

PhoenixBIOS Setup Utility		
Main Advanced Security Power Boot Exit		
Set User Password [Enter]		Item Specific Help
Set Supervisor Password [Enter]		
Password on boot: [Disabled]		Supervisor password controls access to setup utility.
Fixed disk boot sector: [Normal]		
Diskette access: [Disabled]		
Virus check reminder: [Disabled]		
System backup Reminder: [Disabled]		
F1 Help ↑ Select Item -/+ Change Values F9 Setup Defaults		
ESC Exit ↔ Select Menu Enter Select → Sub-Menu F10 Save and Exit		

Field	Setting	Function
Set User Password	Up to seven alphanumeric characters	Pressing Enter displays the dialog box for entering the user password. In related systems, this password gives restricted access to SETUP menus.
Set Supervisor Password	Up to seven alphanumeric characters	Pressing Enter displays dialog box for entering the supervisor password. In related systems, this password gives full access to Setup menus.
Password on boot	Enabled Disabled	Enabled requires a password on boot. Requires prior setting of the Supervisor password. If supervisor password is set and this option disabled , BIOS assumes user is booting.
Diskette access	Enabled Disabled	Enabled requires a password to boot from or access the floppy disk.
fixed disk boot sector	Normal Write Protect	Write protects the boot sector on the hard disk for virus protection. Requires a password to format or Fdisk the hard disk.
System backup reminder Virus check reminder	Disabled Daily Weekly Monthly	Displays a message during boot up asking (Y/N) if you have backed up the system or scanned it for viruses. Message returns on each boot until you respond with "Y". Daily displays the message on the first boot of the day, weekly on the first boot after Sunday, and monthly on the first boot of the month.

Enabling Supervisor Password requires a password for entering Setup. The passwords are not case sensitive. Pressing **Enter** at either Set Supervisor Password or Set User Password displays a dialog box like this:

Set Password		
Enter new password:	[	]
Confirm new password:	[	]

NOTE In some systems, the User and supervisor passwords are related; you cannot have a User password without first creating a Supervisor password. In other systems, you can create and use them independently



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6. Customizing Your BIOS Topics

GoBook Pro Help

The Power Menu

The options available in power management depend upon the [hardware](#) installed in your system. Those shown here are from a typical system.

PhoenixBIOS Setup Utility					
Main	Advanced	Security	Power	Root	Exit
Power Savings		[Customized]		Item Specific Help	
Idle Mode		[Off]		Maximum Power Savings conserves the greatest amount of system power. Maximum Performance conserves power but allows greatest system performance. To alter these settings, choose Customize. To turn off power management, choose Disabled.	
Standby Timeout:		[1 Minute]			
Auto Suspend Timeout:		[5 Minutes]			
Suspend Mode:		[Save To Disk]			
Hard Disk Timeout:		[10 min]			
Video Timeout:		[5 min]			
F1 Help ↓ Select Item -/+ Change Values F9 Setup Defaults ESC Exit ↔ Select Menu Enter Select ▶ Sub-Menu F10 Save and Exit					

Field	Setting	Function
Power Savings	Disabled Customized Maximum Power Savings Maximum Performance	Maximum options: pre-defined values. Select Customize to make your own selections from the following fields. Disabled turns off all power management.
Idle Mode	On Off	Turn of/off the Idle Mode power savings.
Standby Timeout	Off 1 min 2 min 4 min 6 min 8 min 12 min 16 min	Inactivity period required to put system in Standby (partial power shutdown).
Auto Suspend Timeout	Off 5 min 10 min 15 min 20 min 30 min 40 min 60 min	Inactivity period required after Standby to Suspend (maximum power shutdown).
Suspend Mode	Suspend Save to Disk	Low power state to enter when the suspend timeout has occurred
Hard Disk Timeout	Disabled 10 sec 15 sec 30 sec 45 sec 1 min 2 min 4 min 6 min 8 min 10 min 15 min	Inactivity period of hard disk required before standby (motor off).
Video Timeout	Disabled 10 sec 15 sec 30 sec 45 sec 1 min 2 min 4 min	Set inactivity period required before independently turning off monitor. Disabled turns CRT off in Standby.

	6 min 8 min 10 min 15 min	
Resume On Modem Ring	Off On	Wakes up system when an incoming call is detected on the modem.
Resume On Time	Off On	Wakes up system at predetermined time.
Resume Time	XX:XX:XX	Predetermined time to wake up the system



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6. Customizing Your BIOS Topics

GoBook Pro Help

The Boot Menu

When you turn on your computer, it attempts to load the operating system (such as Windows 98) from the device of your choice. If it cannot find the operating system on that device it attempts to load it from one or more other devices according to the order specified in the Boot Menu. Boot devices can include hard drives, floppy drives, CD-ROMs, removable devices and network cards.

NOTE Specifying any device as a boot device on the Boot Menu requires the availability of an operating system on that device. Most PCs come with an operating system already installed on hard-drive C.

PhoenixBIOS Setup Utility	
Main Advanced Security Power Boot Exit	
	Item Specific Help
Removable Devices +Hard Drive CD-ROM Drive	Keys used to view or configure devices: <Enter> expands or collapses devices marked with + or -. <Esc> returns to previous screen

				<Ctrl+Enter> expands all <Shift+l> enables or disables a device. <n> May move removable device between Hard Disk or Removable Disk. <d> Remove a device that is not installed			
F1	Help	↓	Select Item	-/+	Change Values	F9	Setup Defaults
ESC	Exit	↔	Select Menu	Enter	Select	▶ Sub-Menu	F10 Save and Exit

Field	Setting	Function
Removable Devices	N/A	Shows removable devices
Hard Drive	N/A	Shows hard drive(s)
CD-ROM	N/A	Shows CD-ROM(s)



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6. Customizing Your BIOS Topics

GoBook Pro Help

The Exit Menu

You use the exit menu to leave the BIOS Setup [Utility](#) . ESC does not exit this menu. You must select on of the items from the menu or menu bar to exit.

PhoenixBIOS Setup Utility	
Main	Advanced Security Power Boot Exit
Exit Saving Changes Exit Discarding Changes Use Setup Settings [Original Copy] Load Setup Defaults Discard Changes Save Changes	Item Specific Help Exit System Setup and save your changes to CMOS.
F1 Help ESC Exit	↓ Select Item ↔ Select Menu
-/+ Change Values Enter Select	F9 Setup Defaults ▶ Sub-Menu F10 Save and Exit

Field	Function
Exit Saving Changes	After making your selections on the Setup menus, this option stores the selections displayed in the menus in CMOS, a special section of memory that stays on after your turn your system off. It then exits the SETUP program. The next time you boot your computer, the BIOS configures your system according to the Setup selections stored in CMOS. During boot up, PhoenixBIOS attempts to load the values saved in CMOS. If those values cause the system boot to fail, reboot and press [F2] to enter Setup. In setup, you can get the Default Values or try to change the selections that caused the boot to fail.
Exit Discarding Changes	Use this option to exit Setup without storing in CMOS any new selections you may have made. The selections previously in effect remain in effect.
Use Setup Settings	
Load Setup Defaults	To display the default values for all Setup menus, select "Load Setup Defaults" from the Main Menu. If during boot up, the BIOS program detects a problem in the integrity of values stored in CMOS, it displays these messages: System CMOS checksum bad - run SETUP Press <F1> to resume, <F2> to Setup The CMOS values have been corrupted or modified incorrectly, perhaps by an application program that changes data stored in CMOS. Press [F1] to resume the boot or [F2] to run Setup with the ROM default values already loaded into the menus. You can make other changes before saving the values to CMOS.
Discard Changes	If during a Setup Session, you change your mind about changes you have made and have not yet saved the values to CMOS, you can restore the values you previously saved to CMOS.
Save Changes	Saves all the selections without exiting Setup. You can return to the other menus if you want to review and change your selections.



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Optional Equipment and Accessories



Vehicle Adapter

The Vehicle Adapter is an optional device that supplies power from the vehicle battery to operate the computer and charge the battery installed in the unit. It typically connects to the vehicle battery using the cigarette lighter socket.

To prevent possible damage to the battery, the system will not allow the battery to charge at extreme temperatures. Be aware of the following charging characteristics, especially if the computer is left unattended in a closed vehicle.

Temperature	Charging Activity
<5°C (<41°F)	Battery will not charge

To connect the vehicle adapter

1. Insert the vehicle adapter's power cord into the power port on the right side of the computer.
2. Insert the cigarette lighter adapter into the vehicle's cigarette lighter socket, turning it slightly to make a good connection.

The power light illuminates to indicate that current is reaching the vehicle adapter. When you connect the vehicle adapter, it automatically begins charging the computer's battery. At moderate temperatures, around 21°C (70°F), the battery will be fully charged in approximately four to five hours. Under extremely cold or hot temperatures, or if the system is on, however, it will take longer to charge the battery (up to seven hours).



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Vehicle Cradle

The [vehicle cradle](#) is a vehicle-based docking station designed to safely secure the computer in the vehicle. A standard key lock located on the front of the cradle locks the computer onto the cradle for security purposes. You can use the vehicle cradle to:

- Charge batteries
- Communicate with other devices
- Automatically connect to an external RF [antenna](#) (for use with RIM 802D & 902M radio modems)

PRECAUTIONS

- There are no user-replaceable parts within the vehicle cradle, so do not open the cradle case. The vehicle cradle is internally protected. It resets automatically if there is a power fault.
- Do not use the vehicle cradle to charge the computer battery overnight. Turn off the vehicle cradle at the end of each work day to prevent draining the voltage in your vehicle's battery below starting levels.

Charging Batteries

The vehicle cradle is designed to charge the computer's battery with voltage from the vehicle battery while you are traveling between jobs. Follow the procedure below to charge a battery.

To charge a battery installed in the computer

1. Place the computer onto the vehicle cradle, making sure it is securely latched.
2. If charging is required it begins automatically. LED #2 flashes.
3. When the battery is fully charged, LED #2 will be on steady.

Important

- A temperature of 0°C to 60°C (32°F to +140°F) is recommended when charging batteries with the vehicle cradle. Batteries may not charge successfully outside this temperature range.
- If you charge your battery daily, rely on the gas gauge reading to determine battery capacity. The gas gauge displayed by the Power Meter may show that the battery is full, but charging continues. This happens because the

charging process is trying to put a little more capacity into the battery. External power can be removed at this time since the battery is virtually full.

- If your battery is new or has not been used for several weeks, rely on the indicator light to determine when the battery is fully charged. The gas gauge is unreliable in these cases; it may read 100 percent, but the actual capacity is only 10 percent.
-

Communicating with Other Devices

Connect the external device to either of the USB ports on the back of the cradle, and then place the GoBook Pro onto the vehicle cradle. You can install or remove the computer from the vehicle cradle without connecting or disconnecting the cables.

External Antennas (RIM 802D & 902M Radio Modems)

An external RF antenna also can be connected to the cradle using the TNC RF connector on the back of the vehicle cradle. FCC regulations require that users of vehicle-mounted antennas must use only antennas authorized for use with the GoBook Pro in order to meet FCC RF exposure limits. Please contact your organizations's help desk for a list of approved vehicle-mounted antennas. For mounting installation and/or mounting instructions for these types of antennas, see the instructions that accompany each antenna.

RF Antenna Placement (RIM 802D & 902M Radio Modems)

WARNING Improper installation and/or operating configurations of permanent and magnetic vehicle-mounted antennas may cause FCC RF exposure limits to be exceeded. Vehicle-mounted antennas must be placed at least 20 cm from operators and bystanders.

Placement of a vehicle-mounted antenna

1. Measure and identify an area 20 cm (8 inches) in from the edges of the vehicle roof (see diagram below).
2. Place the antenna within that area.

To maximize RF performance, position the antenna in the center of the vehicle roof.



Cleaning or Replacing Cradle Contact Pins

The contact pins on the vehicle cradle are exposed to contamination and stress when the computer is installed and removed from the cradle during normal daily operation.

If the pins become dirty, they can be cleaned with an electrical contact cleaner. The power and ground pins are pins 3 and 8 respectively. When charging problems are encountered and replacement pins are not available, other pins in the contact assembly can be used to field fix the unit until replacement parts are available.



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7. Optional Equipment and Accessories Topics

GoBook Pro Help

Surge Protection

A large number of computer and high technology equipment damage is directly related to AC power and telephone line problems. These problems can include surges, spikes, noise, interference, and weather-related problems, which in turn can cause glitches, hang-ups, crashes, performance slow downs, and down time with computer equipment. The market is flooded with hundreds of AC power line surge suppressors advertising high performance surge protection; only a few of them actually provide adequate protection.

This section provides guidelines for selecting a quality surge suppressor to be used with your GoBook Pro, and it helps identify a few sources for products with acceptable performance.

Selecting the Right Surge Protection

Consider the level of quality you need when selecting a surge suppressor. This depends on factors such as surge environment, the type of equipment to be protected, and the quality of the electrical wiring and

service.

Surge Environment

Surge environment refers to the damage potential from electrical surges in a particular geographical area. A high quality suppressor should be used if there is frequent lightning activity in the area and the location service is fed by overhead [utility](#) poles.

Type of Equipment to be Protected

If the computer is equipped with a modem, the modem should also be surge protected. Protecting the power line without protecting the modem line provides only partial protection.

Quality of Electrical Wiring and Service

Wiring should be up to current NEC standards and have verified good AC grounds. It is important that your computer system be plugged into a grounded AC outlet when charging and that all peripherals connected to your system reference the same AC ground.

Selecting the Right Equipment

There are a number of companies that sell quality surge suppressors such as Sutton Designs, APC, and Panamax. When you are looking for a surge suppressor, consider these things.

- Expect to pay at least \$50 for a good quality surge suppressor.
 - The surge suppressor should be a UL 1449, 497, and 1283 listed for surge suppression, modem surge protection, and RFI/EMI noise filtering respectively.
 - The surge suppressor should have diagnostic LEDs that verify good AC ground, proper wiring, and proper surge operation. Lighted on/off switches are not recommended since they can produce electrical noise.
 - The Joule ratings should be a minimum of 480 Joules for the AC surge circuit.
 - The Joule ratings should be a minimum of 240 Joules for the modem.
 - The modem surge circuit should present low capacitance to the modem line or it will slow the transmission rate. Capacitance should be specified at less than 50 picofarads.
 - Quality surge suppressor manufacturers generally offer a lifetime warranty.
 - Consider obtaining a protected equipment coverage policy which insures the equipment in the event of surge damage.
 - The devices that will be attached to the computer also need to be surge protected.
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7. Optional Equipment and Accessories Topics

GoBook Pro Help

Parallel Adapter



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Maintenance and Storage

The GoBook Pro is [ruggedized](#) and weather resistant. Handle it with the normal care required by any sophisticated electronic equipment, and the computer will provide reliable service even under harsh field conditions.

Follow the guidelines in this section to care for your unit.



8. Maintenance and Storage Topics

GoBook Pro Help

Touch Screen Care

CAUTION

- Always use an approved stylus or your finger.
- Never use sharp, hard, or abrasive implements on the touch screen such as ball point pens, pencils, or keys.

They could damage the screen.

- To clean the touch screen panel, apply a household glass cleaner to a soft, clean, dry cloth and wipe the screen.



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8. Maintenance and Storage Topics

GoBook Pro Help

Hard Drive Care and Handling

All hard drives contain media for data storage in the form of a rotating disk, read/write head(s), a motor, and electronics for interfacing and control. Each hard drive type can be susceptible to damage from severe shock and other stressful environmental impacts. The degree of susceptibility to damage is directly related to the individual hard drive and mounting system employed.

When reading or writing to the [hard disk](#), the head is “flying” on a thin layer of air, micro-inches above the disk. A shock can cause the read/write head to contact the spinning disk, resulting in immediate loss of stored data and possible physical damage to the disk. It could also create loose debris in the drive enclosure that may cause progressive damage over time.

To reduce exposure to high operating shocks, the GoBook Pro uses power modes for the hard drive that prevent the read/write heads from being positioned over the disk when it is not being used: idle mode and standby mode.

You can reduce the risk of damage to the hard drive and increase the reliability of the hard drive and data integrity by following the recommendations below.

Internal Hard Drives

- Do not intentionally drop the computer. The unit is designed to withstand the day to day rigors of the mobile environment and provide years of reliable service. The useful life of the product can be enhanced by not intentionally abusing it.
- Whenever possible suspend the unit by pressing FN+Q before moving it from one location to

another. This will unload the read/write heads and spin down the disk.

- Maintain the environmental seal of the computer by keeping [PC Card](#) access door closed and latched. Also avoid exposing the unit to extreme temperatures or moisture when the door is open.
- Periodically backup or archive important files and data.

External PC Card Hard Drives

Each PC Card hard drive manufacturer provides specific guidelines for the care and handling of the product. In addition, follow these recommendations:

- When the PC Card hard drive is not inserted in a PC Card socket, store the hard drive in a protective carrying case. This will help protect it from inadvertent shocks.
- Always use care when handling the hard drive. Do not drop, bend, flex, or crush it.
- Avoid exposing the PC Card hard drive to extreme moisture, heat, or sunlight.
- Keep all debris out of the connector to ensure good electrical connections.
- There are no user repairable parts in the PC Card hard drive. Do not attempt to disassemble any part of the hard drive. The warranty will be voided if drive seals are broken or screws have been removed.
- Periodically backup or archive important files and data.

If you encounter or suspect hard drive problems, you can run SCANDISK, which provides a description of file usage and syntax on selected drives. SCANDISK will identify any failures on the hard drive and prompt you for corrective action based on selected options. If problems are found, it may be necessary to run SCANDISK several times to determine the extent and severity of the problem. SCANDISK may discover multiple bad clusters. Up to ten bad clusters can be allowed before returning the computer for service. After you have run SCANDISK and the problem persists or becomes more severe, or if SCANDISK finds more than ten bad clusters, return the unit for service.



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8. Maintenance and Storage Topics

GoBook Pro Help

Battery Maintenance and Storage

Maintaining Batteries

Follow these guidelines to maintain performance of Lithium-Ion (Li-on) batteries.

- Avoid exposing batteries to extremely hot or cold temperatures for long periods. To prevent possible damage to the battery, the GoBook Pro does not allow the battery to charge if the internal temperature of the battery gets too low ($< 5^{\circ}\text{C}$ or $< 41^{\circ}\text{F}$) or too high ($> 50^{\circ}\text{C}$ or $> 122^{\circ}\text{F}$).
- Charge the battery nightly where the temperature will remain around 20°C (68°F).
- Re-calibrate your battery when your battery performance degrades.

Storing Batteries

- Store the battery within the recommended temperature range: 10°C to 30°C (50°F to 86°F).
- Unused or stored batteries can lose power over time. When you install a battery that has not been used for awhile, connect [external power](#) to the computer and charge the battery.
- After storage, battery calibration may increase its capacity.



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8. Maintenance and Storage Topics

GoBook Pro Help

Computer Maintenance and Storage

Maintaining Your Computer

Follow these guidelines to help maintain the condition and performance of your computer.

- Turn off the computer when you are not using it.

- Charge the batteries daily or whenever their capacity is low.
- Operate the computer within the recommended temperature ranges of 0°C to +60°C (32°F to +140°F).

Care and Cleaning

Physical Inspection Periodically inspect the computer and accessories for wear, damage, loose or missing parts. Identifying and correcting potential problems early can help reduce the need to return the unit for service.

Outside Case Like all tools, the outside of the computer will get dirty with use. The case is made of painted Magnesium and polycarbonate blend (plastic) doors and covers. These areas can be cleaned with a solution of one part Formula 409™ and one part water. Follow the procedure below.

To clean the outside case

1. Disconnect external power and turn off the computer.
2. Remove the battery.
3. Using a soft, dry cloth (do not use paper products because they can scratch the surface), add a small amount of cleaning solution to the cloth and clean the computer case.
4. Wipe off any excess liquid with a soft cloth.
5. Reinstall the battery.

Display Periodically inspect the display to make sure the brightness function is operating properly.

To clean your touch screen

To clean the display assembly, use the same cleaning solution and procedure described earlier for the outside case. In some cases, you can use a small amount of isopropyl alcohol to remove streaks or smears. Use a soft, clean cloth to clean the display. Do not use paper products because they can scratch the screen.

External Power Connector The external power connector may sometimes be exposed to moisture and/or contamination causing an unreliable connection to the external power source.

Clean the connector using a cotton swab dipped in isopropyl alcohol.

RJ-11/ RJ-45 / USB Connectors Make sure these connectors are operating properly. During normal use, the connector pins can get dirty or become broken, bent, or pushed out of place. Clean the connector with a cotton swab dipped in isopropyl alcohol.

Keyboard Check all keys to make sure they are working properly. To clean the keyboard, use the same cleaning solution and procedure described above for the outside case.

If keyboard problems persist, the keyboard might need to be replaced. This can be done without returning the unit for service. Contact your local support person for more information.

I/O Ports Make sure the video, serial, and audio ports are operating properly. Periodically inspect the ports for damage or contamination, and make sure the cover is attached to the computer. The I/O cover can be replaced without returning the unit for service. Contact your local support person for more information.

PC Card Door and Connector Whenever possible, make sure this door is closed and latched properly. When the PC Card door is closed, it provides a watertight seal for the PC Card socket. Shield the area from all contaminants such as liquids, rain, snow, and dust when the door is open.

Make sure the PC Card connector is operating properly by reading from or writing to a PC Card.

Cradle Contacts The cradle contacts on the bottom of the computer may get dirty with daily use. Connectors can be cleaned with a cotton swab dipped in isopropyl alcohol.

Storing Your Computer

You can store the GoBook Pro for approximately 7 - 10 days without losing data as long as the battery is fully charged to begin with.

If you plan to store the computer for more than 7 - 10 days, follow these storage guidelines.

To store the computer

1. Files and data should be saved before storing the computer.

Contact your organization's help desk about the procedure for backing up files or data.

2. Exit all applications and use the appropriate procedure to exit from your operating system.
3. Turn off the computer.
4. Remove the battery from the unit and store it in a dry place.
5. Store the computer within the recommended temperature ranges of -40°C to +75°C (-40°F to +167°F).

If you use PC cards, refer to the manufacturer's instructions you received with the card for storage and care information.



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Error Messages

The following are possible error and warning messages you may encounter while operating the GoBook Pro computer. The messages described in this section are listed below.

Error and warning messages are generated by several different sources including:

- Power On Self Test (POST)
- [MS-DOS](#)
- Windows
- Applications



A. Error Messages Topics

GoBook Pro Help

POST Messages

When the GoBook Pro computer restarts, it tests its [hardware](#) components. This test is called the [Power On Self Test \(POST\)](#) . If the system finds an error during this test, it displays an error message.

Some POST errors can occur before anything can be displayed on the screen. In this case, the computer issues a series of beeps, then stops working. This type of error indicates a serious hardware problem, and you should contact your supervisor or your organization's help desk.

The most common POST error messages are listed next along with solutions you can try.

Failure Fixed Disk

Fixed disk is not working or not configured properly. Check to see if fixed disk is attached properly. Run Setup. Find out if the fixed-disk type is correctly identified.

Stuck key

Stuck key on [keyboard](#) .

Keyboard error

Keyboard not working.

Keyboard Controller Failed

Keyboard controller failed test. May require replacing keyboard controller.

Keyboard locked - Unlock key switch

Unlock the system to proceed.

Monitor type does not match CMOS - Run SETUP

Monitor type not correctly identified in Setup

Shadow Ram Failed at offset: nnnn

Shadow RAM failed at offset nnnn of the 64k block at which the error was detected.

System RAM Failed at offset: nnnn

System RAM failed at offset nnnn of in the 64k block at which the error was detected.

Extended RAM Failed at offset: nnnn

Extended memory not working or not configured properly at offset nnnn.

System battery is dead - Replace and run SETUP

The CMOS clock battery indicator shows the battery is dead. Replace the battery and run Setup to reconfigure the system.

System CMOS checksum bad - Default configuration used

System CMOS has been corrupted or modified incorrectly, perhaps by an [application](#) program that changes data stored in CMOS. The BIOS installed Default Setup Values. If you do not want these values, enter Setup and enter your own values. If the error persists, check the system battery or contact your dealer.

System timer error

The timer test failed. Requires repair of system board.

Real time clock error

Real-Time Clock fails BIOS hardware test. May require board repair.

Check date and time settings

BIOS found date or time out of range and reset the Real-Time Clock. May require setting legal date (1991- 2099).

Previous boot incomplete - Default configuration used

Previous POST did not complete successfully. POST loads default values and offers to run Setup. If the failure was caused by incorrect values and they are not corrected, the next boot will likely fail. On systems with control of wait states, improper Setup settings can also terminate POST and cause this error on the next boot. Run Setup and verify that the wait-state configuration is correct. This error is cleared the next time the system is booted.

Memory Size found by POST differed from CMOS

Memory size found by POST differed from CMOS.

Diskette drive A error

Diskette drive B error

Drive A: or B: is present but fails the BIOS POST diskette tests. Check to see that the drive is defined with the proper diskette type in Setup and that the diskette drive is attached correctly.

Incorrect Drive A type - run SETUP

Type of floppy drive A: not correctly identified in Setup.

Incorrect Drive B type - run SETUP

Type of floppy drive B: not correctly identified in Setup.

System cache error - Cache disabled

RAM cache failed and BIOS disabled the cache. On older boards, check the cache jumpers. You may have to replace the cache. See your dealer. A disabled cache slows system performance considerably.

CPU ID:

CPU socket number for Multi-Processor error.

EISA CMOS not writeable

ServerBIOS2 test error: Cannot write to EISA CMOS.

DMA Test Failed

ServerBIOS2 test error: Cannot write to extended DMA (Direct Memory Access) registers.

[Software](#) NMI Failed

ServerBIOS2 test error: Cannot generate software NMI (Non-Maskable Interrupt).

Fail-Safe Timer NMI Failed

ServerBIOS2 test error: Fail-Safe Timer takes too long.

device Address Conflict

Address conflict for specified device.

Allocation Error for: device

Run ISA or EISA Configuration [Utility](#) to resolve resource conflict for the specified device.

CD ROM Drive

CD ROM Drive identified.

Entering SETUP ...

Starting Setup program

Failing Bits: nnnn

The hex number nnnn is a map of the bits at the RAM address which failed the memory test. Each 1 (one) in the map indicates a failed [bit](#) . See errors 230, 231, or 232 above for offset address of the failure in System, Extended, or Shadow memory.

Fixed Disk n

Fixed disk n (0-3) identified.

Invalid System Configuration Data

Problem with NVRAM (CMOS) data.

I/O device IRQ conflict

I/O device IRQ conflict error.

PS/2 Mouse Boot Summary Screen:

PS/2 Mouse installed.

nnnn kB Extended RAM Passed

Where nnnn is the amount of RAM in kilobytes successfully tested.

nnnn Cache SRAM Passed

Where nnnn is the amount of system cache in kilobytes successfully tested.

nnnn kB Shadow RAM Passed

Where nnnn is the amount of shadow RAM in kilobytes successfully tested.

nnnn kB System RAM Passed

Where nnnn is the amount of system RAM in kilobytes successfully tested.

One or more I2O Block Storage Devices were excluded from the Setup Boot Menu

There was not enough room in the IPL table to display all installed I2O block-storage devices.

[Operating system](#) not found

Operating system cannot be located on either drive A: or drive C:. Enter Setup and see if fixed disk and drive A: are properly identified.

Parity Check 1 nnnn

Parity error found in the system bus. BIOS attempts to locate the address and display it on the screen. If it cannot locate the address, it displays ????. Parity is a method for checking errors in binary data. A parity error indicates that some data has been corrupted.

Parity Check 2 nnnn

Parity error found in the I/O bus. BIOS attempts to locate the address and display it on the screen. If it cannot locate the address, it displays ????.

Press <F1> to resume, <F2> to Setup,

<F3> for previous

Displayed after any recoverable error message. Press <F1> to start the boot process or <F2> to enter Setup and change the settings. Press <F3> to display the previous screen (usually an initialization error of an Option ROM, i.e., an add-on card). Write down and follow the information shown on the screen.

Press <F2> to enter Setup

Optional message displayed during POST. Can be turned off in Setup.

PS/2 Mouse:

PS/2 mouse identified.

Run the I2O Configuration Utility

One or more unclaimed block storage devices have the Configuration Request bit set in the LCT. Run an I2O Configuration Utility (e.g. the SAC utility).

System BIOS shadowed

System BIOS copied to shadow RAM.

UMB upper limit segment address: nnnn

Displays the address nnnn of the upper limit of Upper Memory Blocks, indicating released segments of the BIOS which can be reclaimed by a virtual memory manager.

Video BIOS shadowed

Video BIOS successfully copied to shadow RAM.



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A. Error Messages Topics

GoBook Pro Help

MS-DOS Messages

The [MS-DOS operating system](#) may display a warning or error message if it encounters a problem with a command in the CONFIG.SYS or AUTOEXEC.BAT file, or a command that you entered at the DOS prompt. Following are a few of the most common MS-DOS messages.

Bad command or file name

A command was entered that is spelled incorrectly or does not exist on the computer.

Invalid media type reading drive X (where X is any drive letter)

Abort, Retry, Fail?

The media may not be formatted. Press a to abort, then format the card using the MS-DOS Format command, or from Windows using the Format Disk command.

Invalid drive specification

You tried to access a drive that does not exist. This can happen if you try to access drive D, but the media is not loaded. Report this error to your supervisor or help desk.

Non-System disk or disk error

Replace and press any key when ready

This can occur if media is in the card socket and you restart the computer. Remove the media, and then press any key.

Not ready reading drive X (where X is any drive letter)

Abort, Retry, Fail?

Make sure that the media is inserted fully into the card socket, then press r to retry.



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A. Error Messages Topics

GoBook Pro Help

Windows Messages

Windows messages are typically self-explanatory. (See Appendix B Troubleshooting, for more information).

Application Messages

Both [MS-DOS](#) and Windows applications may display messages if a warning or error condition occurs. Refer to the [online Help](#) or other documentation for the [application](#) that generated the message.



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Troubleshooting

This section is designed to help you determine and fix problems you might encounter while operating the GoBook Pro computer. Try the following things in order:

- First look through the categories in this section for a solution.
- If you don't find a solution for your situation here, try one of the resources listed below.
- If you are having a problem with a computer [application](#) , use the [online Help](#) that comes with the application to find a solution.
- If you still cannot resolve your problem, contact the help desk at your organization.



B. Troubleshooting Topics

GoBook Pro Help

Applications

My [application](#) locks up, acts strangely, or produces a General Protection Fault (GPF) error

- If you've tried to resolve the problem and your application still doesn't respond, you may need to restart your computer as described below.

To reboot your computer, select Start, Shut Down, Restart, or press CTRL+ALT+DEL twice.

If the computer does not restart, the [keyboard](#) may be locked up. Reset the computer by holding down the two mouse buttons for at least 10 seconds and then release the buttons.

- The data on the [hard disk](#) could be corrupted. Run SCANDISK.
- Windows is out of memory/resources. Exit Windows and restart Windows.

Communications programs such as HyperTerminal, or Procomm Plus don't seem to work or they lock Windows

- When you first try to use HyperTerminal or similar application, the system responds with a message asking if you want to install the modem. Answer "Yes" to this question and follow the instructions on the screen to install it.
- Verify with your company that your computer has an internal modem installed.



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Batteries

The battery does not charge

- To prevent possible damage to the battery, the system will not allow a charge if the battery temperature is extremely hot or cold (such as in a closed, unattended vehicle). If possible, charge the battery in a location with a moderate temperature of around 20°C (68°F).
- If possible, turn off the computer while the battery is charging.
- If the battery is new or has been stored for a week or more, follow this procedure:
 1. Make sure the computer is turned off.
 2. Remove the battery.
 3. Connect the [AC adapter](#) to the computer and an AC wall outlet, and then turn on the computer by pressing the FN+ON (spacebar).
 4. Reinstall the battery.
 5. Allow the system to remain idle for one hour with the AC adapter connected to the computer.

The [Charging LED](#) activity indicator blinks when the battery starts charging.

6. If the battery still fails to charge after an hour, remove the battery, wait several seconds, and then install it again.

If the battery does not begin charging within several minutes, return the unit for service.

The batteries take much longer than seven hours to charge

- Under moderate temperatures, about 21°C (70°F), the computer's battery takes approximately 4 to 5 hours to completely charge. Under extremely cold or hot temperatures, however, the battery can take up to 16 hours to fully charge.

The batteries don't last very long

- As your battery ages, the maximum capacity that it can hold naturally decreases, and even the best maintained batteries eventually need to be retired. Consider replacing the battery if you are not getting the usage you need from it.

The gas gauge isn't full after charging the battery

- This may indicate that the charging process terminated prematurely.

The gas gauge reads "full," but the indicator light is still On

- If you charge your battery daily, rely on the gas gauge reading to determine battery capacity. The charging process may continue even if the gas gauge reads full. External power can be removed because the battery is virtually full.

My battery seems to have less and less capacity

- Over time as your battery ages, the maximum capacity that it can hold naturally decreases, and even the best maintained batteries eventually need to be retired. Consider replacing your battery if you are not getting the usage you need from it.



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B. Troubleshooting Topics

GoBook Pro Help

Display

The display performance is slow

- The temperature may be too cold. Move the computer to a warmer operating environment.

I can't read the display

- Adjust the [backlight](#) .
- The automatic power-saving mode may have shut off (suspended) the computer. Press FN+ON (spacebar) to resume.

The underlined, inverse, and hypertext characters are difficult to read on the screen

- Change the color scheme. From the Start Menu select Settings, Control Panel, choose Display, and then click the Appearance tab to make changes to the color scheme.

- Make the online hypertext jumps black by adding the line `JumpColor=0,0,0` to the [Windows Help] section of WIN.INI.

I can't see the cursor while using the DOS editor

- Press FN+insert to change from insert mode to overwrite mode to enable a block cursor. When it defaults to insert mode, the DOS editor uses an underline cursor which is less visible than the block cursor for overwrite mode.

The display appears to have random pixels darkened after scrolling

- Contact your supervisor or your organization's help desk for information about correcting this problem.

I changed my display resolution, but I see no difference on the screen

- Try restarting your computer for the changes to take effect.



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B. Troubleshooting Topics

GoBook Pro Help

Hard Disk

The hard disk will not spin up so the computer can't boot up

- This occurs if the unit is exposed to extreme low temperatures. This is not a hardware failure associated with the [hard disk](#). Allow the computer to warm to room temperature.

I can't save files because the disk is full

- Report this situation to your supervisor or your organization's help desk.

Diskette Read Error

- Any card in the PC card socket except for a properly formatted memory card will cause this error since it is trying to read the PC card.



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B. Troubleshooting Topics

GoBook Pro Help

I/O Ports

I can't access a [serial port](#)

- Make sure another [application](#) is not using the same [port](#) .
- Make sure the correct COM port is selected in your application. Refer to the [online Help](#) for your application.



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B. Troubleshooting Topics

GoBook Pro Help

Keyboard

Something unexpected happens when I press a key

- You may have pressed a key combination that performs a Windows function. Make sure you are pressing the correct keys for the [application](#) you are running.

Incorrect characters appear on the screen when I press certain keys

- You may be in NUM LOCK mode. Press FN+NUM LOCK to toggle NUM LOCK mode off.



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B. Troubleshooting Topics

GoBook Pro Help

Landline Modems

The modem doesn't work

- When you first try to use HyperTerminal or similar application , the system responds with a message asking if you want to install the modem. Answer “Yes” to this question and follow the instructions on the screen to install it.
- Make sure the communication settings are correct in your application. Refer to the [online Help](#) for your application.

The modem doesn't dial a number

Check these things:

- If you are using an external modem, make sure the cables are attached correctly.
- Make sure your communications parameters are correct in your application. Refer to the online Help for your application.

The modem dials and receives an answer but does not establish a connection

- You may have incorrect parameters selected for your application to talk with the remote modem. Refer to the online Help for your application.
- You may need to adjust your modem's baud rate or protocol selection.

Communications programs such as HyperTerminal or Procomm Plus don't seem to work or they lock Windows

- If you are using the internal modem, be sure to specify the proper communications [port](#) .
- When you first try to use HyperTerminal or similar application, the system responds with a

message asking if you want to install the modem. Answer “Yes” to this question and follow the instructions on the screen to install it.

The modem dials and the answering modem generates tone, but our modem does not begin the training sequence to establish a connection

Although the problem may appear to originate from the computer, the source of the problem is the answering modem.

- Try setting up the answering modem to generate the correct V.22 tone, which can usually be done by sending an AT command to the modem.
- Add %!1300AO to the initialization string. If used, this command must be sent immediately before the command to dial the desired phone number and sent again before re-dialing the number since the modem will default to the original setting at the end of the session.



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B. Troubleshooting Topics

GoBook Pro Help

Miscellaneous

The computer shuts off unexpectedly

- The computer has entered [suspend mode](#) . Press a key to turn it back on.
- The battery capacity may be low. Connect [external power](#) to charge the battery, or replace the battery with a fully charged one.

The [speaker](#) volume is too high or too low

- Increase the volume by pressing FN+F7; decrease the volume by pressing FN+F6.

The computer won't turn on

- The battery may not be installed properly, or it may not be fully charged. Make sure a fully charged battery is properly installed.

- Connect external power to charge the battery if it is not charged.
- If you are using the [AC adapter](#) , check the electrical outlet you are using to make sure it is working properly.
- If the GoBook Pro computer does not turn on, restart the computer by holding down both mouse buttons for at least 10 seconds and then release the buttons.

The computer won't turn off

- Press and hold the FN+Q keys.

The computer enters suspend mode too quickly

- When there is no activity for a period of time, the computer turns off or enters suspend mode. To extend this time, use the [Power Management](#) program and increase the non-activity time to enter suspend.

The computer doesn't automatically suspend

- Check to make sure the COM ports are off. For example, exit any [application](#) that uses COM ports.
- Make sure external power is not connected. Depending on power settings, some systems will not suspend automatically when they are connected to external power.

The system date and time are incorrect

- Reset the correct date and time by choosing the Date/Time icon from Control Panel and making the appropriate changes.

I receive an "out of memory" error message

- Too many applications may be running at the same time. Close applications you don't need.
- Run [MS-DOS](#) applications in full screen rather than a window. Press ALT+ENTER to toggle between full screen and window mode.
- If you're using [desktop](#) wallpaper, set wallpaper to None. To do this, choose Display from Control Panel and make the appropriate change.
- Make sure you have enough space on your [hard disk](#) . Contact your supervisor or your organization's help desk for assistance.
- Set up a permanent swap file. Contact your supervisor or your organization's help desk for assistance.

Holding down the two mouse buttons to reset the computer doesn't always work

- Try resetting the computer again. If this doesn't work, remove all power, and allow the unit to remain idle for ten minutes. After ten minutes, connect external power and retry.



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B. Troubleshooting Topics

GoBook Pro Help

Mouse

I have difficulty double-clicking the mouse fast enough

- From the Start Menu, select Settings, Control Panel, and then choose Mouse. The Buttons tab contains the setting for the double-click speed.

I can't see the mouse pointer

- The mouse pointer may be off the screen. Move the mouse until it reappears on the screen.
- From the Start Menu, select Settings, Control Panel, and then choose Mouse. The Motion tab contains settings for the mouse speed and mouse trails.



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B. Troubleshooting Topics

GoBook Pro Help

PC Cards

I can't remove the [PC card](#)

- Press the ejector button located inside the PC card door on the side of the computer. The button will pop out. Press the ejector button again to eject the PC card. Slide the card out.
- If the ejector button malfunctions when you press it, release the button and then press it again.

Diskette Read Error

- Any card in the PC Card socket except for a properly formatted memory card will cause this error since it is trying to read the PC Card.

The system does not recognize the PC Card CD-ROM when it is inserted into the PC Card socket

- There is a delay of 10 to 15 seconds before the CD-ROM drive is recognized.
- Drivers may not be installed. Contact your organization's help desk for assistance.

The computer locks up when I remove the PC card

- Before you remove the card, select the PC card icon in the system "tray" area of the screen (near the clock in the lower right corner), and choose "Stop [card name] card."



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B. Troubleshooting Topics

GoBook Pro Help

Pen/Touch Screen

When I try to use the stylus on my touch screen, nothing happens

- If you cannot select objects accurately with the stylus, you may need to recalibrate the touch screen.

To calibrate the touch screen

1. From the Start Menu, select Programs, UPDD, and then choose Calibrate.

2. Follow the instructions on the screen to calibrate the touch screen.

The touch screen display warps or pillows in high humidity

- The computer remains functional; however, moving the computer to a more suitable environment will allow the display to recover.



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B. Troubleshooting Topics

GoBook Pro Help

Wireless Modems

How can I tell if my CDPD radio is working?

Try the following procedure:

1. From the Start Menu, select Programs, then “Sierra Wireless”, then “Aircard3XX”, then “WirelessExpert”
2. Press the Next Button
3. If you encounter an error message, follow the on screen instructions.
4. Verify or enter the correct NEI (Network IP address) and DNS (Domain Name Server IP address) for your CDPD network registration
5. Press the Next Button. WirelessExpert then automatically perform a series of tests. If a red X is displayed in any check box, then an error resulted from that test.
6. If a red X is displayed in the check box next to “Scan for Valid CDPD channel” then your CDPD radio cannot “hear” the cellular network. You are either out of RF coverage or have a RF performance problem. Check your RF coverage and [antenna](#) position. Press Back to repeat test.
7. If a red X is displayed in the check box next to “Register with CDPD Network” then your CDPD radio failed to register with the network. Check your CDPD network registration status with your CDPD provider. Press Back to repeat test

8. If a red X is displayed in the check box next to “Ping the network” then your CDPD radio cannot deliver a packet to itself through the CDPD network. Check with your CDPD network provider to verify your NEI and DNS are correct. If your NEI and DNS are correct, you may be at the edge of RF coverage or have a RF performance problem. Check your RF coverage and antenna position. Press Back to repeat test.
9. If a green check is displayed in all three of the above check boxes, then your CDPD radio is working properly. If you continue to have CDPD communication problems, check with your [application](#) support personnel to investigate your networking and application setup.

How can I tell if my ARDIS/MOTIENT or RAM/BSW/Cingular radio is working?

- Enable a RIM Radio communication session

1. From the Start Menu, select Programs, Communications, then Terminal.
2. Double-click the “Make a new session” icon to bring up the Session Properties dialogue box. On the Communications Tab, enter a name for the session, select modem “RIM Radio on COM4”, then click the configure button.
3. Under the Device Properties [Port](#) Settings tab, check Manual Dial and configure the Connection Properties as follows:

Baud Rate	9600
Data Bits	8
Parity	None
Stop Bits	1
Flow Control	Hardware

4. Click OK to save these settings and return to Session Properties.
5. Enter any digit in the Telephone Number block and click OK, then click OK again. This will bring up the Connection Dialing status window for your terminal session. In this box you will see an OK and a X box in the upper right hand corner. Click OK. The terminal session will come up again with a question mark (?) and an X.
6. Type “menu” (entered keys will not be displayed) at the cursor to enter the diagnostic screen and view options for the session. The diagnostic will establish communications with the RF Modem and begin updating.

Q – Quit the diagnostic and reset the radio. (ARDIS/MOTIENT & RAM/BSWD)

H – Displays RF Modem firmware and date. (ARDIS/MOTIENT & RAM/BSWD)

I – Toggle interactive Serial Mode Enabled. (RAM/BSWD)

B – Displays RF Modem battery level (Displayed as a percentage - inaccurate). (ARDIS/

MOTIENT & RAM/BSWD)

R – Displays RSSI level in dBuV (dBuV - 107 = dBm). (ARDIS/MOTIENT & RAM/BSWD)

D – Displays RF Modem system status. (ARDIS/MOTIENT & RAM/BSWD)

P – Ping, which can be used to send a system check to yourself. (ARDIS/MOTIENT & RAM/BSWD)

N – Set the current network. (ARDIS/MOTIENT & RAM/BSWD)

7. Select an option from the menu for your session. For troubleshooting purposes, D, R, and P will generally establish if the RF Modem is functional.

Displaying RF Modem system status verifies that the computer can communicate with the RF Modem through the terminal application and allows the display of RF Modem specific information. Entering “D” will result in a display similar to the one below:

LLI=880C746 RSSI=21%-94 dBuV Battery Level=40% Network=ARDIS

Contact=Yes Protocol=MDC Power Save=Enabled Rx/Tx Enabled/Enabled

Radio Chan=2183 Base ID=C2/01/13/13

Monitoring Receive Signal Strength Indicator (RSSI) level establishes connectivity within the coverage area. Entering “R” will result in a display similar to the one below:

Updating RSSI Level

RSSI=21% -94 dBuV

Pinging a unit by sending a message to itself through the network confirms the network connectivity. Entering “P” will result in a display similar to the one below:

Ping: Sending SDU to yourself

PING: STATUS SDU has been sent

Received SDU from 8800C746 - length 42



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