Notice

COMPAQ CONVENIENCE BASE

Reference Guide

CONTENTS

chapter 1

SETTING UP THE CONVENIENCE BASE

NOTE: This convenience base is *not* compatible with the Armada 1000, 3000, 4000, 6000, 7000, or V series portable computers.

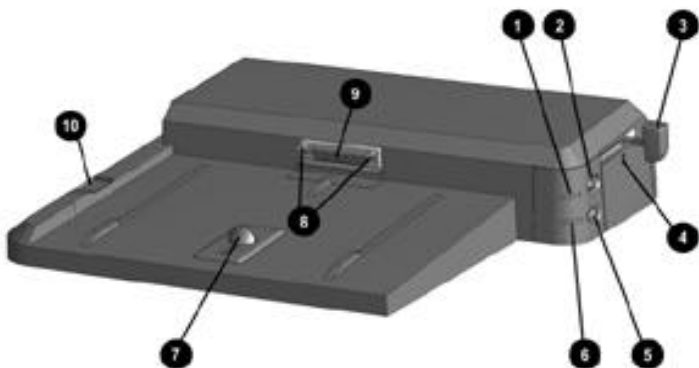## Identifying External Components

Left Side Component

Left Side Component	
Component	**Function**
PCI expansion slot	External connector area for an installed expansion board.

Front and Right Side Components

Front and Right Side Components

Component	Function
❶ Power/suspend light	Turns on when the convenience base is on. Blinks when the docked computer is in Suspend. Turns off when the convenience base is turned off.
❷ Power switch	Turns the system (convenience base and computer) on and off.
❸ Computer eject lever	Disconnects the computer from the convenience base docking connector.
❹ Security cable slot	Attaches an optional cable lock to secure the convenience base to a fixed object.
❺ Request-to-undock button	Prepares the Microsoft Windows 95 or Microsoft Windows 98 operating system to remove the computer from the convenience base. When it is safe to remove the computer, the safe-to-undock light turns on.
❻ Safe-to-undock light	Indicates when it is safe to undock the computer.
❼ Retaining latch	Helps secure the computer to the convenience base.
❽ Alignment pins	Help align the computer onto the docking connector.
❾ Docking connector	Connects the computer to the convenience base.
❿ Monitor support cover recess	Supports the front leg of the monitor support cover.

Rear Panel Components
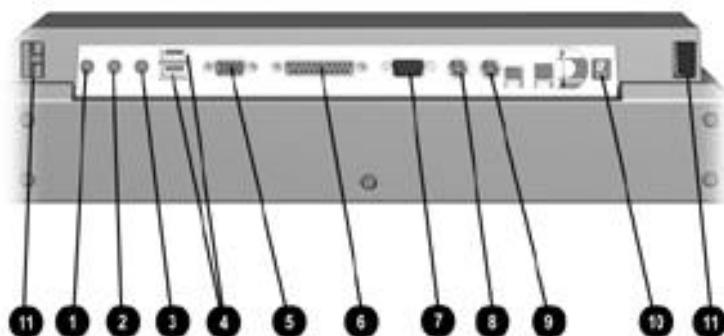
Rear Panel Components

Component	Function
❶ Stereo speaker/ headphone jack	Connects stereo speakers, headphones, or a headset.
❷ Microphone jack	Connects a single sound channel microphone.
❸ Audio line-in jack	Connects a CD player, tuner, or tape deck.
❹ USB connectors (2)	Connect universal serial bus (USB) devices.
❺ Serial connector	Connects a serial device such as a serial printer or mouse.
❻ Parallel connector	Connects a parallel device such as a parallel printer.
❼ External monitor connector	Connects an external monitor.
❽ Keyboard connector	Connects an external keyboard.
❾ Mouse connector	Connects an external PS/2 compatible mouse.
❿ Power connector	Accepts a power cord.
⓫ Monitor latch slots	Attach the monitor support cover rear latches.

Connecting External Devices

In addition to the information in this section, you should also refer to the documentation included with the external device for additional information.

1. If the computer is docked, shut down the computer and turn off the external device you are connecting.
2. Connect the external device cable to the convenience base.
3. If applicable, plug the power cord of the new device into an electrical outlet.

Using a Monitor Support Cover

If you are using a monitor support cover, you can place the external monitor directly over your computer.

⚠ **WARNING:** To avoid the risk of personal injury or structural damage to the monitor support cover or the convenience base, do not place monitors with unstable bases or monitors heavier than 75 pounds (45 kilograms) on the monitor support cover. If you have a monitor with an unstable base or one that is heavier than 75 pounds, place the monitor on a work surface next to the convenience base.

1. Place the front leg ❶ of the monitor support cover into the monitor support cover recess in the front of the base.
2. Push the rear latches ❷ of the monitor support cover into the rear slots until they *snap* into place.
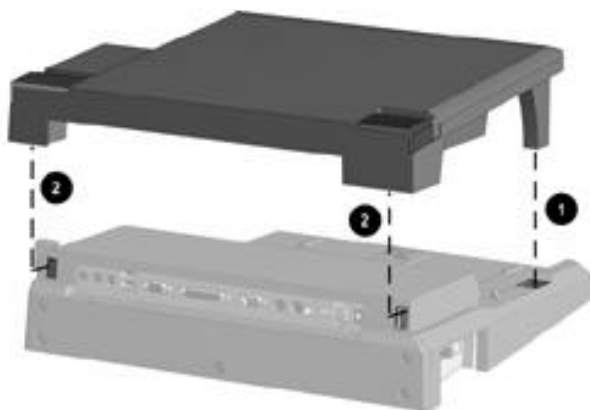
NOTE: To secure the monitor support cover, make sure the latches ❸ are locked into place.

3. Place the base of the external monitor on the flat area in the center rear of the monitor support cover.

4. Make sure the power switch on the external monitor is turned off.

5. Connect the monitor cable to the external monitor connector on the rear panel of the convenience base.

6. Plug the monitor power cord into a grounded electrical outlet.
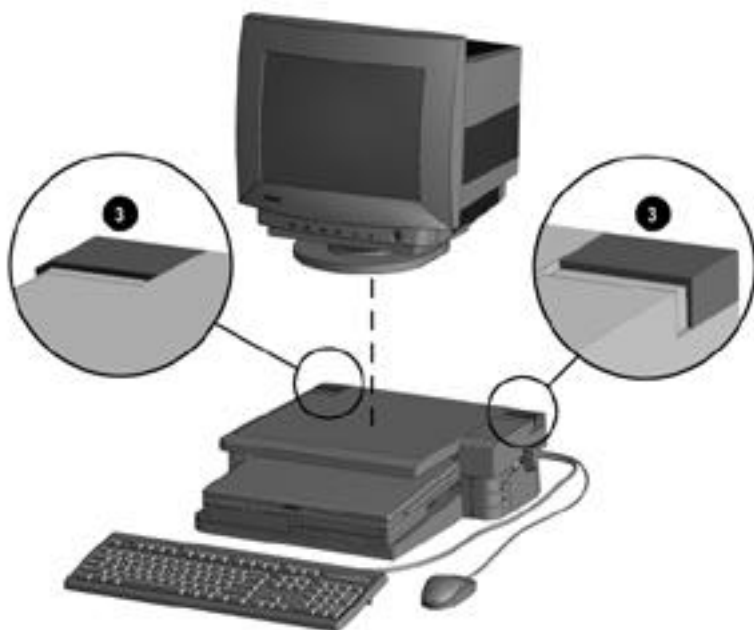
Connecting the AC Adapter

1. Plug one end of the power cord into the AC Adapter ❶.

2. Plug the other end of the power cord into an electrical outlet ❷.

3. Plug the AC Adapter cable into the power connector on the rear panel of the convenience base ❸.

Connecting to a LAN (Local Area Network)

This connection requires an unshielded twisted pair cable with RJ-45 jacks at each end. Request the cable from your network administrator or Compaq authorized dealer, reseller, or service provider.

WARNING: To reduce the risk of electrical shock, fire, or damage to the equipment, do not plug a telephone cable into the Ethernet RJ-45 jack.

If a PCI network interface card is installed in the convenience base,

1. Plug the network cable into the RJ-45 jack on the computer.

2. Plug the other end of the network cable into your network jack.

NOTE: Be sure both jacks are seated.

chapter 2

DOCKING AND UNDOCKING

Docking the Computer

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

⚠ **WARNING:** To avoid the risk of personal injury, keep fingers and hands away from the rear of the computer when docking.

IMPORTANT: If you plan to leave the computer docked for an extended period without using it, shut down the system.

NOTE: It is necessary to connect an external keyboard and mouse when using the computer in the expansion base.

1. Prepare the computer for docking:

   ■ **If the computer is running Windows 95, Windows 98, or Windows 2000 Professional**—The computer can be docked while it is on, off, or in Suspend, but not while it is in Hibernation. If the computer is in Hibernation, exit Hibernation by pressing the suspend button, sliding the power switch, or pressing **Fn** + the suspend button.

   ■ **If the computer is running Microsoft Windows NT Workstation 4.0**—Turn off the computer before docking by selecting Start→Shut Down Windows→Shut down.

2. Slide the computer into the convenience base along the alignment guide on the left side of the base ❶.

3. Push the computer back until the docking connectors are seated ❷.

4. Push the docking lever back and down to complete the docking process ❸.
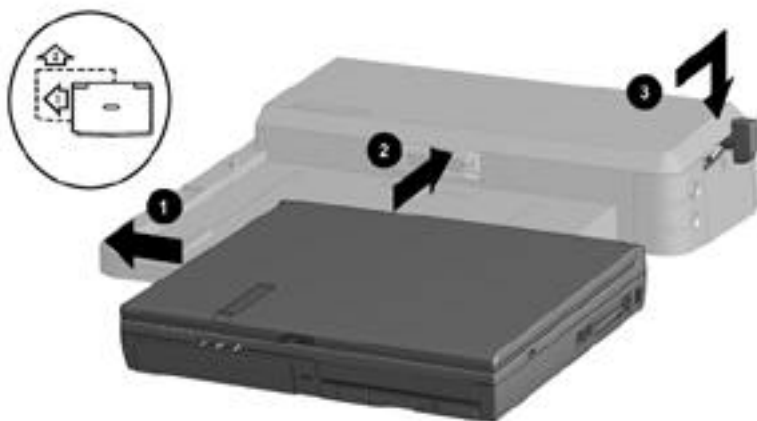
Turning On the System

1. Turn on external devices connected to the convenience base.

2. Turn on the system (convenience base and computer) using the power switch on the convenience base or the computer.

Undocking the Computer

⚠ **CAUTION:** Failure to use the following undocking procedure may cause loss of data or unpredictable results.

1. Turn off and disconnect external equipment connected directly to the computer.

2. If the computer is open, close it.

3. Prepare the computer for undocking:

   ■ **If the computer is running Windows 95, Windows 98, or Windows 2000 Professional**—The computer can be undocked while it is on, off, or in Suspend, but not while it is in Hibernation. If the computer is in Hibernation, exit Hibernation by pressing the suspend button, sliding the power switch, or pressing **Fn** + the suspend button.

   ■ **If the computer is running Windows NT 4.0**—Turn off the computer before undocking by selecting Start→Shut Down Windows→Shut down.

4. If applicable, close the computer.

5. Lift the docking lever ❶ up, then pull it toward you.

6. Slide the computer out ❷ of the convenience base.

7. If the computer is on and the display is blank, press the **Fn+F4** hotkeys to switch the display from the external monitor to the computer display.

chapter 3

INSTALLING OR REMOVING AN EXPANSION BOARD

Inserting a PCI Expansion Board

NOTE: Use a Torx T-15 screwdriver.

Before You Begin

1. Remove the external monitor and monitor support cover, if in place.

2. Undock the computer.

3. Turn off and disconnect the external devices.

4. Disconnect the power cord.

Removing the Rear Panel

1. Position the convenience base so that its rear panel is facing you.
2. Remove the five screws that hold the rear panel in place.

3. Using both hands, grasp the bottom edge of the rear panel and swing the bottom out and up until it disengages.

Removing the Slot Cover

Remove the slot cover.

NOTE: Retain the cover. You will need to replace it if you ever remove the expansion board from the convenience base.

Inserting the Expansion Board

1. Locate the expansion slot.

   A half-size or full-size expansion board can be installed in the expansion slot.
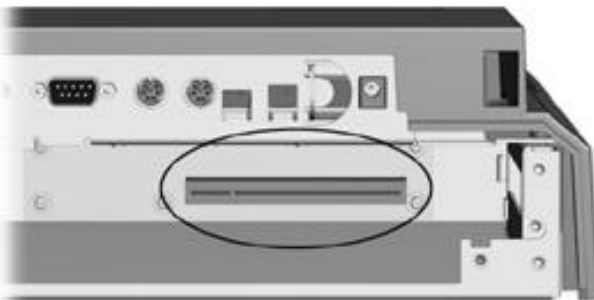
2. Align the bracket ❶ on the side of the expansion board with the slot ❷ and push the expansion board straight into the expansion slot until the connectors are seated.

3. If the expansion board has a cable, refer to the documentation included with the board for connection information.

4. Fasten the expansion board bracket to the chassis with the screw ❸ that you removed from the expansion slot cover.
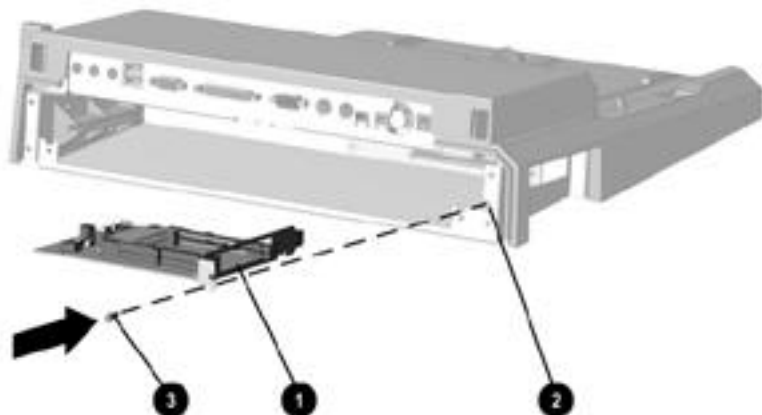
Replacing the Rear Panel

1. Replace the rear panel by inserting the tabs on the top of the rear panel into the slots in the top cover. When the tabs are in the slots, pivot the bottom of the rear panel downward.

2. Secure the rear panel by replacing the five screws.

3. Reconnect the external device cables.

4. Reconnect the AC Adapter.

Accessing an Expansion Board External Connector

Once an expansion board is installed in the PCI slot, its external connector can be accessed on the left side of the convenience base.

chapter 4

TROUBLESHOOTING

Solving System Problems

While your computer is set up for your hardware and software, problems you encounter while working may not be unique. Eliminating the typical problems described in this section may save you time and money. If you have a problem with your system, consider the possible causes and solutions outlined in this section. You may discover something you can resolve easily yourself. If the condition persists, contact your Compaq authorized dealer or reseller.

For possible problems that are not specifically related to using the computer with the convenience base, refer to the troubleshooting section in the documentation included with the computer.

Solving Docking and Undocking Problems

Solving Docking and Undocking Problems

Problem	Possible Cause	Solution
The computer is not properly docked in the convenience base.	The computer is not lined up over the retaining latch.	1. Line up the left edge of the computer along the left rail of the convenience base. 2. Ensure that the alignment pins on the docking connector are aligned. 3. Push the computer straight back toward the docking connector.
	The computer is not connected to the docking connector.	Pull the computer eject lever forward to release the computer, and redock.
The computer will not undock.	Connectors are tight.	Grasp the computer with one hand and pull forward while you pull forward on the computer eject lever with the other hand.
	Security cable is locked.	Unlock the security cable.
	The docking lever in the convenience base may be defective.	Call the Compaq support number for your country.

Solving External Device Installation Problems

External Device Installation Problems

Problem	Possible Cause	Solution
A new device connected to the convenience base is not recognized as part of the computer system.	Cable(s) of the new external device are loose, or the power cables are unplugged.	Ensure that all cables are properly and securely connected.
	The power switch of the new external device is not turned on.	Turn off the computer, turn on the external device, then turn on the computer to integrate the device with the computer system.
	The device is not plug and play.	**Windows 95/ Windows 98:** Double-click the Add New Hardware icon in the Control Panel to obtain help on installing the device.
		Windows 2000 Professional: Double-click the Add/Remove Hardware icon in Control Panel, then use the Microsoft wizard to install the correct driver for the device.

Solving Network Problems

Refer to these guidelines when you have determined that the computer in the convenience base is not communicating with the network. These guidelines do not discuss the process of debugging the network cabling.

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

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

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

Solving Network Problems

Problem	Possible Cause	Solution
When turned on, the computer does not detect the network.	The computer is not connected to the network.	Connect the computer to the network. Refer to the "Connecting to a Network" section for procedures.
	Suspend or Hibernation was initiated.	Exit Suspend or Hibernation: **Windows 95/Windows 98/ Windows 2000 Professional:** Restart the computer by clicking Start→Shut Down→Restart the Computer. **Windows NT 4.0:** Turn off the computer, then turn it back on.
After installing the network operating system, the computer does not detect the network interface.	The network driver fails to load during system initialization.	Ensure that network drivers are loaded and that the drive path is correct.
	If using a network interface card connected to a parallel port, the port has been disabled.	Enable the parallel port. Restart the computer. Press **F10** immediately when the cursor moves to the top right side of the screen.
	Suspend or Hibernation was initiated.	Exit Suspend or Hibernation: **Windows 95/Windows 98/ Windows 2000 Professional:** Restart the computer by clicking Start→Shut Down→Restart the Computer. **Windows NT 4.0:** Turn off the computer, then turn it back on.

Continued

Problem	Possible Cause	Solution
Diagnostics reports a failure.	The cable is not securely connected to the network connector on the network.	Ensure that the cable is securely connected to the proper network connector on the network.
	There is a problem with the cable or a device at the other end of the cable.	Ensure that the cable and device at the other end of the network connection are operating properly.
	There is a possible hardware failure.	Contact Customer Support or your service provider.
Diagnostics reports no errors, but the computer does not communicate with the network.	The network drivers are not loaded.	Load the network drivers: **Windows 95/Windows 98/ Windows 2000 Professional:** Restart the computer by clicking Start→Shut Down→Restart the Computer. **Windows NT 4.0:** Turn off the computer, then turn it back on.
	A network configuration error may have occurred (i.e., *.ini, *.inf, *.nif, or CONFIG.SYS files may need to be modified).	Contact your network administrator, or refer to your network operating system documentation.
	Suspend or Hibernation was initiated.	Exit Suspend or Hibernation: **Windows 95/Windows 98/ Windows 2000 Professional:** Restart the computer by clicking Start→Shut Down→Restart the Computer. **Windows NT 4.0:** Turn off the computer, then turn it back on.

Continued

Problem	Possible Cause	Solution
The computer stopped communicating with the network after exiting Suspend.	The computer does not detect network drivers.	**Windows 95/Windows 98/ Windows 2000 Professional:** Restart the computer by clicking Start→Shut Down→Restart the Computer. **Windows NT 4.0:** Turn off the computer, then turn it back on.
The computer stopped communicating with the network for no apparent reason.	The cable is not securely connected to the network connector on the Ethernet.	Ensure that the cable is securely connected to the convenience base and network.
	There may be a general network failure.	Ensure that the network you are connected to is running and has not experienced problems that would prevent the connection.
	The files for the network drivers have been corrupted.	Reinstall the network drivers. Refer to the "Connecting to a Network" section for instructions.

appendix *A*

REGULATORY NOTICES

Regulatory Notices

Federal Communications Commission Notice

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

Declaration of Conformity for Products Marked with the FCC Logo-United States Only

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

For questions regarding your product, contact:

Compaq Computer Corporation
P. O. Box 692000, Mail Stop 530113
Houston, Texas 77269-2000

Or, call

1-800- 652-6672 (1-800-OK COMPAQ)

For questions regarding this FCC declaration, contact:

Compaq Computer Corporation
P. O. Box 692000, Mail Stop 510101
Houston, Texas 77269-2000

Or, call

(281) 514-3333

To identify this product, refer to the Part, Series, or Model number found on the product.

Modifications

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

Cables

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

European Notice

Products with the CE Marking comply with both the EMC Directive (89/336/EEC) and the Low Voltage Directive (73/23/EEC) issued by the Commission of the European Community.

Compliance with these directives implies conformity to the following European Norms:

■ EN55022 (CISPR 22)—Radio Frequency Interference

■ EN50082-1 (IEC801-2, IEC801-3, IEC801-4)—Electromagnetic Immunity

■ EN60950 (IEC950)—Product Safety

Canadian Notice

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Avis Canadien

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Japanese Notice

この装置は、情報処理装置等電波障害自主規制協議会 (VCCI) の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

Airline Travel Notice

Use of electronic equipment aboard commercial aircraft is at the discretion of the airline.

Energy Star Compliance

As an Energy Star Partner, Compaq Computer Corporation has determined that this product meets the Energy Star guidelines for energy efficiency. The Energy Star Computers Program was created by the EPA to promote energy efficiency and reduce air pollution through more energy-efficient equipment in homes, offices, and factories. Compaq products achieve this by reducing the power consumption when not being used. Using the power-saving features will reduce energy use and maximize battery life.

appendix B

ELECTROSTATIC DISCHARGE

A discharge of static electricity from fingers or other electrostatic conductors may damage electronic components. Before handling electrostatic-sensitive components, discharge static electricity by one of the methods described in this appendix.

Preventing Electrostatic Discharge

When Handling Drives

■ Before handling a drive, discharge static electricity by touching the unpainted metal surface or lug nuts on the connectors on the back of the docking base or the computer.

■ Avoid touching connector pins on the computer, the docking base, a drive, or a drive adapter.

When Installing Internal Components

■ Keep components in their electrostatic-safe containers until you are ready to install them.

■ Have everything needed for the installation within reach so that you do not have to leave the area after beginning installation.

■ Use nonmagnetic tools.

■ Before touching an electronic component, discharge static electricity by one of the grounding methods described later in this appendix. If you must leave the area during installation, remember to reground yourself before resuming installation.

- Avoid touching pins, leads, and circuitry. Handle electronic components as little as possible.
- If you remove a component, place it in an electrostatic-safe container.

Grounding Methods

If installation instructions direct you to unplug the computer or the docking base, unplug it *after* being properly grounded and *before* removing the cover. Use one or more of the following grounding methods.

- Touch the unpainted metal surface or lug nuts on the connectors on the back of the computer or docking base. Avoid touching connector pins.

- Touch an exterior unpainted metal surface of equipment that is connected to an electrical outlet by a grounding plug.

- Use a wrist strap connected by a ground cord to the computer chassis. Wrist straps are flexible grounding straps with a minimum of 1 megohm $\pm$ 10 percent resistance in the ground cords. To provide proper ground, wear the strap snug against the skin.

NOTE: If you need more information about static electricity or assistance with product installation, contact your Compaq authorized dealer, reseller, or service provider.

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