

Note: Before using this information and the product it supports, be sure to read the general information under "Safety Information" on page viii, "Ergonomics Information" on page 38, and "Notices" on page 143.

First Edition (November 1998)

The following paragraph does not apply to the United Kingdom or any country where such provisions are inconsistent with local law:

INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT ANY WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE LIMITED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimers or express or implied warranties in certain transactions; therefore, this statement may not apply to you.

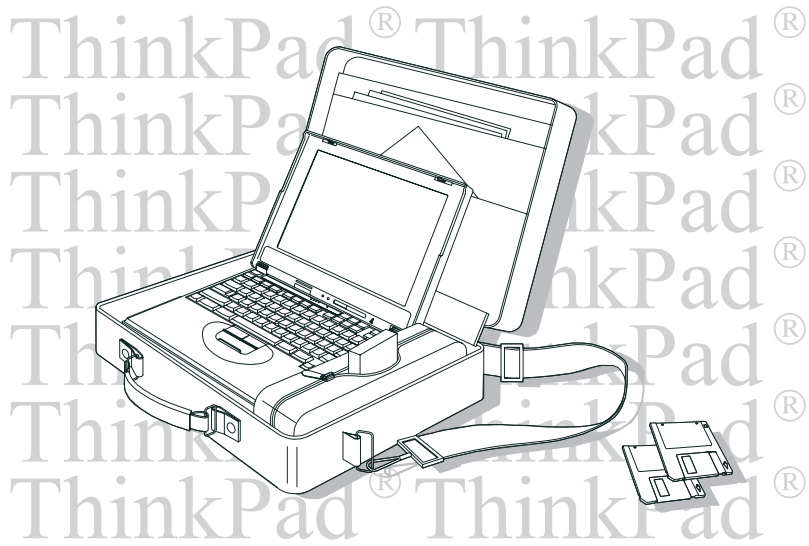
This publication could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements or changes in the products or the programs described in this publication at any time.

Requests for technical information about IBM products should be made to your IBM Authorized Dealer or your IBM Marketing Representative.

© **Copyright International Business Machines Corporation 1998. All rights reserved.** Note to US Government Users — Documentation related to restricted rights — Use, duplication, or disclosure is subject to restrictions set forth in GSA ADP Schedule Contract with IBM Corp.

Thank You for Selecting an IBM ThinkPad 390 Computer

We at IBM have developed this ThinkPad computer to meet both your technical requirements and your high expectations. To help us continue to build products that address your mobile computing needs, please take a moment to complete the ThinkPad Registration.



Functional Highlights

Functional Highlights

All-in-one design with core technology The well-balanced, all-in-one design of the ThinkPad 390 brings ease-of-use to your computing needs.

High-speed processor The Intel® high-speed processor enables high-speed data processing and provides advanced performance.

Large-capacity hard disk drive The large-capacity hard disk drive can respond to a wide variety of your business demands.


Large color LCD The large TFT (thin-film transistor) display provides clear and brilliant text and graphics.

Nickel metal hydride or lithium-ion battery pack The large-capacity battery pack extends the operating time of your computer, further enhancing its portability.


Audio with 3D Stereo Sound Your computer is equipped with internal audio record and playback capabilities including 3D audio from just two speakers. When you enable the 3D stereo feature, sounds will appear to be generated all around you, even though only two speakers are used.

The audio feature supports the following:

- Wave audio recording and playback of up to 16 bits, stereo, and 48 KHz sampling.
- DOS games using the Sound Blaster Pro** interface.

For more information on using the audio function  Online User's Guide.


ThinkPad Modem The ThinkPad modem enables you to send or receive data and faxes over a telephone line.

For more information on using the ThinkPad modem  Online User's Guide.


TrackPoint with Enhanced Controls Your computer has an enhanced TrackPoint function that enables you to make selections merely by pressing on the TrackPoint. A new

Functional Highlights

center button converts the TrackPoint into a scroll controlling device or a magnifying glass on the screen.

For more information on using the TrackPoint 
“TrackPoint” on page 9.

PC Card Support Your computer provides two PC Card slots that accept a 16-bit PC Card, CardBus Card, and Zoomed Video Card.

For more information on installing PC Cards 
“Inserting a PC Card” on page 69.

About This Book

About This Book

This book contains information that will help you operate the IBM ThinkPad 390 computer. Be sure to read the *ThinkPad 390 Setup Guide* and Chapter 1 of this book before using the computer.

Chapter 1. "Getting Familiar with Your Computer," acquaints you with the basic features of your computer

Chapter 2. "Extending the Features of Your Computer," provides information on installing options and using your computer's high-technology features.

Chapter 3. "Protecting Your Computer," provides information on using passwords, and using locks.

Chapter 4. "Solving Computer Problems," describes what to do when you have a computer problem. The chapter includes a troubleshooting guide and information on how to recover lost or damaged software.

Chapter 5. "Getting Service," describes various options of IBM's support and service.

Appendix A, Features and Specifications describes the features and specifications associated with your computer, including information on power cords.

Appendix B, Product Warranties and Notices contains the warranty statements for your computer and notices for this book.

About This Book

The **glossary** defines terms appearing in this book. The book concludes with an **index**.

Icons Used in This Book

For procedures or information unique to the operating system installed in your computer:



Information for Microsoft Windows 98 users.



Information for Microsoft Windows NT users.



Information for Microsoft Windows 95 users.



Information for Microsoft Windows 3.11 users.



Information for IBM DOS users.



Information for IBM Operating System/2 (OS/2) users.

Safety Information

Electrical Safety Notice

Note: In the U.K., by law:

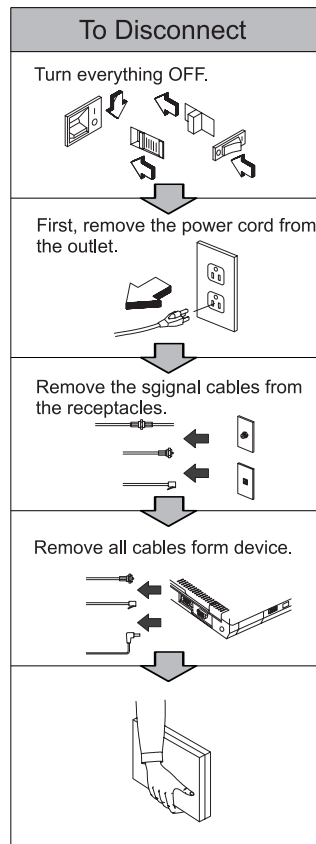
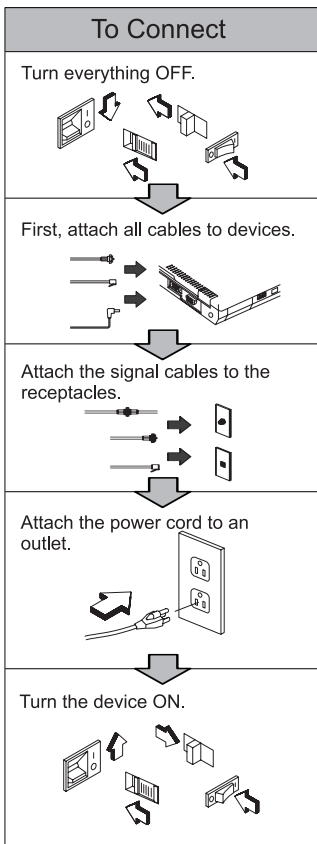
- The telephone line cable must be connected after the power cord.
- The power cord must be disconnected after the telephone line cable.



DANGER

Electrical current from power, telephone, and communication cables is hazardous. To avoid shock hazard, connect and disconnect cables as shown below when installing, moving, or opening the covers of this product or attached devices. The 3-pin power cord must be used with a properly grounded outlet.

Safety Information



DANGER

Do not disassemble, incinerate, or short-circuit the rechargeable battery pack. Do not put it in trash that is disposed of in landfills. Dispose of it as required by local ordinances or regulations. In the United States, call IBM at 1-800-IBM-4333 for information on disposal.

Safety Information

CAUTION:

The lithium battery (IBM P/N 02K6502 UL-recognized component—File No. MH12210) can be replaced only by your dealer or an IBM service representative. It contains lithium and can explode if not properly used, handled, or disposed of. Do not: (1) throw or immerse into water, (2) heat to more than 100°C (212°F), or (3) attempt to repair or disassemble. Dispose of it as required by local ordinances or regulations.

CAUTION:

The fluorescent lamp in the liquid crystal display (LCD) contains mercury. Do not put it in trash that is disposed of in landfills. Dispose of it as required by local ordinances or regulations.

The LCD is made of glass, and rough handling or dropping the computer can cause the LCD to break. If the LCD breaks and the internal fluid gets into your eyes or on your hands, immediately wash the affected areas with water for at least 15 minutes; then get medical care if any symptoms are present after washing.

Laser Compliance Statement

The CD-ROM drive of the ThinkPad 390 computer is a laser product. The CD-ROM drive's classification label (shown below) is located on the top of the drive.

CLASS 1 LASER PRODUCT
LASER KLASSE 1
LUOKAN 1 LASERLAITE
APPAREIL A LASER DE CLASSE 1
KLASS 1 LASER APPARAT

The CD-ROM drive is certified in the U.S. to conform to the requirements of the Department of Health and Human Services 21 Code of Federal Regulations (DHHS 21 CFR) Subchapter J for Class 1 laser products.

In other countries, the drive is certified to conform to the requirements of EN60825.

Safety Information



CAUTION:

Do not open the CD-ROM drive; no user adjustments or serviceable parts are inside.

Use of controls, adjustments, or the performance of procedures other than those specified may result in hazardous radiation exposure.

Class 1 laser products are not considered to be hazardous. The CD-ROM drive has an internal, Class 1, 0.5-milliwatt, aluminum gallium-arsenide laser that operates at a wavelength of 760 to 810 nanometers. The design of the laser system and the CD-ROM drive ensures that there is no exposure to laser radiation above a Class 1 level during normal operation, user maintenance, or servicing conditions.

Contents

Thank You for Selecting an IBM ThinkPad 390 Computer	iii
Functional Highlights	iv
About This Book	vi
Safety Information	viii
Electrical Safety Notice	viii
Laser Compliance Statement	x
Chapter 1. Getting Familiar with Your Computer	1
Identifying the Hardware Features	2
Front View of the Computer	2
Rear View of the Computer	4
Bottom View of the Computer	6
System Status Indicators	7
Distinctive Functions of Your Computer	9
Keyboard Functions	9
UltraBay FX	15
ThinkPad Utility Programs	17
Online User's Guide	28
Backing Up Your System	30
ThinkPad Customization CD	30
Recovery CD	30
Diskette Factory	30
ConfigSafe	31
ThinkPad Web Site or Bulletin Board	31
Replacing the Battery Pack	32
Handling Your Computer	33
ThinkPad Don'ts	33
ThinkPad Do's	35
Cleaning Your Computer	35
Carrying the Computer	35
Preserving Battery Pack Life	36
Maximizing Battery-Powered Operation	36
Ruggedized Mobile Computers	37
Ergonomics Information	38
For More Information	40

Chapter 2. Extending the Features of Your Computer	41
Customizing the TrackPoint	42
Using the Press-to-Select Page	43
Using the Sensitivity Page	45
Using the Scrolling Page	46
Increasing Memory	48
Upgrading the Hard Disk Drive	52
Replacing the UltraBay FX Device	54
Attaching an External Mouse, Keypad or Keyboard	58
Attaching an External Mouse or Numeric Keypad	58
Attaching an External Keyboard and Mouse	61
Disabling the TrackPoint	62
Attaching an External Monitor	63
Display Output Location	64
Display Modes	66
Attaching a Printer	68
Inserting a PC Card	69
Removing the PC Card	70
Using a Port Replicator	72
Enabling the CardBus Sockets (for Windows 98)	73
Chapter 3. Protecting Your Computer	75
Using Passwords	76
Entering a Password	77
Setting a Password	78
Changing or Removing a Password	79
Using Locks	81
Using the Security Screw	82
Chapter 4. Solving Computer Problems	83
Frequently Asked Questions	84
Hints, Tips and Limitations	91
Using a PC Card with the Port Replicator	92
USB Connector Considerations	92
Using a Second CardBus Card	92
Using an External Condenser Microphone	93
Troubleshooting Guide	94
Troubleshooting Charts	95
Error Codes or Messages	96
No Error Codes or Messages	97
Input Problems	98

Suspend or Hibernation Problems	100
LCD Problems	102
Indicator Problems	103
Battery Problems	103
CD-ROM Problems	104
Infrared Communication Problems	105
Audio Problems	106
Universal Serial Bus (USB) Problems	106
Modem Problems	107
PC Card Problems	109
Printer Problems	110
External Monitor Problems	111
Port Replicator Problems	113
Other Option Problems	114
Software Problems	115
Other Problems	116
Recovering Lost or Damaged Software	117
Using the Diskette Factory	118
Using the ThinkPad Customization CD	118
Using the Recovery CD	119
Chapter 5. Getting Service	121
Information on Your Computer	122
Option List	122
Identification Numbers	122
Problem Recording Sheet	123
Customer Support and Service	124
Help by Telephone	124
ThinkPad EasyServ	125
Getting Help Around the World	125
Fax Information	125
Electronic Support Services	126
Purchasing Additional Services	128
Enhanced PC Support Line	128
Client Support Line	129
Network and Server Support Line	129
Ordering Support Line Services	129
Warranty and Repair Services	130
Obtaining IBM Operating System Updates	131
Getting Update Diskettes	131
Ordering Publications	131

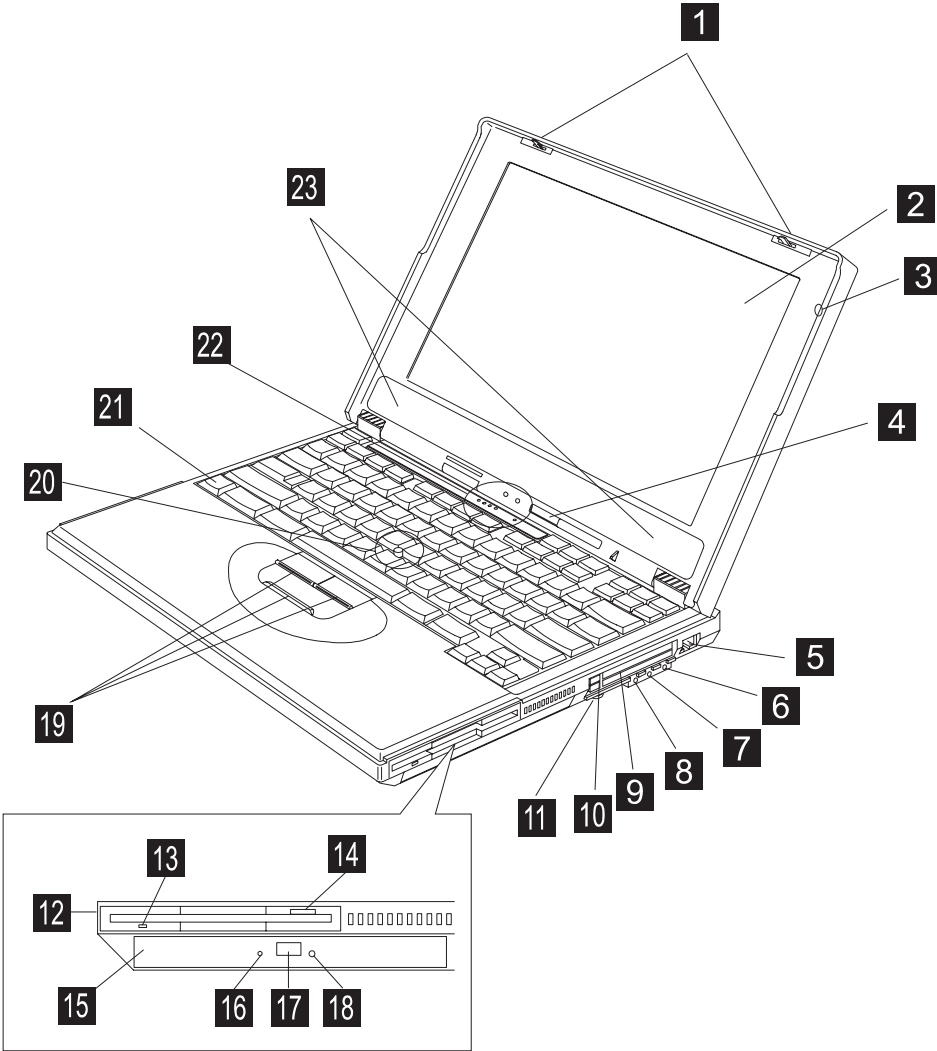
Appendix A. Features and Specifications	133
Features	134
Specifications	136
IBM Power Cords	138
Appendix B. Product Warranties and Notices	139
Notices	143
Trademarks	143
Electronic Emission Notices	144
Telecommunication Notice	145
Industry Canada Requirements	147
Glossary	151
Index	157

Chapter 1. Getting Familiar with Your Computer






Identifying the Hardware Features	2
Front View of the Computer	2
Rear View of the Computer	4
Bottom View of the Computer	6
System Status Indicators	7
Distinctive Functions of Your Computer	9
Keyboard Functions	9
TrackPoint	9
Fn Key	12
Numeric Keypad	14
UltraBay FX	15
CD-ROM Drive	15
ThinkPad Utility Programs	17
BIOS Setup Utility	18
ThinkPad Configuration	26
Online User's Guide	28
Backing Up Your System	30
ThinkPad Customization CD	30
Recovery CD	30
Diskette Factory	30
ConfigSafe	31
ThinkPad Web Site or Bulletin Board	31
Replacing the Battery Pack	32
Handling Your Computer	33
ThinkPad Don'ts	33
ThinkPad Do's	35
Cleaning Your Computer	35
Carrying the Computer	35
Preserving Battery Pack Life	36
Maximizing Battery-Powered Operation	36
Creating the Hibernation Function	37
Ruggedized Mobile Computers	37
Ergonomics Information	38
For More Information	40

Identifying the Hardware Features

Front View of the Computer

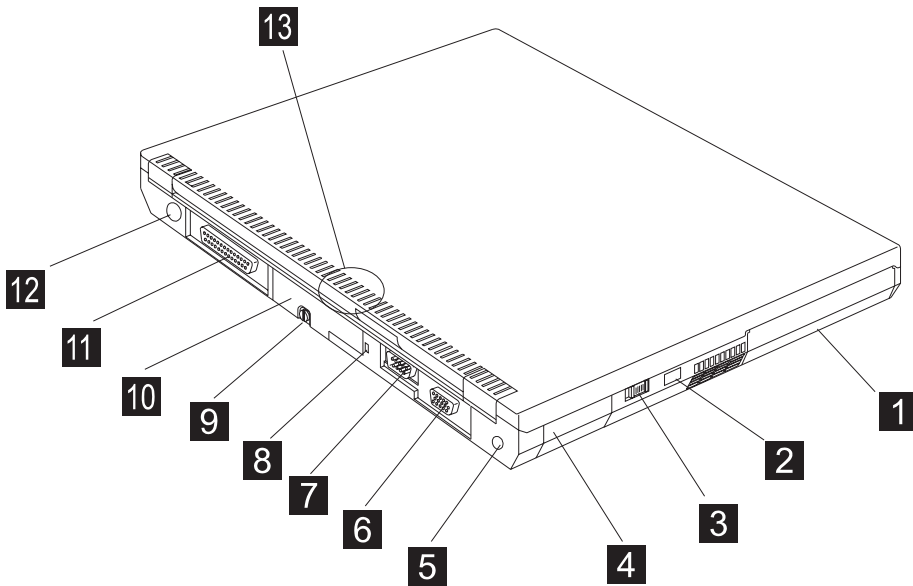










Identifying the Hardware Features

- (1) The **LCD latches** release the LCD when pressed and allow it to be opened.
- (2) The **color LCD screen** displays computer output.
- (3) The **built-in microphone** captures sound and voice when it is used with an application program capable of handling audio.
- (4) The **brightness control** adjusts the brightness of the display.
- (5)  The **internal modem port** is used for connecting your computer to an analog telephone line.
- (6)  The **headphone jack**, a $\frac{1}{8}$ inch (3.5mm) diameter jack, is where you connect stereo headphones or external speakers.
- (7)  The **line-in jack**, a $\frac{1}{8}$ inch (3.5mm) diameter jack, is where you connect an external audio device.
- (8)  The **microphone jack**, a $\frac{1}{8}$ inch (3.5mm) diameter jack, is where you connect a self-powered stereo microphone.
Note: Do not plug any device into the microphone jack except a microphone.
- (9) The **PC Card slots** accept PC Cards.
- (10) The **PC Card eject buttons** eject the PC Card from the PC Card slot.
- (11)  The **audio volume control** adjusts the volume of the speakers.
- (12) The **diskette drive** (shown installed in the UltraBay FX).
- (13) The **diskette-drive-activity indicator** lights up when the computer is accessing the diskette drive.
- (14) The **diskette-eject button** ejects the diskette from the diskette drive.
- (15) The **CD-ROM drive** (shown installed in the UltraBay FX).
- (16) The **CD-ROM access indicator** is on when data is read from a CD-ROM in the CD-ROM drive.
- (17) The **CD-ROM eject button** ejects the CD-ROM tray .
- (18) The **manual-eject hole** is used to eject the CD-ROM tray when it does not open with the eject button.
- (19) The **TrackPoint buttons** work with the TrackPoint (20) and function similar to the buttons on a mouse.
- (20) The **TrackPoint** is a built-in pointing device that provides a function similar to that of a mouse.
- (21) The **Fn key** is used with the function keys to activate the **Fn** key functions.
- (22) The **indicator panel** consists of the system-status indicators and their associated symbols.
- (23) The left and right **internal speakers** generate stereo sound.




Identifying the Hardware Features

Rear View of the Computer



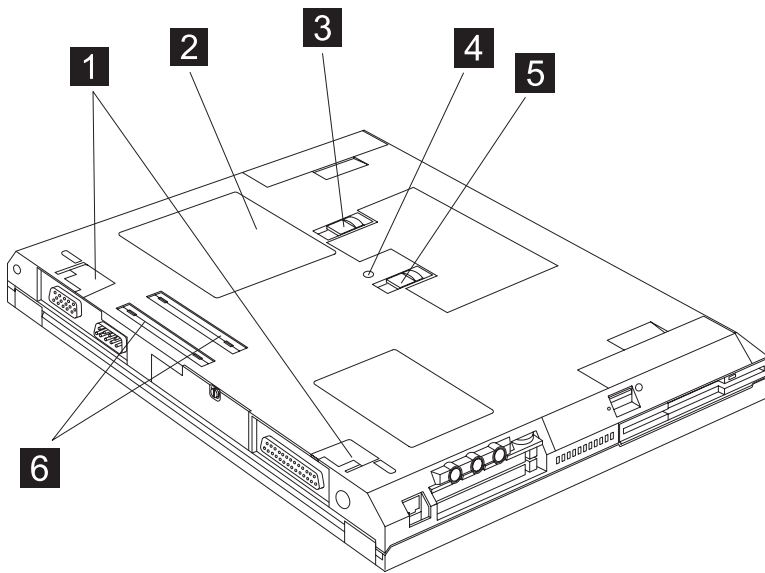
- (1) The **battery pack** is a built-in power source for the computer.
- (2)  The **infrared port** allows the computer to communicate with other devices that have infrared data-transfer capability.
- (3)  The **power switch** turns the computer on and off.
- (4)  The **universal serial bus (USB)** allows you to connect any device that conforms to the USB standard.
- (5)  The **power jack** is where the AC Adapter cable is connected.
- (6)  The **external-monitor connector** is where you attach the external monitor.
- (7)  The **serial connector** is where you connect a 9-pin, serial-device cable.
- (8)  The **security keyhole** is used with a mechanical lock.
- (9) To remove the hard disk (10), loosen this **hard disk screw**.
- (10) The **hard disk drive** is the built-in mass storage device for the computer.
- (11)  The **parallel connector** is where you connect a parallel-printer signal cable.


Identifying the Hardware Features

- (12)  The **external-input-device connector** is used to attach a mouse, external keyboard, or external numeric keypad to the computer.
- (13)  The **battery status lamp** shows the status of the battery pack.
-  The **suspend lamp** lights when the computer is in suspend mode.

Identifying the Hardware Features

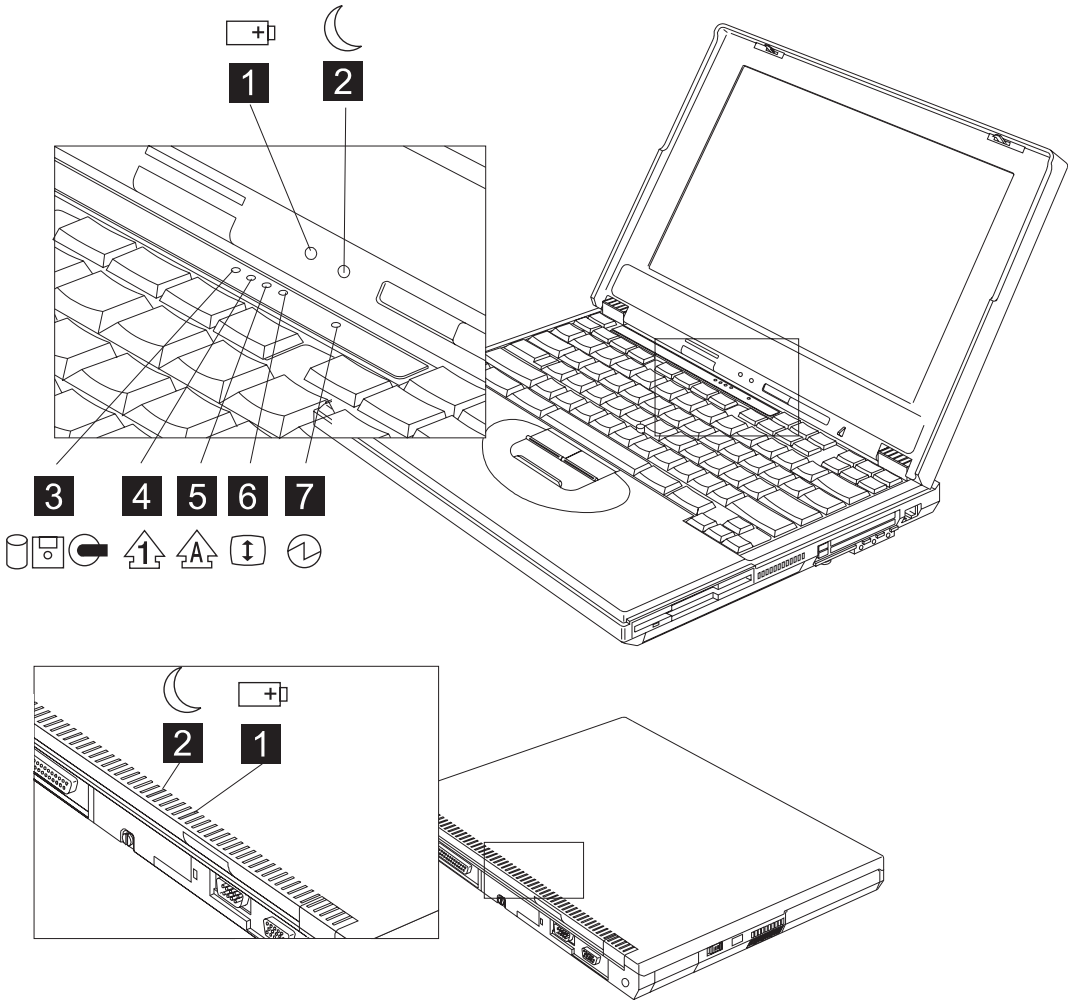
Bottom View of the Computer










- (1) Flip out the **tilt feet** to tilt the computer to an angle for more comfortable use of your computer, especially when typing.
- (2) The **memory-slot cover** covers the memory slot.
The **two memory slots** accepts dual inline memory module (DIMM) options.
Note: Base memory (32 MB or 64 MB) occupies one memory slot.
- (3) The **battery-pack latch** locks or releases the battery pack.
- (4) When the **bay LED** is on, you should not remove the UltraBay FX device.
- (5) The **UltraBay FX device lock** locks or releases the UltraBay FX device.
- (6)  The **system-expansion connector** (240-pin) allows you to connect the port replicator.

System Status Indicators

The system-status indicators on the computer show the current status of your computer by their on or off states and colors (green and orange). Each indicator is identified with a symbol. The following shows the location and the meaning of each icon:



System Status Indicators

Symbol	Color	Meaning
(1) Battery status 	Green	Enough battery power remains for operation.
	Blinking orange	The battery pack needs to be charged
	Orange	The battery pack is being charged.
(2) Suspend mode 	Green	The computer is in suspend mode
	Blinking green	The computer is entering suspend mode.
(3) Drive in use 	Orange	Data is being read from or written to the hard disk, floppy drive, or data is being read from the CD-ROM drive. Do not enter suspend mode or power off the computer when this indicator is on.
(4) Numeric lock 	Green	The numeric keypad on the keyboard is enabled. You enable or disable the keypad by pressing and holding the Shift key, and pressing the NumLk key. For details, see "Numeric Keypad" on page 14.
(5) Caps lock 	Green	Caps Lock mode is enabled. All alphabetic characters (<i>A-Z</i>) are entered in capital letters without the Shift key being pressed. You enable or disable the Caps Lock mode by pressing the Caps Lock key.
(6) Scroll lock 	Green	Scroll Lock mode is enabled. The Arrow keys can be used as screen-scroll function keys. The cursor cannot be moved with the Arrow keys. <i>Not all application programs support this function.</i> You enable or disable Scroll Lock mode by pressing the ScrLk key.
(7) Power on 	Green	The computer is operational. This indicator is on when the computer is on and not in suspend mode.

Distinctive Functions of Your Computer

Your computer has unique keyboard functions and utility programs for easy configuration. This section includes the following topics:

- Keyboard functions
- UltraBay FX
- ThinkPad utilities
- Online User's Guide

Keyboard Functions

Your computer's keyboard has the following functions:

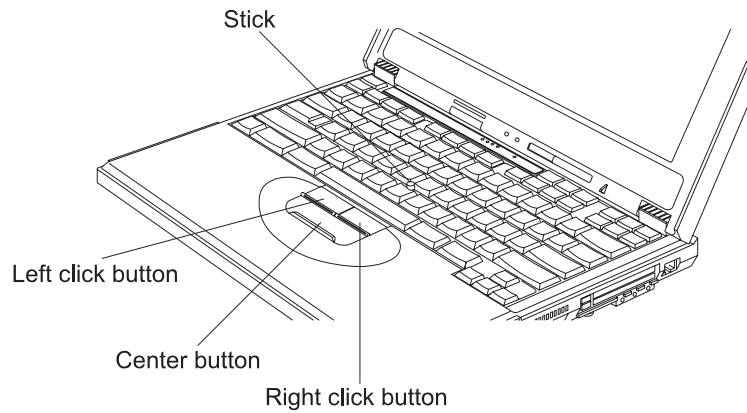
- TrackPoint
- Fn key
- Numeric keypad

TrackPoint

The keyboard contains a unique cursor-pointing device called the *TrackPoint*. Pointing, selecting, and dragging all become part of a single process you can perform without moving your fingers from their typing position.

The TrackPoint consists of a **stick** on the keyboard and three **click buttons** below the keyboard. Movement of the pointer on the screen is controlled by the amount of pressure you apply to the nonslip cap on the stick in any direction parallel to the keyboard; the stick itself does not move. The speed at which the pointer moves corresponds to the pressure you apply to the stick. The function of the click buttons depends on the software you are using.

Distinctive Functions of Your Computer



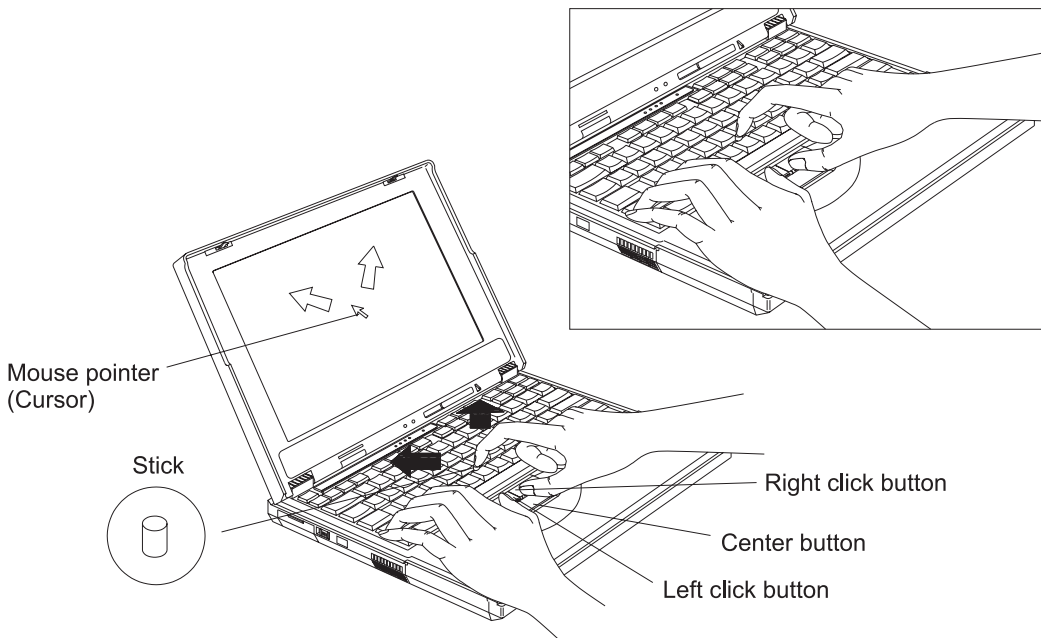
If you are not familiar with using the TrackPoint, these instructions will help you get started:

1. Place your hands in the typing position and press gently with either index finger on the stick in the direction you want the cursor to move.

Pressing the stick away from you moves the cursor up the screen; pressing it toward you moves the cursor down the screen. You can also move the cursor side to side by pressing sideways.

Note: The cursor may drift. This is not a defect. Do not use the TrackPoint until the cursor stops moving.

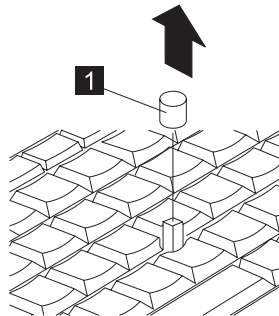
Distinctive Functions of Your Computer



2. Press the click buttons with either thumb to select and drag as required by your software.

Changing the Cap

The cap (1) on the end of the TrackPoint is removable. You can replace it with one of the spares shipped with your computer.

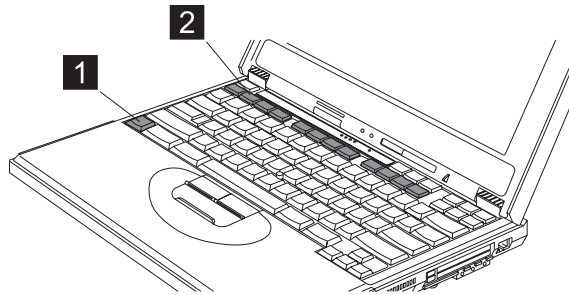


Distinctive Functions of Your Computer

For more information on customizing the TrackPoint → “Customizing the TrackPoint” on page 42.


*F*n Key

The **F**n key function allows you to change operational features instantly. When you use the following functions, press and hold the **F**n key (1); then press the appropriate function key (2) (**F**1 to **F**12).



The **F**n Key Lock Function

The following setup give you the same effect as when you press and hold the **F**n key and then press an appropriate function key:







Start the ThinkPad Configuration program, (See “ThinkPad Configuration” on page 26.) click on the **Accessibility** () button, and click on **Enable** for **F**n key lock.

After you enable the **F**n key lock and press **F**n *once*, press one of the function keys. The computer works the same as when you press **F**n + the function key.

If you press **F**n *twice* after enabling the lock, pressing a function key alone is recognized as a combination of **F**n + that function key. To stop this function, press **F**n again.

Distinctive Functions of Your Computer

The following table shows the function of the **Fn** key combined with keys:

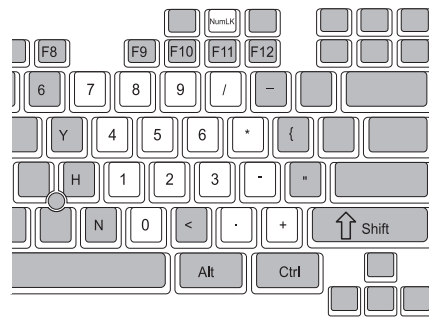
Feature and Icon	Key Combination	Meaning
Power Mode Functions		
Fuel-Gauge display on or off 	Fn+F2 (Only for Windows users)	If you press this key combination, the window for the battery status appears or disappears. You can set parameters for battery status in the window. Note: The Fuel-Gauge program must be activated before you can use this key combination. To activate the Fuel-Gauge program, do the following: <ol style="list-style-type: none"> 1. Click on Start. 2. Move the cursor to Programs, ThinkPad, and then click on Fuel-Gauge.
Power mode switching 	Fn+F11	During battery power operation, the power mode changes as follows: <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> → Maximum Performance → Maximum Battery Life ← Customized ← </div>
Power Conservation Functions for Battery Power		
Standby mode 	Fn+F3	The computer enters standby mode. For more information about this mode → Online User's Guide
Suspend mode 	Fn+F4	The computer enters suspend mode. For more information about this mode → Online User's Guide
Hibernation mode 	Fn+F12	The computer enters hibernation mode. For more information about this mode → Online User's Guide
Other Functions		
Switching between the LCD and the external monitor 	Fn+F7	Computer output is displayed in the following order when an external monitor <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> → LCD+External Display → LCD ← External Display ← </div>

Distinctive Functions of Your Computer

Numeric Keypad

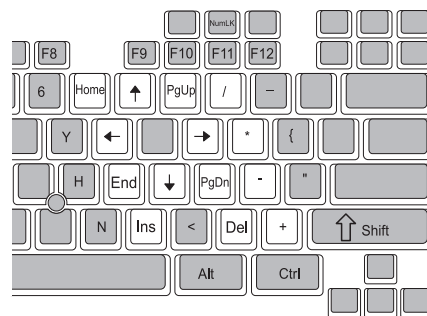
The keyboard has some keys that, when enabled, work as if they were on a 10-key numeric keypad. (The numeric keypad on the keyboard is not active when the external keyboard or the external numeric keypad is attached to the computer.)

To enable or disable the numeric keypad, press and hold **Shift** and then press **NumLk**.



If the numeric keypad is enabled, press and hold **Shift** to temporarily use the cursor- and screen-control keys.

Note: The functions of the cursor- and screen-control keys are not printed on the keys.



UltraBay FX

The UltraBay FX is located at the front right corner of your ThinkPad.



The UltraBay FX allows you to use a variety of devices with your computer. With the UltraBay FX, you can swap in new devices (such as upgraded drives or a second battery) to get the most flexibility from your computer. You can install the following drives or devices in the UltraBay FX:

- CD-ROM drive/diskette drive
- Second battery pack
- Second hard disk drive

Note: UltraBay FX device options can be purchased through your IBM reseller or IBM marketing representative.

For information on replacing the UltraBay FX device ➡ “Replacing the UltraBay FX Device” on page 54.

CD-ROM Drive

The ThinkPad 390 computer come with a CD-ROM/diskette drive bay device installed. The CD-ROM drive allows you to use compact discs (CDs).

The following CDs are supported by the computer:

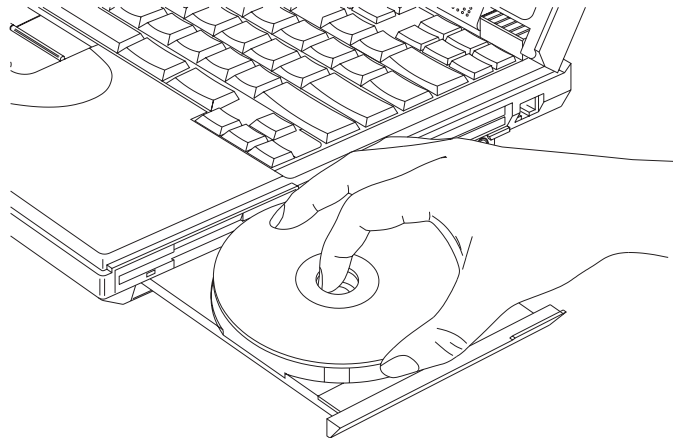
- Music CDs
- Photo CDs

Distinctive Functions of Your Computer

- CD-ROM or CD-ROM XA
- Video CDs

To use the CD-ROM drive, do the following:

1. Turn on the computer.
2. Push the CD-ROM eject button on the side of the computer; then pull out the CD-ROM tray.
3. Fit your CD on the center pivot. Firmly press the CD down until you hear it click into place.



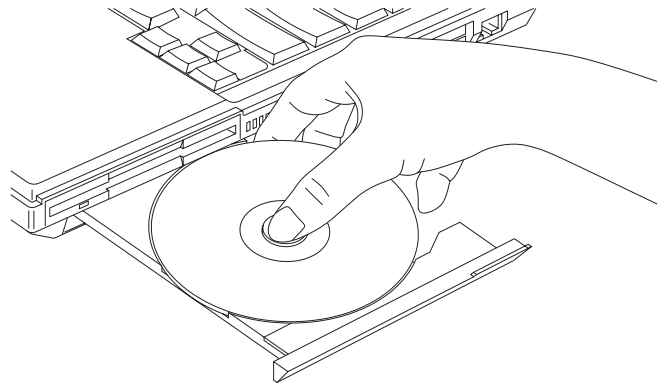
4. Push the tray into the computer until it fully closes.

The way you access the data on the CD depends on what type of CD it is.

To remove the CD, do the following:

1. Close the application program that uses the CD.
2. Push the CD-ROM eject button on the side of the computer; then pull out the CD-ROM tray.
3. Lift the CD by its edge while pressing the pivot.

Distinctive Functions of Your Computer



4. Push the tray into the computer until it fully closes.

Handling CDs

CDs are high-density media that must be handled with care and kept clean to ensure that data remains readable. Keep in mind the following to maintain reliability:

- Hold the CD by the edges. Do not touch the surface of the CD.
- To remove dust or fingerprints, wipe the CD from the center to the outside of the disc. Wiping the CD in a circular direction can cause loss of data.
- Do not write on the surface.
- Do not store or place the CD in direct sunlight
- Do not use benzene, thinner, or other cleaners to clean the CD. Use a CD-ROM cleaner kit.
- Do not flex or bend the CD.

ThinkPad Utility Programs

Your ThinkPad computer has the following utility programs for easy configuration:

- BIOS Setup Utility
- ThinkPad Configuration program

This section summarizes these utility programs.

Distinctive Functions of Your Computer

BIOS Setup Utility

Your computer provides a BIOS Setup Utility which allows you to select various setup parameters:

- **Config:** Set the configuration of your computer.
- **Date/Time:** Set date and time.
- **Password:** Set a password.
- **Startup:** Set the startup device.
- **Restart:** Restart the system.

To start the BIOS Setup Utility, do as follows:

1. Remove any diskette from the diskette drive, and remove any CD from the CD-ROM drive; then turn off the computer.
2. Turn on the computer; then press **F1** while the IBM ThinkPad logo is being displayed.

The BIOS Setup Utility menu appears:

IBM BIOS Setup Utility	
➤ Config	
➤ Date/Time	
➤ Password	
➤ Startup	
➤ Restart	
BIOS Date	05/15/98
System-unit serial number	xxxxxxxxxxxx
System board serial number	xxxxxxxxxxxx
CPU Type	Pentium with MMX
CPU Speed	266 Mhz
UUID	xxxxxxxxxxxxxxxx
	xxxxxxxxxxxxxxxx
F1 Help ↑↓ Select Item -/<space> Change Values F9 Setup Defaults	
Esc Exit ↔ Select Menu Enter Select ➤ Sub-Menu F10 Save and Exit	

3. Move to an item you want to change using the arrow keys, and press **Enter**.

Distinctive Functions of Your Computer

A submenu is displayed.

4. Change the items you wish to change.

To change the value of an item, use the - or **space**key.

5. Press **Esc** to exit from the submenu.

Note: If you are in a nested submenu, press **Esc** until you reach the BIOS Setup Utility main menu.

6. Press **F10** and press **Enter** to save your changes and exit from the BIOS Setup Utility menu.

Your computer restarts.

Note: If you would like to discard your changes, see on page 26.

Config: Selecting the **Config** item and pressing **Enter** displays the following "Config" submenu.

IBM BIOS Setup Utility		
Config	Item Specific Help	
Memory System Memory: 640 KB Extended Memory: 31744 KB System Board BIOS Version V1.0 R00-C5 Video BIOS Version V00.0C.0000 Slave controller Version 012905 Initialize [No] ► Advanced Setup		
F1 Help ↑↓ Select Item - /<space> Change Values F9 Setup Defaults Esc Exit ↔ Select Menu Enter Select ► Sub-Menu F10 Save and Exit		

The "Config" submenu includes the following:

- **Memory** section shows memory information.

Distinctive Functions of Your Computer

- **System Board** section shows system board information.
- **Initialize** clears the Extended System Configuration Data (ESCD) area which is used to store the UltraBay FX and port replicator device configuration information.
- **Advanced Setup** enters the "Advanced Setup" submenu.

Advanced Setup

Note: You do not need to change the settings in the screen because the default settings are already optimized for you. Changing the values may cause device conflicts and your operating system may not boot up properly.

Selecting the **Advanced Setup** item and pressing **Enter** displays the following "Advanced Setup" submenu.

IBM BIOS Setup Utility		Item Specific Help
Advanced Setup		
▶ IDE Primary Master	[3253MB]	
▶ IDE Secondary Master	[CD-ROM]	
▶ Serial Port		
▶ Parallel Port		
▶ Infra Red		
▶ Audio		
▶ Embedded Modem		
▶ PCI IRQ		
▶ Keyboard/Mouse		
▶ Power		
Others		
Boot display device	[LCD]	
HV Expansion	[Off]	
Brightness	[Normal]	
FDD	[Internal]	
Startup Screen	[Enabled]	
F1 Help	↑↓ Select Item	-/ <space> Change Values
Esc Exit	↔ Select Menu	Enter Select ▶ Sub-Menu
		F9 Setup Defaults
		F10 Save and Exit

The "Advanced Setup" submenu includes the following:

- **IDE Primary Master** enters a submenu where you can set values for the IDE primary master device.

Distinctive Functions of Your Computer

- **IDE Secondary Master** enters a submenu where you can set values for the IDE secondary master device.
- **Serial Port** enters a submenu where you can set resource values for the serial port.
- **Parallel Port** enters a submenu where you can set resource values for the parallel port.
- **Infra Red** enters a submenu where you can set resource values for the infrared port.
- **Audio** enters a submenu where you can set resource values for audio.
- **Embedded Modem** enters a submenu where you can set resource values for the internal modem.
- **PCI IRQ** enters a submenu where you can arrange ISA IRQ lines for PCI devices.
- **Keyboard/Mouse** enters a submenu where you can set values for the keyboard and mouse.
- **Power** enters a submenu where you can set values related to power management.
- **Others** section:
 - *Boot display device* sets the display output device on start up. For more information, see “Display Output Location” on page 64.
 - *HV Expansion* expands/shrinks the screen. For more information, see 66.
 - *Brightness* specifies the brightness level.
 - Normal specifies that the LCD brightness changes depending on the power source. When the computer is running on battery power, the LCD brightness level drops to half.
 - High means the LCD is always at full brightness even when the computer is running on battery power. The computer may consume more power in this setting than in Normal mode.
 - *FDD* specifies the location of the diskette drive.

Distinctive Functions of Your Computer

- *Startup Screen* enables or disables the start up screen.

The start up screen displays the IBM ThinkPad logo. If you want to hide this screen, set this to Off.

Date/Time: Selecting the **Date/Time** item and pressing **Enter** displays the following "Date/Time" submenu.

IBM BIOS Setup Utility	
Date/Time	Item Specific Help
System Time: [17:28:12] System Date: [05/21/1998]	
F1 Help ↑↓ Select Item -/<space> Change Values F9 Setup Defaults Esc Exit ↔ Select Menu Enter Select ► Sub-Menu F10 Save and Exit	

To change the date and time, do the following:

1. Press the up or down arrow keys to select the item to change, date or time.
2. Press **Tab** or **Enter** to select a field.
3. Type the date or time.

Note: Instead of typing, you can press the - or **space**keys to adjust the date or time.

4. Press **F10** and press **Enter** to exit from the BIOS Setup Utility menu.

Your computer restarts.

Distinctive Functions of Your Computer

Note: You can also set the current date and time with the application of the operating system installed in your computer.

Password: Selecting the **Password** item and pressing **Enter** displays the following "Password" submenu.

IBM BIOS Setup Utility	
Password	Item Specific Help
Set Setup password [Enter]	
Set HDD-1 password [Enter]	
Set HDD-2 password [Enter]	
Set Power on password [Enter]	

F1 Help ↑↓ Select Item -/⟨space⟩ Change Values F9 Setup Defaults
Esc Exit ↔ Select Menu Enter Select ► Sub-Menu F10 Save and Exit

This submenu is used to set the power-on password, hard disk password, and setup password. For more information, go to "Using Passwords" on page 76.

Distinctive Functions of Your Computer

Startup: Selecting the **Startup** item and pressing **Enter** displays the following "Startup" submenu.

IBM BIOS Setup Utility		Item Specific Help
Startup		Item Specific Help
Start up sequence		
1st priority device group	[Diskette Drive]	
2nd priority device group	[ATAPI CD-ROM Drive]	
3rd priority device group	[Hard Drive]	
4th priority device group	[Network Boot]	
Start up sequence for Wake On LAN		
Wake On LAN capability	[Enabled]	
1st priority device group	[Diskette Drive]	
2nd priority device group	[ATAPI CD-ROM Drive]	
3rd priority device group	[Hard Drive]	
4th priority device group	[Network Boot]	
Individual device priority in group		
	➤ HDD	
F1 Help	↑↓ Select Item	-/<space> Change Values
F9 Setup Defaults	Esc Exit	↔ Select Menu
	Enter	Select ➤ Sub-Menu
		F10 Save and Exit

This submenu is used to change the startup sequence of the drives in your computer.

For example, if you have different operating systems on different replacement hard disk drives or PC Cards, you can have the system boot up from one of these devices.

Attention: You must be extremely careful not to specify a wrong device during a copy, save, or a format operation after you change your startup sequence. If you specify a wrong device, your data and programs might be erased or overwritten.

This submenu includes the following:

- **Start up sequence** section specifies the start up sequence of local drives.
- **Start up sequence for Wake On LAN** section specifies the start up sequence of local drives if Wake On LAN is enabled.

Distinctive Functions of Your Computer

Note: Wake On LAN is typically used by LAN administrators in corporate networks to access your computer remotely.

- **Individual device priority in group** enters a submenu where you can set the start up sequence of local hard disk drives if you have more than one hard disk drive installed.

Note: The ThinkPad 390 computer supports a second hard disk drive option which can be installed in the UltraBay FX. The second hard disk drive option can be purchased through your IBM reseller or IBM marketing representative.

To change the startup sequence, do the following:

1. Press the up or down arrow keys to select the item to change.
2. Press the - key to move the item down in the priority list; press the **space** key to move it up in the priority list.
3. Repeat steps 1 and 2 for other items you want to change.
4. Press **F10** and press **Enter** to exit from the BIOS Setup Utility menu.

Your computer restarts.

To remove a device from the startup sequence, do the following:

1. Press the up or down arrow keys to select the item to remove.
2. Press the **Del** key.
3. Repeat steps 1 and 2 for other items you want to remove.
4. Press **F10** and press **Enter** to exit from the BIOS Setup Utility menu.

Your computer restarts.

Distinctive Functions of Your Computer

Restart: Selecting the **Restart** item and pressing **Enter** displays the following "Restart" submenu.

IBM BIOS Setup Utility	
Restart	Item Specific Help
Exit Saving Changes Exit Discarding Changes Load Setup Defaults Discard Changes Save Changes	
F1 Help ↑↓ Select Item -/ <space> Change Values F9 Setup Defaults Esc Exit ← Select Menu Enter Select ► Sub-Menu F10 Save and Exit	

This submenu includes the following:

- **Exit Saving Changes:** exit the BIOS Setup Utility, saving your changes.
- **Exit Discarding Changes:** exits the BIOS Setup Utility, discarding your changes.
- **Load Setup Defaults:** loads default values for all Setup items.
- **Discard Changes:** discards your changes.
- **Save Changes:** saves your changes.

Select a restart option and press **Enter**.

ThinkPad Configuration

The ThinkPad Configuration program allows you to set up and customize the computer's built-in devices to your needs. For example, you can enable or disable a port, switch between your computer's LCD and an external monitor, and set the power management mode.

Distinctive Functions of Your Computer



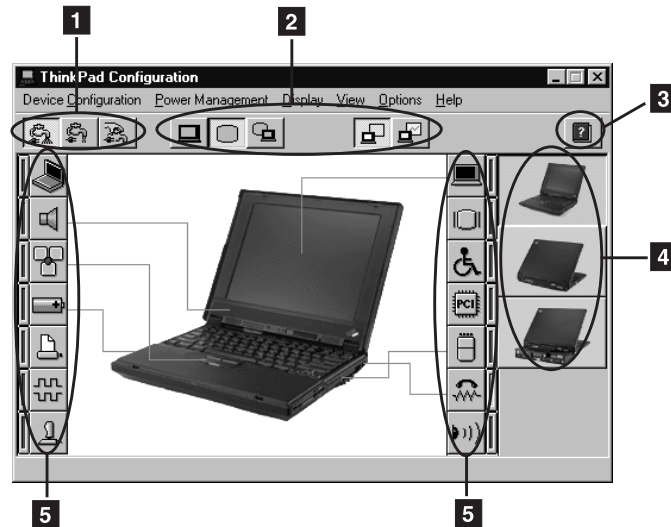
For Windows 98 and Windows 95:

To start the ThinkPad configuration program, find the ThinkPad icon on the right side of the taskbar; then double-click on the icon.

Note: You can also start the ThinkPad Configuration program as follows:

1. Click on **Start**.
2. Move the cursor to **Programs, ThinkPad**; then click on **ThinkPad Configuration**.

The following window appears:



- (1) The **Power Mode** buttons
Click on one of these buttons to set the power mode to maximum-performance mode, maximum-battery-life mode, or customized mode.
- (2) The **Display Device** buttons
Click on one of these buttons to set the display output type to the LCD, external monitor, or both. If making a presentation, you can click on the presentation button to disable any system timers, such as the LCD turnoff timer or the power management mode timers.
- (3) The **Help** button displays online help.

Distinctive Functions of Your Computer

(4) The **View Angle** buttons

Click on the front view or rear view buttons to display the hardware feature locations.

(5) The **Device** buttons

Click on the button of your choice from the window. If the device is enabled, the red indicator next to the button is lit. Otherwise, it stays off.

Online User's Guide

Your ThinkPad computer features an online user's guide, so that you will always have key information at your fingertips even if you are traveling. It contains the following information:

- Basic:
 - Using your computer outside your country
 - Using the audio, infrared, and modem features
 - Using your computer with a battery pack
 - Using your computer with a PC Card
- Advanced:
 - Installing software
 - Using system management
- Troubleshooting:
 - Resolving system resource conflicts
 - Solving computer problems

To start the online user's guide, click on **Start**, move the cursor to **Programs** and **ThinkPad**; then click on **ThinkPad Online User's Guide**.

The online book appears. Go to the section you want, and make a printout if necessary.

Note: You can start the online user's guide from the ThinkPad Customization CD as follows:

1. From the ThinkPad Customization Center main menu, click on **Online Library**.

Distinctive Functions of Your Computer


2. Click on **Click here to launch the Online User's Guide.**

Backing Up Your System

To back up your system or reinstall the operating system, your ThinkPad computer has the following features:


Note: These features are for Windows 98, Windows 95 and Windows NT. If you are using a different operating system, get the hardware device driver from the ThinkPad Web site (see “ThinkPad Web Site or Bulletin Board” on page 31).

- The ThinkPad Customization CD
- The Recovery CD
- The Diskette Factory program
- ConfigSafe
- ThinkPad Web site or bulletin board


For more information about recovering lost or damaged software  “Recovering Lost or Damaged Software” on page 117.

ThinkPad Customization CD

You can customize your system using this CD. It contains all the software applications and hardware device drivers for your computer in the Windows 98, Windows 95, or Windows NT environment. It features the ThinkPad Customization Center, which protects your data.

(To use the ThinkPad Customization CD  “Using the ThinkPad Customization CD” on page 118.


Recovery CD

If you accidentally erase your hard disk, you can use the Recovery CD to restore the contents of the preinstalled hard disk to what it was at the time of purchase. (To use the Recovery CD  “Using the Recovery CD” on page 119.

Diskette Factory

The Diskette Factory program contains all the hardware device drivers for your computer in the Windows 98, Windows 95, Windows NT, Windows 3.11, DOS, or OS/2 environment.

Backing Up Your System

Also, you can recover a device driver if you do not have a CD-ROM drive and cannot use the ThinkPad Customization CD. With this program, you can create the utility and device driver diskettes for Windows 98, Windows 95, Windows NT, Windows 3.11, DOS and OS/2. (To use the Diskette Factory  "Using the Diskette Factory" on page 118.

ConfigSafe


ConfigSafe is an application program for Windows 98, Windows 95 or Windows NT that periodically takes *snapshots* of your system files. If your computer does not operate properly after you install a new device driver or software, use ConfigSafe to restore the last working version of your system files. Although it might not make your new hardware or software work, it will set your computer up and running again. This application protects your data.


ThinkPad Web Site or Bulletin Board

IBM supplies all of the latest hardware device drivers and system BIOS for your computer on the ThinkPad Web site:

<http://www.pc.ibm.com/thinkpad>

You can also use the IBM bulletin board service.

For more information about electronic service and support  Chapter 5, "Getting Service" on page 121.

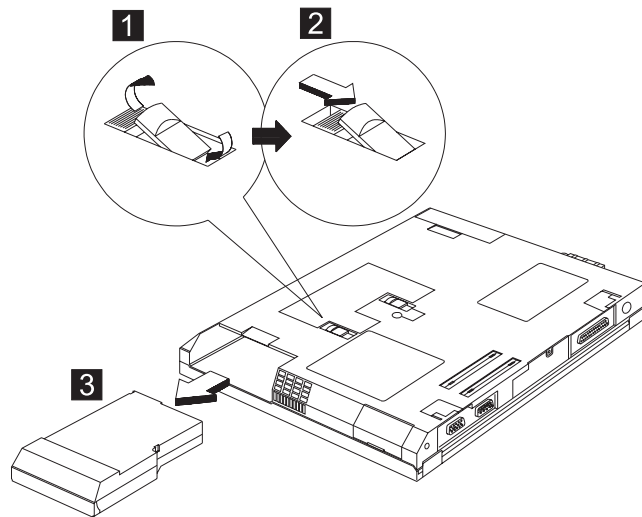
For Web browser links to the IBM Web site  "Find Information" in the online book.

Replacing the Battery Pack

Replacing the Battery Pack

To replace the battery pack, do as follows:

1. Power off your computer.
2. Disconnect the AC Adapter and cables.
3. Close the LCD and turn the computer over.
4. Slide and hold the battery pack latch to the unlocked position (1); then remove the battery pack (2).



5. To install the new battery pack, insert it into the battery bay. The battery-pack latch automatically snaps into place.

You have finished replacing the battery pack.

Note: You can replace the battery pack when the computer is in hibernation mode or when it is powered off. If you are using a PC Card, the computer might not be able to enter hibernation mode. If this happens power off the computer.

When the AC Adapter supplies the computer with power, you can replace the battery pack without turning off the computer. The battery pack can also be installed in the bay (see “Replacing the UltraBay FX Device” on page 54).

Handling Your Computer

By using common sense and by following these handling tips, you will get the most use and enjoyment out of your ThinkPad computer for a long time to come.

Notebook computers are precision machines that require a bit of careful handling. Though the IBM ThinkPad computer is designed and tested to be durable notebook computer that functions reliably in normal work environments, you need to use some common sense when handling it.

Note: If you power off the computer, wait at least 5 seconds before you power it on again.

ThinkPad Don'ts

- Do not subject your computer to physical punishment, such as dropping or bumping.
- Do not place heavy objects on your computer.
- Do not spill or allow liquids into your computer.
- Do not use your computer in or near water (to avoid the danger of electrical shock).
- Do not pack your computer in a tightly packed suitcase or bag. The compression might cause internal damage.
- Do not disassemble your computer. Only an authorized IBM ThinkPad repair technician should disassemble and repair your computer.
- Do not scratch, twist, hit, or push the surface of your computer display.
- Do not place any objects between the display and the keyboard.
- Do not pick up or hold your computer by the display. When picking up your open computer, hold it by the bottom (keyboard) half.
- Do not modify or tape the latches to keep the display open or closed.

Handling Your Computer

- Do not turn your computer over while the AC Adapter is plugged in. This could break the adapter plug.
- Do not use your computer when the temperature is below 5°C or above 35°C (41°F to 95°F).
- Do not place your computer closer than 13 cm (5 in.) from any electrical appliance that generates a strong magnetic field, such as a motor, a magnet, a TV, a refrigerator, or large audio speakers.
- Do not hard-mount your computer in a vehicle or anywhere that it is subject to strong vibration. See “Ruggedized Mobile Computers” on page 37 for information on a more appropriate model for demanding applications.
- Do not crush, drop, or physically punish the external or removable hard disk, or bay device when it is outside your computer.
- Do not press on the middle part of the diskette drive or CD-ROM drive.
- Do not insert a diskette at an angle. Not inserting the diskette straight into the drive can damage the head.
- Do not place more than one label on a diskette. Multiple or loose labels can detach or tear and then lodge in the drive.
- Do not touch the lens on the CD-ROM tray.
- Do not touch the surface of a compact disc; handle the compact disc only by its edges.
- Do not connect the modem to a PBX (private branch exchange) or other digital telephone extension line. **Your computer can use only a public-switched telephone network (PSTN).** Use of a phone line other than PSTN can damage your modem. If you are not sure which kind of phone line you are using, contact your telephone company. Many hotels or office buildings use digital telephone extension lines, so check before connecting the telephone cable in such places.
- Do not leave the base of your computer in contact with your lap or any part of your body for an extended period when the computer is functioning or when the battery is charging. Your computer dissipates some heat during normal operation. This heat is

Handling Your Computer

a function of the level of the system activity and battery charge level.

ThinkPad Do's

- When installing your hard disk or bay device, follow the instructions in this book and apply pressure only where needed on the device.
- Treat your computer like a precision piece of electronic machinery.
- Retain and store packing materials safely out of reach of children to prevent the risk of suffocation from plastic bags.
- Register your ThinkPad products with IBM (refer to the *Setup Guide*). This can help authorities return your computer to you if it is lost or stolen. Registering your computer also enables IBM to notify you about possible upgrades.
- Check the IBM web pages at www.pc.ibm.com periodically to get current information about your computer.

Cleaning Your Computer

Occasionally clean your computer as follows:

- Use a soft cloth moistened with a nonalkaline detergent to wipe the exterior of the computer.
- Don't spray cleaner directly on the display or the keyboard.
- Gently wipe the LCD with a dry, soft cloth. Avoid using alcohol or detergent to clean the LCD.

Carrying the Computer

When carrying the computer, follow these instructions to prevent possible damage to your computer and data.

1. Remove any media from the CD-ROM drive or diskette drive.
2. Turn off all attached devices.
3. Turn off the computer and close the LCD.
4. Unplug all external cables and cords connected to the computer.
5. Make sure all computer doors and covers are closed.

6. Use a quality carrying case that provides adequate cushion and protection.

Preserving Battery Pack Life

The amount of battery power consumed by your computer depends on such conditions as the usage frequency, the operating temperature, and the period in storage (if unused). The following tips can help you extend the life of your battery:

- If your battery is brand new and you are charging it for the first time, it might not become fully charged due to the characteristics of the chemicals in the cell. To maximize performance, ensure that all chemicals in the battery are fully activated by cycling the battery (fully charge, then fully discharge) three times. This procedure is also recommended if you stored the battery for a few months.
- Do not charge the battery pack until all of its power is used. Recharging a battery pack that is not completely discharged can shorten battery life.
- Once you start charging the battery pack, do not use it until it is fully charged.

Maximizing Battery-Powered Operation

- Whenever possible, use the ThinkPad battery power-saving modes:
 - **Standby:** The LCD and the hard disk drive are turned off.
 - **Suspend:** All tasks are stopped and stored in memory to save power.
 - **Hibernation:** All tasks are stopped. The memory data and the current status of the computer are stored in the hard disk drive; then the power is turned off.
- Decrease the LCD brightness.
- Use Advanced Power Management (APM). Each operating system comes with its own APM.
- Stop the power supply to the internal serial devices, including the modem, the serial port, and the infrared port, if they are not in use.

Handling Your Computer

- Remove the battery pack and keep it in a cool place if you will not be using the computer for a long period.

Creating the Hibernation Function

Your computer can enter hibernation mode if you create the hibernation function.

Note: Hibernation works only in Windows 98 or Windows 95.

There are two ways you can create the hibernation function:

- File-based hibernation

Note: Defragment your hard disk drive before creating a hibernation file.

- Partition-based hibernation



For Windows 98 and Windows 95:

To create the hibernation file or partition, do as follows:

1. Turn off your computer.
2. Insert the Hibernation Utility Diskette into the diskette drive.

Note: You can create the Hibernation Utility Diskette using the Diskette Factory (see “Using the Diskette Factory” on page 118).

3. Turn on the computer.
4. Follow the instructions on the screen.

Note: If you change the memory size, you need to re-create the hibernation file or partition. For **partition-based hibernation**, use the hibernation utility to delete the partition first before creating a new one.

Ruggedized Mobile Computers

Some professionals work in environments that may require special ruggedized features to protect their computers from extreme temperature, humidity, and physical punishment. Construction, public service, distribution, repair service, and utilities are some of the environmentally demanding professions that may require rugged mobile

Handling Your Computer

computers that can withstand stresses. For these applications, IBM offers such computers (not ThinkPad systems) especially designed for mobile professionals who need a system for managing and communicating information from the field.

For more information on these computers, consult your IBM Business Partner or visit our website at:

www.networking.ibm.com/wireless

Ergonomics Information

This is important information you should read before using your portable ThinkPad computer in your "virtual office".

Working in the virtual office may mean adapting to frequent changes in your environment. Following some simple "rules of the road" will make things easier and bring you the maximum benefits of your ThinkPad computer. Keeping in mind such basics as good lighting and proper seating, for example, can go a long way in helping you enhance your performance and achieve greater comfort wherever you are.

What if I am traveling?

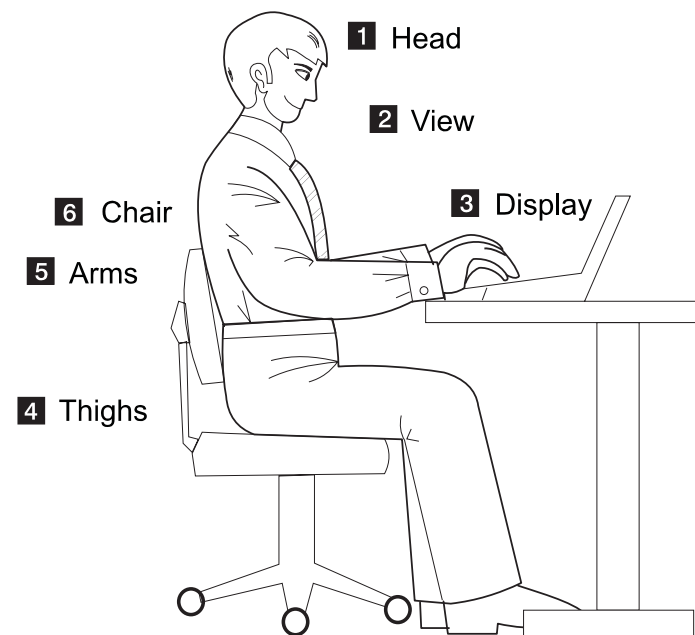
It may not be possible to observe the best ergonomic practices when you are using the ThinkPad computer while on the move or in a "casual" setting. Regardless of the setting, try to observe as many of the tips for proper usage as possible. Sitting properly and using adequate lighting, for example, will help you maintain desirable comfort and performance levels.

Questions about vision?

IBM's visual display screens are designed to meet the highest standards and to provide you with clear, crisp images and large, bright displays that are easy to see, yet easy on the eyes. Of course, any concentrated and sustained visual activity can be tiring. If you have questions on eye fatigue or visual discomfort, consult a vision care specialist for advice.

Handling Your Computer

Note: The example shown here is someone in a traditional setting. Even when not in such a setting, you can follow many of these tips. Develop good habits, and they will serve you well.



- (1) **Head**
Keep your head in a comfortable and vertical position.
- (2) **View**
Maintain a comfortable viewing distance of 510-760 mm (20-30 in.).
- (3) **Display**
Position the display to avoid glare or reflections from overhead lighting or outside sources of light. Keep the display screen clean and set the contrast and brightness to levels that allow you to see the screen clearly.
- (4) **Thighs**
Keep your thighs parallel to the floor and your feet flat on the floor or on a footrest.
- (5) **Arms**
Keep your forearms, wrists, and hands in a relaxed and neutral position. Don't pound the keys; type with a soft touch.

Handling Your Computer

(6) **Chair**

Use a chair that gives you good back support.

For More Information

For information from the World Wide Web	www.us.pc.ibm.com www.networking.ibm.com/wireless
For product and dealer location information	1 800 426-2968
To access the IBM PC Company Bulletin Board	1 919 517-0001
For product information sent directly to your fax machine	1 800 IBM-3395 (1 800 426-3395)
IBM PC Product Guide Directory	Select FaxDoc #12745 (to specific product sections)
IBM ThinkPad Information Directory	Select FaxDoc #11078

Chapter 2. Extending the Features of Your Computer

This chapter provides information on how to customize and extend the ThinkPad's features. You can use the ThinkPad with external devices and increase the memory.

Customizing the TrackPoint	42
Using the Press-to-Select Page	43
Using the Sensitivity Page	45
Using the Scrolling Page	46
Increasing Memory	48
Upgrading the Hard Disk Drive	52
Replacing the UltraBay FX Device	54
Attaching an External Mouse, Keypad or Keyboard	58
Attaching an External Mouse or Numeric Keypad	58
Attaching an External Keyboard and Mouse	61
Disabling the TrackPoint	62
Attaching an External Monitor	63
Display Output Location	64
Display Modes	66
Attaching a Printer	68
Inserting a PC Card	69
Removing the PC Card	70
Using a Port Replicator	72
Enabling the CardBus Sockets (for Windows 98)	73

Customizing the TrackPoint

You can customize the TrackPoint by doing the following:

1. Click on **Start**.
2. Move the cursor to **Settings**, then click on **Control Panel**.
3. Double-click on **TrackPoint**.

The "TrackPoint Properties" window appears.

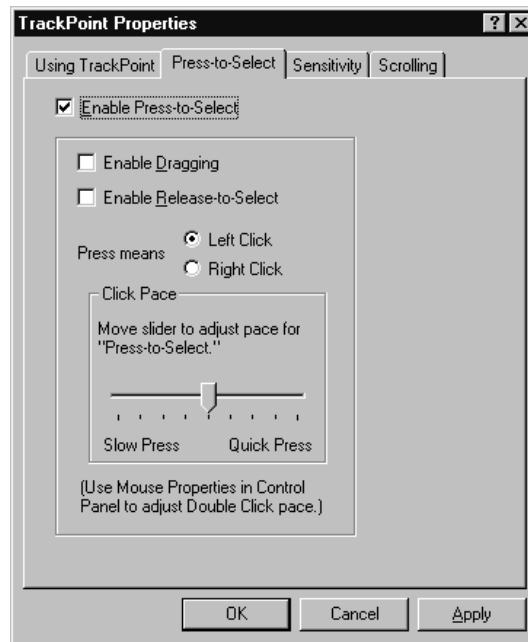
You can set the following features in this window:

- Press-to-Select
- Sensitivity
- Scrolling or Magnifying Glass

Note: To use the scrolling and magnifying glass functions, you must disconnect any external mouse and enable the TrackPoint.

You can set the features by going to pages corresponding to the tabs.

Using the Press-to-Select Page



If you enable Press-to-Select by putting a check mark in the **Enable Press-to-Select** box, you can make the TrackPoint stick function the same as the left or right click button on the keyboard.

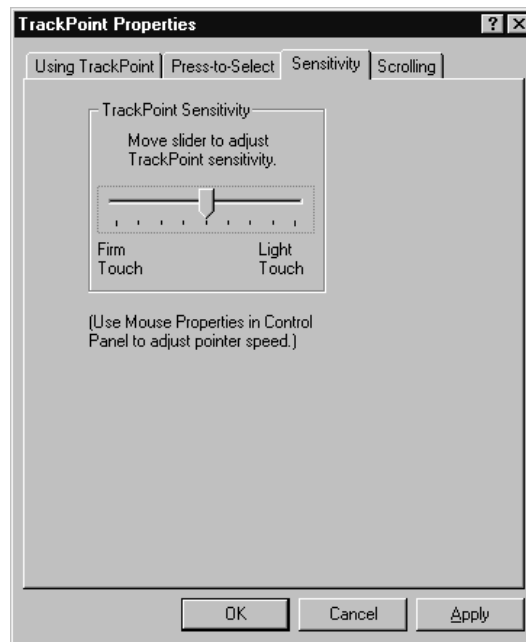
- If you check **Enable dragging**, you can drag the icon that you select with the TrackPoint stick by putting light pressure on the stick.
- If you check **Enable Release-to-Select**, you can click simply by lifting your finger quickly off the TrackPoint. Moving the cursor onto an icon and then lifting your finger off the TrackPoint works like clicking. Pressing the TrackPoint again works like double-clicking.
- Click one of the **Press means** radio buttons to select which button the stick will simulate: either the left or the right button. For example, if you select **Left Click**, you can start a program with the TrackPoint by putting the pointer on the program's icon and applying light pressure on the stick.

To adjust the pressing timing of the stick, set **Click Pace**.

Customizing the TrackPoint

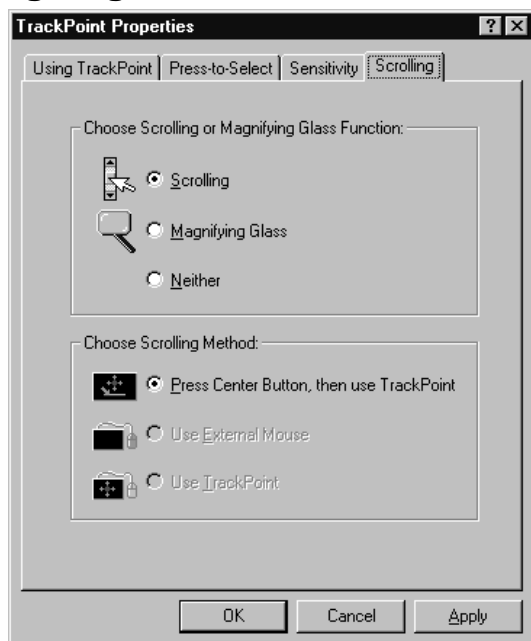
Note: If you set the pace too slow, you might notice unintended clicks, a pointer delay, or a dragging delay. However, if you set the pace too fast, you might find Press-to-Select hard to use.

Using the Sensitivity Page



This function adjusts the force required for both cursor movement and Press-to-Select. Slide toward **Firm Touch** to increase the force needed to move the pointer, and to increase the force needed to activate Press-to-Select. Slide toward **Light Touch** to decrease the force needed to move the pointer, and to reduce the force needed to activate Press-to-Select.

Using the Scrolling Page



Note: To use the scrolling and magnifying glass functions, you must disconnect any external mouse and enable the TrackPoint.

By clicking on the **Scrolling** tab, you can set the scrolling properties of your TrackPoint:

- **Choose Scrolling or Magnifying Glass Function** Select one of the following radio buttons:
 - **Scrolling**

This function enables you to navigate easily through long documents or large spreadsheets with a press of a button. To scroll, press the center button and then use the TrackPoint instead of the scroll bars in any program.
 - **Magnifying Glass**

This function enables you to enlarge a movable area of your display. You can click on objects "through" the magnifying glass. The right button changes the size of the magnifying glass, and left button changes its magnifying power. Move

Customizing the TrackPoint

the magnified area the same way as you use the scrolling function; in other words, press the center button and then use the TrackPoint to move the magnified area.

- **Neither**

This function disables the scrolling and magnifying glass functions.

- **Choose Scrolling Method:**

- **Press Center Button, then use TrackPoint**

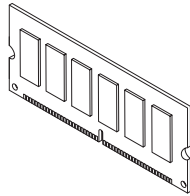
Holding down the center button on the keyboard allows the TrackPoint to control the scrolling or the magnifying glass. The TrackPoint operates normally (controls the mouse cursor) when the center button is not pressed.

Note: The **Use External Mouse** and the **Use TrackPoint** radio buttons are not supported.

Increasing Memory

Increasing Memory

Increasing memory capacity is an effective way to make programs run faster. You can increase the amount of memory in your computer by installing a dual inline memory module (DIMM), available as an option.



Different capacities of DIMM are available. You can install DIMMs directly in the memory slots on the bottom of the computer. Your computer memory capacity can be expanded up to 256 MB (two 128 MB DIMM options).

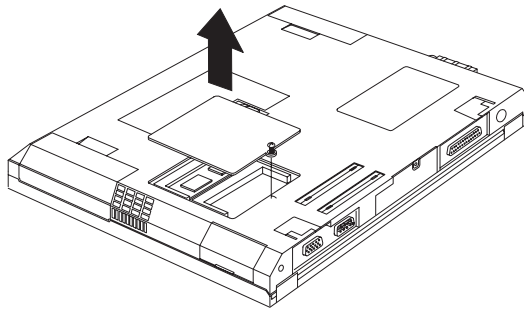
Note: Base memory (32 MB or 64 MB) occupies one DIMM slot.

Attention: The ThinkPad 390 computer supports the static dynamic random access memory (SDRAM) card only. It does not support the enhanced data output dynamic random access memory (EDO DRAM) card. If you install a DIMM that is not supported by your computer, an error code might appear when the system starts. The appropriate memory option can be purchased through your IBM reseller or IBM marketing representative.

To install the DIMM, do the following:

1. Power off the computer; then disconnect the AC Adapter and all cables from the computer.
2. Close the LCD, turn the computer over, and then remove the battery pack.
3. Loosen the screw on the memory slot cover; then remove the cover.

Increasing Memory

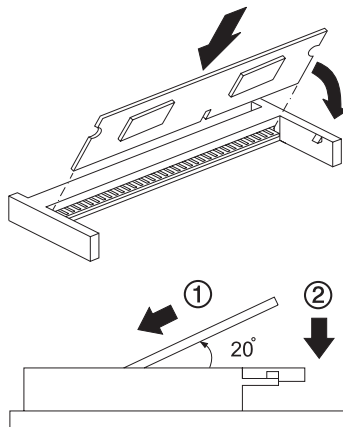


4. Install the DIMM into the memory slot.

Attention: To avoid damaging the DIMM, do not touch its contact edge.

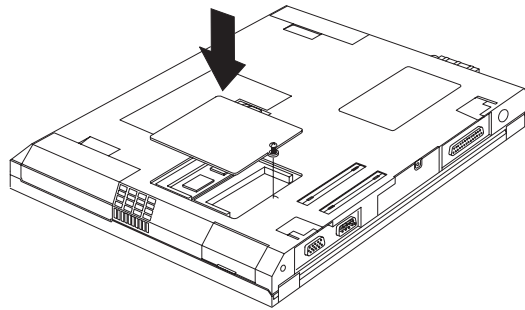
- a. Find the notch on the side of the DIMM.
- b. With the notched end of the DIMM toward the right side of the socket, insert the DIMM, at an angle or approximately 20° , into the socket; then press it firmly (1).
- c. Pivot the DIMM until it snaps into place (2).

If you want to install two DIMMs, repeat these steps.




5. Replace the memory slot cover over the memory slot, aligning the back side of the cover first as shown; then tighten the screw.

Increasing Memory



6. Replace the battery pack.
7. Turn the computer over again, power on the computer.
8. Confirm that the new memory size is detected:
 - a. Press **F1** while the IBM ThinkPad logo is being displayed to enter the BIOS Setup Utility.
 - b. Select **Config** and press **Enter**.
 - c. Verify the values in the memory section (see page 50).
9. You have finished installing the DIMM. Reconnect all cables.

Notes:

1. If the total memory size is not the same as the value you calculated, power off the computer and go to page 48 to reinstall the DIMM.
2. If you changed the memory installed in the computer, you need to create a new hibernation file. To create the hibernation file  "Creating the Hibernation Function" on page 37 or "Basic" in the Online User's Guide.

How to Calculate Total Memory Size

Calculate your total memory size in kilobytes (KB) by adding the DIMM memory size to the base memory size (32384 KB for a computer with 32 MB base memory).

Note: 384 KB is reserved by the system.

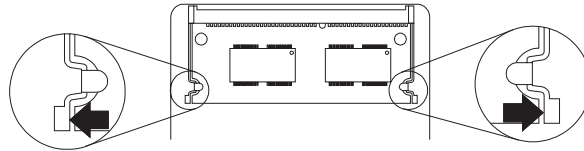
For example, if you installed a 32MB DIMM to a computer with 32 MB base memory, you should have about 64 MB.

Increasing Memory

Your computer displays the memory size in kilobytes. For example, 640 KB (system memory) + 64512 (extended memory) = 65152 KB.

Removing the DIMM

1. Power off the computer and disconnect the AC Adapter and all cables from the computer.
2. Close the LCD, turn the computer over, and then remove the battery pack.
3. Loosen the screw and remove the memory slot cover.
4. Press out on the latches on both edges of the socket at the same time.



5. Remove the DIMM.
Be sure to save the DIMM for future use.
6. Replace the memory slot cover; then tighten the screw.
7. Replace the battery pack.
8. Turn the computer over again; then connect the AC Adapter and all the cables you disconnected.

Upgrading the Hard Disk Drive

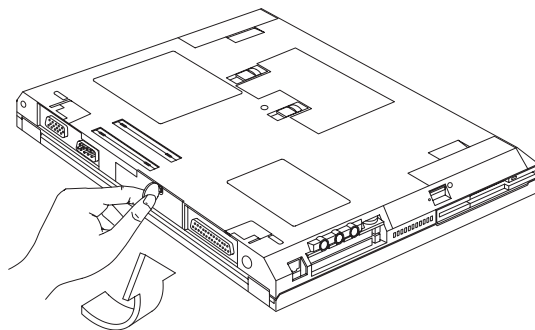
You can increase the storage capacity of your computer by replacing the original, built-in hard disk drive with an optional one. You can purchase the option from your IBM reseller or IBM marketing representative.

Note: Replace the hard disk drive only if you upgrade it or have it repaired. You should not replace it often.

Attention: Do not drop or apply any shock to the hard disk drive. The drive is sensitive to physical shock. Incorrect handling can cause damage and permanent loss of data on the hard disk drive. Before removing the hard disk drive, have a backup copy of all the information on the hard disk drive. Never remove the drive while the system is operating or in suspend mode.

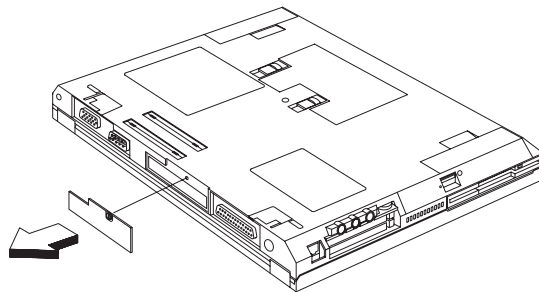
To replace the hard disk drive, do the following:

1. Power off the computer; then disconnect the AC Adapter and all cables from the computer.
2. Close the LCD, turn the computer over, and then remove the battery pack.
3. Loosen the coin screw by rotating it counterclockwise with a coin, as shown.

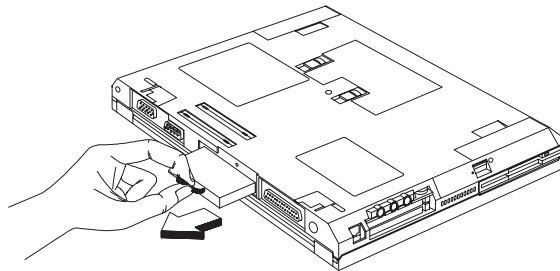


4. Remove the hard disk drive cover.

Upgrading the Hard Disk Drive



5. Pull the strap of the hard disk drive to remove the drive.



6. To install the new hard disk drive, do the following:
 - a. Insert the new hard disk drive into the bay. Make sure you connect the drive firmly.
 - b. Replace the hard disk drive cover, and tighten the screw.
 - c. Turn the computer right-side up, and power it on.

Replacing the UltraBay FX Device

You can install the following drives and devices in the UltraBay FX:

- CD-ROM drive/diskette drive
- Second battery pack
- Second hard disk drive

Note: UltraBay FX device options can be purchased through your IBM reseller or IBM marketing representative.

Swapping UltraBay FX Devices

You can warm swap the CD-ROM drive/diskette drive into and out of the UltraBay FX. Warm swap means to remove or reconnect a device when the computer is in suspend mode. Warm swap is only available under the Windows 98 or Windows 95 OSR2 operating system; otherwise, turn off your computer before swapping the CD-ROM drive/diskette drive.

You can hot swap the battery pack into the UltraBay FX when the AC Adapter supplies the computer with power.

To swap a second hard disk drive, you need to power off the computer.

Note: Do not swap UltraBay FX devices if the computer is in hibernation mode.

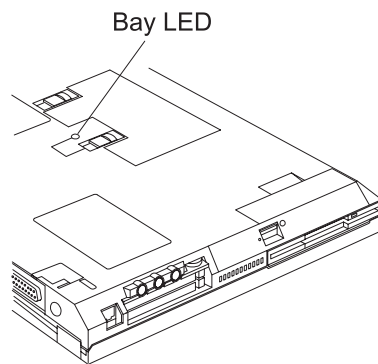
To swap UltraBay FX devices, do the following:

1. If the computer power is on, do any of the following:
 - press **Fn+F4** to place the computer in suspend mode
 - power off the computer

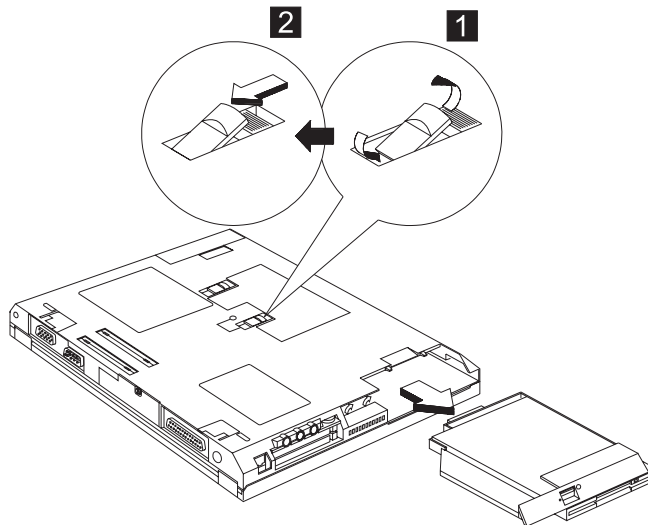
The bay LED turns off.

Attention: Make sure that the bay LED is off. Never remove the UltraBay FX device when the bay LED is on.

Replacing the UltraBay FX Device



2. Slide and hold the UltraBay FX device lock to the unlock position (1); then pull to remove the UltraBay FX device (2).



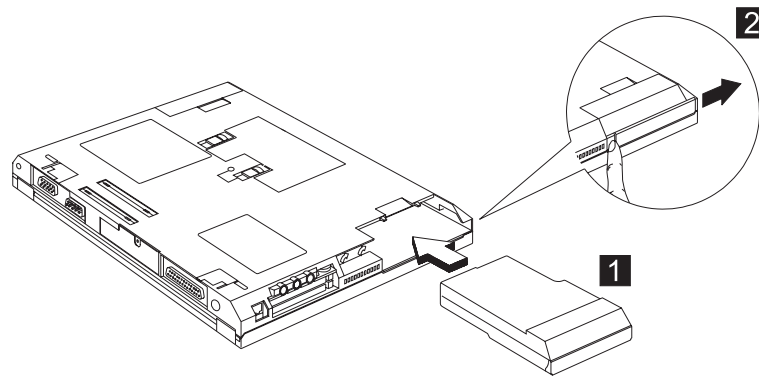
3. Insert an UltraBay FX device into the bay.

The UltraBay FX device lock automatically snaps into place.

To install a second battery pack, do as follows:

1. Insert the second battery pack (1) into the UltraBay FX.

Replacing the UltraBay FX Device



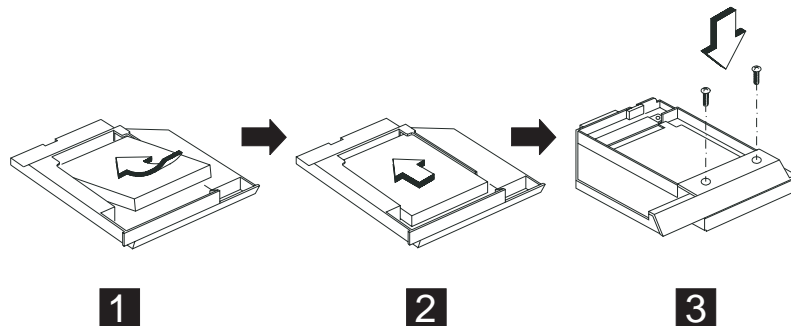
The UltraBay FX device lock automatically snaps into place.

2. Slide the battery pack extension cover (2) to complete the installation.

To install a second hard disk drive, do as follows:

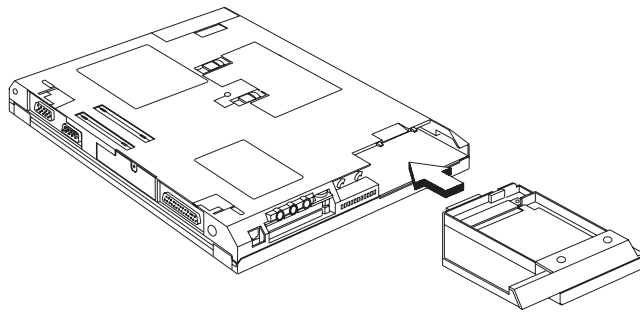
Note: Power off the computer before installing a second hard disk drive in the UltraBay FX.

1. Install the hard disk drive into the hard disk drive bay adapter by: (1) inserting the hard disk drive into the hard disk drive bay adapter, (2) sliding the hard disk drive in place, and (3) securing the hard disk drive into the hard disk drive bay adapter.



2. Insert the second hard disk drive into the UltraBay FX.

Replacing the UltraBay FX Device




The UltraBay FX device lock automatically snaps into place.

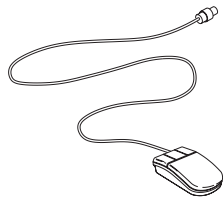
Attaching an External Mouse, Keypad or Keyboard

Attaching an External Mouse, Keypad or Keyboard

This section explains how to attach an external mouse, external numeric keypad, and external keyboard to your computer.

Attaching an External Mouse or Numeric Keypad

You can attach an external mouse or numeric keypad to the external-input-device connector () on the rear of the computer.



Mouse

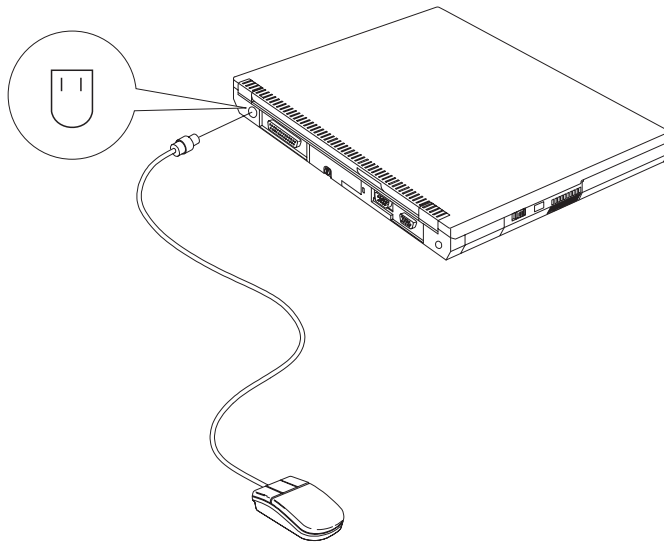


External keypad

If you want to attach the mouse, do as follows:

1. Turn off the computer.
2. Attach the mouse directly to the external-input-device connector as shown:

Attaching an External Mouse, Keypad or Keyboard



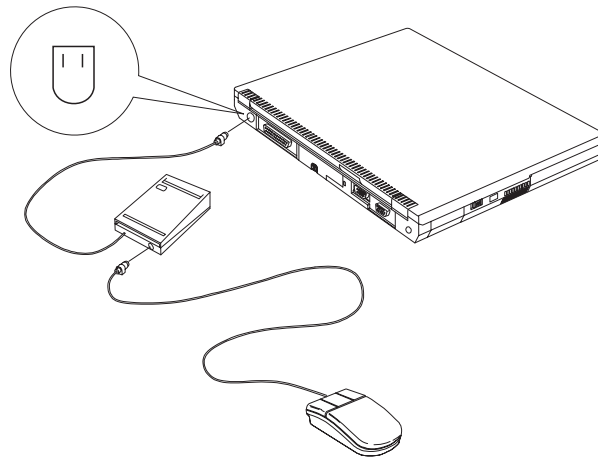
Attaching an External Mouse, Keypad or Keyboard

3. Turn on the computer.

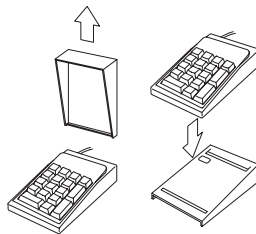
The TrackPoint is disabled automatically.

Attention: If you want to use a serial mouse, you need to connect the mouse, and disable the TrackPoint (see “Disabling the TrackPoint” on page 62, then restart the computer). If you are connecting an external mouse other than a serial mouse or a PS/2 mouse, you need to connect the mouse, then restart the computer).

If you want to use both the external numeric keypad and mouse at the same time, first connect the keypad cable to the computer; then connect the mouse cable (1) to the connector at the rear of the keypad.

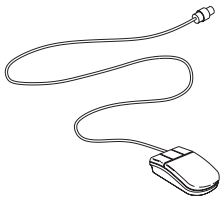


Note: You can remove the keypad cover and use it as a stand for the keypad.

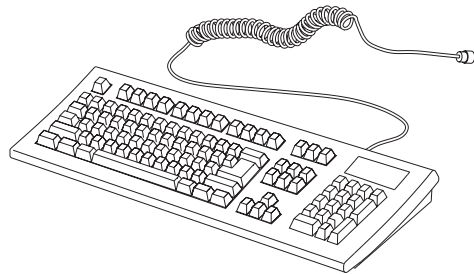


Attaching an External Mouse, Keypad or Keyboard

Attaching an External Keyboard and Mouse



Mouse



External keyboard

You can connect an external keyboard to your computer either directly through the external input-device connector or through the keyboard/mouse cable (available separately as an option).

When the external keyboard is attached, the following keys are not available:

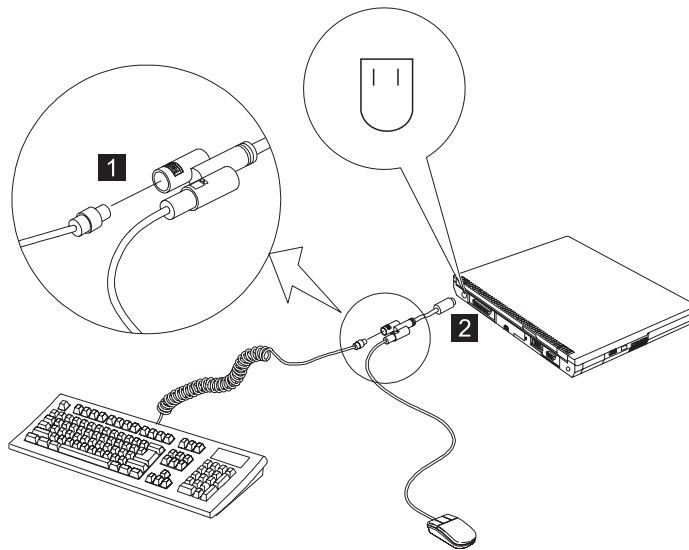
- Numeric keypad on the computer keyboard
- External numeric keypad

Instead, use the numeric keypad on the external keyboard.

To attach the external keyboard, turn off the computer, attach the keyboard to the keyboard connector of the keyboard/mouse cable (1), and then attach the keyboard/mouse cable to the computer (2).

You can attach a mouse to the mouse connector of the keyboard/mouse cable.

Attaching an External Mouse, Keypad or Keyboard



Using the IBM ThinkPad Space Saver Keyboard

When using the IBM ThinkPad Space Saver Keyboard, you do not need to install the device driver supplied with the Space Saver Keyboard. The TrackPoint on the ThinkPad is disabled when you use the Space Saver Keyboard.


Disabling the TrackPoint

Using a serial mouse requires the TrackPoint to be disabled before you can use them.



For Windows 98 and Windows 95:

To disable the TrackPoint:

1. Start the ThinkPad Configuration program. (See "ThinkPad Configuration" on page 26.)
2. Click on the **TrackPoint** () button.
3. Click on **Disable** for the TrackPoint.

These changes become effective when computer power is turned off and then on again.




Attaching an External Monitor

This section provides information about using the computer LCD and an external monitor. It also provides things to consider when using DOS applications.

The LCD of your computer uses thin-film transistor (TFT) technology. The LCD displays output with XGA (1024x768 resolution) or SVGA (800x600 resolution) video mode and 16M colors.

If you are attaching an external monitor that supports a resolution higher than VGA mode, you can achieve a maximum of 1280x1024 video resolution.

To attach an external monitor, do the following:



1. Connect the external monitor to the external-monitor connector () at the rear of the computer; then connect the monitor to an electrical outlet.
2. Turn on the monitor
3. Start the ThinkPad Configuration program. (See “ThinkPad Configuration” on page 26.)
4. Change the display output location by clicking on the **LCD+External Display** () button or the **External Display** () button.

Notes:

1. If you select the **LCD+External Display** button, do not attach an external monitor that supports only VGA mode (640x480 resolution). Otherwise, the external monitor is scrambled and output is not displayed, or the screen might be damaged. Use **External Display** instead.
2. You can change the display output location by pressing **Fn+F7**.
3. Set your monitor type and display device driver as follows:

Attaching an External Monitor

If you are attaching an SVGA monitor, refer “Display Modes” on page 66 for information on the supported color depth or resolution.

- a. Click on the **LCD** or **External Display** ( or ) button.
- b. Click on the **Advanced Properties...** button.

You can select your monitor type from the monitor list, or click on a new resolution or refresh rates.



Note: Refer to the specifications for your external monitor to determine its supported resolutions and refresh rates.

4. Restart the computer to make the changes effective.


Display Output Location

Attention: Do not change the display output location while a moving picture is being drawn—for example, while playing a movie or a game. Stop the application before changing the display output location.

You can change the display output location with the ThinkPad Configuration program. Select one of the following display output locations:

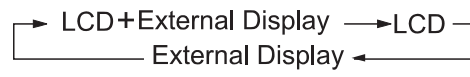
- LCD (): The computer output is displayed only on the LCD of the computer.
- External Display (): The computer output is display only on the attached external monitor.

If no external monitor is attached to the computer and the display output location is set to External Display, the output is displayed on the LCD.

- LCD+External Display (): The computer output is displayed on both the LCD and the external monitor.

You can also change the display output location using the **Fn** key function. Press and hold the **Fn** key; then press the **F7** key. The output is displayed sequentially as follows:

Attaching an External Monitor



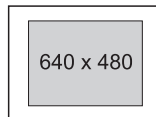
Attaching an External Monitor

Important

Do not disconnect the external monitor while the computer is in suspend mode or hibernation mode. If no external monitor is attached when the computer resumes, the LCD remains blank and output is not displayed. This restriction does not depend on the resolution value.

The DOS Screen Image on the LCD

If you use a DOS application that supports only VGA mode (640x480 resolution) with your computer, the screen image might appear smaller than the display size, as shown:



This is to maintain compatibility with DOS applications. To expand the screen image to the same size as the actual screen, you can use the *screen expansion* function. You can expand the screen image by

clicking on the LCD button () in the ThinkPad Configuration program and enabling the radio button for **Screen Expansion** and clicking on **OK**. However, the image might look slightly distorted.

Display Modes

The ThinkPad 390 computer has an LCD that supports an XGA (1024x768 resolution) video mode or an SVGA (800x600 resolution) video mode. The following table shows the various display modes (resolution and color depth) available with your computer or external monitor. Use this table to set the display output (**LCD**, **External Display** or **LCD+External Display**).

Note: When installing an operating system, you must install the display driver supplied with the computer to use SVGA mode.

Attaching an External Monitor

- Display output on the LCD, or both on the LCD and external monitor (**LCD** or **LCD+External Display**).

Resolution	Supported Color Depth
640x480 (VGA)	16, 256, 65,536, and 16,777,216
800x600 (SVGA)	256, 65,536, and 16,777,216
1024x768 (XGA) (available only for 13.3-inch and 14.1-inch models)	256, 65,536, and 16,777,216

- Display output only on the external monitor (**External Display**).

Resolution	Supported Color Depth	Frame Rate
640x480 (VGA)	256	60 Hz, 75 Hz, or 85 Hz
	65,536	
	16,777,216	
800x600 (SVGA)	256	60 Hz, 75 Hz, or 85 Hz
	65,536	
	16,777,216	
1024x768 (XGA)	256	60 Hz, 70 Hz, 75Hz, or 85 Hz
	65,536	
	16,777,216	
1280x1024	256	60 Hz

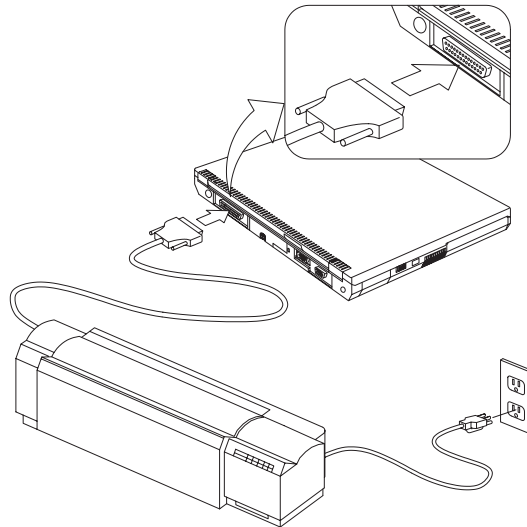
Note: If you are using an old external monitor, the resolution and color depth might be limited.

Attaching a Printer

Attaching a Printer

Any parallel printer with the standard Centronics** interface can be attached to the 25-pin, parallel connector at the rear of the computer.

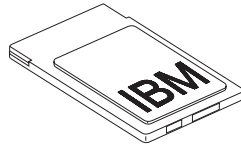
1. Attach the printer as shown.



2. Turn on the printer.

Inserting a PC Card

This section describes how to prepare to use a PC Card.

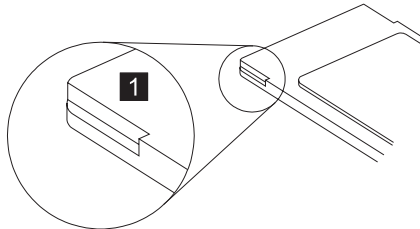


Your computer has two PC Card slots (upper slot and lower slot) and supports the following types of cards:

- PC Card (Type I, Type II, and Type III)
- CardBus
- Zoomed Video (ZV)

To install a PC Card in your computer, do the following:

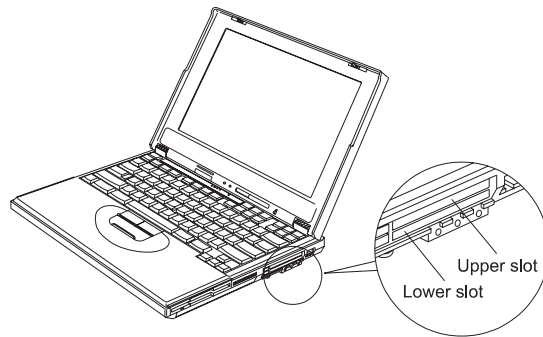
1. Find the notched edge (1) of the PC Card as shown.



2. Insert the PC Card into the appropriate slot according to your PC Card type.

- If you are using a PC Card with an XJACK** connector, insert it into the upper slot.
- If you are using a Type I or Type II PC Card, insert it into either the upper slot or the lower slot.
- If you are using a Type III PC Card, insert it into the lower slot.

Inserting a PC Card



Note: When an XJACK modem PC Card is in use, you might not be able to connect an external microphone to the microphone-in jack.

3. Press the PC Card firmly into the connector.

A window appears and informs you about the new card.

Note: If you have installed the PC Card driver, Windows 98 starts "PCMCIA Card Services Wizard" to install it. Follow the instructions on the screen.

You have completed setting up the PC Card, and you can now use it. For more information on how to use the PC Card software → "Basic" in the Online User's Guide.

Removing the PC Card

Before removing a PC Card, **you must stop it**. Otherwise, the system might freeze or data might be corrupted or lost.

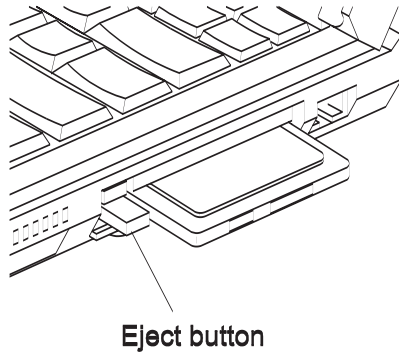
1. Stop the card.


To stop the PC Card, find the PC Card icon on the right side of the taskbar; then click on the icon and click on Stop. For more information → "Basic" in the Online User's Guide.

Note: The **Stop** option appears in gray when you are in CardSoft mode or when the card is already stopped.

2. Press the PC Card eject button to pop out the button. Then press it again until the PC Card pops out.
3. Remove the PC Card and store it safely for future use.

Inserting a PC Card



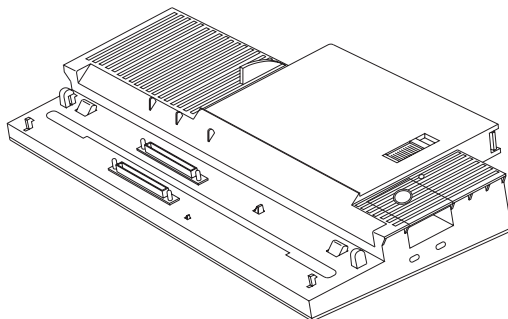
For more information for using a PC Card  "Basic" in the Online User's Guide.

Using a Port Replicator

Using a Port Replicator

Note: See the user's guide shipped with the port replicator for instructions on how to attach or detach your computer.

After you attach your computer to a port replicator, all connectors on the rear of the computer are covered and are not available for use. Instead, you can use the connectors on the port replicator, plus extra features.



ThinkPad Port Replicator with Advanced EtherJet Feature

Important

The port replicator works only with AC power. You cannot use the port replicator with battery power from the computer. Do not remove the AC Adapter while you are using the port replicator. Removing it during use might cause the computer to malfunction.

For Windows 98:

You can dock or undock the computer **while the computer is in suspend mode (warm dock) or when the computer power is turned off**. For example, when undocking the computer, you have the following alternatives:

- Select **Eject PC** in the **Start** menu (suspend mode).

or:

Using a Port Replicator

- Press the **Eject Request** button of the port replicator (suspend mode).

or:

- Power off the computer and close the LCD.

Note: Warm dock is only available under the Windows 98 or Windows 95 OSR2 operating system.

Do not dock or undock the computer when the computer is in hibernation mode.

For Windows NT:

You can dock or undock the computer only **when the computer power is turned off.**

- Power off the computer and close the LCD.

Note: If the power-on indicator of the computer or the port replicator does not turn on, press **Fn**.

Enabling the CardBus Sockets (for Windows 98)

The port replicator might not function properly if you attach a computer to it that is in suspend mode. In such a case, enable the CardBus sockets as follows:

1. Click on **Start**.
2. Move the cursor to **Settings**, and then click on **Control Panel**.
3. Double-click on **System**.
4. Click on **Device Manager** and double-click on **PCMCIA socket**.
If the CardBus sockets are not enabled, you see two **Texas Instruments PCI-1250 CardBus Controller** lines with an exclamation mark (!) under **PCMCIA socket**.
5. Click on one of the lines; then click on the **Remove** button.
6. Click on the other line; then click on the **Remove** button.
7. Click on the **Refresh** button.

The CardBus sockets are now enabled.

Chapter 3. Protecting Your Computer

This chapter provides information about how to protect your computer from theft or unauthorized use.

Using Passwords	76
Entering a Password	77
Setting a Password	78
Changing or Removing a Password	79
Using Locks	81
Using the Security Screw	82

Using Passwords

The password-setting feature helps to prevent your computer from being used by others. Once you set a password, a prompt appears on the screen each time you turn on the computer. You must enter your password at the prompt. You cannot use the computer unless you type the correct password. You can set the following passwords on your computer:

- Power-on password

Set the power-on password to protect your computer from use by another person. It provides the following security features:

- You need to type the power-on password at startup. Therefore, unauthorized users cannot use your computer.
- You need to type the power-on password when resuming from suspend mode. Therefore, unauthorized users cannot use your computer.

- Hard disk password

The hard disk password provides an extra measure of security. Even if you set a power-on password, another user can remove the hard disk drive in your computer and put it in a different computer to access your data. If you set a hard disk password, however, another person cannot access the data on your hard disk without knowing the password. It provides the following features:

- You need to type the hard disk password at startup.
- If the hard disk drive is moved to another computer, the hard disk password must be typed at startup. Therefore, unauthorized users cannot access your hard disk even if the drive is removed from the computer.

Note: The hard disk password might be disabled by your system administrator.

- Setup password

The setup password is a tool provided for the system administrator to control many ThinkPad computers. The setup password is set by the system administrator and it is not required for users.


Using Passwords

Users can start the computer without providing the setup password. The setup password is required only to access the BIOS Setup Utility. It provides the following security features:

- Only a system administrator can access the BIOS Setup Utility. If a setup password is set, a password prompt appears if you try to start the BIOS Setup Utility.
- The system administrator can set the same setup password on many ThinkPads to make administration easier.
- Other password

Some Microsoft operating systems provide special Windows passwords. Refer to that system's user's guide for information on how to set, change, and use these passwords.

Entering a Password

Once you set a power-on password, a password prompt () appears at the top left corner of the screen. Each time you turn on your computer or when your computer returns from suspend mode to normal operation.

However, a password prompt is not displayed if the computer returns to normal operation by a preset timer or an incoming call on the modem, in which case you will have to display it by pressing a key or moving the pointing device.

To enter a password, do the following:

1. Type your password.

Don't hold down a key too long, because the same character will be entered continuously.

2. Press the **Enter** key.

An **OK** appears if you enter the correct password, and an **X** appears if you enter the wrong password. If you fail to enter the correct password in three tries, you must turn off the computer, wait 5 seconds, and then turn it on again and retry.

Using Passwords

Setting a Password

To set a password, do the following:

1. Restart the computer.
2. Press **F1** to enter the BIOS Setup Utility.
3. Select **Password** and press **Enter**. The "Password" submenu appears:

IBM BIOS Setup Utility		Item Specific Help
Password		
Set Setup password	[Enter]	
Set HDD-1 password	[Enter]	
Set HDD-2 password	[Enter]	
Set Power on password	[Enter]	

F1 Help ↑↓ Select Item -/⟨space⟩ Change Values F9 Setup Defaults
Esc Exit ↔ Select Menu Enter Select ▶ Sub-Menu F10 Save and Exit

- **Set Setup Password** Selecting this displays a window for setting the setup password.
 - **Set HDD-1 Password** Selecting this displays a window for setting the hard disk password.
 - **Set HDD-2 Password** Selecting this displays a window for setting the second hard disk password (enabled only when a second hard disk drive is installed in the UltraBay FX).
 - **Set Power-On Password** Selecting this displays a window for setting the power-on password.
4. Select the type of password you want to set, and press **Enter**. The "Set Password" window appears.

Using Passwords

5. Type your desired password and press **Enter**.

Note: You can type a maximum of seven random characters using a combination of letters (A to Z) and numbers (0 to 9). Uppercase and lowercase letters (for example, A and a) are treated as the same character.

If you type a wrong character, use the **Backspace** key to erase it and then type the correct one.

6. Type your password again and press **Enter** to verify it.

Note: Write down the password and keep it in a safe place.

Do Not Forget Your Password

If you forget your hard disk or setup password, there is no way to reset your password or recover data from the hard disk. You have to take your computer to an IBM reseller or IBM marketing representative to have the hard disk or the system board replaced. Proof of purchase is required, and an additional charge might be required for the service. Neither an IBM reseller nor IBM marketing representative can make the hard disk drive usable.

Changing or Removing a Password

This security feature prevents someone from removing a password and using your computer. To change or remove a password, do the following:

1. Restart the computer.
2. Press **F1** to enter the BIOS Setup Utility.
3. Select **Password** and press **Enter**. The "Password" submenu appears.
4. Select the type of password you want to change or remove, and press **Enter**. A window appears.
5. Type the current password and press **Enter**.
6. Type your desired new password and press **Enter**.

Note: If you want to remove the password, do not type anything.

7. Type your new password again and press **Enter** to verify it.

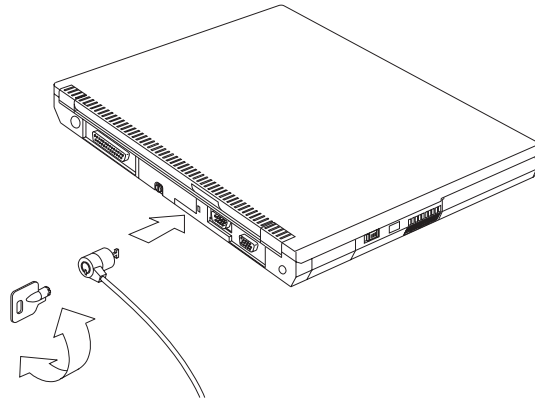
Using Passwords

Note: Write down the password and keep it in a safe place.

Using Locks

You can attach a mechanical lock to your computer, to help to prevent it from being removed without your permission.

Attach a mechanical lock to the keyhole (1) on the left side of the computer; then secure the chain on the lock to a secure stationary object.

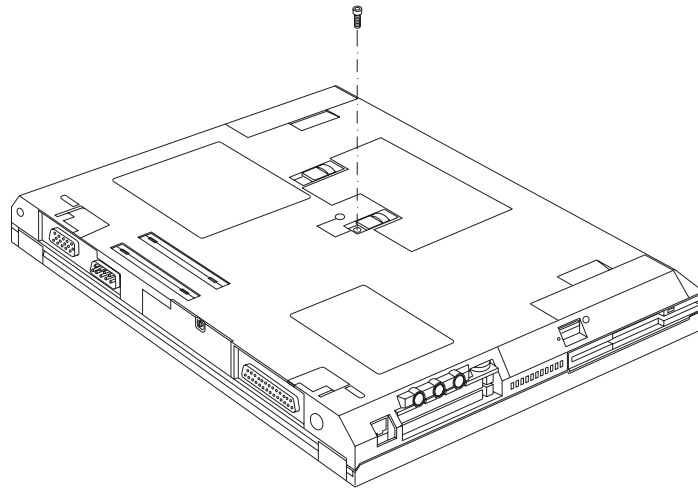


Note: You are responsible for evaluating, selecting, and implementing the locking devices and security features. IBM makes no comments, judgements, or warranties about the function, quality, or performance of locking devices and security features.

Using the Security Screw

Using the Security Screw

You can use the security screw shipped with your computer to prevent the devices in the UltraBay FX from being removed easily.



To secure the UltraBay FX with the security screw, do as follows:

1. Power off the computer; then disconnect the AC Adapter and all cables from the computer.
2. Turn the computer over.
3. Install the security screw and tighten it with a 2.5-mm allen wrench.
4. Turn the computer back to its original position.
5. Connect the AC Adapter; then power on the computer.

Chapter 4. Solving Computer Problems

Frequently Asked Questions	84
Hints, Tips and Limitations	91
Using a PC Card with the Port Replicator	92
USB Connector Considerations	92
Using a Second CardBus Card	92
Using an External Condenser Microphone	93
Troubleshooting Guide	94
Troubleshooting Charts	95
Error Codes or Messages	96
No Error Codes or Messages	97
Input Problems	98
Suspend or Hibernation Problems	100
LCD Problems	102
Indicator Problems	103
Battery Problems	103
CD-ROM Problems	104
Infrared Communication Problems	105
Audio Problems	106
Universal Serial Bus (USB) Problems	106
Modem Problems	107
PC Card Problems	109
Printer Problems	110
External Monitor Problems	111
Port Replicator Problems	113
Other Option Problems	114
Software Problems	115
Other Problems	116
Recovering Lost or Damaged Software	117
Using the Diskette Factory	118
Using the ThinkPad Customization CD	118
Using the Recovery CD	119

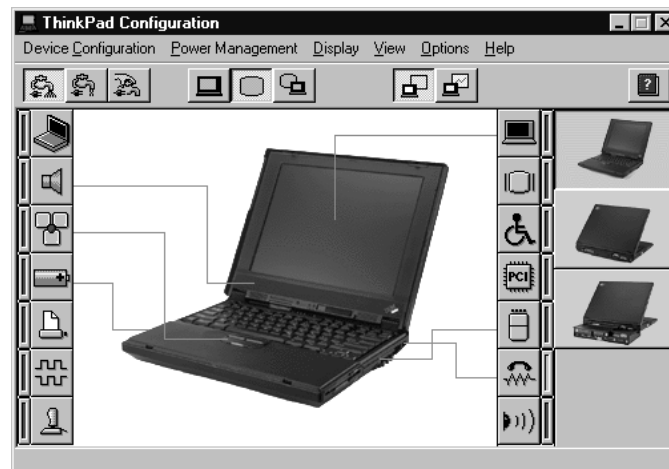
Frequently Asked Questions

This section addresses frequently asked questions. Go to the page indicated in the following chart and do the specified action.

Questions	Page
How to stop the screen from blanking	85
How to set the infrared port	85
How to set the serial port	85
How to switch the TrackPoint and mouse	86
How to set the display resolution	87
How to set the external monitor	88
How to maximize the battery life	89
How to install the operating system	90
How to use the Recovery CD	90

To solve the problems discussed in this section, you need to use the ThinkPad Configuration program. To start the ThinkPad Configuration program, find the ThinkPad icon on the taskbar; then double-click on the icon.

The ThinkPad Configuration program window appears:




Frequently Asked Questions

Note: You can also start the ThinkPad Configuration program as follows:

1. Click on **Start**.
2. Move the cursor to **Programs, ThinkPad**; then click on **ThinkPad Configuration**.


My screen keeps blanking when I do not want it to. How do I stop this?

You can disable any system timers, such as the LCD turn off timer or the power management mode timers with the ThinkPad Configuration program.

1. Start the ThinkPad Configuration program.
2. Click on the **Disable Screen Blanking** () button.

How do I use my infrared port as a communication port?

You can disable your ThinkPad's infrared port in order to free resources for another communication device, such as the serial port. If the infrared port is disabled, you need to enable it before you use it again. To enable your infrared port, do as follows:

1. Save your work and quit any program you are using.
2. Start the ThinkPad Configuration program.
3. Click on the **Infrared** () button.
4. Click on **Enable**.

A "Warning" might appear that the hardware resource is in use by another communication device.

5. Click on **OK**. The computer restarts.


Note: If you check your infrared port and it is already enabled, you can use it immediately without changing any settings.

After your infrared port is enabled, you can use it as a communication port. If it does not work properly, you might have a problem with the communication software application on your system or the device that you are trying to communicate with. Check the online help system for your communication software if the other device appears to be working properly.

How do I use my serial port as a communication port?

Frequently Asked Questions

You can disable your ThinkPad's serial port in order to free resources for another communication device, such as the infrared port. If the serial port is disabled, you need to enable it before you use it again. To enable your serial port, do as follows:

1. Save your work and quit any program you are using.
2. Start the ThinkPad Configuration program.
3. Click on the **Serial Port** () button.
4. Click on **Enable**.

A "Warning" might appear that the hardware resource is in use by another communication device.

5. Click on **OK**. The computer restarts.

Note: If you check your serial port and it is already enabled, you can use it immediately without changing any settings.


After your serial port is enabled, you can use it as a communication port. If it does not work properly, you might have a problem with the communication software application on your system or the device that you are trying to communicate with. Check the online help system for your communication software if the other device appears to be working properly.

How can I use an external mouse when I am at my desk, but then use the TrackPoint when I am away from my desk?


Frequently Asked Questions

For a serial mouse:

To use a serial mouse, do as follows:

1. Save your work and quit any program you are using.
2. Connect the serial mouse.
3. Start the ThinkPad Configuration program.
4. Click on the **TrackPoint** () button.
5. Select **Disable**.
6. Click on **OK**.

To use the TrackPoint again, do as follows:

1. Start the ThinkPad Configuration program.
2. Click on the **TrackPoint** () button.
3. Select **Enable**.
4. Click on **OK**.
5. Disconnect the serial mouse.

For an external mouse other than a serial mouse or a PS/2 mouse:

To use an external mouse, do as follows:

1. Save your work and quit any program you are using.
2. Turn off your computer.
3. Connect the external mouse.
4. Turn on the computer.

The TrackPoint is automatically disabled.

To use the TrackPoint again, do as follows:


1. Save your work and quit any program you are using.
2. Turn off your computer.
3. Disconnect the external mouse.
4. Turn on the computer.

Why do I not get the highest possible resolution out of my external monitor when I am using the LCD and external monitor at the same time?

Frequently Asked Questions

You can set any resolution for either the ThinkPad LCD or the external monitor. When you use both at the same time, the resolution of both is the same. If you set a higher resolution for the ThinkPad LCD, you can see only part of the screen at a time. You can see other parts by moving the image with the TrackPoint or other pointing device. You can change the display output type to the LCD, external monitor, or both with the **Display Device** buttons of the ThinkPad Configuration program or with **Fn+F7**.


You can set up the external monitor as follows:

1. Start the ThinkPad Configuration program.
2. Click on the **External Display** () button. The "Display Properties" window appears.
3. Click on the **Settings** tab.
4. Click on **Advanced...** button.
5. Click on the **Monitor** tab.
6. Click on the **Change** button.
7. Select the **Model** and **Manufacturer** of your monitor.
8. Click on **OK**; then **Close**.
9. Set the **Colors** and **Screen area** in the "Display Properties" windows.
10. Click on **OK**.

How can I set up the external monitor if the Windows plug-and-play feature does not detect it?


Frequently Asked Questions

Do as follows:

1. Start the ThinkPad Configuration program.
 2. Click on the **External Display** () button. The "Display Properties" window appears.
 3. Click on the **Settings** tab.
 4. Click on **Advanced...** button.
 5. Click on the **Monitor** tab.
 6. Make sure that **Automatically detect Plug & Play monitors.** is checked.
 7. If the option is checked and your monitor is still not recognized after you restart the computer, click on the **Change** button.
 8. Select the **Model** and **Manufacturer** of your monitor.
 9. Click on **OK**; then **Close**.
 10. If you are prompted to restart your computer, click on **OK**.
-

How do I maximize battery life?

To maximize battery life, do the following:

- Use the battery pack until the charge is completely depleted (until the battery status and power LEDs flash in unison).
 - Recharge the battery pack completely before using (the battery is fully charged when the AC Adapter is plugged in and the battery status LED is green).
 - For a new battery pack or a battery pack that you have not used recently:
 1. Use the battery pack until the charge is completely depleted (until the battery status and power LEDs flash in unison).
 2. Recharge the battery pack completely before using (the battery is fully charged when the AC Adapter is plugged in and the battery status LED is green).
 3. Repeat these steps three times.
 - Always use power management features such as Advanced Power Management (APM), power modes, standby, suspend, and hibernation.
 - For more detailed information about power management features  Online User's Guide
-

Frequently Asked Questions

How do I load a different operating system on my computer?

—Or—

Where do I get the ThinkPad device drivers for this operating system?

See the Online User's Guide for information on installing a new operating system and device drivers. You can get the ThinkPad device drivers by using the Diskette Factory. Before installing a new operating system, do the following:

- Print the software installation section of the Online User's Guide.
- Make backup diskettes of the device drivers and applications for your new operating system with the Diskette Factory. See "Using the Diskette Factory" on page 118.
- Make a DOS system diskette that has the DOS FDISK.COM and FORMAT.COM utilities and the CD-ROM device driver for DOS.

How do I use the Recovery CD to reload my factory-installed ThinkPad operating system and applications?

See "Using the Recovery CD" on page 119.

Hints, Tips and Limitations

This section provides hints, tips, and limitations.



For Windows 98 and Windows 95:

If you are using the Intel USB camera and the system resumes from suspend mode, the USB camera is disabled. To enable it, unplug it and plug it in again.

Your computer might not enter suspend mode or hibernation mode after the end of a timeout period that was specified in the ThinkPad Configuration program because of the CD-ROM drive property settings. If you want to use suspend mode and hibernation mode, change the properties of the CD-ROM drive as follows:

1. Click on **Start**.
2. Move the cursor to **Settings** and click on **Control Panel**.
3. Double-click on **System**.
4. Click on the **Device Manager** tab and double-click on **CDROM**.
5. Click on the CD-ROM drive name under **CDROM**; then click on the **Properties** button.
6. Click on **Settings** tab and remove the check mark from the **Auto insert notification** check box in **Option** by clicking on it.
7. Click on **OK**, and restart the computer.

If you want to use the scrolling or magnifying glass functions of the TrackPoint, you need to disconnect any external mouse and enable the internal TrackPoint.

Hints, Tips and Limitations



For OS/2 Warp:

Hibernation is not supported.

If you receive incoming faxes or mail under OS/2, you must set the modem settings in the fax application to one of the following:

- Hardware FIFO enabled
- Hardware Flow Control on
- UART 16550A modem

In OS/2 FaxWorks for example, select **Utilites, Settings, Modem Type**, and **H/W FIFO (16650A)**.

If you do not set your modem to one of these settings, you will not be able to receive an incoming fax.



For Windows NT:

Hibernation is not supported.

For more information, refer to the following Web site:
<http://www.pc.ibm.com/thinkpad>

Using a PC Card with the Port Replicator

In the Windows 95, Windows NT, Windows 3.11 or DOS environment, you need to install the PC Card support software after docking your computer to the port replicator. If you have already installed the PC Card support software, uninstall it and then reinstall it after you dock your computer to the replicator.

USB Connector Considerations

If your computer tries to enter suspend mode and the request is rejected, the device in the USB connector might be disabled. If this occurs, do a hot-unplug and -plug operation for the USB device.

Using a Second CardBus Card

If a CardBus Card is already configured in your computer or in the port replicator, you must configure the second CardBus manually by using the Device Manager. To get to the Device Manager, double-click on the **System** icon in the Control Panel.



Hints, Tips and Limitations

Using an External Condenser Microphone

The microphone-in jack supports a self-battery-powered condenser microphone which might need a battery. See the instructions which come with the microphone.


Troubleshooting Guide

If a beep sounds, a message appears, or a function-related problem occurs:

1. Find your symptom in the Troubleshooting Charts and try solving the problem.  "Troubleshooting Charts" on page 95
 2. If you can't solve the problem, note the error code and have the computer serviced  Chapter 5, "Getting Service" on page 121
-

If you accidentally lose or damage software in your computer:

Recover it by using the ThinkPad Customization CD or the Diskette Factory.

 "Recovering Lost or Damaged Software" on page 117

Troubleshooting Charts




If your computer has an error, it often displays a message or an error code, or a beep sounds when you power it on. Go through the charts and look for your problem. If you find the problem, go to the page indicated and do the specified action.

Troubleshooting Chart	Page
Error codes or screen messages	96
No error codes or screen messages	97
Input problems	98
Suspend or hibernation problems	100
LCD problems	102
Indicator problems	103
Battery problems	103
CD-ROM drive problems	104
Infrared communication problems	105
Audio or telephony problems	106
Universal serial bus (USB) problems	106
Modem problems	107
PC Card problems	109
Printer problems	110
External display problems	111
Port replicator problems	113
Other option problems	114
Software problems	115
Other problems	116

Troubleshooting Charts

Error Codes or Messages

Note: In the charts, x can be any character.

Problem	Action
0211 (Keyboard error)	<p>Make sure not object is placed on the keyboard or on the external keyboard, if you have one. Power off the computer and power off all attached devices. Power on the computer first; then power on the attached devices.</p> <p>If you still have a problem, do the following:</p> <ul style="list-style-type: none"> • If an external keyboard is connected, do the following: <ul style="list-style-type: none"> – Turn off the computer and disconnect the external keyboard; then turn on the computer. Make sure that your keyboard operation is correct. If it is, have the external keyboard serviced. Otherwise, have the computer serviced. – Make sure that the external keyboard is connected to the correct connector if connected to computer using the keyboard/mouse cable.
0280 (Previous boot incomplete — Default configuration used)	<p>Your computer was previously unable to complete the boot process. Turn off the computer and turn it on again.</p> <p>If the same error message appears, have the computer serviced.</p>
The power-on password prompt ()	<p>A power-on password is set. Type the correct password and press Enter to use the computer (see “Entering a Password” on page 77).</p> <p>If you still have a problem, have the computer serviced.</p>
The hard disk drive password prompt ()	<p>A hard disk drive password is set. Type the correct password and press Enter to use the computer (see “Entering a Password” on page 77).</p> <p>If you still have a problem, have the computer serviced.</p>
<p>The DOS full-screen looks smaller.</p> <div data-bbox="89 1564 243 1680" style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>640 x 480</p> </div>	<p>When you use a DOS application that supports only the 640x480 resolution (VGA mode), the screen image might look slightly distorted or might appear smaller than the display size. This is to maintain compatibility with other DOS applications. To expand the screen image to the same size as the actual screen, start the</p> <p>ThinkPad Configuration program and click on LCD (); then select the Screen expansion function. (The image might look slightly distorted.)</p>

No Error Codes or Messages

Problem	Action
<p>The screen is blank and you don't hear any beeps.</p> <p>Note: If you are not sure whether you hear any beeps, turn the computer off; then turn it on again, and listen again.</p> <p>If you are using an external monitor, go to "External Monitor Problems" on page 111.</p>	<p>Make sure that:</p> <ul style="list-style-type: none">• The battery pack is installed correctly.• The AC Adapter is connected to the computer and the power cord is plugged into a working electrical outlet.• The computer power is on. (Turn on the power switch again for confirmation.) <p>If a power-on password is set but does not appear, the brightness control might be set to minimum brightness. Adjust the brightness.</p> <p>If the screen still remains blank, have the computer serviced.</p>
<p>The screen is blank and you hear a continuous beep, or two or more beeps.</p>	<p>Have the computer serviced.</p>

Troubleshooting Charts

Input Problems

Problem	Action
The cursor does not move after the computer awakens from one of the power management modes.	Make sure you followed the instructions in the Online User's Guide correctly when you installed Windows with the Advanced Power Management (APM) option.
All or some keys on the keyboard do not work.	<ul style="list-style-type: none">• If the problem occurred immediately after the computer returned from suspend mode, enter the power-on password if it set.• If an external keyboard is connected, the numeric keypad on your computer will not work. This is not a defect.• If an external numeric keypad or a mouse is connected:<ol style="list-style-type: none">1. Turn off the computer.2. Remove the external numeric keypad or the mouse.3. Turn on the computer and try using the keyboard again. <p>If the keyboard problem is solved, check the connection of the external numeric keypad, external keyboard, or mouse.</p> <p>If you still have a problem, have the computer serviced.</p>
The cursor drifts when the computer is turned on or after it resumes normal operation.	<p>The cursor might drift when you are not using the TrackPoint during normal operation. This is a normal characteristic of the TrackPoint and is not a defect. Cursor drifting might occur for several seconds under the following conditions:</p> <ul style="list-style-type: none">• When the computer is turned on.• When the computer resumes normal operation.• When the TrackPoint is pressed for a long time.• When the temperature changes.
The mouse or pointing device does not work.	<ul style="list-style-type: none">• Make sure that the pointing device is enabled in the ThinkPad Configuration program.• Make sure that the mouse or pointing-device cable is securely connected to the computer.• Try using the TrackPoint. If the TrackPoint works, the error might be due to the mouse.• Disable the TrackPoint using the ThinkPad Configuration program if you use an external mouse. <p>Note: See the manual supplied with the mouse for more information.</p>

Troubleshooting Charts

Problem	Action
The mouse buttons do not work.	Reinstall the Standard PS/2 Port Mouse driver; then reinstall the PS/2 TrackPoint driver. See the online user's guide for instructions on how to install the driver.
The scrolling or Magnifying Glass function does not work.	See the General tab page in "Mouse Properties", and make sure that the PS/2 TrackPoint driver is loaded.
A number appears when you type a letter.	The numeric lock function is on. To disable it, press and hold Shift ; then press NumLk .
All or some keys on the external numeric keypad do not work.	Make sure that the external numeric keypad is correctly connected to the computer.
All or some keys on the external keyboard do not work.	<p>To use an external keyboard, you can attach it to the computer either directly or through the keyboard/mouse cable. Make sure that:</p> <ul style="list-style-type: none">• The keyboard cable is correctly connected to the computer (if the keyboard is connected directly to the computer).• The keyboard/mouse cable is correctly connected to the computer.• The keyboard cable is connected to the correct side of the keyboard/mouse cable. <p>If these items are correct, disconnect the keyboard/mouse cable from the computer and make sure that the operation of the system keyboard is correct. If the system keyboard works, have the keyboard/mouse cable or the external keyboard serviced.</p>

Troubleshooting Charts

Suspend or Hibernation Problems


Problem	Action
The computer enters suspend mode automatically.	The computer enters suspend mode automatically when the processor temperature reaches a certain level. This is not a defect.
Performance degrade when the computer gets hot during use.	The processor speed might decrease under the following conditions: <ul style="list-style-type: none">• Use in a hot environment.• High-powered processing that requires high-power consumption. This is not a defect.
The computer enters suspend mode immediately after POST (the suspend indicator is on).	Make sure that: <ul style="list-style-type: none">• The battery pack is charged.• The operating temperature is within the acceptable range. Refer to Appendix A, "Features and Specifications" on page 133. If these items are correct, have the computer serviced.
The computer turns on and immediately turns off.	The battery pack power is getting low. Connect the AC Adapter to the computer, or replace the battery pack with a fully charged one.
The computer does not return from suspend mode, or the suspend lamp stays on and the computer does not work.	The computer automatically enters suspend or hibernation mode when the battery power is exhausted. Do one of the following: <ol style="list-style-type: none">1. Connect the AC Adapter to the computer.2. Replace the battery pack with a fully charged one; then press Fn.
The LCD is blank after resuming.	Check if an external monitor was connected before the computer entered suspend mode. Do not disconnect the external monitor while the computer is in suspend mode or hibernation mode. If no external monitor is attached when the computer resumes, the LCD remains blank and output is not displayed. This restriction does not depend on the resolution value.
Your computer does not enter suspend or hibernation mode.	Check if the suspend or hibernation options are set. Make sure the hibernation function is created. (See "Creating the Hibernation Function" on page 37.)

Troubleshooting Charts

Problem	Action
<p>The computer does not enter suspend mode as set by the timer under Windows 98, Windows 95 or Windows NT.</p>	<p>For Windows 98 and Windows 95:</p> <p>The Windows 98 and Windows 95 generic CD-ROM driver accesses the internal CD-ROM drive every 3 seconds to see if a CD-ROM is inserted in the CD-ROM drive. This prevents your computer from entering suspend mode even after a timeout.</p> <p>To prevent this from occurring, do the following:</p> <ol style="list-style-type: none"> 1. Double-click on My Computer, Control Panel, and System. 2. Click on the Device Manager tab. 3. Click on the + mark of CDROM. 4. Double-click on the CD-ROM drive name. 5. Click on Settings tab. 6. Remove the check mark from the Auto insert notification check box. 7. Click on OK, and restart the computer. <p>Windows 98 and Windows 95 no longer detects the CD-ROM insertion automatically.</p> <p>For Windows NT:</p> <p>The computer does not enter suspend mode by the timer if you enable the CD-ROM AutoRun feature. To enable the Suspend Timer function in the registry, do the following:</p> <p>HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Cdrom\ Autorun: x1 Autorun:</p>
<p>The computer does not enter hibernation mode with the Fn+F12 key combination.</p>	<p>Make sure the hibernation function is created. (See "Creating the Hibernation Function" on page 37.)</p> <p>To enter hibernation mode, stop the communication program, and then remove the PC Card or turn off power to the PC Card slot using the Control Panel.</p>

Troubleshooting Charts

LCD Problems

Problem	Action
The screen is unreadable or distorted.	<p>Make sure that:</p> <ul style="list-style-type: none"> • The ThinkPad display driver is installed correctly. <ol style="list-style-type: none"> 1. Click on Start and move the cursor to Settings; then click on Control Panel. 2. Double-click on Display. 3. Select the Settings tab in the "Display Properties" window. 4. (For Windows 98) Click on Advanced...; then click on the Adapter tab. (For Windows 95) Click on Advanced Properties. The "Adapter/Driver Information" window appears. Make sure that the display driver information is correct. • The refresh rate setting is set to your display resolution and color depth by doing the following: <ol style="list-style-type: none"> 1. Start the ThinkPad Configuration program. 2. Click on LCD (). 3. Click on Properties. 4. Make sure the settings in the "Display Properties" window are correct. 5. Click on OK to close the window.
Incorrect characters appear on the screen.	<p>Did you install the operating system or application program with the correct procedure?</p> <p>If they are installed and configured correctly, have the computer serviced.</p>
The screen stays on even after you power off the computer.	<p>Push and hold the power switch for about five seconds; then release it to turn off your computer. Turn it on again.</p>
Missing, discolored, or bright dots appear on the screen everytime you power on your computer (TFT display model.)	<p>This is a characteristic of TFT technology. Your computer display contains multiple thin-film transistors (TFTs). A small number of missing, discolored, or bright dots on the screen might exist all the time.</p>

Indicator Problems

Problem	Action
The battery status indicator does not go on even though a battery pack is installed in the computer.	The over-current protection device inside the battery pack has been activated. Wait several hours and try again. If the indicator still does not go on, replace the battery pack or have the computer serviced.

Battery Problems

Problem	Action
The battery pack cannot be fully charged in 3.5 hours by the power-off charging method.	The battery pack might be over-discharged. Do the following: <ol style="list-style-type: none"> 1. Turn off the computer. 2. Make sure that the over-discharged battery pack is in the computer. 3. Connect the AC Adapter to the computer and let it charge. If the battery pack cannot be fully charged in 24 hours, use a new battery pack.
Your computer shuts down before the battery status indicator shows empty. -or- Your computer operates after the battery status indicator shows empty.	Repeat discharging and charging the battery pack at least three times.
The computer does not operate with a fully charged battery pack.	The over-current protective function in the battery pack might be activated. Turn off the computer for 1 minute to reset this function; then turn it back on again.

Troubleshooting Charts

CD-ROM Problems

Problem	Action
The CD-ROM does not work.	Make sure that: <ul style="list-style-type: none">• The computer power is turned on and a compact disc is in the CD-ROM drive.• The CD-ROM drive tray is firmly closed.• The device drivers are correctly installed.
You hear a noise from the CD-ROM drive when the CD-ROM is spinning.	The CD-ROM drive cover might be bent. Have the computer serviced.
The CD-ROM tray does not open even if you press the CD-ROM eject button.	Insert a pin into the CD-ROM emergency eject hole and eject the CD-ROM tray.
The compact disc cannot be read.	Make sure that: <ul style="list-style-type: none">• The compact disc is not dirty. If it is, clean it with a CD-ROM cleaner kit.• The compact disc is not defective. If it is, try another compact disc.• The compact disc is placed in the tray with the label side up.• The compact disc format conforms with one of the following:<ul style="list-style-type: none">– Music CD– CD-ROM or CD-ROM XA– Multisession photo CD– Video CD

Infrared Communication Problems

Problem	Action
<p>You computer cannot communicate with other devices using the infrared port.</p>	<p>Make sure that:</p> <ul style="list-style-type: none"> • The communication speeds are the same. • The infrared ports are clean. • No objects are between the computer and the communicating device. • The distance and angle between your computer and the device is within the set range. • The other computer's infrared port complies to the same standard as yours. • You are not operating under direct sunlight. • The infrared ports are directly facing each other. <p>Communication can be affected by the light from the display on the computer. To avoid this, open the display to a wide angle.</p> <p>The same communications application has to be running on your computer and the other computer. Refer to the application manuals for more information.</p>
<p>Incorrect data is sent between your computer and a communicating device.</p>	<p>Make sure that:</p> <ul style="list-style-type: none"> • The distance and angle between your computer and the device is within the set range. • The communication speeds are the same. • There are no other devices that radiate infrared rays, such as remote-controlled devices or wireless headphones, near your computer or the communicating device. • You are not operating under direct sunlight. • No fluorescent lamps are near your computer or the communicating device.

Troubleshooting Charts

Audio Problems


Problem	Action
General problems.	Problems may be due to such factors as: <ul style="list-style-type: none">• The audio cable configuration is not correct for your application.• The audio cable is defective.• The audio equipment is defective.

Universal Serial Bus (USB) Problems


Problem	Action
A device connected to the USB connector does not work.	<ol style="list-style-type: none">1. Make sure that the USB device is connected correctly.2. Open the "Device Manager" window, and make sure that the USB device setup is correct, and that computer resource assignment and device driver installation are correct. <p>Note: To open the "Device Manager" window, click on Start and move the cursor to Settings and click on Control Panel. Double-click on System; then click on the Device Manager tab in the "System Properties" window.</p>

Modem Problems

Troubleshooting Charts

Problem	Action
<p>Your modem application does not work with the ThinkPad modem.</p>	<p>Make sure that the internal modem port is enabled by opening the "Device Manager" window and running the Modem Wizard or by opening the ThinkPad Configuration program and doing as follows:</p> <ol style="list-style-type: none"> 1. Start the ThinkPad Configuration program. 2. Click on Internal Modem (). 3. Select Enable. 4. Click on OK. <p>For Windows 98 and Windows 95:</p> <p>If the modem does not work correctly, see the Online User's Guide and correct the resource conflict. If the modem works correctly, set the following modem settings by doing the following:</p> <ol style="list-style-type: none"> 1. Double-click on My Computer, Control Panel, and Modem. The LT Win Modem is highlighted. 2. Click on Properties, <i>not</i> Dialing Properties. 3. Click on the Connection tab. 4. If there is a check mark (✓) in the Wait for dial tone before dialing box, click and remove it. 5. Click on Advanced. 6. If there is a check mark (✓) in the Use error control box, click and remove it. 7. Add a check mark (✓) to the Use flow control box by clicking on the box and make sure that Hardware (RTS/CTS) is selected. 8. Click on OK to close the window. 9. Click on OK and return to the "Modem Properties" window. 10. Click on Dialing Properties and fill in all boxes and click on either Tone dialing or Pulse dialing. <ul style="list-style-type: none"> Note: Most telephones today use tone dialing, where each button produces a different tone, instead of pulse dialing. 11. Click on OK. 12. Click on Close to close the window. 13. Close all active windows. <p>Run your modem application again.</p>

Troubleshooting Charts

Problem	Action
The internal modem does not work when you start your computer from an operating system other than Windows 98 or Windows 95.	<p>The operating system might be sharing the same IRQ levels as your modem. The ThinkPad modem software might not work under these conditions. You must cancel the IRQ shared condition to use the modem.</p> <p>To cancel the IRQ shared condition  Online User's Guide</p>


PC Card Problems

Problem	Action
The PC Card shows "Ready", but it does not work correctly.	<p>Make sure that:</p> <ul style="list-style-type: none"> • The system resources reserved for the PC Card do not conflict with other system devices. • Refer to "Resolving System Resource Conflicts" in the Online User's Guide. • The resources reserved for the PC Card match the settings in the application program. • If you are using a network card, check the I/O port address, IRQ level, and memory window address.
A system resource conflict occurred when a PC Card was used.	See "Resolving System Resource Conflicts" in the Online User's Guide.
The system cannot start from the PC Card.	Make sure that the correct system resources are being used for the PC Card.
You cannot use PC Cards other than IBM ones in the OS/2 Warp environment.	<p>If you do not have the PC Card device driver for OS/2 but you have one for DOS, your PC Card may run in the VDM (Virtual DOS machine) environment. Refer to the "Virtual Card Services" section in the Online User's Guide for setting the VDM and the sample configuration files on the PCMCIA Installation Diskette for OS/2.</p> <p>If the PCMCIA Installation Diskette for OS/2 did not come with the computer, create it using the Diskette Factory program. Refer to "Using the Diskette Factory" on page 118.</p>




Troubleshooting Charts

Problem	Action
PC Card support software does not recognize your PC Card.	<p>Make sure that:</p> <ul style="list-style-type: none"> • If the PC Card is not a modem, an ATA, a Flash, or an SRAM card, you have the proper client device driver for the card. In Windows 98 and Windows 95, the PC Card must have an INF file associated with it. • Your PC Card supports PCMCIA Release 2.0, 2.01, and 2.10. Refer to the manual that came with your PC Card. If your PC Card does not support those releases of PCMCIA, you cannot use the PC Card support software. Contact your PC Card supplier. • Your PC Card is working by following the diagnostic instructions for your PC Card, if any.
The PC Card is recognized by PC Card support software, but the "Not Ready" or "Not Configured" message is shown.	<p>Make sure that:</p> <ul style="list-style-type: none"> • If the PC Card is not a modem, an ATA, a Flash, or an SRAM card, you have the proper client device driver for the card. In Windows 98 and Windows 95, the PC Card must have an INF file associated with it. • The resources for the PC Card are correctly reserved. Refer to "Resolving System Resource Conflicts" in the Online User's Guide.


Printer Problems

Problem	Action
The printer does not work.	<p>Make sure that:</p> <ul style="list-style-type: none"> • The parallel port is enabled. <ol style="list-style-type: none"> 1. Start the ThinkPad Configuration program. 2. Click on Parallel Port (). 3. Select Enable. 4. Click on OK. • The printer is turned on and ready to print. • The printer signal cable is connected to the correct connector of your computer. <p>If these items are correct and the printer still does not work, run the tests described in the printer manual. If the tests show that the printer is OK, have the computer serviced.</p>


External Monitor Problems

Problem	Action
<p>The external monitor is blank.</p>	<p>Do the following:</p> <ol style="list-style-type: none"> 1. Connect the external monitor to another computer and make sure it works. 2. Reconnect the external monitor to your computer. 3. Start the ThinkPad Configuration program. 4. Click on External Display () or LCD + External Display () on the toolbar in the ThinkPad Configuration program. <p>If nothing appears on the external monitor, have the computer serviced.</p>
<p>You cannot set a higher resolution than the present one on your external monitor.</p>	<p>Make sure that:</p> <ul style="list-style-type: none"> • The ThinkPad display driver is installed correctly. <ol style="list-style-type: none"> 1. Click on Start and move the cursor to Settings; then click on Control Panel. 2. Double-click on Display. 3. Select the Settings tab in the "Display Properties" window. 4. (For Windows 98) Click on Advanced...; then click on the Adapter tab. (For Windows 95) Click on Advanced Properties. The "Adapter/Driver Information" window appears. Make sure that the ThinkPad display driver is installed. <p>If you are not sure that the ThinkPad display driver is installed correctly, reinstall it.</p> • An appropriate display type or refresh rate is selected. <ol style="list-style-type: none"> 1. Start the ThinkPad Configuration program. 2. Click on LCD (). 3. Click on Properties. 4. Make sure the settings in the "Display Properties" window are correct. 5. Click on OK to close the window.

Troubleshooting Charts


Problem	Action
<p>The screen is unreadable or distorted.</p>	<p>Make sure that:</p> <ul style="list-style-type: none"> • The ThinkPad display driver is installed correctly. <ol style="list-style-type: none"> 1. Click on Start and move the cursor to Settings; then click on Control Panel. 2. Double-click on Display. 3. Select the Settings tab in the "Display Properties" window. 4. (For Windows 98) Click on Advanced...; then click on the Adapter tab. (For Windows 95) Click on Advanced Properties. The "Adapter/Driver Information" window appears. Make sure that the ThinkPad display driver is installed. <p>If you are not sure that the ThinkPad display driver is installed correctly, reinstall it.</p> • The display is set correctly. <ol style="list-style-type: none"> 1. Start the ThinkPad Configuration program. 2. Click on LCD (). 3. Click on Properties. 4. Make sure the settings in the "Display Properties" window are correct. 5. Click on OK to close the window. <p>If the settings are correct, run the tests described in the manual supplied with the external monitor. If the tests show that the external monitor is OK, have the computer serviced.</p>
<p>Wrong characters appear on the screen.</p>	<p>Did you install the operating system or application program with the correct procedure?</p> <p>If you did, have the external monitor serviced.</p>

Port Replicator Problems


Problem	Action
The computer hangs when you power on or resume operation.	<p>Make sure that the computer is securely attached to the port replicator.</p> <p>If there is still a problem, have the port replicator serviced.</p>
The MIDI port of the port replicator does not work.	<p>To enable the MIDI port of the port replicator, use the ThinkPad Configuration program. Make sure that the MIDI port is enabled by doing the following:</p> <ol style="list-style-type: none"> 1. Start the ThinkPad Configuration program. 2. Click on MIDI Port (). 3. Select Enable. 4. Click on OK. 5. Close the ThinkPad Configuration program and restart the computer. <p>Note: When you restart the computer, you might need to install the MIDI driver. Follow the instructions on the screen and install the device driver for your computer's operating system.</p>

Troubleshooting Charts

Other Option Problems

Problem	Action
An IBM option that you just installed does not work.	<p>Make sure that:</p> <ul style="list-style-type: none">• The option is designed for your computer.• The option was installed following the instructions supplied with the option or this book.• Other installed options or cables are not loose.• There is no I/O address or interrupt level (IRQ) DMA channel conflict. To see the system resource status, start the ThinkPad Configuration program and click on the respective device buttons. <p>If the test program for the option did not find the problem, have the computer and option serviced.</p>
An IBM option that used to work no longer works.	<p>Make sure that:</p> <ul style="list-style-type: none">• The option is securely connected to your computer.• If the option came with its own test instructions, use those instructions to test the option.• There is no system resource conflict (see "Resolving System Resource Conflicts" in the Online User's Guide). <p>If these items are correct and the test program did not find the problem, have the computer and the option serviced.</p>
The serial port does not work.	<p>Make sure that the serial port is enabled by doing the following:</p> <p>For Windows 98 and Windows 95:</p> <ol style="list-style-type: none">1. Start the ThinkPad Configuration program.2. Click on Serial Port ().3. Select Enable.4. Click on Device Manager.5. Set up the port in the "Device Manager" window.6. Click on OK.

Software Problems

Problem	Action
<p>An application does not run correctly.</p>	<p>Check the following to make sure that the problem is not being caused by the application:</p> <ul style="list-style-type: none"> • Your computer has the minimum required memory to run the application. Refer to the manuals supplied with the application. • The application is designed to operate with your operating system. • Other applications run correctly on your computer. • The necessary device drivers are installed.  Online User's Guide • The application works OK when it is run on some other computer. <p>If an error message appears when you are using the application program, refer to the manuals supplied with the application. If these items are correct and you still have a problem, contact your place of purchase or the service representative for help.</p>
<p>You cannot install OS/2 Warp</p>	<p>See the Online User's Guide.</p>

Troubleshooting Charts

Other Problems

Problem	Action
The computer locks or does not accept any input.	<ul style="list-style-type: none">Your computer might lock when it enters suspend mode during a communication operation. Disable the Suspend Timer when you are working on the network.When you turn on the computer with OS/2 Warp installed, make sure no compact disc (CD) is in the CD-ROM drive. If there is, remove the CD, turn off the computer, and turn it on again.To turn off the computer, push and hold the power switch for about five seconds, then release it.
The computer does not turn off with the power switch.	<p>If the suspend indicator is on and you are working under battery power, change the battery to a fully charged one or change your power source to ac power.</p> <p>If you still have a problem, push and hold the power switch for about five seconds, then release it to turn off the computer. Restart the computer.</p>
The computer does not start from a diskette.	<p>Make sure that the startup sequence in the BIOS Setup Utility is set so that the computer starts up from the diskette drive (see "Startup" on page 24).</p>
Performance degrades when the computer gets hot during use.	<p>The processor speed might decrease under the following conditions:</p> <ul style="list-style-type: none">Use in a hot environmentHigh-powered processing that requires high-power consumption <p>This is not a defect.</p>
A memory shortage or memory error occurs.	<ul style="list-style-type: none">If you are using DOS:<ol style="list-style-type: none">Use the DOS command MEM /C to review your DOS memory usage occasionally.Unload any unnecessary drivers from the CONFIG.SYS file. (For example, unload printer drivers if you do not use a printer.)Reconfigure the UMB (upper memory block) using the DEVICEHIGH statement.Use the multiple configuration setup for DOS (refer to the documents supplied with DOS).If you are using Windows 3.11:<ol style="list-style-type: none">Try the same actions as described for DOS.Unload any unnecessary programs from the WIN.INI file.

Recovering Lost or Damaged Software

Recovering Lost or Damaged Software

This section describes how to recover lost or damaged software. The following table shows what is needed to recover your system.

Problem	Tools Provided	For More Information
Windows 98, Windows 95 and Windows NT		
You need to recover a lost or damaged device driver.	Use the ThinkPad Customization CD. —or—	See “Using the ThinkPad Customization CD” on page 118 for general information. The CD-ROM also contains online help for detailed instructions.
	Use the Diskette Factory on your hard disk drive.	See “Using the Diskette Factory” on page 118 for general information about using Diskette Factory.
You need to recover (reinstall) a lost or damaged software application.	Use the ThinkPad Customization CD. —or—	See “Using the ThinkPad Customization CD” on page 118 for general information. The CD-ROM also contains online help for detailed instructions.
	Use the Diskette Factory on your hard disk drive. Note: Some applications are not supported in Diskette Factory.	See “Using the Diskette Factory” on page 118 for general information about using Diskette Factory.
You need to recover your entire hard disk.	Use the Recovery CD (Windows 98 and Windows 95 only).	See “Using the Recovery CD” on page 119 for general information.
OS/2, Windows 3.11 or DOS users		
You need to recover a lost or damaged device driver.	Use diskettes that you create from Diskette Factory on the original hard disk drive. — or — Go to the ThinkPad Web site to download the latest hardware device driver diskettes; then install them.	See the Online User's Guide for how to install the device driver.

Using the Diskette Factory


To recover a particular device driver or utility program, create the backup diskettes for it with the Diskette Factory; then reinstall it.

To create the backup diskettes, do the following:

1. Click on **Start**.
2. Move the cursor to **Programs** and **ThinkPad**; then click on **Diskette Factory**.
3. Click on the tab at the top corresponding to the operating system you are using.
4. Click on the diskette group for the backup copy that you want to make.

Notes:

- a. You can select more than one group by clicking while pressing **Ctrl**.
 - b. The number of the diskettes required is shown beside the diskette group. You do not need to use a blank diskette; the Diskette Factory prompts you to reformat diskettes that are not blank.
5. Click on **Build**.
 6. Follow the instructions on the screen.

For details on how to install software  "Advanced" in the Online User's Guide.

Using the ThinkPad Customization CD

The ThinkPad Customization CD is provided for your installation convenience. If you need to reinstall a software application or a hardware device driver, put the ThinkPad Customization CD in your CD-ROM drive. The menu of the features appears automatically.

Note: The ThinkPad Customization CD is compatible with Internet Explorer Version 4.0 or later. Some functions are available in other Web browsers. See the instructions printed on the CD label for more information.

The following features are included:

Recovering Lost or Damaged Software

- **Getting Started**

Use this page for first-time setup, such as registration.

- **System Customization**

Use this page for doing the following:

- Reinstalling a software application for Windows 98
- Reinstalling a hardware device driver for Windows 98
- Installing all hardware device drivers when installing Windows 98
- Installing all hardware device drivers when installing Windows NT

- **News and Updates**

This page has all of the latest tools and links to the IBM Web site for system information, service and support information, and other information.

- **Online Library**

In case you do not have the Online User's Guide on your hard disk drive, you always have a copy on your ThinkPad Customization CD.

- **Using the ThinkPad Customization CD**

This page contains an overview of CD-ROM functions.

Using the Recovery CD

You can restore the contents of your hard disk to what it was at the time of purchase.

Attention: This recovery program deletes all personal data and your customized configuration settings. It resets your computer to most of the factory-shipped default values. Be sure to back up your personal files before you use this CD.

The Recovery CD consists the original preinstalled image.

The recovery process might take up to 2 hours.

Recovering Lost or Damaged Software

Note: Make sure the UltraBay FX has the CD-ROM/diskette drive device installed.

Your computer supports startable CDs. To use the Recovery CD, do as follows:

1. Insert the Recovery CD into the CD-ROM drive.
2. Power off the computer; then turn on the computer.
3. Follow the instructions on the screen.
4. When a completion message appears, remove the Recovery CD from the CD-ROM drive.
5. Restart the computer.

The computer restarts with the preinstalled configuration.

Chapter 5. Getting Service

Preparations

If you need further assistance, you can call your IBM reseller or IBM marketing representative.

You will need to know the following information when requesting repair service:

- Identification number of your computer
- Options installed in your system

Note: Use the record sheet on "Option List" on page 122.

- Error message or problem

Note: Error messages can help identify which service action is required and help the service representative provide quick and efficient service.

Use the record sheet on "Problem Recording Sheet" on page 123.

About Your Warranty

During the warranty period, you might be responsible for repair costs if the product damage was due to misuse, accident, modification, unsuitable physical or operating environment, or improper maintenance.

For full information on product warranties, see Appendix B, "Product Warranties and Notices" on page 139.

For your convenience, write the service phone numbers here:

Information on Your Computer

Information on Your Computer

Option List

- DIMM
 ____ MB
 ____ MB
- ____ GB Hard Disk Drive
- UltraBay FX Devices

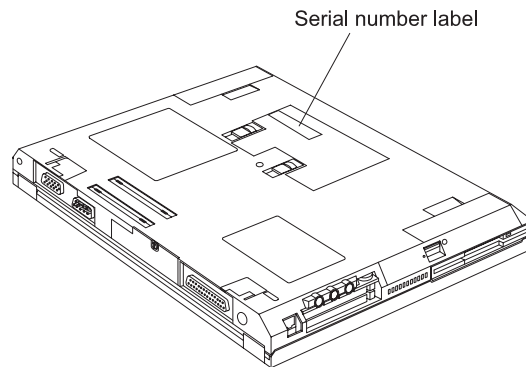
- PC Cards

- Battery Pack

Identification Numbers

The serial number label is on the bottom of your computer. Write down the machine type and serial number (S/N) in the following box.

IBM Product Name	ThinkPad 390
Machine Type	2626-_____
Serial Number	_____



Problem Recording Sheet

- Computer information:

Machine type: _____

Serial number: _____

Date of purchase: ___/___/___

- Type of problem:

Continuous problem

Intermittent problem

- Error code:

- The operating system and its version number, if available:

OS/2 Version _____

DOS Version _____

Windows 98 Version _____

Windows 95 Version _____

Windows NT

Windows 3.1 Version _____

Version _____

- Application programs running at the time of the problem:

- Problem symptom:

Describe the problem more specifically:

- Can the problem be reproduced?

Yes

No

If yes, describe how it can be reproduced:

Customer Support and Service

Purchasing an IBM PC hardware product entitles you to receive support and services during the limited warranty period. If you need additional support and services, a wide variety of extended solutions that addresses most needs are available for purchase.

Help by Telephone

You can get support and information by telephone during the limited warranty period at no additional charge, through the IBM PC Support Line. Experienced technical-support representatives will be on hand to assist you in answering any questions you might have, such as:

- How to set up your computer
- How to install and set up your IBM options purchased directly from IBM or through an IBM reseller
- How to use the 30-day support for the preloaded operating system
- How to get service

Please have the following information ready when you call:

- Serial number of your computer and proof of purchase
- Description of the problem
- Exact wording of the error message
- Hardware and software configuration information for your system

If possible, be at your computer when you call.

- In the U.S. and Puerto Rico, call 1-800-772-2227.
- In Canada, call 1-800-565-3344.

These lines are available 24 hours a day, 7 days a week. The answering technical-support representative can also fax or mail you technical or product information, such as:

- Sales information
- Product brochures

Customer Support and Service

- Locations of IBM resellers
- Services available from IBM

ThinkPad EasyServ

ThinkPad EasyServ is a courier repair service for IBM mobile products whereby your ThinkPad computer will be picked up, sent to IBM for repair, and then returned to the location of your choice. This service is available at no additional charge during the limited warranty period. Most computers can be repaired the day that it arrives at the IBM repair location.

Support personnel first try to solve your problem over the phone. If they are unsuccessful, you can arrange for EasyServ service by calling the PC Support Line.

If possible, you should use the original ThinkPad shipping materials that your computer came in, for re-sending it to IBM. If the box is not available, the courier will deliver a shipping carton and will return later to pick it up. This service is available only in the U.S. and Canada.

Getting Help Around the World

If you make frequent overseas trips or you are residing abroad, you can register with the International Warranty Service Office. The office will issue an International Warranty Service Certificate, which you can use wherever IBM or IBM resellers sell and service IBM PC products.

For more information on registering with the International Warranty Service Office, call 1-800-497-7426 in the U.S. or Canada.

Fax Information

In the U.S. and Canada, if you have a touch-tone telephone and access to a fax machine, you can receive marketing and technical information on such topics as computer hardware, operating systems, and local area networks (LANs) by fax. You can call the IBM PC Company Automated Fax System 24 hours a day, 7 days a week. Follow the recorded instructions, and the information that you request will be sent to your fax machine.

Customer Support and Service

To access the IBM PC Company Automated Fax System, call:

- In the U.S., 1-800-426-3395.
- In Canada, 1-800-465-3299.

Electronic Support Services

If you have a modem, you can access such public information services as the electronic bulletin boards and public messaging areas, electronic conferences, and searchable databases available in several of the most popular online information services.

Bulletin boards and online services contain information on many topics, such as:

- PC user groups
- PC questions and answers
- Problem solving
- Technical information
- Hardware and software configurations
- Networking

The IBM PC Company Bulletin Board System (BBS) can be reached 24 hours a day, 7 days a week. Modem speeds of up to 14,400 baud are supported. Long distance telephone charges may apply.

To access the PC Company BBS, call:

- In the U.S., 1-919-517-0001.
- In Canada, call the center closest to you:
 - 905-316-4255 (Markham; Ontario)
 - 514-938-3022 (Montreal)
 - 416-492-1823 (Toronto)
 - 604-664-6466 (Vancouver)

Commercial online services that contain information about IBM products are:

- CompuServe**

Customer Support and Service

Use the **GO** word **ThinkPad**.

- PRODIGY**

Use the **Jump** command; type IBM and select **PC Product Support**.

- America Online**

Use the **Go** to keyword **IBM**.

You can also contact us on the Internet for answers to your technical support questions. If you link to our support home page, you can search for technical tips, download update drivers, and find out about many other things. You can visit the site at the following URL:

<http://www.pc.ibm.com/thinkpad>

Personalized web-based site PC support provides PC users easy access to online support, including personalized IBM website tailored to their machine type, computing environment, and individual interests such as business applications or games. Customers profile once with IBM and are thereafter greeted by name and presented targeted information selected specifically to meet their particular needs. For example, a corporate ThinkPad user might receive information on Microsoft Windows NT and remote connectivity. IBM customers can also elect to receive proactive e-mail, alerting them to time-saving hints and tips and product-specific update such as modem speed and BIOS files. Interactive web-based forums are monitored around the clock by IBM specialists, complementing its support on all the major internet service providers. You can set up your profile at:

<http://www.pc.ibm.com/support>

Purchasing Additional Services

Purchasing Additional Services

During and after the limited warranty period, you can purchase additional services, such as:

- Support for IBM and non-IBM hardware, operating systems, and application programs
- Network setup and configuration
- Upgraded or extended hardware repair services
- Custom installation

The availability of the service and its name might vary by country.

Enhanced PC Support Line

Enhanced PC Support is available for desktop and mobile IBM computers that are not connected to a network. Technical support is provided for IBM computers and IBM or non-IBM options, operating systems, and application programs on the supported products list.

This service includes technical support for the following:

- Installing and configuring your out-of-warranty IBM computer
- Installing and configuring non-IBM options in IBM computers
- Assistance with the preloaded operating system
- Using selected application software and games
- Tuning performance, such as memory management
- Installing device drivers remotely
- Setting up and using multimedia devices
- Identifying system problems
- Interpreting documentation

You can purchase this service for a single incident or multiple incidents. For more information about purchasing Enhanced PC Support, see "Ordering Support Line Services" on page 129.

Client Support Line

Client support is available to provide assistance with the following:

- Installation and configuration of clients
- Identification of system problems related to the client in a network environment
- Assistance with client network interface cards and options

You can purchase this service on a one-time basis (for a single incident).

Network and Server Support Line

Network and Server Support includes all the features of the Enhanced PC Support Line and is available for simple or complex networks made up of IBM workstations and servers using major network operating systems. This line also supports many popular non-IBM adapters and network interface cards. This service includes technical support for: Installing and configuring client workstations and servers Identifying system problems and correcting problems on the client or the server Using IBM and non-IBM network operating systems Interpreting documentation You can purchase this service for a single incident or for multiple incidents. For more information about purchasing Network and Server Support, see "Ordering Support Line Services."

Ordering Support Line Services

The Enhanced PC Support Line, Client Support Line, and Network and Server Support Line services are available for products on the Supported Products list.

To receive a Supported Products list:

- In the U.S.:
 - Call 1-800-772-2227.
 - Select the automated fax system option.
 - Select the service for which you would like a Supported Products list:

Purchasing Additional Services

- For the Enhanced PC Support Line, select document 11682.
- For the Network and Server Support Line, select document 11683.
- In Canada
 - Call 1-800-465-7999 or 1-800-465-7999.
- In other countries, contact your IBM reseller or IBM marketing representative.

For more information on how to purchase the Support Line Services:

- In the U.S.: call 1-800-772-2227.
- In Canada: call 1-800-465-7999.
- In other countries, contact your IBM reseller or IBM marketing representative.

Warranty and Repair Services

You can upgrade your ThinkPad EasyServ/Customer Carry-in warranty service or extend their period of service.

Upgradeable warranties for the U.S. include:

- Overnight service option. You can upgrade your current warranty that provides ThinkPad EasyServ/Carry-in repair service. Your warranty provides ThinkPad EasyServ/Carry-in repair service.

You can also extend your warranty. The "Warranty and Repair Services" offers a ThinkPad EasyServ Maintenance Agreement.

For more information on warranty upgrades and extensions:

- In the U.S.: call 1-800-426-7697.
- In Canada: call 1-800-465-7999.
- In other countries, contact your IBM reseller or IBM marketing representative.

Obtaining IBM Operating System Updates

IBM provides update diskettes, called ServicePaks or corrective service diskettes (CSDs), to customers who report a DOS or an OS/2 problem for which there is or will be a corrective program.

Getting Update Diskettes

You can obtain update diskettes from:

- IBM PC Company BBS IBM Software Solutions Center (1-800-992-4777 for the U.S. and Canada)
- An IBM authorized reseller or an IBM marketing representative.

Ordering Publications

Additional publications are available for purchase from IBM. For a list of publications available in your country:

- In the U.S. and Puerto Rico, call IBM PC Books at 1-800-426-7282.
- In Canada, call 1-800-465-1234.
- In all other countries, contact your IBM reseller or IBM marketing representative.

Obtaining IBM Operating System Updates

Appendix A. Features and Specifications

This appendix describes the features and specifications for the computer.

Features

Features

Processor

Intel® Mobile Pentium™ processor with MMX™ technology or Intel® Mobile Pentium™ II processor

Memory

Base: 32 or 64 MB

Option: Max. 256 MB

Storage devices

2.5-inch hard disk drive

Option: Second 2.5-inch hard disk drive

Display

The color display uses TFT technology

1024-by-768 or 800-by-600 resolution on the LCD

Up to 1280 by 1024 resolution on the external monitor

Brightness control

Keyboard

84-key, 85-key, or 89-key

TrackPoint

Fn key function

Internal diskette drive

To get the best performance from your diskette drive, use high-quality diskettes (such as IBM diskettes) that meet or exceed the following standards:

1-MB, 3.5-inch, unformatted diskette:

- ANSI (American National Standards Institute) X3.137
- ISO (International Standards Organization) 8860

Features

- ECMA (European Computer Manufacturers Association) 100

2-MB, 3.5-inch, unformatted diskette:

- ANSI X3.171
- ISO 9529
- ECMA 125

Internal CD-ROM drive

24X max. speed

External interface

Serial connector (EIA-RS232D)

Parallel connector (Centronics)

External-input-device connector

External-monitor connector

System-expansion connector

PC Card slots (two Type I or Type II PC Cards, or one Type III PC Card)

Headphone jack

Microphone jack (supports a self-battery-powered condenser microphone)

Stereo line-in jack

Infrared port

Universal Serial Bus (USB) connector

Telephone connector

Specifications

Specifications

Size

With a 12.1-inch or 13.3-inch display:

- Width: 315 mm (12.4 in.)
- Depth: 255 mm (10 in.)
- Height: 45.7 mm (1.8 in.)

With a 14.1-inch display:

- Width: 315 mm (12.4 in.)
- Depth: 260 mm (10.4 in.)
- Height: 46.7 mm (1.84 in.)

Environment

Temperature (at altitudes less than 2438 m 8000 ft.):

- Operating with no diskette: 5°C to 35°C (41°F to 95°F)
- Operating with a diskette: 10°C to 35°C (50°F to 95°F)
- Nonoperating: -20°C to 60°C (-4°F to 140°F)

Note: When you charge the battery pack, its temperature must be at least 10°C (50°F).

Relative humidity:

- Operating with no diskette: 8% to 95%
- Operating with a diskette: 8% to 80%

Maximum altitude: 3048 m (10,000 ft.) in unpressurized conditions

- Maximum temperature at 3048 m (10,000 ft.): 31.3°C (88°F)

Heat output

Approximately 48 Kcal per hour

Electrical (AC Adapter)

Sine-wave input, at 50 to 60 Hz is required

Specifications

The input rating of the AC Adapter: 100–240 V ac, 50/60 Hz

Nickel Metal Hydride battery pack

Nominal voltage: 9.6 V dc

Capacity: 4.0 AH

Lithium-ion battery pack

Nominal voltage: 10.8 V dc

Capacity: 4.8 AH

IBM Power Cords

IBM power cords for a specific country are usually available only in that country:

- For 2-pin power cords:

IBM Power Cord Part Number	Used in These Countries
13H5273	Japan

- For 3-pin power cords:

Note: The grounded adapter is required for full MPRII compliance.

IBM Power Cord Part Number	Used in These Countries
76H3514	Australia, New Zealand
76H3516	Canada, Thailand, U.S.
76H3518	Europe
76H3520	Denmark
76H3522	India, South Africa
76H3524	United Kingdom
76H3526	Japan
76H3528	Switzerland
76H3530	Italy
76H3532	Israel
76H3535	Korea

Appendix B. Product Warranties and Notices

International Business Machines
Corporation

Armonk, New York 10504

Statement of Limited Warranty

The warranties provided by IBM in this Statement of Limited Warranty apply only to Machines you originally purchase for your use, and not for resale, from IBM or an IBM authorized reseller. The term "Machine" means an IBM machine, its features conversions, upgrades, elements, or accessories, or any combination of them. Machines are subject to these terms only if purchased in the United States or Puerto Rico, or Canada, and located in the country of purchase. If you have any questions, contact IBM or your reseller.

Machine: IBM ThinkPad 390 and the Battery Pack

Warranty Period*: One Year

**Elements and accessories are warranted for three months. Contact your place of purchase for warranty service information.*

Production Status

Each Machine is manufactured from new parts, or new and serviceable used parts (which perform like new parts). In some cases, the Machine may not be new and may have been previously installed. Regardless of the Machine's production status, IBM's warranty terms apply.

The IBM Warranty

IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications. IBM calculates the expiration of the warranty period from the Machine's Date of installation. The date on your receipt is the Date of Installation, unless IBM or your reseller informs you otherwise.

During the warranty period, IBM or your reseller will provide warranty service under the type of service designated for the Machine and will manage and install engineering changes that apply to the Machine. IBM or your reseller will specify the type of service.

For a feature, conversion, or upgrade, IBM or your reseller may require that the Machine on which it is installed be 1) the designated, serial-numbered Machine and 2) at an engineering-change level compatible with the feature, conversion, or upgrade. Some of these transactions (called "Net-Priced" transactions) may include additional parts and associated replacement parts that are provided on an exchange basis. All removed parts become the property of IBM and must be returned to IBM.

Replacement parts assume the remaining warranty of the parts they replace.

If a Machine does not function as warranted during the warranty period, IBM or your reseller will repair or replace it (with a Machine that is at least functionally equivalent) without charge. If IBM or your reseller is unable to do so, you may return it to your place of purchase and your money will be refunded.

If you transfer a Machine to another user, warranty service is available to that user for the remainder of the warranty period. You should give your proof of purchase and this Statement to that user.

Warranty Service

To obtain warranty service for the Machine, you should contact your reseller or call IBM. In the United States, call IBM at **1-800-772-2227**. In Canada, call IBM at **1-800-565-3344**. You may be required to present proof of purchase.

Depending on the Machine, the service may be 1) a "Repair" service at your location (called "On-site") or at one of IBM's or a reseller's service locations (called "Carry-in") or 2) an "Exchange" service, either On-site or Carry-in.

When a type of service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property and the replacement becomes yours. The replacement may not be new, but

will be in good working order and at least functionally equivalent to the item replaced.

It is your responsibility to:

1. obtain authorization from the owner (for example, your lessor) to have IBM or your reseller service a Machine that you do not own;
2. where applicable, before service is provided —
 - a. follow the problem determination, problem analysis, and service request procedures that IBM or your reseller provide,
 - b. secure all programs, data, and funds contained in a Machine,
 - c. inform IBM or your reseller of changes in a Machine's location, and
 - d. for a Machine with exchange service, remove all features, parts, options, alterations, and attachments not under warranty service. Also, the Machine must be free of any legal obligations or restrictions that prevent its exchange;
3. be responsible for loss of, or damage to, a Machine in transit when you are responsible for the transportation charges.

Extent of Warranty

IBM does not warrant uninterrupted or error-free operation of a Machine.

Unless IBM specifies otherwise, IBM provides non-IBM machines on an "AS IS" basis. However, non-IBM manufacturers may provide their own warranties to you.

Misuse, accident, modification, unsuitable physical or operating environment, improper maintenance by you, removal of product labels or parts identification labels, or failure caused by a product for which IBM is not responsible may void the warranties.

THESE WARRANTIES REPLACE ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HOWEVER, SOME LAWS DO

NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF THESE LAWS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD.

In Canada, warranties include both warranties and conditions.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Limitation of Liability

Circumstances may arise where, because of a default on IBM's part (including fundamental breach) or other liability (including negligence and misrepresentation), you are entitled to recover damages from IBM. In each such instance, regardless of the basis on which you are entitled to claim damages, IBM is liable only for:

1. bodily injury (including death), and damage to real property and tangible personal property; and
2. the amount of any other actual loss or damage, up to the greater of \$100,000 or the charge for the Machine that is the subject of the claim.

Under no circumstances is IBM liable for any of the following:

1. third-party claims against you for losses or damages (other than those under the first item listed above);
2. loss of, or damage to, your records or data; or
3. economic consequential damages (including lost profits or savings) or incidental damages, even if IBM is informed of their possibility.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction.

Notices

References in this publication to IBM products, programs, or services do not imply that IBM intends to make these available in all countries in which IBM operates. Any reference to an IBM product, program, or service is not intended to state or imply that only IBM's product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any of IBM's intellectual property rights may be used instead of the IBM product, program, or service. Evaluation and verification of operation in conjunction with other products, except those expressly designated by IBM, are the user's responsibility.

IBM may have patents or pending patent applications covering subject matter in this document. The furnishing of this document does not give you any license to these patents. You can send license inquiries, in writing, to the IBM Director of Licensing, IBM Corporation, 500 Columbus Avenue, Thornwood, NY 10594, U.S.A.

Trademarks

The following terms, in this publication, are trademarks of the IBM Corporation in the United States or other countries or both:

IBM
MMPM/2
Multimedia Presentation Manager/2
PC Card Director
PS/2
RediSafe
ThinkPad
TrackPoint IV

Microsoft, Windows, Windows NT, and the Windows 95 flag logo are trademarks or registered trademarks of Microsoft Corporation.

Pentium® and MMX™ are trademarks or registered trademarks of Intel Corporation in the U.S. and other countries.

Notices

Other company, product, and service names, which may be denoted by a double asterisk (**), may be trademarks or service marks of others.

Electronic Emission Notices

Federal Communications Commission (FCC) Statement

ThinkPad 390

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 receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult an IBM authorized dealer or service representative for help.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Proper cables and connectors are available from IBM authorized dealers. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment.

Unauthorized changes or modifications could void the user's authority to operate the equipment. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and

Notices

(2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible party:

International Business Machines Corporation
New Orchard Road
Armonk, NY 10504
Telephone 1-919-543-2193

Canadian Department of Communications Compliance Statement

This equipment does not exceed Class B limits per radio noise emissions for digital apparatus, set out in the Radio Interference Regulation of the Canadian Department of Communications.

Avis de conformité aux normes du ministère des Communications du Canada

Cet équipement ne dépasse pas les limites de Classe B d'émission de bruits radioélectriques pour les appareils numériques, telles que prescrites par le Règlement sur le brouillage radioélectrique établi par le ministère des Communications du Canada.

European Community Directive Conformance Statement

This product is in conformity with the protection requirements of EC Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to electromagnetic compatibility.

A declaration of Conformity with the requirements of the Directive has been signed by IBM United Kingdom Limited, PO BOX 30 Spango Valley Greenock Scotland PA160AH.

This product satisfies the Class B limits of EN 55022.

Telecommunication Notice

Federal Communications Communication (FCC) and Telephone Company Requirements (Part 68 of the FCC Rules)

1. The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone fax machine unless

Notices

such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. In order to program this information into your computer, you should be sure to follow the installation instructions for your fax software package.

2. The built-in modem is built into the ThinkPad computer. It complies with Part 68 of the FCC Rules. A label is affixed to the bottom of the computer that contains, among other things, the FCC registration number, USOC, and Ringer Equivalency Number (REN) for this equipment. If these numbers are requested, look at the label and provide this information to your telephone company.
3. The REN is useful to determine the quantity of devices you may connect to your telephone line and still have those devices ring when your number is called. IN most, but not all, areas, the sum of the RENs of all devices should not exceed five (5.0). To be certain of the number of devices you may connect to you line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.
4. If the built-in modem causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But, if advance notice isn't practical, you will be notified as soon as possible. You will be advised of your right to file a complaint with the FCC.
5. Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice so as to give you an opportunity to maintain uninterrupted service.
6. If you experience trouble with this built-in modem, contact your IBM Authorized Seller, or the IBM Corporation, 500 Columbus Avenue, Thornwood, NY 10594, 1-800-772-2227, for repair/warranty information. The telephone company may ask you to disconnect this equipment from the network until the

Notices

problem has been corrected, or until you are sure the equipment is not malfunctioning.

7. No customer repairs are possible to the modem. If you experience trouble with this equipment, contact your Authorized Seller or the IBM Corporation for information.
8. The modem may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. Contact your state public utility commission or corporation commission for information.
9. When ordering network interface (NI) service from the Local Exchange Carrier, specify service arrangement USOC RJ11C.

Fax Branding

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

In order to program this information into your fax machine, follow the setup instructions for **RingCentral****.

Notice for Australia

The following notice applies when using the telephony functions:

FOR SAFETY REASONS, ONLY CONNECT AUSTEL PERMITTED OR CERTIFIED EQUIPMENT.

Industry Canada Requirements

Notice

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications

Notices

networks protective, operational, and safety requirement. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of communication. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution

Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The **Ringer Equivalent Number (REN)** assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Number of all the devices does not exceed 5.

Avis

L'étiquette du ministère de l'Industrie Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme à certaines normes de protection, d'exploitation et de sécurité des

Notices

réseaux de télécommunications. Le Ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunication. Le matériel doit également être installé en suivant une méthode acceptée de raccordement. Dans certains cas, les fils intérieurs de l'entreprise utilisés pour un service individuel à ligne unique peuvent être prolongés au moyen d'un dispositif homologué de raccordement (cordon prolongateur téléphonique interne). L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées ci-dessus n'empêchent pas la dégradation du service dans certaines situations. Actuellement, les entreprises de télécommunication ne permettent pas que l'on raccorde leur matériel à des jacks d'abonné, sauf dans les cas précis prévus par les tarifs particuliers de ces entreprises.

Les réparations de matériel homologué doivent être effectuées par un centre d'entretien canadien autorisé désigné par le fournisseur. La compagnie de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvais fonctionnement.

Pour sa propre protection, l'utilisateur doit s'assurer que tous les fils de mise à la terre de la source d'énergie électrique, des lignes téléphoniques et des canalisations d'eau métalliques, s'il y en a, sont raccordés ensemble. Cette précaution est particulièrement importante dans les régions rurales.

Avertissement

L'utilisateur ne doit pas tenter de faire ces raccordements lui-même; il doit avoir recours à un service d'inspection des installations électriques, ou à un électricien, selon le cas.

L'indice de charge (IC) assigné à chaque dispositif terminal indique, pour éviter toute surcharge, le pourcentage de la charge totale qui peut être raccordée à un circuit téléphonique bouclé utilisé par ce dispositif. La terminaison du circuit bouclé peut être constituée de n'importe quelle combinaison de dispositifs, pourvu que la somme des indices de charge de l'ensemble des dispositifs ne dépasse pas 5.

Notices

Glossary

This glossary includes terms and definitions from the *IBM Dictionary of Computing* (New York: McGraw-Hill, 1994)

ac (AC). Alternating current.

ac power. Power that is supplied to the computer through an electrical outlet.

Advanced Power Management (APM). A facility consisting of one or more layers of software that support power management in computers with power manageable hardware. The APM software interface allows applications, operating systems, device drivers, and the APM BIOS to work together to reduce power consumption, without reducing system performance.

ANSI. American National Standards Institute.

APM. Advanced Power Management.

application program. A program that performs specific tasks on your computer, such as word processing or creating spreadsheets.

ASCII. American National Standard Code for Information Interchange.

ATA PC Card. A PC Card with an AT attachment hard disk drive interface such as a storage device PC Card.

AUTOEXEC.BAT. A file that contains a startup procedure of DOS. Each time you start your system, DOS performs the commands that are stored in this file.

backup copy. A copy, usually of a file or group of files, that is kept in case the original file or files are unintentionally changed or destroyed.

batch. A process method in which a program or programs records with little or no operator action.

bay. The ThinkPad 390 compartment for installing device modules.

BIOS (Basic Input/Output System). Microcode that contains such basic hardware operations as interactions with diskette drives, hard disk drives, and the keyboard.

bitmap graphics. (1) A form of graphics in which all points on the display are directly addressable, (2) In multimedia applications, a form of graphics in an area of computer memory or storage that can be displayed as an image.

boot. To prepare a computer system for operation by loading an operating system.

bps. Bits per second. In serial transmission, the instantaneous bit speed with which a device or channel transmits a character.

bus. A facility for transferring data between several devices located between two end points, only one device being able to transmit at a given moment.

cache memory. A special memory, smaller and faster than main memory, that is used to hold a copy of instructions and data in main memory that is likely to be needed next by the processor, and that have been obtained automatically from main memory.

CD. Compact disc.

CD-I. Compact disc-interactive.

CD-ROM. Compact disc read-only memory.

cold docking. Docking the computer to the docking station with the computer is powered off.

combination keys. Keys that have specific functions when you hold them down at the same time.

CONFIG.SYS. A file that contains a group of commands to load installable device drivers and reserve space in system memory for information processing. This file is referred to by DOS during system startup.

configuration. (1) The manner in which hardware and software of an information processing system are organized and interconnected, (2) The physical and logical arrangement of devices and programs that make up a data processing system, (3) The devices and programs that make up a system, subsystem, or network.

CRT. Cathode ray tube display.

device driver. (1) A file that contains the code needed to use an attached device. Operating system loads device drivers for screens. (2) A program that enables a computer to communicate with a specific peripheral device—for example, a printer, a video disc player, or a CD drive. (3) A collection of subroutines that control the interface between I/O device adapters and processors.

DIMM. Dual inline memory module.

directory. A type of file containing the names and controlling information for other files or other directories.

Diskette Factory. The preload program for creating the installation diskettes of the device drivers and applications.

DMA. Direct memory access. The transfer of data between memory and input/output units without processor intervention.

double-click. To press and release a mouse button twice within a time frame defined by the user, without moving the pointer off the choice.

DRAM. Dynamic random access memory.

DSTN. Dual-scan, super-twisted nematic.

DSP. Digital signal processor.

ECP. Extended Capability Port.

EDO DRAM. Enhanced data output dynamic random access memory.

EGA. Enhanced graphics adapter.

EIA. Electronics Industries Association.

EIA-232D. An EIA interface standard that defines the physical, electronic, and functional characteristics of an interface line that connects a communication device and associated workstation. It uses a 25-pin connector and an unbalanced line voltage.

EMS. Expanded memory specification.

FAQ. Frequently asked questions.

fax. (1) Facsimile machine. (2) A transmitted document from a facsimile machine.

FDD. Floppy disk drive.

fixed disk. In personal computing, fixed disk is synonymous with hard disk.

Flash memory. Electrically rewritable storage.

folder. A file used to store and organize documents.

fuel gauge. An indicator on the screen that constantly shows the current power status of the battery pack.

HDD. Hard disk drive.

HHR. Half-horizontal resolution.

hibernation mode. One of the power-saving methods that stores data and applications running in the computer's memory on the hard disk. During hibernation, the computer is automatically turned off to save power. When power is turned on again, the computer immediately restores the same data and applications as when hibernation mode started, without restarting the operating system.

high-performance mode. A method of increasing the access time of video memories for DSTN LCDs, to produce high-quality video on an external monitor (CRT).

high-resolution mode. Video resolutions that are greater than 640 x 480 pels.

HPA. High performance addressing.

Hot docking. Dock the computer to the docking station with the computer is powered on.

icon. A graphic symbol, displayed on a screen, that a user can point to with a pointing device such as a TrackPoint or mouse to select a particular function or software application.

IDE. Integrated device electronics.

IR. Infrared.

IRQ. Interrupt request.

ISA. Industry standard architecture.

ISO. International Organization for Standardization.

JEIDA. Japan Electronics Industry Development Association.

kilobyte (KB). 1024 bytes.

LAN. Local area network.

LCD. Liquid crystal display.

LPT1 or LPT2. The name you can assign a parallel port to specify its address. See also parallel port.

mAh. Milliampere hours.

MCI. Media Control Interface.

megabyte (MB). 1024 kilobytes. About 1 million bytes.

memory. Often referred to as random-access memory (RAM), measured in kilobytes (KB) or megabytes (MB) of information.

MHz. Megahertz.

microcode. One or more microinstructions used in a product as an alternative to hard-wired circuitry to implement functions of a processor or other system component.

MIDI. Musical Instrument Digital Interface.

modem. A device that connects your computer to a telephone line, allowing it to communicate with another computer at another location.

parallel port. A port used to attach such devices as dot-matrix printers and input/output units; it transmits data 1 byte at a time.

partial suspend mode. A kind of suspend mode where only a part of the system components use power.

parity check. A redundancy check by which a recalculated parity bit is compared with the pre-given parity bit.

password. A series of letters or numbers that you designated to restrict access to your computer.

PC Card. A card that is based on the PCMCIA standard.

PCMCIA. Personal Computer Memory Card International Association.

pel. Picture element.

picture element. In computer graphics, the smallest element of a display surface that can be independently assigned color and intensity.

pixel. Picture element.

pointing device. An instrument, such as a mouse, TrackPoint, or joystick, that is used to move a pointer on the screen.

pop-up menu. On the display screen, a menu that emerges in an upward direction from a particular point or line on a display screen.

port replicator. The option attached to the ThinkPad and expands the capabilities of the ThinkPad, such as additional PC Card slots and ports.

POST. Power-on self-test.

power mode. The ThinkPad has three battery operation power modes, such as maximum performance, maximum battery life, and customized.

prompt. A visual or audible message sent by a program to request the user's response.

PSTN. Public-switched telephone network.

pull-down menu. On the display screen, a menu that emerges in a downward direction from a particular point or line at or near the top of the screen.

reboot. To restart all operations of the computer as if the power were just turned on.

resume. To begin computer operations again from standby mode.

ROM. Read-only memory.

SDRAM. Static dynamic random access memory.

serial port. A port used to attach such devices as display devices, letter-quality printers, modems, plotters, and such pointing devices as light pens and mice; it transmits data 1 bit at a time.

standby mode. A kind of suspend mode where only a part of the system components use power.

STN. Super-twisted nematic.

suspend. To stop all operations of the computer to reduce power drain and restrict access to the files.

SVGA. Super video graphics adapter, a video mode that produces up to 1024-by-768 resolution.

TFT. Thin-film transistor.

TSRs. Terminate-and-stay-resident programs, memory-resident programs that are loaded into memory and stay there so you can conveniently access them whenever you need to.

USB. Universal serial bus.

vertical expansion. A video display technique in character- display mode to fit video images on the whole LCD screen by adjusting the number of character dots vertically.

VESA. Video Electronics Standards Association.

VGA. Video graphics adapter, a video mode that produces up to 640-by-480 resolution.

VSYNC. Vertical synchronization frequency.

warm docking. Dock the computer to the docking station with the computer in suspend or hibernation mode.

XMS. Extended memory specification.

Index

A

America Online 127
attaching 68, 72
audio problems 106

B

backing up the system 30
battery pack
 latch location 6
 location 4
 maximizing operation 36
 maximizing the battery life 89
 preserving 36
 replacing 32
battery power, maximizing 36
battery problems 103
battery status 8
 ,location 5
bay LED, location 6
BIOS Setup Utility 18
 Advanced submenu 20
 Config menu 19
 Date/Time 22
 exiting 26
 Password menu 23
 Restart menu 26
 starting 18
 Startup menu 24
brightness control, location 3
built-in microphone, location 3
bulletin boards 126

C

caps lock lamp 8
CardBus
 enabling in Windows 98 73
care and maintenance 33

carrying the computer 35

CD-ROM

 inserting 16
 problems 104
 removing 16
CD-ROM drive 3, 15
 using 16
CD-ROM eject button, location 3
CD-ROM eject hole, location 3
changing the startup sequence 24
cleaning the computer 35
client support line 129
CompuServe 126
ConfigSafe 31

D

diskette drive, location 3
Diskette Factory, using 118
diskette standards 134
diskettes, updates 131
display 134
 changing output location 64
 modes 66
docking 72
drive-in-use lamp 8

E

EasyServ 125
enhanced PC support line 128
ergonomics information 38
error codes 96
error messages 96
external keyboard
 attaching 58
external keypad
 attaching 58
external monitor
 attaching 63

- external monitor (*continued*)
 - location 4
 - problems 111
 - setting 87
- external mouse
 - attaching 58
- external-input-device connector
 - location 5

F

- facsimile assistance 125
- FAQ 84
- features 134
- Fn key
 - key lock 12
 - location 3
- Fn key functions 12
- Frequently Asked Questions 84
- Fuel Gauge 13

G

- getting service 124

H

- handling the computer 33
- hard disk drive 52
 - installing 53
 - location 4
 - removing 52
 - replacing 52
 - upgrading 52
- hard disk password 76
- hardware specifications 136
- headphone jack, location 3
- hibernation mode
 - problems 100
- hibernation, creating 37
- hints 91
- hot keys 12

I

- identification numbers 122
- indicator location 3
- information
 - where to get 40
- infrared port
 - location 4
 - setting 85
- infrared problems 105
- input problems 98
- installing 69
- International Warranty Service 125

K

- key combinations 12
- keyboard, specifications 134

L

- LCD
 - display modes 66
 - latch location 3
 - problems 102
 - switching output location 64
- limitations 91
- line-in jack, location 3
- list of options 122
- location 3
- lock 81

M

- magnifying glass 46
- mechanical lock 81
- memory 48
 - calculating 50
 - installing 48
 - removing 51
 - size 50
 - slot location 6
 - specifications 134
- microphone-in jack, location 3
- microphone, location 3
- modem problems 107

modem, location 3

N

network and server support line 129
notices and warranties
 product 139
numeric keypad, using 14
numeric lock lamp 8

O

online user's guide 28
operating system, updating 131
options
 hard disk drive, upgrade 52
 memory, increase 48
 port replicator 72
 UltraBay FX devices 54

P

parallel port
 location 4
password
 changing 79
 entering 77
 removing 79
 setting 78
 types 76
 using 76
PC Card 69, 70
 problems 109
PC Card eject buttons, location 3
PC Card slots, location 3
port replicator 72
 problems 113
power cords 138
power jack, location 4
power switch
 location 4
power-on lamp 8
power-on password 76
press-to-select 43
printer 68
printer problems 110

problems, recording 123
Prodigy 127
publications, ordering 131

R

Recovery CD, using 119
removing 70
repair services 122, 124

S

safety notice viii
scroll lock lamp 8
scrolling 46
security
 mechanical lock 81
 passwords 76
 security screw 82
security keyhole, location 4
sensitivity 45
serial connector, location 4
serial port, setting 85
service
 how to get 124
setup password 76
size, machine specifications 136
software problems 115
speakers, location 3
specifications 134, 136
 battery pack 137
 environment 136
 heat output 136
 input voltage 136
 power cords 138
 size 136
 temperature 136
standards, diskettes 134
startup sequence, changing 24
status indicators 7
status indicators, location 3
suspend lamp 8
suspend status, location 5
system-expansion connector, location 6

T

- technical support 124
- telephone assistance 124
- temperature, machine specifications 136
- ThinkPad Configuration program 26
- ThinkPad Customization CD, using 118
- tilt feet, location 6
- tips 91
- TrackPoint 9
 - changing cap 11
 - customizing 42
 - disabling 62
 - location 3
 - magnifying glass 46
 - press-to-select 43
 - scrolling 46
 - sensitivity 45
 - tips on using 10
 - using 9
- TrackPoint, setting 86
- troubleshooting
 - audio problems 106
 - battery problems 103
 - CD-ROM problems 104
 - charts 95
 - error codes 96
 - error messages 96
 - external monitor problems 111
 - guide 94
 - hibernation problems 100
 - indicator problems 103
 - infrared problems 105
 - input problems 98
 - LCD problems 102
 - LED problems 103
 - modem problems 107
 - no error codes 97
 - no error messages 97
 - option problems 114
 - other problems 116
 - PC Card problems 109
 - port replicator problems 113
 - printer problems 110
 - software problems 115
 - suspend problems 100

troubleshooting (*continued*)

- USB problems 106

U

- UltraBay FX 15
 - bay LED 6
 - device lock location 6
 - installing 54
 - replacing 54
 - securing 82
 - swapping 54
- USB
 - location 4
 - problems 106

V

- volume control, location 3

W

- warranty
 - extensions and upgrades 130
 - product 139
 - service, international 125
- Web site 31