



ThinkPad[®] T40 Series Service and Troubleshooting Guide



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Note

Before using this information and the product it supports, be sure to read the general information under Appendix A, "Important safety instructions", on page 45, Appendix B, "Wireless related information", on page 51, Appendix C, "Warranty information", on page 55, and Appendix D, "Notices", on page 77.



DANGER

- To avoid electric shock hazard, connect and disconnect cables appropriately when installing, moving or opening the covers of this product or attached devices. Use the power cord with a properly grounded outlet.
- 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 a function of the level of system activity and battery charge level. Extended contact with your body, even through clothing, could cause discomfort or, eventually, a skin burn.
- To reduce the risk of electric shock, do not use your computer in or near water.
- To avoid electric shock, do not use your computer with the telephone cable connection during an electrical storm. Do not connect the cable to or disconnect it from the telephone outlet on the wall during an electrical storm.
- Store packing materials safely out of the reach of children to prevent the risk of suffocation from plastic bags.
- The battery pack contains a small amount of harmful substances. There is danger of an explosion if the battery pack is incorrectly replaced, exposed to fire or water, short-circuited or disassembled. Keep the battery pack away from children and do not put it in trash that is disposed of in landfills.
- To reduce the risk of fire, use only No. 26 AWG or thicker telephone cable.
- The fluorescent lamp in the LCD contains mercury. Do not put it in trash that is disposed of in landfills. Rough handling or dropping the computer can cause the LCD to break and the internal fluid to get into your eyes or on your hands. Immediately wash the affected areas with water. If symptoms persist, seek medical care.
- Do not disassemble the optical storage drive unit, as this might result in hazardous radiation exposure.
- Avoid direct eye exposure with the laser beam contained in some drives.

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Important notice for users

Important regulatory notice for users

The ThinkPad® T40 Series computer complies with the radio frequency and safety standards of any country or region in which it has been approved for wireless use. You are requested to install and use your ThinkPad computer in strict accordance with the local RF regulations. Before you use the ThinkPad T40 Series computer, please find and read *Regulatory Notice for ThinkPad T40 Series*, the notice that supplements this Service and Troubleshooting Guide. The notice is included in the package with this publication.

Information about hard disk capacity

Instead of providing a recovery CD or a Windows® CD with your computer, IBM® provides simpler methods of accomplishing the tasks typically associated with these CDs. The files and programs for these alternative methods are on your hard disk, which eliminates having to locate misplaced CDs and problems associated with using an incorrect CD version.

The complete backup of all the files and programs that IBM preinstalled on your computer resides in a hidden section, or partition, of the hard disk. Although hidden, the backups in the partition consume hard disk space. Therefore, when checking the capacity of your hard disk according to Windows, you might note that the total capacity of the disk appears to be smaller than anticipated. This discrepancy is explained by the contents of the hidden partition. (See “Recovering pre-installed software” on page 33.)

For more information about recovering your hard disk to the original preinstalled contents, refer to your on-system help source, Access IBM. Press the blue Access IBM button or click the Access IBM icon on your desktop, and then browse the Learn section for various topics that cover backing up and recovering.

Finding information with Access IBM



The blue Access IBM button can help you in many situations when your computer is working normally; and even when it is not. At your desktop, press the Access IBM button to open Access IBM. Access IBM is your on-board computer help center that brings you informative illustrations and easy-to-follow instructions for getting started and staying productive. You can also use the Access IBM button to interrupt the startup sequence of your computer and start the Access IBM Predesktop Area. If Windows does not start correctly, press the Access IBM button during the startup sequence of your computer and start the Access IBM Predesktop Area. Use this area to run diagnostics, restore your backups (assuming you have made backups using IBM Rapid Restore Ultra), restore to factory contents (ie, what was there when you received your computer), start a utility that enables you to change your startup sequence, and get essential system information, and start the IBM BIOS Setup Utility where you can check and change BIOS settings.

Press the Access IBM button to open the application that brings all of IBM's resources to you. On the next page, you will see the Welcome page of Access IBM that explains what each part of Access IBM holds to help you.



Some of the topics in your help system contain brief video clips that show you how to perform certain tasks, such as replacing your battery, inserting a PC Card, or upgrading your memory. Use the controls shown to play, pause, and rewind the video clip.



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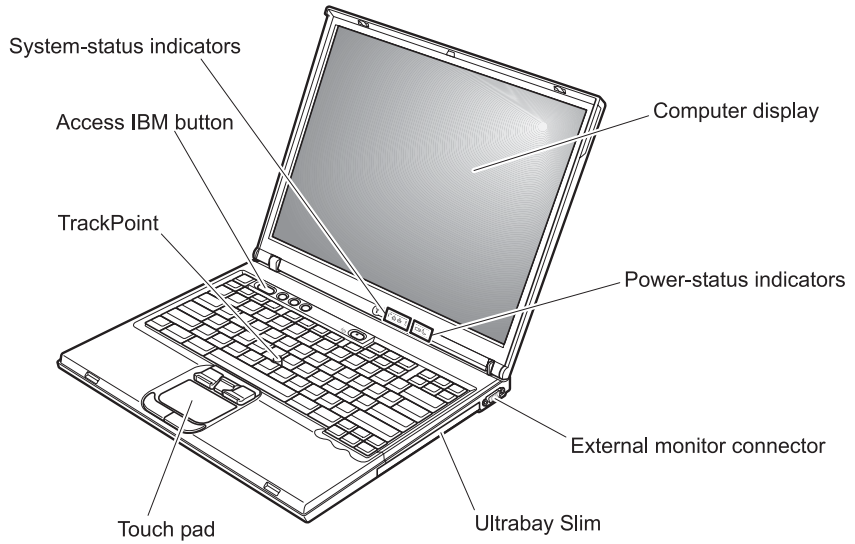
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Chapter 1. Overview of your new ThinkPad computer

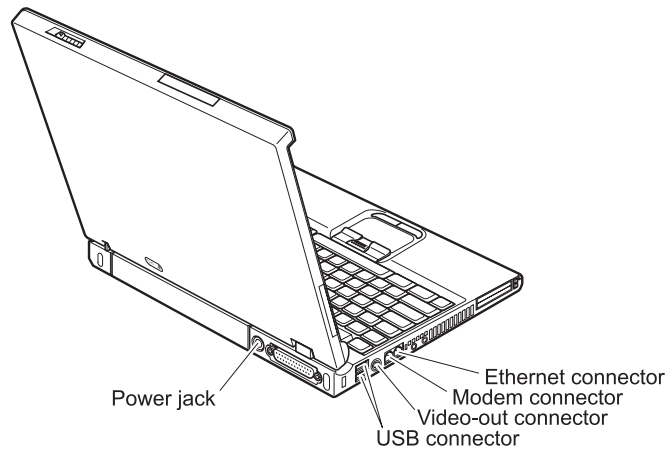
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Your ThinkPad at a glance

Front view



Rear view



Features

Processor

- Intel® Pentium® M Processor

Memory

- Double data rate (DDR) synchronous dynamic random access memory (DRAM)

Memory Speed Support: Your computer may not be able to operate at all memory speeds (MHz). A system designed for a slower memory speed may be able to utilize faster memory, but will only operate at the slower speed.

Storage device

- 2.5-inch hard disk drive

Display

The color display uses TFT technology:

- Size: 14.1 inch
- Resolution:
 - LCD: Up to 1400-by-1050, depending on the model
 - External monitor: Up to 2048-by-1536
- Brightness control

Keyboard

- 87-key, 88-key, or 92-key
- UltraNav™ (TrackPoint® and touch pad)

Note: Some models have the TrackPoint only, without a touch pad and its buttons.

- Fn key function
- Access IBM button
- Volume control buttons
- ThinkLight™

External interface

- Parallel connector (IEEE 1284A)
- External-monitor connector
- PC Card slots (Type I, Type II, or Type III PC Card)
- Stereo headphone jack
- Microphone jack
- Video-out connector (S-Video)
- 2 Universal Serial Bus (USB) connectors
- Infrared port
- RJ11 telephone connector
- RJ45 Ethernet connector
- Ultrabay™ Slim

Features

- Docking connector
- Integrated wireless LAN (IEEE 802.11a/b/g) feature (on some models)
- Integrated wireless LAN (IEEE 802.11b) feature (on some models)
- Integrated *Bluetooth* feature (on some models)

Specifications

Size

- Width: 311 mm (12.2 in.)
- Depth: 255 mm (10.0 in.)
- Height: 26.6 to 31.4 mm (1.0 to 1.2 in.), depending on the model

Environment

- Maximum altitude without pressurization: 3048 m (10,000 ft)
- Temperature
 - At altitudes up to 2438 m (8000 ft)
 - Operating with no diskette: 5° to 35°C (41° to 95°F)
 - Operating with a diskette: 10° to 35°C (50° to 95°F)
 - Not operating: 5° to 43°C (41° to 110°F)
 - At altitudes above 2438 m (8000 ft)
 - Maximum operating temperature, 31.3°C (88° F)

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

- Relative humidity:
 - Operating with no diskette in the drive: 8% to 95%
 - Operating with a diskette in the drive: 8% to 80%

Heat output

- 72 W (246 Btu/hr) maximum

Power source (ac adapter)

- Sine-wave input at 50 to 60 Hz
- Input rating of the ac adapter: 100-240 V ac, 50 to 60 Hz

Battery pack

- Lithium-ion (Li-Ion) battery pack
 - Nominal voltage: 10.8 V dc
 - Capacity: 4.4 AH

Caring for your ThinkPad computer

Though your computer is designed to function reliably in normal work environments, you need to use common sense in handling it. By following these important tips, you will get the most use and enjoyment out of your computer.

Important tips:

Be careful about where and how you work

- 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 a function of the level of system activity and battery charge level. Extended contact with your body, even through clothing, could cause discomfort or, eventually, a skin burn.
- Place liquids away from your computer to avoid spills, and keep your computer away from water (to avoid the danger of electrical shock).
- Store packing materials safely out of the reach of children to prevent the risk of suffocation from plastic bags.
- Keep your computer away from magnets, activated cellular phones, electrical appliances, or speakers (within 13 cm/5 in).
- Avoid subjecting your computer to extreme temperatures (below 5°C/41°F or above 35°C/95°F).

Be gentle with your computer

- Avoid placing any objects (including paper) between the display and the keyboard or under the keyboard.
- Do not drop, bump, scratch, twist, hit, vibrate, push or place heavy objects on your computer, display, or external devices.
- Your computer display is designed to be opened and used at an angle slightly greater than 90 degrees. Do not open the display beyond 180 degrees, as this might damage the computer hinge.

Carry your computer properly

- Before moving your computer, be sure to remove any media, turn off attached devices, and disconnect cords and cables.
- Be sure your computer is in standby or hibernation mode, or turned off, before moving it. This will prevent damage to the hard disk drive and data loss.
- When picking up your open computer, hold it by the bottom. Do not pick up or hold your computer by the display.

- Use a quality carrying case that provides adequate cushion and protection. Do not pack your computer in a tightly packed suitcase or bag.

Handle storage media and drives properly

- Avoid inserting diskettes at an angle and attaching multiple or loose diskette labels, as these can lodge in the drive.
- If your computer comes with an optical drive such as CD, DVD, or CD-RW/DVD drive, do not touch the surface of a disc or the lens on the tray.
- Wait until you hear the CD or DVD click into the center pivot of an optical drive such as CD, DVD, or CD-RW/DVD drive before closing the tray.
- When installing your hard disk, diskette, CD, DVD, or CD-RW/DVD drive, follow the instructions shipped with your hardware, and apply pressure only where needed on the device. See Access IBM, your on-board help system, for information on replacing your hard disk drive (open Access IBM by pressing the Access IBM button).

Take care in setting passwords

- Remember your passwords. If you forget a supervisor or hard disk password, IBM will not reset it, and you might have to replace your system board or hard disk drive.

Other important tips

- Your computer modem might use only an analog telephone network, or public-switched telephone network (PSTN). Do not connect the modem to a PBX (private branch exchange) or any other digital telephone extension line because this could damage your modem. Analog phone lines are often used in homes, while digital phone lines are often used in hotels or office buildings. If you are not sure which kind of phone line you are using, contact your telephone company.
- Your computer might have both an Ethernet connector and a modem connector. If so, be sure to connect your communication cable to the correct one, so your connector is not damaged. See Access IBM, your on-board help system, for information on the location of these connectors (press the Access IBM button to open Access IBM).
- Register your ThinkPad products with IBM (refer to the Web page: www.ibm.com/pc/register). 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 technical information and upgrades.
- Only an authorized IBM ThinkPad repair technician should disassemble and repair your computer.
- Do not modify or tape the latches to keep the display open or closed.

Caring for your ThinkPad computer

- Take care not to turn your computer over while the ac adapter is plugged in. This could break the adapter plug.
- Turn off your computer if you are replacing a device in a device bay, or else verify that the device is warm-or hot-swappable.
- If you exchange drives in your computer, reinstall the plastic bezel faces (if supplied).
- Store your external and removable hard disk, diskette, CD, DVD, and CD-RW/DVD drives in the appropriate containers or packaging when they are not being used.

Cleaning the cover of your computer

Occasionally clean your computer as follows:

1. Prepare a mixture of a gentle kitchen-use detergent (one that does not contain abrasive powder or strong chemicals such as acid or alkaline). Use 5 parts water to 1 part detergent.
2. Absorb the diluted detergent into a sponge.
3. Squeeze excess liquid from the sponge.
4. Wipe the cover with the sponge, using a circular motion and taking care not to let any excess liquid drip.
5. Wipe the surface to remove the detergent.
6. Rinse the sponge with clean running water.
7. Wipe the cover with the clean sponge.
8. Wipe the surface again with a dry, soft lint-free cloth.
9. Wait for the surface to dry completely and remove any fibers from the cloth.

Cleaning your computer keyboard

1. Absorb some isopropyl rubbing alcohol on a soft, dust-free cloth.
2. Wipe the keytop surface with the cloth, ensuring no liquid drips on or between the keys.
3. Allow to dry.
4. You can use compressed air to remove any crumbs and dust from beneath the keys.

Note: Avoid spraying cleaner directly on the display or the keyboard.

Cleaning your computer display

1. Gently wipe the display with a dry, soft lint-free cloth. If you see a scratchlike mark on your display, it might be a stain transferred from the keyboard or the TrackPoint pointing stick when the cover was pressed from the outside.

2. Wipe or dust the stain gently with a soft, dry cloth.
3. If the stain remains, moisten a soft, lint-free cloth with water or a 50-50 mixture of isopropyl alcohol and water that does not contain impurities.
4. Wring out as much of the liquid as you can.
5. Wipe the display again; do not let any liquid drip into the computer.
6. Be sure to dry the display before closing it

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Chapter 2. Solving computer problems

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Diagnosing problems

If you have a problem with your computer, you can test it by using PC-Doctor® for Windows. To run PC-Doctor for Windows, do as follows:

1. Click **Start**.
2. Move the pointer to **All Programs** (in Windows other than Windows XP, **Programs**) and then to **PC-Doctor for Windows**.
3. Click **PC-Doctor**.
4. Choose one of the tests, from either **Device Categories** or the **Test Scripts**.

Attention

Running any tests may take up to several minutes or longer. Make sure you have time to run the entire test; do not interrupt the test while it is running.

The **System Test** of the **Test Scripts** runs some tests of critical hardware components, but it does not run all of the diagnostic tests in PC-Doctor for Windows. If PC-Doctor for Windows reports that all of the tests in the **System Test** have been run and that it has found no problems, consider running more of the tests in PC-Doctor for Windows.

If you are preparing to contact IBM for support, be sure to print the test log so that you can rapidly provide information to the help technician.

Troubleshooting

If you do not find your problem here, refer to Access IBM, your on-board help system. Open Access IBM by pressing the Access IBM button. The following section only describes problems that might prevent you from accessing this help system.

Error messages

Notes:

1. In the charts, x can be any character.
2. The version of PC-Doctor referred to here is PC-Doctor for Windows.

Message	Solution
0175: Bad CRC1, stop POST task	The EEPROM checksum is not correct (block #6). Have the computer serviced.
0176: System Security - The System has been tampered with.	This message is displayed if you remove the Security Chip and reinstall it, or install a new one. To clear the error, enter the IBM BIOS Setup Utility. If this does not solve the problem, have the computer serviced.

Message	Solution
0177: Bad SVP data, stop POST task.	Checksum of the supervisor password in the EEPROM is not correct. The system board should be replaced. Have the computer serviced.
0182: Bad CRC2. Enter BIOS Setup and load Setup defaults.	Checksum of the CRC2 setting in the EEPROM is not correct. Go to IBM BIOS Setup Utility. Press F9 and then Enter to load the default setting. Press F10 and then Enter to restart the system.
0185: Bad startup sequence settings. Enter BIOS Setup and load Setup defaults.	Checksum of the startup sequence setting in the EEPROM is not correct. Go to IBM BIOS Setup Utility. Press F9 and then Enter to load the default setting. Press F10 and then Enter to restart the system.
0187: EAIA data access error	The access to EEPROM has failed. Have the computer serviced.
0188: Invalid RFID Serialization Information Area.	The EEPROM checksum is not correct (block # 0 and 1). The system board should be replaced, and the box serial number needs to be reinstalled. Have the computer serviced.
0189: Invalid RFID configuration information area	The EEPROM checksum is not correct (block # 4 and 5). The system board should be replaced, and the UUID needs to be reinstalled. Have the computer serviced.
0190: Critical low-battery error	The computer turned off because the battery is low. Connect the ac adapter to the computer and charge the battery, or replace the battery with a fully charged one.
0191: System Security - Invalid remote change requested.	The system configuration change has failed. Confirm the operation and try again. To clear the error, enter the IBM BIOS Setup Utility.
0192: System Security - IBM Embedded Security hardware tamper detected.	The Security Chip has been replaced with a different one. Have the computer serviced.
0199: System Security - IBM Security password retry count exceeded.	This message is displayed if you enter a wrong supervisor password more than three times. Confirm the supervisor password and try again. To clear the error, enter the IBM BIOS Setup Utility.
01C8: More than one modem devices are found. Remove one of them. Press <Esc> to continue.	Remove a Modem Mini-PCI Card. Otherwise, press Esc to ignore the warning message. If it does not solve this problem, have the computer serviced.
01C9: More than one Ethernet devices are found. Remove one of them. Press <Esc> to continue.	Your ThinkPad computer has a built-in Ethernet feature, and you cannot add another such feature by installing an Ethernet device. If this error message is displayed, remove the Ethernet device that you installed. Otherwise press Esc to ignore the warning message. If this does not solve the problem, have the computer serviced.

Solving computer problems

Message	Solution
0200: Hard disk error	The hard disk is not working. Make sure that the hard disk drive is attached firmly. Run the IBM BIOS Setup Utility; then make sure the hard disk drive is not disabled in the Startup menu.
021x: Keyboard error	<p>Make sure that there are no objects placed on the keyboard, or if you have one, the external keyboard. Turn off the computer, and turn off all attached devices. Turn on the computer first; then turn on the attached devices.</p> <p>If you still see the same error code, do the following:</p> <p>If an external keyboard is connected, do the following:</p> <ul style="list-style-type: none"> • Turn off the computer and disconnect the external keyboard; then turn on the computer. Make sure that the built-in keyboard operates correctly. If it does, have the external keyboard serviced. • Make sure that the external keyboard is connected to the correct connector. <p>Test the computer by using PC-Doctor.</p> <ul style="list-style-type: none"> • If the computer stops during the test, have the computer serviced.
0230: Shadow RAM error	The shadow RAM failed. Test your computer's memory with PC-Doctor. If you added a memory module just before turning the computer on, reinstall it. Then test the memory with PC-Doctor.
0231: System RAM error	The system RAM failed. Test your computer's memory with PC-Doctor. If you added a memory module just before turning the computer on, reinstall it. Then test the memory with PC-Doctor.
0232: Extended RAM error	The extended RAM failed. Test your computer's memory with PC-Doctor. If you have increased memory just before turning the computer on, reinstall it. Then test the memory with PC-Doctor.
0250: System battery error	The backup battery, which is used to preserve the configuration information, such as the date and time, while the computer is turned off, is depleted. Replace the battery and run IBM BIOS Setup Utility to verify the configuration. If you still have a problem, have the computer serviced.
0251: System CMOS checksum bad	The system CMOS might have been corrupted by an application program. The computer uses the default settings. Run IBM BIOS Setup Utility to reconfigure the settings. If you still see the same error code, have the computer serviced.
0260: System timer error	Have the computer serviced.
0270: Real time clock error	Have the computer serviced.
0271: Date and time error	Neither the date nor the time is set in the computer. Set the date and time, using the IBM BIOS Setup Utility.

Message	Solution
0280: Previous boot incomplete	Your computer was previously unable to complete the boot process. Turn the computer off; then turn it on to start the IBM BIOS Setup Utility. Verify the configuration and then restart the computer either by choosing the Exit Saving Changes option under the Restart item or by pressing F10. If you still see the same error code, have the computer serviced.
02D0: System cache error	The cache is disabled. Have the computer serviced.
02F4: EISA CMOS not writable	Have the computer serviced.
02F5: DMA test failed	Have the computer serviced.
02F6: Software NMI failed	Have the computer serviced.
02F7: Fail-safe timer NMI failed	Have the computer serviced.
1802: Unauthorized network card is plugged in - Power off and remove the miniPCI network card.	The Mini-PCI network card is not supported on this computer. Remove it.
1803: Unauthorized daughter card is plugged in - Power off and remove the daughter card.	The daughter card is not supported on this computer. Remove it.

Message	Solution
1810:Hard disk partition layout error	<p>A problem in recognizing the layout of the partition on the hard disk has halted computer startup. Either the IBM Predesktop Area has been deleted, or the hard disk contains corrupt data. To try to restart your computer, complete one of the following:</p> <ul style="list-style-type: none"> • If the IBM Predesktop Area has been deleted <ol style="list-style-type: none"> 1. Press F1 to open the IBM BIOS Setup Utility. 2. Select Security->IBM Predesktop Area-> Access IBM Predesktop Area. 3. Set this item to Disabled. 4. Save and exit. • If the above fails <ol style="list-style-type: none"> 1. Press Enter. 2. Click RECOVER TO FACTORY CONTENTS and follow on-screen instructions. <p>Note: This will permanently erase the entire contents of the hard disk, and then restore software preinstalled by IBM.</p> <p>Press F1 to open BIOS Setup, or Enter to start the IBM Predesktop Area.</p> <p>If the computer still does not start, call the IBM HelpCenter®. Telephone numbers are listed in “Calling IBM” on page 40.</p>
The power-on password prompt	<p>A power-on password or a supervisor password is set. Type the password and press Enter to use the computer. If the power-on password is not accepted, a supervisor password might have been set. Type the supervisor password and press Enter. If you still see the same error message, have the computer serviced.</p>
The hard disk password prompt	<p>A hard disk password is set. Type the password and press Enter to use the computer.</p> <p>If you still see the same error message, have the computer serviced.</p>
Hibernation error	<p>The system configuration changed between the time your computer entered hibernation mode and the time it left this mode, and your computer cannot resume normal operation.</p> <ul style="list-style-type: none"> • Restore the system configuration to what it was before your computer entered hibernation mode. • If the memory size has been changed, re-create the hibernation file.
Operating system not found.	<p>Verify the following:</p> <ul style="list-style-type: none"> • The hard disk drive is correctly installed. • A startable diskette is in the diskette drive <p>If you still see the same error message, check the boot sequence, using the IBM BIOS Setup Utility.</p>

Message	Solution
Fan error	The cooling fan has failed. Have the computer serviced.
EMM386 Not Installed — Unable to Set Page Frame Base Address.	Edit C:\CONFIG.SYS and change a line from device=C:\WINDOWS\EMM386.EXE RAM to device=C:\WINDOWS\EMM386.EXE NOEMS and save this file.
CardBus Configuration Error —Device Disabled	Go to the IBM BIOS Setup Utility. Press F9 and then Enter to load the default setting. Press F10 and then Enter to restart the system.
Thermal sensing error	The thermal sensor is not functioning correctly. Have the computer serviced.
Authentication of system services failed. Press <Esc> to resume.	The IBM Predesktop Area in the HDD is broken. To use the IBM Predesktop Area, get a Recovery CD, then recover the IBM Predesktop Area using it.

Errors without messages

Problem:

When I turn on the machine, nothing appears on the screen and the machine does not beep while starting up.

Note: If you are not sure whether you heard any beeps, turn off the computer; then turn it on again, and listen again. If you are using an external monitor, refer to “Computer screen problems” on page 25.

Solution:

If a power-on password is set, press any key to display the power-on password prompt, and then type the correct password and press **Enter**.

If the power-on password prompt does not appear, the brightness level might be set to minimum brightness. Adjust the brightness level by pressing Fn+Home.

If the screen still remains blank, make sure that:

- The battery 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.)

Solving computer problems

If these items are properly set, and the screen remains blank, have the computer serviced.

Problem:

When I turn on the machine, nothing appears on the screen, but I hear two or more beeps.

Solution:

Make sure that the memory card is installed correctly. If it is, but the screen is still blank, and you hear five beeps, have the computer serviced.

If you hear 4 cycles of 4 beeps each, the Security Chip has a problem. Have the computer serviced.

Problem:

When I turn on the machine, only a white pointer appears on a blank screen.

Solution:

Reinstall your operating system, and turn on the computer. If you still see only the pointer on the screen, have the computer serviced.

Problem:

My screen goes blank while the computer is on.

Solution

Your screen saver or power management may be enabled. Touch the TrackPoint or the touch pad, or press a key to exit the screen saver, or press the power switch to resume from standby or hibernation mode.

Problem:

The DOS full-screen looks smaller.

Solution:

If you use a DOS application that supports only 640×480 resolution (VGA mode), the screen image might look slightly distorted or 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 ThinkPad Configuration Program and click **LCD**; then select the **Screen expansion** function. (The image might still look slightly distorted.)

Note: If your computer has a screen expansion function, you can use the Fn+F8 keys to expand the screen image.

A password problem

Problem:

I forgot my password.

Solution:

If you forgot your power-on password, you must take your computer to an IBM authorized servicer or marketing representative to have the password canceled.

If you forgot your hard disk password, IBM will not reset your password or recover data from the hard disk. You must take your computer to an IBM authorized servicer or an IBM marketing representative to have the hard disk drive replaced. Proof of purchase is required, and a fee will be charged for parts and service.

If you forgot your supervisor password, IBM will not reset your password. You must take your computer to an IBM authorized servicer or IBM marketing representative to have the system board replaced. Proof of purchase is required, and a fee will be charged for parts and service.

A power switch problem

Problem:

The system does not respond, and you cannot turn off the computer.

Solution:

Turn off the computer by pressing and holding the power switch for 4 seconds or more. If the computer is still not reset, remove the ac adapter and the battery.

Keyboard problems

Problem:

The pointer does not move after the computer returns from one of the power management modes.

Solution:

Reboot the computer. Make sure you followed the instructions correctly when you installed Windows with the Advanced Power Management (APM) option.

Note: The APM option is supported in Windows 98 and Windows NT[®].

Problem:

All or some of the keys on the keyboard do not work.

Solution:

If the problem occurred immediately after the computer returned from standby mode, enter the power-on password if one has been set.

If an external keyboard is connected, the numeric keypad on your computer does not work. Use the numeric keypad on the external keyboard.

If an external numeric keypad or a mouse is connected:

1. Turn off the computer.

Solving computer problems

2. Remove the external numeric keypad or the mouse.
3. Turn on the computer and try using the keyboard again.

If the keyboard problem is resolved, carefully reconnect the external numeric keypad, external keyboard, or mouse, making sure that you have seated the connectors properly.

If keys on the keyboard still do not work, have the computer serviced.

Problem:

A number appears when you type a letter.

Solution

The numeric lock function is on. To disable it, press and hold **Shift**; then press **NumLk**.

Problem:

All or some of the keys on the external numeric keypad do not work.

Solution:

Make sure that the external numeric keypad is correctly connected to the computer.

Problem

Some or all of the keys on the external keyboard do not work.

Solution

If you are using the ThinkPad Dock II, the ThinkPad Mini Dock, or the ThinkPad Port Replicator II, make sure that the keyboard cable is correctly connected to the keyboard connector.

If the connection is correct, disconnect the cable and make sure that the built-in keyboard operates properly. If the built-in keyboard works, there is a problem with the external keyboard. Try using a different external keyboard.

UltraNav problems

Problem:

The pointer drifts when the computer is turned on or after it resumes normal operation.

Solution:

The pointer 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. Pointer drifting might occur for several seconds under the following conditions:

- 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.

Problem:

The mouse or the pointing device does not work.

Solution:

Make sure that the TrackPoint and the touch pad are set to Automatic in the ThinkPad Configuration Program. Then detach the mouse or the pointing device, and try using the TrackPoint and the touch pad. If the TrackPoint and the touch pad work, the error might be due to the mouse or the pointing device.

Make sure that the cable for the mouse or the pointing device is securely connected to the ThinkPad Dock II, ThinkPad Mini Dock, or the ThinkPad Port Replicator II.

If your mouse is incompatible with the IBM PS/2 mouse, disable the TrackPoint, using the ThinkPad Configuration Program.

Note: For more information, see the manual supplied with the mouse.

Problem:

The mouse buttons do not work.

Solution:

If your ThinkPad computer has the TrackPoint only, this problem may occur.

Change the mouse driver to **Standard PS/2[®] Port Mouse**, and then reinstall **IBM PS/2 TrackPoint**. Drivers are provided in the C:\IBMTTOOLS\DRIVERS directory on your hard disk drive. If your hard disk drive does not contain device drivers, refer to the ThinkPad Web site. For access to this Web site, press the Access IBM button and open Access IBM.

Problem:

The scrolling or magnifying glass function does not work.

Solution:

Check the mouse driver in the Device Manager window, and make sure that the IBM PS/2 TrackPoint driver is installed.

Standby or hibernation problems

Problem:

The computer enters standby mode unexpectedly.

Solution:

If the processor overheats, the computer automatically enters standby mode to allow the computer to cool and to protect the processor and other internal components. Also, check the settings for standby mode, using Battery MaxMiser.

Problem:

The computer enters standby mode immediately after Power-on self-test (POST) (the standby indicator light turns on).

Solution:

Make sure that:

- The battery is charged.
- The operating temperature is within the acceptable range. Refer to “Specifications” on page 5.

If these items are correct, have the computer serviced.

Problem:

The critical low-battery error message is displayed, and the computer immediately turns off.

Solution:

The battery power is getting low. Connect the ac adapter to the computer, or replace the battery with a fully charged one.

Problem:

When you take action to return from standby mode, the computer display remains blank.

Solution:

Check whether an external monitor was disconnected while the computer was in standby mode. Do not disconnect the external monitor while the computer is in standby mode or hibernation mode. If no external monitor is attached when the computer resumes, the computer display remains blank and output is not displayed. This restriction does not depend on the resolution value. Press Fn+F7 to bring up the computer display.

Problem:

The computer does not return from standby mode, or the standby indicator stays on and the computer does not work.

Solution:

If the system does not return from standby mode, it may have entered standby or hibernation mode automatically because the battery is depleted. Check the standby indicator.

- If the standby indicator is on, your computer is in standby mode. Connect the ac adapter to the computer; then press Fn.
- If the standby indicator is off, your computer is in hibernation mode or power-off state. Connect the ac adapter to the computer; then press power button to resume operation.

If the system still does not return from standby mode, your system may stop responding and you cannot turn off the computer. In this case, you need to reset the computer. If you have not saved your data, it may be

lost. To reset the computer, press and hold the power button for 4 seconds or more. If the system is still not reset, remove the ac adapter and the battery.

Problem:

Your computer does not enter standby or hibernation mode.

Solution:

Check whether any option has been selected that would disable your computer from entering standby or hibernation mode.

Problem:

The computer does not enter standby mode as set by the timer under Windows 98 or Windows NT.

Solution:

For Windows 98:

The generic CD-ROM or DVD-ROM driver for Windows 98 accesses the internal CD-ROM or DVD-ROM drive every 3 seconds to see whether a CD-ROM is inserted in the CD-ROM drive or the DVD-ROM drive. This prevents your computer from entering standby mode even after a timeout. To enable the computer to enter standby mode, do the following:

1. Click **Start**.
2. Move the pointer to **Settings and Control Panel**.
3. Click **Control Panel**, and then double-click **System**.
4. Click the **Device Manager** tab.
5. Click the + mark of **CD-ROM**.
6. Double-click the name of the CD-ROM or DVD-ROM.
7. Click the **Settings** tab.
8. Clear the **Auto insert notification** check box.

Windows 98 no longer detects the insertion of a CD-ROM or a DVD-ROM automatically.

For Windows NT:

If you enable the CD-ROM AutoRun feature, the timer cannot trigger the computer to enter standby mode. To enable the timer, disable the AutoRun feature by editing the configuration information in the registry as follows:

```
HKEY_LOCAL_MACHINE\SYSTEM\  
CurrentControlSet\Services\Cdrom\  
Autorun: 0x1 > Autorun: 0
```

Problem:

The Fn+F12 key combination does not cause the computer to enter hibernation mode.

Solution:

The computer cannot enter hibernation mode:

- If you are using one of the IBM communication PC Cards. To enter hibernation mode, stop the communication program, and then remove the PC Card or disable the PC Card slot, using the Control Panel.
- If the hibernation utility is not installed in Windows 98 or Windows NT. To install the hibernation utility, refer to “Installing device drivers” in the Access IBM, your on-board help system.
- If the hibernation mode is not enabled. To enable it, do as follows:

For Windows 98:

1. Start the ThinkPad Configuration Program.
2. Click **Power Management**.
3. Click the **Hibernation** tab.
4. Click the **Enable hibernation** button.
5. Click the **Create Now** button.

For Windows NT:

Note: You must format your hard disk with the FAT format system to use hibernation mode in Windows NT. If you format your hard disk with NTFS, the default format in Windows NT, you cannot use hibernation mode.

1. Start the ThinkPad Configuration Program.
2. Click **Power Management**.
3. Click **Suspend/Resume Options**.
4. Click **Enable Hibernation**.
5. Click **OK**.

For Windows XP or Windows 2000 :

1. Start the ThinkPad Configuration Program.
2. Click **Power Management**.
3. Click the **Hibernate** tab.
4. Select the hibernate support checkbox.
5. Click **OK**.

Note: You can enter hibernation mode by pressing Fn+F12 only if the PM driver for Windows XP or Windows 2000 has been installed.

Problem:

Under Windows XP, the Fn+F3 key combination does not make the computer screen go blank.

Solution:

Windows XP enables multiple users to log on to the system at the same time. If you are the first user to have logged on to your computer, you can use the Fn+F3 key combination. Otherwise the combination will not work on your computer.

Computer screen problems

Problem:

The screen is blank.

Solution:

- Press Fn+F7 to bring up the image.

Note: If you use the Fn+F7 key combination to apply a presentation scheme, press Fn+F7 at least three times in three seconds, and the image is displayed on the computer screen.

- If you are using the AC adapter, or using the battery, and the battery status indicator is on (is green), press Fn+Home to make the screen brighter.
- If the standby status indicator is on (is green), press Fn to resume from the standby mode.
- If the problem persists, do the Solution in the problem below.

Problem:

The screen is unreadable or distorted.

Solution:

Make sure that:

- The display device driver is installed correctly.
- The screen resolution and color quality are correctly set.
- The monitor type is correct.

To check these settings, do as follows:

For Windows XP and Windows 2000:

Open the Display Properties window.

1. Click the **Settings** tab.
2. Check whether the screen resolution and color quality are correctly set.
3. Click **Advanced**.
4. Click the **Adapter** tab.
5. Make sure "ATI Mobility xxxxx" or "ATI Mobility FIRE GL xxxxx" is shown in the adapter information window.

Note: The device driver name xxxxx depends on the video chip that has been installed on your computer.

6. Click the **Properties** button. Check the "Device status" box and make sure the device is working properly. If not, click the **Troubleshooter** button.
7. Click the **Monitor** tab.
8. Make sure the information is correct.

Solving computer problems

9. Click the **Properties** button. Check the "Device status" box and make sure the device is working properly. If not, click the **Troubleshooter** button.

Problem:

Incorrect characters appear on the screen.

Solution:

Did you install the operating system or application program correctly? If they are installed and configured correctly, have the computer serviced.

Problem:

The screen stays on even after you turn off your computer.

Solution:

Press and hold the power switch for 4 seconds or more to turn off your computer; then turn it on again.

Problem:

Missing, discolored, or bright dots appear on the screen every time you turn on your computer.

Solution:

This is an intrinsic characteristic of the TFT technology. Your computer's display contains multiple thin-film transistors (TFTs). A small number of missing, discolored, or bright dots on the screen might exist all the time.

Problem:

A message, "Unable to create overlay window," appears when you try to start DVD playback.

or

You get poor or no playback while running video playback, DVD playback, or game applications.

Solution

Do either of the following:

- If you are using 32-bit color mode, change the color depth to 16-bit mode.
- If you are using a desktop size of 1280×1024 or larger, reduce the desktop size and the color depth.

Battery problems

Problem:

The battery cannot be fully charged by the power-off method in the standard charge time for your computer.

Solution:

The battery might be over-discharged. Do the following:

1. Turn off the computer.
2. Make sure that the over-discharged battery is in the computer.

3. Connect the ac adapter to the computer and let it charge.

If the battery cannot be fully charged in 24 hours, use a new battery.

If the optional Quick Charger is available, use it to charge the over-discharged battery.

Problem:

Your computer shuts down before the battery status indicator shows empty.

or

Your computer operates after the battery status indicator shows empty.

Solution:

Discharge and recharge the battery.

Problem:

The operating time for a fully charged battery is short.

Solution:

Discharge and recharge the battery. If your battery's operating time is still short, use a new battery.

Problem:

The computer does not operate with a fully charged battery.

Solution:

The surge protector in the battery might be active. Turn off the computer for one minute to reset the protector; then turn on the computer again.

Problem

The battery does not charge.

Solution

You cannot charge the battery when it is too hot. If the battery feels hot, remove it from the computer and allow it to cool to room temperature. After it cools, reinstall it and recharge the battery. If it still cannot be charged, have it serviced.

Hard disk drive problems

Problem:

The hard disk drive makes a rattling noise intermittently.

Solution:

The rattling noise might be heard when:

- The hard disk drive starts accessing the data or when it stops.
- You are carrying the hard disk drive.
- You are carrying your computer.

This is a normal characteristic of a hard disk drive and is not a defect.

Problem:

The hard disk drive does not work.

Solution:

In the startup menu in IBM BIOS Setup Utility, make sure that there is no exclamation point ! to the left of the hard disk drive or its child node. If there is such a mark, the hard disk drive is disabled. Clear the mark to enable the drive by pressing the Insert key.

A startup problem

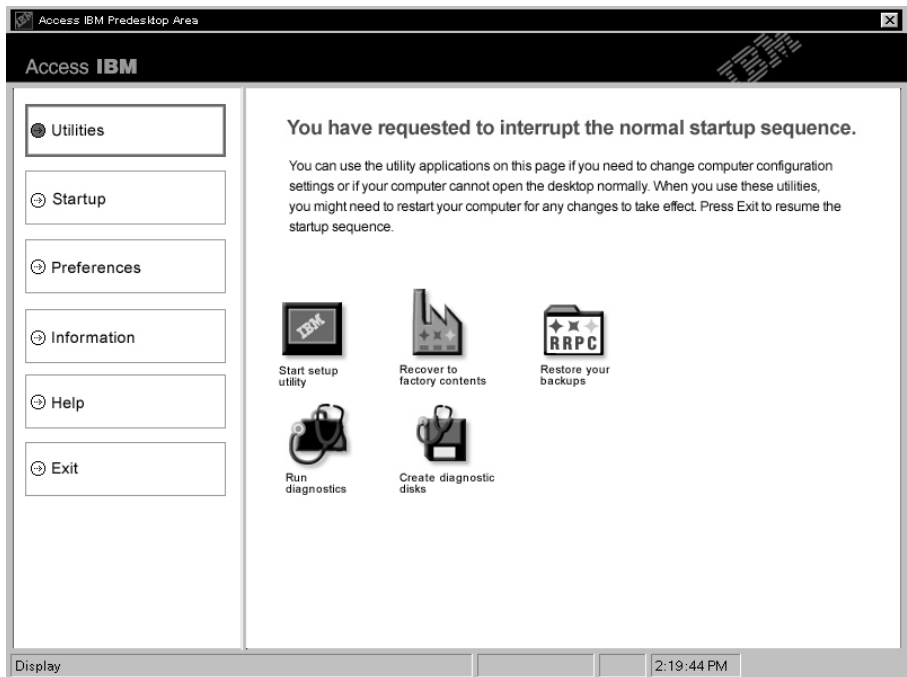
Problem:

The Microsoft Windows operating system will not start.

Solution:

Use the Access IBM Predesktop Area to help solve or identify your problem. Starting the Access IBM Predesktop Area is easy. If, for some reason the Access IBM Predesktop Area does not open, do the following:

1. Turn off your PC, and then turn it back on again.
2. Watch the screen carefully while your PC starts. When the message "To interrupt normal startup, press the blue Access IBM button." is displayed at the lower left of the screen, press the blue Access IBM button. The Access IBM Predesktop Area opens to the Utilities page. A window such as this will appear:



3. After the Access IBM Predesktop Area opens to the Utilities page, you can select from the following icons:
 - **Start setup utility** opens the IBM BIOS Setup Utility program.
 - **Recover to factory contents** erases all files on primary partition--the C drive--and installs the software contents present when your PC was manufactured. Call the IBM HelpCenter for help and information before using this recovery method. (See the telephone numbers in this publication under "Calling IBM" on page 40.
 - **Restore your backups** restores backups you have made with IBM Rapid Restore Ultra, if backups have been made.
 - **Run diagnostics** starts diagnostics tests to help determine whether there are problems with your PC and what might be causing them.
 - **Create diagnostic disks** helps you create special disks used during diagnostic tests.

In the left panel of the Access IBM Predesktop Area, you can click the following to open other pages or exit the utility:

Startup enables you to change the order of devices in which the PC searches for the operating system during startup. In some situations, you might need to start the operating system from a CD drive rather than the hard disk. You specify those kinds of changes on this page.

Preferences presents various options, depending on your model and accessories, you can set for the Access IBM Predesktop Area.

Information gathers essential information about your PC that you can provide to call center technicians, if necessary.

Help provides information about the various pages in Access IBM Predesktop Area.

Exit closes the Access IBM Predesktop Area and resumes the startup sequence that was interrupted.

Other problems

Problem:

The computer locks or does not accept any input.

Solution:

Your computer might lock when it enters standby mode during a communication operation. Disable the standby timer when you are working on the network.

To turn off the computer, press and hold the power switch for 4 seconds or more.

Problem:

The computer does not turn off with the power switch.

Solution:

If the standby indicator is on and you are working under battery power, replace the battery with a fully charged one or change your power source to ac power.

If you still have a problem, press and hold the power switch for 4 seconds or more; this forces the computer to turn off.

Problem:

The computer does not start from a device you want, such as a diskette drive.

Solution:

Refer to the Startup menu of the IBM BIOS Setup Utility. Make sure that the startup sequence in the IBM BIOS Setup Utility is set so that the computer starts from the device you want.

Also make sure that the device from which the computer starts is enabled by checking that there is no ! mark preceding the device name.

Problem:

The computer does not respond.

Solution:

IRQs for the PCI are all set as 11. The computer does not respond because it cannot share the IRQ with other devices. Refer to the ThinkPad Configuration Program.

Problem:

Windows NT does not start; however, the message saying that Windows NT is loading remains on the screen.

Solution:

The USB setting might have been changed to Enabled. If so, it might cause a conflict in allocating memory resources during startup. Disable the setting, using the BIOS Setup Utility.

1. Turn your computer off and then on again; then, while the message, "To interrupt normal startup, press the blue Access IBM button" is displayed at the lower left of the screen, press the Access IBM button to start the Access IBM Predesktop Area.
2. Double-click **Start setup utility** to start the IBM BIOS Setup Utility. The IBM BIOS Setup Utility menu appears.
3. With the cursor key, select **Config**; then press Enter.
4. Select **USB** by pressing Enter.
5. With the F5 or F6 key, select **Disable**; then press Enter.

6. Press F10 and Enter to save this setting and exit this utility.

Problem:

The computer can not play a CD, or the sound quality is not good.

Solution:

Be sure that the disk meets the standards for your country. Usually, a disk that meets the local standards is marked with a CD logo on the label. If you use a disc that does not meet these standards, we cannot guarantee that it will play, or that, if it does play, the sound quality will be good.



Problem:

Playback of DVD is not smooth in Windows 98 and Windows 2000.

Solution:

If you select the Maximum Battery mode for the Intel SpeedStep® technology, this problem may occur. This mode is designed to achieve maximum battery life by switching the processor speed between the regular low speed and half of that speed, depending on how much the processor is used. If the use increases, Intel SpeedStep switches the processor speed to the lower speed. Operation in this mode can severely degrade the performance of the processor, and thus cause the playback of a DVD to be jerky.

To avoid or reduce this problem, you can choose any of three other modes of operation, as follows:

- **Maximum Performance:** Keeps the processor speed high at all times.
- **Automatic:** Switches the processor speed between high and low, depending on how much the processor is used. If the use increases, Intel SpeedStep switches the processor speed to high.
- **Battery Optimized Performance:** Keeps the processor speed low at all times.

To choose a mode, do the following:

1. Start the ThinkPad Configuration Program.
2. Click **Power Management**.
3. Click the **Intel SpeedStep technology** tab.
4. From the list, select the mode you want.
5. Click **OK**.

Problem:

You cannot connect using the built-in wireless networking card.

Solution:

If the computer display is closed, open it and try again.

Starting IBM BIOS Setup Utility

Your computer provides a program, called IBM BIOS Setup Utility, that enables you to select various setup parameters.

- Config: Set the configuration of your computer.
- Date/Time: Set the date and time.
- Security: Set security features.
- Startup: Set the startup device.
- Restart: Restart the system.
- BIOS Setup Utility items
- Updating your system BIOS

Note: You can set many of these parameters more easily by using the ThinkPad Configuration Program.

To start IBM BIOS Setup Utility, do as follows:

1. To protect yourself against accidental loss of data, back up your computer registry. For details, refer to the on-board help.
2. Remove any diskette from the diskette drive, and then turn off the computer.
3. Turn on the computer; then, while the "To interrupt normal startup, press the blue Access IBM button" message is displayed at the lower-left of the screen, press the Access IBM button.

4. Double-click **Start setup utility**.

If you have set a supervisor password, the IBM BIOS Setup Utility menu appears after you enter the password. You can start the utility by pressing Enter instead of entering the supervisor password; however, you cannot change the parameters that are protected by the supervisor password. For more information, refer to the on-board help.

5. Using the cursor keys, move to an item you want to change. When the item you want is highlighted, press Enter. A submenu is displayed.
6. Change the items you wish to change. To change the value of an item, use the F5 or F6 key. If the item has a submenu, you can display it by pressing Enter.
7. Press F3 or Esc to exit from the submenu. If you are in a nested submenu, press Esc repeatedly until you reach the IBM BIOS Setup Utility menu.

Note: If you need to restore the settings to their original state as of the time of purchase, press F9 key to load the default settings. You can also select an option in the Restart submenu to load the default settings or discard the changes.

8. Select Restart; then press Enter. Move the cursor to the option you want for restarting your computer; then press Enter. Your computer restarts.

Recovering pre-installed software

Your computer hard disk has a hidden, protected area for backups. Contained within this area is a complete backup of the hard disk as it was shipped from the factory and a program called the Access IBM Predesktop Area.

If you installed the IBM Rapid Restore Ultra program, the Access IBM Predesktop Area also contains additional IBM Rapid Restore Ultra backups that reflect the contents of the hard disk as it existed at various points in time.

You can use the Access IBM Predesktop Area to restore the contents of the hard disk to an earlier state using any of the backup images stored in the protected area. Access IBM Predesktop Area runs independently of the Windows operating system. Therefore, you can start it by pressing the blue Access IBM button when prompted during startup.

After the Access IBM Predesktop Area opens you can perform a recovery operation, even if you are unable to start Windows. For more information about the IBM Rapid Restore Ultra program see “Backing up and restoring data” in Access IBM, your on-board help. For more information about the Access IBM Predesktop Area see “Interrupting the normal startup sequence” in Access IBM.

To recover the hard disk to its original contents, do the following:

Note: The recovery process might take up to 2 hours.

Attention: All of the files on the primary hard disk partition (usually drive C) will be lost in the recovery process. If possible, be sure to back up copies of the files you have saved on your drive C before you begin.

Note: You might need to use a diskette drive in the recovery process. Use a drive that is compatible with your ThinkPad computer.

1. If possible, save all your files and shut down your operating system.
2. Turn off your computer.
3. Turn on your computer. Watch the display carefully. When the following message is displayed, press the blue Access IBM button to open the Access IBM Predesktop Area: "To interrupt normal startup, press the blue Access IBM button."
4. Double-click **Recover to factory contents**.
5. Follow the instructions on the screen.
6. When the recovery process finishes, press Enter key. Your computer will restart with the pre-installed operating system, drivers, and software.

Upgrading the hard disk drive

You can increase the storage capacity of your computer by replacing the hard disk drive with one of greater capacity. You can purchase a new hard disk drive from your IBM reseller or IBM marketing representative.

Note: Replace the hard disk drive only if you upgrade it or have it repaired. The connectors and bay of the hard disk drive were not designed for frequent changes, or drive swapping.

Attention

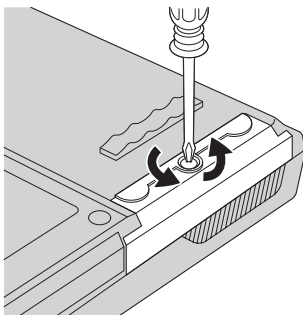
Handling a hard disk drive

- Do not drop the drive or subject it to physical shocks. Put the drive on a material, such as soft cloth, that absorbs the physical shock.
- Do not apply pressure to the cover of the drive.
- Do not touch the connector.

The drive is very sensitive. Incorrect handling can cause damage and permanent loss of data on the hard disk. Before removing the hard disk drive, make a backup copy of all the information on the hard disk, and then turn the computer off. Never remove the drive while the system is operating, in standby mode, or in hibernation mode.

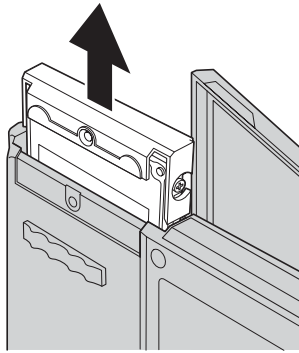
To replace the hard disk drive, do the following:

1. **Turn off the computer;** then disconnect the ac adapter and all cables from the computer.
2. Close the computer display, and turn the computer over.
3. Remove the battery.
4. Remove the screw that secures the hard disk drive.

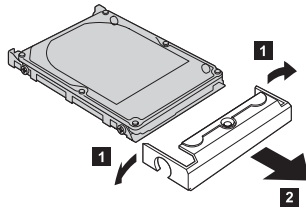


5. Open the computer display; then stand the computer on its side and remove the hard disk drive by pulling the cover away from the

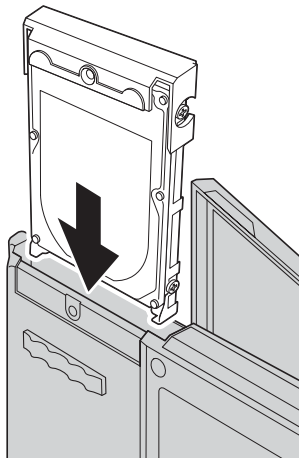
computer.



6. Detach the cover from the hard disk drive.



7. Attach the cover to a new hard disk drive.
8. Insert the hard disk drive and its cover into the hard disk drive bay; then firmly install them.



9. Close the computer display and place the computer with its bottom side up. Reinstall the screw.
10. Reinstall the battery.

Upgrading the hard disk drive

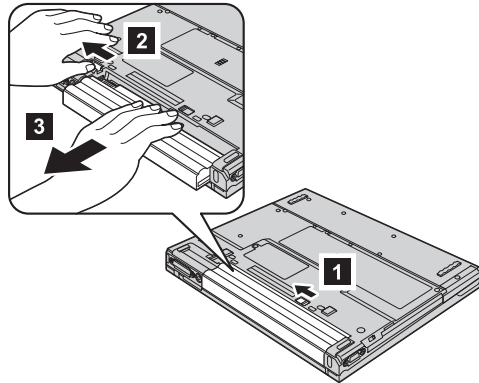
11. Turn the computer over again. Connect the ac adapter and the cables to the computer.

Replacing the battery

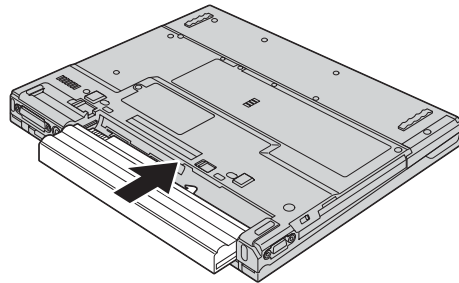
1. **Turn off the computer, or enter hibernation mode.** Then disconnect the ac adapter and all cables from the computer.

Note: If you are using a PC Card, the computer might not be able to enter hibernation mode. If this happens, turn off the computer.

2. Close the computer display, and turn the computer over.
3. There are two battery latches. Slide the one above the battery to the left to unlock it **1**. Then slide the other one to the left and unlock it **2**. Hold the second latch in the unlocked position as you remove the battery.

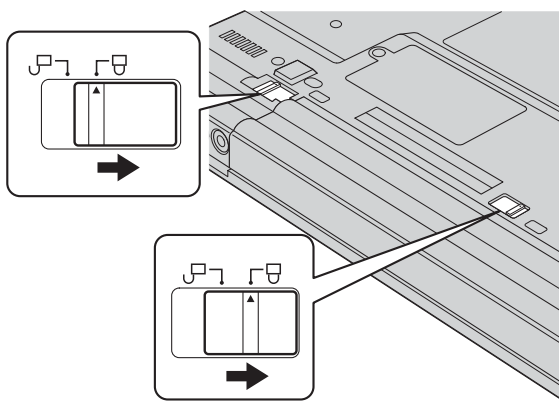


4. Install a fully charged battery.



Replacing the battery

5. Slide the battery latches to the locked positions.



6. Turn the computer over again. Connect the ac adapter and the cables to the computer.

Chapter 3. Getting help and service from IBM

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Getting help and service

If you need help, service, technical assistance, or just want more information about IBM products, you will find a wide variety of sources available from IBM to assist you. This section contains information about where to go for additional information about IBM and IBM products, what to do if you experience a problem with your computer, and whom to call for service should it be necessary.

Microsoft Service Packs are the latest software source for Windows product updates. They are available via Web download (connection charges may apply) or via CD-ROM. For more specific information and links, please go to www.microsoft.com. IBM offers Up and Running technical assistance with installation of, or questions related to, Service Packs for your IBM preloaded Microsoft Windows product. For information please contact the IBM HelpCenter at the phone number(s) listed in "Calling IBM".

Getting help on the Web

On the World Wide Web, the IBM Web site has up-to-date information about IBM Personal Computer products and support. The address for the IBM Personal Computing home page is www.ibm.com/pc

IBM provides an extensive Web site dedicated to mobile computing and to ThinkPad computers at www.ibm.com/pc/support. Research this Web site to learn how to solve problems, find new ways to use your computer, and learn about options that can make working with your ThinkPad computer even easier.

You also can order publications through the IBM Publications Ordering System at www.elink.ibm.com/public/applications/publications/cgibin/pbi.cgi

Calling IBM

If you have tried to correct the problem yourself and still need help, during the warranty period, you can get help and information by telephone through the IBM PC HelpCenter. The following services are available during the warranty period:

- Problem determination - Trained personnel are available to assist you with determining if you have a hardware problem and deciding what action is necessary to fix the problem.
- IBM hardware repair - If the problem is determined to be caused by IBM hardware under warranty, trained service personnel are available to provide the applicable level of service.

- Engineering change management - Occasionally, there might be changes that are required after a product has been sold. IBM or your reseller, if authorized by IBM, will make selected Engineering Changes (ECs) available that apply to your hardware.

The following items are not covered:

- Replacement or use of non-IBM parts or nonwarranted IBM parts

Note: All warranted parts contain a 7-character identification in the format
IBM FRU XXXXXXX

- Identification of software problem sources
- Configuration of BIOS as part of an installation or upgrade
- Changes, modifications, or upgrades to device drivers
- Installation and maintenance of network operating systems (NOS)
- Installation and maintenance of application programs

Refer to your IBM hardware warranty for a full explanation of IBM warranty terms. Be sure to retain your proof of purchase to obtain warranty service.

If possible, be near your computer when you make your call in case the technical assistance representative needs to help you resolve a computer problem. Please ensure that you have downloaded the most current drivers and system updates, run diagnostics, and recorded information before you call. When calling for technical assistance, please have the following information available:

- Machine Type and Model
- Serial numbers of your computer, monitor, and other components, or your proof of purchase
- Description of the problem
- Exact wording of any error messages
- Hardware and software configuration information for your system

Telephone numbers

Note: Telephone numbers are subject to change without notice. For the latest list of IBM HelpCenter telephone numbers and hours of operation, visit the Support Web site at www.ibm.com/pc/support

Country or region	Language	Telephone Number
Argentina	Spanish	0800-666-0011
Australia	English	1300-130-426
Austria	German	01-24592-5901
Bolivia	Spanish	0800-0189
Belgium	Dutch	02-210 9820
	French	02-210 9800
Brazil	Portuguese	55-11-3889-8986
Canada	English/ French	1-800-565-3344 in Toronto only call 416-383-3344
Chile	Spanish	800-224-488
China	Mandarin	800-810-1818
China (Hong Kong S.A.R.)	Cantonese English Putonghua	Home PC 852-2825-7799 Commercial PC 852-8205-0333
Colombia	Spanish	980-912-3021
Denmark	Danish	45 20 82 00
Ecuador	Spanish	1-800-426911 (option #4)
Finland	Finnish	09-459 69 60
France	French	02 38 55 74 50
Germany	German	07032-1549 201
Indonesia	Bahasa/Indonesian/English	(62)21-523-8535
Ireland	English	01-815 9202
Italy	Italian	02-7031-6101
Japan	Japanese/English	0120-887-874 Overseas calls 81-44-230-2037
Luxembourg	French	298-977 5063
Malaysia	English	(60)3-7727-7800
Mexico	Spanish	001-866-434-2080

Country or region	Language	Telephone Number
Netherlands	Dutch	020-514 5770
New Zealand	English	0800-446-149
Norway	Norwegian	66 81 11 00
Peru	Spanish	0-800-50-866
Philippines	English	(63)2-995-2225
Portugal	Portuguese	21-791-5147
Russia	Russian	095-940-2000
Singapore	English	(65)1-800-840-9911
Spain	Spanish	91-662-4216
Sweden	Swedish	08-477 4420
Switzerland	German/French/Italian	058-333-0900
Taiwan	Mandarin	886-2-2725-9799
Thailand	Thai	(66)2-273-4000
Turkey	Turkish	00-800-446-32-041
United Kingdom	English	0-1475-555 055
United States	English	1-800-426-7378
Uruguay	Spanish	000-411-005-6649
Venezuela	Spanish	0-800-100-2011
Vietnam	English/Vietnamese	Ho Chi Minh (84)8-829-5160 Hanoi (84)4-843-6675

Getting help around the world

If you travel with your computer or relocate it to a country where your ThinkPad machine type is sold and serviced by IBM or by IBM resellers who are authorized to perform warranty service, International Warranty Service is available for your computer.

Service methods and procedures vary by country, and some services might not be available in all countries. International Warranty Service is delivered through the method of service (such as depot, carry-in, or on-site service) that is provided in the servicing country. Service centers in certain countries might not be able to service all models of a particular machine type. In some countries, fees and restrictions might apply at the time of service.

To determine whether your computer is eligible for International Warranty Service and to view a list of the countries where service is available, go to

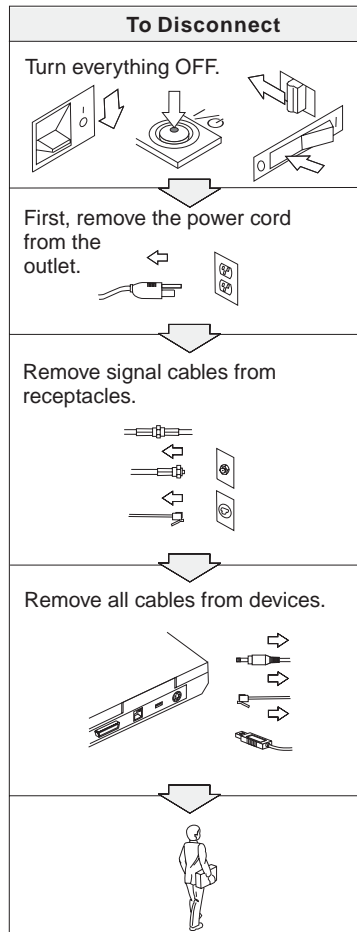
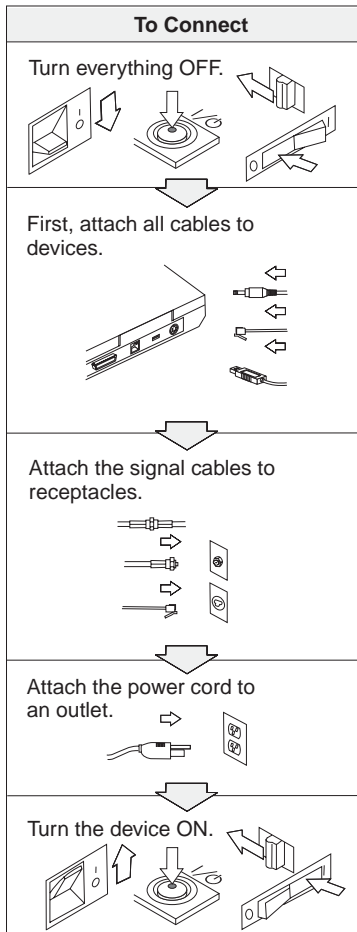
Getting help and service

www.ibm.com/pc/support, and click **Warranty**. Eligible IBM computers are identified by their four-digit machine types. For more information about International Warranty Service, see Service Announcement 601-034 at www.ibm.com. Click **Support & downloads**, click **Announcement letters**, and click **Announcements search**. In the **Search by letter number only** field, type 601-034, and click **Search**.

Appendix A. Important safety instructions



Electric 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. If the 3-pin power cord is provided with this product, it must be used with a properly grounded outlet.





DANGER

Reduce the risk of fire and electric shock by always following basic safety precautions, including the following:

- Do not use your computer in or near water.
- During electrical storms:
 - Do not use your computer with the telephone cable connection.
 - Do not connect the cable to or disconnect it from the telephone outlet on the wall.



DANGER: Power Cords and Power Adapters

Use only the power cords and power adapters supplied by the product manufacturer.

Do not use any power adapter that shows corrosion at the AC input pins and/or shows signs of overheating (such as degraded plastic) at the AC input or anywhere on the power adapter.

Do not use any power cords where the input (plug) pins or the output (receptacle) pins show signs of corrosion or overheating or where the power cord appears to have been damaged in any way.

Always ensure that all power cord connections are securely and completely plugged into receptacles.

Never wrap a power cord around the power adapter or other object. Doing so can cause the cord to fray, crack or crimp.

Always route power cords so that they will not be walked on, tripped over, or pinched by objects.

Protect the cord and power adapters from liquids. For instance, do not leave your cord or power adapter near sinks, tubs, toilets, or on floors that are cleaned with liquid cleansers. Liquids can cause a potential short circuit.



DANGER: Batteries

Battery abuse or mishandling can cause the battery to overheat, which can cause gasses or flame to "vent" from the battery. Never attempt to open or service any battery. Do not crush, puncture, or incinerate the battery or short the metal contacts. Do not expose the battery to water or other liquids.

Only charge the rechargeable battery pack pursuant to instructions included in the product's documentation.

The battery pack can degrade when they are left unused for long periods of time. For some batteries (particularly Lithium Ion batteries), leaving a battery unused in a discharged state could increase the risk of a battery short circuit, which could shorten the life of the battery and can also pose a safety hazard. Do not let Lithium-Ion batteries completely discharge or, store these batteries in a discharged state.

If your battery is damaged, or if you notice any discharge from your battery or the buildup of foreign materials on the battery leads, stop using the battery and obtain a replacement from the battery manufacturer.



DANGER: Storing the rechargeable battery pack

The battery pack should be stored at room temperature, charged to approx. 30 to 50 % of capacity. We recommend that battery pack be charged about once per year to prevent overdischarge.



DANGER

If the rechargeable battery pack is incorrectly replaced, there is danger of an explosion. The battery pack contains a small amount of harmful substances. To avoid possible injury:

- Replace only with a battery of the type recommended by IBM.
- Keep the battery pack away from fire.
- Do not expose it to water or rain.
- Do not attempt to disassemble it.
- Do not short-circuit it.
- Keep it away from children.

Do not put the battery pack in trash that is disposed of in landfills. When disposing of the battery, comply with local ordinances or regulations and your company's safety standards.



DANGER

If the backup battery is incorrectly replaced, there is danger of explosion.

The lithium battery contains lithium and can explode if it is not properly handled or disposed of.

Replace only with a battery of the same type.

To avoid possible injury or death, do not: (1) throw or immerse the battery into water, (2) allow it to heat to more than 100 °C (212 °F), or (3) attempt to repair or disassemble it. Dispose of it as required by local ordinances or regulations and your company's safety standards.



DANGER

Follow the instruction below when installing or reconfiguring the CDC or Mini PCI option.

To avoid shock hazard, disconnect all the cables and the ac adapter when you install the CDC or Mini PCI option or open the covers of the system or attached devices. Electrical current from power, telephone, and communication cables is hazardous.

CAUTION:

When you have added or upgraded a CDC or Mini PCI Card or a memory card, do not use your computer until you have closed the cover. Never use the computer when the cover is open.

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; if any symptoms are present after washing, get medical care.

CAUTION: Heat and Product Ventilation

Computers generate heat when turned on and when charging batteries. Never block, cover or disable ventilation slots and fans.



DANGER: Modem safety information

To reduce the risk of fire, electrical shock, or injury when using telephone equipment, always follow basic safety precautions, such as:

- Never install telephone wiring during an electrical storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Use only No. 26 AWG or larger (thicker) telephone cable.

Laser compliance statement

An optical storage drive (device), such as a CD-ROM, CD-RW, DVD-ROM drive and SuperDisk, which can be installed in the IBM ThinkPad computer is a laser product. The drive's classification label (shown below) is on the surface of the drive.

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

The drive is certified by the manufacturer to comply with the requirements of the Department of Health and Human Services 21 Code of Federal Regulations (DHHS 21 CFR) Subchapter J for Class I laser products at the date of manufacture.

In other countries, the drive is certified to conform to the requirements of IEC825 and EN60825 for Class 1 laser products.



DANGER

Do not open the optical storage drive unit; no user adjustments or serviceable parts are inside.

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

Class 1 laser products are not considered hazardous. The design of the laser system and the optical storage drive ensures that there is no exposure to laser radiation above a Class 1 level during normal operation, user maintenance, or servicing.

Some drives contain an embedded Class 3A laser diode. Note this warning:



DANGER

Emits visible and invisible laser radiation when open. Avoid direct eye exposure. Do not stare into the beam or view it directly with optical instruments.

Many PC products and accessories contain cords, cables or wires, such as power cords or cords to connect the accessory to a PC. If this product has such a cord, cable or wire, then the following warning applies:

WARNING: Handling the cord on this product or cords associated with accessories sold with this product will expose you to lead, a chemical known to the State of California to cause cancer, and birth defects or other reproductive harm. *Wash hands after handling.*

Save these instructions.

Appendix B. Wireless related information

Wireless interoperability

Wireless LAN Mini-PCI Adapter is designed to be interoperable with any wireless LAN product that is based on Direct Sequence Spread Spectrum (DSSS) and/or Orthogonal Frequency Division Multiplexing (OFDM) radio technology, and is compliant to:

- The IEEE 802.11a/b/g Standard on Wireless LANs, as defined and approved by the Institute of Electrical and Electronics Engineers.
- The Wireless Fidelity (WiFi) certification as defined by the WECA (Wireless Ethernet Compatibility Alliance).

Bluetooth Daughter Card is designed to be interoperable with any *Bluetooth* product that is compliant to *Bluetooth* Specification 1.1 as defined by the *Bluetooth* SIG. Following profiles are supported by *Bluetooth* Daughter Card:

- Generic Access
- Service Discovery
- Serial Port
- Dial-up Networking
- FAX
- LAN Access using PPP
- Personal Area Network
- Generic Object Exchange
- Generic Object Push
- File Transfer
- Synchronization
- Audio Gateway
- Headset
- Printer
- Human Interface Devices (Keyboard/Mouse)

Usage environment and your Health

Wireless LAN Mini-PCI Adapter and *Bluetooth* Daughter Card emit radio frequency electromagnetic energy like other radio devices. However, the level of energy emitted is far much less than the electromagnetic energy emitted by wireless devices like for example mobile phones.

Because Wireless LAN Mini-PCI Adapter and *Bluetooth* Daughter Card operate within the guidelines found in radio frequency safety standards and recommendations, IBM believes the integrated wireless cards are safe for use by consumers. These standards and recommendations reflect the consensus of

the scientific community and result from deliberations of panels and committees of scientists who continually review and interpret the extensive research literature.

In some situation or environment, the use of Wireless LAN Mini-PCI Adapter or *Bluetooth* Daughter Card may be restricted by the proprietor of the building or responsible representatives of the organization. These situations may for example include:

- Using the integrated wireless cards on board of airplanes, or in hospitals
- In any other environment where the risk of interference to other devices or services is perceived or identified as harmful.

If you are uncertain of the policy that applies on the use of wireless devices in a specific organization (e.g. airport or hospital), you are encouraged to ask for authorization to use Wireless LAN Mini-PCI Adapter or *Bluetooth* Daughter Card prior to turning on the ThinkPad computer.

Authorized Operation Within the United States and Canada

The statement below regarding the extended channel mode is applicable when the system supports this function. To check the support of this function, please see the property of the installed wireless card by referring to the extended channel mode enablement instruction.

For systems with 802.11b wireless function supporting Extended Channel Mode,

This device may only be used with Access Points, which are authorized for use within the geography in which they are being used. The use of this device with an Access Point that is not Wi-Fi compliant and not authorized to be used in your geography could result in violation of government regulations. Consult the network administrator, the instruction manual, or the approval label for the Access Point to determine the authorization of your Access Point in your specific country or geographic region.

“Extended Channel Mode” should only be selected when the device is operated outside the USA and Canada to avoid the unlikely possibility of unauthorized operation. The use of this device outside the United States and Canada in “Extended Channel Mode” may use frequencies not authorized for use in the United States and Canada. When used with an authorized Wireless Access Point that is Wi-Fi compliant or in Ad Hoc mode, this device will operate in its authorized modes in all geographies.

Please reconfigure selected frequencies when you travel from one country to another.

Enabling Extended Channel Mode

The statement below regarding the extended channel mode is applicable when the system supports this function. To check the support of this function, please see the property of the installed wireless card by referring to the extended channel mode enablement instruction.

In countries other than the United States and Canada, extra IEEE 802.11b channels may be supported. If you have a problem to connect an Access Point, please contact your system administrator or check your Access Point to know which channel is used. And if the 802.11b channel is 12 or greater, you will need to enable "Extended Channel Mode" with next steps.

1. Start Windows 2000/XP. Logon with administrative privileges.
2. Right mouse click on My computer on Desktop and select Property.
3. Click on Hardware Tab and push Device Manager Button.
4. Click on Network Adapter, locate a wireless adapter device, right mouse click on the device and select Property.
5. Click on Advanced Tab.
6. Select "Extended Channel Mode" and set the value to "Enable".

Note: This will be applied for systems with 802.11b wireless function supporting Extended Channel Mode.

Appendix C. Warranty information

This appendix contains warranty information for your ThinkPad, warranty period, warranty service and support, and the IBM Statement of Limited Warranty.

Warranty service and support

With the original purchase of an IBM ThinkPad, you have access to extensive support. During the IBM Machine warranty period, you may call IBM or your reseller for problem-determination assistance under the terms of the IBM Statement of Limited Warranty.

The following services are available during the warranty period:

- **Problem determination** - Trained personnel are available to assist you with determining if you have a hardware problem and deciding what action is necessary to fix the problem.
- **IBM hardware repair** - If the problem is determined to be caused by IBM hardware under warranty, trained service personnel are available to provide the applicable level of service, either on-site or at an IBM service center as determined by IBM.
- **Engineering Change management** - Occasionally, there might be changes that are required after a product has been shipped from IBM. In those instances, IBM will make Engineering Changes (ECs) available that apply to your hardware.

The following items are not covered under warranty service:

- Replacement or use of non-IBM parts. All IBM parts contain a 7-character identification in the format IBM FRU XXXXXXX.
- Identification of non-IBM software problem sources.
- Installation of customer replaceable units (CRUs).
- Installation and configuration of machine code or licensed internal code that is designated as customer installable.

If you do not register your computer with IBM, you might be required to present proof of purchase to obtain warranty service.

Before you call for service

You can solve many problems without outside assistance by following the troubleshooting procedures that IBM provides in the online help or in the publications that are provided with your computer and software.

Most computers, operating systems, and application programs come with information that contains troubleshooting procedures and explanations of error messages and error codes. The information that comes with your computer also describes the diagnostic tests that you can perform.

If you suspect a software problem, refer to the information for the operating system or application program.

Calling for service

Please have the following information ready:

- Machine type, model, and serial number
- Description of the problem
- Exact wording of any error messages
- Hardware and software configuration information

To find the telephone number for the HelpCenter nearest you, see “Telephone numbers” in Chapter 3, “Getting help and service from IBM”, on page 39

Part 1 - General Terms

*This Statement of Limited Warranty includes Part 1 - General Terms, Part 2 - Country-unique Terms, and Part 3 - Warranty Information. The terms of Part 2 replace or modify those of Part 1. The warranties provided by IBM in this Statement of Limited Warranty apply only to Machines you purchase for your use, and not for resale. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. The term "Machine" does not include any software programs, whether pre-loaded with the Machine, installed subsequently or otherwise. **Nothing in this Statement of Limited Warranty affects any statutory rights of consumers that cannot be waived or limited by contract.***

What this Warranty Covers

IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications ("Specifications") which are available on request. The warranty period for the Machine starts on the original Date of Installation and is specified in Part 3 - Warranty Information. The date on your invoice or sales receipt is the Date of Installation unless IBM or your reseller informs you otherwise. Many features, conversions, or upgrades involve the removal of parts and their return to IBM. A part that replaces a removed part will assume the warranty service status of the removed part. Unless IBM specifies otherwise, these warranties apply only in the country or region in which you purchased the Machine. **THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

What this Warranty Does not Cover

This warranty does not cover the following:

- any software programs, whether pre-loaded or shipped with the Machine, or installed subsequently;
- failure resulting from misuse (including but not limited to use of any Machine capacity or capability, other than that authorized by IBM in writing), accident, modification, unsuitable physical or operating environment, or improper maintenance by you;

- failure caused by a product for which IBM is not responsible; and
- any non-IBM products, including those that IBM may procure and provide with or integrate into an IBM Machine at your request.

The warranty is voided by removal or alteration of identification labels on the Machine or its parts.

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

Any technical or other support provided for a Machine under warranty, such as assistance via telephone with "how-to" questions and those regarding Machine set-up and installation, is provided **WITHOUT WARRANTIES OF ANY KIND**.

How to Obtain Warranty Service

If the Machine does not function as warranted during the warranty period, contact IBM or your reseller to obtain warranty service. If you do not register the Machine with IBM, you may be required to present proof of purchase as evidence of your entitlement to warranty service.

What IBM Will Do to Correct Problems

When you call for service, you must follow the problem determination and resolution procedures that IBM specifies. A technician will attempt to make an initial diagnosis of your problem and help you resolve it over the telephone. The type of warranty service applicable to your Machine is specified in Part 3 - Warranty Information.

You are responsible for downloading and installing designated Machine Code (microcode, basic input/output system code (called "BIOS"), utility programs, device drivers, and diagnostics delivered with an IBM Machine) and other software updates from an IBM Internet Web site or from other electronic media, and following the instructions that IBM provides.

If your problem can be resolved with a Customer Replaceable Unit ("CRU") (e.g., keyboard, mouse, speaker, memory, hard disk drive and other easily replaceable parts), IBM will ship these parts to you for replacement by you. If the Machine does not function as warranted during the warranty period and your problem cannot be resolved over the telephone, through your application of Machine Code or software updates, or with a CRU, IBM or your reseller, if approved by IBM to provide warranty service, will either, at its discretion, 1) repair it to make it function as warranted, or 2) replace it with one that is at least functionally equivalent. If IBM is unable to do either, you may return the Machine to your place of purchase and your money will be refunded.

IBM or your reseller will also manage and install selected engineering changes that apply to the Machine.

Exchange of a Machine or Part

When the warranty service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property and the replacement

becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item.

Your Additional Responsibilities

Before IBM or your reseller exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service.

You also agree to:

1. ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;
2. obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and
3. where applicable, before service is provided:
 - a. follow the service request procedures that IBM or your reseller provides;
 - b. backup or secure all programs, data, and funds contained in the Machine;
 - c. provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit IBM to fulfill its obligations; and
 - d. inform IBM or your reseller of changes in the Machine's location.
4. (a) ensure all information about identified or identifiable individuals (Personal Data) is deleted from the Machine (to the extent technically possible), (b) allow IBM, your reseller or an IBM supplier to process on your behalf any remaining Personal Data as IBM or your reseller considers necessary to fulfill its obligations under this Statement of Limited Warranty (which may include shipping the Machine for such processing to other IBM service locations around the world), and (c) ensure that such processing complies with any laws applicable to such Personal Data.

Limitation of Liability

IBM is responsible for loss of, or damage to, your Machine only while it is 1) in IBM's possession or 2) in transit in those cases where IBM is responsible for the transportation charges.

Neither IBM nor your reseller are responsible for any of your confidential, proprietary or personal information contained in a Machine which you return to IBM for any reason. You should remove all such information from the Machine prior to its return.

Circumstances may arise where, because of a default on IBM's part or other liability, you are entitled to recover damages from IBM. In each such instance, regardless of the basis on which you are entitled to claim damages from IBM (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), except for any liability that cannot be waived or limited by applicable laws, IBM is liable for no more than

1. damages for bodily injury (including death) and damage to real property and tangible personal property; and
2. the amount of any other actual direct damages, up to the charges (if recurring, 12 months' charges apply) for the Machine that is subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

This limit also applies to IBM's suppliers and your reseller. It is the maximum for which IBM, its suppliers, and your reseller are collectively responsible.

UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, DATA; 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR 4) LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

Governing Law

Both you and IBM consent to the application of the laws of the country in which you acquired the Machine to govern, interpret, and enforce all of your and IBM's rights, duties, and obligations arising from, or relating in any manner to, the subject matter of this Statement of Limited Warranty, without regard to conflict of law principles.

THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION.

Jurisdiction

All of our rights, duties, and obligations are subject to the courts of the country in which you acquired the Machine.

Part 2 - Country-unique Terms

AMERICAS

ARGENTINA

Governing Law: *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Ordinary Commercial Court of the city of Buenos Aires.

BRAZIL

Governing Law: *The following is added after the first sentence:*

Any litigation arising from this Agreement will be settled exclusively by the court of Rio de Janeiro, RJ.

PERU

Limitation of Liability: *The following is added at the end of this section:*

In accordance with Article 1328 of the Peruvian Civil Code the limitations and exclusions specified in this section will not apply to damages caused by IBM's willful misconduct ("dolo") or gross negligence ("culpa inexcusable").

NORTH AMERICA

How to Obtain Warranty Service: *The following is added to this Section:*

To obtain warranty service from IBM in Canada or the United States, call 1-800-IBM-SERV (426-7378).

CANADA

Limitation of Liability: *The following replaces item 1 of this section:*

1. damages for bodily injury (including death) or physical harm to real property and tangible personal property caused by IBM's negligence; and

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws in the Province of Ontario.

UNITED STATES

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York.

ASIA PACIFIC

AUSTRALIA

What this Warranty Covers: *The following paragraph is added to this Section:*

The warranties specified in this Section are in addition to any rights you may have under the Trade Practices Act 1974 or other similar legislation and are only limited to the extent permitted by the applicable legislation.

Limitation of Liability: *The following is added to this Section:*

Where IBM is in breach of a condition or warranty implied by the Trade Practices Act 1974 or other similar legislation, IBM's liability is limited to the repair or replacement of the goods or the supply of equivalent goods. Where that condition or warranty relates to right to sell, quiet possession or clear title, or the goods are of a kind ordinarily acquired for personal, domestic or

household use or consumption, then none of the limitations in this paragraph apply.

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State or Territory.

CAMBODIA, LAOS, AND VIETNAM

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York, United States of America.

CAMBODIA, INDONESIA, LAOS, AND VIETNAM

Arbitration: *The following is added under this heading:*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Singapore in accordance with the Arbitration Rules of Singapore International Arbitration Center ("SIAC Rules") then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the SIAC. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred. If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

HONG KONG S.A.R. OF CHINA AND MACAU S.A.R. OF CHINA

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of Hong Kong Special Administrative Region of China.

INDIA

Limitation of Liability: *The following replaces items 1 and 2 of this Section:*

1. liability for bodily injury (including death) or damage to real property and tangible personal property will be limited to that caused by IBM's negligence; and
2. as to any other actual damage arising in any situation involving nonperformance by IBM pursuant to, or in any way related to the subject

of this Statement of Limited Warranty, the charge paid by you for the individual Machine that is the subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

Arbitration: *The following is added under this heading*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Bangalore, India in accordance with the laws of India then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Bar Council of India. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

JAPAN

Governing Law: *The following sentence is added to this Section:*

Any doubts concerning this Agreement will be initially resolved between us in good faith and in accordance with the principle of mutual trust.

MALASIA

Limitation of Liability: The word "SPECIAL" in item 3 of the fifth paragraph is deleted.

NEW ZEALAND

What this Warranty Covers: *The following paragraph is added to this Section:*

The warranties specified in this section are in addition to any rights you may have under the Consumer Guarantees Act 1993 or other legislation which cannot be excluded or limited. The Consumer Guarantees Act 1993 will not apply in respect of any goods which IBM provides, if you require the goods for the purposes of a business as defined in that Act.

Limitation of Liability: *The following is added to this Section:*

Where Machines are not acquired for the purposes of a business as defined in the Consumer Guarantees Act 1993, the limitations in this Section are subject to the limitations in that Act.

PEOPLE'S REPUBLIC OF CHINA (PRC)

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York, United States of America (except when local law requires otherwise).

PHILIPPINES

Limitation of Liability: *Item 3 in the fifth paragraph is replaced by the following:*

SPECIAL (INCLUDING NOMINAL AND EXEMPLARY DAMAGES), MORAL, INCIDENTAL, OR INDIRECT DAMAGES FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR

Arbitration: The following is added: under this heading

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Metro Manila, Philippines in accordance with the laws of the Philippines then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Philippine Dispute Resolution Center, Inc.. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

SINGAPORE

Limitation of Liability: *The words "SPECIAL" and "ECONOMIC" in item 3 in the fifth paragraph are deleted.*

EUROPE, MIDDLE EAST, AFRICA (EMEA)

THE FOLLOWING TERMS APPLY TO ALL EMEA COUNTRIES:

The terms of this Statement of Limited Warranty apply to Machines purchased from IBM or an IBM reseller.

How to Obtain Warranty Service:

If you purchase a Machine in Austria, Belgium, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Monaco, Netherlands, Norway, Portugal, Spain, San Marino, Sweden, Switzerland, United Kingdom or Vatican State, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM, provided the Machine has been announced and made available by IBM in the country in which you wish to obtain service. If you purchased a Personal Computer Machine in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kazakhstan, Kyrgyzstan, Federal Republic of Yugoslavia, Former Yugoslav Republic of Macedonia (FYROM), Moldova, Poland, Romania, Russia, Slovak Republic, Slovenia, or Ukraine, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM.

If you purchase a Machine in a Middle Eastern or African country, you may obtain warranty service for that Machine from the IBM entity within the country of purchase, if that IBM entity provides warranty service in that country, or from an IBM reseller, approved by IBM to perform warranty service on that Machine in that country. Warranty service in Africa is available within 50 kilometers of an IBM approved service provider. You are responsible for transportation costs for Machines located outside 50 kilometers of an IBM approved service provider.

*Add the following paragraph in **Western Europe** (Austria, Belgium, Cyprus, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Norway, Portugal, Spain, San Marino, Sweden, Switzerland, United Kingdom, Vatican State):*

The warranty for Machines acquired in Western Europe shall be valid and applicable in all Western Europe countries provided the Machines have been announced and made available in such countries.

Governing Law:

The phrase "the laws of the country in which you acquired the Machine" is replaced by:

1) "the laws of Austria" in **Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldova, Poland, Romania, Russia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and FR Yugoslavia;** 2) "the laws of France" in **Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Madagascar, Mali, Mauritania, Mauritius, Mayotte,**

Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna; 3) "the laws of Finland" in Estonia, Latvia, and Lithuania; 4) "the laws of England" in Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, the United Kingdom, West Bank/Gaza, Yemen, Zambia, and Zimbabwe; and 5) "the laws of South Africa" in South Africa, Namibia, Lesotho and Swaziland.

Jurisdiction: *The following exceptions are added to this section:*

1) **In Austria** the choice of jurisdiction for all disputes arising out of this Statement of Limited Warranty and relating thereto, including its existence, will be the competent court of law in Vienna, Austria (Inner-City); 2) **in Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, West Bank/Gaza, Yemen, Zambia, and Zimbabwe** all disputes arising out of this Statement of Limited Warranty or related to its execution, including summary proceedings, will be submitted to the exclusive jurisdiction of the English courts; 3) **in Belgium and Luxembourg**, all disputes arising out of this Statement of Limited Warranty or related to its interpretation or its execution, the law, and the courts of the capital city, of the country of your registered office and/or commercial site location only are competent; 4) **in France, Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna** all disputes arising out of this Statement of Limited Warranty or related to its violation or execution, including summary proceedings, will be settled exclusively by the Commercial Court of Paris; 5) **in Russia**, all disputes arising out of or in relation to the interpretation, the violation, the termination, the nullity of the execution of this Statement of Limited Warranty shall be settled by Arbitration Court of Moscow; 6) **in South Africa, Namibia, Lesotho and Swaziland**, both of us agree to submit all disputes relating to this Statement of Limited Warranty to the jurisdiction of the High Court in Johannesburg; 7) **in Turkey** all disputes arising out of or in connection with this Statement of Limited Warranty shall be resolved by the Istanbul Central (Sultanahmet) Courts and Execution Directorates of Istanbul, the Republic of Turkey; 8) in each of the following specified countries, any legal claim arising out of this Statement of Limited Warranty will be brought before, and settled exclusively by, the competent court of a) Athens for **Greece**, b) Tel Aviv-Jaffa for **Israel**, c) Milan for **Italy**, d) Lisbon for **Portugal**, and e) Madrid for **Spain**;

and 9) **in the United Kingdom**, both of us agree to submit all disputes relating to this Statement of Limited Warranty to the jurisdiction of the English courts.

Arbitration: *The following is added under this heading:*

In Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldova, Poland, Romania, Russia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and FR Yugoslavia all disputes arising out of this Statement of Limited Warranty or related to its violation, termination or nullity will be finally settled under the Rules of Arbitration and Conciliation of the International Arbitral Center of the Federal Economic Chamber in Vienna (Vienna Rules) by three arbitrators appointed in accordance with these rules. The arbitration will be held in Vienna, Austria, and the official language of the proceedings will be English. The decision of the arbitrators will be final and binding upon both parties. Therefore, pursuant to paragraph 598 (2) of the Austrian Code of Civil Procedure, the parties expressly waive the application of paragraph 595 (1) figure 7 of the Code. IBM may, however, institute proceedings in a competent court in the country of installation.

In Estonia, Latvia and Lithuania all disputes arising in connection with this Statement of Limited Warranty will be finally settled in arbitration that will be held in Helsinki, Finland in accordance with the arbitration laws of Finland then in effect. Each party will appoint one arbitrator. The arbitrators will then jointly appoint the chairman. If arbitrators cannot agree on the chairman, then the Central Chamber of Commerce in Helsinki will appoint the chairman.

EUROPEAN UNION (EU)

THE FOLLOWING TERMS APPLY TO ALL EU COUNTRIES:

Consumers have legal rights under applicable national legislation governing the sale of consumer goods. Such rights are not affected by the warranties provided in this Statement of Limited Warranty.

How to Obtain Warranty Service: *The following is added to this section:*

To obtain warranty service from IBM in EU countries, see the telephone listing in Part 3 - Warranty Information.

You may contact IBM at the following address:

IBM Warranty & Service Quality Dept.

PO Box 30

Spango Valley

Greenock

Scotland PA16 0AH

AUSTRIA, DENMARK, FINLAND, GREECE, ITALY, NETHERLANDS, NORWAY, PORTUGAL, SPAIN, SWEDEN AND SWITZERLAND

Limitation of Liability: *The following replaces the terms of this section in its entirety:*

Except as otherwise provided by mandatory law:

1. IBM's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this Statement of Limited Warranty or due to any other cause related to this Statement of Limited Warranty is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if IBM is at fault) or of such cause, for a maximum amount equal to the charges you paid for the Machine. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").
The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which IBM is legally liable.
2. **UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.**

FRANCE AND BELGIUM

Limitation of Liability: *The following replaces the terms of this section in its entirety:*

Except as otherwise provided by mandatory law:

1. IBM's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this Statement of Limited Warranty is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if IBM is at fault), for a maximum amount equal to the charges you paid for the Machine that has caused the damages. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").
The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which IBM is legally liable.
2. **UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN**

IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.

THE FOLLOWING TERMS APPLY TO THE COUNTRY SPECIFIED:

AUSTRIA

What this Warranty Covers: *The following replaces the first sentence of the first paragraph of this section:*

The warranty for an IBM Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications.

The following paragraphs are added to this section:

The warranty period for Machines is 12 months from the date of delivery. The limitation period for consumers in action for breach of warranty is the statutory period as a minimum. In case IBM or your reseller is unable to repair an IBM Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.

The second paragraph does not apply.

What IBM Will Do to Correct Problems: *The following is added to this section:*

During the warranty period, transportation for delivery of the failing Machine to IBM will be at IBM's expense.

Limitation of Liability: *The following paragraph is added to this section:*

The limitations and exclusions specified in the Statement of Limited Warranty will not apply to damages caused by IBM with fraud or gross negligence and for express warranty.

The following sentence is added to the end of item 2:

IBM's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

EGYPT

Limitation of Liability: *The following replaces item 2 in this section:*

as to any other actual direct damages, IBM's liability will be limited to the total amount you paid for the Machine that is the subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

Applicability of suppliers and resellers (unchanged).

FRANCE

Limitation of Liability: *The following replaces the second sentence of the first paragraph of this section:*

In such instances, regardless of the basis on which you are entitled to claim damages from IBM, IBM is liable for no more than: (items 1 and 2 unchanged).

GERMANY

What this Warranty Covers: *The following replaces the first sentence of the first paragraph of this section:*

The warranty for an IBM Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications.

The following paragraphs are added to this section:

The minimum warranty period for Machines is twelve months. In case IBM or your reseller is unable to repair an IBM Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.

The second paragraph does not apply.

What IBM Will Do to Correct Problems: *The following is added to this section:*

During the warranty period, transportation for delivery of the failing Machine to IBM will be at IBM's expense.

Limitation of Liability: *The following paragraph is added to this section:*

The limitations and exclusions specified in the Statement of Limited Warranty will not apply to damages caused by IBM with fraud or gross negligence and for express warranty.

The following sentence is added to the end of item 2:

IBM's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

HUNGARY

Limitation of Liability: *The following is added at the end of this section:*

The limitation and exclusion specified herein shall not apply to liability for a breach of contract damaging life, physical well-being, or health that has been caused intentionally, by gross negligence, or by a criminal act.

The parties accept the limitations of liability as valid provisions and state that the Section 314.(2) of the Hungarian Civil Code applies as the acquisition price as well as other advantages arising out of the present Statement of Limited Warranty balance this limitation of liability.

IRELAND

What this Warranty Covers: *The following is added to this section:*

Except as expressly provided in these terms and conditions, all statutory conditions, including all warranties implied, but without prejudice to the generality of the foregoing all warranties implied by the Sale of Goods Act 1893 or the Sale of Goods and Supply of Services Act 1980 are hereby excluded.

Limitation of Liability: *The following replaces the terms of section in its entirety:*

For the purposes of this section, a "Default" means any act, statement,

omission, or negligence on the part of IBM in connection with, or in relation to, the subject matter of this Statement of Limited Warranty in respect of which IBM is legally liable to you, whether in contract or tort. A number of Defaults which together result in, or contribute to, substantially the same loss or damage will be treated as one Default occurring on the date of occurrence of the last such Default.

Circumstances may arise where, because of a Default, you are entitled to recover damages from IBM.

This section sets out the extent of IBM's liability and your sole remedy.

1. will accept unlimited liability for death or personal injury caused by the negligence of IBM.
2. Subject always to the **Items for Which IBM is Not Liable** below, IBM will accept unlimited liability for physical damage to your tangible property resulting from the negligence of IBM.
3. Except as provided in items 1 and 2 above, IBM's entire liability for actual damages for any one Default will not in any event exceed the greater of 1) EUR 125,000, or 2) 125% of the amount you paid for the Machine directly relating to the Default.

Items for Which IBM is Not Liable

Save with respect to any liability referred to in item 1 above, under no circumstances is IBM, its suppliers or resellers liable for any of the following, even if IBM or they were informed of the possibility of such losses:

1. loss of, or damage to, data;
2. special, indirect, or consequential loss; or
3. loss of profits, business, revenue, goodwill, or anticipated savings.

SLOVAKIA

Limitation of Liability: *The following is added to the end of the last paragraph:*

The limitations apply to the extent they are not prohibited under §§ 373-386 of the Slovak Commercial Code.

SOUTH AFRICA, NAMIBIA, BOTSWANA, LESOTHO AND SWAZILAND

Limitation of Liability: *The following is added to this section:*

IBM's entire liability to you for actual damages arising in all situations involving nonperformance by IBM in respect of the subject matter of this Statement of Warranty will be limited to the charge paid by you for the individual Machine that is the subject of your claim from IBM.

UNITED KINGDOM

Limitation of Liability: *The following replaces the terms of this section in its entirety:*

For the purposes of this section, a "Default" means any act, statement, omission, or negligence on the part of IBM in connection with, or in relation to, the subject matter of this Statement of Limited Warranty in respect of

which IBM is legally liable to you, whether in contract or tort. A number of Defaults which together result in, or contribute to, substantially the same loss or damage will be treated as one Default.

Circumstances may arise where, because of a Default, you are entitled to recover damages from IBM.

This section sets out the extent of IBM's liability and your sole remedy.

1. IBM will accept unlimited liability for:
 - a. death or personal injury caused by the negligence of IBM; and
 - b. any breach of its obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982, or any statutory modification or re-enactment of either such Section.
2. IBM will accept unlimited liability, subject always to the Items for Which IBM is Not Liable below, for physical damage to your tangible property resulting from the negligence of IBM.
3. IBM's entire liability for actual damages for any one Default will not in any event, except as provided in items 1 and 2 above, exceed the greater of 1) Pounds Sterling 75,000, or 2) 125% of the total purchase price payable or the charges for the Machine directly relating to the Default.

These limits also apply to IBM's suppliers and resellers. They state the maximum for which IBM and such suppliers and resellers are collectively responsible.

Items for Which IBM is Not Liable

Save with respect to any liability referred to in item 1 above, under no circumstances is IBM or any of its suppliers or resellers liable for any of the following, even if IBM or they were informed of the possibility of such losses:

1. loss of, or damage to, data;
2. special, indirect, or consequential loss; or
3. loss of profits, business, revenue, goodwill, or anticipated savings.

Part 3 - Warranty Information

This Part 3 provides information regarding the warranty applicable to your Machine, including the warranty period and type of warranty service IBM provides.

Warranty Period

The warranty period may vary by country or region and is specified in the table below.

Note: “Region” means either Hong Kong or Macau Special Administrative Region of China.

Machine Type	Country or Region of Purchase	Warranty period	Types of Warranty Service
2373	Japan and Korea	Parts and Labor - 1 year	1 and 3
	All except Japan and Korea	Parts and Labor - 3 years	1 and 3
2374	All	Parts and Labor - 3 years	1 and 2
2375	All	Parts and Labor - 4 years	1 and 3
2376	All	Parts and Labor - 4 years	1 and 2
2378	US	Parts and Labor - 1 year	1 and 3
2379	US	Parts and Labor - 3 years	1 and 2

A warranty period of 3 years on parts and 1 year on labor means that IBM provides warranty service without charge for:

1. parts and labor during the first year of the warranty period; and
2. parts only, on an exchange basis, in the second and third years of the warranty period. IBM will charge you for any labor provided in performance of the repair or replacement(s) in the second and third year of warranty period.

When more than one type of warranty service is listed, IBM will determine which type of warranty service is appropriate for the repair.

Types of Warranty Service

If required, IBM provides repair or exchange service depending on the type of warranty service specified for your Machine in the above table and as described below. Warranty service may be provided by your reseller if approved by IBM to perform warranty service. Scheduling of service will depend upon the time of your call and is subject to parts availability. Service levels are response time objectives and are not guaranteed. The specified level of warranty service may not be available in all worldwide locations, additional charges may apply outside IBM’s normal service area, contact your local IBM representative or your reseller for country and location specific information.

1. Customer Replaceable Unit (“CRU”) Service

IBM will ship CRU parts to you for your replacement. If IBM instructs you to return the replaced CRU, you are responsible for returning it to IBM in accordance with IBM’s instructions. If you do not return the defective CRU, if IBM so instructs, within 30 days of your receipt of the replacement CRU, IBM may charge you for the replacement.

2. On-site Service

IBM or your reseller will either repair or exchange the failing Machine at your location and verify its operation. You must provide suitable working area to allow disassembly and reassembly of the IBM Machine. The area must be clean, well lit and suitable for the purpose. **For some Machines, certain repairs may require sending the Machine to an IBM service center.**

3. Courier or Depot Service

You will disconnect the failing Machine for collection arranged by IBM. IBM will provide you with a shipping container for you to return your Machine to a designated service center. A courier will pick up your Machine and deliver it to the designated service center. Following its repair or exchange, IBM will arrange the return delivery of the Machine to your location. You are responsible for its installation and verification. This type of service is called ThinkPad EasyServ or EasyServ in some countries.

4. Customer Carry-In or Mail-In Service

You will deliver or mail as IBM specifies (prepaid unless IBM specifies otherwise) the failing Machine suitably packaged to a location IBM designates. After IBM has repaired or exchanged the Machine, IBM will make it available for your collection or, for Mail-in Service, IBM will return it to you at IBM's expense, unless IBM specifies otherwise. You are responsible for the subsequent installation and verification of the Machine.

The IBM Machine Warranty worldwide web site at http://www.ibm.com/servers/support/machine_warranties/ provides a worldwide overview of IBM's Limited Warranty for Machines, a Glossary of IBM definitions, Frequently Asked Questions (FAQs) and Support by Product (Machine) with links to Product Support pages. **The IBM Statement of Limited Warranty is also available on this site in 29 languages.** To obtain warranty service contact IBM or your IBM reseller.

HelpCenter telephone numbers

Phone numbers are subject to change without notice.

Country or Region	Telephone Number	Country or Region	Telephone Number
Argentina	0800-666-0011	Malaysia	(60)3-7727-7800
Australia	1300-131-426	Mexico	001-866-434-2080
Austria	01-24592-5901	Netherlands	020-514 5770
Belgium	Dutch 02-210 9820 French 02-210 9800	New Zealand	0800-446-149
Bolivia	0800-0189	Norway	66 81 11 00
Brazil	55-11-3889-8986	Peru	0-800-50-866
Canada	1-800-565-3344 Toronto 416-383-3344	Philippines	(63)2-995-2225
Chile	800-224-488	Portugal	21-791-5147
China (PRC)	800-810-1818	Russia	095-940-2000
China (Hong Kong S.A.R.)	Consumer customers 852-2825-7799 Business customers 852-8205-0333	Singapore	(65)1-800-840-9911
Columbia	980-912-3021	Spain	91-662-4216
Denmark	45 20 82 00	Sweden	08-477 4420
Ecuador	1-800-426911 (option #4)	Switzerland	058-333-0900
Finland	09-459 69 60	Taiwan	886-2-2725-9799
France	02 38 55 74 50	Thailand	(66)2-273-4000
Germany	07032-1549 201	Turkey	00-800-446-32-041
Indonesia	(62)21-523-8535	United Kingdom	0-1475-555 055
Ireland	01-815-9202	United States	1-800-426-7378
Italy	02-7031-6101	Uruguay	000-411-005-6649
Japan	0120-887-874	Venezuela	0-800-100-2011
Luxembourg	298-977 5063	Vietnam	Ho Chi Minh (84)8-829-5160 Hanoi (84)4-843-6675

Guarantee supplement for Mexico

This supplement is considered part of IBM's Statement of Limited Warranty and shall be effective solely and exclusively for products distributed and commercialized within Territory of the Mexican United States. In the event of a conflict, the terms of this supplement shall apply.

All software programs pre-loaded in the equipment shall only have a thirty-(30) day guarantee for installation defects from the date of purchase. IBM is

not responsible for the information in such software programs and/or any additional software programs installed by you or installed after purchase of the product.

Services not chargeable to the guarantee shall be charged to the final user, prior an authorization.

In the event that warranty repair is required please call the Help Center at 001-866-434-2080, where you will be directed to the nearest Authorized Service Center. Should no Authorized Service Center exist in your city, location or within 50 miles of your city or location, the guarantee includes any reasonable delivery charges related to the transportation of the product to our nearest Authorized Service Center. Please call the nearest Authorized Service Center to obtain the necessary approvals or information concerning the shipment of the product and the shipment address.

To obtain a list of Authorized Service Centers, please visit:
http://www.pc.ibm.com/la/centros_de_servicio/servicio_mexico/servicio_mexico.html

IBM de México, Manufactura y Tecnología, S. A. de C. V.
Camino a El Castillo 2200
El Salto, Jalisco
C.P. 45680,
Tel. 01-800-3676900

Appendix D. Notices

This publication was developed for products and services offered in the U.S.A.

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- 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.

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Armonk, NY 10504
Telephone 1-919-543-2193

 Tested To Comply
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This Class B digital apparatus complies with Canadian ICES-003.

Avis de conformité à la réglementation d'Industrie Canada

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containing iron, glass, plastics, and other materials. It should be properly disposed of by an industrial waste disposal contractor certified by a local government.

For details, visit the IBM Web site at www.ibm.com/jp/pc/recycle/pc

If you use a ThinkPad computer at home and need to dispose of it, you must comply with local ordinances and regulations.

Disposing of a ThinkPad computer component containing heavy metal

The printed circuit board of a ThinkPad computer contains heavy metal. (Soldering with lead is used on the printed circuit board.) To properly dispose of the disused printed circuit board, follow the instructions in Collecting and recycling a disused ThinkPad computer.

Disposing of a disused lithium battery

A button-shaped lithium battery is installed on the system board of your ThinkPad computer to back up the main battery.

If you want to replace it with a new one, contact your place of purchase or ask for a repair service provided by IBM. If you have replaced it by yourself and want to dispose of the disused lithium battery, insulate it with vinyl tape, contact your place of purchase, and follow the instructions. You can also see the instructions at www.ibm.com/jp/pc/recycle/battery

If you use a ThinkPad computer at home and need to dispose of a lithium battery, you must comply with local ordinances and regulations.

Handling a disused ThinkPad battery pack

Your ThinkPad computer has a lithium ion battery pack or a nickel metal hydride battery pack. If you are a company ThinkPad computer user and need to dispose of a battery pack, contact the proper person in IBM sales, service, or marketing, and follow that person's instructions. You can also see the instructions at www.ibm.com/jp/pc/recycle/battery

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Lotus Notes

SMARTSuite

millennium edition

Congratulations, you now have the power to work the way you want!

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As an IBM Personal Computer customer, you receive a license for both Lotus SmartSuite Millennium Edition and Lotus Notes R5 Client software.

The Notes client allows you to access Internet Mail from any industry standard POP3 or IMAP4 server. If you use Notes in conjunction with Domino Server, you must purchase a Domino Per User Client Access License (CAL).

Please refer to the Volume Purchasing section below for details on how to purchase CALs for connection to a Domino server.

About Lotus Notes:

You get the entire World Wide Web and its point-and-click ease, combined with world-class messaging and collaboration, in an easy-to-use and customizable environment. Notes lets you manage all your information needs in a single application - combining e-mail, calendaring, group scheduling, contact and task management, Web browsing, and knowledge management, and lets you work from anywhere. Notes synchronizes data with your laptop and personal digital assistant (PDA), so you can take e-mail, appointments, to-do's, contacts and more on the road.

About SmartSuite:

SmartSuite contains powerful applications with time-saving features that give you a head start on your work and guide you through tasks. Lotus SmartSuite includes Lotus 1-2-3, Lotus Organizer, Lotus Word Pro, and more!

Introductory Support

Limited introductory support is available through the IBM HelpCenter at no charge for 30 days. When calling IBM, follow these simple guidelines if you have a problem or have a question about installing Lotus Notes or SmartSuite:

1. Be at your computer.
2. Write down what you were doing when the problem occurred.
3. Write down the exact text of any error messages displayed on your screen.
4. Create a backup of any files for which you are seeking support.

This service provides "up and running" assistance only. In the U.S., call 1-800-772-2227, 24 hours per day, seven days per week. In Canada, call 1-800-565-3344 from 8:30 a.m. to 5:00 p.m. (ET), Monday through Friday. You can obtain more extensive support for a fee via Lotus direct.

Lotus Customer Support Options

Whenever support is not provided with this offer, for information about various support options, please visit www.support.lotus.com. Technical support contacts can be purchased directly from Lotus or from a Lotus Authorized Reseller. For information about Notes updates, please visit www.notes.net/welcome.nsf.

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The proof of purchase for your IBM Personal Computer should be retained as your proof of entitlement.

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To purchase Domino Per User Client Access Licenses (CALs) for each Notes user accessing a Domino Server, or additional Notes, SmartSuite, or other Lotus products, please visit www.ibm.com or www.lotus.com/passordnabpage.

Documentation/Manuals

For documentation on the Notes 5.0 client, please visit <http://Notes.net/doc> or call your Lotus authorized reseller to order.

1. PDA support requires additional software.
2. Response time will vary depending on the number and complexity of incoming calls.

To obtain your Notes and/or SmartSuite CD:
To order, call 800-690-3899 (U.S. or Canada).

Note: Only one CD per license.

Please allow 10 to 15 working days for delivery. NO RETURNS ACCEPTED.

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Please refer to the Volume Purchasing section below for details on how to purchase CALs for connection to a Domino server.

About Lotus Notes:

You get the entire World Wide Web and its point-and-click ease, combined with world-class messaging and collaboration, in an easy-to-use and customizable environment. Notes lets you manage all your information needs in a single application - combining e-mail, calendaring, group scheduling, contact and task management, Web browsing, and knowledge management, and lets you work from anywhere. Notes synchronizes data with your laptop and personal digital assistant (PDA)¹ so you can take e-mail, appointments, to-do's, contacts and more on the road.

About SmartSuite:

SmartSuite contains powerful applications with time-saving features that give you a head start on your work, and guide you through tasks. Lotus SmartSuite includes Lotus 1-2-3, Lotus Organizer, Lotus Word Pro, and more!

Introductory Support

Limited introductory support is available through the IBM HelpCenter at no charge for 30 days. When calling IBM, follow these simple guidelines if you have a problem or have a question about installing Lotus Notes or SmartSuite:

1. Be at your computer.
2. Write down what you were doing when the problem occurred.
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4. Create a backup of any files for which you are seeking support.

This service provides "up and running" assistance only. In the U.S., call **1-800-772-2227** 24 hours per day, seven days per week². In Canada, call **1-800-565-3344** from 8:30 a.m. to 8:00 p.m. (ET), Monday through Friday. You can obtain more extensive support for a fee via Lotus directly.

Lotus Customer Support Options

Warranty support is not provided with this offer. For information about various support options, please visit www.support.lotus.com. Technical support contracts can be purchased directly from Lotus or from a Lotus Authorized Reseller. For information about Notes updates, please visit www.notes.net/welcome.nsf.

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Documentation/Manuals

For Documentation on the Notes 5.0 client, please visit <http://Notes.net/doc> or call your Lotus authorized reseller to order.

¹ PDA support requires additional software.

² Response time will vary depending on the number and complexity of incoming calls.

**To obtain your Notes and/or SmartSuite CD:
To order, call 800-690-3899 (U.S. or
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**Note: Only one CD per license.
Please allow 10 to 15 working days for
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édition millennium

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Notre offre :

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Le client Notes vous donne accès à la messagerie Internet à partir de n'importe quel serveur POP3 ou IMAP4 standard. Si vous utilisez Notes avec le serveur Domino, vous devez acquérir une Licence d'accès client utilisateur Domino (Client Access License - CAL).

Pour plus d'informations sur l'achat de cette licence permettant de se connecter à un serveur Domino, reportez-vous à la section "Achat de volume" ci-après.

A propos de Lotus Notes :

Lotus Notes propose un accès au World Wide Web en un clic de souris, associé à des services de messagerie et de collaboration universels dans un environnement très facile à utiliser et personnalisable. Combinant les fonctionnalités de courrier électronique, agenda, planification de groupe, navigation Web et gestion de l'information (knowledge management), Notes permet de gérer en une seule application et où que vous soyez, toutes les données dont vous avez besoin. Notes synchronise ces données avec votre portable ou votre assistant numérique personnel (PDA)¹, vous permettant de traiter loin de votre lieu de travail, messages électroniques, rendez-vous, contacts et diverses autres tâches.

A propos de SmartSuite :

Grâce à ses applications puissantes dotées de fonctionnalités qui vous guident dans vos différentes tâches, SmartSuite conjugue efficacité du travail et gain de temps. Lotus SmartSuite inclut Lotus 1-2-3, Lotus Organizer, Lotus Word Pro, et bien d'autres applications !

Introductory Support

Le limited introductory support est disponible auprès du HelpCenter IBM à titre gratuit pendant 30 jours. Lorsque vous contactez IBM, suivez ces simples recommandations si vous avez un problème ou une question au sujet de l'installation de Lotus Notes ou de SmartSuite :

1. Installez-vous à côté de votre ordinateur.
2. Inscrivez ce que vous étiez en train de faire au moment où le problème est survenu.
3. Inscrivez le texte exact des messages d'erreur affichés sur votre écran.
4. Sauvegardez tous les fichiers faisant l'objet de votre demande d'assistance.

Ce service ne fournit qu'une assistance "de mise en marche". Aux Etats-Unis, composez le 1-800-772-2227 vingt-quatre heures sur vingt-quatre, sept jours sur sept². Au Canada, composez le 1-800-565-3344 de 8:30 à 20:00 (ET), du lundi au vendredi. Pour une assistance plus complète et payante, contactez directement Lotus.

Les options des services client Lotus

Aucun support de garantie n'est inclus dans cette offre. Pour plus d'informations sur les options des divers supports, visitez le site www.support.lotus.com.

Les contrats de support technique peuvent être achetés directement auprès de Lotus ou d'un revendeur Lotus agréé. Pour plus d'informations sur les mises à jour Notes, visitez le site www.notes.net/welcome.nsf.

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Achat de volume

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Documentation/Manuels

Pour toute documentation sur le client Notes 5.0, visitez le site <http://Notes.net/doc> ou contactez votre revendeur Lotus agréé pour commander.

¹ La prise en charge du PDA requiert des logiciels supplémentaires.

² Le délai de réponse varie en fonction du nombre et de la complexité des appels.

Pour obtenir le(s) CD Notes et/ou SmartSuite :

Pour commander, composez le 800-690-3899 (Etats-Unis ou Canada).

Remarque : Un seul CD par licence.

Comptez 10 à 15 jours ouvrables pour la réception du produit. AUCUN RENVOI NE SERA ACCEPTE..

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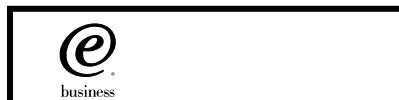
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Lotus

SMARTSuite®

millennium edition

Lotus SmartSuite Millennium Edition - License/CD

SmartSuite® Millennium Edition prepares you for a new era in computing. Included with your new IBM Personal Computer is Lotus SmartSuite Millennium edition for Win. Lotus SmartSuite provides eight innovative applications with time saving features that give you a head start on your work and guide you through tasks with fewer steps to perform your tasks. Other highlights include:

- **Lotus 1-2-3® spreadsheet**

Lotus 1-2-3 Millennium Edition for Windows combines over 15 years of computer productivity innovations into the world's most famous spreadsheet. 1-2-3 Millennium Edition delivers new easy-to-use tools to help users complete everyday tasks efficiently and effectively.

- **the NEW FastSite intranet publisher**

Making its debut is Lotus FastSite -- the suite's new document publishing tool for the Web.

- **Organizer® time and contact manager**

Lotus Organizer is the award-winning personal and group scheduler with more than 20 million users worldwide.

- **Word Pro® word processor**

Lotus Word Pro Millennium Edition for Windows increases word processing productivity for end users by providing the most advanced technology in the areas of Internet publishing, file compatibility, and speech recognition.

- **Freelance Graphics® presentation graphics**

Lotus Freelance Graphics Millennium Edition for Windows transforms presentation graphics into an everyday visual communications tool for individuals and teams

- **Approach® database**

Lotus Approach Millennium Edition for Windows is the award-winning relational database that provides an easy way to query, report on, and analyze data.

- **ScreenCam® multimedia software**

Lotus ScreenCam is Lotus' 32-bit PC Screen capture software for Windows.

English 1

- **and SmartCenter Internet information manager**

Lotus SmartCenter is SmartSuite Millennium Edition's customizable command center designed to work like a file cabinet. SmartCenter offers users a simple way to access and organize information from SmartSuite applications, Lotus Notes and the Internet.



Notes R5 with Messaging License

Also included is a Lotus Notes R5 with Messaging license (No Cal) - the most advanced messaging client for the intranet. Notes Mail is the messaging client in the Lotus Notes family of versatile, easy-to-use clients. With integrated e-mail, Web access, POP3 support, group scheduling, newsgroups, document libraries and discussions, no other messaging client can match the power and convenience of Lotus Notes. To obtain your CD please complete the enclosed fulfilment form or obtain media through your Lotus reseller.

KEY FEATURES AND BENEFITS

NEW! Lotus FastSite

A streamlined desktop application that makes Internet publishing fast and easy. You created the content; now you can easily format it for publishing to the Internet or your company's intranet.

Year 2000 Ready

Be ready for the new millennium. SmartSuite applications are consistent with Lotus and IBM's definition for year 2000 readiness.*

Compatibility

With Microsoft Office and most other popular desktop applications. Integration with Lotus Notes and most other strategic enterprise systems.

Synergy with Lotus eSuite

Share data between eSuite and SmartSuite applications, preserving both content and format.

Minimum System Requirements

SmartSuite Millennium Edition requires:

Hardware

IBM PC or compatible (486 or higher)
VGA adapter and monitor
CD-ROM drive (3.5" media exchange available) a mouse or other pointing device.

Software

MS Windows

Memory

8MB RAM for Windows. (12MB or more recommended) 16MB RAM for Windows NT
FastSite requires 16MB of RAM.

Disk Space

96MB available disk space to install the minimum features; 29MB of available disk space required to run from CD-ROM drive.

Browsers

Lotus FastSite requires Microsoft Internet Explorer 3.02 or later (included).

² English

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License Information/Additional Terms and Conditions These programs are not for resale.

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The Proof of Purchase for the IBM Personal Computer boxed with this Lotus SmartSuite Millennium brochure should be retained to support your entitlement.

Program Service

Only 30-day "up and running" support is available. See inside this document for information regarding Lotus Customer Support options.

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IBM Introductory Support

Limited introductory telephone support is included from IBM HelpWare for SmartSuite Millennium, at no charge for 30 days from date of purchase, when you register your IBM hardware. Follow these simple guidelines if you encounter a problem or have a question about Lotus SmartSuite Millennium:

- (1) Be at your computer.
- (2) Document what you were doing when the problem occurred; write down the exact text of any messages displayed on your screen.
- (3) Create a backup of any files for which you are seeking support.

This service provides "Up and Running" assistance only. Refer to the IBM documentation that comes with your IBM PC for details of where to call for this free introductory telephone support.

Lotus Warranty Support

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Lotus on the Web

The Lotus Web site provides you with complete access to information about Lotus, its products, Business Partners, Solutions and Education. Access the site at <http://www.lotus.com>

Paid Support

You can obtain more extensive support (such as assistance to 'how to' questions) for a fee through Lotus directly on +44-870-6006123

For more information about Lotus support options, visit the Lotus support web pages at www.support.lotus.com

For queries with regard to your Smartsuite CD order fulfillment (from the coupon supplied) please E-Mail to:
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Lotus Notes

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