. . . .

Notice

The information in this guide is subject to change without notice.

Convenience Base
Installation and Operations Guide

Compaq Armada 4100 and 4200 Families of Personal Computers

Compaq Computer Corporation

Federal Communications Commission Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

■ Reorient or relocate the receiving antenna.

■ Increase the separation between the equipment and the receiver.

■ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

■ Consult the dealer or an experienced radio or television technician for help.

Modifications

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Compaq Computer Corporation may void the user's authority to operate the equipment.

Cables

Connections to this device must be made with shielded cables with metallic RFI/EMI connector hoods to maintain compliance with FCC Rules and Regulations.

Using This Guide

The following format conventions distinguish elements of the text throughout this guide:

- Key names appear in a boldfaced type looking very much the way they appear on the keyboard; for example, **Home, End, Backspace, Tab.**

- When keys must be pressed at the same time, the action is represented by the key names and the plus (+) symbol; for example, **Ctrl+Alt+Delete.**

- Drive letters that are not in command lines are presented in uppercase type as shown here: drive A.

- Directory names that are not in command lines are presented in uppercase type as shown here: DIRECTORY.

- The file names are presented in uppercase italic type as shown here: *FILENAME*.

- The names of commands are presented in lowercase bold type as shown here: **install** or **a:\install.** Commands that are to be entered at the system prompt may be shown on a separate line.

- When you need to type information without pressing the **Enter** key, you are directed to "type" the information.

- When you need to type information and press the **Enter** key, you are directed to "enter" the information.

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

> ⚠ **WARNING:** Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

> △ **CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

IMPORTANT: Text set off in this manner presents clarifying information or specific instructions.

NOTE: Text set off in this manner presents commentary, sidelights, or interesting points of information.

Contents

Introduction

The convenience base allows you to set up a permanent workstation for your computer. The base eliminates the need to disconnect each external device (such as a printer, monitor, or keyboard) from the computer when you remove the computer from your workstation for use elsewhere. On the convenience base model with Ethernet, network connecters allow you to connect your computer to an Ethernet network.

This guide provides information for docking and undocking the computer to the convenience base. It also includes procedures for using the convenience base and connecting the Ethernet model base to an Ethernet network.
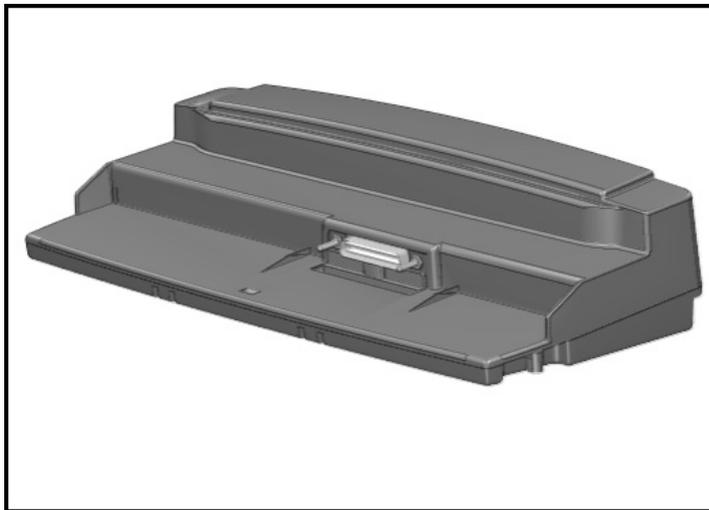
Convenience Base

⚠ **WARNING:** Misuse of your personal computer or failure to establish a safe and comfortable workstation may result in discomfort or serious injury. Refer to your *Safety & Comfort Guide* for more information on choosing a workspace and creating a safe and comfortable work environment.

Contents of Packing Box

Before you begin, ensure that you have removed everything from the packing box. In addition to this guide, you should have the following items in the packing box:

Convenience base, pass-through model

■ Convenience base

■ Convenience base adapter

■ AC Adapter

■ Power cord

■ Warranty and service information

Convenience base with Ethernet model

■ Convenience base

■ Convenience base adapter

■ AC Adapter

■ Power cord

■ Diskette labeled *Convenience Base: Ethernet Drivers*

■ Warranty and service information

For Further Information

For additional information on using the computer, refer to the online or hardcopy *Reference Guide* included with the computer.

Connecting External Devices

This chapter provides procedures for connecting external devices to the convenience base. It includes the following information:

■ Identifying the connectors

■ Connecting stereo speakers

■ Connecting an external keyboard

■ Connecting a mouse

■ Connecting a serial device

■ Connecting an external monitor

■ Connecting a parallel device

■ Connecting the AC adapter

Identifying the Connectors

This section identifies the connectors on the rear panel of the convenience base:

■ Stereo speakers

■ External keyboard

■ Mouse

■ AC power

■ Serial

■ Monitor

■ Parallel

■ BNC (thin-coaxial)*

■ RJ-45*

 * These connectors are available on the Convenience Base with Ethernet model.

WARNING: To reduce the risk of electrical shock, fire or damage to the equipment, do not plug the telecommunications/telephone connectors (RJ-11) into the network interface (RJ-45) receptacle on the convenience base.
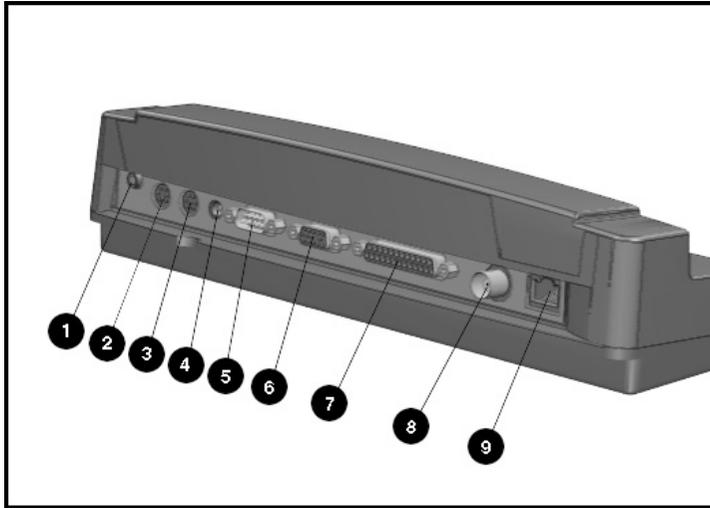
Convenience Base Connectors

NOTE: For more information on connecting external equipment, refer to the connection procedures in this chapter. For information on connecting to the BNC and RJ-45 connectors, refer to Chapter 4.

Connecting External Speakers

The stereo speaker jack is used to connect speakers to the convenience base.

If your computer is attached to a Compaq Mobile CD Expansion Unit (MCD) and docked to the base, the system audio is played through the MCD speakers. When external speakers are connected to the stereo speaker jack on the convenience base, the MCD stereo speakers are bypassed and the audio is played through the external speakers.

The volume control hotkeys, **Fn+F5**, adjust the computer volume up or down (using the arrow keys). The volume control hotkeys are the master volume control for your computer.

Volume is also controlled by a Windows 95 utility. To access this utility, click on the Audio icon in the Control Panel. You can move the Audio icon to the taskbar to control the volume from the Windows 95 Start menu.

NOTE: There is no manual control on the computer. Volume can only be controlled by the sofware.

To connect stereo speakers to the convenience base, follow these steps:

NOTE: For more information on docking the computer to the convenience base, refer to Chapter 3.

1. Plug the stereo speakers cable into the line-out connector of the device.

2. Plug the other end of the cable into the stereo speakers jack. Make sure both connectors are aligned.
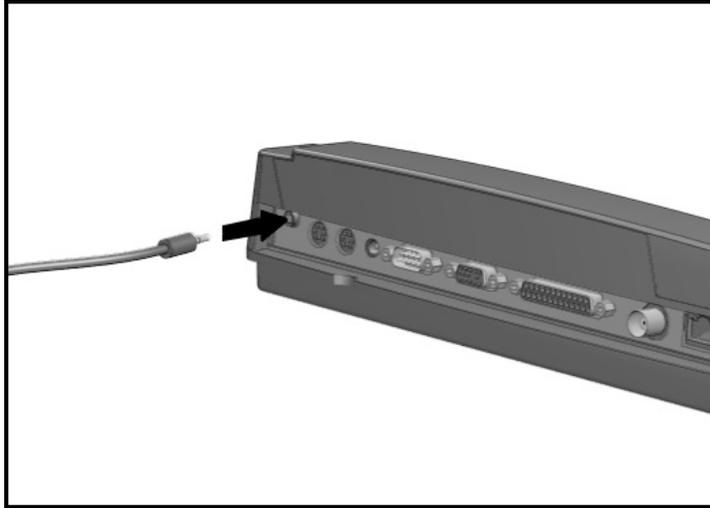
Connecting Stereo Speakers to the Convenience Base

NOTE: For more information on connecting external stereo speakers, refer to the documentation included with your audio equipment.

Connecting an External Keyboard

To connect a Compaq external keyboard to the convenience base, follow these steps:

1. If the computer is docked in the convenience base, turn off the computer or initiate Suspend.

   NOTE: For more information on docking the computer to the convenience base, refer to Chapter 3.

2. Connect the round keyboard cable connector to the keyboard connector on the rear panel of the convenience base. Make sure both connectors are aligned.
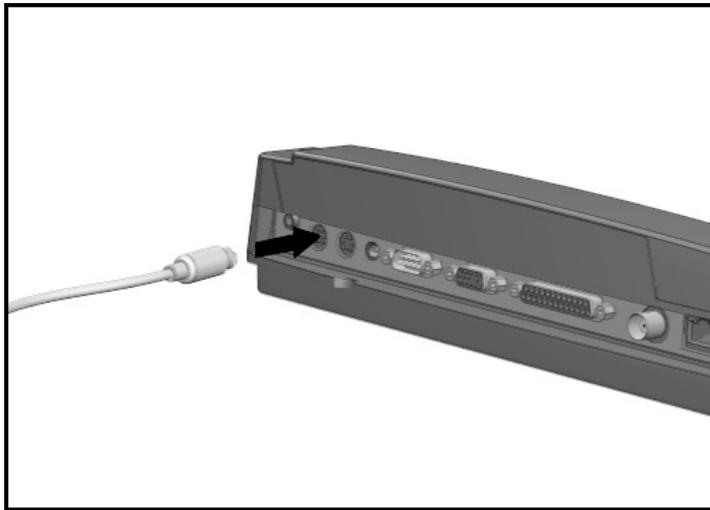
Connecting an External Keyboard to the Convenience Base

3. Turn on the computer or exit Suspend to resume work.

Connecting a Mouse

The procedure for connecting a mouse depends on whether you are connecting a PS/2 mouse or a serial mouse.

■ A PS/2 mouse has a round, 6-pin connector that connects to the mouse connector on the rear panel of the convenience base.

■ A serial mouse has a rectangular, 9-pin connector that connects to the serial connector on the rear panel of the convenience base.
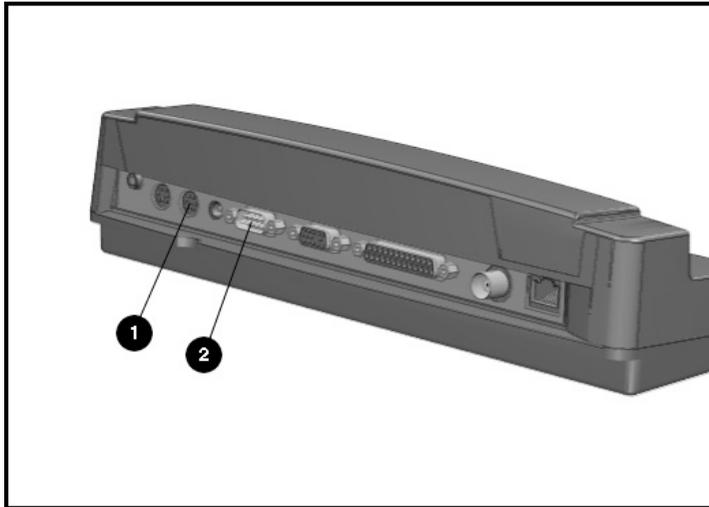
PS/2 Mouse and Serial Mouse Connectors

To connect a mouse, follow these steps:

1. If the computer is docked in the convenience base, turn off the computer or initiate Suspend.

   NOTE: For more information on docking the computer to the convenience base, refer to Chapter 3.

2. For a PS/2 mouse, connect the free end of the PS/2 mouse cable to the mouse connector on the rear panel of the convenience base. Make sure both connectors are aligned.

    For a serial mouse, connect the free end of the serial mouse cable to the serial connector on the rear panel of the convenience base. Make sure both connectors are aligned.
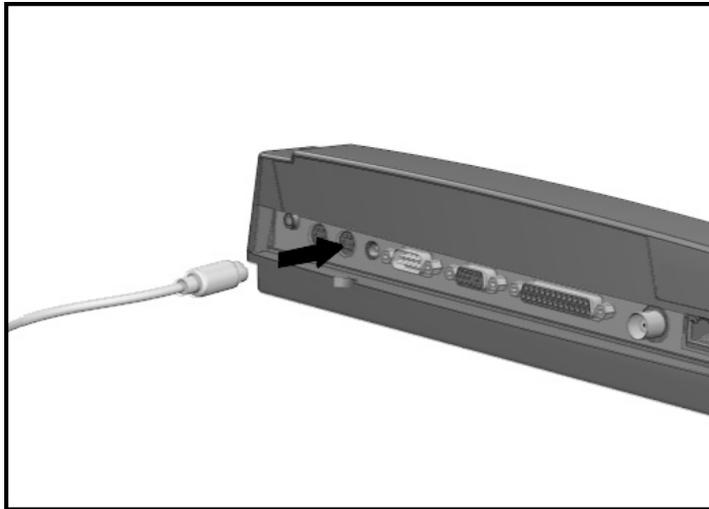
Connecting a PS/2 Mouse to the Convenience Base

3. Turn on the computer or exit Suspend to resume work.

Mouse Device Driver

The mouse needs a software device driver to operate. A software device driver for a Microsoft-compatible PS/2 mouse is factory-installed in the computer. If you experience a problem, the mouse device driver is also included on a diskette that comes with the mouse. For further information, refer to the documentation included with the mouse.

Connecting a Serial Device

To connect a serial device (such as a printer) to the convenience base, follow these steps:

1. Turn off the serial device.

2. If the computer is docked in the convenience base, turn off the computer or initiate Suspend.

   NOTE: For more information on docking the computer to the convenience base, refer to Chapter 3.

3. Connect the serial device signal cable to the serial connector on the rear panel of the convenience base. (A connector adapter may be required to connect the serial device.) Make sure both connectors are aligned.

4. Turn on the serial device.

   NOTE: Refer to the documentation included with your computer software applications to install software drivers that may be required for the serial device.

5. Turn on the computer or exit Suspend to resume work.
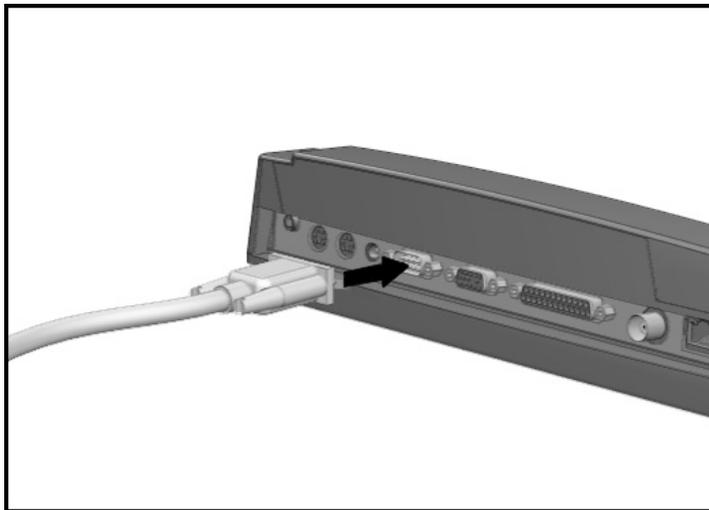
Connecting a Serial Device to the Convenience Base

Connecting an External Monitor

To connect an external monitor to the convenience base, follow these steps:

1. Turn off the external monitor.

2. If the computer is docked in the convenience base, turn off the computer or initiate Suspend.

   NOTE: For more information on docking the computer to the convenience base, refer to Chapter 3.

3. Connect the monitor signal cable to the external monitor connector on the rear panel of the convenience base. Make sure both connectors are aligned.
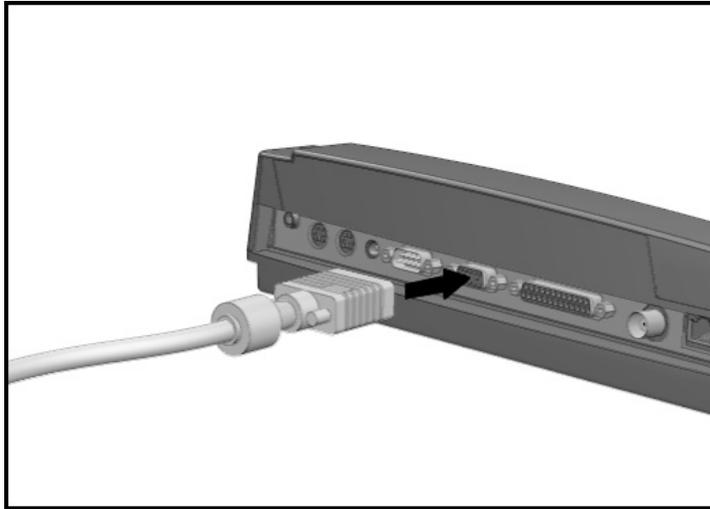
*Connecting the Monitor Signal Cable to the Convenience Base*

4. Plug the monitor power cord into an electrical outlet.

5. Turn on the external monitor.

6. Turn on the computer or exit Suspend to resume work.

Connecting a Parallel Device

To connect a parallel device (such as a printer) to the convenience base, follow these steps:

1. Turn off the parallel device.

2. If the computer is docked in the covenience base, turn off the computer or initiate Suspend.

   NOTE: For more information on docking the computer to the convenience base, refer to Chapter 3.

3. Connect the parallel device signal cable to the parallel connector on the rear panel of the convenience base. Make sure both connectors are aligned.

4. Turn on the parallel device.

   NOTE: Refer to the documentation included with your computer software applications to install software drivers that may be required for the parallel device.

5. Turn on the computer or exit Suspend to resume work.
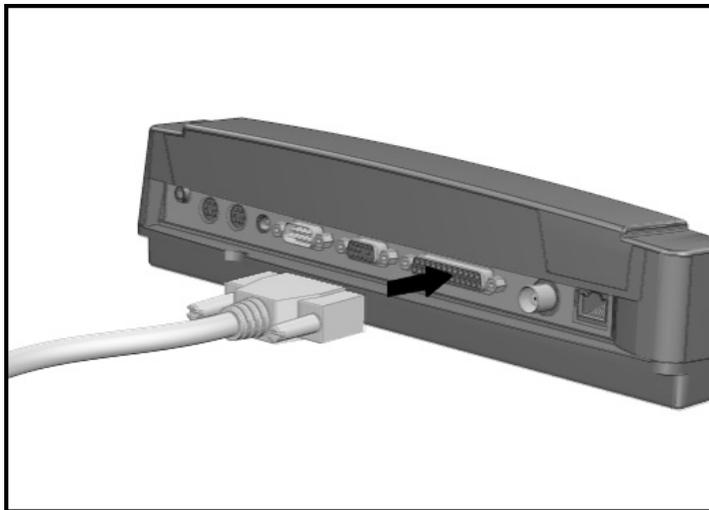
Connecting a Parallel Device to the Convenience Base

Connecting the AC Adapter

To connect the AC Adapter to the convenience base, follow these steps:

1. Connect the power cord to the AC adapter.

> ⚠ **CAUTION:** Ensure that the electrical outlet you plug the power cord into is easily accessible to you at all times. When you want to disconnect power from the convenience base, unplug the power cord from the electrical outlet.

> ⚠ **WARNING:** To reduce the risk of electric shock or damage to your equipment, do not disable the power cord grounding feature. This equipment is designed to be connected to a grounded (earthed) power outlet that is easily accessible to the operator. The grounding plug is an important safety feature.

2. Connect the AC adapter cable to the AC power connector on the rear panel of the convenience base. Make sure both connectors are aligned.

   NOTE: Do not place anything on power cords or cables. Arrange them so that no one may accidentally step or trip over them. Do not pull on a cord or cable. When unplugging from the electrical outlet, grasp the cord by the plug.
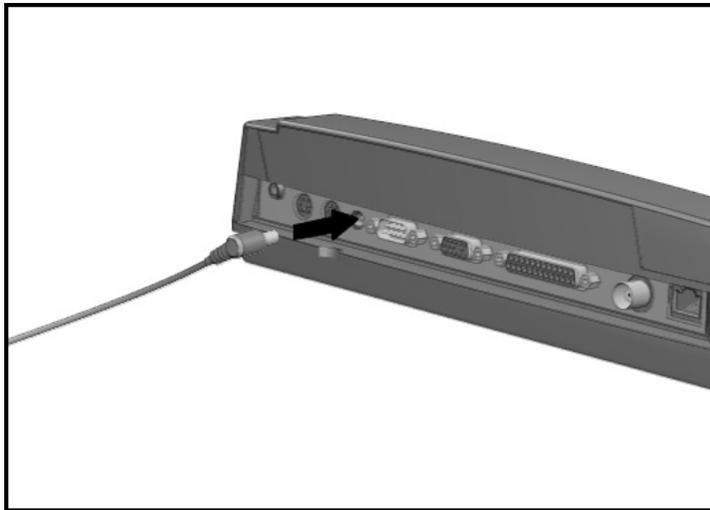
Connecting the AC Adapter to the Convenience Base

3. Plug the power cord into an electrical outlet.

NOTE: For power cord specifications, refer to Appendix E, "Power Cord Set Requirements."

Docking and Undocking Procedures

This chapter provides procedures for docking and undocking the computer to and from the convenience base. It includes the following information:

■ Docking the computer to the convenience base

■ Undocking the computer from the convenience base

■ Docking the computer with the Compaq Mobile CD Expansion Unit (MCD) to the convenience base

■ Undocking the computer with the MCD from the convenience base

■ Turning equipment on and off

Docking the Computer

This section describes the procedure for docking the computer to the convenience base.

NOTE: The External diskette Drive Bay cannot be used when the computer is docked to the convenience base. If you need to use the diskette drive, install it in to the computer before docking the computer to the convenience base.

1. If unattached, connect the convenience base adapter to the convenience base until it snaps into place. Make sure that the expansion connector slot at the rear of the convenience base adapter is aligned to the expansion connector posts in front of the convenience base.
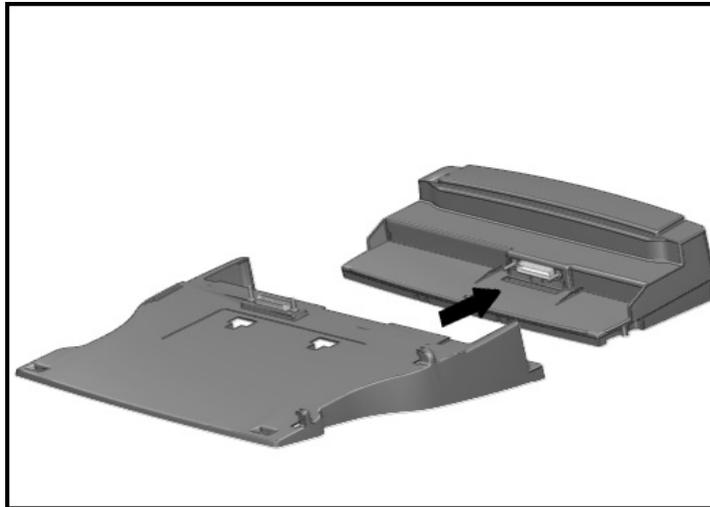
Attaching the Convenience Base Adapter to the Convenience Base

2. Ensure that all external equipment is connected to the convenience base.

    IMPORTANT: If you are setting up the convenience base for the first time, connect all external devices before docking the computer. Refer to Chapter 2 for additional information on connecting external devices.

    NOTE: You may leave external equipment turned on while docking the computer.

3. Turn off the computer or initiate Suspend.

⚠ **CAUTION:** Before docking or undocking, turn off the computer or initiate Suspend to prevent damage to the computer.

NOTE: Suspend enables you to place the computer in a reduced-power condition without having to save your work or exit applications.

4. Close the computer display. Make sure that the handle is in the up position, unless it has been removed from the computer.

5. Open the computer expansion slot cover at the bottom of the computer.
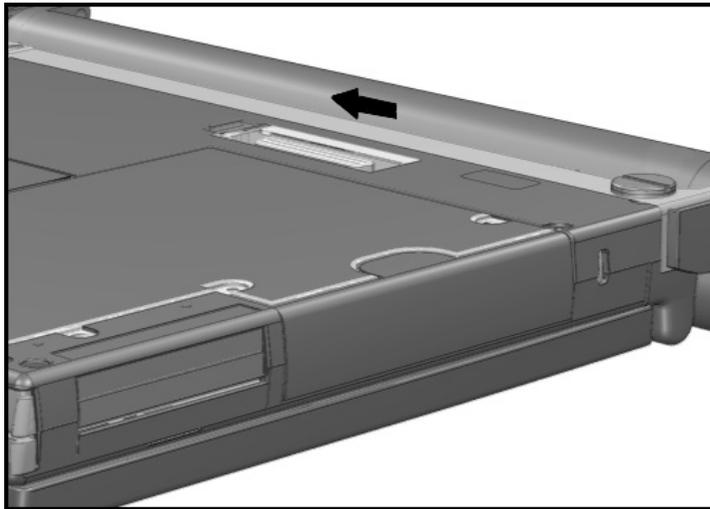
Opening the Expansion Slot Cover

6. Tilt the computer at an angle to line up with the two guide hooks ❶ on the right side of the convenience base.

7. Lower the computer. Be sure that the expansion connector slot on the bottom of the computer is aligned to the expansion connector posts on top of the convenience base adapter.

8. Lower the computer ❷ until it snaps into place.

Docking the Computer to the Convenience Base

9. Open the computer display.

10. Turn on the computer or exit Suspend to resume work.

Undocking the Computer

To remove the computer from the convenience base, follow these steps:

1. Turn off the computer or initiate Suspend.

> ⚠️ **CAUTION:** Before docking or undocking, turn off the computer or initiate Suspend to prevent damage to the computer.

2. Close the computer display. Make sure that the handle is in the up position, unless it has been removed from the computer.

3. With the front of the computer facing you, lift the left side of the computer at an angle to release the computer from the base.
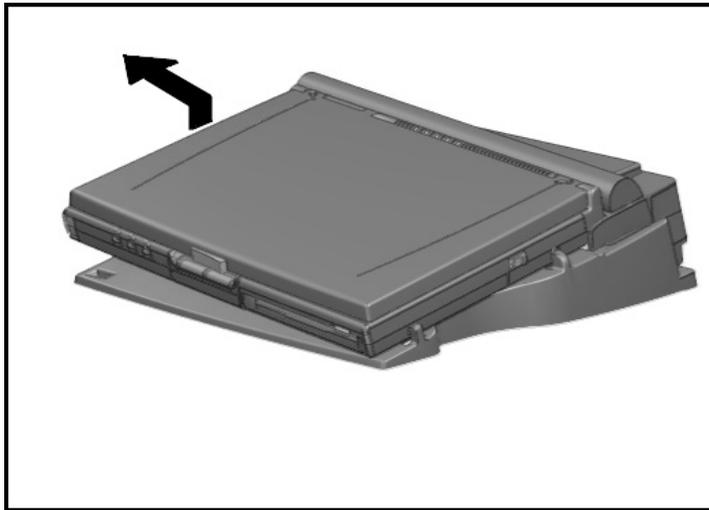
Undocking the Computer from the Convenience Base

4. Ensure that the expansion connector on the bottom of the computer is disconnected from the expansion connector posts on the bottom of the base.

5. Slide the computer to the left, and away from the base.

6. Close the computer expansion slot cover at the bottom of the computer.
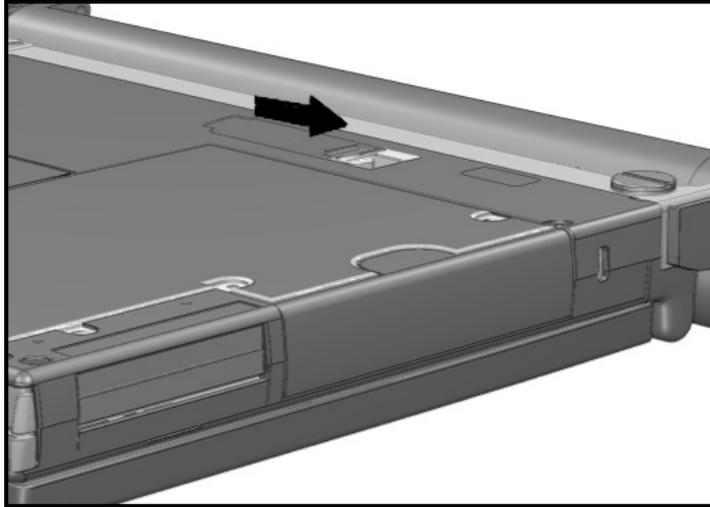
Closing the Expansion Slot Cover

7. Open the computer display.

8. Turn on the computer or exit Suspend to resume work.

Docking the Computer and MCD

This section describes the procedures for docking the computer and MCD to the convenience base. For information on using the MCD, refer to the *Installation and Operations* guide that comes with the MCD.

1. If attached, remove the convenience base adapter from the convenience base by firmly holding both units and pulling them apart.

   NOTE: The convenience base adapter is not used when the computer is attached to the MCD.
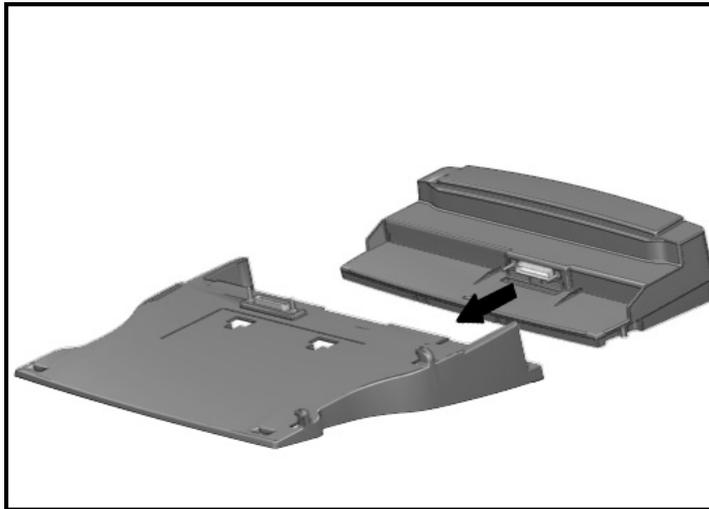
Removing the Convenience Base Adapter

2. Ensure that all external equipment is connected to the convenience base.

   IMPORTANT: If you are setting up the convenience base for the first time, connect all external devices before docking the computer. Refer to Chapter 2 for additional information on connecting external devices.

   NOTE: You may leave external equipment turned on while docking the computer.

3. Turn off the computer or initiate Suspend.

⚠ **CAUTION:** Before docking or undocking, turn off the computer or initiate Suspend to prevent damage to the computer. To prevent loss of information, ensure that the battery pack is inserted into the computer before initiating Suspend and undocking the computer.

4. Close the computer display. Make sure that the handle is in the up position, unless it has been removed from the computer.

5. Slide the computer and MCD onto the convenience base so that the expansion connector on the rear of the MCD and the expansion connector posts on top of the convenience base are aligned.

6. Slide the computer back until it stops.
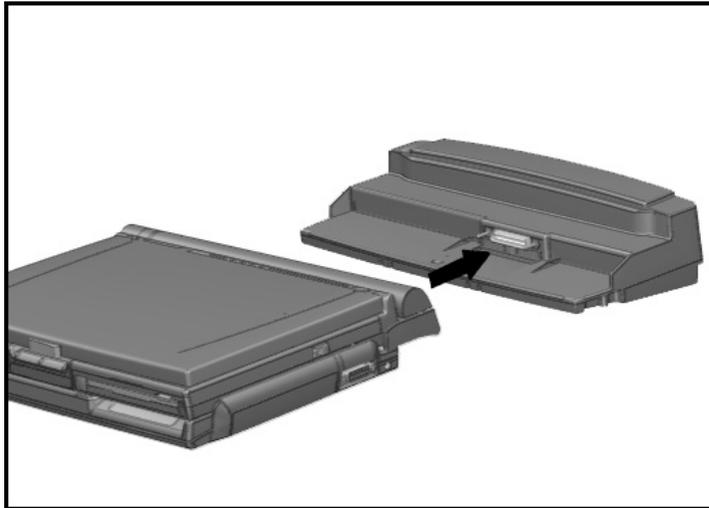
Docking the Computer and MCD to the Convenience Base

7. Open the computer display.

8. Turn on the computer or exit Suspend to resume work.

Undocking the Computer and MCD

To remove the computer and MCD from the convenience base, follow these steps:

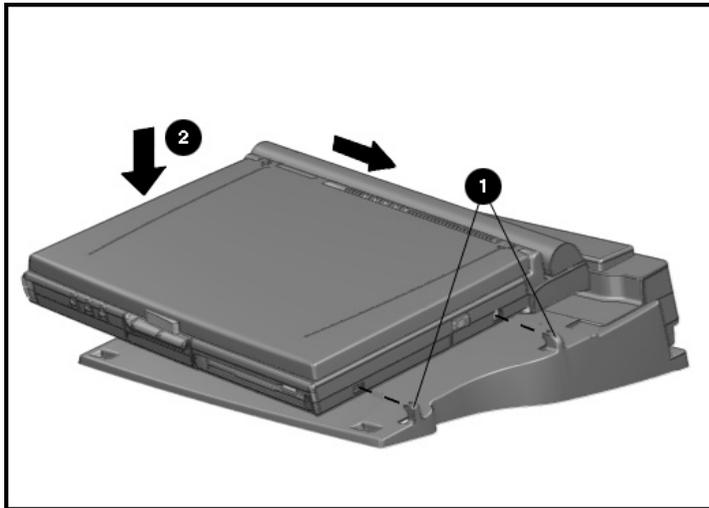⚠ **CAUTION:** Before docking or undocking, turn off the computer or initiate Suspend to prevent damage to the computer. To prevent loss of information, ensure that the battery pack is inserted into the computer before initiating Suspend and undocking the computer.

1. Turn off the computer or initiate Suspend.

2. Close the computer display. Make sure that the handle is in the up position, unless it has been removed from the computer.

3. Pull the docking lever on the right side of the convenience base toward the front of the base. This releases the computer and MCD from the convenience base.
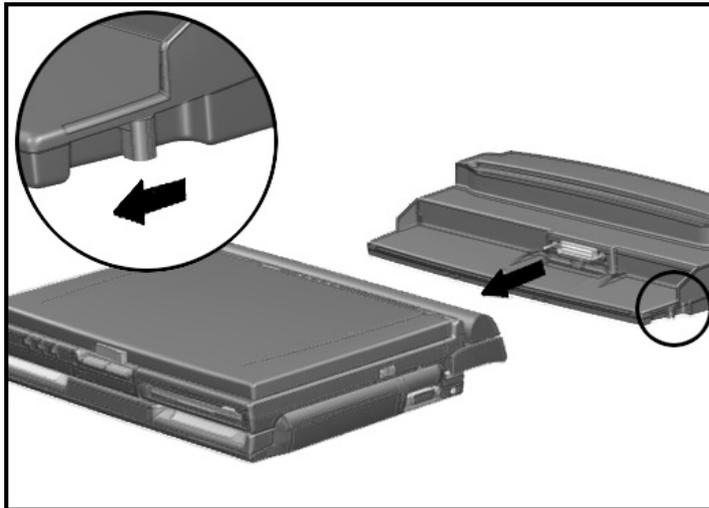
Undocking the Computer and MCD

4. Slide the computer and MCD forward until it clears the convenience base.

5. Turn on the computer or exit Suspend to resume work.

Turning Equipment On and Off

When the computer is attached to the MCD or when the computer and MCD are docked to the convenience base, use these procedures for turning the computer on, initiating Suspend, and turning off the computer. These procedures may be necessary when docking and undocking the computer and MCD to and from the convenience base.

Turning On the Computer

Use this procedure for turning on the computer and MCD when they are docked to the convenience base:

1. Make sure that the AC adapter is plugged into an outlet and connected to the convenience base.

2. Turn on all external devices connected the convenience base.

3. Press the power button on the computer.

   The power/suspend light on the computer will illuminate.

Initiating Suspend

Before attaching/detaching the computer to the MCD or docking the computer and MCD to the convenience base, place the computer in Suspend. Suspend enables you to place the computer in a reduced-power condition without having to save your work or exit applications.

> △ **CAUTION:** To prevent loss of information when undocking, ensure that a battery pack is inserted in the computer before initiating Suspend and undocking the computer.

To initiate Suspend, press the suspend button on the computer or click Suspend from the Windows 95 Start menu. The suspend light on the computer blinks to indicate the computer is in Suspend.

To exit Suspend, press the suspend button on the computer. The power/suspend light on the computer will stop blinking and remain on.

Turning Off the Computer

Use one of the following methods to turn off the computer and MCD when it is docked to the convenience base.

⚠ **CAUTION:** Information not saved before turning off the computer will be lost.

Using Shut Down

Shut Down automatically turns off the computer and MCD.

To Shut Down, click Start from the Windows 95 task bar. Then click Shut Down and follow the directions on the screen.

Manually Turning Off the Computer

⚠ **CAUTION:** In Windows 95, you must not manually turn off your computer. If Windows 95 locks up, try Shut Down first.

To manually turn off the computer and MCD, follow these steps:

1. Save all files and exit all applications.

2. Press the power button on the computer to turn off the computer.

3. Turn off all external devices with their power switches.

Connecting to an Ethernet Network

This chapter describes how to use the convenience base with Ethernet for connecting the computer to an Ethernet network. The convenience base provides two types of Ethernet connectors: the RJ-45 and the BNC thin-coaxial connection. Each type requires different connection equipment and installation procedures.

This chapter presents information about the connectors and device drivers required to access the network. It includes the following topics:

■ Establishing a network connection

■ Starting the network connection process

■ Identifying the Ethernet connectors

■ Using an Ethernet RJ-45 connection

■ Using an Ethernet thin-coaxial (BNC) connection

■ Ethernet network configuration settings

■ Network drivers diskette

■ Installing network drivers

Establishing a Network Connection

You may dock the computer while it is either in Suspend or turned off. If the computer is docked while in Suspend, network drivers will be detected when you exit Suspend.

For instructions on initiating a network connection with a specific type of network operating system, refer to Appendix B, *Compaq Integrated Ethernet Controller Installation Notes*.

■ ■

Starting the Network Connection Process

The first step in network installation is gathering information from your network administrator. Use the Network Connection Information table that follows to record this information. The following steps provide general guidelines for gathering the information you need:

1. Contact your network administrator for assistance in the installation process. You may need to acquire the following:

   ■ A user name or ID

   ■ An address structured for your network

   ■ Your security password

2. Record which type of connector your network uses in the row labeled Network Connector Type.

3. Refer to "Using an Ethernet RJ-45 Connection" or "Using an Ethernet Thin-Coaxial (BNC) Connection" in this chapter for the required equipment and the procedures for connecting to the network.

Network Connection Information

Network Administrator		
Assigned User Name		
Assigned Password		
Network Type	Ethernet Network	
Network Connector Type	RJ-45 (8-pin)	BNC
Your Installation Procedure Is:	"Using an Ethernet RJ-45 Connection"	"Using an Ethernet Thin-Coaxial (BNC) Connection"

Identifying the Ethernet Connectors

In addition to the connectors listed in Chapter 2, the convenience base with Ethernet model has the following Ethernet network connectors:

■ BNC

■ RJ-45 (8-pin)
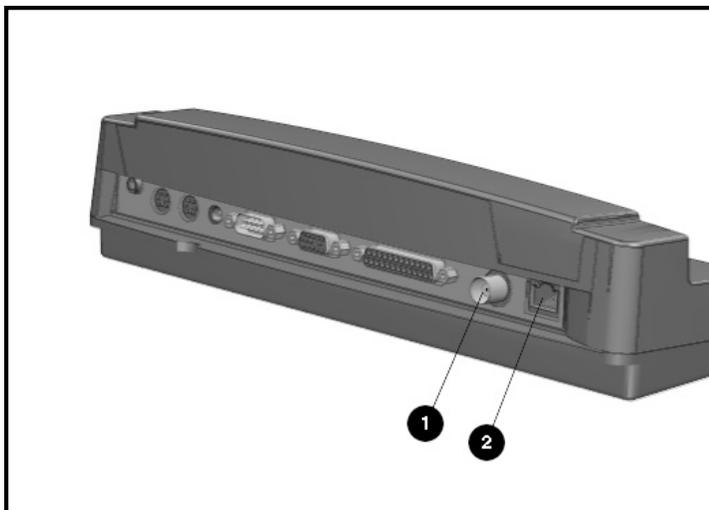
Identifying the Ethernet Network Connectors

Using an Ethernet Thin-Coaxial (BNC) Connection

This procedure describes how to connect to an Ethernet network with thin-coaxial BNC connectors.

NOTE: Required equipment is a coaxial cable with BNC connectors on both ends.

1. Connect one end of the thin-coaxial BNC cable to the main network T-connector. Make sure both connectors are aligned.

2. Connect the other end of the BNC cable to the BNC connector on the rear of the convenience base. Make sure both connectors are aligned.
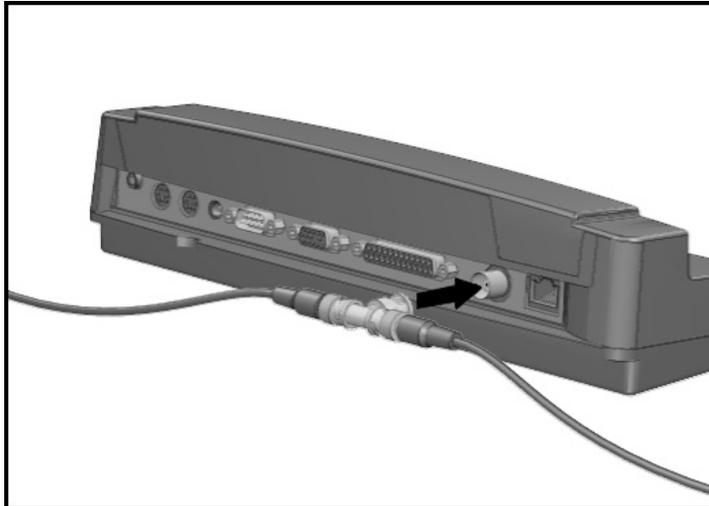
Connecting a Thin-Coaxial BNC Cable to the Convenience Base

3. Install the network drivers by following the instructions in "Installing Network Drivers" in this chapter and in Appendix B, *Compaq Integrated Ethernet Controller Installation Notes.*

Using an Ethernet RJ-45 Connection

This procedure describes how to connect to an Ethernet network with an RJ-45 connector.

> **WARNING:** To reduce the risk of electrical shock, fire, or damage to the equipment, do not plug telecommunications/ telephone connectors (RJ-11) into the RJ-45 network interface receptacle on the convenience base. A cable with RJ-45 connectors on both ends is required for this procedure.

NOTE: Select an RJ-45 connector for unshielded, twisted-pair Ethernet networks that conform to the 10BASE-T standard.

1. Connect one end of the network cable to the main network connection. Make sure that the connectors are aligned and securely latched.

2. Connect the other end of the network to the RJ-45 connector on the rear of the convenience base. Make sure that the connectors are aligned and securely latched.
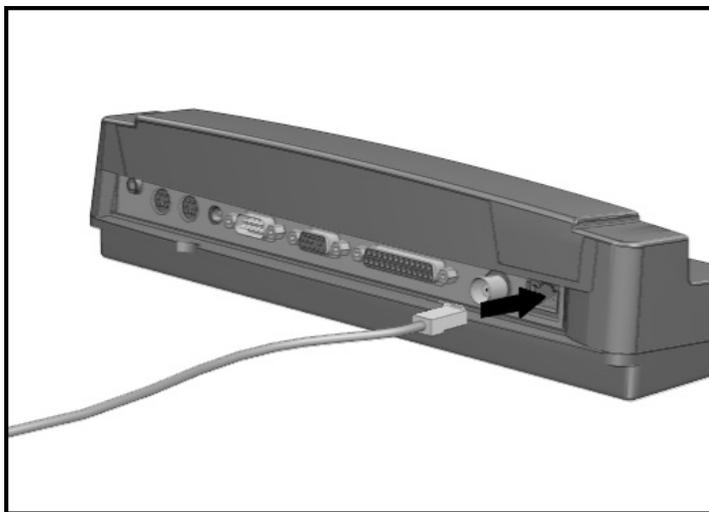
Connecting the RJ-45 Cable to the Convenience Base

3. Install the network drivers by following the instructions in "Installing Network Drivers" in this chapter and in Appendix B, *Compaq Integrated Ethernet Controller Installation Notes.*

Ethernet Network Configuration Settings

Your computer should be configured as follows for optimal network performance:

Ethernet Network Configuration	
Parameter	Value
I/O address	378h to 37Ah
Interrupt level	IRQ-15*
* Cannot be reconfigured.	

NOTE: Under Windows 95, the optimal configuration will be set automatically.

Network Drivers Diskette

Network drivers enable the computer to communicate with the network. These drivers are provided on the diskette labeled *Convenience Base: Ethernet Drivers* that comes with the convenience base with Ethernet model.

NOTE: All network drivers have been preinstalled by Compaq. If you did not change your operating system, you do not need to use these diskettes.

The Ethernet drivers supplied, along with the supported network operating systems, are listed in the following table. For the most current list of supported network operating systems, refer to the *README.TXT* file on the diskette. Refer to Appendix B, *Compaq Integrated Ethernet Controller Installation Notes*, or to the *README.TXT* file on the diskette for specific instructions on installing network drivers.

Ethernet Network Support Matrix	
Driver Type	**Supported Network Operating Systems**
NDIS	Artisoft LANtastic/AI v5.0 or later
	Microsoft Windows NT v3.1 client
	Microsoft Windows for Workgroups v3.1/ 3.11
	NDIS 2.01 DOS
	NDIS 2.01 OS/2
	PacketNet
	Windows 95 NDIS 3.1 with Plug and Play
ODI	DOS
	OS/2

NOTE: All the above network drivers are preinstalled with Windows 95.

Installing Network Drivers

Specific instructions for installing network drivers for your network operating system are provided in Appendix B, *Compaq Integrated Ethernet Controller Installation Notes*. These instructions are also included in the *README.TXT* file located on the *Convenience Base: Ethernet Drivers* diskette that comes with the convenience base.

For more information:

- Contact your network administrator for assistance.

- Consult the user guide supplied with your network operating system.

- Refer to the Windows 95 documentation supplied with the computer.

Troubleshooting

This appendix provides information on how to identify and correct some common problems that you may encounter while using your computer with the convenience base. Troubleshooting information is provided for:

■ External display

■ Docking and undocking the computer

■ External device installation

■ External keyboard

■ Mouse

■ Network

For error messages and possible problems that are not specifically related to using the computer with the convenience base, refer to the troubleshooting section of the *Reference Guide* that comes with the computer.

Solving Minor Problems

While your computer is configured for your particular hardware and software, problems you encounter while working may not be unique. Eliminating the typical problems described in this section may save you time and money. If you have a problem with your computer, consider the possible causes and solutions outlined in the following tables. You may discover something you can resolve easily yourself. If the condition persists, contact your Compaq authorized dealer or reseller, or call one of the Compaq telephone numbers listed in "Worldwide Telephone Numbers" in this appendix.

The following tables list possible problems, the possible cause of each problem, and the recommended solution(s).

Display Problems and Solutions

Problem	Possible Cause	Solution(s)
Garbled characters on internal display or flashing internal display when connected to external monitor.	Toggled to internal monitor from an external monitor that is using higher resolution than that supported by the computer.	Restart the system. If simultaneous display is desired, use the resolution supportedby the computer.
External display is distorted.	Energy Star Monitor is selected on the Power Management menu, and the external monitor is not Energy Star compliant.	Press any key or move the mouse to restore the display. If the display remains distorted, turn the monitor off and then back on. Deselect the Energy Star Monitor setting.
Computer screen and external monitor do not display information simultaneously.	Display was switched using the hotkeys.	Press the **Fn**+**F4** hotkeys to toggle through the three display possibilities.
	External monitor was not turned on before the system was turned on.	Initiate Suspend, turnon external monitor, then exit Suspend to integrate new monitor.
	External monitor was connected after the computer was turned on.	Initiate Suspend, connect external monitor, turn on the monitor, then exit Suspend.

Docking Problems and Solutions

Problem	Possible Cause	Solution(s)
The computer is not properly docked in the convenience base.	The computer is not properly seated on the expansion connector ports.	Ensure the computer is properly connected to the expansion connector ports.
Computer will not dock.	Computer handle may not be in up position.	Ensure handle is in up position before docking.

Undocking Problems and Solutions

Problem	Possible Cause	Solution(s)
The computer will not undock.	The connectors may be jammed.	Apply additional pressure when lifting the computer from the base.
	The undocking lever in the convenience base may be defective.	Call the Compaq support number for your country.

External Device Installation Problems and Solutions

Problem	Possible Cause	Solution(s)
A new device is not recognized as part of the computer system.	Power switch of the new external device was not turned on before the system was turned on.	Initiate Suspend, turn on external devices with power switches, then exit Suspend to integrate the new device.
	External device was connected after system was turned on.	Initiate Suspend, plug in and turn on external device with power switches, then exit Suspend to integrate the new device.
	The signal cable or power cord of the new device is looseor disconnected.	Ensure that all cables are properly and securely connected.
		Ensure that all power cords are properly and securely plugged into an electrical outlet.
	The signal cable or power cord of the new device may be defective.	Try connecting a different signal cable and/or power cord.
	More than one optional device has the same interrupt request (IRQ) setting.	Correct the IRQ settings for optional devices that are conflicting.

Keyboard Problems and Solutions		
Problem	**Possible Cause**	**Solution(s)**
External keyboard does not work.	External keyboard may not be securely connected or may be connected to an incorrect external connector.	Ensure that the external keyboard is properly and securely connected to the external keyboard connector.
	External keyboard was connected after system was turned on.	Turn off the computer, connect external keyboard, and then turn on the computer to integrate the keyboard.

Mouse Problems and Solutions		
Problem	**Possible Cause**	**Solution(s)**
External mouse does not work.	External mouse may not be securely connected or may be connected to an incorrect external connector.	Ensure that the external mouse is securely connected to the mouse connector or the correct external connector.
	Mouse was connected after system was turned on.	Initiate Suspend, connect mouse, and then exit Suspend to integrate the mouse.

■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■

Solving Network Problems

This section provides guidelines for troubleshooting common Ethernet network problems. Refer to these guidelines when you have determined that the computer in the convenience base is not communicating with the network. These guidelines do not discuss the process of debugging the network cabling.

These are common problems to check first. Refer to the tables on the following pages for additional problems and solutions.

■ Ensure that the cabling is securely attached to the convenience base. A loose cable is the most common cause of network problems. If the cable is loose, secure it and see if the computer can communicate with the network.

■ Ensure that the I/O address and interrupt level do not conflict with another option. The I/O address 378h to 37Ah and IRQ-15 are dedicated to the Ethernet network and cannot be reconfigured.

■ Determine whether the current computer or another computer has communicated with the network from the convenience base. If so, determine whether anything was added or changed that could have stopped the network interface from working.

■ Run Diagnostics before installing the network drivers to verify that the network interface is working correctly. Refer to the *Reference Guide* included with your computer for more information on running Diagnostics.

Solving Ethernet Network Problems

Problem	Possible Cause	Solution(s)
When turned on, the computer does not detect the network.	The computer is not connected to the Ethernet network.	Connect the computer to the Ethernet network. Refer to Chapter 4 for connection procedures.
	Suspend or Hibernation was initiated.	Exit Suspend or Hibernation and restart the computer by clicking Shut Down from the Windows 95 Start menu and selecting Restart the Computer.
After installing network operating system, computer does not detect network interface.	The network driver fails to load during system initialization.	Ensure that network drivers are loaded and that the drive path is correct.
	The parallel port is disabled.	Enable the parallel port by clicking Suspend Security Management.
	Suspend or Hibernation was initiated.	Exit Suspend or Hibernation and restart the computer by clicking Shut Down from the Windows 95 Start menu and selecting Restart the Computer.
Diagnostics reports a failure.	The cable is not securely connected to the network connector on the Ethernet network.	Ensure that the cable is securely connected to the proper network connector on the Ethernet network.
	There is a problem with the cable or a device at the other end of the cable.	Ensure that the cable and device at the other end of the network connection are operating properly.

Continued

Solving Ethernet Network Problems *Continued*

Problem	Possible Cause	Solution(s)
Diagnostics reports no errors, but the computer does not communicate with the network.	Network drivers are not loaded.	Ensure that the network drivers are loaded and that the drive path is correct.
		Restart the computer by clicking Shut Down from the Windows 95 Start menu and selecting Restart the Computer.
	A network configuration error may have occurred (i.e., *.ini, *.inf, *.nif, or *CONFIG.SYS* files may need to be modified).	Contact your network administrator, or refer to your network operating system documentation, Appendix B in this guide, or the *README.TXT* file on the "Convenience Base – Ethernet Drivers" diskette.
	Suspend or Hibernation was initiated.	Exit Suspend or Hibernation and restart the computer by clicking Shut Down from the Windows 95 Start menu and selecting Restart the Computer.
The computer stopped communicating with the network after exiting Suspend.	The computer does not detect network drivers.	Restart the computer by clicking Shut Down from the Windows 95 Start menu and selecting Restart the Computer.
The computer stopped communicating with the network for no apparent reason.	The cable is not securely connected to the network connector on the Ethernet.	Ensure that the cable is securely connected to the convenience base and Ethernet network.
	General network failure.	Ensure that the network you are connected to is running and has not experienced any errors or problems that would prevent the connection.
	The files for the network drivers have been corrupted.	Reinstall the network drivers by clicking Shut Down from the Windows 95 Start menu and selecting Restart the Computer.

Worldwide Telephone Numbers

Locate your geographical area in the following table and use one of the telephone numbers for Compaq assistance.

General Information Numbers—Product information, technical assistance, and the location of your nearest Compaq authorized dealer, reseller, or service provider.

Technical Support Numbers—Hardware technical support in analyzing system configuration and diagnostic problems or troubleshooting.

Customer Support Numbers—Information on service and support programs including warranty, product catalogs, and white papers.

PaqFax Numbers—Automatic facsimile response system for technical and product-specific information that is transmitted to any fax machine. PaqFax is available 24 hours a day.

NOTE: Telephone numbers are subject to change without notice.

* Indicates toll-free domestic numbers.

Worldwide Telephone Numbers

Location	Country Code	Telephone Number
Argentina		
General Information	+54	-1-796-1616
Technical Support	+54	-1-796-1717
Australia		
General Information		61-2-9911-1999
Technical Support		61-2-9911-1955
PaqFax		61-2-9911-1982
Austria		
General Information*		0222/8 78-16-16
Technical Support*		0222/8 78-16-16
Order Software Backup	+31	-55-38-43-39

Continued

Worldwide Telephone Numbers, *Continued*

Location	Country Code	Telephone Number
Belgium / Luxembourg		
Compaq Care Center	Bel Lux	0903-99036 (45 BFr/min.) 089/89.232
General Fax	+32	(0)2/725 22 13
Infoline (resellers, brochures)	+32	(0)2/716 96 96
QuickLine (BBS)	+32	(0)2/716 95 92
Order Software Backup	+32	(0)2/716 96 78
Order Software Backup by Fax	+32	(0)2/716 96 79
Brazil		
General Information	+55	-11-246-7866
Canada		
General Information		1-905-707-1715
Technical Support*		1-800-OKCOMPAQ (1-800-652-6672)
Customer Support*		1-800-263-5868
Order Software Backup*		1-800-952-7689
Battery Pack Recycling*		1-800-263-5868
Caribbean		
General Information		1-281-514-4220
Technical Support		1-281-518-2200
Chile		
General Information	+56	-2-274-1911
Technical Support	+56	-2-274-3007
China		
General Information	+86	-10-6831-3399
Technical Support	+86	-10-6834-6721
Colombia		
General Information	+57	-1-312-0201
Technical Support	+57	-1-345-0266

Continued

Worldwide Telephone Numbers, *Continued*

Location	Country Code	Telephone Number
Czech Republic		
General Information	+420	-2-232-8772
Technical Support	+420	-2-232-8772
Denmark		
General Information	+45	-45-90-45-90
Technical Support	+45	-45-90-45-45
Finland		
General Information	+358	-0-615 599
Technical Support*		0203-206 720
QuickLine (BBS)	+358	-0-6155 9870
France		
General Information	+33	-1-41-33-41-33
Technical Support	+33	-1-41-33-44-55
Germany		
		0,48 DM/min.
Hotline		0180/5 21 21 11
Hotline Fax		0180/5 21 21 17
Infoline		0180/3 22 12 21
Infoline Fax		0180/3 22 12 20
QuickLine		0180/5 21 21 18
FaxPaq		0180/5 21 21 19
Order Software Backup*		0130/81 10 81
Hong Kong		
General Information		852-28681382
Technical Support		852-90116633
PaqFax		852-28671648
Hungary		
General Information	+36	-1-457-3600
Technical Support	+36	-1-457-3682

Continued

Worldwide Telephone Numbers, *Continued*

Location	Country Code	Telephone Number
India		
General Information		91-80-559-6023
PaqFax		91-80-559-8989
BBS		91-80-559-8900
Israel		
General Information	+972	-3-6363-444
Technical Support	+972	-3-6363-444
PaqFax	+972	-3-6396-601
Italy		
General Information	+39	-2-57-59-03-00
Technical Support	+39	-2-57-59-03-00
Japan		
General Information*		0120-101-589
Technical Support*		0120-101-589
Windows 95 Support*		0120-505-589
Order Software Backup *		0120-250-589
FaxStation		81-3-5402-0991
Korea		
General Information		82-2-3470-07001
Technical Support		82-2-523-3575 82-082-902-77774
Malaysia		
General Information		603-717-1188
Technical Support		603-718-1636
Mexico		
General Information	+52	-5-229-7900
Technical Support	+52	-5-229-7910
PaqFax	+52	-5-229-7920

Continued

Worldwide Telephone Numbers, *Continued*

Location	Country Code	Telephone Number
Netherlands		
General Information		0182-565805
Customer Support*		06-91681616 (Dfl. 0.75/min)
Fax*		06-8991116 (Dfl. 0.40/min)
QuickLine Bulletin Board		0182-572366
New Zealand		
General Information		64-9-307-3969
Norway		
General Information	+47	-22-07-20-00
Technical Support	+47	-22-07-20-20
Poland		
General Information	+48	-2-630-3535
Technical Support	+48	-2-630-3535
Portugal		
General Information	+351	-1-4128400
Technical Support	+351	-1-4128460
Russia		
General Information	+7	-095-967-1700
Technical Support	+7	-095-967-1700
PaqFax	+7	-095-967-1701
Singapore		
General Information		65-753-6688
Customer Support Center		65-750-3030
PaqFax		65-750-4514
South Africa		
General Information		27-11-728-6999
Technical Support		27-11-728-6999

Continued

Worldwide Telephone Numbers, *Continued*

Location	Country Code	Telephone Number
Spain		
General Information	+34	-902.10.14.14
Technical Support	+34	-1-640-1302
Sweden		
General Information	+46	-8-703-5240
Technical Support	+46	-8-703-5240
PaqFax (hämtfax)	+46	-8-703-5225
QuickLine (BBS)	+46	-8-703-5220
Switzerland		
General Information		0844 844 111
Technical Support		01/838 22 22 (German) 01/838 22 23 (French)
QuickLine Bulletin Board		01/838-24 21
Order Software Backup		0800 556 206
Taiwan		
General Information		886-2-7351000
Technical Support		886-2-3761170
BBS		886-2-3761175
Thailand		
General Information		62-2-679-6222
United Arab Emirates (Dubai)		
General Information	+97	14 -818100
United Kingdom		
General Information		0990-134456
FaxPaq		0181-332-3550
QuickLine Bulletin Board		0181-332-9499

Continued

Worldwide Telephone Numbers, *Continued*

Location	Country Code	Telephone Number
United States		
Product Information*		1-800-345-1518
Technical Support*		1-800-OKCOMPAQ (1-800-652-6672)
PaqFax*		1-800-345-1518, Option 1
Download Facility (modem access only)		1-281-518-1418
Order Software Backup*		1-800-952-7689
Battery Pack Recycling*		1-800-524-9859
Venezuela		
General Information	+58	-2-953-6944

Compaq Integrated Ethernet Controller Installation Notes

This appendix contains important information about the Compaq Convenience Base with Integrated Ethernet Controller or Network Interface Controller (NIC).

NOTE: The information in this appendix is duplicated in the *README.TXT* file on the diskette labeled *Convenience Base: Ethernet Drivers* that comes with the base.

This appendix provides information about the following topics:

■ How to get help

■ Networks supported

■ Contents of the *Convenience Base: Ethernet Drivers*

■ Features and important information

■ Installation of network drivers

■ Power conservation and network and file security

■ Special keyword definitions

How To Get Help

If you have network-related problems when using the convenience base, first check this appendix. Also check the other Compaq documentation that came with your computer and the convenience base with Ethernet, your network software manuals, and readme files on your network operating system diskettes. If you still have questions and need assistance, help is available from the following sources:

1. If your company has a network administrator, contact the administrator for assistance.

2. Check with your local software dealer or user group.

3. Type GO COMPAQ on the CompuServe bulletin board system to access the Compaq forum with its libraries of technical information and answers to common questions.

■ ■

4. If a problem persists, call one of the Compaq telephone numbers listed in "Worldwide Telephone Numbers" in Appendix A.

Have the following information ready before calling:

■ Product name, model, and serial number for both the computer and the convenience base.

■ Operating system and network software and version numbers.

■ Contents of your *AUTOEXEC.BAT* and *CONFIG.SYS* files.

■ Contents of your *NET.CFG* file for ODI networks and contents of your *PROTOCOL.INI*, *OEMSETUP.NIF,* and *CPQNDIS.NIF* files for NDIS networks.

Networks Supported

The convenience base with Ethernet supports the following network software:

■ Artisoft LANtastic v5.0 or later

■ Microsoft Windows NT v3.1 client

■ Microsoft Windows for Workgroups v3.1/3.11

■ NDIS 2.01 DOS

■ NDIS 2.01 OS/2

■ PacketNet

■ Windows 95 NDIS 3.1 with Plug and Play

For the most complete list of supported network software, consult the *README.TXT* file on the diskette included with the convenience base, labeled *Convenience Base: Ethernet Drivers.*

If you are using NDIS-compatible network software not mentioned in this appendix, follow the instructions in your specific network operating system manuals using the driver files located in the \NDIS.201 directory on the *Convenience Base: Ethernet Drivers* diskette. Modifications to the diskette driver files may be necessary based on your network operating system and configuration.

Contents of the "Convenience Base: Ethernet Drivers" Diskette

This section provides an inventory of the contents of the diskette labeled *Convenience Base: Ethernet Drivers*. This diskette is included with the convenience base.

Contents of the Root Directory

Contents of the root directory are as follows:

- \NDIS.201—NDIS driver subdirectory

- \ODI—ODI driver subdirectory

- \MSLANMAN.DOS—Microsoft LAN Manager subdirectory

- *README.TXT*—Readme file that duplicates the information in this appendix

- *README.COM*—Utility used to view readme files

Contents of the \NDIS.201 Subdirectory

Contents of the \NDIS.201 subdirectory are as follows:

- *CPQNDIS.NIF*—NDIS network information file

- *CPQNDIS.DOS*—NDIS driver

- *PROTOCOL.INI* —NDIS protocol initialization file

- *OEMSETUP.INF*—Windows for Workgroups setup information file

Contents of the \ODI Subdirectory

Contents of the \ODI subdirectory are as follows:

- *CPQODI.COM*—ODI driver

- *IPXODI.COM*—IPX driver

- *LSL.COM*—Link support layer

- *NET.CFG*—NetWare configuration file

- *NETX.EXE*—NetWare network shell

- *STARTNET.BAT*—NetWare startup batch file

- *NWL.BAT*—NetWare Lite v1.1 startup batch file

- *PNW.BAT*—Personal NetWare startup batch file

Contents of the \MSLANMAN.DOS\DRIVERS\ ETHERNET\CPQ Subdirectory

Contents of the \MSLANMAN.DOS\DRIVERS\
ETHERNET\CPQ subdirectory are as follows:

- *CPQNDIS.DOS*—NDIS driver

- *PROTOCOL.INI*—MS LAN Manager protocol initialization file

Contents of the \MSLANMAN.DOS\ DRIVERS\NIF Subdirectory

Contents of the \MSLANMAN.DOS\DRIVERS\NIF subdirectory
are as follows:

- *CPQDOS.$$$*—MS LAN Manager network information file

Features and Important Information

The Compaq NIC drivers are self-configuring drivers that automatically detect the correct LPT port, interrupt line, parallel port mode (unidirectional or bidirectional), and network media type (RJ45 or COAX). If you have a special configuration, you may need to override this automatic selection by editing the appropriate network configuration file (i.e., *PROTOCOL.INI* or *NET.CFG* depending on your network software) and providing the correct keywords for your configuration.

Refer to the "Special Keyword Definitions" section at the end of this appendix for an explanation of the keywords used to edit the configuration files. Network performance is optimized by automatically configuring the parallel port for enhanced parallel port (EPP) mode. Data will be transmitted at a much faster rate than that of a standard parallel port.

Installation of Network Drivers

This section provides instructions to help you set up your network software to work with your Compaq computer and network interface controller (NIC).

The procedures in this section describe how to install network drivers for the following network software under Windows 3.1:

■ Artisoft LANtastic v5.0 or later

■ Microsoft Windows for Workgroups v3.11

■ PacketNet

■ Windows 95 NDIS 3.1 with Plug and Play

■ Other NDIS Network Software

Read the rest of this appendix for further information about this release before you perform the installation. Also see any readme files on your network software diskette for general information and updates not included in the manuals.

Artisoft LANtastic v5.0 or later

The Artisoft driver is for use with Artisoft LANtasic version 5.0 or later. The driver is a NDIS-compatible driver for the LANtastic network software. To install the network driver under Windows 3.1, complete the following steps:

1. Run the LANtastic INSTALL program to install the network.

2. Choose Other NETBIOS compatible network adapter for the LAN adapter selection. Make the rest of the selections as appropriate for your needs and choose "INSTALL."

   NOTE: LANtastic/AI v6.0 will have the AI-NDIS Installation program integrated into its general installation program. Therefore, instead of choosing Other NETBIOS compatible network adapter, choose LANtastic NDIS for other network adapters.

3. Run the AI-NDIS Installation Program on the NDIS Support for LANtastic disk. Choose LANtastic NDIS for other network adapters.

   NOTE: If you have a version of LANtastic that does not have an automated driver installation program, go to Step 5.

4. When prompted for the manufacturer's diskette, insert the *Convenience Base: Ethernet Drivers* diskette into the drive. Specify the appropriate drive letter and path, for example:

       \lantasti

5. Follow the instructions on the screen to exit the INSTALL program.

   If no automated driver installation program, such as AI-NDIS Installation Program, exists, first perform the LANtastic INSTALL program, then edit and/or create the following files and insert the specified lines:

   ■ In the *CONFIG.SYS* file:

       DEVICE=C:\LANTASTI\PROTMAN.DOS
       /I:C:\LANTASTI

       DEVICE=C:\LANTASTI\CPQNDIS.DOS

■ In the \LANTASTI*PROTOCOL.INI* file:

[PROTMAN]

   DRIVERNAME=PROTMAN$

   DYNAMIC = YES

[CPQNDIS_NIF]

   DRIVERNAME=CPQNDIS$

■ In the \LANTASTI*STARTNET.BAT* file:

AI-NDIS BIND_TO=CPQNDIS_NIF

AILANBIO

■ In the \LANTASTI*AINDIS.NIF* file:

Model=Compaq Integrated Ethernet Controller

DeviceDriver=epndis.dos

DeviceName=CPQNDIS$

Type=NDIS

6. Restart the computer.

7. Enter **startnet** from the \LANTASTI directory to start the network.

Microsoft Windows for Workgroups v3.11

To install the network driver for Microsoft Windows for Workgroups under Windows 3.1, follow these steps:

1. Start the installation of Windows for Workgroups as described in the *Windows for Workgroups Installation Guide*. Follow the procedure until you reach the window, Network Setup.

2. In the window, Install Network Adapter, insert the *Convenience Base: Ethernet Drivers* diskette into the diskette drive.

3. Select Unlisted or Updated Network Adapter and choose Continue. Enter the appropriate path, as follows:

   a:\ndis.201

   and choose OK.

4. The Compaq Integrated Ethernet Driver option should display.

   Choose OK.

5. The next window displays Interrupt, Base I/O, and Base Memory Address settings that should be Automatic or Unused. Choose OK.

6. In the window Network Adapters, choose OK.

7. Windows For Workgroups now modifies your *AUTOEXEC.BAT*, *CONFIG.SYS* and *PROTOCOL.INI* files and changes the extensions of the previous versions to .00x. Choose OK.

8. In the Network Settings window, choose OK. From the next window, choose Restart Computer. This restarts or reboot the computer to complete the installation.

NOTE: Windows for Workgroups Remote/Local Printing: Windows for Workgroups is designed so that the parallel port is shared by the NIC in the Ethernet convenience base. If you are sharing your printer as a remote printing device, you must disable the check for device contention by deleting the following line in the *SYSTEM.INI* file or inactivating the driver by placing a semicolon in front of the command:

   DEVICE=VPD.386

NOTE: Remember to restart Windows after making any changes to the *SYSTEM.INI* file.

Disabling VPD.386 doesn't affect the ability of Windows for Workgroups to print over the network. However, if you are printing locally, no warning appears, local printouts may be affected, or you may experience network communication problems. If you experience conflicts of this nature, do not use your local printer as a Workgroup shared device.

A secondary solution is to assign your printer port to LPT1.DOS.

To do this, select Control Panel, Printers, Connect, and choose LPT1.DOS. You may experience some slowdown when a shared printer is being accessed.

PacketNet

To install the FTP Software PC/TCP Packet Driver under Windows 3.1, follow these steps:

1. Install the PC/TCP software according to the directions given in the PC/TCP documentation that comes with your software.

2. When the installation is complete, copy the ETPACKET.COM from the\PACKET directory on the Silicon Network Drivers diskette to the PC/TCP directory specified in the PC/TCP install procedures.

3. (This step is not required for PC/TCP versions 2.10 and later.) Using an ASCII text editor, add the following lines to your CONFIG.SYS file:

   DEVICE=[path]\IPCUST.SYS
   DEVICE=[path]\IFCUST.SYS

   where [path]\ is the drive and directory specified at the PC/TCP installation.

   NOTE: The PC/TCP manual describes a method for adjusting the configuration of PC/TCP. The Silicon ETPACKET.COM driver is self-configuring for its printer port and interrupt. It does not use an I/O base address or PC memory address. Therefore, these values are not adjusted through the ifconfig program.

4. Reboot your computer.

5. Change the directory where your PC/TCP files are stored and run ETPACKET.COM.

6. Run the ETHDRV.EXE kernel program supplied with PC/TCP. This loads the PC/TCP kernel into memory. The packet driver must always load before the kernel.

7. Continue your server or workstation startup as instructed in the PC/TCP documentation.

Windows 95 NDIS 3.1 with Plug and Play

The NDIS 3.1 driver is preinstalled from the Compaq factory and will automatically configure when initially connected to the convenience base. If the system has been modified from the factory configuration, install the NDIS 3.1 drivers using the network icon in the Control Panel and follow the Windows 95 instructions for installing the network drivers.

. . . .

Other NDIS Network Software

If you are using NDIS-compatible network software other than those mentioned in this appendix, follow the instructions in your specific network operating system manuals using the driver files located in the \NDIS.201 directory on the *Convenience Base: Ethernet Drivers* diskette. Modifications to the diskette driver files may be necessary based on your network operating system and configuration.

Power Conservation and Network and File Security

By providing AC power to the computer, the convenience base eliminates the need for power conservation and makes the use of Suspend unnecessary. However, you may choose to inititate Suspend instead of turning off the computer.

Network and file security are always important issues. Therefore, three methods to manage the protection of your system while using your convenience base are suggested:

■ Log out/Log in

When leaving your work area, log out of the network. When returning to your work area, log back into the network. Suspend is not used.

■ QuickLock/QuickBlank

When leaving your work area:

- Log out of your network.

- Initiate the QuickLock/QuickBlank security feature.

When returning to your work area:

- Exit QuickLock/QuickBlank by typing your password and pressing **Enter**.

- Log back into the network.

Again, Suspend is not used.

NOTE: For information on QuickLock/QuickBlank, refer to the hard copy or online Compaq *Reference Guide* that is installed on the computer.

■ Log out/Suspend/Log in

When leaving your work area, log out of the network, then press the Suspend button on the computer to initiate Suspend. When returning to your work area, press the Suspend button to exit Suspend, and log back into the network.

Notes

1. Initiate Suspend only from a local drive, not a network drive.

2. For some peer-to-peer networks with shared resources, such as drives or printers, reinitialization of these resources may not be possible without rebooting. After logging back into the network, you may see a message such as:

   "Net device fault
   Abort, Retry, Fail, Ignore?"

   Type **I** and press **Enter**. If no network access is available, then reboot the system by clicking Shut Down from the Windows Start menu and selecting Restart the Computer.

3. For the Banyan operating system, you may see the message

   "Vines files not available"

   Re-execute BAN.EXE, then log in.

   If no network access is available, then restart your system.

POWER.EXE

The power-saving utility *POWER.EXE* is enabled as part of your *CONFIG.SYS* file for MS-DOS applications. Power conservation is not an issue when the computer is docked and/or you are using AC power instead of battery power. When you are using the convenience base, this utility may cause some network operating systems to lock up. If this occurs, you have three choices, depending on how you work and whether you use DOS applications or run applications under Windows.

1. If you use DOS-only applications and use AC power most of the time, you may want to disable *POWER.EXE* by placing the REM command at the beginning of the following line in your *CONFIG.SYS* file:

   DEVICE=C:\CPQDOS\POWER.EXE (default)

   REM DEVICE=C:\CPQDOS\POWER.EXE (turns off POWER.EXE)

   When running your computer on batteries, you can delete the REM command and restart your computer to reactivate *POWER.EXE*.

2. If you use DOS-only applications and undock the computer often, you may want to keep the default *CONFIG.SYS* line as it exists and disable *POWER.EXE* while using the convenience base. To disable *POWER.EXE,* enter the following command at the system prompt:

   power off

   NOTE: The **power on** command turns on power conservation.

3. You may want to delete the *POWER.EXE* in your *CONFIG.SYS* completely if you run applications under Windows.

   Windows has its own power management utilities that override *POWER.EXE,* and no conflicts have been noted between Windows power management and the network operating systems referenced in this documentation.

   If you do experience problems or lockups under Windows, you may want to change the power management utility from Advanced to Standard. To do this, click the Control Panel, click the Power icon, click Standard, and click OK.

Special Keyword Definitions

This section provides definitions for the keywords used with the drivers. To enable a keyword, delete the semicolon.

■ FRAME—The ODI driver supports multiple frame types. Certain network software (such as NetWare 3.11 or earlier) use frame ETHERNET_802.3, while others use ETHERNET_802.2 as default frame type. The CPQODI default frame type is ETHERNET_802.3.

■ RJ45—This keyword is for use only with the Compaq Ethernet drivers for the Compaq integrated Ethernet controller convenience base. This keyword enables the MDI port or Media Dependent Interface port, which is physically a telephone-type RJ-45 port with a twisted pair wired interface and predominantly used in a 10BASE-T system.

■ COAX—This keyword is for use only with the Compaq Ethernet drivers for the Compaq integrated Ethernet controller convenience base. This keyword enables the Thin Wire Ethernet port, which is physically a BNC connector used to interface to coaxial cable and predominantly used in a 10BASE2 system.

■ DISABLELINK—This keyword disables Link Integrity. When used with non-10BASE-T Unshielded Twisted-Pair networks like Starlan 10, Link Integrity should be disabled. Without the DISABLELINK keyword, the driver defaults to link integrity ENABLED.

■ PS2BIDIR—This keyword enables PS/2 mode bidirectional data transfer. The Compaq integrated Ethernet controller supports and uses the enhanced parallel port (EPP) bidirectional mode, which is faster than PS/2 bidirectional mode. If you experience any port conflict problems between the NIC and a device (other than a printer) connected to the parallel port, using this keyword and placing the NIC in PS/2 bidirectional mode may solve the problem.

Specifications

This appendix provides the physical and electrical specifications for
the Convenience Base and its AC Adapter.

Convenience Base	
Dimensions	
Height	2.75 in (6.99 cm)
Depth	11.75 in (29.85 cm)
Width	15.75 in (40.00 cm)
Weight	3.70 lb (1.68 kg)
AC Adapter	
Dimensions	
AC Adapter	3.0 x 4.6 x 1.4 in (7.6 x 11.7 x 3.6 cm)
Power Supply Ratings	
Rated Voltage Range	100-120/220-240 V
Rated Input Current	0.8A/0.4 Amp
Rated Input Frequency	50 - 60 Hz
Maximum Output Voltage	19.0 V DC
Maximum Output Current	4.2 Amp
Maximum Output Power	42 W
Maximum Transient	2 kV for 100 ns

Regulatory Agency Identification Numbers

The following options have been evaluated for use with your computer. These Compaq approved options can be identified by their assigned Series numbers that are listed below. To ensure continued reliable and safe operation of your computer, only these options should be used.

Regulatory Agency Identification Numbers	
Option	**Series Number**
Notebook CPUs	2870, 2870A, 2870B, 2870C
Covenience Base	2875
Convenience Base - Ethernet	2875A
Extended Life NiMH Battery Pack	2831A
Automobile Adapter	2874
AC Adapter	2872, 2872A
Mobile CD Expansion Unit (MCD)	2876
External Battery Charger	2873
Modular Battery Pack	2871B, 2871C, 2871E
Handle Battery	2871, 2871A, 2871D

Appendix E

Power Cord Set Requirements

The wide-range input feature of your AC adapter permits it to operate from any line voltage between 100 to 240 volts AC.

The power cord set (appliance coupler, flexible cord, and wall plug) you received with your AC adapter meets the requirements for use in the country where you purchased your equipment.

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

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 2.5A 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 C5 connector, for mating with appliance inlet on the AC adapter.

Country-Specific Requirements

Power Cord Set Requirements		
Country	Accredited Agency	Applicable Note Numbers
Australia	EANSW	1
Austria	OVE	1
Belgium	CEBC	1
Canada	CSA	2
Denmark	DEMKO	1
Finland	FIMKO	1
France	UTE	1
Germany	VDE	1
Italy	IMQ	1
Japan	JIS	3
The Netherlands	KEMA	1
Norway	NEMKO	1
Sweden	SEMKO	1
Switzerland	SEV	1
United Kingdom	BSI	1
United States	UL	2

Notes:

1. Flexible cord must be <HAR> Type HO3VV-F, 3-conductor, 0.75 mm^2 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.

2. Flexible cord must be Type SPT-2 or equivalent, No. 18 AWG, 3-conductor. Wall plug must be a two-pole type with a NEMA 5-15P (15A, 125V) or NEMA 6-15P configuration.

3. 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^2 conductor size. Wall plug must be a two-pole type with a Japanese Industrial Standard C8303 (15A, 125V) configuration.

The wide-range input feature of your AC adapter permits it to operate from any line voltage between 100 to 240 volts AC.

The power cord set (appliance coupler, flexible cord, and wall plug) you received with your AC adapter meets the requirements for use in the country where you purchased your equipment.

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

■ ■

Country-Specific Requirements

Power Cord Set Requirements

Country	Accredited Agency	Applicable Note Numbers
Australia	EANSW	1
Austria	OVE	1
Belgium	CEBC	1
Canada	CSA	2
Denmark	DEMKO	1
Finland	FIMKO	1
France	UTE	1
Germany	VDE	1
Italy	IMQ	1
Japan	JIS	3
The Netherlands	KEMA	1
Norway	NEMKO	1
Sweden	SEMKO	1
Switzerland	SEV	1
United Kingdom	BSI	1
United States	UL	2

Notes:

1. Flexible cord must be <HAR> Type HO5VV-F, 3-conductor, 1.0 mm^2 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.

2. Flexible cord must be Type SJ or equivalent, No. 18 AWG, 3-conductor. Wall plug must be a two-pole type with a NEMA 5-15P (15A, 125V) or NEMA 6-15P configuration.

3. 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^2 conductor size. Wall plug must be a two-pole type with a Japanese Industrial Standard C8303 (15A, 125V) configuration.