

Maintenance & Service Guide

Presario 5600 Series

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Welcome to the **Presario 5600 Series Maintenance and Service Guide**. This online guide is designed to serve the needs of those whose job it is to repair Compaq products. Many of the components of the hardcopy MSG are contained in this online guide. The [Notice](#) contains the copyright and trademark information. The [Preface](#) shows symbol conventions, Technician Notes and Serial Number locations on the unit.

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For models 5600, 5612,
5620, 5630, 5635,
5640, 5660, 5686,
5696

For models 5650, 5665,
5670, 5673, 5676,
5677

[Controls & Lights](#)

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Product Description

This section describes the model numbers and features of the Compaq Presario 5600 Series of Personal Computers.



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Product Description - Models 5600, 5610, 5612, 5620, 5630, 5635, 5640, 5660, 5686, 5696

The following table lists Compaq Presario 5600 Series Personal Computer models and some model-specific features.

NOTE:

- **All models have Pentium II Processors**
- **All models have 512k cache, and all have DVD2 except 5600 (32x CD)**
- **Modem codes:**
 - Z = Rockwell HCF 56k DataFax PCI Modem**
 - D = Diamond SupraExpress 56i Pro Modem**

Model	Processor Speed (MHz)	Memory (MB)	Hard Drive (GB)	Video Memory (MB)	Fax/Modem
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Product Description - Models 5650, 5665, 5670, 5673, 5676, 5677

The following table lists Compaq Presario 5600 Series Personal Computer models and model-specific features.

- NOTE:**
- **All processors are Pentium II**
 - **All models have 512kbyte cache, and all have 5X Max DVD2, 56Kbps modem**
 - **Modem codes:**
 - BLZ = 1.5 Mb MAX Digital Modem (G.Lite, 56K V.90)**
 - C = 6 Mb Max Digital Modem (G.Dmt, G.Lite, 56K V.90)**
 - K = 56k PCI Modem**
 - Z = Rockwell HCF 56k DataFax PCI Modem**

Model	Processor Speed (MHz)	Memory (MB)	Hard Drive (GB)	Video Memory (MB)	Fax/Modem
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Power Controls

Controls and Lights

Front Components

This section covers the computer controls and lights for the Compaq Presario 5600 Series of personal computers.

[Drive Bays](#)
[Diskette,](#)
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[Instant-On](#)
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Keyboards

Input/Output Connectors

[Models 5600,](#)
[5610, 5612,](#)
[5620, 5630,](#)
[5635, 5640,](#)
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Monitors & Comm Connectors

[Models 5600,](#)
[5610, 5612,](#)
[5620, 5630,](#)
[5635, 5640,](#)
[5660, 5665](#)

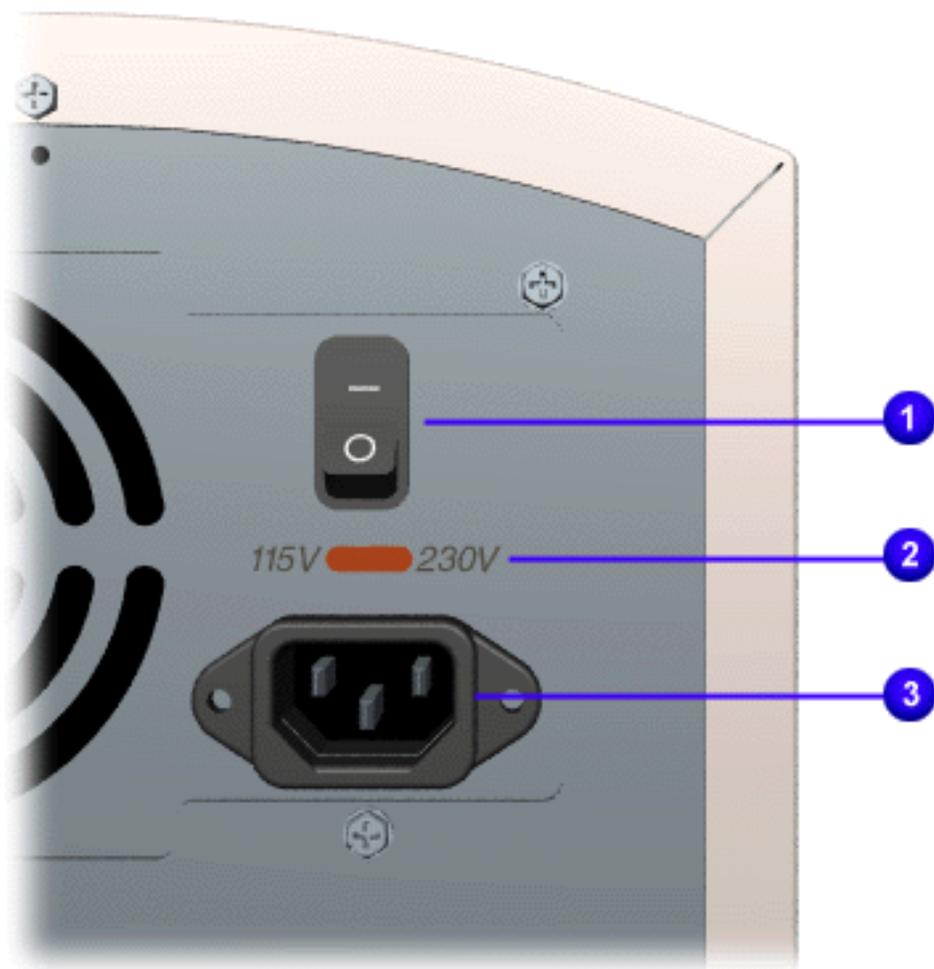
[Models 5650,](#)
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Power Controls



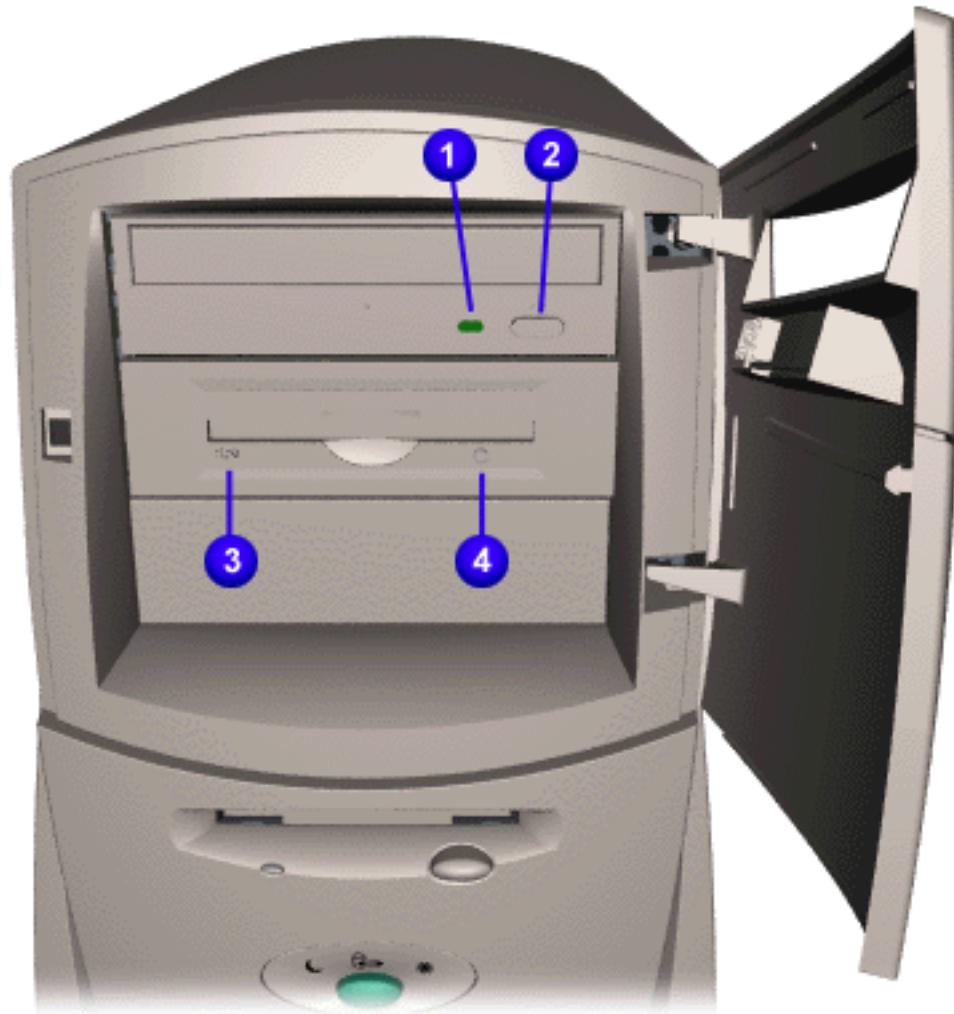
Description	
1	Main power on/off switch
2	Voltage selector
3	AC Power cord connector

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Drive Bays



Description

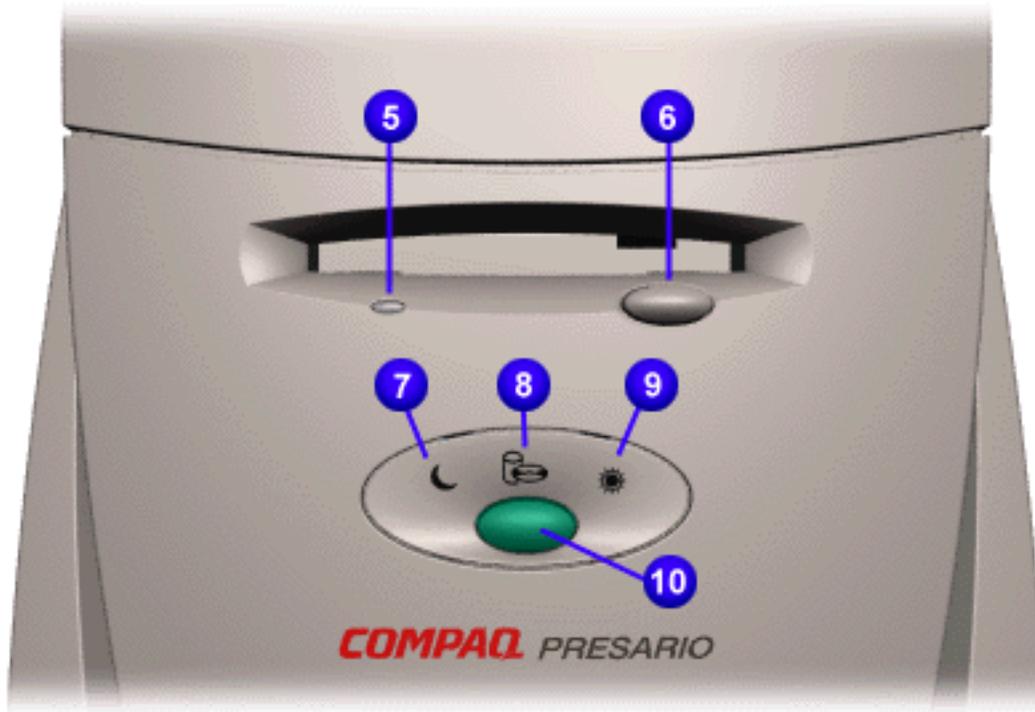
- 1** CD/DVD activity light
- 2** CD/DVD drive load/eject button
- 3** Zip drive activity light (IDE Zip drive only)
- 4** Zip disk eject button and activity light (ATAPI Zip drive)

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Diskette, Lights & Instant-On Button



- 5** Diskette drive activity light
- 6** Diskette drive eject button
- 7** Sleep light
- 8** Drive activity light
- 9** Power-on light
- 10** Instant-on button

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Keyboards

This section covers the keyboard controls for the Compaq Presario 5600 Series of personal computers.

[Standard](#)

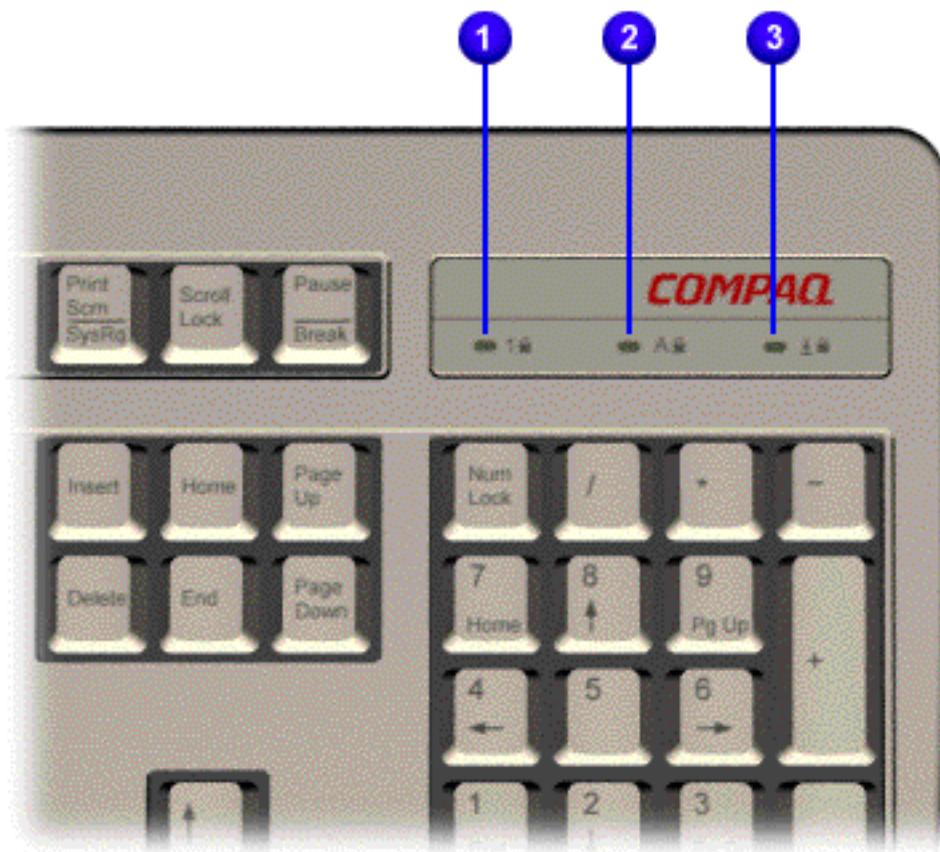
[Easy Internet Access](#)

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Standard Keyboard Lights



Click [here](#) for the Easy Internet Access keyboard controls and lights.

- 1** Num Lock Light
- 2** Caps Lock Light
- 3** Scroll Lock Light

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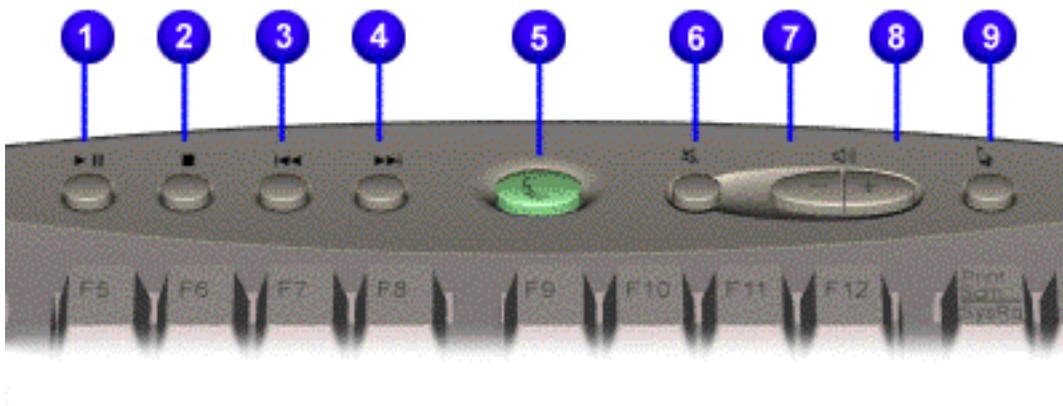
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Easy Access Internet Keyboard

Easy Access Buttons

Internet Suite Buttons

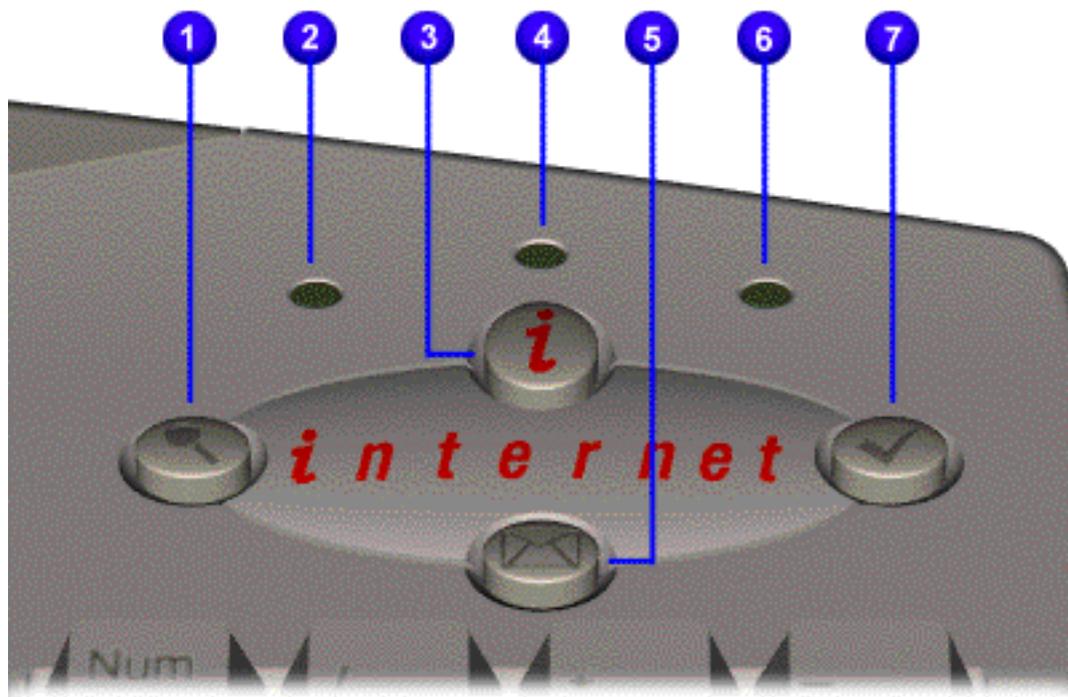
Standard Keyboard Lights



Easy Access Buttons

- 1** Play/pause
- 2** Stop
- 3** Previous track
- 4** Next track
- 5** Sleep
- 6** Mute
- 7** Volume down
- 8** Volume up
- 9** Launch favorite application

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Internet Suite Buttons

- 1** Instant E-Commerce
- 2** Number Lock Light
- 3** Instant Internet
- 4** Caps Lock Light
- 5** Instant E-Mail
- 6** Scroll Lock Light
- 7** Featured Web Site

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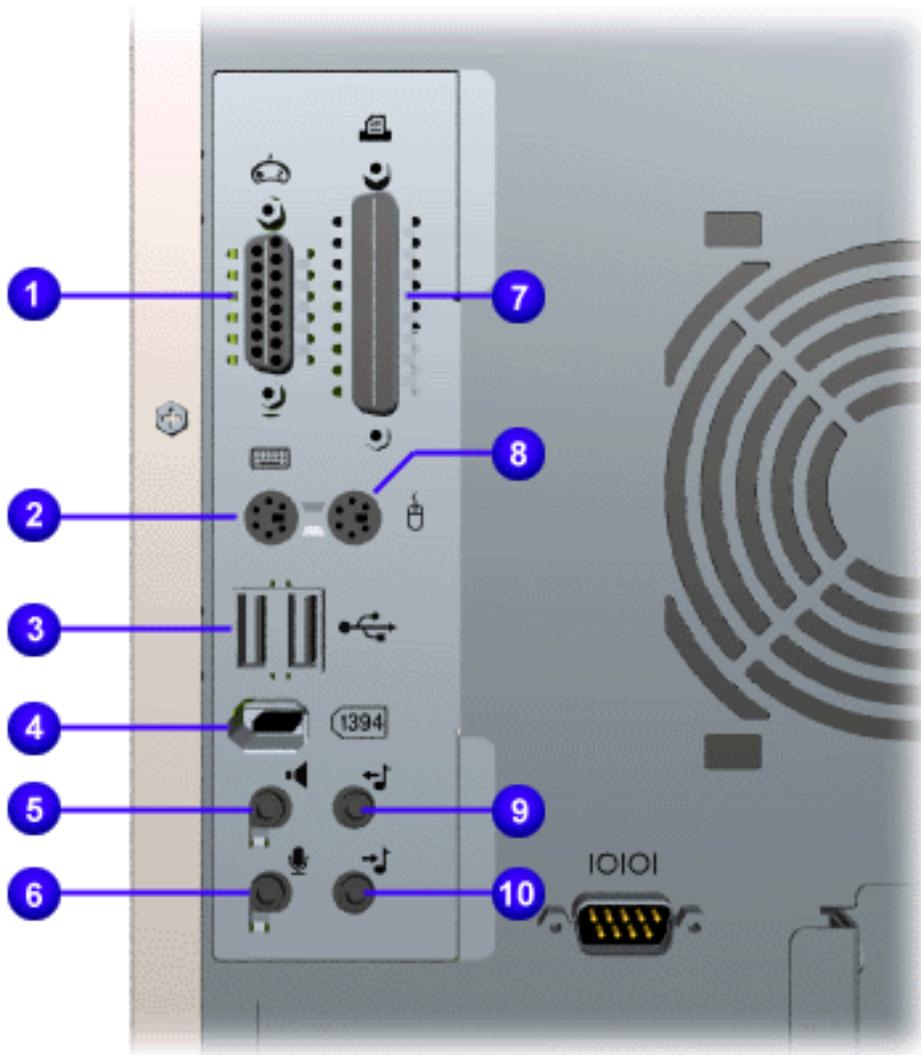
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Product Description - Models 5600, 5610, 5612, 5620, 5630, 5635, 5640, 5660

Input & Output Connectors



- 1** Gamepad/joystick connector
- 2** Keyboard connector
- 3** USB (Universal Serial Bus) connectors*
- 4** IEEE 1394 connector*
- 5** Speaker out
- 6** Microphone in
- 7** Parallel/printer connector
- 8** Mouse connector
- 9** Audio line out
- 10** Audio line in

* On selected models only

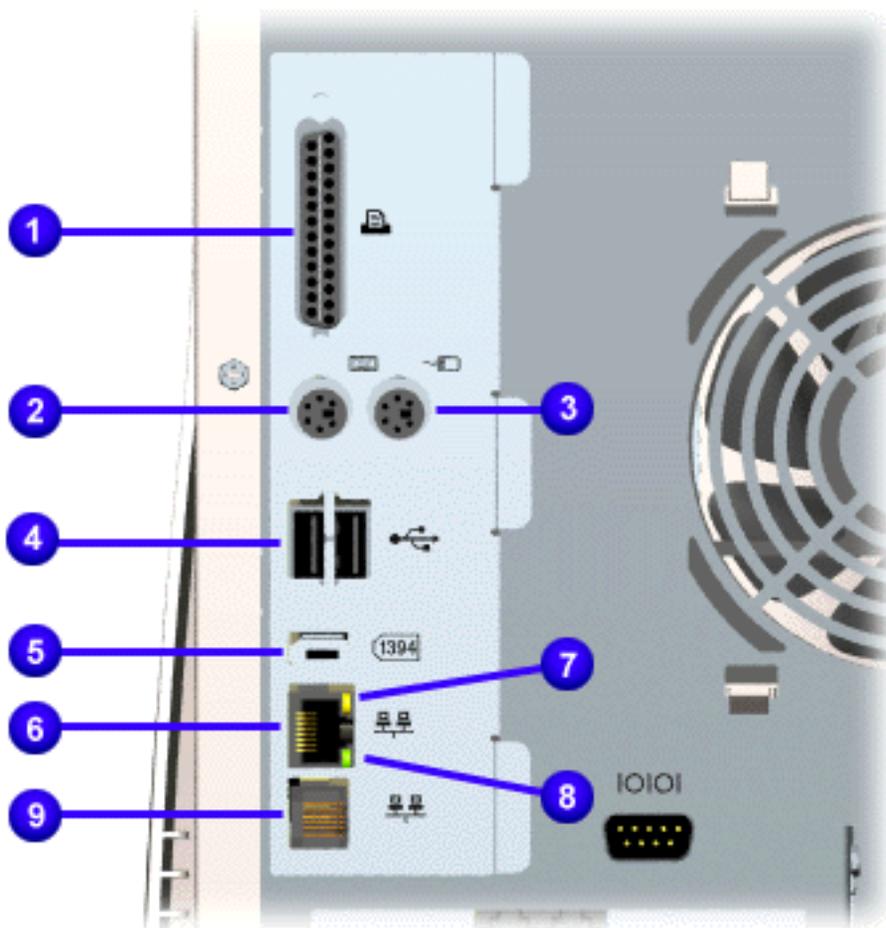
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Product Description - Models 5650, 5665, 5670, 5673, 5676, 5677

Input & Output Connectors



- 1** Parallel/printer connector
- 2** Keyboard connector
- 3** Mouse connector
- 4** USB (Universal Serial Bus) connectors*
- 5** IEEE 1394 connector*
- 6** RJ45 Ethernet connector
- 7** Yellow Ethernet activity light (Blinking during activity; solid during data collisions)
- 8** Green Ethernet status light (Indicates network connection is made)
- 9** RJ-11 HomeNetwork connector

* On selected models only

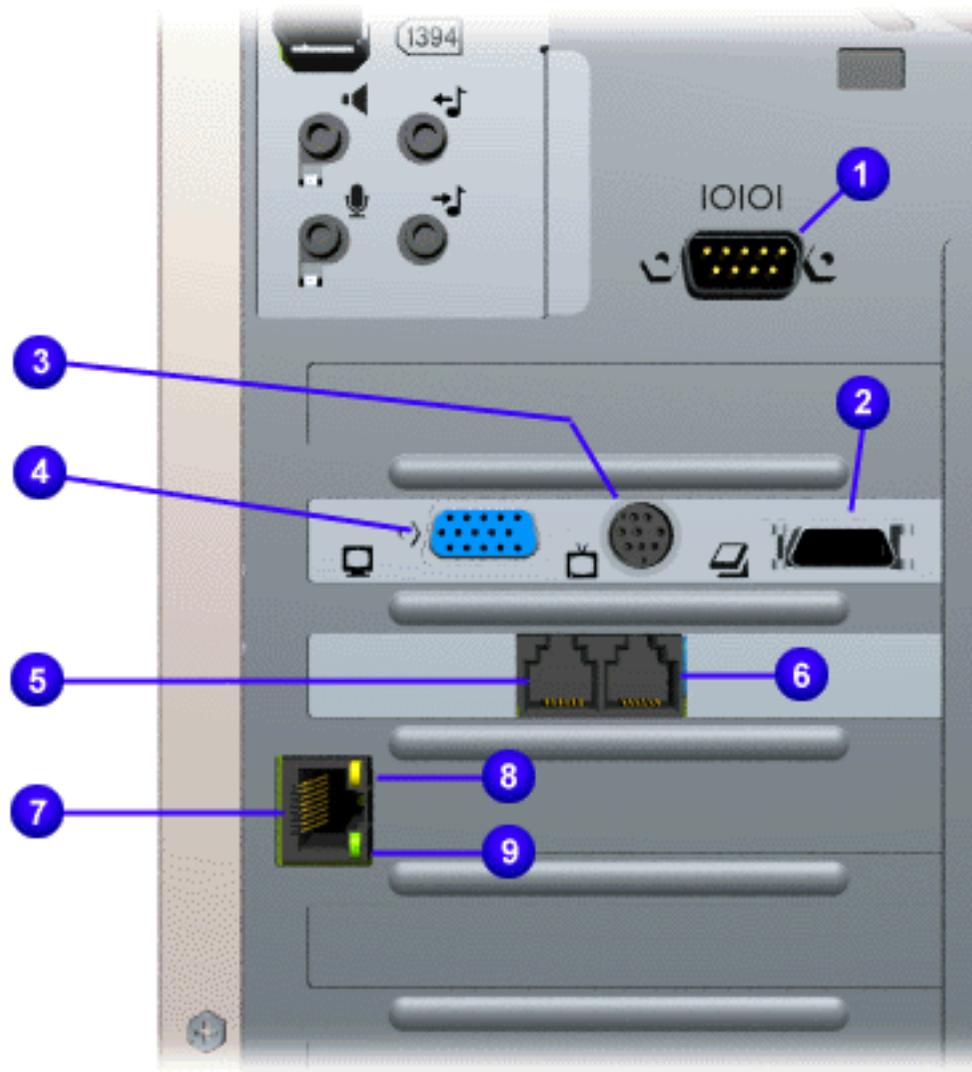
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Monitors & Communications Connectors - Models 5600, 5610, 5612, 5620, 5630, 5635, 5640, 5660



- 1 Serial connector
- 2 LCD (Liquid Crystal Display) card. Option to change to DFP (Digital Flat-Panel) monitor.
- 3 S-video out/TV out
- 4 VGA connector
- 5 Telephone line in
- 6 Telephone line out
- 7 RJ45 Ethernet connector
- 8 Yellow Ethernet activity light
(Blinking during activity; solid during data collisions)
- 9 Green Ethernet status light
(Indicates network connection is made)

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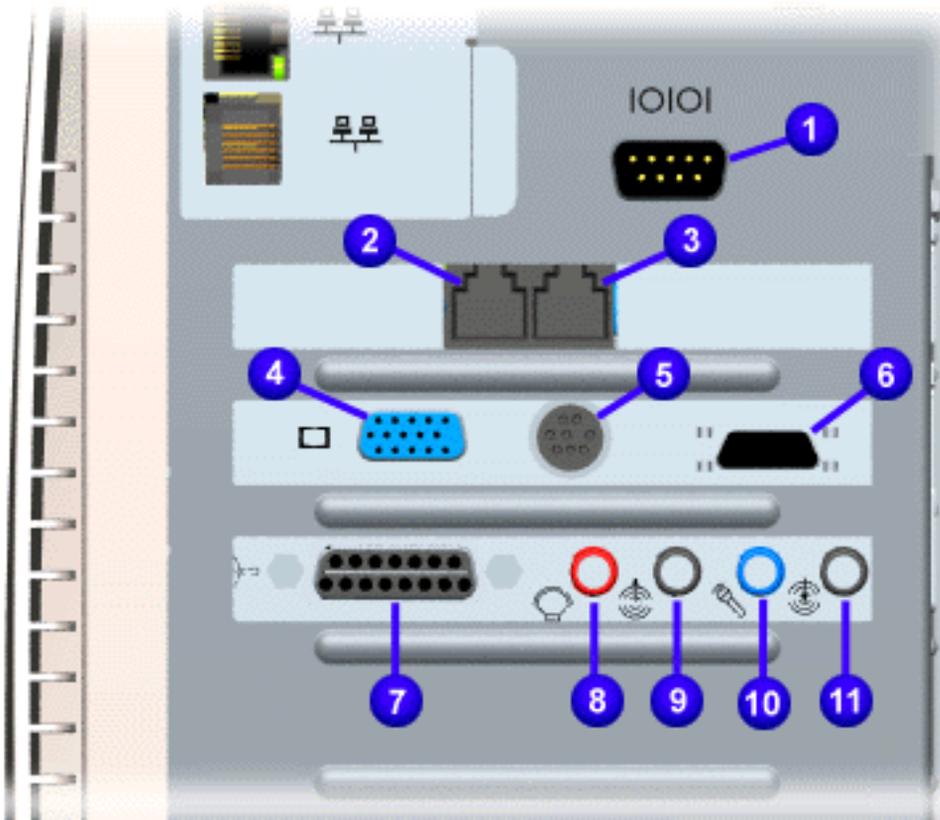
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Monitors & Communications Connectors - Models 5650, 5665, 5670, 5673, 5676, 5677



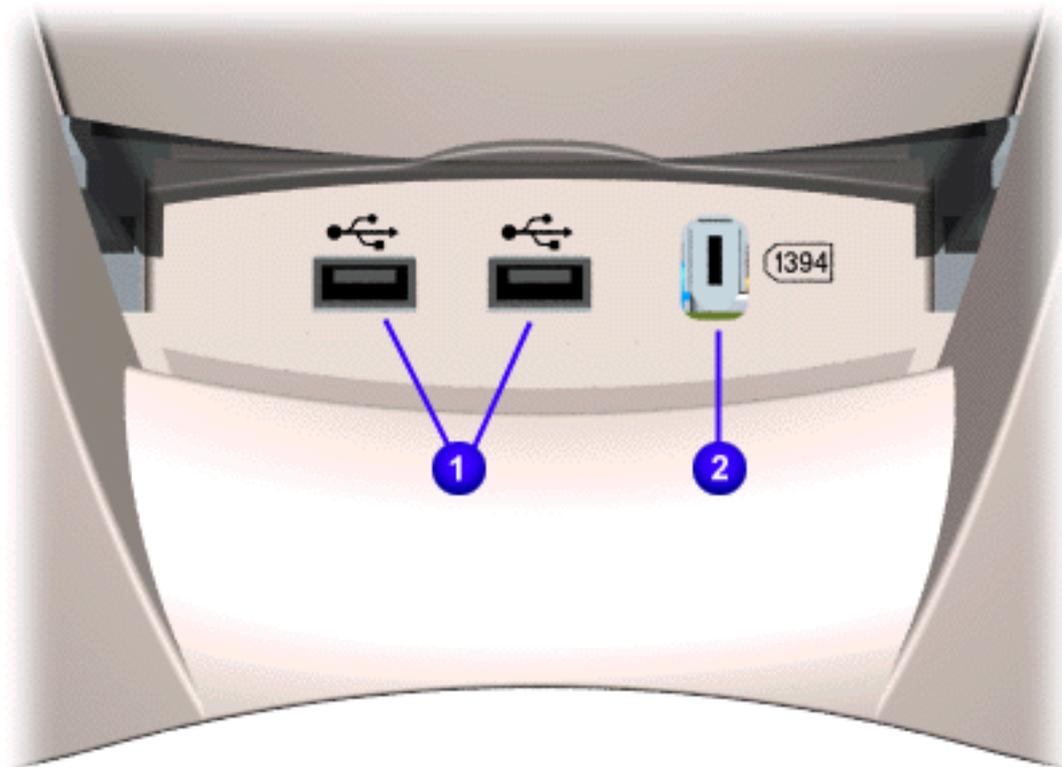
	Description
1	Serial connector
2	Telephone line in
3	Telephone line out
4	VGA connector
5	S-video out/TV out
6	LCD (Liquid Crystal Display) card. Option to change to DFP (Digital Flat-Panel) monitor.
7	Gamepad/joystick connector
8	Speaker
9	Line out
10	MIC in
11	Line in

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Digital Creativity Imaging Center



Description

- 1** USB (Universal Serial Bus) connector
- 2** IEEE 1394 connector

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Power Management Features

Compaq Presario 5600 Series Personal Computers support the following power management capabilities.

- Sleep (standby)
- Advanced [Power Management](#) (APM) 1.2

The following is a list of the power management features:

- **Power Status Lights.** You can quickly tell the sleep condition of the system by glancing at the Power Status Lights.
- **Automatic standby.** In Windows 98 there are different Power Schemes under which the system goes into Sleep mode automatically when it times out. The optional settings for Windows 98 are **Home/Office Desk**, **Portable/Laptop** and **Always On**. The system supports different levels of power management for varying patterns of computer usage.
- **Default and Adjustable timeout settings.** The default setting for Sleep timeout is 30 minutes. The Sleep timeout value can be set in the **Control Panel** by clicking the **Power Management** icon. At the **Properties** screen, click **System Standby**, **Turn off Monitor**, and **Turn off Hard Disk** to set the length of time before the system goes to sleep.
- **Manual standby.** To manually put your computer into sleep mode in the Windows 98 desktop, press the **Instant On** button (on the CPU) or the **Sleep** button (on the keyboard). The power status light on the CPU will light to show that Sleep mode is activated.
- **Other manual standby options.** Another way to put your computer into sleep mode manually under Windows 98 is to select **Start**, then **Shutdown**. Select **Standby** from the list of choices to put the system into Sleep mode. The system can then be turned off or left in Sleep. When the Sleep button is pressed, the system reboots to the Windows 98 Desktop.
- **No audio CD interruption.** When an audio CD is playing, the system will time out and enter Sleep after 30 minutes or the set time, but audio play will not be interrupted. If either the **Instant On** or the **Sleep** button is pressed, CD play is suspended and the unit enters Sleep. CD play resumes on the next track when the system wakes.
- **Synchronized software and hardware volume control buttons.**

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States of Power Management

Power management can be defined by three distinct power states in which the computer operates: On, Off, and Sleep. The following table describes the power states and lists the power consumption of each state:

Power Management States		
Energy State	Description	Power Consumption
On	Power is available to the system and the On/Off switch in the back is in the ON position. The power status light is green.	64 Watts Avg., 110 Watts Max
Off	Power is not available to the system and the On/Off switch is in the OFF position. The power status light is not lit.	0 Watts
Sleep	Power is available to the system, the On/Off switch in the back is in the ON position and the computer is in a low power/standby mode. The power status light is amber.	23 Watts

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[Clearing CMOS](#)

[Power-On Self-Test \(POST\)](#)

[Diagnostic Error Codes](#)

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Troubleshooting

This section provides troubleshooting information for Compaq Presario 5600 Series Personal Computers. Power-On Self-Test (POST) messages, diagnostic error codes, and memory error codes appear in tables.

The message and code tables include a description of the error, the probable cause, and the recommended action that should be taken to resolve the error condition.

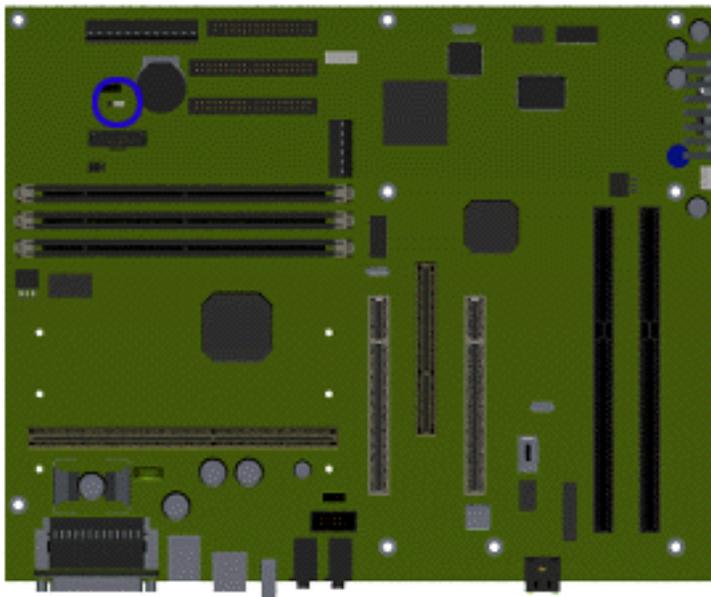
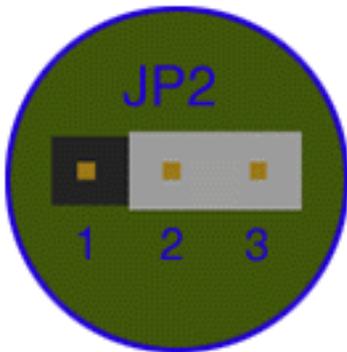
Adherence to the procedures and precautions described in this section is essential for proper service.

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Clearing CMOS



If the power-on password is not known, clearing CMOS will disable the power-on password. To clear CMOS, complete the following steps:

1. Complete the preparation for disassembly.
2. Remove the computer hood.
3. To disable the password, move the jumper at JP2 from 2-3 to 1-2.
4. Turn on the computer, allow it to boot up, then shut down.
5. Move the jumper at JP2 from 1-2 to 2-3.
6. Replace the computer hood and perform the desired troubleshooting

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Power-On Self Test (POST)

POST is a series of diagnostic tests that run automatically when the system is turned on. After the computer is turned on, POST checks the following assemblies to ensure that the computer system is functioning properly:

- Keyboard
- System board
- Memory modules
- Video memory
- Diskette drive
- Hard drive
- CD (or DVD) drive
- Power supply

POST also detects the type of mass storage devices installed in the computer.

If POST finds an error in the system, an error condition is indicated by an audible or visual message.

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POST (Power On Self Test) Error Messages

An error message displays if the POST encounters a problem. This self-test will run automatically each time the system is powered on. The self-test will check all assemblies within the computer and report any errors found.

Click on the desired error code for the probable cause of the error and a recommended course of action.

Diskette Drive A or B Error	Failing Bits nnn	Fixed Disk Controller Failure
Extended RAM failed at offset nnn	Fixed Disk 0 or 1 Failure	Incorrect Drive A Type
Invalid NVRAM Media Type	Keyboard Controller Error	Keyboard Error
Operating System Not Found	Parity Check 1	Parity Check 2
Real Time Clock Error	System Battery is Dead	System BIOS Shadowed
System Cache Error	System CMOS Checksum Bad	System RAM Failed at Offset, nnn
System Timer Error	UMB Upper Limit Segment Address nnn	Video BIOS Shadowed

Diskette Drive A or B Error	
Probable Cause	Recommended Action
Drive A: is present, but fails the BIOS POST diskette tests	1. Run Setup. 2. Replace the signal cables. 3. Replace the drive. Back to Top
Extended RAM failed at offset nnn	
Probable Cause	Recommended Action
Extended memory not working or not configured properly	1. Replace the memory modules. 2. Replace the system board. Back to Top
Failing Bits nnn	
Probable Cause	Recommended Action
nnn is a map of the bits at the RAM address which failed the memory test	1. Run Setup. 2. Replace the system board. Back to Top
Fixed Disk 0 or 1 Failure	
Probable Cause	Recommended Action
Hard drive is not working or configured properly	1. Run Setup. 2. Replace the signal cable. 3. Replace the hard drive. Back to Top
Fixed Disk Controller Failure	
Probable Cause	Recommended Action
Hard drive is not working or configured properly	1. Run Setup. 2. Replace the system board. Back to Top
Incorrect Drive A Type	
Probable Cause	Recommended Action
Type of diskette drive A: not correctly identified	1. Run Setup. 2. Replace the diskette drive. Back to Top
Invalid NVRAM Media Type	
Probable Cause	Recommended Action
Problem with NVRAM (CMOS) access	Replace the system board. Back to Top
Keyboard Controller Error	
Probable Cause	Recommended Action
Keyboard, I/O keyboard controller (on system board) or mouse error	1. Replace the keyboard. 2. Replace the mouse. 3. Replace the system board. Back to Top
Keyboard Error	
Probable Cause	Recommended Action
Keyboard, I/O keyboard controller (on system board) or mouse error	1. Replace the keyboard. 2. Replace the mouse. 3. Replace the system board. Back to Top
Operating System Not Found	
Probable Cause	Recommended Action
Operating system cannot be located on either drive A: or C:	Run Setup. Back to Top
Parity Check 1	
Probable Cause	Recommended Action
Parity error found in the system bus	1. Run Setup. 2. Replace the memory modules. 3. Replace the system board. Back to Top
Parity Check 2	
Probable Cause	Recommended Action
Parity error found in the I/O bus	1. Run Setup. 2. Replace the ISA board (modem). Back to Top
Real Time Clock Error	
Probable Cause	Recommended Action
Real-time clock fails BIOS test	Replace the system board. Back to Top
System Battery is Dead	
Probable Cause	Recommended Action
RTC battery is dead	1. Replace the RTC battery. 2. Run Setup. Back to Top
System BIOS Shadowed	
Probable Cause	Recommended Action
System BIOS copied to Shadow RAM	Replace the system board. Status message only; no action required. Back to Top
System Cache Error	
Probable Cause	Recommended Action
RAM cache failed the BIOS test	Run Setup. Back to Top
System CMOS Checksum Bad	
Probable Cause	Recommended Action
CMOS is corrupted or modified incorrectly	Run Setup. Back to Top
System RAM Failed at Offset, nnn	
Probable Cause	Recommended Action
System RAM failed	Replace memory modules. Back to Top
System Timer Error	
Probable Cause	Recommended Action
DMA, timers, etc.	Replace the system board. Back to Top
UMB Upper Limit Segment Address nnn	
Probable Cause	Recommended Action
Displays the address nnn of the upper limit of Upper Memory Blocks, indicating released segments of the BIOS	Run Setup. Status message only; no action required. Back to Top
Video BIOS Shadowed	
Probable Cause	Recommended Action
Video BIOS successfully copied to shadow RAM	Run Setup. Status message only; no action required. Back to Top

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Diagnostic Error Codes

Diagnostic error codes occur if the system recognizes a problem while running the Compaq Utilities TEST program. These error codes help identify possible defective subassemblies.

Retest the system after completing each step.
IMPORTANT: If the problem has been resolved, do not proceed with the remaining steps.

For assistance in the removal and replacement of a particular subassembly, see [Removal and Replacement Procedures](#).

Click on the desired error code range or corresponding test for a list of descriptions of each error condition and actions required to resolve the error condition.

Error Code Range	Test
101-199	Processor Test
200-210	Memory Test
301-304	Keyboard Test
400-498	Parallel Printer Test
501-516	Video Display Unit Test
600-699	Diskette Drive Test
802-824	Monochrome Video Test
1101-1109	Serial Test
1201-1210	Modem Communications Test
1700-1799	Hard Drive Test
2402-2480	Video Test
3206	Audio Test
3301-3305	CD or DVD Drive Test
66xx	
8601	Pointing Interface Device Test

Processor Test Error Codes

Error Code	Description	Recommended Action
101-xx	CPU test failed	Replace the system board and retest.
102-xx	Processor error	1. Run Computer Checkup or Setup and retest. 2. Replace the processor and retest.
103-xx	DMA controller failed	Replace the system board and retest.
104-xx	Interrupt controller failed	Replace the system board and retest.
105-xx	Port error	Replace the system board and retest.
106-xx	Keyboard controller self-test failed	Replace the system board and retest.
107-xx	CMOS RAM test failed	The following steps apply to error codes 107-xx through 109-xx:
108-xx	CMOS interrupt test failed	1. Replace the battery/clock module and retest.
109-xx	CMOS clock test failed	2. Replace the system board and retest.
110-xx	Programmable timer test failed	The following step applies to error codes 110-xx through 113-01:
111-xx	Refresh detect test failed	Replace the system board and retest.
112-xx	Speed test failed	
113-01	Protected mode test failed	
114-xx	Speaker test failed	1. Verify the speaker connection. 2. Replace the system board and retest.
199-xx	Installed devices test failed	1. Check system configuration. 2. Verify cable connections. 3. Check switch settings. 4. Run Compaq Utilities. 5. Replace the system board and retest.

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Memory Test Error Codes

Error Code	Description	Recommended Action
200-xx	Invalid memory configuration	1. Verify memory module value compatibility. 2. Reinsert memory in the correct location.
201-xx	Memory machine ID test failed	The following steps apply to error codes 201-xx and 202-xx:
202-xx	Memory system ROM checksum failed	1. Flash the ROM and retest. 2. Replace the memory and retest. 3. Replace the system board and retest.
203-xx	Memory write/read test failed	The following steps apply to error codes 203-xx through 210-xx:
204-xx	Memory address test failed	1. Remove one memory module at a time until the error message stops.
206-xx	Increment pattern test failed	2. Replace other removed modules one at a time, testing each to ensure the error does not return.
210-xx	Random pattern test failed	3. Replace the system board and retest.

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Keyboard Test Error Codes

Error Code	Description	Recommended Action
301-xx	Keyboard short test, 8042 self-test failed	The following steps apply to error codes 301-xx through 304-xx:
302-xx	Keyboard long test failed	1. Check the keyboard connection. If disconnected, turn the computer off and connect the keyboard.
303-xx	Keyboard LED test, 8042 self-test failed	2. Replace the keyboard and retest.
304-xx	Keyboard typematic test failed	3. Replace the system board and retest.

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Parallel Printer Test Error Codes

Error Code	Description	Recommended Action
401-xx	Printer failed or not connected	The following steps apply to error codes 401-xx through 498-xx: 1. Connect the printer.
402-xx	Printer data register failed	2. Check power to the printer.
403-xx	Printer pattern test failed	3. Install the loop-back connector and retest.
498-xx	Printer failed or not connected	4. Replace system board and retest.

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Video Display Unit Test Error Codes

Error Code	Description	Recommended Action
501-xx	Video controller test failed	The following step applies to error codes 501-xx through 516-xx:
502-xx	Video memory test failed	Replace the system board and retest.
503-xx	Video attribute test failed	
504-xx	Video character set test failed	
505-xx	Video 80 × 25 mode 9 × 14 character cell test failed	
506-xx	Video 80 × 25 mode 9 × 14 character cell test failed	
507-xx	Video 40 × 25 mode test failed	
508-xx	Video 320 × 200 mode color set 0 test failed	
509-xx	Video 320 × 200 mode color set 1 test failed	
510-xx	Video 640 × 200 mode test failed	
511-xx	Video screen memory page test failed	
512-xx	Video gray scale test failed	
514-xx	Video white screen test failed	
516-xx	Video noise pattern test failed	

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Diskette Drive Test Error Codes

Error Code	Description	Recommended Action
600-xx	Diskette ID drive types test failed	The following steps apply to error codes 600-xx through 698-xx:
601-xx	Diskette format failed	1. Replace the diskette and retest.
602-xx	Diskette read test failed	2. Check and/or replace the diskette power and signal cables and retest.
603-xx	Diskette write, read, compare test failed	3. Replace the diskette drive and retest.
604-xx	Diskette random seek test failed	4. Replace the system board and retest.
605-xx	Diskette ID media test failed	
606-xx	Diskette speed test failed	
607-xx	Diskette wrap test failed	
608-xx	Diskette write-protect test failed	
609-xx	Diskette reset controller test failed	
610-xx	Diskette change line test failed	
694-xx	Pin 34 is not cut on 360KB diskette drive	
697-xx	Diskette type error	
698-xx	Diskette drive speed not within limits	
699-xx	Diskette drive/media ID error	1. Replace media. 2. Run Setup.

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Monochrome Video Test Error Codes

Error Code	Description	Recommended Action
802-xx	Video memory test failed	The following step applies to error codes 802-xx through 824-xx:
824-xx	Monochrome video text mode test failed	Replace the system board and retest.

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Diagnostic Error Codes

Diagnostic error codes occur if the system recognizes a problem while running the Compaq Utilities TEST program. These error codes help identify possible defective subassemblies.

Retest the system after completing each step.
IMPORTANT: If the problem has been resolved, do not proceed with the remaining steps.

For assistance in the removal and replacement of a particular subassembly, see [Removal and Replacement Procedures](#).

Click on the desired error code range or corresponding test for a description of each error condition and actions required to resolve the error condition.

Error Code Range	Test
101-199	Processor Test
200-210	Memory Test
301-304	Keyboard Test
400-498	Parallel Printer Test
501-516	Video Display Unit Test
600-699	Diskette Drive Test
802-824	Monochrome Video Test
1101-1109	Serial Test
1201-1210	Modem Communications Test
1700-1799	Hard Drive Test
2402-2480	Video Test
3206	Audio Test
3301-3305	CD or DVD Drive Test
66xx	
8601	Pointing Interface Device Test

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Serial Test Error Codes		
Error Code	Description	Recommended Action
1101-xx	Serial Port Test	The following steps apply to error codes 1101-xx through 1109-xx:
1109-xx	Clock Register Test	<ol style="list-style-type: none"> 1. Check the switch settings on the serial/parallel device, if applicable. 2. Replace the system board and retest.

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Modem Communications Test Error Codes		
Error Code	Description	Recommended Action
1201-xx	Modem Internal Loop-Back Test	The following steps apply to error codes 1201-xx through 1210-xx:
1202-xx	Modem Time-Out Error	1. Refer to modem documentation for correct Setup procedures.
1203-xx	Modem External Termination Test	2. Check the modem line.
1204-xx	Modem Auto Originate Test	3. Replace the modem and retest.
1206-xx	Dial Multifrequency Tone Test	
1210-xx	Modem Direct Connect Test	

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Hard Drive Test Error Codes		
Error Code	Description	Recommended Action
1700-xx	Hard drive ID types test failed	The following steps apply to error codes 1700-xx through 1799-xx:
1701-xx	Hard drive format test failed	1. Run Setup and verify drive type.
1702-xx	Hard drive read test failed	2. Replace the hard drive signal and power cables and retest.
1703-xx	Hard drive write/read/compare test failed	3. Replace the hard drive and retest.
1704-xx	Hard drive random seek test failed	4. Replace the system board and retest.
1705-xx	Hard drive controller test failed	
1706-xx	Hard drive ready test failed	
1707-xx	Hard drive recalibration test failed	
1708-xx	Hard drive format bad track test failed	
1709-xx	Hard drive reset controller test failed	
1710-xx	Hard drive park head test failed	
1714-xx	Hard drive file write test failed	
1715-xx	Hard drive head select test failed	
1716-xx	Hard drive conditional format test failed	
1717-xx	Hard drive ECC* test failed	
1719-xx	Hard drive power mode test failed	
1730-x	Fixed Disk 0 does not support DMA Mode	
1731-x	Fixed Disk 1 does not support DMA Mode	
1740-x	Fixed Disk 0 failed Set Block Mode command	
1741-x	Fixed Disk 1 failed Set Block Mode command	
1750-x	Fixed Disk 0 failed Identify command	
1751-x	Fixed Disk 1 failed Identify command	
1760-x	Fixed Disk 0 does not support Block Mode	
1761-x	Fixed Disk 1 does not support Block Mode	
1790-x	Disk 0 Configuration Error	
1792-x	Secondary Disk Controller Failure	
1799-xx	Invalid hard drive type failed	

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DVD Drive Test Error Codes		
Error Code	Description	Recommended Action
3301-xx 3305-xx 66XX-xx	DVD drive read test failed	<p>The following steps apply to error codes 3301-xx through 3305-xx and 66XX-xx:</p> <ol style="list-style-type: none"> 1. Replace the DVD drive and retest.* 2. Check the jumper settings on the DVD drive. 3. Check and/or replace the power and signal cables and retest. 4. Ensure no DVD disk is inserted when running the CD Drive tests. This will result in a 66xx error. This is a test issue, not a CD drive issue.

* Boot to DOS (Command Prompt only) or Windows (**Not Safe Mode**). Press the DVD drive eject button (located on the front bezel) to eject the CD and retest.

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Video Test Error Codes		
Error Code	Description	Recommended Action
2402-xx	Video memory test failed	The following steps apply to error codes 2402-xx through 2456-xx:
2403-xx	Video attribute test failed	1. Run Setup.
2404-xx	Video character set test failed	2. Replace the system board and retest.
2405-xx	Video 80 × 25 mode 9 × 14 character cell test failed	
2406-xx	Video 80 × 25 mode 8 × 8 character cell test failed	
2407-xx	Video 40 × 25 mode test failed	
2408-xx	Video 320 × 200 mode color set 0 test failed	
2409-xx	Video 320 × 200 mode color set 1 test failed	
2410-xx	Video 640 × 200 mode test failed	
2411-xx	Video screen memory page test failed	
2412-xx	Video gray scale test failed	
2414-xx	Video white screen test failed	
2416-xx	Video noise pattern test failed	The following steps apply to error codes 2402-xx through 2456-xx:
2418-xx	ECC/VGC memory test failed	1. Run Setup.
2419-xx	ECC/VGC ROM checksum test failed	2. Replace the system board and retest.
2420-xx	ECC/VGC attribute test failed	
2421-xx	ECC/VGC 640 × 200 graphics mode test failed	
2422-xx	ECC/VGC 640 × 350 16-color set test failed	
2423-xx	ECC/VGC 640 × 350 64-color set test failed	
2424-xx	ECC/VGC monochrome text mode test failed	
2425-xx	640 × 480 graphics test failure	
2431-xx	640 × 480 graphics test failure	
2432-xx	320 × 200 graphics (256-color mode) test failed	
2448-xx	Advanced VGA Controller test failed	
2451-xx	132-column Advance VGA test failed	
2456-xx	Advanced VGA 256-Color test failed	
2468-xx	Advanced VGA BitBLT test	The following steps apply to error codes 2468-xx through 2480-xx:
2477-xx	Advanced VGA datapath test	1. Run Setup.
2478-xx	Advanced VGA BitBLT test	2. Replace the system board and retest.
2480-xx	Advanced VGA Linedraw test	

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Pointing Device Interface Test Error Codes		
Error Code	Description	Recommended Action
8601-xx	Pointing Device Interface test failed	<ol style="list-style-type: none"> 1. Replace with a working pointing device and retest. 2. Replace the system board and retest.

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Audio Test Error Codes		
Error Code	Description	Recommended Action
3206-xx	Audio System Internal Error	Replace the system board and retest.

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CD Drive Test Error Codes		
Error Code	Description	Recommended Action
3301-xx 3305-xx 66XX-xx	CD drive read test failed	<p>The following steps apply to error codes 3301-xx through 3305-xx and 66XX-xx:</p> <ol style="list-style-type: none"> 1. Replace the CD and retest. 2. Check the jumper settings on the CD drive. 3. Check and/or replace the power and signal cables and retest. 4. Replace the CD drive and retest. 5. Replace the backplane.

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Troubleshooting without Diagnostics

If you encounter some minor problem with the computer or software application, go through the following checklist for possible solutions before running any of the Diagnostic utilities:

- Is the computer connected to a working power outlet?
- Is the computer turned on and the power light illuminated?
- Are all cables connected properly and seated?
- Are all of the necessary device drivers installed?
- Is the *CONFIG.SYS* file correct?
- Is the *AUTOEXEC.BAT* file (MS-DOS) or *DOSSTART.BAT* file correct?
- Was a non-bootable diskette loaded in the diskette drive at power-up?
- Are all CMOS settings correct?

Click on a selection below identify some quick checks for common problems.

Power	Monitor	CD Drive	USB
Diskette Drive	Hard Drive	DVD Drive	Resolving Hardware conflicts

Solutions for Power Problems	
Problem	Possible Solution
Computer will not turn on	Ensure that the computer is connected to a working power source.
Computer does not automatically display the date and time	The real-time clock (RTC) battery may need to be replaced. See Removal and Replacement Procedures.
Computer does not beep during POST	The speaker volume may have been turned down. Push the volume control buttons on the computer and adjust the volume or select the Volume option from the Control Panel.
Computer powered off automatically	1. The unit may be in Sleep. If the amber light on the front bezel is on, then the unit is in Sleep. 2. The unit temperature may have been exceeded. Check the fan for function and blockage.

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Diskette Drive Problems	
Problem	Possible Solution
Diskette drive light stays on	1. Diskette may be damaged. From the Windows desktop, click on the Start button. Choose Programs=>Accessories=> System Tools=> Scandisk to check for problems. 2. Diskette may be installed incorrectly. Remove the diskette and reinsert. 3. Software program may be damaged. Check the program diskettes.
Diskette drive cannot write to a diskette	1. Diskette is not formatted. Format the diskette. 2. Diskette is write-protected. Either use another diskette that is not write-protected, or disable the write protection on the diskette. 3. Writing to the wrong drive. Check the drive letter in your path statement. 4. Not enough space is left on the diskette. Use another diskette to write the information.
Diskette drive cannot read a diskette	1. Diskette is not formatted. Format the diskette. 2. Using the wrong diskette type for the drive type. Use a diskette that is compatible with the drive. 3. Reading the wrong drive. Check the drive letter in your path statement. 4. Diskette drive has been disabled by Setup. Run Setup and enable the diskette drive.

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Solutions for Monitor Problems	
Problem	Possible Solution
Characters are dim	The brightness control is not set properly. Adjust the brightness control.
Screen is blank	1. A screen-blanking (energy-saving) utility could be installed. Press any key. If the display reappears, you have a screen-blanking utility installed. 2. The brightness needs adjusting. Adjust the brightness control. 3. Screen saver has been initiated. Press any key or move the mouse to light the screen. 4. System is in Sleep mode. Press the Sleep button to wake up.
Garbled characters on the screen are mixed with text	The ANSI.SYS driver is not in the <i>CONFIG.SYS</i> file. Add the ANSI.SYS driver to the <i>CONFIG.SYS</i> file by inserting the following line: DEVICE = C:\ANSI.SYS
Monitor overheats	There is not enough ventilation space for proper airflow. Leave at least 3 inches (7.6 cm) of ventilation space. Also, be sure there is nothing on top of the monitor to obstruct airflow.
Cursor will not move using the arrow keys on the numeric keypad	1. The Num Lock key is on. Press the Num Lock key. The Num Lock light should not be on when you want to use the arrow keys. 2. Possible application error. Restart the computer.

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Solutions for Hard Drive Problems	
Problem	Possible Solution
Hard drive error occurs	Hard disk has bad sectors or has failed. Run Setup. Reformat the hard disk.
Disk transaction problem	The directory structure is bad or there is a problem with a file. From the Windows desktop, click on the Start button. Choose Programs=>Accessories => System Tools=> Scandisk to check for problems. If problems exist, run Scandisk and click on the "Automatically fix errors" checkbox at the bottom to correct the problems. If a large number of lost allocation units is found, click on the Start button. Choose Programs=> Accessories=>System Tools=> Disk Defragmenter.
Drive not found	Cable could be loose. Check cable connections.
Nonsystem disk message	1. The system is trying to start from a diskette that is not bootable. Remove the diskette from the diskette drive. 2. The system is trying to start from the hard drive but the hard disk has been damaged. Insert a bootable diskette into the diskette drive and restart the computer with Ctrl+Alt+Del. 3. Diskette boot has been disabled in Setup. Run Setup and enable diskette boot.
Hard drive operation seems slow	The hard disk files may be fragmented. From the Windows desktop, click on the Start button. Choose Programs =>Accessories è System Tools =>Scandisk to check for problems. If problems exist, run Scandisk and checkmark the "Automatically fix errors" box at the bottom to correct the problems. If a large number of lost allocation units is found, click on the Start button. Choose Programs => Accessories=>System Tools=> Disk Defragmenter.
Hard drive activity light is not on, or stays on without blinking	The hard disk files may be fragmented. From the Windows desktop, click on the Start button. Choose Programs=> Accessories => System Tools=>Scandisk to check for problems. If problems exist, run Scandisk and checkmark the "Automatically fix errors" box at the bottom to correct the problems. If a large number of lost allocation units is found, click on the Start button. Choose Programs=> Accessories => System Tools=>Disk Defragmenter.

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Solutions for CD Drive Problems	
Problem	Possible Solution
Cannot read compact disc	1. CD is not properly seated in the drive. Eject the CD, press down on the CD firmly to correctly seat it in the drive, then reload. 2. CD has been loaded upside down. Eject the CD, turn it over, then reload. 3. CD may be dirty or scratched. Load another CD.
Cannot eject compact disc	CD is not properly seated in the drive. Turn off the computer, insert a thin metal rod into the emergency eject hole, then push firmly (a straightened paper clip can be used). Slowly pull the tray out from the drive until the tray is fully extended, then remove the CD.
CD drive devices are not detected; driver is not loaded	1. CD drive is not connected properly. Open the computer and check to see that the drive cable is connected properly. 2. Ensure the correct driver is installed in <i>CONFIG.SYS</i> . 3. If drive has been changed, make sure the jumper setting is set for "Slave."

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Solutions for DVD Drive Problems	
Problem	Possible Solution
Cannot read DVD disk	1. DVD or CD is not properly seated in the drive. Eject the DVD or CD, press down on the DVD or CD firmly to correctly seat it in the drive, then reload. 2. DVD or CD has been loaded upside down. Eject the disk, turn it over, then reload. 3. DVD or CD disk may be dirty or scratched. Load another DVD disk.
DVD does not work in the DOS mode.	Proper drivers are not loaded. Restart the system and make sure the DVD drive drivers are loaded.
Cannot eject DVD disk	1. The system is in the Sleep mode. Press the Power button to bring the system back to full power, then eject the DVD. 2. The DVD, diskette, or hard drive was active when attempting to eject the DVD. Wait until all drive activity ends (the CD/hard drive light and diskette drive light will go out), then try to eject the DVD. 3. DVD disk is not properly seated in the drive. Turn off the computer, insert a thin metal rod into the emergency eject hole (a straightened paper clip can be used), then push firmly. Slowly pull the tray out from the drive until the tray is fully extended, then remove the DVD disk.
DVD drive devices are not detected; driver is not loaded	1. DVD drive is not connected properly. Open the computer and check to see that the drive cable is connected properly. 2. Ensure the correct driver is installed in <i>CONFIG.SYS</i> . 3. If drive has been changed, make sure the jumper setting is set for "Slave."
Proper drivers are not loaded.	Restart the system and make sure the DVD drive drivers are loaded.

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Solutions for USB Problems	
Problem	Possible Solution
USB device does not work with the system.	The USB device and the system may use different USB architectures. Ensure that the USB device and the system share the same USB architecture. (UHCI-compliant devices will only work with a UHCI-compliant system, and OHCI-compliant devices will only work with a OHCI-compliant system).

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Resolving Hardware Conflicts

Hardware conflicts occur when two or more peripheral devices attempt to use the same hardware resources. I/O addresses, interrupts, and DMA channels are the most common hardware resources used by peripheral devices. For example, the factory default settings for the MIDI port audio interface are:

Audio Interface	
Base I/O address	220H
MIDI Port Base I/O address	330H
Interrupt	IRQ 5
8-bit DMA	Channel 1

When different peripheral devices use the same hardware resources at the same time, the devices or the system may not function properly. You can resolve hardware conflicts by ensuring that no devices are configured to use the same hardware resources. These resources can either be dipswitch or jumper settings on the peripheral card or software configurable resources. The Computer Setup selection of your Compaq Utilities allows you to view and modify the settings for the peripheral devices factory installed in your system. Refer to the *User's Guide* for the particular peripheral cards you wish to install for information on how to view and select their settings.

To resolve hardware conflicts:

1. Change the hardware settings of your audio card or other peripheral card in your system if the peripheral card is using any settings used by the factory-installed devices.
2. If you are unsure of the settings of the peripheral cards, you can isolate the source of the problem by temporarily removing all cards not manufactured by Compaq, or by resetting the default settings and running Compaq Utilities. After that, add the cards back one at a time until the card that is causing the conflict is found.

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Illustrated Parts

This section provides illustrated parts and a reference for spare parts numbers for Compaq Presario 5600 Series Personal Computers.

When requesting information or ordering spare parts, the computer serial number should be provided to Compaq. The serial number is displayed on the right side of the hood.

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System Unit

Click on a part to see the spare part number.

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System Unit		
	<u>Description</u>	Spare Part Number
1	Front Bezel	327767-001
2	Hood	327589-001
3	Bezel Blank	In misc. plastics kit
4	Button board with sleep assembly	327732-001
5	CD/DVD Access Door	334639-001
6	Digital Creativity Imaging Center cover	In misc. plastics kit
7	Logo kit, 5600	334631-001
8	I/O Panel	In misc. hardware kit
9	Slot Cover	not spared
10	Option Card Retainer	327765-001 (kit)
11	Power Supply	334543-001
12	Drive Cage	spared with chassis
13	Floppy Drive Bracket	spared with chassis
14	Chassis -- Europe, North America	327588-001
	NOT SHOWN: USB board USB board for models 5650, 5665, 5673, 5677	327764-001 400885-001
	Blank USB board Blank USB board for models 5650, 5665, 5673, 5677	334648-001 400886-001

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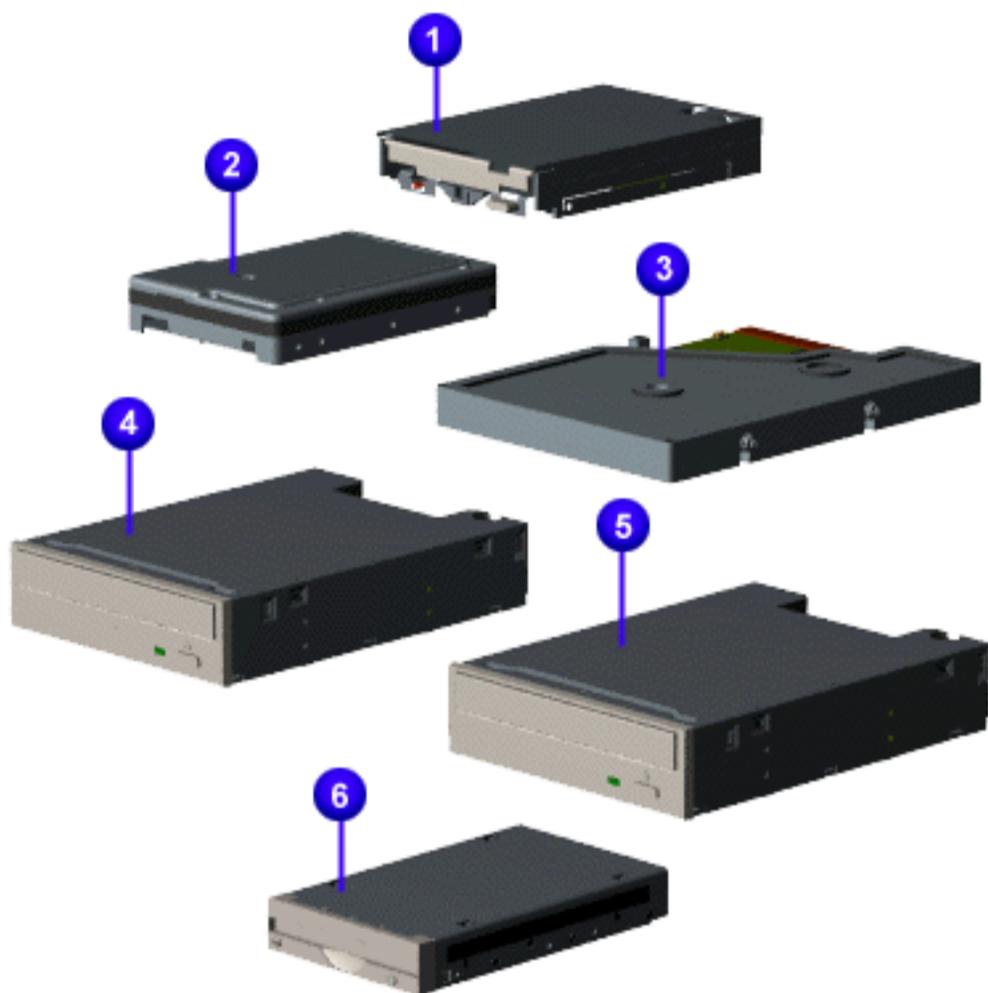
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Mass Storage Devices

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Mass Storage Devices		
Description	Spare Part Number	
1	1.44 MB <u>Diskette Drive</u>	304235-001
2	3.5" <u>Hard Drive</u>	<p>For Models 5600, 5610, 5612, 5620, 5630, 5635, 5640, 5660 click below.</p> <p>For Models 5650, 5665, 5670, 5673, 5676, 5677 click below.</p>
3	5.25" <u>Hard Drive</u>	<p>For Models 5600, 5610, 5612, 5620, 5630, 5635, 5640, 5660 click below.</p> <p>For Models 5650, 5665, 5670, 5673, 5676, 5677 click below.</p>
4	32x <u>CD Drive</u>	317212-001
5	<u>Digital Versatile Disc Drive</u>	DVD2: 317213-001 DVD3: 327446-001
6	<u>Zip Drive</u>	IDE Atapi: 328934-001 (*Available on select models only.)
	Not Shown:	1.0 GB IDE Syquest Drive

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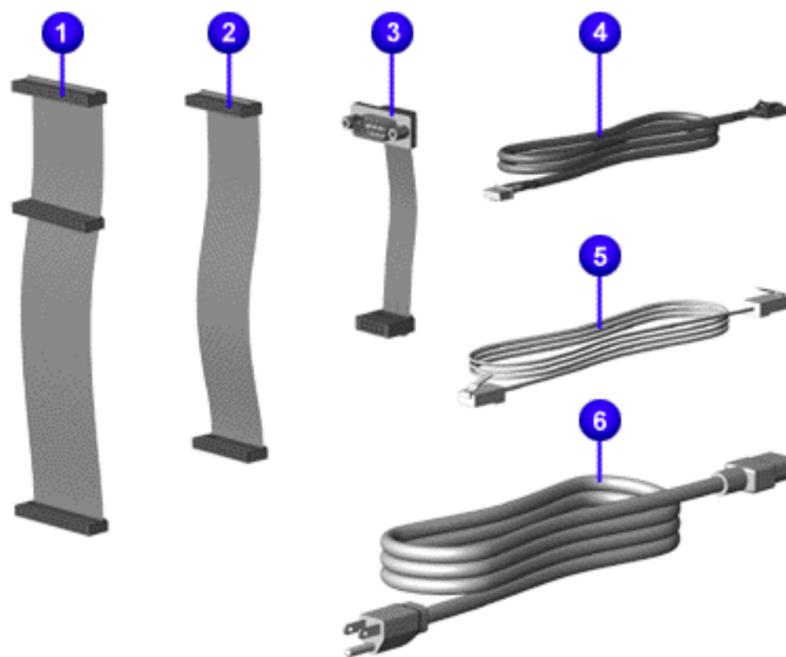
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Cables	
Description	Spare Part Number
Cable Kit, Misc.: 1 HD/CD-ROM data 2 Diskette data 3 Serial Port 4 CD-ROM audio	327770-001
5 Modem Adapter Cable :	340398-xxx. Click on the box to determine the dash number for the modem adapter cable for a particular location.
Modem Cable:	
ITU 56K U.S. Modem Cable:	339573-001
PCI/V.90 Modem Cable: North America LA EMEA	337559-001 337559-001 387518-001
6 Power Cord :	For Models 5600, 5610, 5612, 5620, 5630, 5635, 5640, 5660 click below. For Models 5650, 5665, 5670, 5673, 5676, 5677 click below.
Not Shown: Home Networking	105773-001

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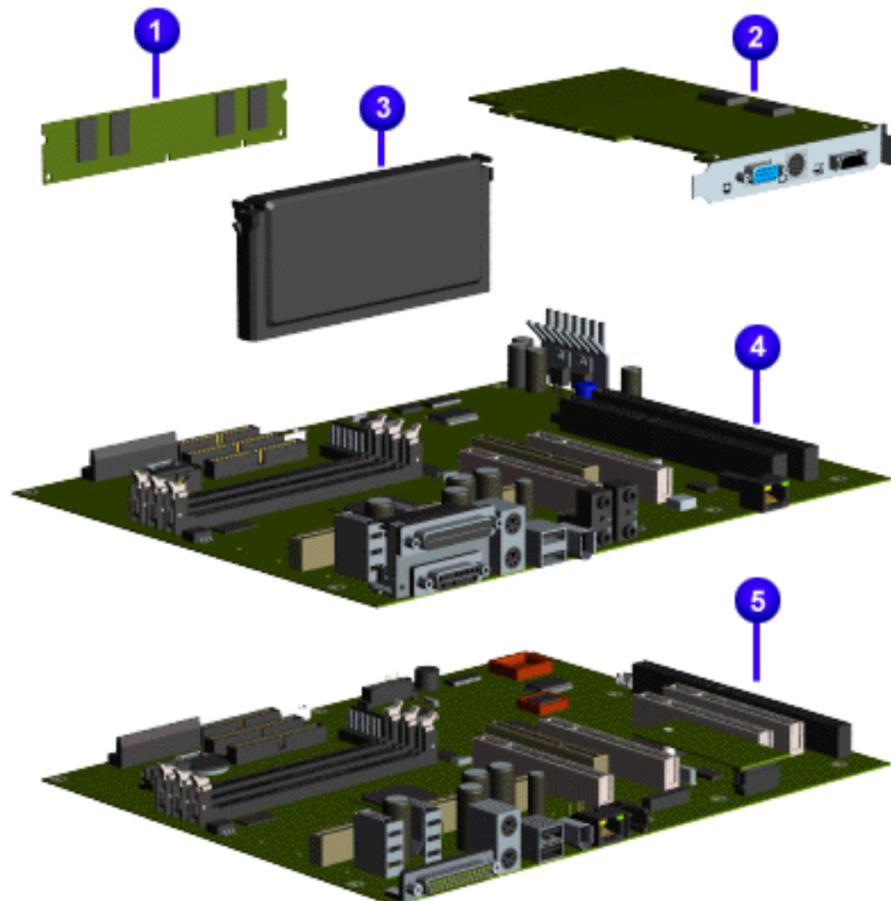
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Miscellaneous Plastic Parts
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Boards	
Description	Spare Part Number
1 64-MB DIMM 64-MB 100 MHz DIMM (60ns, SDRAM) 64-MB 100 MHz DIMM (SDRAM) for Models 5650, 5665, 5670, 5673, 5676, 5677 48-MB Memory Module 128-MB DIMM	278067-001 179190-001 320670-001 166969-001 166966-001
2 ATI Rage PRO 8MB SDRAM video card ATI Rage PRO 4MB SGRAM video card	388108-001 327590-001
3 Processor, Pentium II, 333-MHz (heatsink not shown) 350-MHz 400-MHz 450-MHz w/heatsink 450-MHz	308872-001 327583-001 308873-001 327585-001 308873-001
4 System Board without processor --- without processor or USB port (for Europe, Middle East, Africa) --- without processor 10-100-w/o NIC 1394	327582-001 334776-001 388107-002
5 System Board w/TUNIC 1394 --- w/NIC 1394, Bezel (Brazil)	388107-001 388231-201
NOT SHOWN: 4MB SGRAM video memory Audio card Homenet TUT Daughter Board	327591-001 400883-001 388106-001

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Illustrated Parts

Fax/Modem Index

[Click here for Models 5600, 5610, 5612, 5620, 5630, 5635, 5640, 5660](#)

[Click here for Models 5650, 5665, 5670, 5673, 5676, 5677](#)

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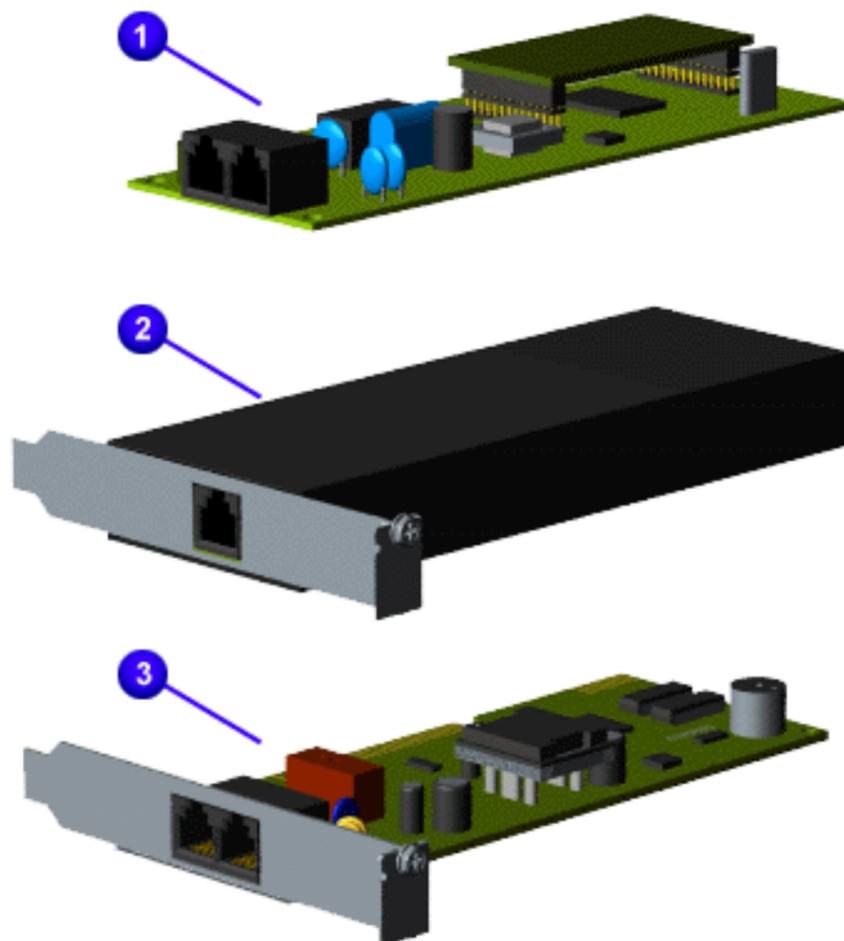
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Illustrated Parts - Models 5600, 5610, 5612, 5620, 5630, 5635, 5640, 5660

Fax/Modem

Several examples of the various types of modem are shown below. All modems used in the 5600 Series computers operate at 56kBPS. Click on the part to see the spare part number.

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Fax/Modem	
Description	Spare Part Number
56k DFi ISA Controllerless Modem - Brazil, Canada, Caribbean, Latin America, Portugal, Puerto Rico, Spain, Taiwan	292269-003
Diamond SupraExpress 56i Pro Modem (Portugal, Spain)	334808-021
Rockwell HCF 56k DataFax PCI Modem	
US	337559-001
Switzerland	317297-001
UK, Europe, Middle East, Africa	317296-001
Brazil, Caribbean, Latin America, Puerto Rico	317297-001

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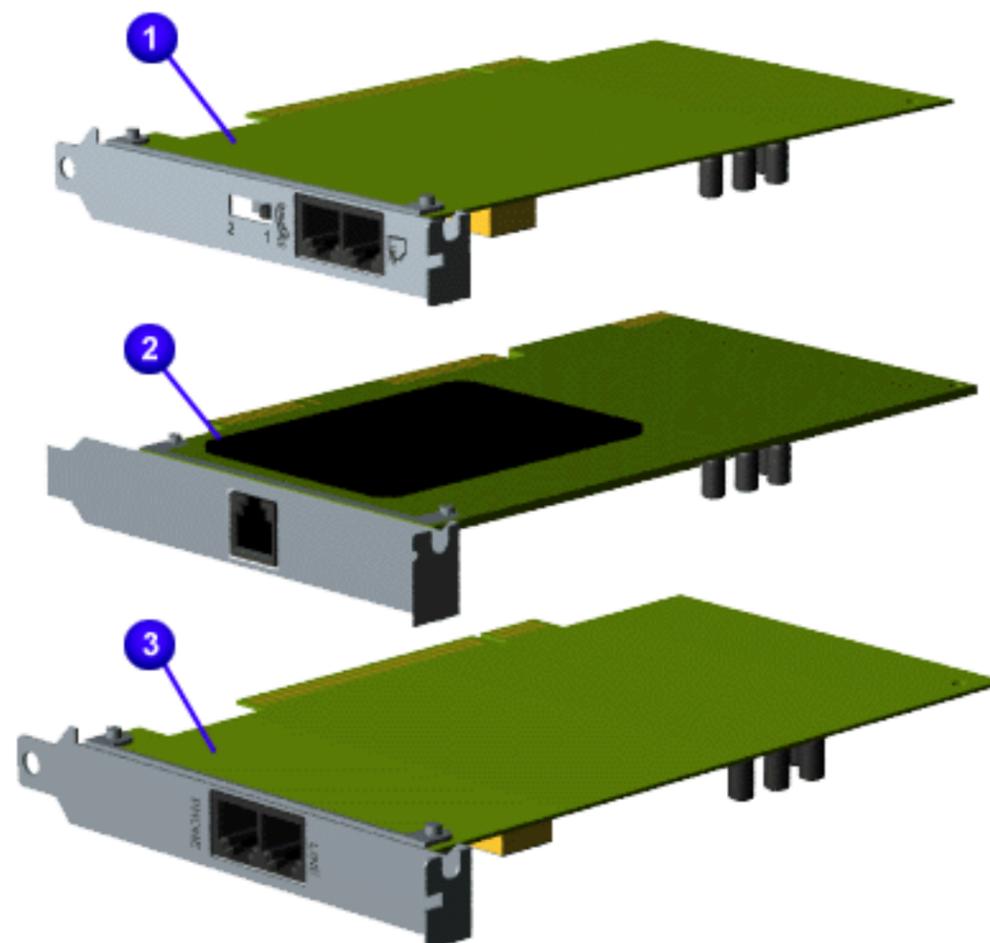
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Illustrated Parts - Models 5650, 5665, 5670, 5673, 5676, 5677

Fax/Modem

Several examples of the various types of modem are shown below. All modems used in the 5600 Series computers operate at 56kbps. Click on a part to see the spare part number.

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Fax/Modem	
Description	Spare Part Number
1.5 Mb Max Digital Modem (G.Lite, 56K V.90)	339573-001
Diamond SupraExpress 56i Pro Modem	334808-021
Portugal Spain	
6 Mb Max Digital modem (G.Dmt, G.Lite, 56K V.90)	387518-001
United Kingdom France Denmark Norway Sweden Portugal Switzerland Netherlands Belgium	

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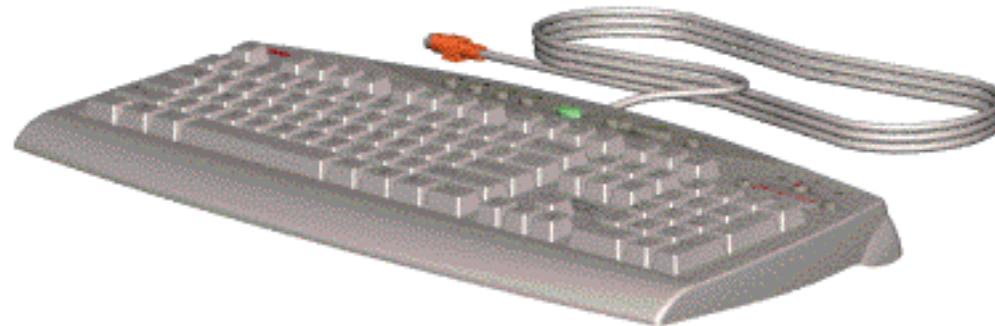
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Keyboards

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Keyboards	
Description	Spare Part Number
Internet Keyboard	340869-xxx. Click on the box below to determine the dash number for the keyboard for a particular location.

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Monitors

Click on a part to see the spare part number.

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Monitors	
Description	Spare Part Number
Compaq Digital Flat Panel, TFT (speakers not shown)	340615-001
Speaker brackets (not shown)	341043-001
Back leg	341044-001
Compaq Presario V410Color Monitor, North America	285073-001
Compaq Presario V410Color Monitor, EMEA, Northern Hemisphere	285073-022
Compaq Presario V410Color Monitor, EMEA, Southern Hemisphere	285073-B34
Compaq Presario V510Color Monitor, North America	295610-001
Compaq Presario V510Color Monitor, EMEA, Northern Hemisphere	295610-022
Compaq Presario V510Color Monitor, EMEA, Southern Hemisphere	295610-B34

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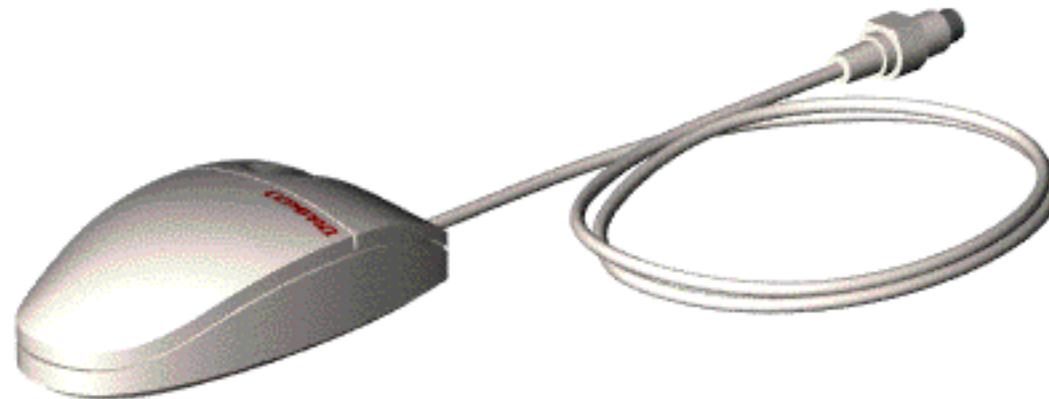
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Miscellaneous Hardware

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Miscellaneous Hardware	
Description	Spare Part Number
Mouse, Ivory	334689-001
Miscellaneous Hardware Kit includes (not shown): Drive Cage Diskette Drive Bracket EMI Clips Option Card Retainer	327765-001

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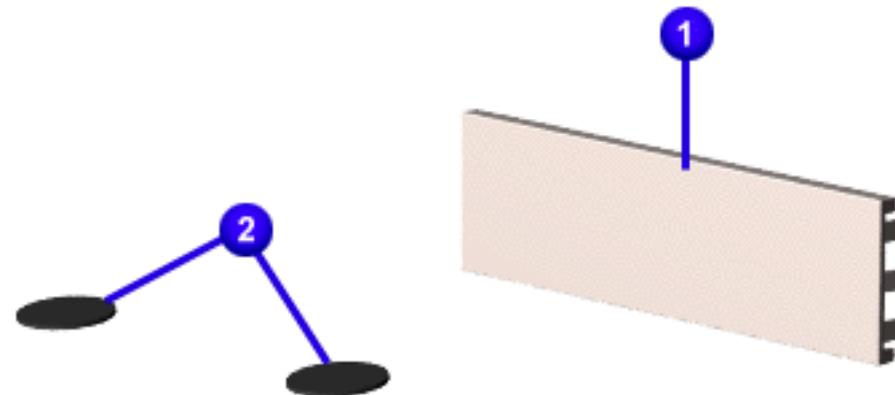
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Miscellaneous Plastic Parts

Description	Spare Part Number
1 Bezel blank	327766-001
2 Feet	327769-001
3 Fan with baffle	327769-001

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Description	Spare Part Number
Return Kit for 5600 series computers - US	334638-001
Return Kit for 5600 series computers w/packing- International	334638-002
Return kit with packing, Compaq Presario V510 monitor	295627-001
Return kit with packing, Compaq Presario V410 monitor	210545-001
Return kit with packing, Compaq Presario 1525 monitor	241513-001
Return kit with packing, Compaq Presario 1725 monitor	241514-001
Return kit with packing, Compaq Presario MV400 monitor	341082-001
Return kit with packing, Compaq Presario MV500 monitor	341083-001
Return kit with packing, Compaq Presario MV700 monitor	341084-001
Return kit with packing, Compaq Presario FP500 monitor	341139-001
Return kit (Compaq Presario 1525 monitor), 5 each	241517-001
Return kit (Compaq Presario 1725 monitor), 5 each	241518-001

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Description	Spare Part Number
Documentation Kit-LA	327587-161
Documentation Kit-Brazil	327587-201
Document Kit	327586-001
Service Quick Reference Guide (Qty 1)	162212-001
Service Quick Reference Guide (5 pack)	106854-001
Service Quick Reference, Guide Quarterly Subscription (Qty 1)	184960-001
Service Quick Reference Guide, Quarterly Subscription (5 pack)	184961-001
<i>Quick Restore</i> , Presario 5640 (95)-UK*	334758
<i>Quick Restore</i> , Presario 5640 (95)-GR*	334758
<i>Quick Restore</i> , Presario 5640 (95)-FR*	334758
<i>Quick Restore</i> , Presario 5640 (95)-DK*	334758
<i>Quick Restore</i> , Presario 5640 (95)-NO*	334758
<i>Quick Restore</i> , Presario 5640 (95)-SE*	334758
<i>Quick Restore</i> , Presario 5640 (95)-SW*	334758
<i>Quick Restore</i> , Presario 5640 (95)-NL*	334758
<i>Quick Restore</i> , Presario 5640 (95)-FI*	334758
<i>Quick Restore</i> , Presario 5640 (95)-BE*	334758
<i>Quick Restore</i> , Presario 5620 (95)-BR	334685-201 QRCD 327397-201
QuickFind for Windows**, North America, Latin America, Asia/Pacific	137906-0xx
QuickFind for Windows**, Europe, Middle East, Africa	137907-0xx
* (1) The suffix numbers -xxx depend on the country, as follows: Belgium 381, Brazil 201, Denmark 081, France 051, Germany 041, Italy 061, Norway 091, Netherlands 331, Spain 071, Sweden 101, Switzerland 311, UK 031.	
** QuickFind is updated monthly. To complete the QuickFind part number, add the suffix from the table below for the desired month. If you do not specify the 3-digit suffix, the default is the current month in which the order is placed.	

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QuickFind Part Number Suffix			
Suffix	Month	Suffix	Month
-001	January	-007	July
-002	February	-008	August
-003	March	-009	September
-004	April	-010	October
-005	May	-011	November
-006	June	-012	December

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USB Cables
Creativity Center
Mass Storage Devices
Memory
Option Card Retainer
Graphics Board
Fax/Modem
Serial Port
Homenet Daughter Board
Processor
Processor Goal Posts
System Board Cables
System Board
RTC Battery
I/O Panel
Power Supply

Removal and Replacement

This chapter provides general service information for Compaq Presario 5600 Series Personal Computers. Adherence to the procedures and precautions described in this chapter is essential for proper service.

The topics discussed in this section include the following:

- [Electrostatic Discharge](#)
- [Generating Static](#)
- [Preventing Electrostatic Damage to Equipment](#)
- [Preventing Damage to Drives](#)
- [Grounding Methods](#)
- [Grounding Workstations](#)
- [Grounding Equipment](#)
- [Recommended Materials and Equipment](#)
- [Tool Requirements](#)
- [Screws](#)
- [Cables and Connectors](#)

Electrostatic Discharge

A sudden discharge of static electricity from a finger or other conductor can destroy static-sensitive devices or microcircuitry. Often the spark is neither felt nor heard, but damage occurs. An electronic device exposed to electrostatic discharge (ESD) may not be affected at all and will work perfectly throughout a normal cycle. Or it may function normally for a while, then degrade in the internal layers, reducing its life expectancy.

Networks built into many integrated circuits provide some protection, but in many cases, the discharge contains enough power to alter device parameters or melt silicon junctions.

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Generating Static

The accompanying table shows typical electrostatic voltages generated by different activities.

Event	Relative Humidity		
	10%	40%	55%
Walking across carpet	35,000 V	15,000 V	7,500 V
Walking across vinyl floor	12,000 V	5,000 V	3,000 V
Motions of bench worker	6,000 V	800 V	400 V
Removing DIPS from plastic tubes	2,000 V	700 V	400 V
Removing DIPS from vinyl trays	11,500 V	4,000 V	2,000 V
Removing DIPS from Styrofoam	14,500 V	5,000 V	3,500 V
Removing bubble pack from PCBs	26,000 V	20,000 V	7,000 V
Packing PCBs in foam-lined box	21,000 V	11,000 V	5,000 V

NOTE: 700 volts can degrade a product.

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Preventing Electrostatic Damage to Equipment

Many electronic components are sensitive to ESD. Circuitry design and structure determine the degree of sensitivity. The following proper packaging and grounding precautions are necessary to prevent damage:

- Protect all electrostatic parts and assemblies with conductive or approved containers or packaging.
- Keep electrostatic sensitive parts in their containers until they arrive at static-free stations.
- Place items on a grounded surface before removing them from their container.
- Always be properly grounded when touching a sensitive component or assembly.
- Place reusable electronic-sensitive parts from assemblies in protective packaging or conductive foam.
- Use transporters and conveyors made of antistatic belts and metal roller bushings. Mechanized equipment used for moving materials must be wired to ground and proper materials selected to avoid static charging. When grounding is not possible, use an ionizer to dissipate electric charges.

The accompanying table shows typical static-shielding protection levels afforded by different protective packaging materials.

Static-Shielding Protection Levels	
Method	Voltages
Antistatic Plastic	1,500
Carbon-Loaded Plastic	7,500
Metallized Laminate	15,000

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Preventing Damage to Drives

To prevent static damage to hard drives, use the following precautions:

- Handle drives gently, using static-guarding techniques.
- Store drives in the original shipping containers.
- Avoid dropping drives from any height onto any surface.
- Handle drives on surfaces that have at least one inch of shock-proof foam.
- Always place drives PCB assembly side down on the foam.

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Grounding Methods

The method for grounding must include a wrist strap or a foot strap at a grounded workstation. When seated, wear a wrist strap connected to a grounded system. When standing, use footstraps and a grounded floor mat.

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Grounding Workstations

To prevent static damage at the workstation, use the following precautions:

- Cover the workstation with approved static-dissipative material.
- Provide a wrist strap connected to the work surface and properly grounded tools and equipment.
- Use static-dissipative mats, heel straps, or air ionizers to give added protection.
- Handle electrostatic sensitive components, parts, and assemblies by the case or PCB laminate. Handle them only at static-free workstations.
- Avoid contact with pins, leads, or circuitry.
- Turn off power and input signals before inserting and removing connectors or test equipment.
- Use fixtures made of static-safe materials when fixtures must directly contact dissipative surfaces.
- Keep work area free of nonconductive materials such as ordinary plastic assembly aids and Styrofoam.
- Use field service tools, such as cutters, screwdrivers, vacuums, that are conductive.
- Use a portable field service kit with a static dissipative vinyl pouch that folds out of a work mat. Also use a wrist strap and a ground cord for the equipment undergoing test or repair.

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Grounding Equipment

Use the following equipment to prevent static electricity damage to the equipment:

- Wrist Straps are flexible straps with a minimum of 1 mega ohm +/- 10% resistance to the ground cords. To provide proper ground, a strap must be worn snug against the skin. On grounded mats without banana-plug connectors, connect a wrist strap with alligator clips.
- Heelstraps/Toestraps/Bootstraps can be used at workstation workstations and are compatible with most types of boots and shoes. On conductive floors or dissipative floor mats, use them on both feet with a minimum of 1 mega ohm resistance between operator and ground. To be effective, the conductive strips must be worn in contact with the skin.

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Recommended Materials and Equipment

Other materials and equipment that are recommended for use in preventing static electricity include:

- Antistatic tape
- Antistatic smocks, aprons, or sleeve protectors
- Conductive bins, and other assembly or soldering aids
- Conductive foam
- Conductive tabletop workstations with ground cord of 1 mega ohm of resistance
- Static dissipative table or floor mats with hard tie to ground
- Field service kits
- Static awareness labels
- Wrist straps and footwear straps providing 1 mega ohm (+/- 10%) resistance
- Material handling packages
- Conductive plastic bags
- Conductive plastic tubes
- Conductive tote boxes
- Metal tote boxes
- Opaque shielding bags
- Transparent metallized shielding bags
- Transparent shielding tubes

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Tool Requirements

- Torx T-8, T-10, and T-15 screwdrivers (included in kit number 130619-001)
- Needle-nose pliers
- Flat-bladed screwdriver
- Diagnostics software

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Screws

The screws used in these products are not interchangeable. If an incorrect screw is used during the reassembly process, it could cause damage to the unit. Compaq strongly recommends that all screws removed during the disassembly process be kept with the part that was removed, then returned to their proper locations.

IMPORTANT: As each subassembly is removed from the computer, it should be placed away from the work area to prevent damage

-

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Cables and Connectors

Most cables used throughout the unit are ribbon cables (Figures 4-1, 4-2, 4-3, 4-4, and 4-5). These cables must be handled with extreme care to avoid damage.

Apply only the tension required to seat or unseat the cables during insertion or removal from the connector. Handle cables by the connector whenever possible. In all cases, avoid bending, twisting, or tearing the cables, and ensure that cables are placed in such a way that they cannot be caught or snagged by parts being removed or replaced.

The numbered cables show the recommended configuration for the ribbon cables. The shaded lines indicate alternative configurations for additional optional hard drives, tape drives, and diskette drives.

 **CAUTION:** When servicing these computers, ensure that cables are placed in their proper location during the reassembly process. Improper cable placement can cause severe damage to the unit.

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Preparing for Disassembly

To prepare the computer for the removal and replacement procedures, complete the following steps:

1. Remove any diskette, compact disc (CD), or Digital Versatile Disk (DVD) from the computer.
2. Turn off the computer and any peripheral devices that are connected to the computer.



CAUTION: The computer power switch should be turned off before you disconnect any cables.

3. Disconnect the power cord from the electrical outlet then from the computer.
4. Disconnect all peripheral device cables from the computer.

IMPORTANT: During disassembly, label each cable as you remove it. Be sure to note the position and routing of each cable before removal.

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Serial Number



The computer serial number should be provided to Compaq whenever requesting information or ordering spare parts. The serial number is located on the rear **1** and left **2** side of the computer.

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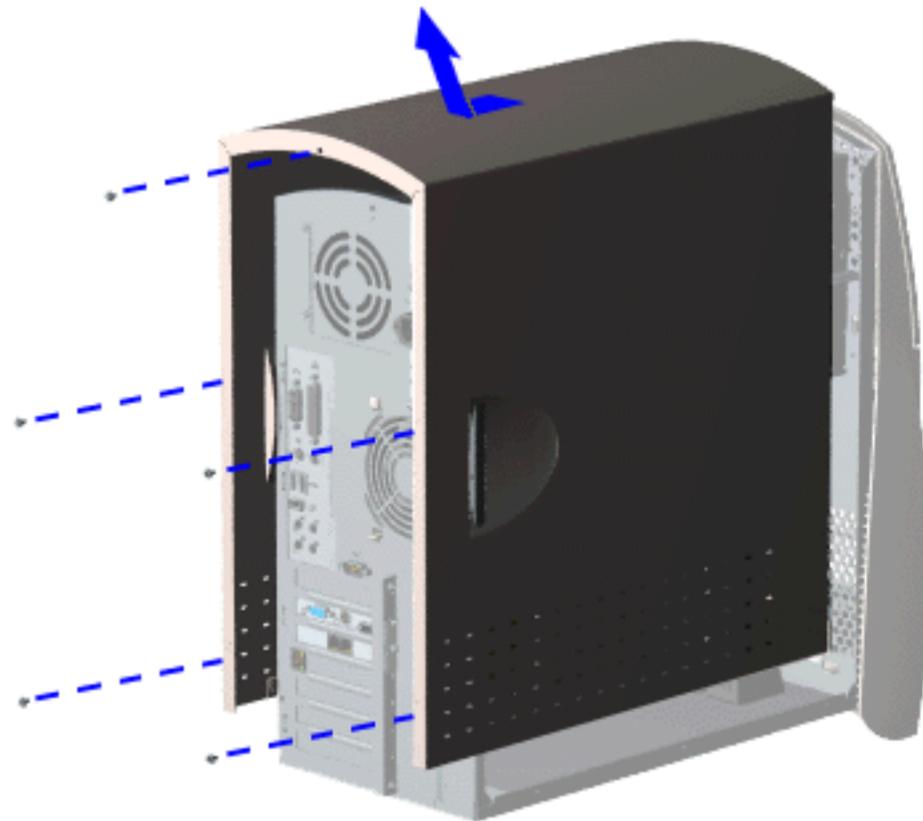
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Removal and Replacement

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Mass Storage Devices
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Option Card Retainer
Graphics Board
Fax/Modem
Serial Port
Homenet Daughter Board
Processor
Processor Goal Posts
System Board Cables
System Board
RTC Battery
I/O Panel
Power Supply



Removal

1. Perform the [preparation for disassembly procedures](#).
2. Remove five screws from the back of the computer.
3. Grasp the handles on the left and right side of the hood, pull back and lift off. End of sequence.

Replacement

To replace the hood, reverse the removal procedure.

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Removal and Replacement

Front Bezel

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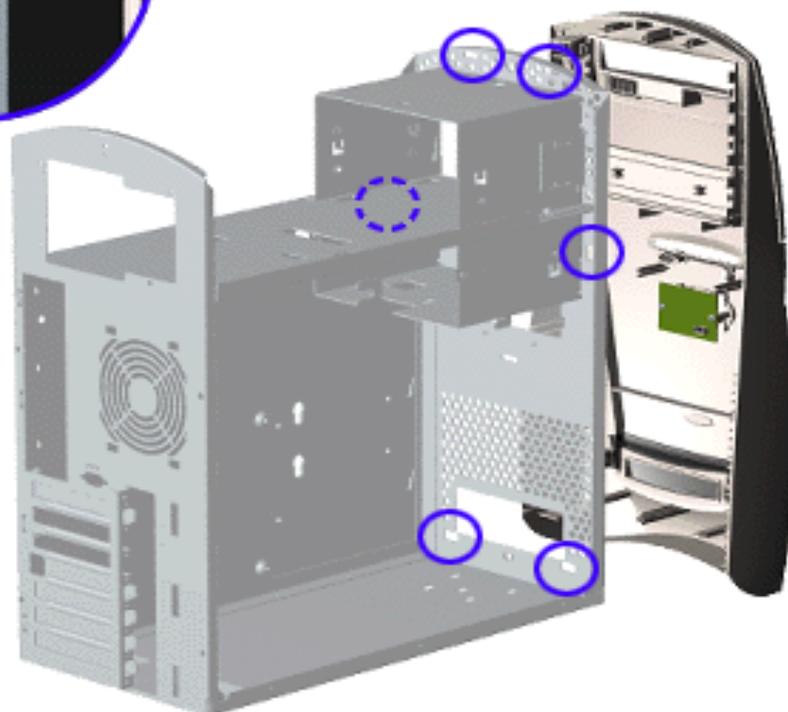
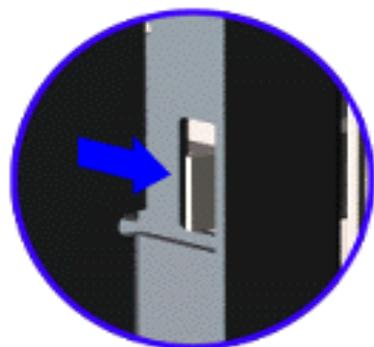
[System Board Cables](#)

[System Board](#)

[RTC Battery](#)

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Removal

1. Perform the [preparation for disassembly procedures](#).
2. [Remove the hood](#).
3. Disconnect the power cable from [connector J14](#) on the system board.
4. Using a standard screwdriver, disengage the two bottom clips from the chassis then disengage the remaining four clips as illustrated.

Replacement

To replace the front bezel, reverse the removal procedure.

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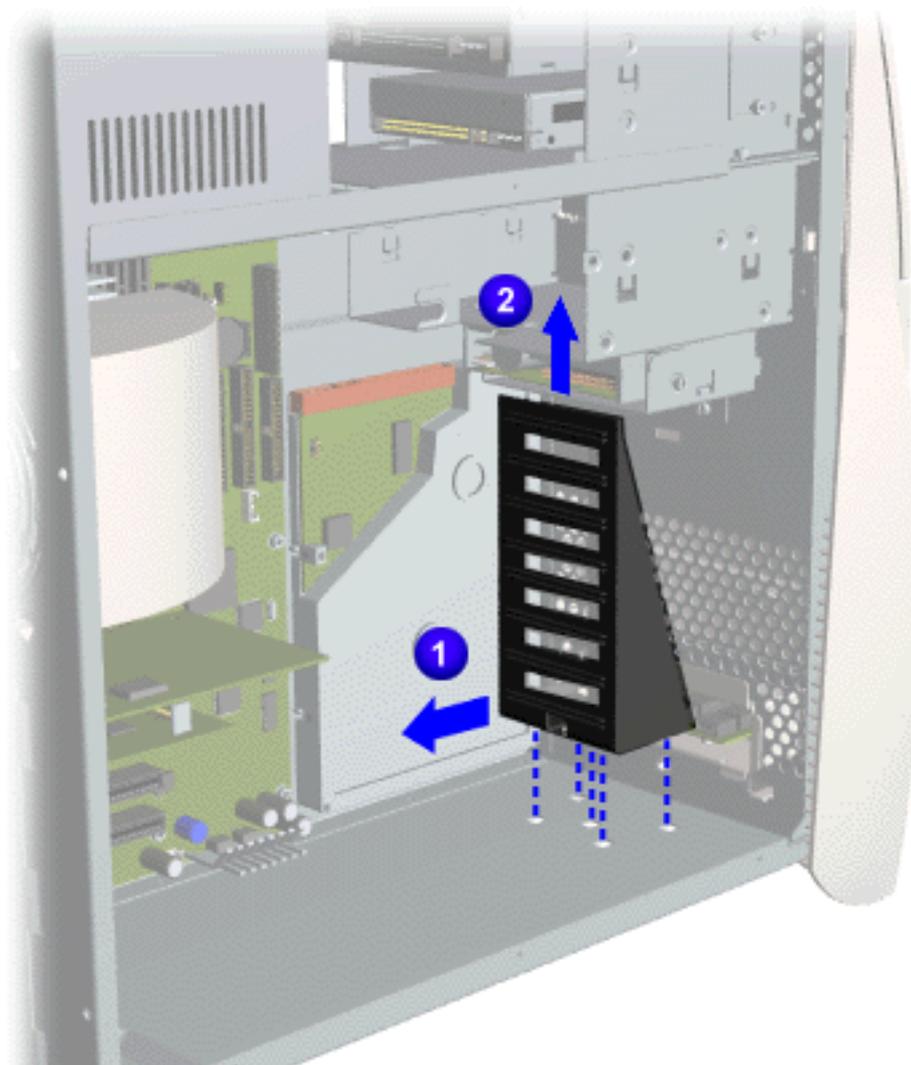
[System Board Cables](#)

[System Board](#)

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Removal

1. Perform the [preparation for disassembly procedures](#).
2. [Remove the hood](#).
3. Separate the card guide from the chassis by depressing center tab of card guide from the bottom of the computer. You may have to turn the computer on its side.
4. While depressing center tab, **1** slide the card guide back **2**. Lift the card guide from the computer.

Replacement

To replace the card guide, reverse this procedure.

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Processor
Processor Goal Posts
System Board Cables
System Board
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Removal

1. Perform the [preparation for disassembly procedures](#).
2. [Remove the hood](#).
3. [Disconnect power cable](#) from system board.
4. Remove the screw on the rear of the chassis at the top of the fan grid. End of sequence.
5. Separate the fan from the chassis by depressing the four tabs on the fan at the rear of the computer.
6. Disconnect the [fan cable](#) (P4) from the system board.

Replacement

To replace the fan, reverse the removal procedure.

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Digital Creativity Imaging Center (USB) Cables

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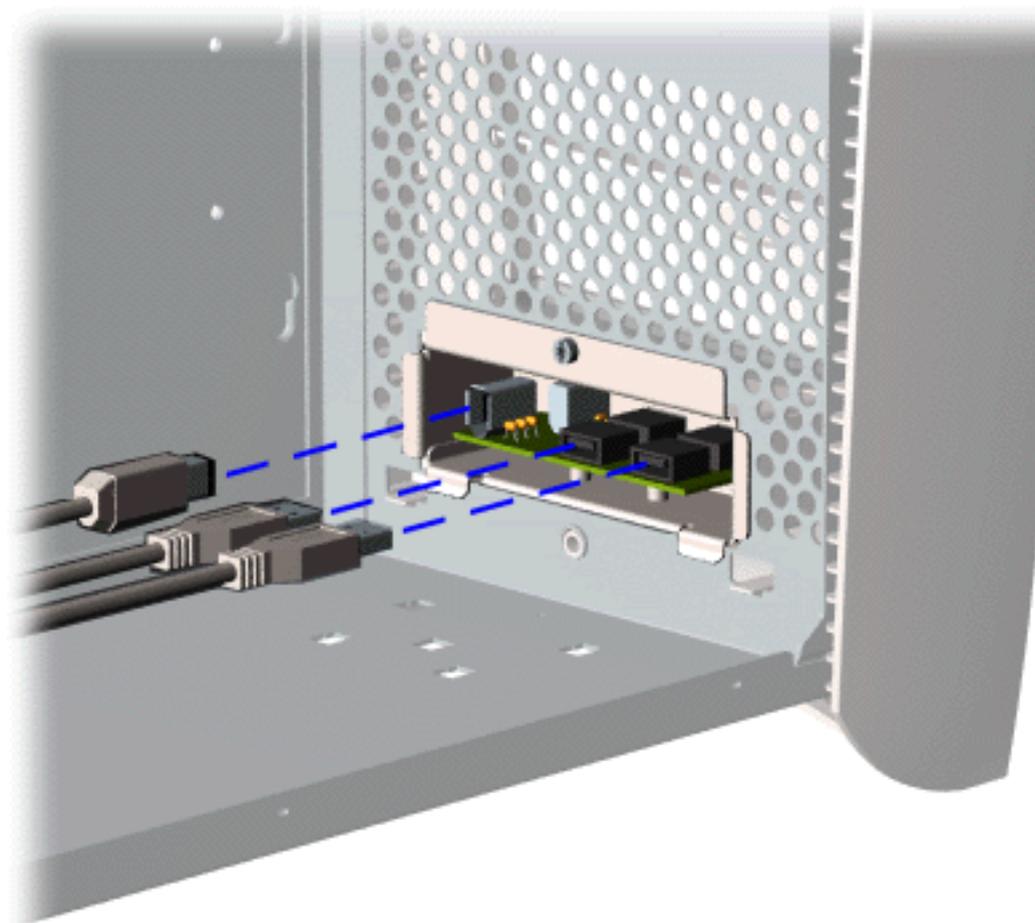
[System Board Cables](#)

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Removal

1. Perform the [preparation for disassembly procedures](#).
2. [Remove the hood](#).
3. [Remove card guides](#).
4. [Remove the three cables from the Digital Creativity Imaging Center](#). To remove the cable for models **5650, 5665, 5670, 5673, 5676, 5677** [click here](#).

Replacement

To replace the digital creativity imaging center cables, reverse the replacement procedure.

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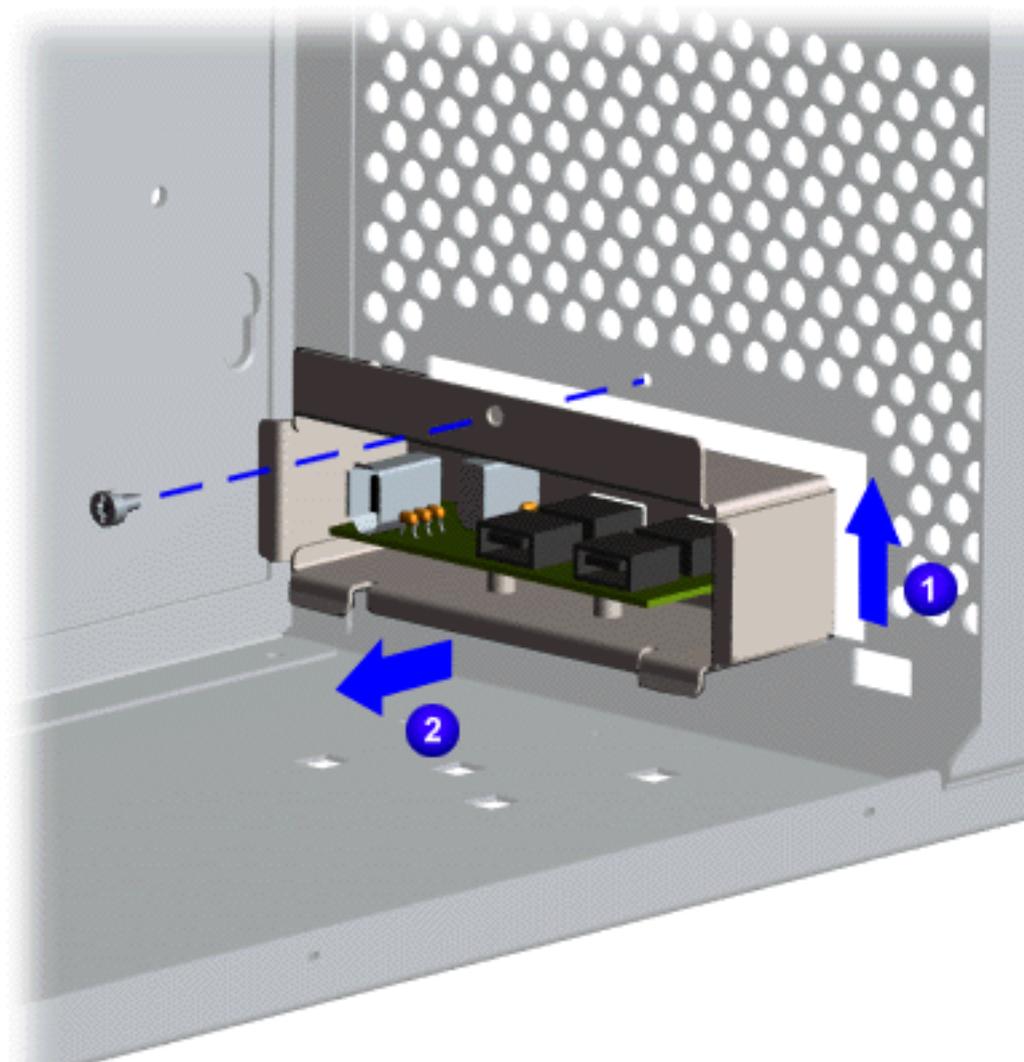
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Removal

1. Perform the [preparation for disassembly procedures](#).
2. [Remove the hood](#).
3. [Remove the card guides](#).
4. [Unplug the cables from the rear of the Creativity Center](#).
5. [Remove the screw from the Creativity Center bracket, lift 1 and pull back from the chassis 2](#). End of sequence.

Replacement

To replace the Creativity Center, reverse the removal procedure.

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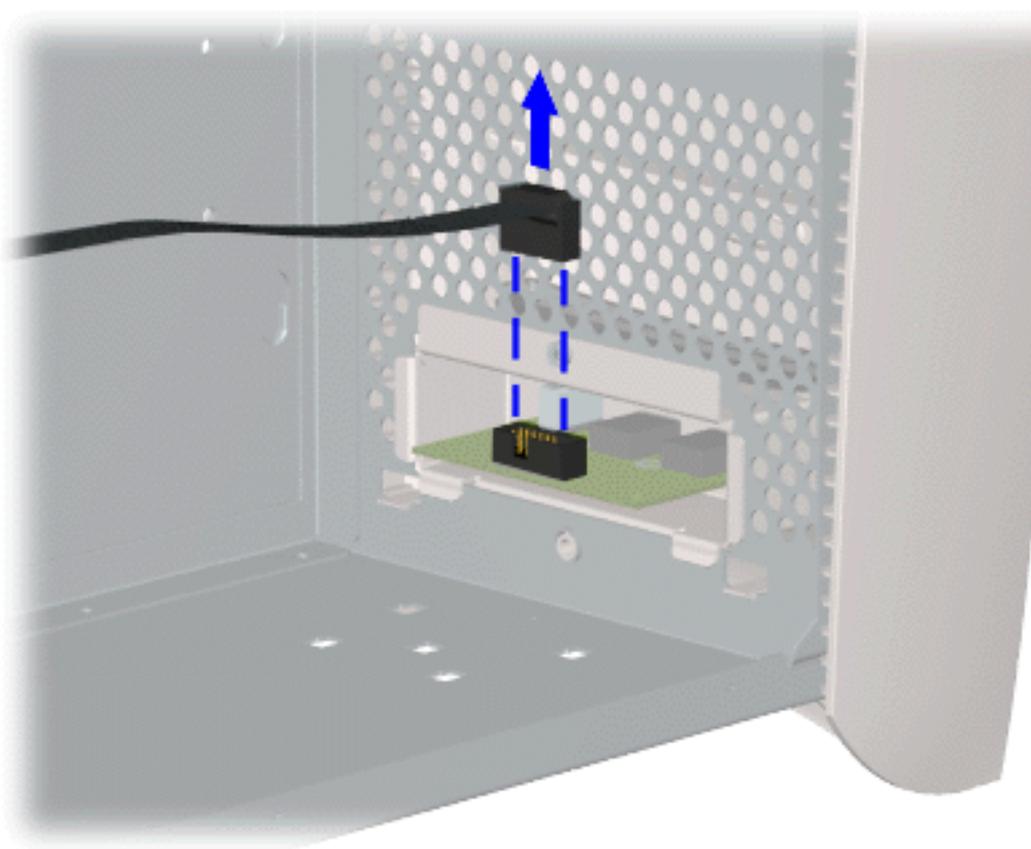
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Removal

1. Perform the preparation for disassembly procedures.
2. Remove the hood.
3. Remove the card guides.
4. Unplug the cable (J5) from the rear of the Creativity Center. Go to Step 5.

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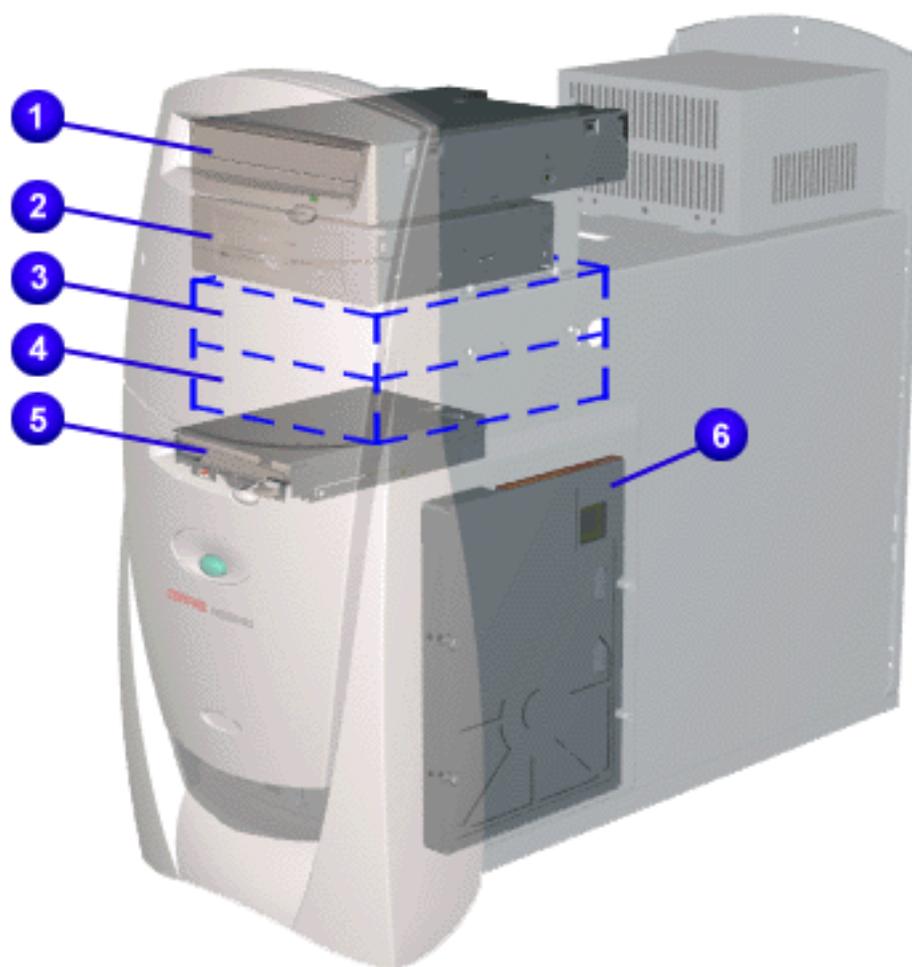
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- 3 [Additional 5.25 Drive Bay](#)
- 4 [Additional 3.5 Drive Bay](#)
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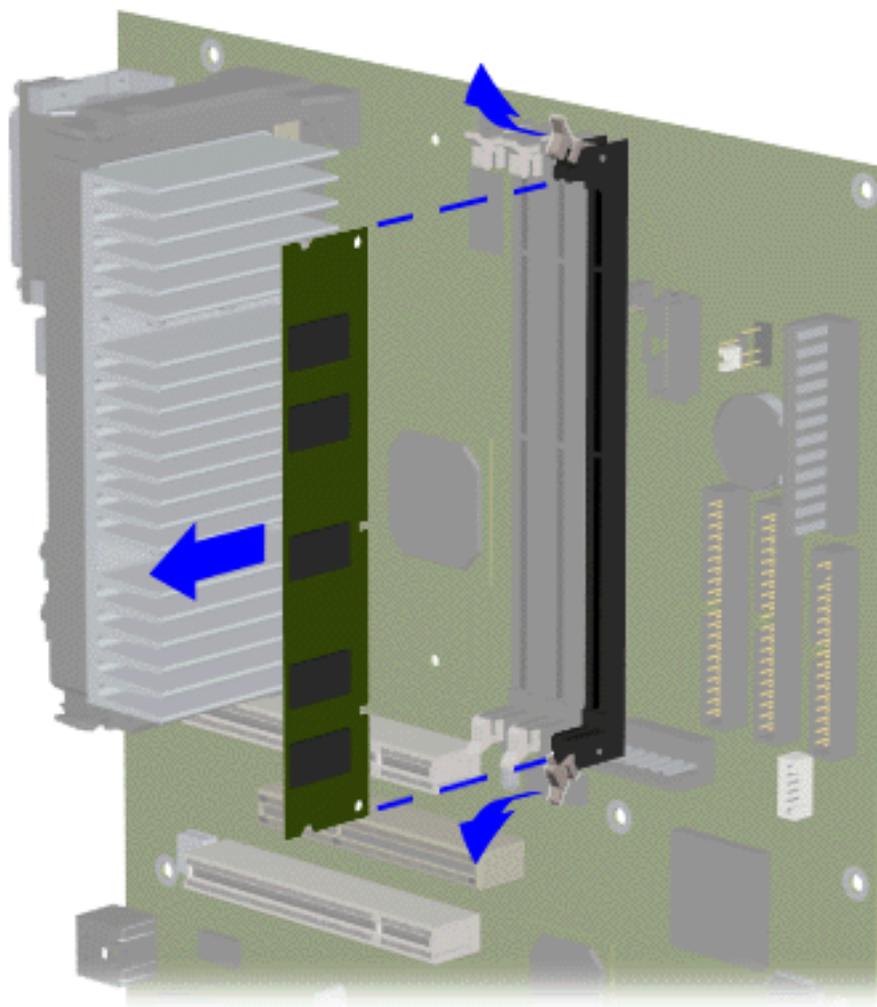
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Removal

1. Perform the [preparation for disassembly procedure](#).
2. Remove the hood.
3. Press outward on the release latches found on both ends of the dual inline memory module (DIMM).
4. Detach memory module from slot. End of sequence.

Replacement

To replace memory module, reverse the removal procedure.

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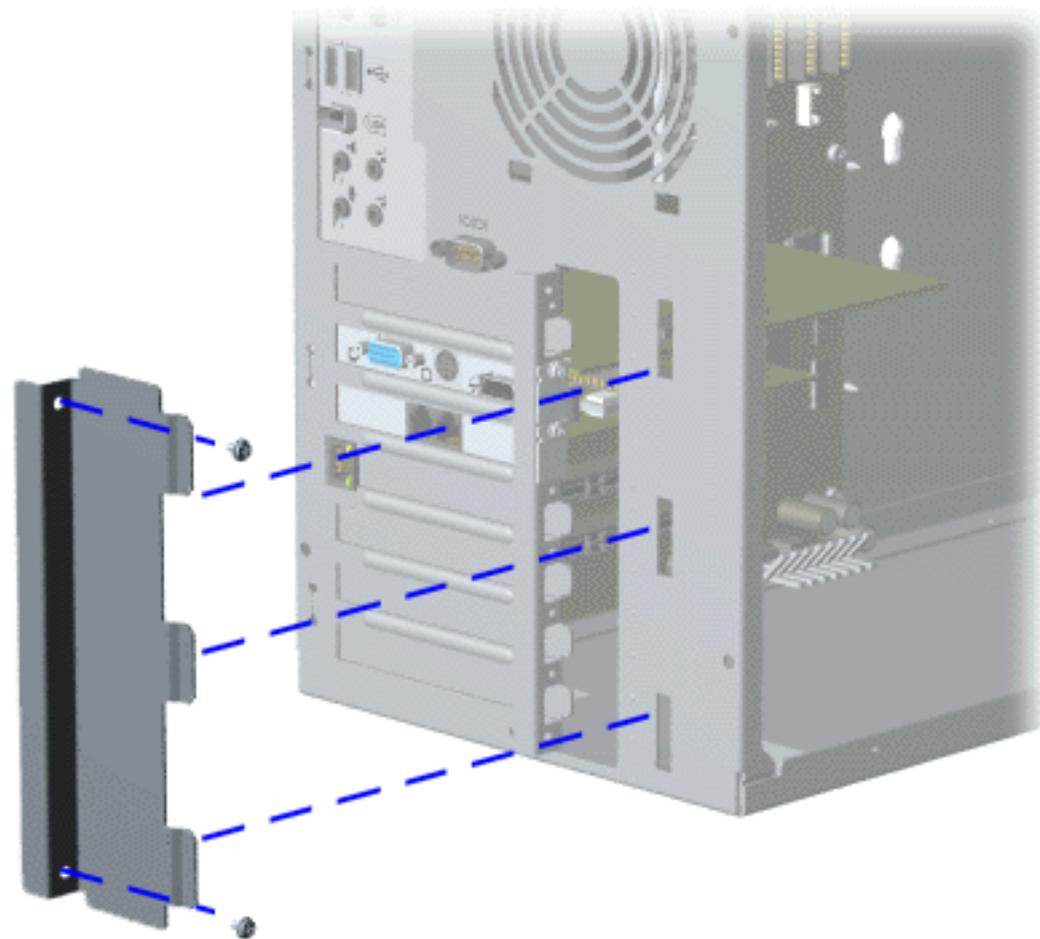
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Removal

1. Perform the [preparation for disassembly procedures](#).
2. Remove the hood.
3. Remove the two screws from the option card retainer.
4. Slide retainer tabs out of the slots.

Replacement

To replace the option card retainer, reverse the removal procedure.

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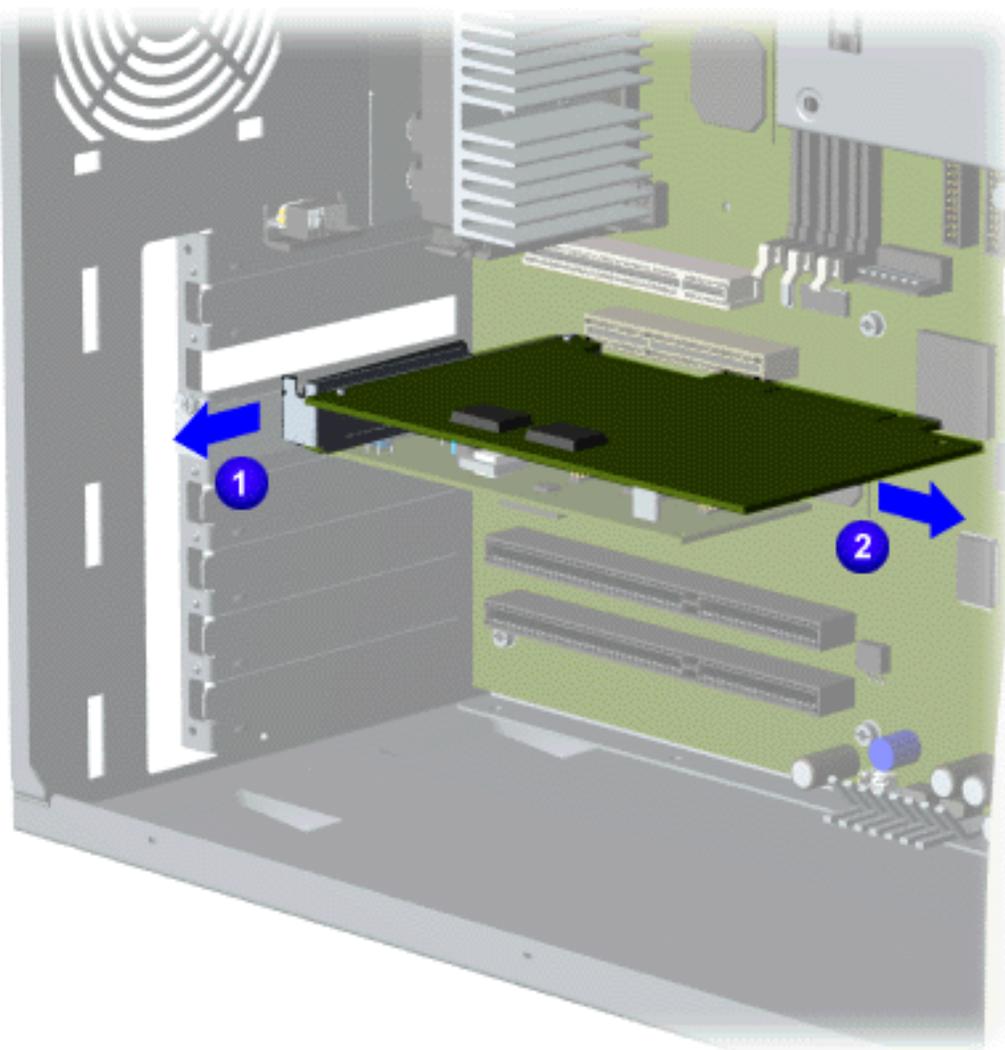
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Removal

1. Perform the [preparation for disassembly procedures](#).
2. Remove the [hood](#).
3. Remove the [option card retainer](#).
4. Slide the graphics board and bracket out [1](#) and to the right [2](#) to remove from the chassis.

Replacement

To replace graphics board, reverse the removal procedure.

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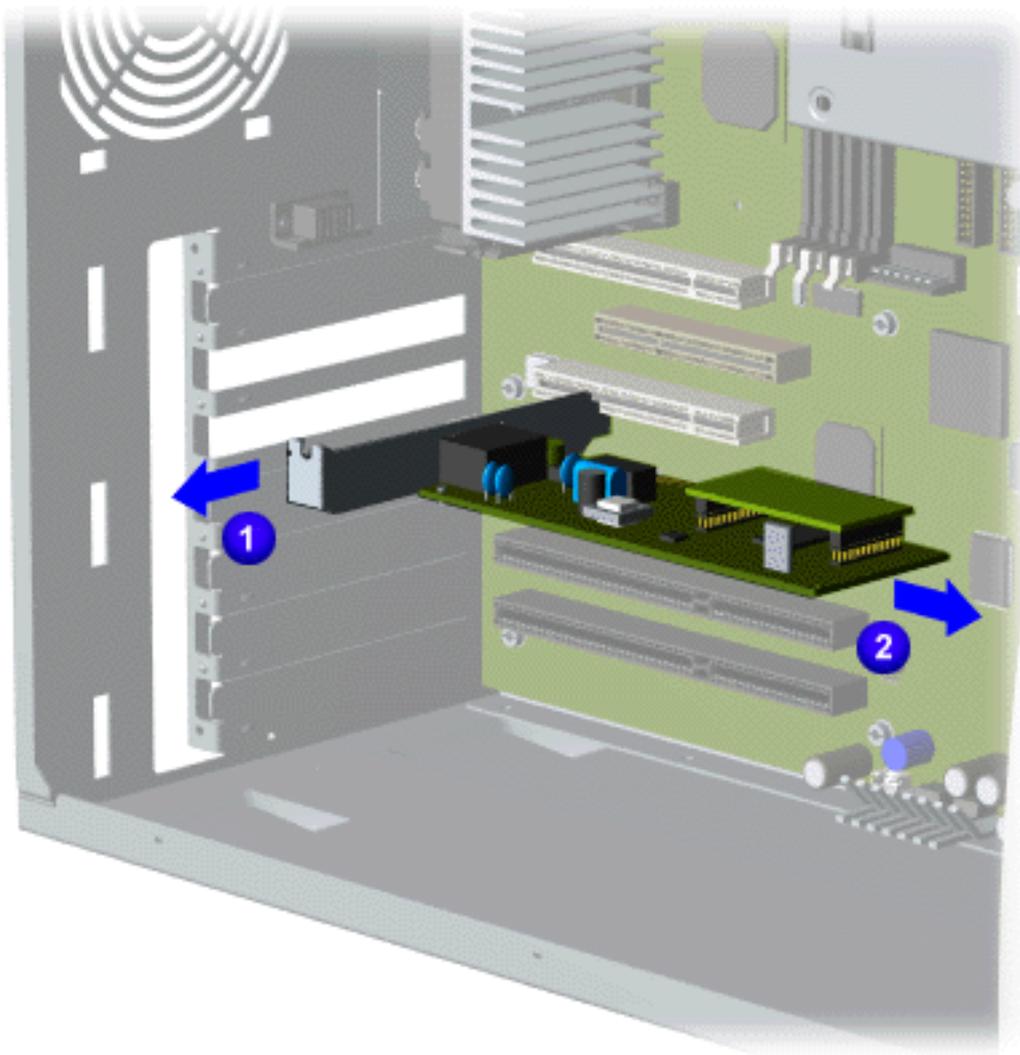
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Removal

1. Perform the preparation for disassembly procedures.
2. Remove the hood.
3. Remove the option card retainer.
4. Remove the graphics board.
5. Slide the fax/modem and bracket out **1** and to the right **2** to remove from the chassis.

Replacement

To replace the fax/modem, reverse the replacement procedure.

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Removal

1. Perform the [preparation for disassembly](#) procedures.
2. Remove the hood.
3. Disconnect the serial cable from connector J8 (or J47 for models 5650, 5665, 5673, 5676, 5677) on the system board.
4. Remove the screwlocks that secure the serial port to the chassis and pull the serial port cable out of the chassis.

Replacement

To replace the serial port, reverse the removal procedure.

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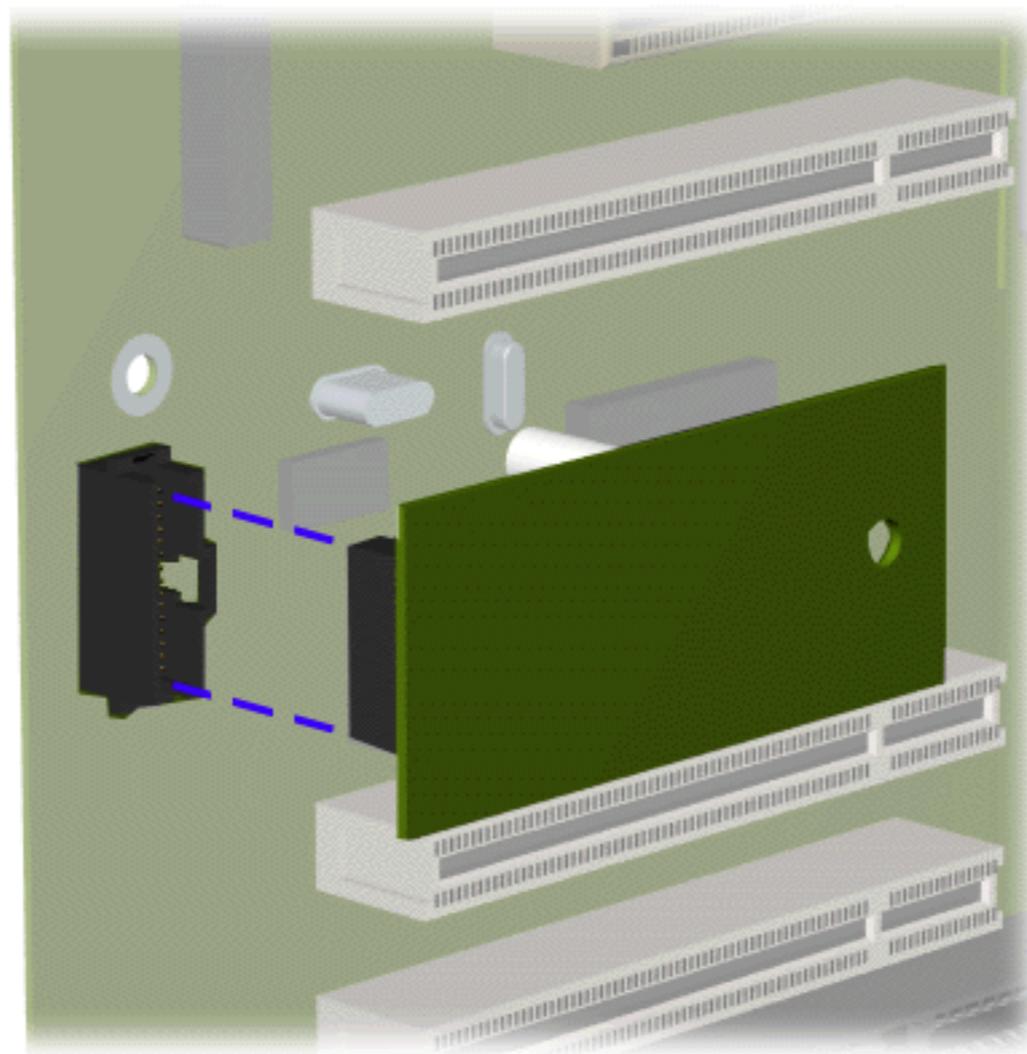
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Removal

1. Perform the [preparation for disassembly procedures](#).
2. Remove the hood.
3. Remove the [option card retainer](#).
4. Disconnect the Homenet Daughter Board from the J42 connector and plastic retainer. End of sequence.

Replacement

To replace the daughter board, reverse the removal procedure.

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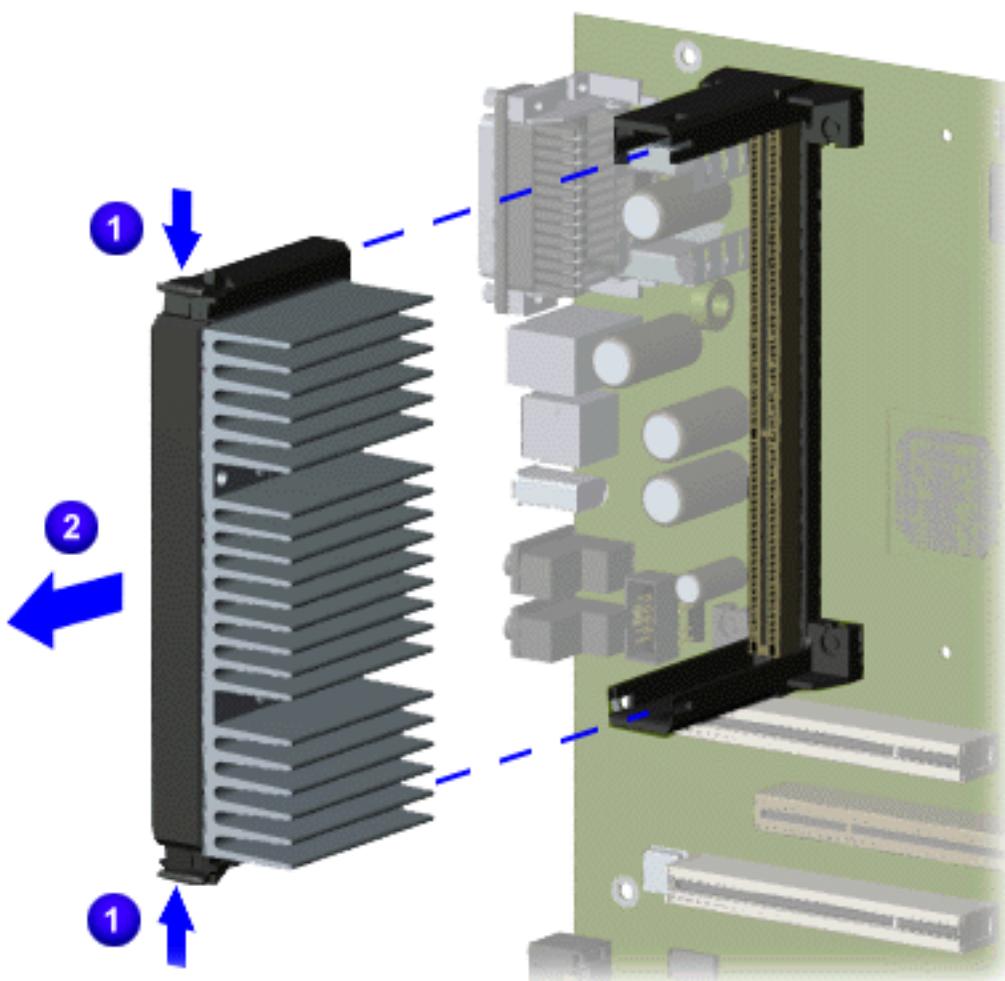
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Removal

1. Complete the preparation for disassembly procedures.
2. Remove the hood.
3. Remove fan.
4. Push in the release tabs on the ends of the processor goal posts 1.
5. Unplug the processor from the system board and slide out from the goal posts 2.

Replacement

To replace the processor, reverse the removal procedure.

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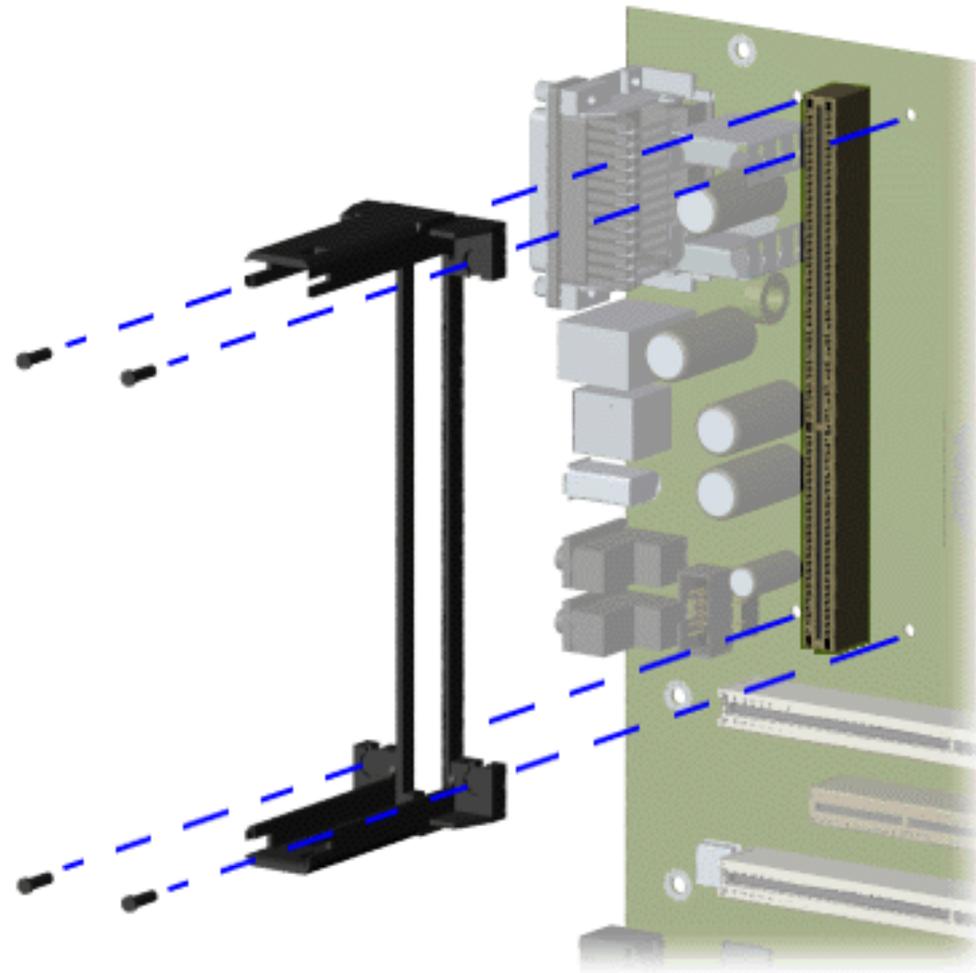
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Removal

1. Perform the [preparation for disassembly](#) procedures.
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4. [Remove the processor](#).
5. Remove the four screws on the processor goal posts.
6. Remove the processor goal posts. End of sequence.

Replacement

To replace the processor goal posts, reverse the removal procedure.

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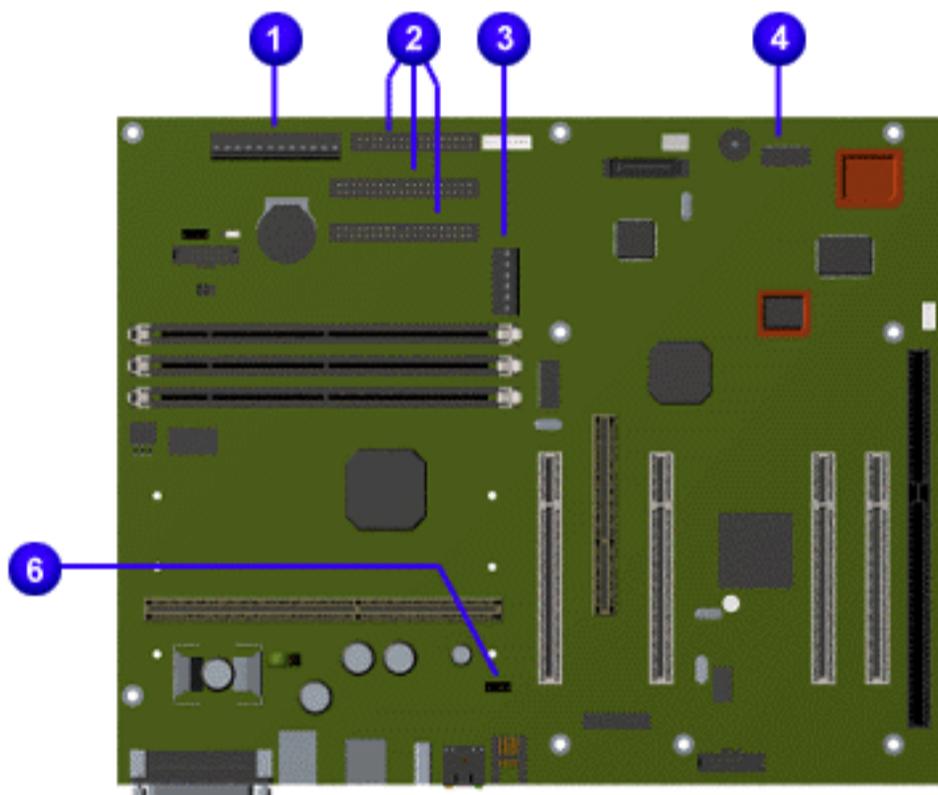
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System Board Cables

Click here for models [5600, 5610, 5612, 5620, 5630, 5635, 5640, 5660.](#)

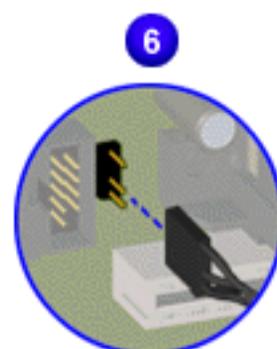
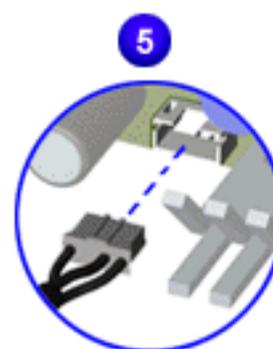
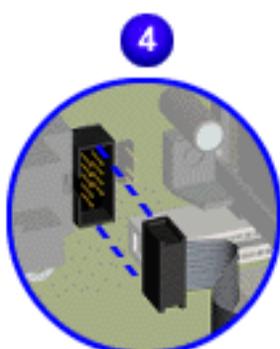
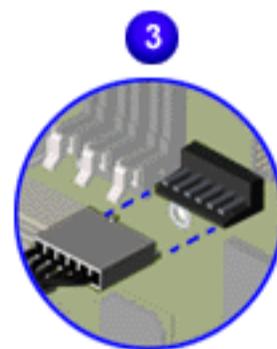
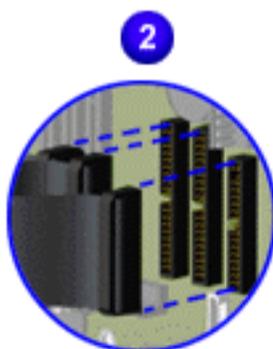
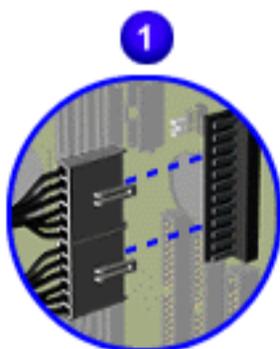
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Removal

1. Power Cables, P1 system board connector.
2. Data Cables, J1, J3, J4 system board connectors.
3. Power Cable, J14 system board connector.
4. Serial Port Cable, J8 system board connector.
5. Audio Cable, P4 system board connector.
6. Fan Cable, P14 system board connector.



Replacement

1. To replace the system board cables, reverse the removal procedure.

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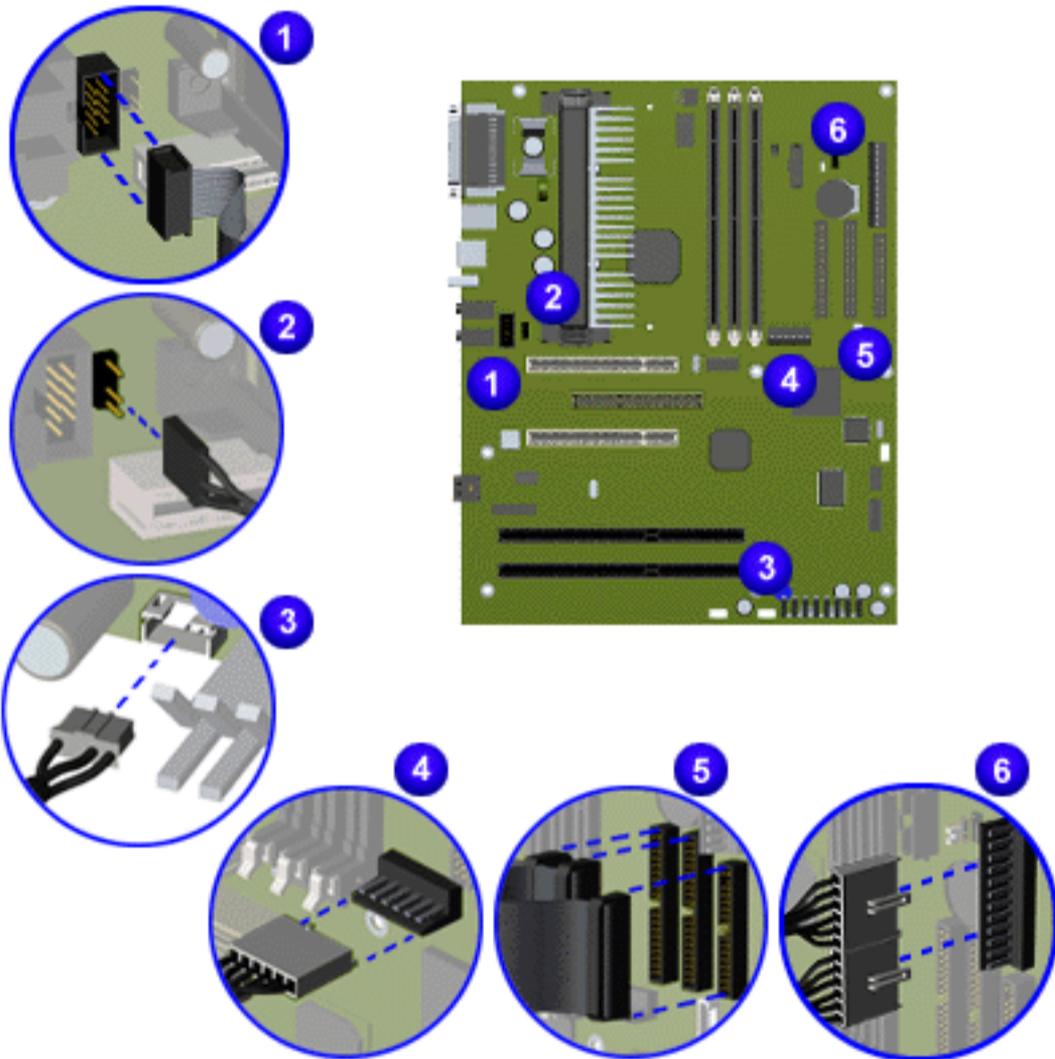
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1. Serial Port Cable, J8 system board connector.
2. Fan Cable, P14 system board connector.
3. Audio Cable, P4 system board connector.
4. Power Cable, J14 system board connector.
5. Data Cables, J1, J3, J4 system board connectors
6. Power Cables, P1 system board connector.

Replacement

To replace the system board cables, reverse the removal procedure.

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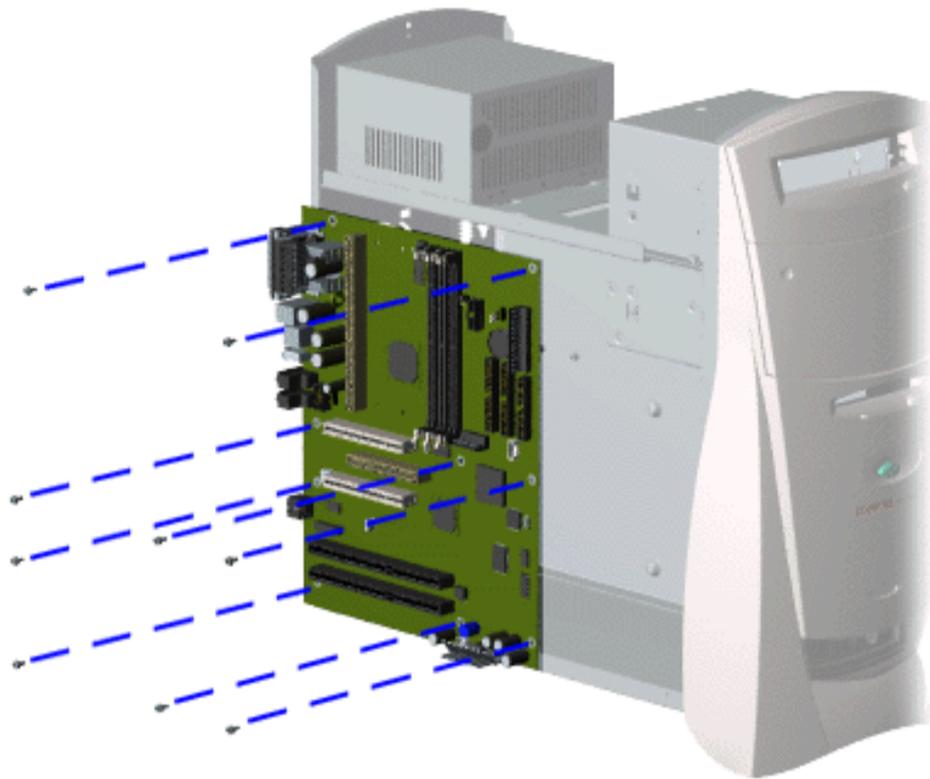
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Removal

1. Perform the preparation for disassembly procedures.
2. Remove the hood.
3. Remove the fan.
4. Remove the video board.
5. Remove the serial port.
6. Remove the processor.
7. Remove the processor goal posts.
8. Disconnect the system board cables.
9. Remove nine screws from the system board.
10. Slide system board forward and lift from the computer.

Replacement

To replace the system board, reverse the removal procedure.

NOTE: Be sure to remove components such as DIMMs, processor, and video memory before replacing the System Board.

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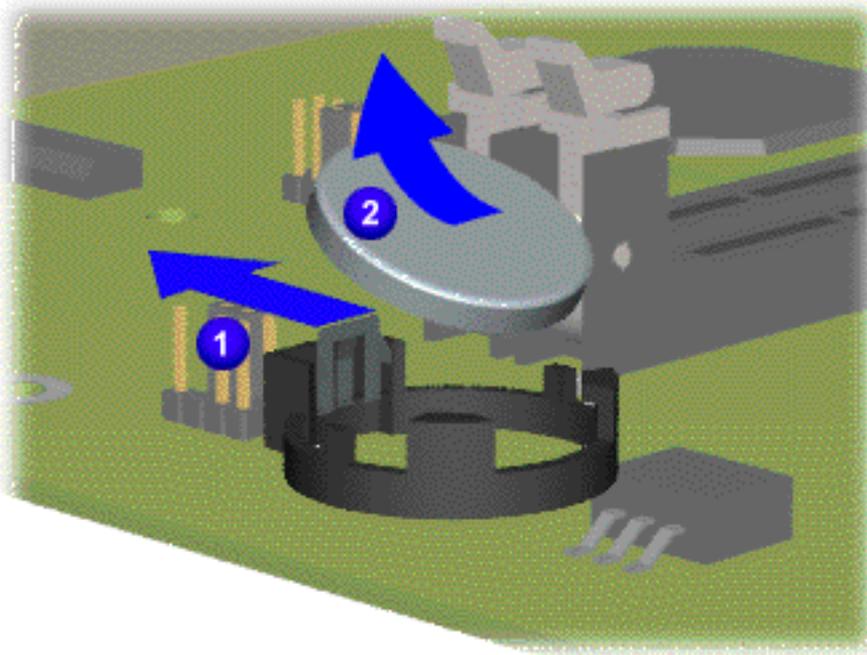
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Removal

1. Perform the [preparation for disassembly procedure](#).
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3. Remove the [fax/modem](#).
4. Locate the RTC battery
5. Push out the socket levers **1** and slide the RTC battery out of the socket **2**.

Replacement

To replace RTC battery, reverse the removal procedure.



WARNING: The clock/CMOS lithium battery may explode if mistreated. Do not abuse. Use only replacement batteries supplied by Compaq Computer Corporation.

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Removal and Replacement

I/O Panel

Disassembly Sequence

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[Processor](#)

[Processor Goal Posts](#)

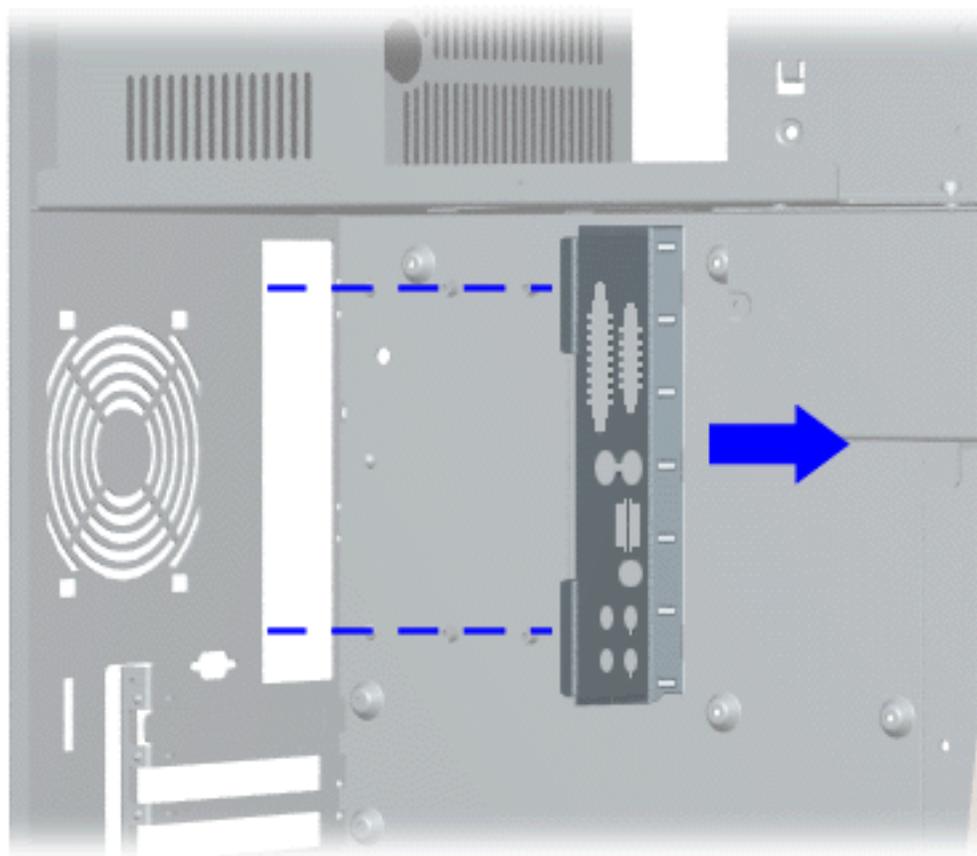
[System Board Cables](#)

[System Board](#)

[RTC Battery](#)

[I/O Panel](#)

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Removal

1. Perform the [preparation for disassembly procedures](#).
2. Remove the hood.
3. Remove the fan.
4. Remove [graphics board](#).
5. Remove the fax modem.
6. Remove serial port.
7. Remove processor.
8. Remove [processor goal posts](#).
9. Remove the [system board](#).
10. Gently push the I/O panel into the chassis from the ear of the chassis and remove. End of sequence.

Replacement

To replace the I/O panel, reverse the removal procedure.

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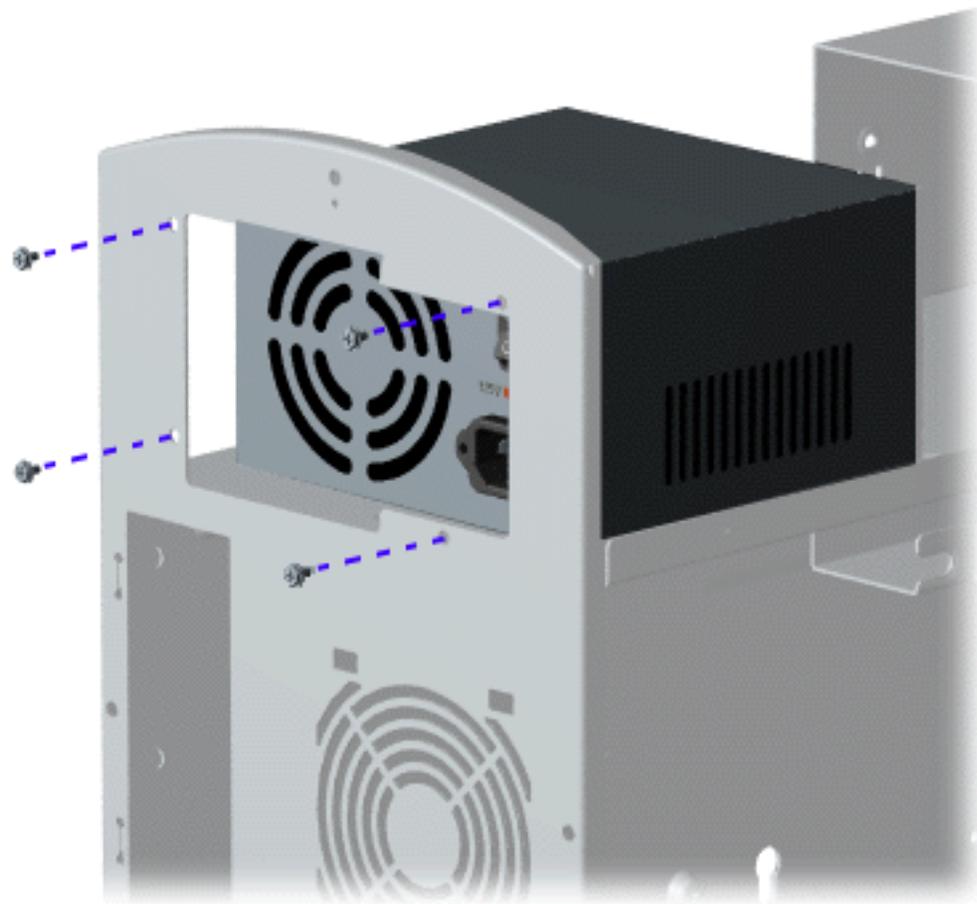
[System Board Cables](#)

[System Board](#)

[RTC Battery](#)

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Power Supply



Removal

1. Perform the preparation for disassembly procedures.
2. Remove the hood.
3. Disconnect power cable from system board, CD/DVD, and Zip drive.
4. Remove the four screws from the rear of the power supply.
5. Lift the power supply from the computer. End of sequence.

Replacement

To replace the power supply, reverse the removal procedure.

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Click on a selection below for jumper and switch information.

[Presario 5600 Series System Board with DFP](#)

[Presario 5600 Series System Board without DFP](#)

[Presario 5600 Series System Board with Homenet TUT Daughter Board](#)

Mass Storage

[3.5-inch Hard Drive](#)

[5.25-inch Hard Drive](#)

[CD Drive](#)

[DVD Drive](#)

Jumper and Switch Information

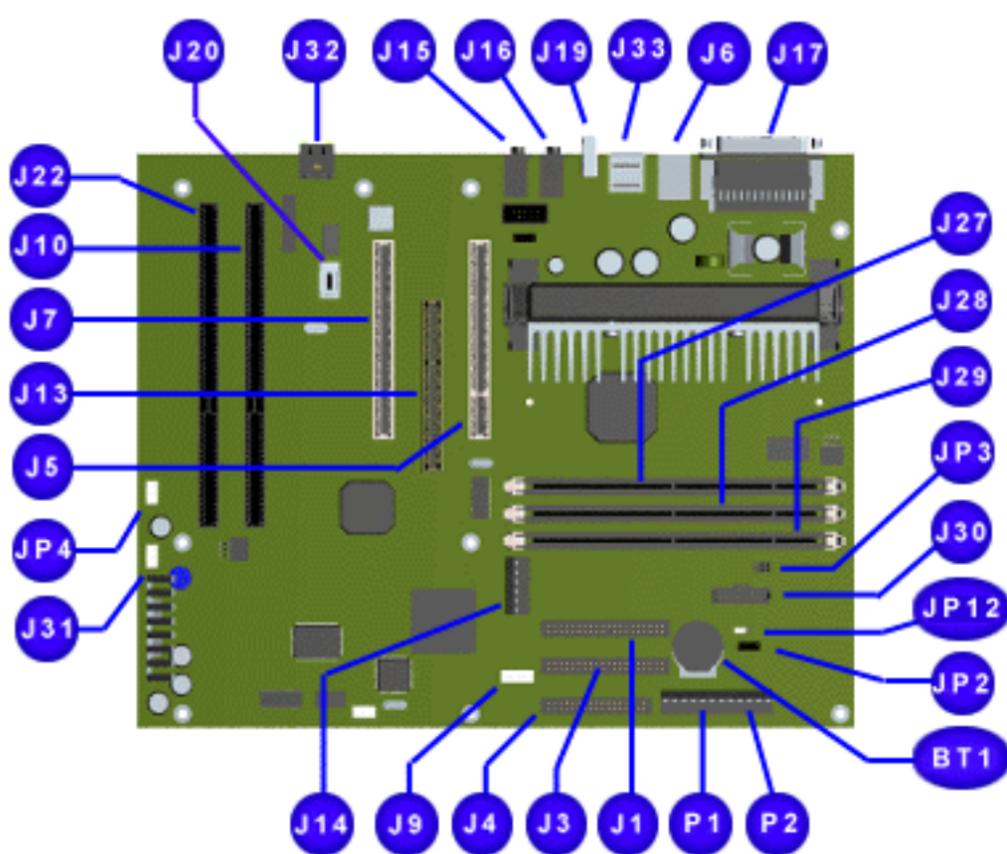
This section contains jumper and switch information for system board jumpers, system I/O board connectors, CD Drives, and DVD drives.

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Presario 5600 Series System Board with DFP



Compaq Presario 5600 Series System Board: External Connectors

Function	Description	Designator
Video	DSUB 15-Pin	<u>J5</u>
Digital Flat Panel (DFP)	1394 Connector	<u>J20</u>
Serial	9-Pin Header	<u>J8</u>
Parallel	DSUB 25-Pin	<u>½J17</u>
Joystick/MIDI	DSUB 15-Pin 2 Row	<u>½J17</u>
USB Port	USB Connector	<u>J11, J19</u>
Keyboard	Miniature 6-Pin	<u>J6</u>
Mouse	Miniature 6-Pin	<u>J6</u>
Microphone	Mini Stereo	<u>½ J15</u>
Audio Line In	Mini Stereo	<u>½J15</u>
Audio Line Out	Mini Stereo	<u>½ J16</u>
Headphone/Speaker Out	Mini Stereo	<u>½ J16</u>
CMOS Clear	2-Pin Header	<u>P2</u>
DIMM Socket	168-Pin DIMM	<u>J27, J28, J29</u>
Video Memory Expansion	SODIMM Socket	<u>J13</u>
Clock Speed	2-Pin Header	<u>JP1, JP2, JP3</u>
Button/Light Board	4-Pin Header	<u>J31</u>
Internal Line In (CD Drive)	4-Pin Header, Key 2	<u>J14</u>
Power Supply	12-Pin ATPWR Header	<u>P1, P2</u>
Replacement Battery	4-Pin Header, Key 2	<u>BT1</u>
Primary IDE Drive (Hard Drive)	40-Pin Header, Key 20	<u>J1</u>
Secondary IDE Drive (CD Drive)	40-Pin Header, Key 20	<u>J3</u>
Diskette Drive	34-Pin Header	<u>J4</u>
ISA slot	ISA Slot	<u>J10, J22</u>
PCI Slot	PCI Slot	<u>J5</u>

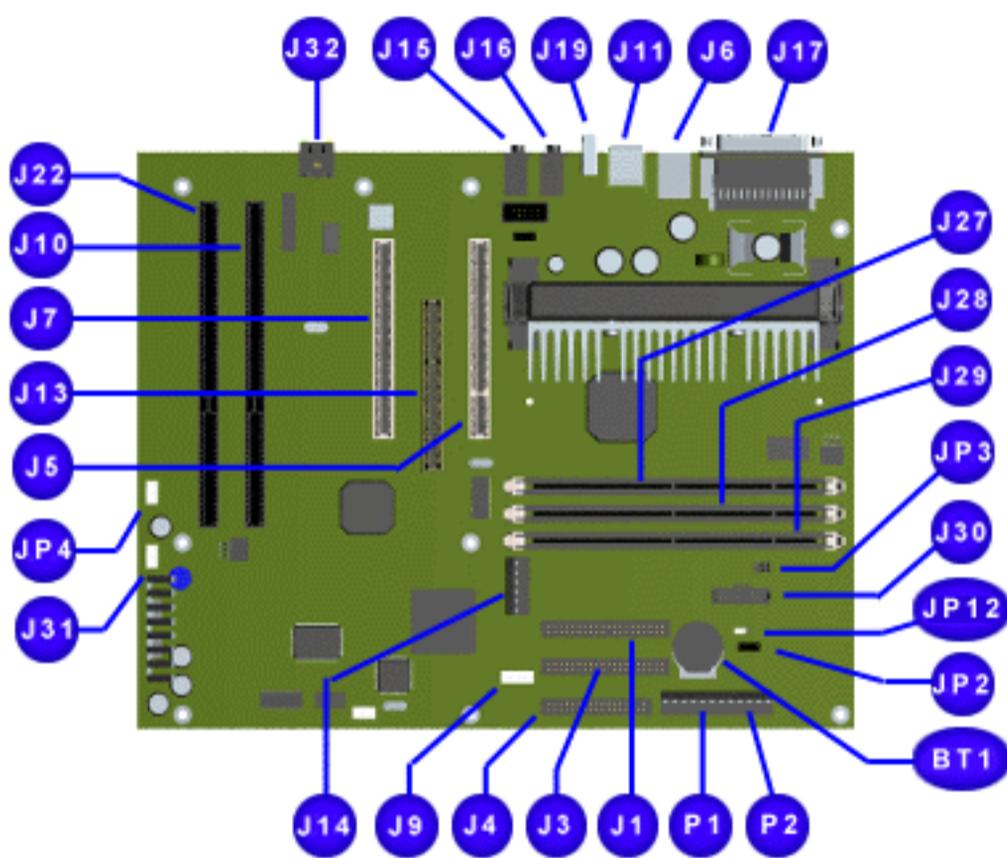
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Presario 5600 Series System Board without DFP



Compaq Presario 5600 Series System Board: External Connectors

Function	Description	Designator
Video	DSUB 15-Pin	<u>J5</u>
Serial	9-Pin Header	<u>J8</u>
Parallel	DSUB 25-Pin	<u>½J17</u>
Joystick/MIDI	DSUB 15-Pin 2 Row	<u>½J17</u>
USB Port	USB Connector	<u>J11, J19</u>
Keyboard	Miniature 6-Pin	<u>J6</u>
Mouse	Miniature 6-Pin	<u>J6</u>
Microphone	Mini Stereo	<u>½ J15</u>
Audio Line In	Mini Stereo	<u>½J15</u>
Audio Line Out	Mini Stereo	<u>½ J16</u>
Headphone/Speaker Out	Mini Stereo	<u>½ J16</u>
CMOS Clear	2-Pin Header	<u>P2</u>
DIMM Socket	168-Pin DIMM	<u>J27, J28, J29</u>
Video Memory Expansion	SODIMM Socket	<u>J13</u>
Clock Speed	2-Pin Header	<u>JP1, JP2, JP3</u>
Button/Light Board	4-Pin Header	<u>J31</u>
Internal Line In (CD Drive)	4-Pin Header, Key 2	<u>J14</u>
Power Supply	12-Pin ATPWR Header	<u>P1, P2</u>
Replacement Battery	4-Pin Header, Key 2	<u>BT1</u>
Primary IDE Drive (Hard Drive)	40-Pin Header, Key 20	<u>J1</u>
Secondary IDE Drive (CD Drive)	40-Pin Header, Key 20	<u>J3</u>
Diskette Drive	34-Pin Header	<u>J4</u>
ISA slot	ISA Slot	<u>J10, J22</u>
PCI Slot	PCI Slot	<u>J5</u>
Homenet TUT Daughter Board	Header	<u>J42</u>

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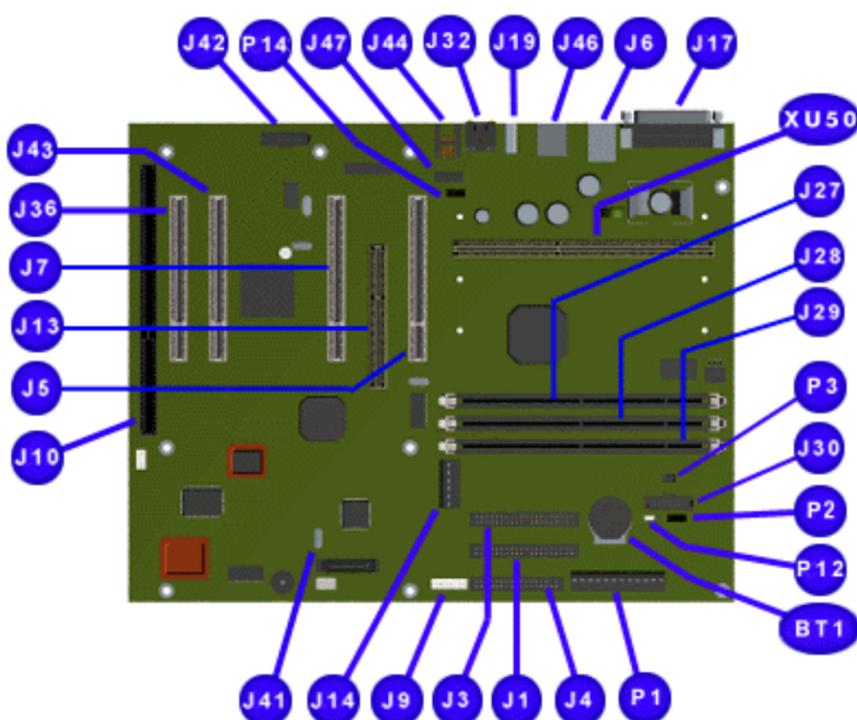
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Presario 5600 Series System Board with Homenet TUT Daughter Board and P3 Jumper Settings

Click the desired connector below to see its description.



Compaq Presario 5600 Series System Board: External Connectors

Function	Description	Designator
Replacement Battery	4-Pin Header, Key 2	<u>BT1</u>
Primary IDE Drive (Hard Drive)	40-Pin Header, Key 20	<u>J1</u>
Secondary IDE Drive (CD Drive)	40-Pin Header, Key 20	<u>J3</u>
Diskette Drive	34-Pin Header	<u>J4</u>
PCI Slot	PCI Slot	<u>J5</u>
Keyboard	Miniature 6-Pin	1/2 <u>J6</u>
Mouse	Miniature 6-Pin	1/2 <u>J6</u>
PCI Slot	26-Pin Header, Key 7	<u>J7</u>
Button Board Header	20-Pin Header	<u>J9</u>
Combo ISA Slot	ISA Slot	<u>J10, J36</u>
Video Memory Expansion	30-Pin Small Header	<u>J13</u>
internal Line In (CD Drive) 3.3 V Connector	4-Pin Header, Key 2	<u>J14</u>
Parallel IO Connector	DSUB 25-Pin	<u>J17</u>
USB Port	USB Connector	<u>J19</u>
DIMM Socket	168-Pin DIMM	<u>J27, J28, J29</u>
ITP Test Header	4-Pin, Key 2	<u>J30</u>
Ethernet IO connection	RJ45	<u>J32</u>
Walk-up USB & 1394		<u>J41</u>
Homenet TUT Daughter Board (Add in board)	30-Pin Header	<u>J42</u>
PCI Slot	34-Pin Edge	<u>J43</u>
RJ11 Telephone IO Connector	RJ11	<u>J44</u>
Serial IO Connector	9-Pin Header	<u>J45</u>
Power Supply	12-Pin ATPWR Header	<u>P1, P2</u>
External Battery	4-Pin Header, Key 2	<u>P2</u>
<u>CPU Clock Multiplier</u>	6-Pin Header	<u>P3</u>
CMOS Jumper	3-Pin Header	<u>P12</u>
Fan Connector	4-Pin Header, Key 2	<u>P14</u>

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P3 Jumper Settings

P3 Settings for Processor Frequency Selection (at 66MHz Bus Speed)

Frequency (MHz)	200	233	266	300	333
Jumpers A1-B1	On	Off	On	Off	On
Jumpers A2-B2	Off	Off	On	On	Off
Jumpers A3-B3	On	On	Off	Off	Off

P3 Settings for Processor Frequency Selection (at 100MHz Bus Speed)

Frequency (MHz)	300	350	400	450	500
Jumpers A1-B1	On	Off	On	Off	On
Jumpers A2-B2	Off	Off	On	On	Off
Jumpers A3-B3	On	On	Off	Off	Off

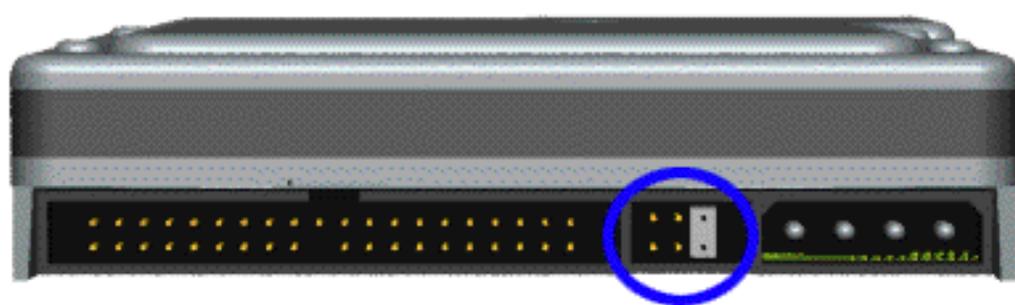
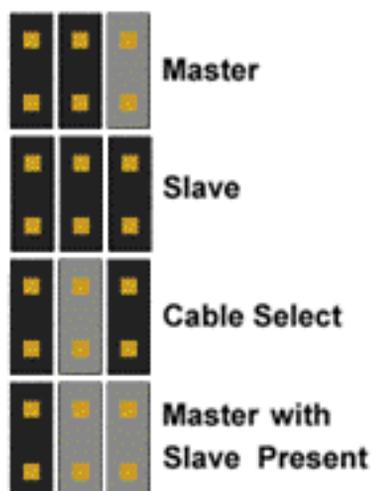
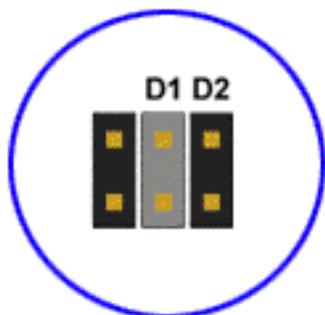
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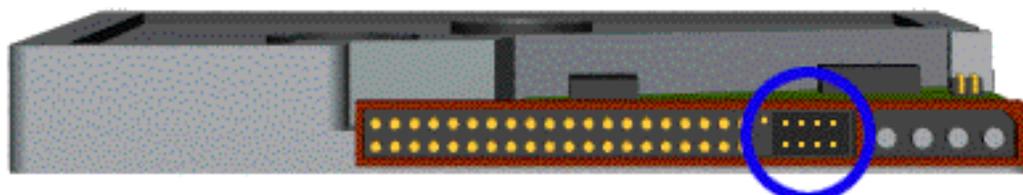
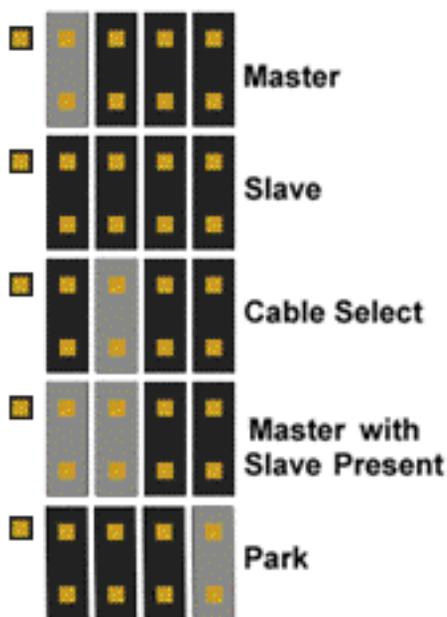
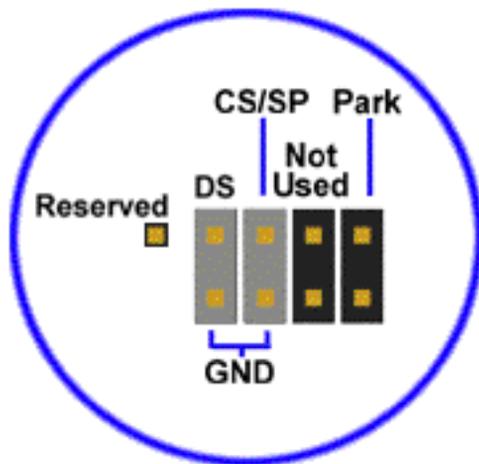
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3.5 " Hard Drive



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5.25" Hard Drive



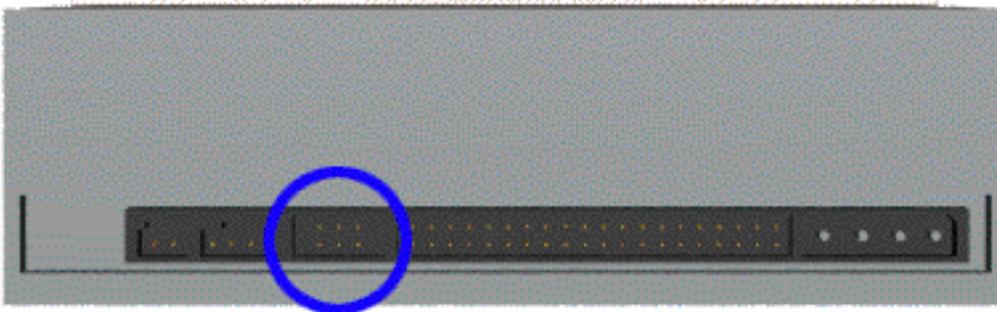
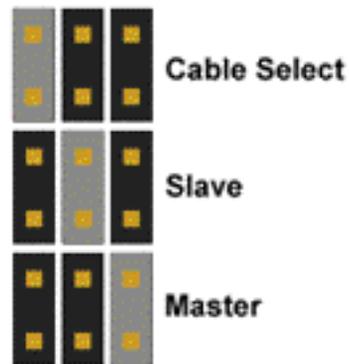
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32x CD Drive



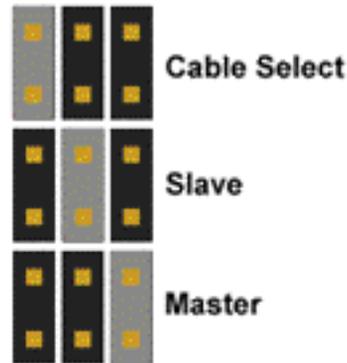
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Digital Versatile Diskette **Drive**



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Specifications

Compaq Presario 5600 Series Personal Computer specifications are listed in the following tables. Select the specification you are interested in from the alphabetical list.

CD Drive Specifications	Mouse	System Memory
CD Drive Physical Specifications	Power Supply	System Specifications
Diskette Drive	System DMA	ATI 3D Video Memory
IDE Hard Drives	System I/O	Zip Drive
Fax/Modem	System Interrupts	DVD Drive

System Specifications		
	U. S.	Outside U. S.
Dimensions		
Height	19.0 in	48.26 cm
Depth	17.4 in	44.19 cm
Width	9.3 in	23.62 cm
BTUs	< 178 BTUs/hour*	
Weight	39.0 lb	17.7 kg
Shipping Weight		
Gross	65 lb	29.5 kg
Net	50 lb	22.7 kg
Input Requirements		
Nominal Line Voltage	100 to 120 VAC	220 to 240 VAC
Range Line Voltage	90 to 132 VAC	180 to 264 VAC
Line Frequency	47 to 63 Hz	47 to 63 Hz
Input Current	5.2 at 90 VAC	3.6 at 180 VAC
Power (watts)		
Steady State	165	165
Environmental Requirements		
Temperature		
Operating	50° to 95° F	10° to 35° C
Shipping	-4° to 140° F	-20° to 60° C
Humidity (noncondensing)		
Operating	8% to 90%	8% to 90%
Non-operating	5% to 95%	5% to 95%
Maximum Altitude (unpressurized)		
Operating	10,000 ft	3048 m
Nonoperating	30,000 ft	9144 m
Expansion Slots		
		2 16-bit full-sized ISA 2 PCI 1 PCI/ISA
*This number will increase if more bay/slots are occupied.		

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ATI 3D Rage Pro Video Memory			
Resolution	Colors	Memory Required	Vertical Refresh (Hz)
640 × 480	256, 65K (high color), 16M (true color)	2MB	60 and 75
800 × 600	256, 65K (high color), 16M (true color)	2MB	60 and 75
1024 × 768	256, 65K (high color)	2MB	60* and 75
1024 × 768	16M (true color)	4MB	60* and 75
1600 × 1200	256	2MB	60*
1600 × 1200	65K (high color)	4MB	60*
*The Compaq Presario 1425 and 1525 Multimedia Monitors operate in 1024 × 768 resolution at 60 Hz refresh only. The Compaq Presario 1725 Multimedia Monitor operates in 1024 × 768 resolution at 60 Hz and 75 Hz refresh, and in 1280 × 1024 resolution at 60 Hz refresh only.			

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System Interrupts	
Hardware IRQ	System Function
IRQ 0	Refresh Timer
IRQ 1	Keyboard
IRQ 2	Internal 8259 Cascade
IRQ 3	Modem (COM 2) shared with modem audio*
IRQ 4	Serial Port (COM 1) shared with Serial Port 2 (COM 3)
IRQ 5	USB, INTD-Slot 0, INTB-Slot 1, DEC LAN
IRQ 6	Diskette Drive
IRQ 7	Parallel Port (LPT 1)*
IRQ 8	Real-Time Clock (Not on ISA Bus)
IRQ 9	ISA Expansion
IRQ 10	AGP-INTA, Maestro-2, INTA-Slot 0, INTD-Slot 1*
IRQ 11	AGP-INTB, 1394, INTB-Slot 0, INTD-Slot 1
IRQ 12	PS/2 Mouse
IRQ 13	Numeric Coprocessor
IRQ 14	Primary IDE
IRQ 15	Secondary IDE
*Default Configuration; Other Configurations are the following: Modem - IRQ 3, 4, 5, 7, 10, 11, 12, 14, 15, none Parallel Port - IRQ 1, 3-12, 14, 15 none System Audio - IRQ 5, 7, 9, 10, none Serial Port - IRQ 1, 3-12, none Modem Audio - IRQ 4, 10, 11, none	

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Diskette Drive	System DMA	ATI 3D Video Memory
IDE Hard Drives	System I/O	Zip Drive
Fax/Modem	System Interrupts	DVD Drive

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IDE Hard Drives				
	8.0-GB	8.6-GB	10-GB	12-GB
Compaq Part Number	298464		320662	298456
Formatted Capacity				
Physical (MB)	8037.7	8455		12056.5
Logical (MB)	8037.7	8455		12056.5
Drive Type	65	65	65	65
Transfer Rate				
Head (Mbits/sec)	91.29-	140		91.29-
Interface (Mbytes/sec)	141.73	14.05		141.73
	16.6			33.3
Typical Seek Time (including settling)				
Single Track (ms)	2.5	1.7		2.5
Average (ms)	12.0	11.5		12.0
Full Stroke (ms)	24.0	20.2		24.0
Disk Rotational Speed (RPM)	4000	5400		4000
Cylinders				
Physical	11490	8557		11490
Logical	15574	16383		23361
Data Heads				
Physical	4	8		6
Logical	16	16		16
Sectors per Track				
Physical	261-403	180-306		261-403
Logical	63	63		63
Buffer Size (KB)	128	128	128	128

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32x CD Drive	
Applicable Disc	Mode 1 and Mode 2 Audio Mode 2, Form 1 and 2 Single and Multiple Session
Block Size	2048 bytes 2340, 2336 bytes 2352 bytes 2328 bytes
Center Hole	15 mm diameter
Diameter	12 cm, 8 cm
Thickness	1.2 mm
Track Pitch	1.6 µm
Laser	
Beam Divergence	53.5 degrees +/- 1.5 degrees
Output Power	0.14 mW
Type	Semiconductor laser GaAIAs
Wave Length	780 nm +/- 25 nm
Access Time	
Random	< 85 ms
Full Stroke	< 145 ms
Audio Output Level	
Line Out	0.8 V RMS at 10 kW
Headphone	0.6 V RMS at 32 W
Cache Buffer	256 KB
Data Transfer Rate	
Sustained	Mode 1: 2062 KB/sec (single) 4800 KB/sec (32x)
Burst	16.7 MB/sec Mode 2: 2368 KB/sec (single) 5512 KB/sec (32x) 16.7 MB/sec
Interface Cable Length (Max)	18 in
Startup Time	< 7 sec
Stop Time	< 4 sec

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32x CD Drive		
Physical Characteristics		
	U. S.	Metric
Dimensions		
Width	5.75 in	14.80 cm
Height	1.67 in	4.20 cm
Depth	8.23 in	20.80 cm
Weight	2.65 lb	1.2 kg

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Mouse		
	U. S.	Metric
Dimensions		
Height	1.22 in	3.1 cm
Length	3.94 in	10 cm
Width	2.21 in	5.6 cm
Weight	2.9 oz	85 g
Base Resolution	400 DPI	
Tracking Speed (maximum)	10 in/sec	25 cm/sec
Temperature		
Operating	32° F to 104° F	0° C to 40° C
Storage	-4° F to 140° F	-20° C to 60° C
Lifetime		
Mechanical	Exceeds 300 miles	Exceeds 483 km
Switch	Exceeds 1 million operations	Exceeds 1 million operations
Relative Humidity	10% to 90%, noncondensing	
ESD	No soft errors through 6 kV; No hard errors through 6 kV; specific performance depends on host system	

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Fax/Modem				
	56-DF	56-DFi	HCF	1.5 Mb MAX Digital G.Lite (G.922.2) DSL
Maximum Data Speed (kbps)	56*	56*	56*	1.5Mbs**
Data	K56Flex, V.34, V.32terbo, V.32bis, V.32, V.22bis, V.22, V.21, Bell 212A, Bell 103	K56Flex, V.34, V.32terbo, V.32bis, V.32, V.23, V.22bis, V.22, V.21, Bell 212A, Bell 103	V.90, K56Flex, V.34, V.32terbo, V.32bis, V.32, V.22bis, V.22, V.21, Bell 212A, Bell 103	V.22, V.22bis, V.32, V.32bis, V.34, Bell 103J, Bell 103I, Bell 212, Bell 212A
Error Correction	V.42bis, V.42, LAPM, and MNP 2-5	V.42, LAPM, and MNP 2-4	V.42bis, V.42, LAPM, and MNP 2-5	V.42, V.42bis
Fax	V.17 (14.4 kbps transmission speed) V.29, V.27ter, V.21 Class 1 command set, Group III FAX	V.17 (14.4 kbps transmission speed) V.29, V.27ter, V.21 Group III FAX, Class 1 interface	V.17 (14.4 kbps transmission speed) V.29, V.27ter, V.21 Channel 2, Class 1 command set, Group III FAX	V.17, 14.4 kbps transmission speed) V.17ter, V.21, V.29
* Both K56flex and V.90 are designed to allow faster downloads from either K56flex or V.90 compliant digital sources. Maximum achievable download transmission rates are currently unknown, may not reach 56kbps, and will vary with line conditions.				

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System Memory			
Size	Low Address	High Address	System Function
640 KB	00000000	0009FFFF	Base Memory
128 KB	000A0000	000BFFFF	Video RAM
32 KB	000C0000	000C7FFF	Video ROM
32 KB	000C8000	000CFFFF	unused
64 KB	000D0000	000DFFFF	unused
48 KB	000E0000	000EBFFF	unused
			Not available for option cards
			Can use for UMBs
16 KB	000EC000	000EFFFF	16-bit cacheable, shadowable, read only memory
			Not available for option cards
64 KB	000F0000	000FFFFF	System BIOS ROM shadow image
15 MB	00100000	00FFFFFF	Standard Extended Memory
64 MB	01000000	04FFFFFF	Rest of Extended Memory
60 MB	05000000	07FFFFFF	unused
512 KB	08000000	0807FFFF	Standard Direct Video Memory
512 KB	08080000	080FFFFF	Optional Direct Video Memory
1919 MB	08100000	7FFFFFFF	unused
16 MB	80000000	80FFFFFF	Memory mapped I/O devices
~2000 MB	81000000	FDFDFFFF	unused/System ROM aliases
128 KB	FDFE0000	FDFDFFFF	System ROM (alias)
~32 MB	FE000000	FFDFFFFF	unused
128 KB	FFFE0000	FFFFFFF	System BIOS ROM

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System DMA				
Default DMA	ISA Bus Pin	Function	Alternative Mapping	Device
DMA0	D09/D08	ECP		Super I/O
DMA1	B18/B17	Audio Playback	0, 3, Disabled	PCI Audio Emulation
DMA2	B06/B26	Floppy Controller	N/A	Super I/O
DMA3	B16/B15	Audio Record		PCI Audio Emulation
DMA4	N/A	Internal Cascade	N/A	South Bridge
DMA5	D11/D10	Available		South Bridge
DMA6	D13/D12	Modem Audio	0, 3, 7, Disabled	Modem / South Bridge
DMA7	D15/D14	Modem Audio ³	0, 3, 6, Disabled	Modem / South Bridge

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Power Supply		
	U. S.	Outside U. S.
Input Specifications		
Voltage Switch Setting	115 V	230 V
Nominal Line Voltage	100 to 120 VAC	220 to 240 VAC
Range Input Line	90 to 132 VAC	180 to 264 VAC
Frequency Range	47 to 63 Hz	47 to 63 Hz
Power Factor	0.6	0.6
Input Power	300 Watts	300 Watts
Input Current	5 at 90 VAC	2.5 at 180 VAC
Inrush Current	80 A at 132 VAC (cold start)	80 A at 264 VAC (cold start)
Holdup Time	16 ms from zero crossing at 120 VAC	16 ms from zero crossing at 240 VAC
Steady State	166 Watts	166 Watts
General Specifications		
Full Output Rating	To 122° F and 5,000 ft To 90° F and 10,000 ft (derate linearly)	To 50° C and 1524 m To 32° C and 3048 m (derate linearly)
Minimum Load	3.0 A on + 5.0 V output; 0.04 A on 12 V output	3.0 A on + 5.0 V output; 0.04 A on 12 V output
Ambient Temperature Range		
Operating	50° to 122° F	10° to 50° C
Storage	-40° to 151° F	-40° to 66° C
Dielectric Voltage Withstand		
Input to Ground	2500 VAC/1 second	
Safety Standard	UL 1950; CSA 22.2 #950 or CSA 22.2 #234; TUV/VDE EN 60 950 (VDE0805/11.91); EMKO-TSE (74-SEC) 207/93	
Input Transient Susceptibility		
Common and Differential Mode (superimposed on AC line)	2500 V, 1 us, damped sinusoid 600 V, 10 us pulse	
Differential Mode	20% step change in AC input voltage	

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Diskette Drive	
Diskettes	
Size (in)	3.5 (8.89 cm)
High Density (MB)	1.44
Low Density (KB)	720
Light	Green
Height	One-third
Bytes per Sector	512
Sectors per Track	
High Density	18
Low Density	9
Tracks per Side	
High Density	80
Low Density	80
Read/Write Heads	2
Average Seek Time (ms)	
Track-to-Track	3
Average	94
Settling Time	15
Latency Average	100

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Zip Drive	
Total formatted capacity (bytes)	100,663,296
Sector size (bytes)	512
Total number of sectors	196,608
Number of reassignable spare sectors	252
Seek times (including settling), ms:	
Average	29
Track-to-track	5
Maximum	55
Average latency, ms	10
Motor speed, rpm	2941±5%
Motor start time, ms	3000
Track density, tpi	2118
Track width, µm	12
Transfer rate, kb/s:	
From diskette	790-1400
Buffer (maximum)	3300

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DVD Drive		
Dimensions	U. S.	Metric
Width	5.74 in	14.60 cm
Height	1.68 in	4.29 cm
Depth	8.23 in	20.80 cm
Weight	1.80 lb	0.9 kg
Applicable Disc		
DVD-5, DVD-9, DVD-10, DVD-18 CD-ROM CD-DA CD-XA Photo CD CD-I Ready CD-Bridge CD-R	Mode 1 and Mode 2 Audio Mode 2, Form 1 and 2 Single and Multiple Session	
Block Size		
CD-ROM Mode 0 CD-ROM Mode 1 CD-ROM Mode 2 DVD	2352 bytes 2352, 2340, 2336, 2048 bytes 2352, 2340, 2336, 2048 bytes 2048 bytes	
Center Hole	15 mm diameter	
Diameter	12 cm, 8 cm	
Thickness	1.2 mm	
Track Pitch	1.6 µm	
Laser		
Beam Divergence Output Power Type Wave Length	53.5 degrees +/- 1.5 degrees 5 mW Semiconductor laser GaAlAs 650 nm +/- 25 nm (DVD) 795 nm +/- 25 nm (CD)	
Access Time		
Random Full Stroke	DVD: < 100 ms < 225 ms	CD: < 100 ms < 225 ms
Audio Output Level		
Line Out Headphone	1.0 V (RMS) at 47 kW 0.7 V (RMS) at 32 W	
Cache Buffer	128 kb	
Sustained Data Transfer Rate	150 KB/sec (single, CD-ROM mode) 1200-3000 KB/sec (20x CAV CD-ROM mode) 2760 KB/sec (DVD mode)	
Interface Cable Length (Max)	18 in	
Startup Time	< 15 sec	
Stop Time	< 2 sec	

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Specifications

Compaq Presario 5600 Series Personal Computer specifications are listed in the following tables. Select the specification you are interested in from the alphabetical list.

CD Drive Specifications

CD Drive Physical Specifications

Diskette Drive

IDE Hard Drives

Fax/Modem

Mouse

Power Supply

System DMA

System I/O

System Interrupts

System Memory

System Specifications

ATI 3D Video Memory

Zip Drive

DVD Drive

System I/O		
Low I/O Address	High I/O Address	Function
0000	000F	DMA Controller #1
0010	001F	DMA Controller Aliases
0020		Interrupt Controller #1 Control Register
0021		Interrupt Controller #1 Mask Register
0022	003D	Interrupt Controller Aliases
0040	0043	Counter/Timer
0044	004F	
0050	0053	Counter/Timer Aliases
0053	005F	
0060		Keyboard Controller Data Register
0061		Port B: SERR/IOCHK NMI, Speaker, Refresh
0062	0063	
0064		Keyboard Controller Command/Status Register
Top		
0065	006F	
0070		NMI Mask Register (Bit 7)
0070		RTC/Configuration Memory Index Port (Bit 6:0)
0071		RTC/Configuration Memory Data Port
0072		RTC Extended Index
0073		RTC Extended Data
0074	007F	
0080	008F	DMA Page Registers
0090	0091	Alias of DMA page registers if SOUTH BRIDGE.4C.7=0
0092		Port 92 (fast reset and A20 gate)
0093	009F	Alias of DMA page registers if SOUTH BRIDGE.4C.7=0
00A0		Interrupt Controller #2 Control Register
00A1		Interrupt Controller #2 Mask Register
00A2	00B1	
00B2		APM Control
00B3		APM Status
00B4	00BF	
00C0	00DF	DMA Controller #2
00E0		ESS Index Register
00E1		ESS Data Register
00E2	00E3	DDC2 Registers
00E4	00E5	Master I2C Interface
00E6		TV/MPEG Configuration Register
00E7	00E9	
00EA		Ultra I/O Index Register
00EB		Ultra I/O Data Register
00EC	00EF	Modem configuration
00F0	00F1	Coprocessor Busy Clear/Reset
00F2	00F8	
00F9		Lock Configuration Register (Dummy Write)
00FA		
00FB		Unlock Configuration Register (Dummy Write)
00FC		TV/MPEG Configuration Register to remap base I/O address and interrupt resource
00FD	00FF	
0100	0101	
0102		Video: POS. 102 register
0103	012F	
0130	0131	BGL Index/Data for second line modem See 260 for controllerless modems
0132	016F	
0170	0177	Secondary IDE Controller
0178	01EF	
01F0	01F7	Primary IDE Controller
01F8	0200	
0201		Joystick Port
0202	021F	
0220	022F	Audio Controller
0230	025F	
0260	0263	Reserved-Modem use during POST
0264	0277	
0278	027F	Reserved-Parallel Port
0280	02E7	
02E8	02EF	Reserved-Serial Port (COM4)
02F0	02F7	
02F8	02FF	FAX/Modem (COM2)
0330	0331	MPU-401
0332	036F	
0370	0377	Reserved-Floppy Drive Controller 2
0378	037F	Parallel Port
0380	0387	
0388	038B	Audio FM Synthesizer
038C	03B3	
03B4	03B5	Video: Monochrome
03B6	03B9	
03BA		Video: Monochrome
03BB		
03BC	03BF	Reserved-Parallel Port
03C0	03CF	Video: VGA Registers
03D0	03D3	
03D4	03D5	Video: Color
03D6	03D9	
03DA		Video: Color
03DB	03E7	
03E8	03EF	Reserved-Serial Port (COM3)
03F0	03F7	Floppy Disk Controller (Primary)
03F6	03F7	IDE Interface (Fixed Disk and CDROM)
03F8	03FF	Serial Port (COM1)
0400	04EF	
04D0		Interrupt Controller #1 Edge/Level Control
04D1		Interrupt Controller #2 Edge/Level Control
04D2	0677	
0678	067A	Parallel Port ECP Mode
0778	077A	Parallel Port ECP Mode
0CF8		PCI Configuration Index (32-bit I/O only)
0CF9		Reset Control
0CFC		PCI Configuration Data
46E8		Video: Adapter Sleep

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Parallel
Serial
Universal Serial Bus (USB)
Keyboard
Mouse
VGA Monitor
MIDI/Joystick
Line-in
Speaker/Headphone Out
Microphone
Phone Line to Wall
Phone Line to Phone
CD-Drive Data Cable
Modem

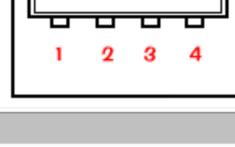
Connector Pin Assignments

This section contains the connector pin assignments for the Presario 5600 series of personal computers.

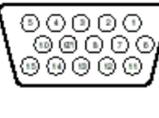
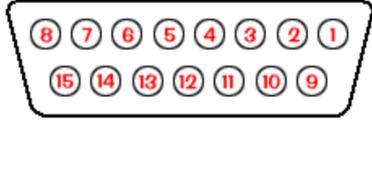
Parallel Connector			
			
Pin	Signal	Pin	Signal
1	Strobe*	10	Acknowledge*
2	Data Bit 0	11	Busy
3	Data Bit 1	12	Paper Out
4	Data Bit 2	13	Select
5	Data Bit 3	14	Auto Linefeed*
6	Data Bit 4	15	Error*
7	Data Bit 5	16	Initialize Printer*
8	Data Bit 6	17	Select In*
9	Data Bit 7	18-25	Signal Ground

* = Active low

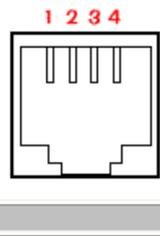
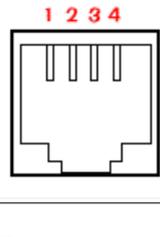
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Serial Connector		
Connector	Pin	Signal
		1 Carrier Detect 2 Receive Data 3 Transmit Data 4 Data Terminal Ready 5 Signal Ground 6 Data Set Ready 7 Ready to Send 8 Clear to Send 9 Ring Indicator
Universal Serial Bus		
Connector	Pin	Signal
		1 - Data 2 +Data 3 Ground 4 +5 VDC
Keyboard		
Connector	Pin	Signal
		1 Data 2 Unused 3 Ground 4 +5 VDC 5 Clock 6 Unused
Mouse		
Connector	Pin	Signal
		1 Data 2 Unused 3 Ground 4 +5 VDC 5 Clock 6 Unused

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VGA Monitor		
Connector	Pin	Signal
		1 Red Analog 2 Green Analog 3 Blue Analog 4 Volume Up 5 Ground 6 Ground Analog 7 Ground Analog 8 Ground Analog 9 +5 VDC 10 Ground 11 Volume Down 12 DDC Data 13 Horizontal Sync 14 Vertical Sync 15 DDC Clock
MIDI/Joystick		
Connector	Pin	Signal
		1 +5 VDC 2 Fire A (1) 3 X-Axis (1) 4 GND 5 GND 6 Y-Axis (1) 7 Fire B (1) 8 +5 VDC 9 +5 VDC 10 Fire A (2) 11 X-Axis (2) 12 MIDI Out 13 Y-Axis (2) 14 Fire B (2) 15 MIDI In

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Line In		
Connector	Connector	
	Stereo 1/8" Miniphone	
Speaker/Headphone Out		
Connector	Connector	
	Stereo 1/8" Miniphone	
Microphone		
Connector	Connector	
	Stereo 1/8" Miniphone	
Phone Line to Wall Jack		
Connector	Pin	Signal
		1 Unused 2 Tip 3 Ring 4 Unused
Phone Line to Phone		
Connector	Pin	Signal
		1 Unused 2 Tip 3 Ring 4 Unused

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CD Drive Data Cable			
Pin	Signal	Pin	Signal
1	RESET	21	DMARK
2	GND	22	GND
3	DD7	23	-DIOW
4	DD8	24	GND
5	DD6	25	-DIOR
6	DD9	26	GND
7	DD5	27	IORDY
8	DD10	28	SPSYNC
9	DD4	29	-DMACK
10	DD11	30	GND
11	DD3	31	INTRQ
12	DD12	32	-IOCS16
13	DD2	33	DA0
14	DD13	34	-PDIA6
15	DD1	35	DA0
16	DD14	36	DAZ
17	DD0	37	-CS1FX
18	DD15	38	-C53FX
19	GND	39	-DASP
20	(KEY)	40	GNP
Internal Fax/Modem			
Pin	Signal	Pin	Signal
1	Unused	4	Tip
2	Unused	5	Unused
3	Ring	6	Unused

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Power Cord Set Requirements

The voltage select switch feature on the computer allows it to operate from any line voltage between 120 or 240 volts AC.

The power cord set (flexible cord and wall plug) sent with the computer meets the general requirements for use in the country where the computer was purchased.

Power cord sets for use in other countries must meet the requirements of the country where the computer is used. For more information on power cord set requirements, contact a Compaq authorized dealer, reseller, or service provider.

General Requirements

The requirements listed below are applicable to all countries.

1. The length of the power cord set must be at least 6.00 feet (1.8 m) and a maximum of 9.75 feet (3.0 m).
2. All power cord sets must be approved by an acceptable accredited agency responsible for evaluation in the country where the power cord set will be used.
3. The power cord set must have a minimum current capacity of 10A and a nominal voltage rating of 125 or 250 volts AC, as required by each country's power system.
4. The appliance coupler must meet the mechanical configuration of an EN 60 320/IEC 320 Standard Sheet C13 connector, for mating with appliance inlet on the Switch Box.

Country-Specific Requirements

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

NOTES:

1. The flexible cord must be <HAR> Type HO3VV-F, 3-conductor, 1.0 mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country where it will be used.
2. The flexible cord must be Type SJT-2 or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15A, 125V) or NEMA 6-15P (15A, 250V) configuration.
3. The appliance coupler, flexible cord, and wall plug must bear a "T" mark and registration number in accordance with the Japanese Dentori Law. Flexible cord must be Type VCT or VCTF, 3-conductor, 0.75mm² conductor size. The wall plug must be a two-pole type with a Japanese Industrial Standard C8303 (15A, 125V) configuration.

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Symbols

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



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



CAUTION: Text set off in this manner indicates that failure to follow directions in the caution could result in damage to equipment or loss of data.

IMPORTANT:

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

NOTE:

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

Technician Notes



WARNING: Only authorized technicians trained by Compaq should repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly/module level repair. Because of the complexity of the individual boards and subassemblies, the user should not attempt to make repairs at the component level or to make modifications to any printed circuit board. Improper repairs can create a safety hazard. Any indications of component replacement or printed circuit board modifications may void any warranty.

Serial Number

When requesting information or ordering spare parts, the computer serial number should be provided to Compaq. The [serial number](#) can be found on the rear of the computer next to the fan grill or on the front bezel behind the CD access door.

Locating Additional Information

The following documentation is available to support this product:

- Compaq Presario documentation set
- *Introducing Windows 95 Guide*
- Service Training Guides
- Compaq Service Advisories and Bulletins
- *Compaq QuickFind*
- *Compaq Service Quick Reference Guide*
- *Compaq Help Center*

Notice

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