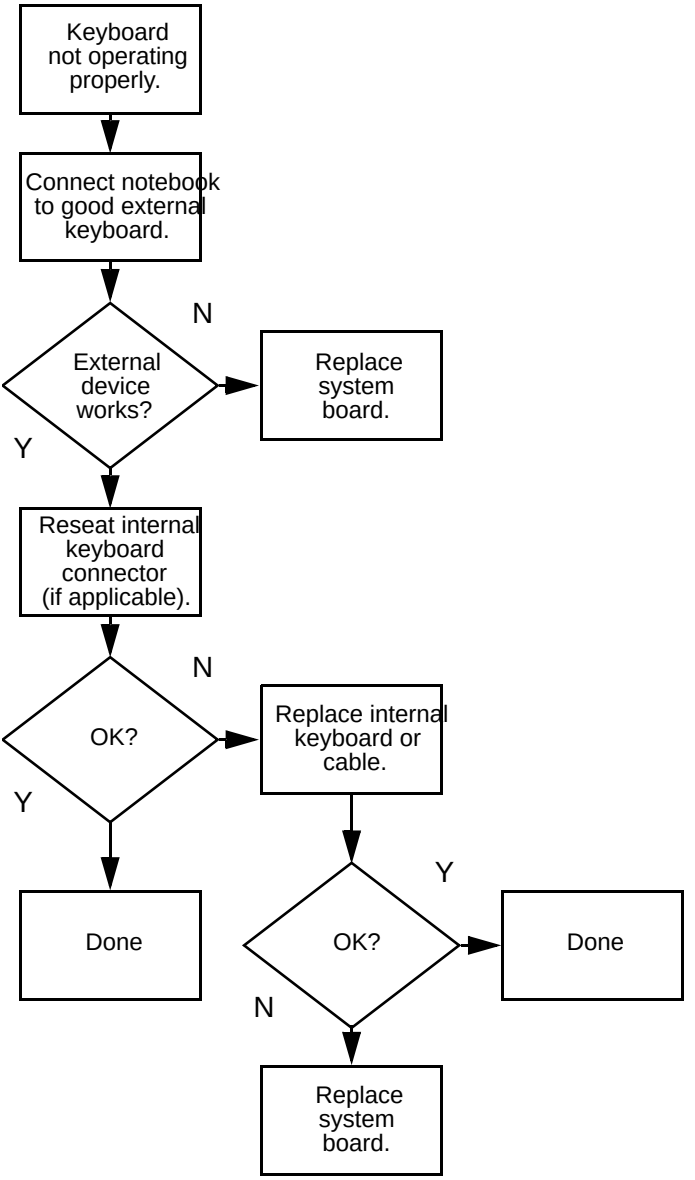
Flowchart 2.16—No Audio, Part 2



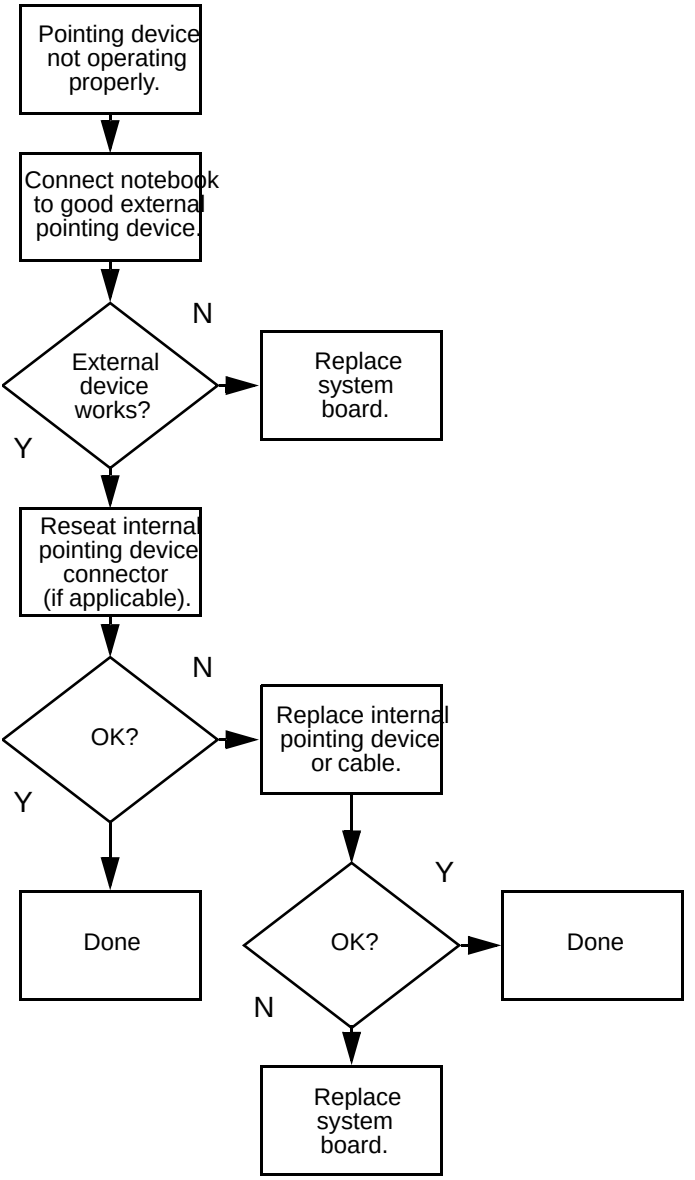
Flowchart 2.17—Nonfunctioning Device



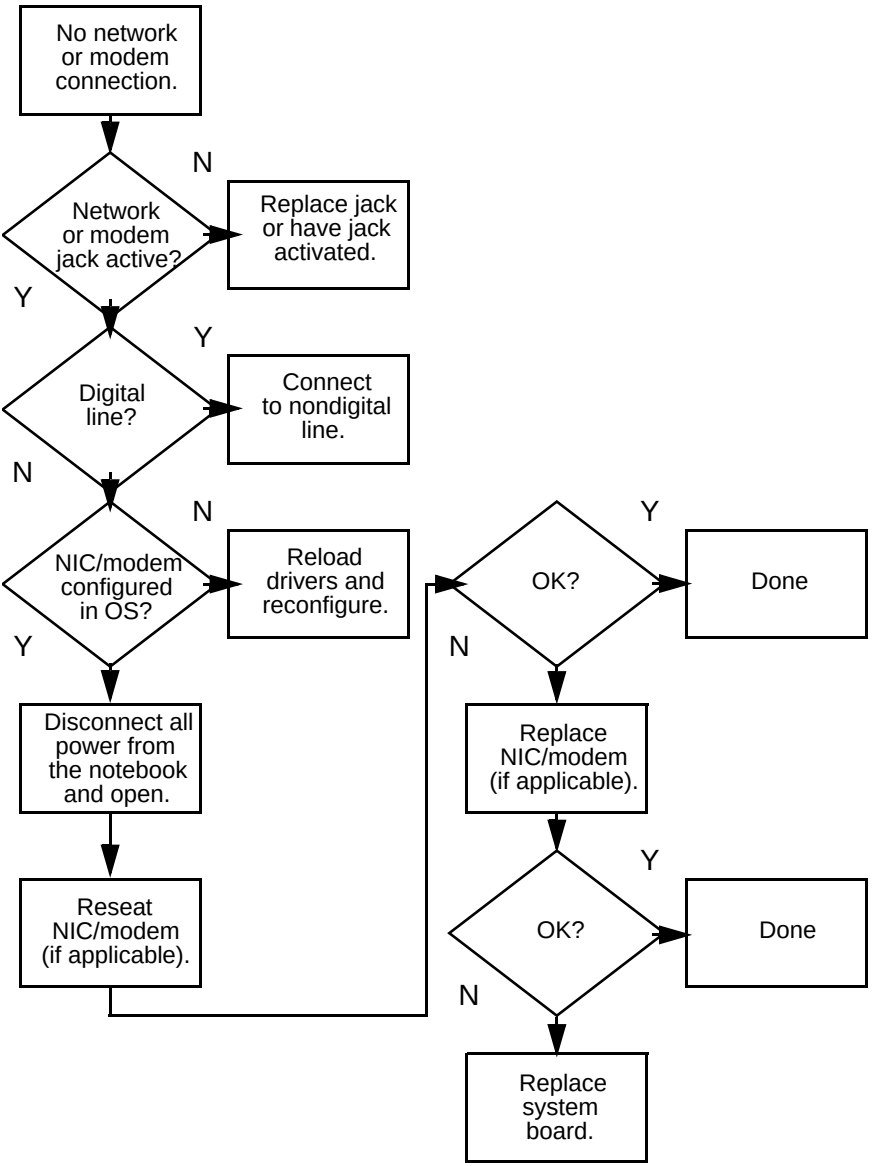
Flowchart 2.18—Nonfunctioning Keyboard



Flowchart 2.19—Nonfunctioning Pointing Device



Flowchart 2.20—No Network or Modem Connection



3

Illustrated Parts Catalog

This chapter provides an illustrated parts breakdown and a reference for spare part numbers and option part numbers.

3.1 Serial Number Location

When ordering parts or requesting information, provide the computer serial number and model number located on the bottom of the computer (Figure 3-1).

Figure 3-1. Serial Number Location

3.2 Computer System Major Components

Figure 3-2. Computer System Major Components

Table 3-1
Spare Parts: Computer System Major Components

Item	Description	Spare Part Number
1	**Displays**	
	Contain parts with carbon finish for use with Evo Notebook N800c, N800v, and N800w models	
	15-inch, UXGA WVA	322511-001
	15-inch, UXGA	286872-001
	15-inch, SXGA+	286871-001
	15-inch, XGA	286870-001
	14-inch, XGA	286869-001
	Contain parts with silver finish for use with Presario 2800 models	
	15-inch, UXGA WVA	322510-001
	15-inch, UXGA	285265-001
	15-inch, SXGA+	285264-001
	15-inch, XGA	285263-001
	14-inch, XGA	285262-001
	MultiPort cover	289037-001

Figure 3-2. Computer System Major Components

Table 3-1
Spare Parts: Computer System Major Components *(Continued)*

Item	Description		Spare Part Number
	Miscellaneous Plastics/Hardware Kit		
	Contains parts with silver finish for use with Presario 2800 models		285261-001
	Contains parts with carbon finish for use with Evo Notebook N800c, N800v, and N800w models		286868-001
	Includes:		
2a	Left hinge cover	not illustrated:	
2b	Right hinge cover	Computer feet	
2c	PC Card bezel	MultiBay weight saver	
2d	PC Card slot space saver	Docking connector cover	
2e	Keyboard shield		
2f	TouchPad bracket		
2g	Display assembly release		
2h	Left display support		
2i	Fan channel		
2j	Right display support		
2k	Connector cover		
2l	Mini PCI compartment cover		
2m	Memory expansion compartment cover		
3	**LED cover**		288503-001

Figure 3-2. Computer System Major Components

Table 3-1
Spare Parts: Computer System Major Components *(Continued)*

Item	Description			Spare Part Number
4	**Keyboards** (for use with TouchPad models only)			
	Arabic	285280-171	Korean	285280-AD1
	Belgian	285280-181	Latin American	
	Brazilian	285280-201	Spanish	285280-161
	Chinese	285280-AA1	Norwegian	285280-091
	Czech	285280-221	Portuguese	285280-131
	Danish	285280-081	Russian	285280-251
	French	285280-051	Slovakian	285280-231
	French		Spanish	285280-071
	Canadian	285280-121	Swedish	285280-101
	German	285280-041	Swiss	285280-111
	Greek	285280-151	Taiwanese	285280-AB1
	Hebrew	285280-BB1	Thai	285280-281
	Hungarian	285280-211	Turkish	285280-141
	International	285280-002	U.K. English	285280-031
	Italian	285280-061	U.S. English	285280-001
	Keyboards with pointing stick			
	Arabic	285281-171	Latin American	285281-161
	Belgian	285281-181	Spanish	
	Brazilian	285281-201	Norwegian	285281-091
	Czech	285281-221	Portuguese	285281-131
	Danish	285281-081	Russian	285281-251
	French	285281-051	Slovakian	285281-231
	French		Spanish	285281-071
	Canadian	285281-121	Swedish	285281-101
	German	285281-041	Swiss	285281-111
	Greek	285281-151	Taiwanese	285281-AB1
	Hebrew	285281-BB1	Thai	285281-281
	Hungarian	285281-211	Turkish	285281-141
	International	285281-002	U.K. English	285281-031
	Italian	285281-061	U.S. English	285281-001
	Korean	285281-AD1		

Figure 3-2. Computer System Major Components

Table 3-1
Spare Parts: Computer System Major Components *(Continued)*

Item	Description	Spare Part Number
5	**Top cover**	
	For Dual Point (TouchPad and Point Stick; for use only with Evo Notebook N800w models)	322504-001
	For Dual Point (TouchPad and Point Stick; for use only with Evo Notebook N800c and Evo Notebook N800v models)	322502-001
	For TouchPad only (silver finish for use with Presario 2800 models)	322503-001
	For TouchPad only (carbon finish for use with Evo Notebook N800c, N800v, and N800w models)	323747-001
6	**Hard drives**	
	60 GB	285277-001
	40 GB	285276-001
	40 GB (does not include hard drive bezel)	301245-001
	30 GB	285275-001
	20 GB	285274-001
7	**Hard drive bezels**	
	Hard drive bezel with silver finish for use with Presario 2800 models	286874-001
	Hard drive bezel with carbon finish for use with Evo Notebook N800c, N800v, and N800w models	286875-001
8	**TouchPad**	285258-001
9	**TouchButton boards**	
	For Dual Point (TouchPad and Point Stick)	285259-001
	For TouchPad only	285260-001

Figure 3-2. Computer System Major Components