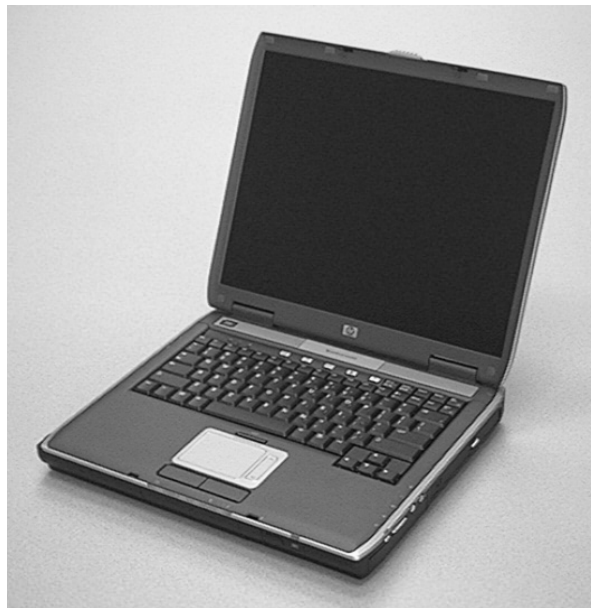




HP Omnibook XE4400

Technology Code KD



Service Manual

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Introduction

This manual provides reference information for servicing an HP Omnibook XE4400 (technology code KD) notebook computer. It is for use by HP-authorized service personnel while installing, servicing, and repairing this product.

The manual is designed as a self-paced guide that will train you to install, configure, and repair this notebook. The manual is self-contained, so you can follow it even without having equipment available.

The following table lists other sources of information about the notebook computer and related products.

Source	Address or Number	Comments
HP Notebook Web Site	http://www.hp.com/notebooks (http://www.europe.hp.com/notebook , European mirror)	
HP Business Support web Site	www.hp.com/go/bizsupport	
HP Partnership Web	http://partner.americas.hp.com	Restricted to Authorized Resellers only.
HP Asia Pacific Channel Support Centre for DPSP Partners	http://www.hp.com.au	Restricted to DPSP Partners only.
HP/MCD web site	http://www.mcd.hp.com	HP's internal web site for division information.
America Online	Keyword: HP	Call (800) 827-6364 for membership within the US.
CompuServe	GO HP	Call (800) 524-3388 for membership within the US.
HP Support Assist CD-ROM	(800) 457-1762	US and Canada.
	(801) 431-1587	Outside US and Canada.
Microsoft Windows manual		Information about Windows operating system.
Microsoft Web	http://www.microsoft.com	Information and updates for Windows operating systems.

Product Information

The HP Omnibook XE4400 notebook computer provides outstanding performance and expandability in a conveniently portable form. The notebook's high-performance components use the latest technologies to enable it to serve as a desktop computer or a portable multimedia presentation tool. Note that the following list of products is current at the time of publication but is subject to change.

Table 1-1. Omnibook XE4400 Notebook

Omnibook Product *	CPU	Display	Hard Drive	CD/DVD Drives	Standard SDRAM/ Video Mem	Communication	Battery
F4666 J/H	Pentium 4, 1.8 GHz	14.1-in XGA	20 GB	DVD	256 MB/32 MB	Modem/LAN	Li-Ion
F4667 J/H	Pentium 4, 2.0 GHz	15-in XGA	30 GB	CDRW/DVD	256 MB/32 MB	Modem/LAN	Li-Ion
F4670 J/H	Pentium 4, 1.8 GHz	14.1-in XGA	20 GB	DVD	256 MB/16 MB	Modem/LAN	Li-Ion
F4671 J/H	Pentium 4, 2.0 GHz	15-in XGA	30 GB	CDRW/DVD	256 MB/16 MB	Modem/LAN	Li-Ion
F4673 J/H	Pentium 4, 1.8 GHz	15-in SXGA+	30 GB	CD	256 MB/32 MB	Modem/LAN	Li-Ion
F4674 J/H	Pentium 4, 2.0 GHz	15-in SXGA+	40 GB	CDRW/DVD	512 MB/32 MB	Modem/LAN	Li-Ion

This table lists only base product configurations—custom configurations are not included.

* The J/H suffix indicates the notebook's OS: J = Windows XP Professional with Windows 2000 Recovery CDs, H = Windows XP Home.

Features

The following three illustrations show the notebook's main external features. For an exploded view of the notebook, see page 4-2.

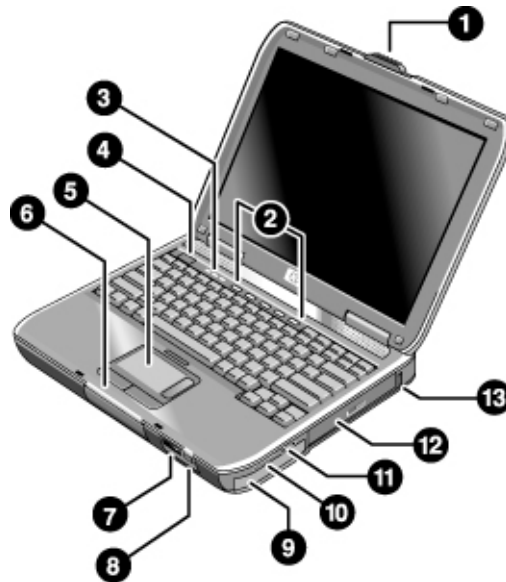


Figure 1-1. Omnibook XE4400— Front View

1. Notebook open/close latch.
2. One-touch buttons.
3. Keyboard status lights.
4. Power button. Turns the notebook on and off.
5. Touch pad, scroll pad, click buttons, plus on-off button.
6. Main status lights (left to right): power mode, battery, hard disk activity.
7. Infrared port.
8. Wireless on-off button and indicator light (on certain models).
9. Battery.
10. Volume and mute controls.
11. Audio jacks (left to right): audio out (headphones), external microphone.
12. CD-ROM, DVD, or other drive.
13. Universal Serial Bus (USB) port.

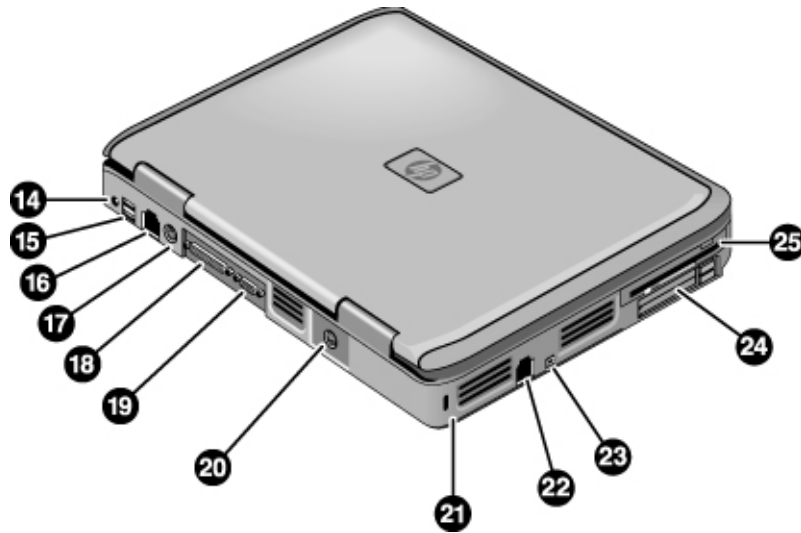


Figure 1-2. Omnibook XE4400— Back View

- | | |
|--|--|
| <ul style="list-style-type: none"> 14. AC adapter jack. 15. Two USB ports. 16. LAN port. 17. PS/2 keyboard or PS/2 mouse port (supports Y adapter). 18. Parallel port (LPT1). Use this port for a parallel printer or other parallel device. 19. External monitor. | <ul style="list-style-type: none"> 20. S-video port. 21. Kensington lock slot (security connector). 22. Modem port. 23. IEEE 1394 port (on certain models). 24. Two PC Card and CardBus slots and buttons. 25. Floppy drive (on certain models). |
|--|--|

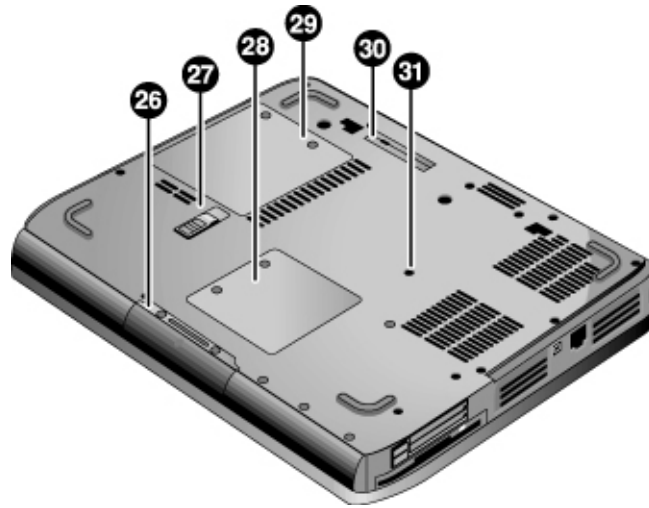


Figure 1-3. Omnibook XE4400— Bottom View

26. Hard disk drive.

27. Battery latch.

28. Mini-PCI door (no user parts inside).

29. SDRAM door.

30. Port replicator connector.

31. Reset button.

Operation

This section gives an overview of the notebook's operation.

Turning the Notebook On and Off

You can start and stop your notebook using its power button. However, at certain times you might want to use other methods to start or stop the notebook—depending on power considerations, types of active connections, and start-up time.

Note

This manual describes the notebook in its original factory configuration, with all settings at their default values.







Table 1-2. Activating Power Modes

Power mode	To enter this mode
On Power mode status light is on.	Press the power button.
Standby mode Saves significant power. Turns off the display and other components. Maintains current session in RAM. Restarts quickly. Restores network connections. Power mode status light blinks.	Press the power button —or— click Start, Turn Off Computer, Stand By (Windows XP) —or— click Start, Shut Down, Standby (Windows 2000) —or— allow timeout.
Hibernate mode Saves maximum power. Saves current session to disk, then shuts down. Restores network connections. Power mode status light is off.	Press Fn+F12 —or— click Start, Shut Down, Hibernate (Windows 2000) —or— allow timeout.
Shut down (off) Saves maximum power. Turns off without saving current session. At startup, resets everything, starts a new session, and restores network connections. Power mode status light is off.	Click Start, Turn Off Computer, Turn Off (Windows XP) —or— click Start, Shut Down, Shut down (Windows 2000) —or— press the power button for 4 seconds (only if the Start menu procedure doesn't work).
To turn on: Press the power button to restart, or to resume your session from Standby or Hibernate mode.	

Checking the Status of the Notebook






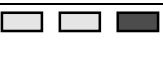
The main status lights on the front of the notebook report power status, battery status, and hard disk activity.

Table 1-3. Main Status Lights (front of notebook)

  	Meaning
	Power status On: notebook is on (even if the display is off). Blinking: notebook is in Standby mode. Off: notebook is off or in Hibernate mode.
	Hard disk drive activity On: notebook is accessing the hard disk drive.
	Battery status Green: The AC adapter is connected and the battery is fully charged. Amber: The AC adapter is connected and the battery is charging. Blinking: The AC adapter is connected and the battery is missing or has a fault. Off: The AC adapter is not connected.

The keyboard status lights, located above the keyboard, indicate the states of the keyboard locks.

Table 1-4. Keyboard Status Lights

  	Meaning
	Caps Lock Caps Lock is active.
	Num Lock Num Lock is active. (The Keypad Lock must also be on to use the embedded keypad.)
	Keypad Lock The embedded keypad is active (Fn+F8). Num Lock must also be on for the numeric keys; otherwise, cursor control is active (as marked on an external keyboard).

Using Fn Hot Keys

The combination of the Fn key plus another key creates a *hot key*—a shortcut key sequence—for various system controls. To use a hot key, press *and hold* Fn, press the appropriate second key, then release both keys.

Table 1-5. Fn Hot Keys

Hot Key	Effect
Fn+F1	Decreases the display brightness.
Fn+F2	Increases the display brightness.
Fn+F5	Toggles among the built-in display, an external display, and simultaneous display on both.
Fn+F8	Toggles the built-in keypad on and off. Does not affect an external keyboard. If Num Lock is on, then the numeric functions are active; otherwise, cursor control is active (as marked on an external keyboard).
Fn+F12	Enters Hibernate mode.
Fn+NumLock	Toggles Scroll Lock on and off.
Fn+Page Up	Increases the audio volume and cancels the mute setting.
Fn+Page Down	Decreases the audio volume.
Fn+Backspace	Audio mute.

Resetting the Notebook

Occasionally, Windows or the notebook might stop responding, so that you cannot turn the notebook off. If this happens, try the following in the order listed. Press the power button to restart.

- If possible, shut down Windows:

Windows XP: press CTRL+ALT+DEL, and then click Shut Down, Restart.

Windows 2000: press CTRL+ALT+DEL, click Shut Down, and press the power button to restart.

- Press and hold the power button for about four seconds until the display shuts down, and then press the power button again to restart.
- Use a ballpoint pen or a straightened paper clip to press the reset button on the bottom of the notebook.

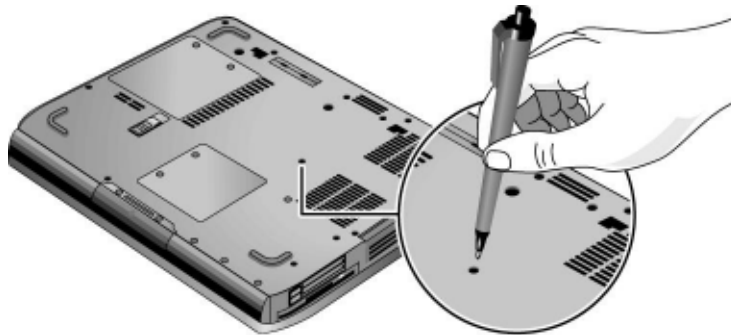


Figure 1-4. Resetting the Notebook

Note

To boot from a CD, insert a bootable CD (such as the *Recovery CDs*) into the CD/DVD drive, then restart. Press Esc when the HP logo appears, then select the CD/DVD drive as the temporary boot device.

Specifications

The following tables list the specifications for the notebook and its accessories. These are subject to change: for the latest versions, see the HP Notebook web site (www.hp.com/notebooks).

Table 1-6. Omnibook XE4400 Specifications

Physical Attributes	Size (14-inch display): 328 × 272 × 38 mm (12.9 × 10.7 × 1.5 in). Size (15-inch display): 329 × 272 × 44 mm (12.9 × 10.7 × 1.7 in). Weight: 2.9 kg (6.5 lb) minimum, depending on configuration.
Processor and Bus Architecture	1.8- to 2.0-GHz Intel Pentium 4 processor. 256- or 512-KB L2 cache. 400-MHz processor system bus.
Video	14.1-inch XGA (1024 × 768), or 15.0-inch XGA (1024 × 768) or SXGA+ (1400 × 1050) active-matrix (TFT) LCD display. Hardware 3D acceleration, hardware DVD acceleration. External monitors up to 1600 × 1200 resolution, 16M colors, and at least 85 Hz refresh rate (only 60 Hz at 1400 × 1050). Refresh rate and clarity may vary depending on monitor, resolution, and color depth. ATI Mobility Radeon graphics accelerator with 16- or 32-MB DDR graphics memory, 4x AGP graphics capability. Dual display capability (depends on operating system support).
Power	Rechargeable lithium-ion (14.8 Vdc) battery with LED charge-level gauge. Battery life: up to 3 hours typical (varies with model, usage, and power settings). Fast battery recharge: 2–3 hours when system is off, 3–4 hours when system is on. Low-battery warning. Suspend/resume capability. Universal AC adapter: 100–240 Vac (50/60 Hz) input, 19 Vdc output, 90 W.
Mass Storage	20- to 40-GB removable hard drive with Ultra-DMA 100 interface. 1.44-MB floppy drive module (certain models). 24x CD-ROM, or 8x DVD, or CD-RW, or CD-RW/DVD drive (or higher).
RAM	At least 128 MB RAM preinstalled. Two slots for PC2100 DDR-266 RAM modules. Up to 1 GB (1024 MB) RAM using 512-MB modules, future support for 2 GB RAM maximum.
Audio System	Stereo sound via two built-in speakers. 3D-enhanced audio. Volume and mute buttons. Headphone-out and microphone-in.
Keyboard and Pointing Device	87/88-key touch-type QWERTY keyboard with 101/102 key emulation. Embedded numeric keypad. 12 function (Fn) keys. 5 user-programmable One-Touch buttons. Touch pad with integrated scroll pad, on-off button and indicator. Left and right click buttons.
LAN	Ethernet 10Base-T (10 Mbps) and 100Base-TX (100 Mbps) support. Supports wake-on-LAN, fast IP, DMI, dRMON. MBA (Managed Boot Agent) support for PXE/BINL, NCP/IPX, DHCP.

Modem	<p>Software-based modem. Data speed: 56 Kbps (V.92) maximum. Fax speed: 14.4 Kbps, Class 1 and 2. Modulation: V.21, V.22, V.22bis, V.23, V.32, V.32bis, V.34, V.90, V.92, X2, Bell 103, Bell 212A. Synchronous transfer: V.80. Compression: V.42bis, MNP5. Error correction: V.42, MNP2-4. Fax: Group 3 fax, Class 1. V.17, V.27ter, V.29, V.21.</p>
Wireless LAN (certain models)	<p>Radio: IEEE 802.11b, WECA Wi-Fi compliant, direct-sequence spread-spectrum. Operating frequency: 2.5-GHz ISM band, exact frequencies and channels depend on country. Raw data rate: 1, 2, 5.5, or 11 Mbps. Transmitter output: 15 dBm typical (approx. 30 mW), 16 dBm max (approx. 40 mW). Receiver sensitivity: -84 dBm typical. Range: up to 100 m (300 ft) or more, depending on environment and conditions. On-off button and indicator. Mini-PCI interface.</p>
Input/Output	<p>9-pin, 115,200-bps serial (only with port replicator). 25-pin bi-directional ECP/EPP parallel. 15-pin VGA video-out with DDC support. S-video TV out. PS/2 keyboard/mouse. 4-Mbps IrDA-compliant infrared port. IEEE-1394 (certain models). Universal serial bus (USB 1.1), three ports.</p>
Expandability	<p>Two 16-/32-bit PC Card slots, Type II or III, CardBus enabled. Port replicator.</p>
Security Features	<p>User and administrator passwords. System password. PC identification displayed at boot. DMI-accessible electronic serial number. Kensington MicroSaver lock slot.</p>
Environmental Limits	<p>Operating temperature: 5 to 35 °C (41 to 95 °F). Operating humidity: 20 to 90 percent RH (5 to 35 °C). Operating altitude: up to 3000 m (10,000 ft) at 25 °C (77 °F). Storage temperature: -20 to 50 °C (-4 to 122 °F).</p>
Major ICs	<p>CPU: Intel Pentium 4 processor. Core logic: ALI 1671 / 1535+ chipset. Display controller: ATI Mobility Radeon M6-C/P. Audio/Modem controller: Conexant Smart AMC CX20468-21. CardBus controller: TI PC1520. Keyboard/embedded controller: National PC87570. Super I/O: integrated in core logic. IEEE 1394: TI TSB43AB22. LAN: National NS83815. 802.11b wireless LAN: Ambit with Intersil Prism 2.5 chipset.</p>

Table 1-7. Omnibook XE4400 Accessories

Accessory	Description
Memory	
F4694A	128-MB SDRAM module (DDR266)
F4695A	256-MB SDRAM module (DDR266)
F4696A	512-MB SDRAM module (DDR266)
Hard Drive	
F4810A	40-GB hard disk drive module
Power Options	
F4813A/ F5104A	90-watt AC adapter
F4809A/ F4812A	8-cell Lithium-ion battery
8120-6312	Replacement power cord (Australia)
8120-6313	Replacement power cord (U.S., Canada, Taiwan)
8120-6314	Replacement power cord (Europe)
8120-6316	Replacement power cord (Japan)
8121-0702	Replacement power cord (India)
8120-6317	Replacement power cord (South Africa)
8120-8367	Replacement power cord (Argentina)
8120-8373	Replacement power cord (People's Rep. of China)
8120-8441	Replacement power cord (S. Korea)
8120-8452	Replacement power cord (Chile)
8120-8699	Replacement power cord (Hong Kong, Singapore)
Adapters	
F1469A	PS/2 Y adapter
PC Cards	
F2136B	802.11b wireless comm PC card (128-bit)
F2196A	3Com bluetooth PC card
Docking	
F4808A/ F4811A	Simple port replicator
Other	
F2100A	USB optical travel mouse
P1534A	External amplified speakers
P1977A	USE compact flash reader (Type II)
F1645A	Kensington lock
P1978B	USB web camera

Internal Design

The motherboard PCA is the central component of the notebook's design. It plays a role in virtually all system functions. The CPU module and most other subsystems connect to the motherboard.

The following figure shows the connections among the notebook's replaceable electronic modules. Table 1-8 on page 1-13 lists the roles that these modules play in the notebook's functional subsystems.

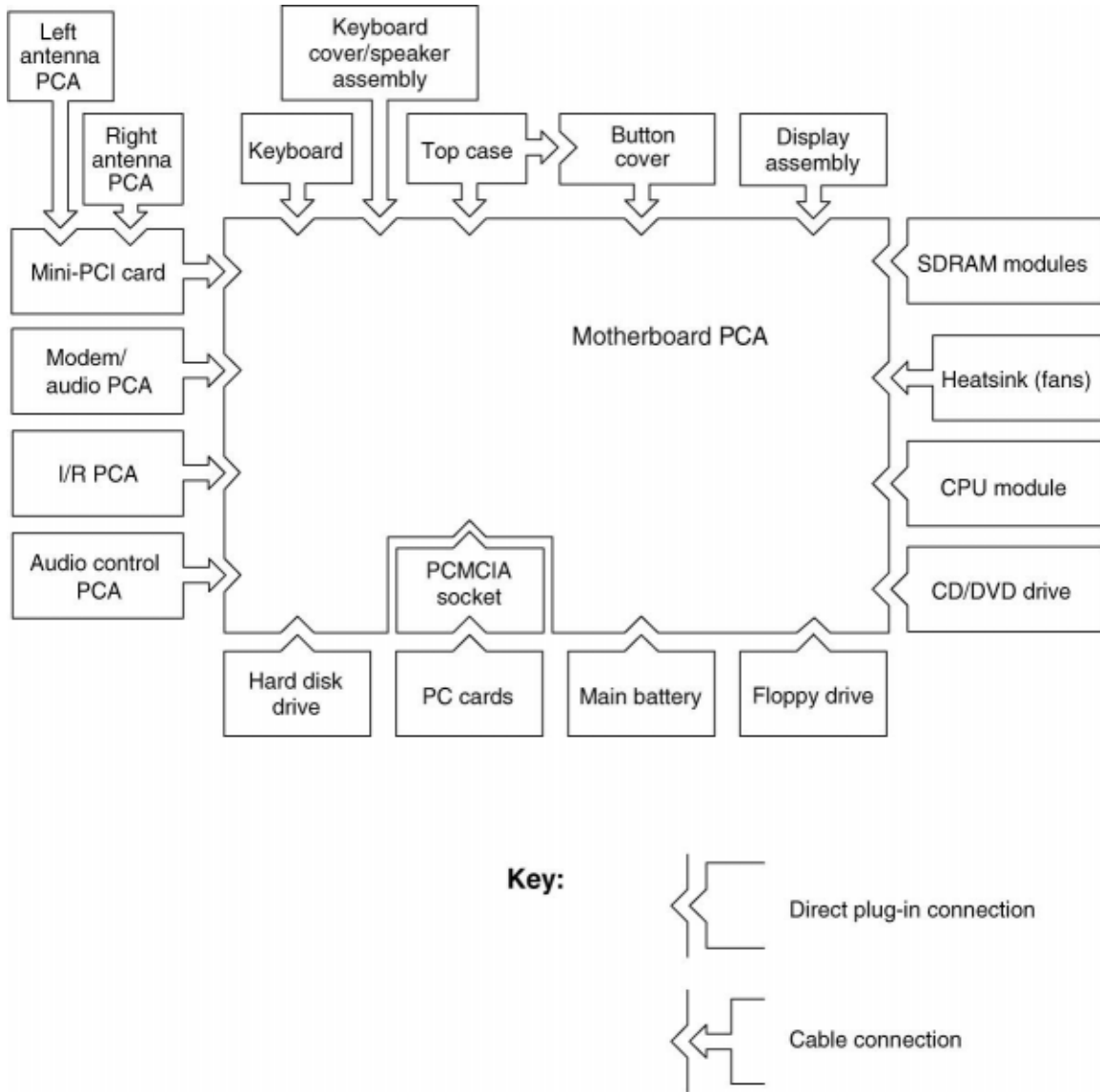


Figure 1-5. Replaceable Module Diagram

Table 1-8. Functional Structure Description

Bootup	CPU module Motherboard Hard disk drive Floppy drive	Main processor (MMO). Primary system circuitry, system BIOS. First source of disk-based startup code. Second source of disk-based startup code.
Processor	CPU module Motherboard	Main processor, numeric data processor, L1 and L2 cache. Primary system circuitry.
Memory	Motherboard SDRAM module	Video RAM Changeable SDRAM (2 slots, no onboard SDRAM)
Power	Battery Motherboard AC adapter	Power storage. AC adapter socket, reset button, top case, button cover, power supply, power control circuitry. AC-to-DC converter.
Display	Motherboard Display assembly	Graphics controller, video RAM Display output, backlight, power converter for backlight.
Hard disk	Motherboard Hard disk drive	Hard disk controller. Hard disk mechanism.
Floppy drive	Motherboard Floppy drive	I/O controller, floppy connector. Floppy drive mechanism.
Keyboard	Motherboard Button cover Keyboard	Keyboard BIOS, keyboard controller. Power switch, one-touch buttons Key switches.
PS/2 Touchpad	Motherboard Top case	Keyboard circuitry, keyboard controller, keyboard BIOS. Touch pad sensor, click buttons, controller (PS/2 output).
Audio	Motherboard Audio Control PCA Speaker assembly Modem/audio PCA	Audio controller, audio amplifier. External audio jacks, volume and mute switches. Speakers. Analog/digital converters.
Status	Motherboard Button cover Top case	LED circuitry, keyboard controller. Keyboard LEDs. Main status LEDs.
Serial	Motherboard	I/O controller
Parallel	Motherboard	I/O controller, parallel connector.
Infrared	Motherboard	I/O controller, I/R PCA
PS/2 port	Motherboard	PS/2 connector, keyboard controller.
USB	Motherboard	Bus controller (South Bridge), USB connectors.
S-Video	Motherboard	I/O controller, S-video connector.
Port Replicator	Motherboard	Port replicator logic, port replicator connector.
PCMCIA	Motherboard PCMCIA socket	PCMCIA controller. PCMCIA connectors.
Wireless LAN (certain models)	Mini-PCI Antenna PCAs	I/O controller, radio, radio frequency circuitry. Transmit/receive antennas.
LAN	Motherboard	LAN circuitry, bus controller, LAN connector.
Modem	Motherboard	Modem/audio PCA, modem connector.

Removal and Replacement

This chapter tells you how to remove and replace the notebook's components and assemblies. The items marked by • in the following table are user-replaceable.

Table 2-1. Removal Cross-Reference

<ul style="list-style-type: none"> Assembly, display (page 2-17). Battery, CMOS (page 2-44). • Battery, main (page 2-4). • Button, cover (page 2-12). • Card, wireless LAN mini-PCI (page 2-7). Case, bottom (page 2-36). Case, top (page 2-20). • Cover, keyboard/speaker assembly (page 2-10). • Door, mini-PCI (page 2-17). • Door, memory (page 2-17). Doors, PCMCIA (page 2-40). • Drive, hard disk (page 2-8). • Drive, CD/DVD (page 2-16). 	<ul style="list-style-type: none"> Drive, floppy (page 2-17). • Feet, rubber (page 2-17). Heatsink (with fans) (page 2-32). Keyboard (page 2-12). Module, CPU (page 2-34). • Module, SDRAM (page 2-5). PCA, audio control (page 2-27). PCA, antennas (page 2-40). PCA, I/R (page 2-25). PCA, motherboard (page 2-36). • Rubber screw plug, HDD (page 2-17). Shield, ESD (page 2-30). Socket, PCMCIA (page 2-29).
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Caution

Always provide proper grounding when performing repairs. Without proper grounding, an electrostatic discharge can damage the notebook and its components.



Notes

Reassembly steps are the reverse of the removal steps. Reassembly notes are included at the end of each section below.


 Symbols like these are displayed throughout this chapter to show approximate full-size screw outlines. You can use these to verify the sizes of screws before you install them. Installing a wrong-size screw can damage the notebook. (The symbol at the left represents an M2.5 x 5 mm T-head screw.)

Table 2-2. Required Equipment

- Small Phillips screwdriver, preferably magnetized.
- Small flat-blade screwdriver.
- 5 mm nut driver

Table 2-3. Recommended Screw Torque Values

Screw Thread Size	Torque (cm-kgf)	Torque (in-lbf)
M2	2,0 – 2,5	1.7 – 2.2
M2.5 (hinges)	3,5 – 4,0	3.0 – 3.4
M2.5 (other)	2,5 – 3,0	2.2 – 2.6
M3	2,5 – 3,0	2.2 – 2.6
Standoff, hex	2,5 – 3,0	2.2 – 2.6

Disassembly Flowchart

The following diagram shows the general “path” you will use when disassembling the notebook to access any particular component.

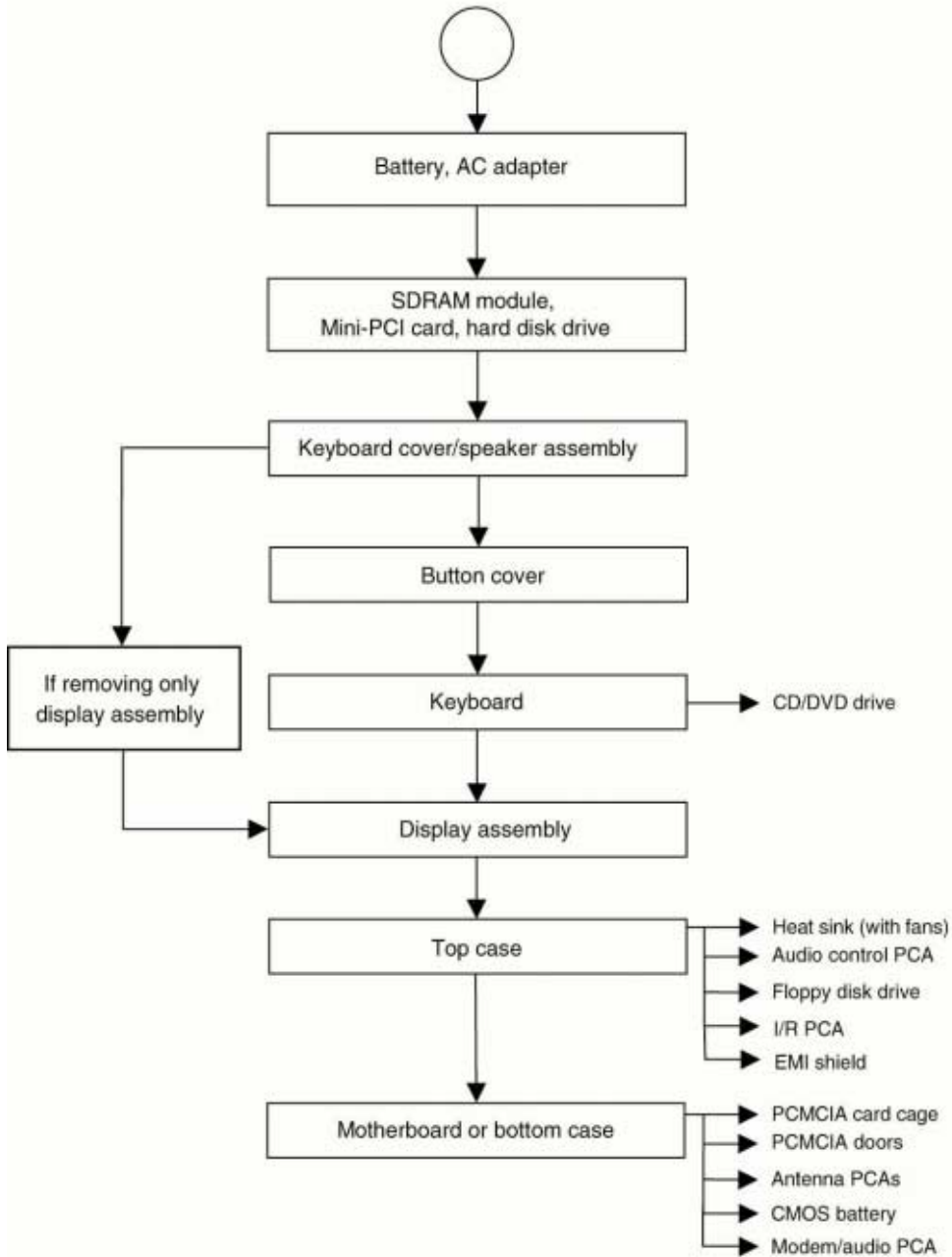


Figure 2-1. Disassembly Flow

Removing the Battery

(User-Replaceable)

Required Equipment

- None.

Removal Procedure

- Slide the battery's release latch, then pull the battery out of its compartment.

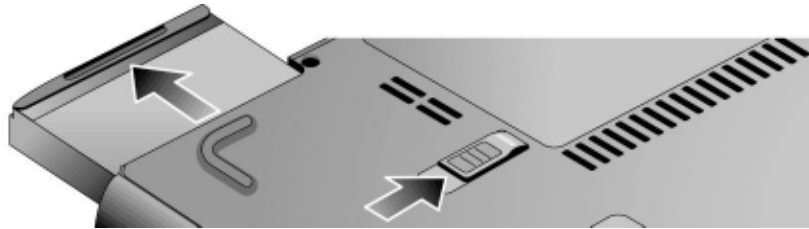


Figure 2-2. Removing the Battery

Removing a SDRAM Module

(User-Replaceable)

The notebook has no system memory built into its motherboard, but has two slots for SDRAM modules. One slot contains an SDRAM module that was factory installed.

Note

Omnibook XE4400 models use only DDR266 SDRAM modules. Using the wrong type of module prevents the notebook from booting.

Caution

Handle the SDRAM module only by its edges and provide proper grounding, or you might damage the module through electrostatic discharge.

Required Equipment

- Small Phillips screwdriver.

Removal Procedure

1. Unplug the AC adapter, if present, and then remove the battery.
2. On the bottom of the notebook, loosen the captive screws holding the memory door, and then remove the door.
3. Press outward on the latches at the sides of the SDRAM module to release it (the SDRAM module pops up).
4. Carefully pull the SDRAM module out of the connector.

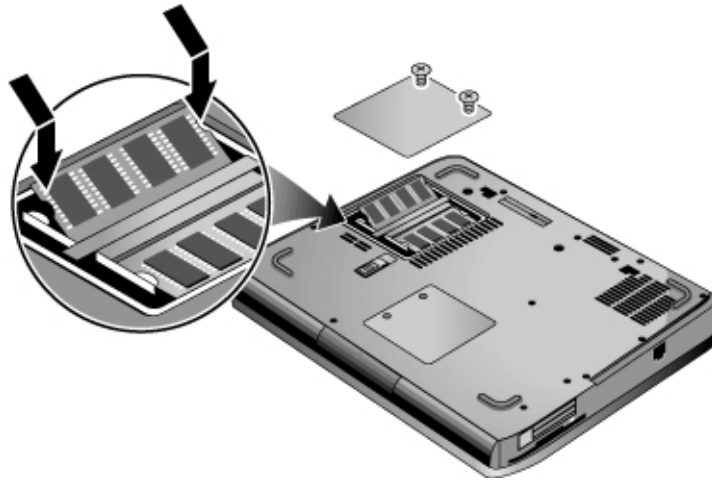


Figure 2-3. Removing an SDRAM Module

Reassembly Notes

- Carefully press the SDRAM module into the connector at an angle of about 30°, until it is fully inserted. Then press down on both sides of the SDRAM module until the latches snap closed.

Removing the Wireless LAN Mini-PCI Card (User-Replaceable)

Certain notebooks include a wireless LAN mini-PCI card under the mini-PCI door on the bottom of the notebook.

Caution

Handle the Mini-PCI card only by its edges and provide proper grounding, or you might damage the card through electrostatic discharge.

Required Equipment

- Small Phillips screwdriver.

Removal Procedure

1. Unplug the AC adapter, if present, and then remove the battery.
2. On the bottom of the notebook, loosen the captive screws holding the Mini-PCI door, and then remove the door.

Caution

Be careful when connecting and disconnecting the antenna cables from the mini-PCI card. Damaged cables or connectors can degrade notebook performance.

3. Disconnect the two antenna cables from the mini-PCI card.
4. Press outward on the latches at the sides of the mini-PCI card to release it (the mini-PCI card pops up).
5. Carefully pull the mini-PCI card out of the connector.

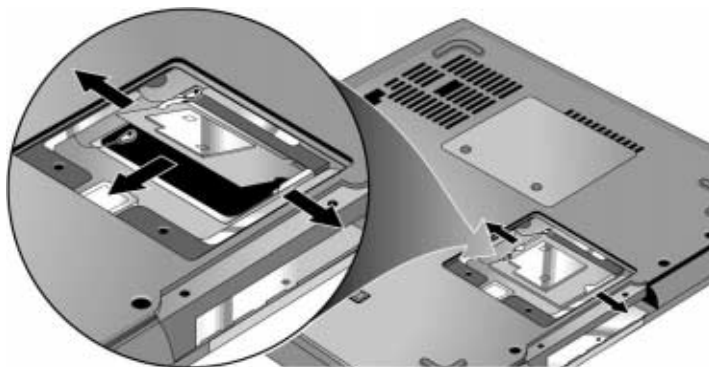


Figure 2-4. Removing the Mini-PCI Card

Reassembly Notes

- Carefully press the mini-PCI card into the connector at an angle of about 30°, until it is fully inserted. Then press down on both sides of the mini-PCI card until the latches snap closed.

Removing the Hard Disk Drive

(User-Replaceable)

Required Equipment

- Small Phillips screwdriver.

Removal Procedure

Important

If you are installing a new hard disk drive, load the factory software and operating system on the drive as described in "Recovering the Factory Software," as shown on the next page.

1. Unplug the AC adapter, if present, and then remove the battery.
2. On the bottom of the notebook, remove the hard drive rubber screw plug and retaining screws.
3. Carefully pull the hard drive out of the notebook.

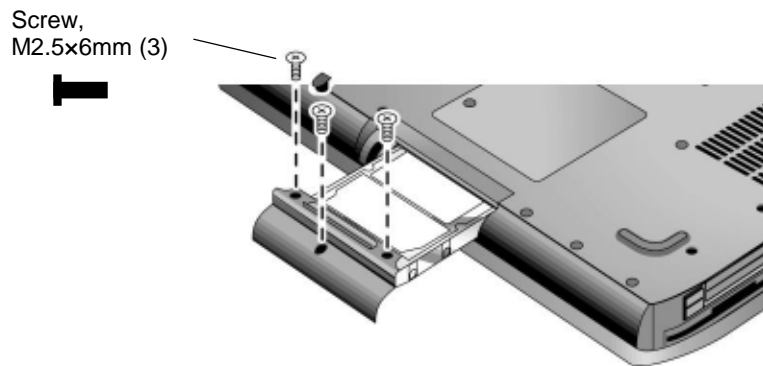


Figure 2-5. Removing the Hard Disk Drive

4. Remove the screws from the drive and drive tray, then lift the drive out of the tray.
5. Remove the connector from the hard disk drive.

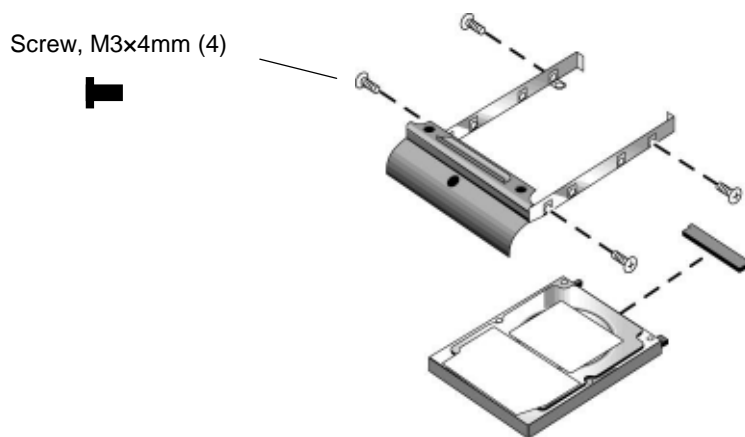


Figure 2-6. Removing the Hard Disk Drive Tray

Recovering the Factory Software

The following procedure describes how to recover the notebook's original software and operating system. This process can take up to 15 minutes to complete. (For more information about recovering the factory software installation, see the readme.txt file in the root directory of the *Recovery CDs*.)

Caution

Do not interrupt the following process or unplug the AC adapter until the process completes.

1. Connect the AC adapter to the notebook.
2. Insert *Recovery CD* disk 1 into the notebook's CD/DVD drive. If the notebook is turned off, use a pin or straightened paper clip to press the release switch on the drive door to open it.
3. Turn on or restart the notebook.
4. When the HP logo appears, press Esc to display the Boot menu.
5. Use the arrow keys to select the CD/DVD drive as the first boot device, then press Enter.
6. When the *Recovery CD* dialog box appears, follow the displayed instructions. If prompted, accept the recommended partition size.

To create the Utility partition without installing the factory software, click Advanced and select not to install the operating system.

If the hard disk is partitioned into several logical drives, you can install the factory software on drive C without affecting other drives. Click Advanced and select to restore only the C partition.

7. When prompted to reboot the notebook, press Ctrl+Alt+Del and follow any instructions that appear.

Removing the Speaker Assembly

(User-Replaceable)

Required Equipment

- Small Phillips screwdriver.
- Small flat-blade screwdriver.

Removal Procedure

1. Unplug the AC adapter, if present, and then remove the battery.
2. Remove the two screws that secure the speaker assembly panel to the rear of the notebook.
3. Carefully insert a flat-blade screwdriver blade under the speaker assembly near the right end, and then gently pry up the center.
4. Unplug the speaker assembly cable from the motherboard cable.

Caution

Be careful not to damage the antenna PCA that is connected to the left and right display assembly hinges. Damaging either antenna PCA can degrade notebook performance.

Reassembly Note

- If necessary, install a new label.

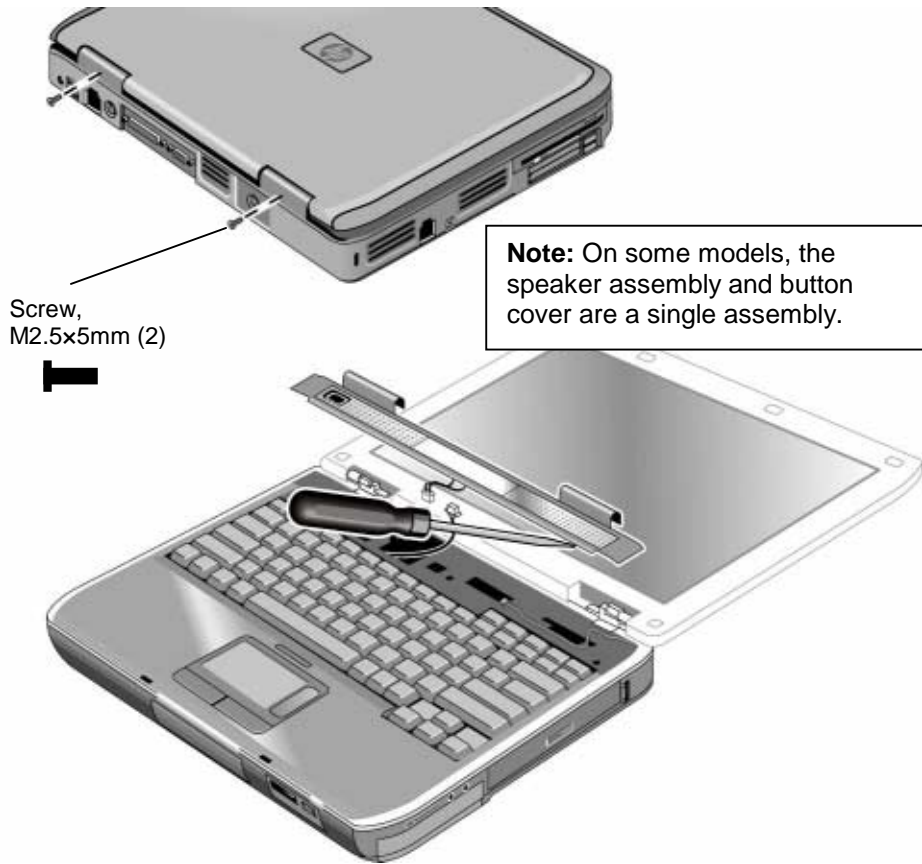


Figure 2-7. Removing the Speaker Assembly

Removing the Button Cover (User-Replaceable)

Required Equipment

- Small Phillips screwdriver.

Removal Procedure

1. Unplug the AC adapter, if present, and then remove the battery.
2. Remove the speaker assembly (page 2-10).
3. Carefully disconnect the lid switch cable from the button cover.
4. Unplug the flex cable from the button cover.
5. Remove the screws that secure the button cover to the top case.
6. Carefully remove the button cover from the top case.

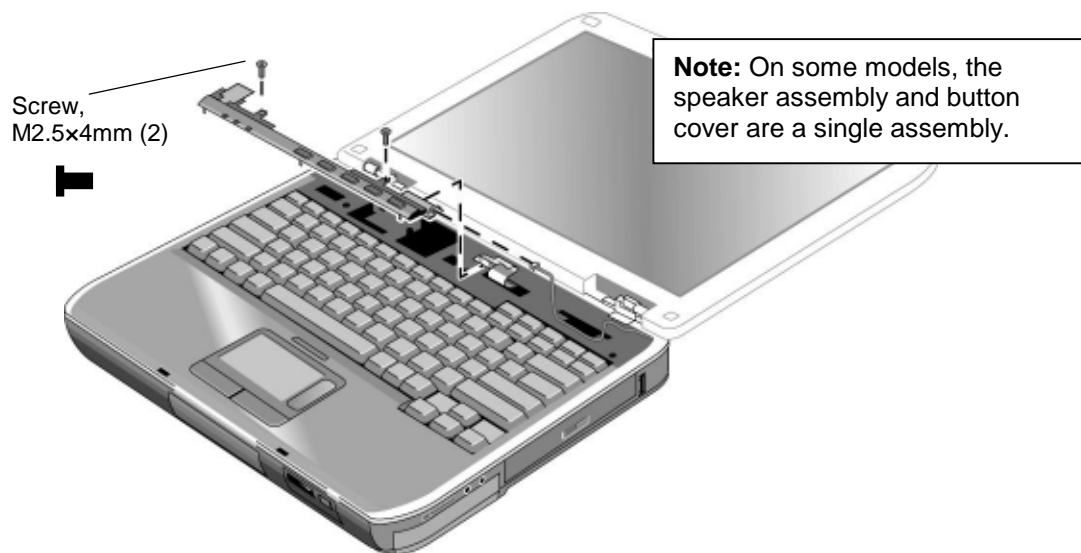


Figure 2-8. Removing the Button Cover

Reassembly Note

Caution

Do not excessively bend or fold the button cover cable. Excessive flexing can damage the button cover cable connections.

- Insert the tabs of the button cover into the mating slots under the keyboard, and then press it into place.

Removing the Keyboard

(User-Replaceable)

Required Equipment

- Small Phillips screwdriver.

Removal Procedure

1. Unplug the AC adapter, if present, and then remove the battery.
2. Remove these additional assemblies:
 - Speaker assembly (page 2-10).
 - Button cover (page 2-12).
3. Remove the screws that secure the keyboard to the top case.
4. Lift up on the keyboard at the button cover end and then pull it toward the display assembly to release the tabs from the top case.
5. Turn the keyboard over and disconnect the motherboard cable.
6. Remove the keyboard.

Reassembly Notes

Caution

Do not excessively bend or fold the keyboard cable. Excessive flexing can damage the keyboard cable connectors.

- Lay the keyboard face down on the top case, forward of its normal position, then reconnect the keyboard cable.
- Slide the metal tabs on the bottom of the keyboard into their slots in the top case, then lower the keyboard into place.

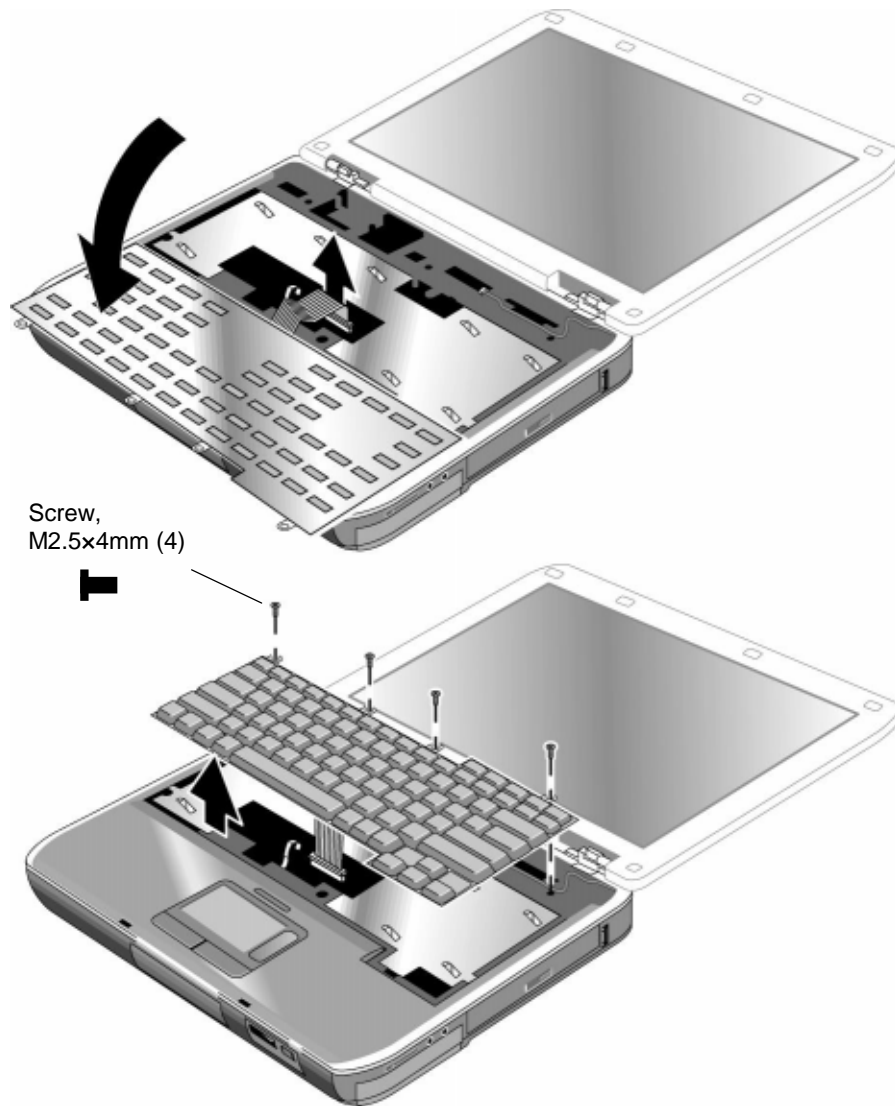


Figure 2-9. Removing the Keyboard

Removing the CD/DVD Drive (User-Replaceable)

Required Equipment

- Small Phillips screwdriver.

Removal Procedure

2. Unplug the AC adapter, if present, and remove the battery.
3. Remove these additional assemblies:
 - Speaker assembly (page 2-10).
 - Button cover (page 2-12).
 - Keyboard (page 2-14).
4. Remove the screws that secure the CD/DVD drive to the top case and motherboard.

Caution

Be careful when inserting your index finger into the top case opening. The edges are very sharp and could injure your finger.

5. Place your index finger in the top case opening and push out on the CD/DVD drive to release it from the motherboard.
6. Remove the CD/DVD drive.

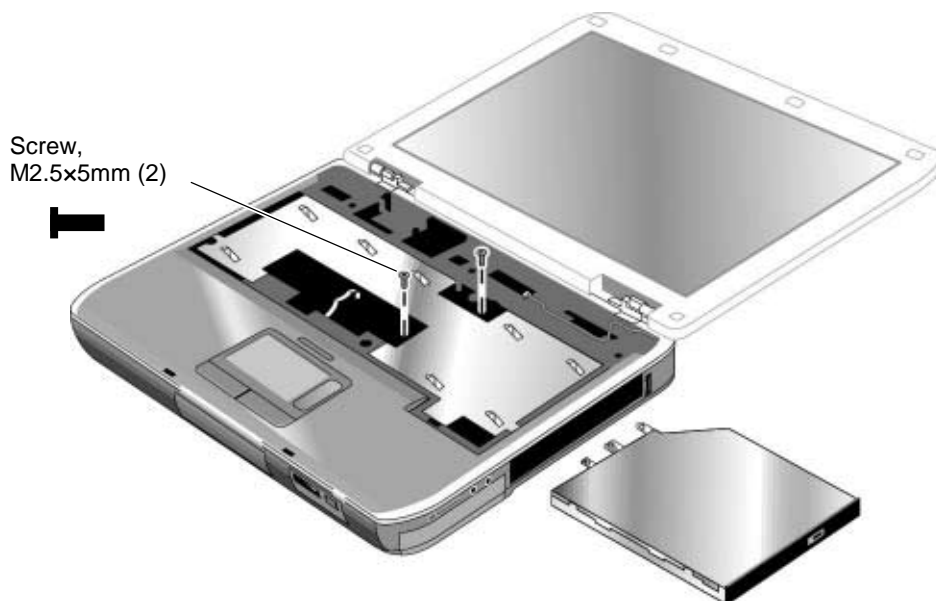


Figure 2-10. Removing the CD/DVD Drive

Replacing Small Parts (User-Replaceable)

The user can replace the following small parts.

Table 2-4. Replacing Small Parts (User-Replaceable)

Part	Replacement Procedure
Rubber screw plug (on hard disk drive tray)	Insert a small flat-blade screwdriver under the rubber screw plug and pry it loose. To replace, firmly press the screw plug into the recess.
Door, mini-PCI	On the bottom of the notebook, loosen the screws that secure the mini-PCI door to the bottom case and then remove the door.
Door, memory	On the bottom of the notebook, loosen the screws that secure the SDRAM module door to the bottom case and then remove the door.
Feet, rubber (on bottom of notebook)	Insert a small flat-blade screwdriver under the foot and pry it loose. To replace, firmly press the adhesive side of the foot into the recess.
Rubber cover, docking port	Grasp the rubber docking port cover with your fingers and gently remove it. To replace, firmly press the docking port cover into the opening in the bottom case.
Cover, modem port	Insert a small flat-blade screwdriver at the top of the cover and gently pry it loose. To replace, insert the cover into the modem port opening.

Removing the Display Assembly

(HP Authorized Service Providers Only)

Required Equipment

- Small Phillips screwdriver.

Removal Procedure

1. Unplug the AC adapter, if present, and remove the battery.
2. Remove the speaker assembly (page 2-10).
3. Remove the screws from the rear of the notebook.
4. Remove the screws from the left and right antenna PCAs. Relocate the antenna PCAs away from the display assembly hinges.
5. Disconnect the display assembly cable from the motherboard.
6. Remove the screws that secure the display assembly to the top case. Note that there is a grounding strap at the left hinge.
7. Lift the display assembly off of the notebook.

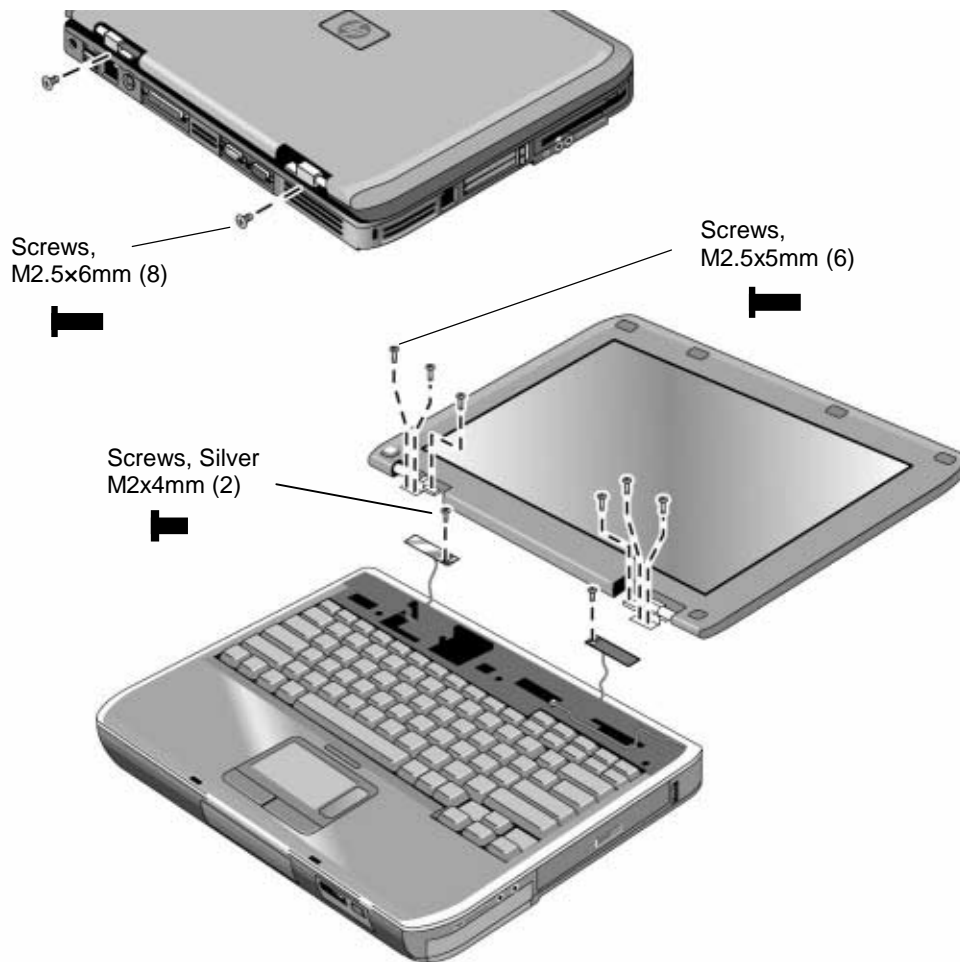


Figure 2-11. Removing the Display Assembly

Reassembly Note

- When connecting the left and right antenna PCAs, make sure they are parallel with the display assembly hinges.

Removing the Top Case

(HP Authorized Service Providers Only)

Required Equipment

- Small Phillips screwdriver.

Removal Procedure

1. Unplug the AC adapter, if present, and remove the battery.
2. Remove these additional assemblies:
 - Hard disk drive (page 2-7).
 - Speaker assembly (page 2-10).
 - Button cover (page 2-12).
 - Keyboard (page 2-14).
 - CD/DVD drive (page 2-16).
 - Display assembly (page 2-17).
3. Remove the two screws from the rear of the bottom case.
4. Remove the screws from the middle and near the back of the top case.
5. Remove the screws from the bottom case.
6. At the CD/DVD drive opening, carefully unsnap the top case from the bottom case.
7. At the USB port (next to the CD/DVD), use your thumb to push out on the top case while lifting up on it.
8. Carefully disconnect the floppy drive and touch pad cables from the motherboard.
9. Remove the top case.

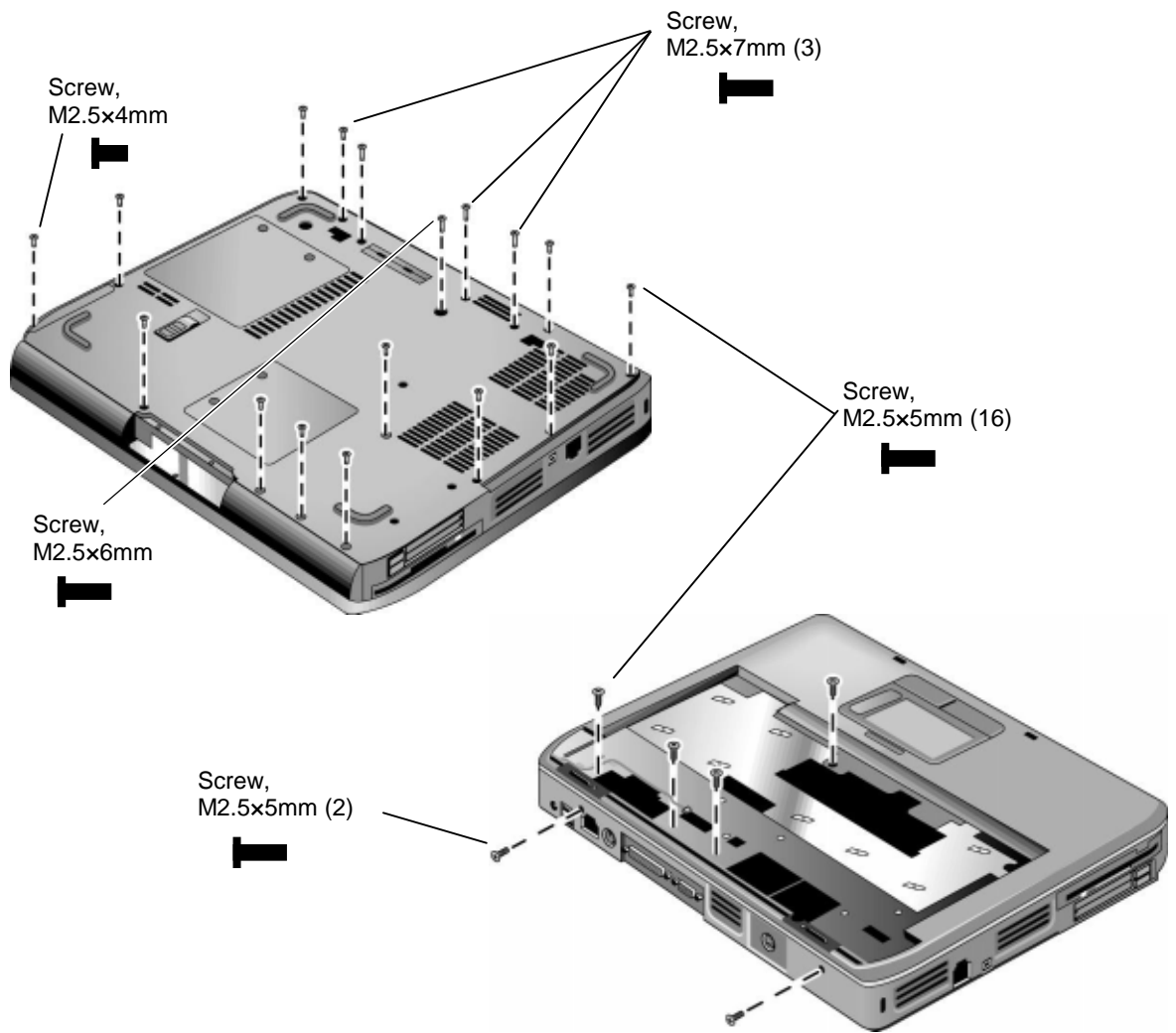


Figure 2-12. Removing the Top Case

Reassembly Notes

Important

After replacing the display assembly or motherboard, you must use the Service Utilities floppy disk to reprogram the EEPROM on the motherboard for the new display.

1. Download the Omnibook XE4000 Series service package from the Partnership web site (see page vii), and create a Service Utilities floppy disk as described in the package's Readme file.
2. Plug in an AC adapter.
3. Insert the Service Utilities floppy disk in the floppy drive. If the unit has no internal floppy drive, connect a USB floppy drive.
4. Turn on the notebook.
5. When you see the HP logo, press ESC to display the boot menu, then boot from the floppy drive.
6. Select the option to update the display/LCD identification stored on the motherboard.

- If you are installing a new top case, transfer the floppy drive from the old top case to the new top case.
- Connect the floppy drive cable to the motherboard with the blue tab facing the rear of the floppy drive.
- When replacing the top case make sure all cables are clear of the motherboard standoffs.
- Feed the speaker assembly cable through the opening in the top case prior to attaching it.
- Make sure the right antenna does not come into contact with any metal surface on the top case.

Removing the Floppy Drive

(HP Authorized Service Providers Only)

Required Equipment

- Small Phillips screwdriver.

Removal Procedure

1. Unplug the AC adapter, if present, and remove the battery.
2. Remove these additional assemblies:
 - Hard disk drive (page 2-7).
 - Speaker assembly (page 2-10).
 - Button cover (page 2-12).
 - Keyboard (page 2-14).
 - Display assembly (page 2-17).
 - Top case (page 2-20).
3. Remove the screws that secure the floppy drive to the top case.
4. Lift the floppy drive away from the top case.

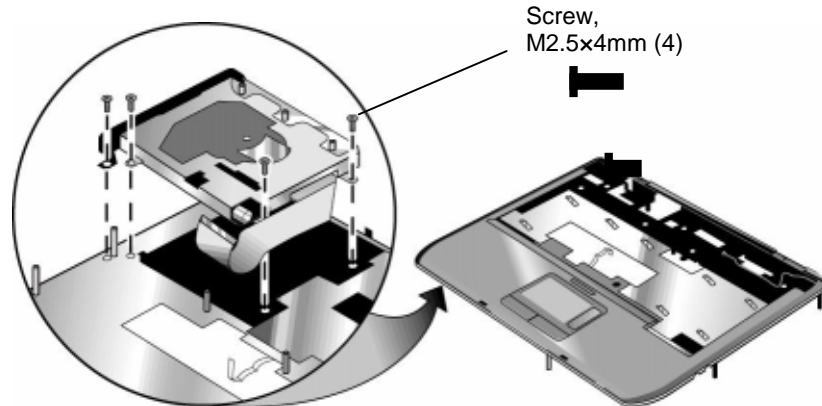


Figure 2-13. Removing the Floppy Drive

Reassembly Note

Caution

Do not excessively bend or fold the floppy drive cable. Excessive flexing can damage the floppy drive cable connections.

- Make sure you slip the floppy drive cable under the metal tab on the top case.

Removing the Infrared (I/R) PCA

(HP Authorized Service Providers Only)

Required Equipment

- Small Phillips screwdriver.

Removal Procedure

1. Unplug the AC adapter, if present, and remove the battery.
2. Remove these additional assemblies:
 - Hard disk drive (page 2-7).
 - Speaker assembly (page 2-10).
 - Button cover (page 2-12).
 - Keyboard (page 2-14).
 - Display assembly (page 2-17).
 - Top case (page 2-20).
3. Disconnect the I/R cable from the motherboard.
4. Remove the screws that secure the I/R PCA to the bottom case.
5. Remove the I/R PCA.

Reassembly Notes

Caution

Use care when handling the I/R PCA cable. Damaging the cable can degrade notebook performance.

- Make sure you lift up on the battery shield and then place the I/R PCA under it.
- Make sure you route the I/R PCA cable over the battery shield as shown below.

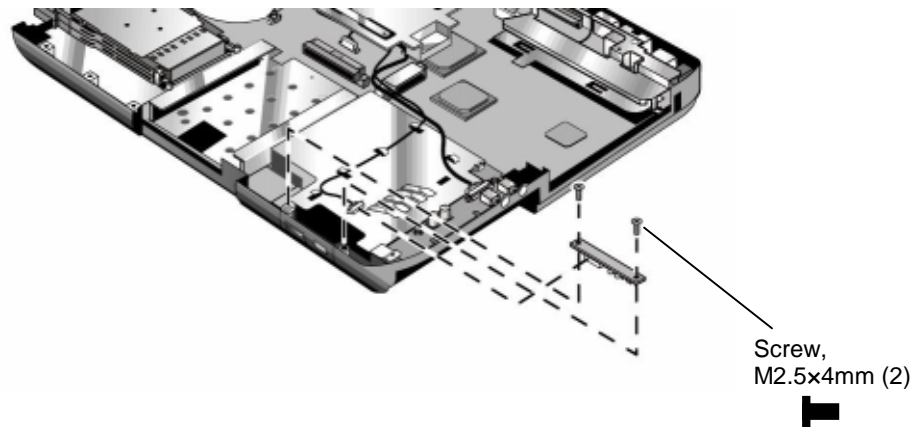


Figure 2-14. Removing the I/R PCA

Removing the Audio Control PCA

(HP Authorized Service Providers Only)

Required Equipment

- Small Phillips screwdriver.

Removal Procedure

1. Unplug the AC adapter, if present, and remove the battery.
2. Remove these additional assemblies:
 - Hard disk drive (page 2-7).
 - Speaker assembly (page 2-10).
 - Button cover (page 2-12).
 - Keyboard (page 2-14).
 - Display assembly (page 2-17).
 - Top case (page 2-20).
3. Disconnect the cable from the motherboard.
4. Remove the screws that secure the audio control PCA to the bottom case.
5. Remove the audio control PCA.

Reassembly Note

Caution

Use care when handling the audio control PCA cable. Damaging the cable can degrade notebook performance.

- Make sure the audio control PCA cable stays clear of the CD/DVD drive rail and motherboard standoffs.

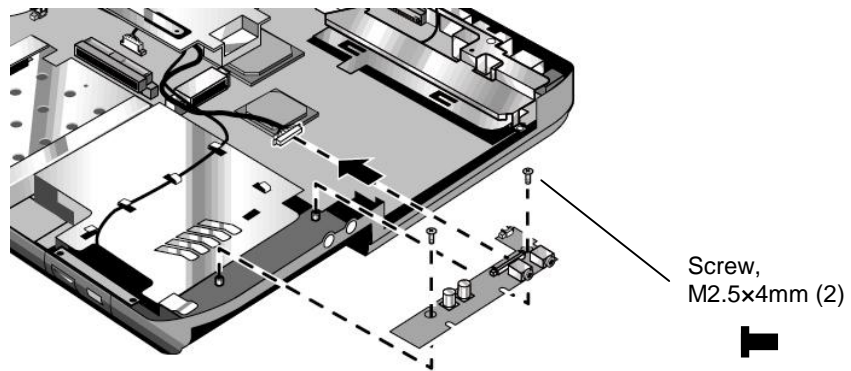


Figure 2-15. Removing the Audio Control PCA

Removing the PCMCIA Socket

(HP Authorized Service Providers Only)

Required Equipment

- Small Phillips screwdriver.

Removal Procedure

1. Unplug the AC adapter, if present, and remove the battery.
2. Remove these additional assemblies:
 - Hard disk drive (page 2-7).
 - Speaker assembly (page 2-10).
 - Button cover (page 2-12).
 - Keyboard (page 2-14).
 - Display assembly (page 2-17).
 - Top case (page 2-20).
3. Remove the screws that secure the PCMCIA socket to the motherboard (two from the bottom and two from the top).
4. Remove the PCMCIA socket by disconnecting it from the motherboard.

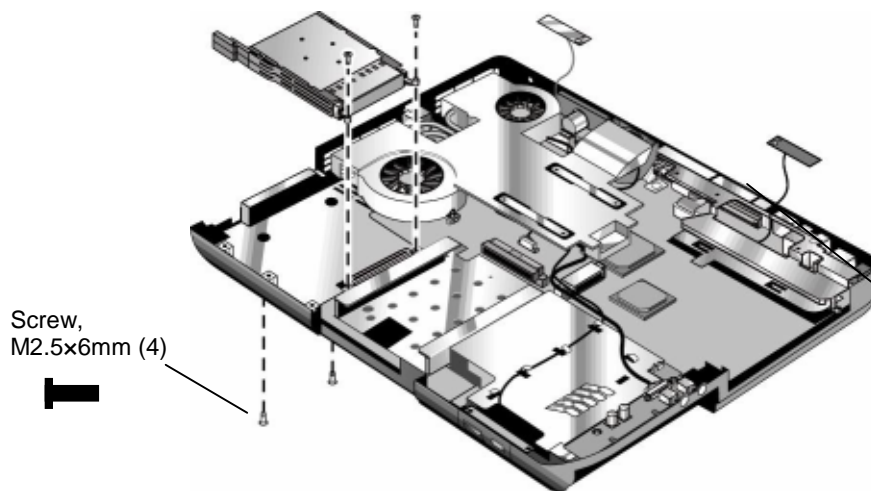


Figure 2-16. Removing the PCMCIA Socket

Removing the ESD Shield

(HP Authorized Service Providers Only)

Required Equipment

- Small Phillips screwdriver.
- 5 mm hex driver

Removal Procedure

1. Unplug the AC adapter, if present, and remove the battery.
2. Remove these additional assemblies:
 - Hard disk drive (page 2-7).
 - Speaker assembly (page 2-10).
 - Button cover (page 2-12).
 - Keyboard (page 2-14).
 - Display assembly (page 2-17).
 - Top case (page 2-20).
3. Remove the screws and standoffs that secure the ESD shield to the bottom case.
4. Carefully remove the ESD shield.
5. Remove the CD/DVD guide rail.

Reassembly Notes

Caution

Use care when handling the antenna PCA cable. Damaging the cable can degrade notebook performance.

- Make sure you route the antenna PCA cable through the opening in the ESD shield.
- Replace the CD/DVD guide rail first, and then make sure the notch in the ESD shield slides into the corresponding opening in the CD/DVD guide rail.
- Use care when replacing the ESD shield to avoid damaging the USB port.

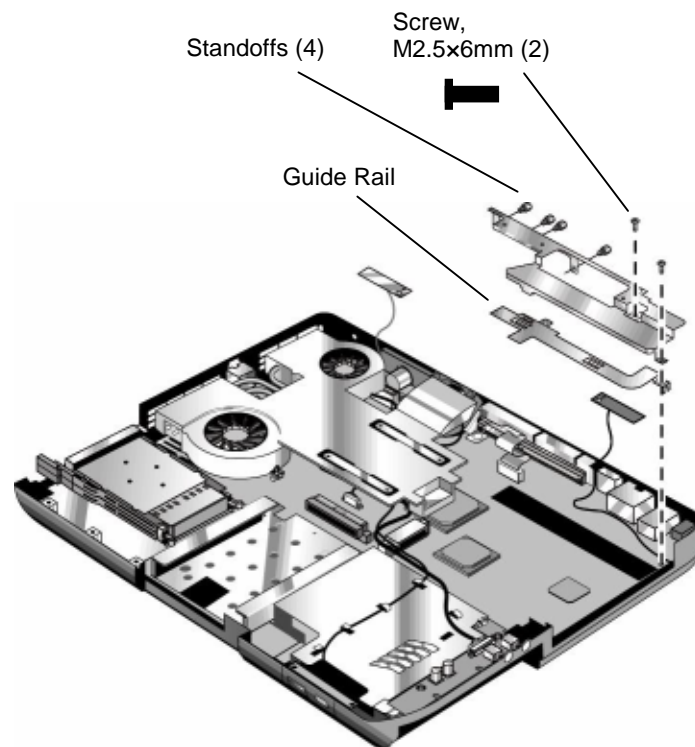


Figure 2-17. Removing the ESD Shield

Removing the Heatsink (with Fans)

(HP Authorized Service Providers Only)

Required Equipment

- Small Phillips screwdriver.

Removal Procedure

1. Unplug the AC adapter, if present, and remove the battery.
2. Remove these additional assemblies:
 - Hard disk drive (page 2-7).
 - Speaker assembly (page 2-10).
 - Button cover (page 2-12).
 - Keyboard (page 2-14).
 - Display assembly (page 2-17).
 - Top case (page 2-20).
3. Remove the screws that secure the heatsink (with fans) to the motherboard.
4. Lift up on the heatsink (with fans) and then disconnect the fan cables from the motherboard.
5. Lift up on the small fan and disconnect it from the motherboard.

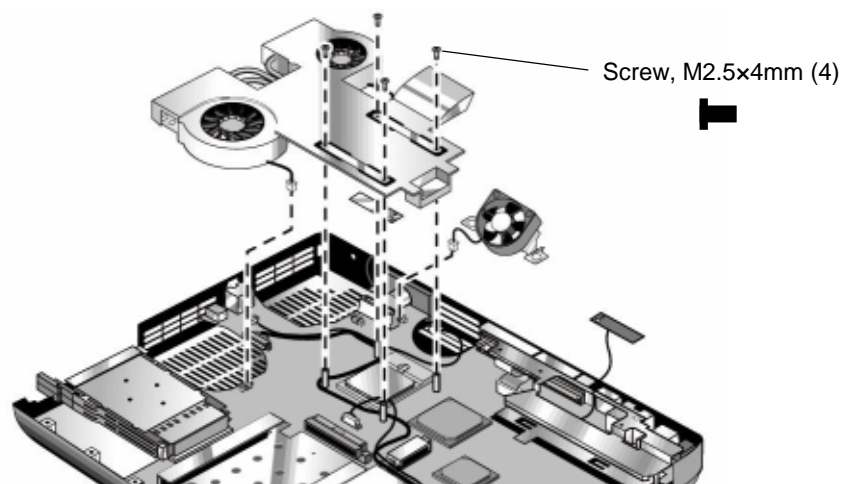


Figure 2-18. Removing the Heatsink (with Fans)

Caution

Do not spin the fan blades with your finger, or you could damage the fan's bearings.

Reassembly Notes

- If the thermal pad is damaged, use a sharp knife or scraper to carefully remove it from the heat sink, then attach a new thermal pad.
- Replace the small fan first and then connect it to the motherboard. Note that the small fan gets secured to the bottom case when replacing the top case.
- Install the heatsink screws in this order:
 1. Install all four screws lightly.
 2. Fully tighten the screws in the order marked on the heatsink.

Removing the CPU Module

(HP Authorized Service Providers Only)

Required Equipment

- Small flat-blade screwdriver.

Removal Procedure

1. Unplug the AC adapter, if present, and remove the battery.
2. Remove these additional assemblies:
 - Hard disk drive (page 2-7).
 - Speaker assembly (page 2-10).
 - Button cover (page 2-12).
 - Keyboard (page 2-14).
 - Display assembly (page 2-17).
 - Top case (page 2-20).
 - Heatsink (page 2-32).
3. Turn the lock screw one-half turn counterclockwise to release the CPU module (you should hear a light snap). Carefully lift the CPU module off of its socket on the motherboard.

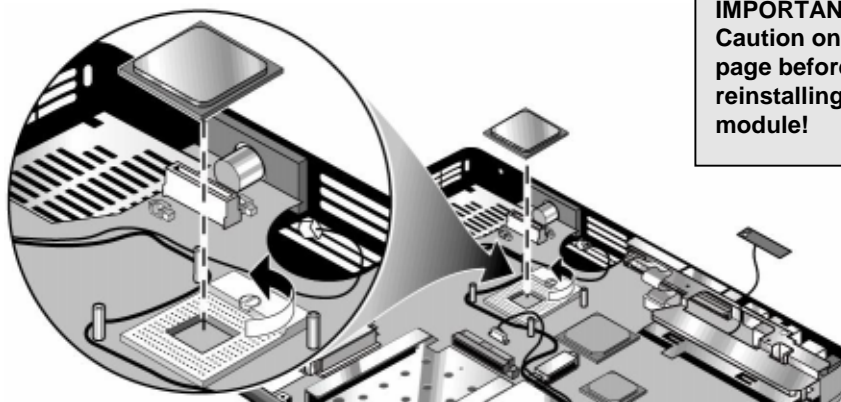


Figure 2-19. Removing the CPU Module

Reassembly Notes

Caution

Each time you install a new CPU module, you must also replace the heat sink's thermal pad to maintain optimum heat transfer. Use a sharp knife or scraper to carefully remove the old thermal pad from the heat sink, then attach the new thermal pad.

- The CPU module is keyed for installation, and can be inserted only one way.
- Carefully insert the CPU module into the motherboard, and turn the lock screw one-half turn clockwise to secure the CPU module.

Removing the Motherboard

(HP Authorized Service Providers Only)

Required Equipment

- Small Phillips screwdriver.

Removal Procedure

Note: Before Replacing the Motherboard

If possible, record the computer's electronic serial number before you replace the motherboard. You will then store the electronic serial number in the EEPROM on the new motherboard using the Service Utility floppy disk.

1. Download the service package for the Omnibook XE4400 (technology code KD) from the Partnership web site (see page vii), and create a Service Utilities floppy disk as described in the package's Readme file.
2. Plug in an AC adapter.
3. Insert the Service Utilities floppy disk in the floppy drive.
4. Turn on the notebook. When the HP logo appears (on either the built-in display or the external monitor), press Esc to display the boot menu, then choose Removable Device and boot from the floppy disk.
5. Select the Serial Number option from the boot menu.
6. When prompted, type A for the automatic update option. This stores the current system data from the old motherboard on the floppy disk.

1. Unplug the AC adapter, if present, and remove the battery.
2. Remove these additional assemblies:
 - Hard disk drive (page 2-7).
 - Speaker assembly (page 2-10).
 - Button cover (page 2-12).
 - Keyboard (page 2-14).
 - Display assembly (page 2-17).
 - Top case (page 2-20).
 - Heatsink (page 2-32).

Caution: Wireless Models

Be careful when removing and attaching antenna cables. Damage to cables or connectors can degrade performance.

3. **Wireless models only:** Remove the mini-PCI door and unplug the two antenna cables from the mini-PCI card. Do not remove the mini-PCI card at this time.
4. Remove the screws that secure the motherboard to the bottom case.
5. Carefully lift the motherboard out of the bottom case.
6. If present, remove the modem port cover.

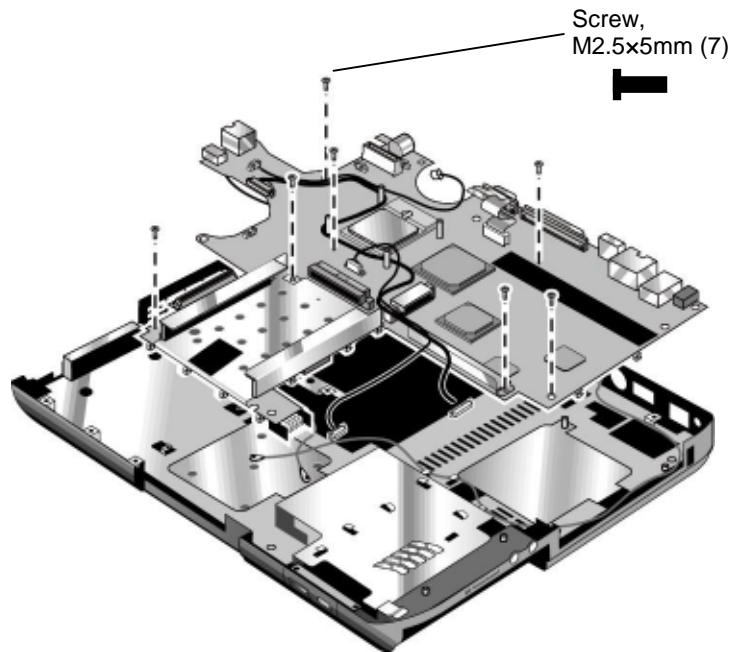


Figure 2-20. Removing the Motherboard

Reassembly Procedure

Caution

Be extremely careful when replacing the motherboard. The motherboard has EMI springs attached to it that can bend very easily. Bending any EMI spring could cause a motherboard short.

Note: Reprogramming the BIOS IC

A new BIOS IC contains only enough basic programming to enable the notebook to boot. After installing a new motherboard, you must reprogram the BIOS IC, preferably with the latest BIOS—see page 2-41.

Important

After replacing the display assembly or motherboard, you must use the Service Utilities floppy disk to reprogram the EEPROM on the motherboard for the new display.

1. Download the Omnibook XE4000 Series service package from the Partnership web site (see page vii), and create a Service Utilities floppy disk as described in the package's Readme file.
2. Plug in an AC adapter.
3. Insert the Service Utilities floppy disk in the floppy drive. If the unit has no internal floppy drive, connect a USB floppy drive.
4. Turn on the notebook.
5. When you see the HP logo, press ESC to display the boot menu, then boot from the floppy drive.
6. Select the option to update the display/LCD identification stored on the motherboard.

1. Remove the following components from the old motherboard and install onto the new motherboard:
 - CPU module
 - Wireless LAN mini-PCI card (if present)
 - SDRAM modules
2. Make sure you route the I/R PCA cable over the battery shield (page 2-25).
3. Make sure the motherboard does not cover the USB, firewire, or modem ports.
4. **Wireless models only:** Before installing the motherboard, make sure the round coaxial cables from the antenna PCAs are held in place by the clips in the bottom case. Also, make sure there is sufficient length to the front antenna PCA cables so they can easily be connected to the mini-PCI card.

Note: After Replacing the Motherboard

If present, insert the modem port cover into the modem port opening. Afterwards, you must use the Service Utility floppy disk to store the system data and display information in the EEPROM on the new motherboard. To do so:

1. Plug in an AC adapter.
2. Insert the Service Utilities floppy disk in the floppy drive.
3. Turn on the notebook.
4. If you hear 5 beeps, press F1 to update the display data stored on the motherboard. Let the notebook reboot and go to the next step.
5. Select the Serial Number option from the boot menu.
6. If you successfully stored system data on the floppy disk before removing the old motherboard, type A for the automatic update. This restores the old system data on the new motherboard.

If you did not store system data, type M for the manual update option. Enter the serial number from the bottom of the notebook—you might have to contact an HP support center to do this.

Removing the Bottom Case

Reassembly Procedure

1. Unplug the AC adapter, if present, and remove the battery.
2. Remove these additional assemblies:
 - Hard disk drive (page 2-7).
 - Speaker assembly (page 2-10).
 - Button cover (page 2-12).
 - Keyboard (page 2-14).
 - Display assembly (page 2-17).
 - Top case (page 2-20).
 - Heatsink (page 2-32).
 - Motherboard (page 2-36).
3. Transfer the plastic wireless panel, and if present, the docking port cover from the old bottom case to the new bottom case.
4. Install a new Microsoft Product ID label.
5. Transfer the old serial number label and install a new overlay, or create a new serial number label using the steps below.

Installing a New Serial Number Label

Download the latest version of the serial number label template (Microsoft Word format) from the Partnership web site (see page vii) under Support/Service in Technical Support Information. The latest version includes fields for warranty period and manufacturing location. Store the template with other Word templates on a PC connected to a laser printer.

1. Open a new document based on the serial label template.
2. Enter the information from the old serial label, and print the new label on plain white paper. The new label does not have barcodes.
3. Carefully cut out the new serial label just inside the border and place it into the inner recess in the bottom case. The bottom of the label goes toward the front of the case.
4. While holding the paper label in place, attach a serial label overlay into the outer recess. The overlay covers and protects the serial label.
5. Make sure all regulatory labels that were on the old bottom case are also on the new bottom case.

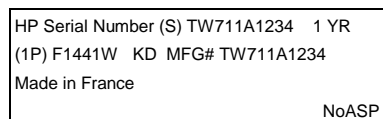


Figure 2-21. Example of Serial Number Label

Replacing the Left and Right Antennas

If you need to remove or replace an antenna, see the figure below.

Caution

Handle the connector ends of the antennas carefully. Failure to do so could degrade notebook performance.

Handle the antenna routing metal tabs in the bottom case carefully. These tabs can be easily broken.

1. Carefully remove both antennas from the old bottom case.
2. Route both antenna cables through the new bottom case as shown below. Make sure you leave enough room at the cable connector end to connect to the mini-PCI card.
3. Make sure the right antenna PCA cable does not interfere with the battery latch mechanism.

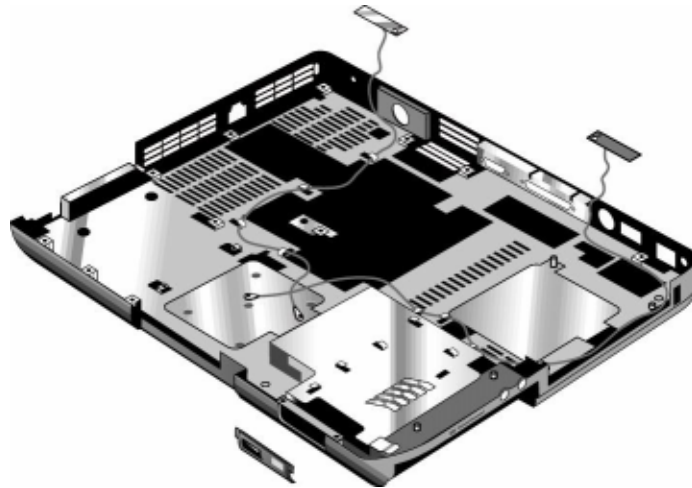


Figure 2-22. Replacing the Antennas

Replacing a PCMCIA Door

If you need to remove or replace a PCMCIA door, see the figure below.

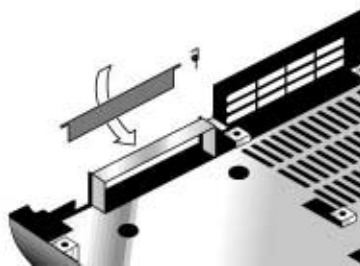


Figure 2-23. Removing a PCMCIA Door

Repairing the BIOS IC

(HP Authorized Service Providers Only)

The notebook's BIOS IC cannot be replaced separately. If it is defective, you must replace the motherboard. In some cases, however, you might be able to reprogram a malfunctioning BIOS IC using either e-DiagTools for Windows, a BIOS floppy disk, or a Crisis Recovery floppy disk.

If the notebook will boot sufficiently, use e-DiagTools for Windows or a BIOS floppy disk to reprogram the BIOS IC. If you cannot boot the notebook adequately, use a Crisis Recovery floppy disk. See below for instructions for all three methods.

Using e-DiagTools for Windows

Caution

The BIOS update completely replaces the previous BIOS, so follow these directions exactly or you might damage the notebook. The BIOS update also resets the configurations in the BIOS Setup utility—except for BIOS passwords—so record these before performing the update.

Update the notebook's BIOS as follows:

1. In Windows, exit any programs that are running.
2. Undock the notebook if it is docked, and remove any PCMCIA cards from it.
3. Connect the AC adapter to the notebook.
4. Connect any cables or equipment needed to connect to the Internet.
5. Click Start, Programs (or All Programs), Hewlett-Packard, Notebook, HP e-DiagTools, e-DiagTools for Windows.
6. Click Update, select Download New and click OK. Follow the instructions that appear. **Once the update process begins, do not interrupt it.**

The first time you make an Internet connection from this program on a particular unit, click Change Settings in the Connect window to define your connection settings.

7. When the process completes, press the power button to reset the notebook.

Using a Crisis Recovery Floppy Disk

BIOS updates are available from the HP Business Support web site (www.hp.com/go/bizsupport). Installation utilities and instructions for creating a BIOS floppy disk are provided with the updates.

If you do not have a crisis recovery floppy disk, download the package from the Partnership web site (see page vii) under Product Support Information in the Service and Support Library. Follow the instructions for creating the crisis recovery floppy disk.

Caution

Make sure to use the correct crisis recovery floppy disk for the Omnibook model you are repairing. The program does not verify the Omnibook model, so you could accidentally install the wrong BIOS.

1. Insert the crisis recovery floppy disk in the floppy disk drive.
2. Turn on the notebook and allow it to boot from the crisis recovery floppy disk.

If the notebook does not turn on at all, do the following to boot from the crisis recovery floppy disk:

- a. Unplug the AC adapter.
- b. Press and hold Fn+B
- c. Plug in the AC adapter.
- d. Release Fn+B.

Note: If the notebook will not boot from the crisis recovery floppy disk, try plugging the boot-block jumper into the notebook's parallel port. See the wiring diagram below.

3. The display goes blank for a minute or more while the BIOS is reprogrammed.

Note: If you plugged in a boot block jumper, unplug it before the notebook automatically reboots.

4. After the BIOS reprograms itself, check the BIOS version to make sure it is the latest version. If necessary, download the latest BIOS version and reprogram the BIOS IC.

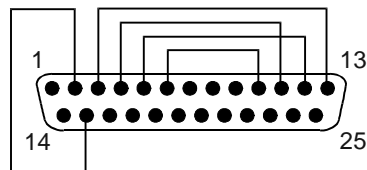


Figure 2-24. Boot-Block Jumper

Removing Other Components

(HP Authorized Service Providers Only)

Required Equipment

- Small Phillips screwdriver.
- Small flat-blade screwdriver.

Removal Procedure

1. Unplug the AC adapter, if present, and remove the battery.
2. Remove the assemblies and follow the additional steps listed in the table below.

Table 2-5. Removing Omnibook XE4400 Components

Component	Removal Procedure	Additional Steps
Battery, CMOS	Speaker assembly (page 2-10). Button cover (page 2-12). Keyboard (page 2-14). CD/DVD (page 2-16). Display (page 2-17). Top case (page 2-20). Heatsink (page 2-27).	Reassembly Notes: After replacing the CMOS battery, set the correct time and date using the BIOS Setup utility or Date/Time in the Control Panel.
Case, bottom	See page 2-40.	
Case, top	See page 2-20.	
CD/DVD drive	See page 2-16.	
Cover, button	See page 2-12.	
CPU module	See page 2-34.	
Display assembly	See page 2-17.	
Doors, PCMCIA	Speaker assembly (page 2-10). Button cover (page 2-12). Keyboard (page 2-14). CD/DVD (page 2-16). Display (page 2-17). Top case (page 2-20). Heatsink (page 2-27). Motherboard (page 2-36).	See page 2-40.
Floppy drive	See page 2-22.	
Hard disk drive	See page 2-8	
Heatsink (with fans)	See page 2-27.	
Keyboard	See page 2-14.	
Speaker assembly	See page 2-10	

Component	Removal Procedure	Additional Steps
Panel, wireless	Speaker assembly (page 2-10). Button cover (page 2-12). Keyboard (page 2-14). CD/DVD (page 2-16). Display (page 2-17). Top case (page 2-20). Heatsink (page 2-27).	Press the tabs on both sides of the panel and then lift it from the bottom case.
PCA, audio control	See page 2-27	
PCA, I/R	See page 2-25.	
PCA, left and right antennas (wireless models only)	Speaker assembly (page 2-10). Button cover (page 2-12). Keyboard (page 2-14). CD/DVD (page 2-16). Display (page 2-17). Top case (page 2-20). Motherboard (page 2-36).	Disconnect the front antenna PCA cables from the mini-PCI card (page 2-7). Be careful not to bend the metal tabs on the bottom case when removing or replacing either of the two antenna PCAs.
PCA, modem/audio	Speaker assembly (page 2-10). Button cover (page 2-12). Keyboard (page 2-14). CD/DVD (page 2-16). Display (page 2-17). Top case (page 2-20). Motherboard (page 2-36).	
PCA, motherboard	See page 2-36.	
Shield, ESD	See page 2-30	
Socket, PCMCIA	See page 2-29	

Troubleshooting and Diagnostics

This chapter includes troubleshooting and diagnostic information for testing the functionality of the notebook, and for identifying faulty components:

- ASP support information
- Troubleshooting information
 - Checking for customer abuse (page 3-3).
 - Troubleshooting the problem (page 3-3).
 - Verifying the repair (page 3-4).
 - Suggestions for troubleshooting (page 3-5).
- Diagnostic tools
 - e-Diagtools diagnostic program (page 3-17).
 - Power-on self-test (page 3-20).
 - Sycard PCCtest 450/460 PC card (page 3-25).
 - Windows Management Instrumentation (page 3-26).
 - BIOS Setup utility (page 3-27).

Support by Authorized Service Providers

In the U.S., support of Omnibook XE4000 series notebook computers by Authorized Service Providers (ASPs) is a purchasable option. Standard predefined models and standard special models do *not* include ASP support. The sales force has the option of creating models with ASP support using the specials process.

The serial number label on the bottom of the notebook indicates the ASP support status for that model. See the following table.

Table 3-1. ASP Support Options

Serial Number Label	ASP Support Status
"NoASP"	No reimbursement to ASP for parts or labor. However the ASP is authorized to repair the notebook, and reimbursement can be negotiated directly with the customer.
"ASP"	Parts and labor will be reimbursed to the ASP.

In other countries, ASP support is standard in most situations—but you should check the marking on the serial number label to verify the ASP support status for that model.

Troubleshooting

The suggestions in this section can help isolate and repair the cause of a problem. To ensure quality repair, follow the basic troubleshooting steps shown below.

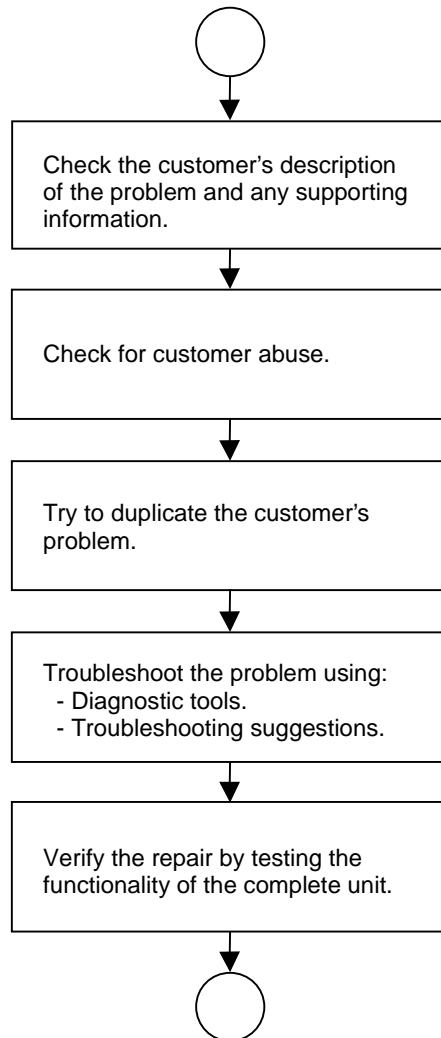


Figure 3-1. Basic Troubleshooting Steps

Checking for Customer Abuse

Some notebooks might appear to have been damaged by customer abuse. Use these guidelines to help determine if this is the case:

- If the shipping box is seriously damaged, customer abuse *cannot* be declared.
- If the damage *could have* a cause other than customer abuse, customer abuse *cannot* be declared.
- If the notebook shows any of the following, customer abuse is declared:
 - Missing parts.
 - Broken plastic parts.
 - Parts not original to the notebook.
 - Damaged or missing keys on the keyboard.

Table 3-3 lists additional criteria for determining customer abuse to specific parts of the notebook.

Important

Parts damaged by customer abuse are not covered by the warranty.

Troubleshooting the Problem

Record pertinent information about the notebook:

- Model and serial number.
- Operating system and version.
- Software version (stored in hidden file c:\version.inf).
- BIOS version.
- Accessories and peripherals used.

Analyze the problem:

- **Observe Symptoms.** Using the customer's information, try to duplicate the problem. Determine how the problem differs from proper behavior. Also, note the functions that *do* work properly.
- **Separate Problems.** If there are multiple symptoms, separate them into distinct problems.
- **Consider Causes.** Keep in mind possible causes for each problem. Use the diagnostic tools and troubleshooting suggestions to help find possible causes.
 - The e-Diagtools diagnostic program tests most of the notebook's components using automatic and interactive tests, and is your primary troubleshooting tool. Other tools include the power-on self-test, WMI/Toptools (if installed), the BIOS Setup utility, and the Sycard PCCtest. Table 3-2 on page 3-5 shows how you can use these tools to isolate the cause of the notebook's problem.
 - The troubleshooting suggestions on page 3-6 include general suggestions for repairing notebooks that show specific failure symptoms.

Swapping modules that might be defective with others known to be good is generally an ideal way to find the module responsible for the problem. A failure symptom is rarely caused by more than one module, so you will not usually need to replace more than one to correct a particular failure.

After you replace a module, the notebook will normally be in a confused state and lock up when you apply power. If this happens, press the reset button: this turns the notebook off, so that you can restart it in a known state.

Verifying the Repair

Before returning the repaired notebook to the customer, verify the repair by running the following tests:

- **e-Diagtools Basic Diagnostic Test.** Run the basic test of the e-Diagtools diagnostic program (page 3-17).
–and–
- **Function Tests.** Run tests that check the repaired function, such as those in e-Diagtools (page 3-17).
–and–
- **Failed Tests.** Run any other tests that failed during troubleshooting.

Suggestions for Troubleshooting

Table 3-2. Scope of Diagnostic Tools

Function	e-Diagtools	Power-On Self-Test	Sycard PCCTest 450	WMI/ Tootools (if installed)	BIOS Setup
AC adapter				Status	
Audio	Tests				
Batteries		Tests (CMOS battery only)		Describes	
Bootup		Tests		Describes	Configures
Display	Tests			Describes	Configures
Fan	Tests				
Floppy drive	Tests*	Tests		Describes	Configures
Hard disk	Tests	Tests		Describes	Configures
IEEE 1394	Tests				
Infrared	Tests			Describes	Configures
Keyboard	Tests	Tests		Describes	
LAN	Tests			Describes	Configures
Memory	Tests	Tests		Describes	Describes
Modem					Configures
Parallel	Tests			Describes	Configures
PCMCIA	Tests		Tests	Describes	
Port replicator					
Processor		Tests		Describes	
PS/2 port	Tests [†]				Configures
Serial	Tests*			Describes	Configures
USB				Describes	Configures
Wireless					Configures
* Test might be available only on certain units.					
† Use an external keyboard to exercise the port. Run the external 101-key test.					

If you cannot isolate the cause of a problem using the above diagnostic tools, use the suggestions in the following table to help find the problem.

Table 3-3. Troubleshooting Suggestions

Symptom	Call Center: Suggestions	Repair Center: Likely Causes	Repair Center: Comments
To help determine likely causes of a problem, determine which replaceable modules are involved in the system function and what roles they play: see the figure on page 1-12 and the table on page 1-13.			
Startup			
Does not boot on AC or battery.	<p>Check power source. Press and hold power button to turn notebook off, then press power button to turn notebook on.</p> <p>Unplug AC adapter, remove the battery and any PC cards, press reset button to turn notebook off, then reconnect power and try again.</p> <p>Do not use touch pad while booting or resuming.</p> <p>Remove all but one SDRAM module and try again. Reinsert any other SDRAM module and try again.</p>	<p>AC adapter.</p> <p>SDRAM module.</p> <p>CPU module.</p> <p>Button cover.</p> <p>Motherboard.</p> <p>Display assembly.</p> <p>Hard drive.</p>	<p>Check AC adapter. Remove all but one SDRAM module and try again.</p> <p>If power status light does not turn on, reprogram BIOS, replace top case, replace motherboard.</p> <p>If power status light turns on but display remains off, try external monitor. If monitor shows successful boot, replace display assembly. If monitor shows activity but BIOS does not complete, replace display assembly. If monitor is blank, replace button cover, replace motherboard.</p> <p>If power status light and display turn on, BIOS completes, but OS does not start from hard disk or floppy drive, replace CPU module, replace motherboard. If OS starts from floppy drive, reload hard drive, replace hard drive.</p>
Beeps once, spins hard disk, repeats, but does not boot.	Make sure at least one SDRAM module is installed.	SDRAM module.	
Does not boot on battery, but boots on AC.	<p>Make sure battery is properly installed and fully charged. Check battery level on battery LEDs.</p> <p>Check battery contacts. If available, try another battery.</p>	<p>Battery or contacts.</p> <p>Motherboard.</p>	
Does not boot from floppy drive.	<p>Make sure floppy disk is bootable.</p> <p>Use BIOS Setup to check default boot order.</p>	<p>Floppy disk or floppy drive.</p> <p>Motherboard.</p>	Make sure floppy drive is installed and connected correctly.
Does not boot from CD in CD/DVD drive.	<p>Make sure CD is bootable.</p> <p>Use BIOS Setup to check default boot order.</p> <p>Restart notebook.</p>	<p>CD/DVD drive.</p> <p>Motherboard.</p>	Make sure CD/DVD is installed and connected correctly.

Symptom	Call Center: Suggestions	Repair Center: Likely Causes	Repair Center: Comments
Sluggish startup or shutdown.	Use Tools tab in disk's Properties sheet to check hard disk. Use Disk Defragmenter to optimize hard disk. Delete temporary and unneeded files.	Hard drive.	
Error message such as "Invalid system disk" or "Auto IDE error".	Check for disk in floppy drive. Check boot order in BIOS Setup. Remove and reinstall hard drive.	Hard drive contacts. Hard drive.	If notebook boots from floppy drive, check for corrupt files on hard drive, use <i>Recovery CDs</i> to reinstall factory software onto hard drive, replace hard drive.
Password forgotten.	Verify proper ownership, then follow removal procedure with owner and record appropriate data—see page 5-1.		User must call Technical Support and provide proof of ownership. Password removal is restricted to certain sites. See page 5-1.
Power			
No power.	Make sure charged battery is installed or AC adapter connected. Try another battery or AC adapter if available.	AC adapter. Battery. Motherboard.	
Notebook has short operating time when on battery.	Turn down display brightness. Check timeout settings in Power in Control Panel. Check power management settings in BIOS Setup. Try default settings. Battery gauge might need calibration. Run HP Battery Optimizer from Start menu. Certain applications can cause excess CPU and power usage. (User can get Intel Power Monitor from www.intel.com and monitor CPU load.) When playing DVD movies on battery power, use Power Options in Control Panel to select Portable/Laptop power scheme. When using applications with automatic save feature (such as MS Word), extend save time or disable to reduce hard disk access and power usage. PCMCIA card use can affect battery life. Some PCMCIA cards draw power even while not in use. Heavy modem use can affect battery operating time.	Battery. Motherboard.	Battery capacity often decreases after a year or more.

Symptom	Call Center: Suggestions	Repair Center: Likely Causes	Repair Center: Comments
Turns off immediately after turning on.	Battery may be extremely low. Plug in AC adapter or insert charged battery	Battery.	
Does not run on battery; empty battery indication.	Check battery and contacts. Try another battery if available.	Battery or contacts. Motherboard.	
Beeps repeatedly.	Notebook beeps repeatedly when battery is low. Connect AC adapter or replace battery.	Battery.	
Battery does not charge.	Make sure AC adapter has correct power rating. Make sure AC adapter is connected properly and battery installed properly. Check battery contacts. If available, try another battery and AC adapter. Move notebook away from any nearby heat source. Unplug AC adapter and allow battery to cool. Check for blocked air vents.	Battery or contacts. AC adapter. Motherboard. Heatsink.	Check battery and AC adapter. Check heatsink.
AC adapter does not power notebook.	Try another AC adapter, if available.	AC adapter. Motherboard.	AC adapter cannot be repaired, and must be replaced.
Battery indicator is inaccurate.	Time Remaining is an estimate based on notebook's power use at that moment. It therefore depends on current task, and assumes power will be used at that rate until battery runs out. So if notebook is currently using good deal of power (such as when reading CD or DVD), Time Remaining likely shows less time than actually remains.		
Standby/resume			
General problems.	Close all applications before entering (or allowing notebook to enter) Standby or Hibernate mode. If problem appears after installing new software (including drivers), uninstall that software. Contact software vendor for additional support.		

Symptom	Call Center: Suggestions	Repair Center: Likely Causes	Repair Center: Comments
Notebook resumes slowly from Standby mode.	Notebook can take a minute or longer to resume if network card is installed. Blinking cursor appears while system is loading and checking hardware and network connections. When hardware is reinitialized, Windows desktop appears.		
Does not suspend to Standby mode as expected.	Notebook won't suspend if connection to another computer is active. If notebook is busy, it normally finishes current operation before suspending.		
Does not automatically enter Hibernate mode as expected.	Make sure hibernate support is enabled in Power in Control Panel. Also, make sure Hibernate timeouts (Power Schemes tab) for AC and battery power are not set to Never.		
Display			
Dark display, no light.	Make sure notebook is turned on and warmed up. Check power supply. Make sure SDRAM modules are installed properly. Adjust display brightness. Press Fn+F5 several times. Try external monitor.	Display cable connection. SDRAM modules. CPU module. Display assembly. Motherboard.	Check cable connections. Replace SDRAM modules. Make sure CPU module is installed properly, replace CPU module. Check display cable connections, replace display assembly. If external monitor displays no image, replace motherboard.
White display.	Adjust display brightness.	Display assembly.	
Erratic display.		Display cable connection. Display assembly. Motherboard.	Check display cable connection.
Bright or missing pixels or lines.	See quality statement on page 5-2.	Display cable connection. Display assembly.	Check display cable connection. See quality statement on page 5-2.
Punctured display.			Declared to be caused by customer abuse.
Vertical crack near center of display.		Usually caused by closing display with pencil-sized object on keyboard.	Declared to be caused by customer abuse.
Scratched display glass.			Declared to be caused by customer abuse.
Local area of dark or light discoloration visible when display is on.		Caused by excessive pressure applied to area on screen.	Declared to be caused by customer abuse.

Symptom	Call Center: Suggestions	Repair Center: Likely Causes	Repair Center: Comments
External display does not work.	Check connections. Press Fn+F5 several times. Try display on another computer.	External display. Motherboard.	
Hard disk			
Hard disk never spins.	Check power source. Remove and reinstall hard drive. Check connector.	Hard drive or connector. Motherboard.	If drive case is damaged, drive may not operate properly.
Hard disk makes clunking or scratching noise.	Back up disk immediately. Was notebook or drive dropped?	Hard drive.	Check notebook and drive for evidence of customer abuse.
Hard disk makes buzzing or whining noise.	Back up disk immediately. Check hard disk installation. Check for alternate noise sources, such as PCMCIA drive or fan.	Depends on noise source.	
Files corrupted.	Run virus scan program. Check hard disk using Tools tab in disk's Properties sheet. Test hard disk drive with e-Diagtools diagnostics. Back up files if possible, then use <i>Recovery CDs</i> to reformat hard disk and reinstall factory software.		
Disk capacity less than normal.	Check hard disk using Tools tab in disk's Properties sheet. Check partitions using Control Panel, Administrative Tools, Computer Management under Storage. Use <i>Recovery CDs</i> to reformat hard disk and reinstall factory software.	Hard drive.	
Disk's reported capacity is less than actual size	Hard disk allocates approximately 20 MB to diagnostic software. This space is unavailable for other uses, and not included in hard disk capacity reported by Windows.		
Floppy drive			
General problems.	No response from floppy drive.	Floppy drive. Motherboard.	Make sure floppy drive is installed and connected correctly.

Symptom	Call Center: Suggestions	Repair Center: Likely Causes	Repair Center: Comments
CD/DVD drive			
Particular CD or DVD not playing properly.	Check disk for proper insertion, dirt, or damage. Clean with soft cloth or replace as needed. If CD was created on CD-RW drive, try using HP certified media. Read and write quality can vary for other media.		
Cannot read any CD or DVD.	Restart notebook. Make sure CD/DVD drive is installed properly.	CD/DVD drive.	
DVD movie stops playing.	DVD may be double-sided. Movie may be paused. Press Play button.		
Region Code error.	DVDs contain embedded regional codes that prevent them from playing outside region in which they are sold. This error occurs when trying to play DVD intended for different region. Important: Most DVD drives allow region code to be changed only a limited number of times (usually no more than four). When this limit is reached, last change is hard-coded on DVD drive, and is permanent. Refer to DVD player software help for details.		HP warranty does not cover expense of correcting this situation.
"System Error: Unable to read drive" message.	Make sure disk is clean, undamaged, and inserted correctly. Clean with soft cloth or replace as needed. Wait 5 to 10 seconds after closing tray before pressing Play. Restart notebook.	CD/DVD drive. Motherboard.	Make sure CD/DVD drive is installed properly.
No DVD or CD-RW software on notebook.	If software was removed, use the <i>Recovery CDs</i> to reinstall factory software.		
All DVD play is erratic.	Some DVDs include software called "PC Friendly". This software can cause errors or erratic play. If needed, uninstall PC Friendly and restart notebook.		
Keyboard			
Some or all keys do not work properly.	Check settings in Control Panel.	Keyboard. Motherboard.	Try reinserting ribbon cable in connector on motherboard.

Symptom	Call Center: Suggestions	Repair Center: Likely Causes	Repair Center: Comments
Embedded numeric keypad does not work.	Press Fn+F8 to activate numeric keypad, and Lock key to turn on number lock. Avoid touching touch pad while booting or resuming.	Keyboard. Motherboard.	
PS/2 keyboard and mouse with Y-adapter do not work.	Check devices separately.	Y-adapter. PS/2 device. Motherboard.	
Touch pad			
General problems.	Reset notebook (see page 1-8). Check settings in Control Panel. Make sure touch pad is enabled in Mouse Properties. By default, touch pad is disabled if external PS/2 mouse is connected, Use BIOS Setup to check settings. Avoid touching touch pad while booting or resuming.	Top case. Motherboard.	
Special touch pad features not working.	In Mouse Properties, select Synaptics PS/2 TouchPad driver. (Driver is installed from \hp\drivers\touchpad.)	Top case. Motherboard.	
Click button does not work.		Top case. Motherboard.	
Memory			
Out of memory error.	Make sure C drive has adequate free space. Delete temporary and unneeded files. Use memory troubleshooter in Windows Help. Not all third-party memory cards have been tested for use with notebook.	SDRAM module.	
Notebook does not boot after adding SDRAM.	Use only DDR-266 SDRAM modules.	SDRAM module.	
Audio			
No sound audible.	Increase sound volume. Check whether sound is enabled (mute button and software controls). Check for sound resource conflicts in Device Manager. Test audio with e-Diagtools diagnostics.	Speaker assembly. Modem/audio PCA. Motherboard.	Check operation using headphones or external speakers (audio control PCA). Make sure speaker assembly cable is connected.

Symptom	Call Center: Suggestions	Repair Center: Likely Causes	Repair Center: Comments
Sound does not record.	Use an external microphone (no internal microphone). Check software controls. Test audio with e-Diagtools diagnostics.	Modem/audio PCA. Audio control PCA. Motherboard.	
Serial/Paralle/USB			
General problems.	Check connections. Restart notebook. Use troubleshooters in Windows Help. Check settings in Control Panel. Check port settings in Device Manager. Test ports with e-Diagtools diagnostics. For USB: contact device vendor and HP Notebook web site (see page vii) for latest USB drivers. For USB: if the device is powered by the USB port, try another port.	Motherboard.	
Modem			
General problems.	Check settings in Control Panel. Open hardware Device Manager. If modem is disabled, try to enable. If modem has a conflict, try disabling another device. Use analog telephone line (2, 3, or 4 wires), not PBX or digital line. In a hotel, ask for data line. Try disabling error correction and data compression. Test modem with e-Diagtools diagnostics.	Modem/audio PCA. Motherboard.	

Symptom	Call Center: Suggestions	Repair Center: Likely Causes	Repair Center: Comments
LAN/network			
General problems.	<p>Check cables and connections.</p> <p>Try connecting notebook to another network station (if applicable). If green light next to LAN port does not light, LAN cable may not be connected to network or network may be down.</p> <p>Use networking troubleshooter in Windows Help.</p> <p>Check settings in Control Panel.</p> <p>Make sure LAN cable is Category 3, 4, or 5 for 10Base-T operation, or Category 5 for 100Base-TX operation. Maximum cable length is 100 meters (330 feet).</p> <p>Test LAN with e-Diagtools diagnostics.</p>	Motherboard.	
Infrared			
General problems.	<p>Infrared is disabled and no drivers installed as shipped. (Drivers are included.)</p> <p>Make sure line between infrared ports is not blocked, ports face each other squarely and are no more than 1 meter apart. Sunlight, heat from nearby equipment, or other sources of infrared radiation can cause transmission errors.</p> <p>Open Hardware Device Manager. Try to enable the infrared port.</p> <p>Remove any PC cards from notebook (possible IRQ conflict).</p> <p>For fast-IrDA, check for DMA conflict with ECP parallel port.</p>	I/R PCA. Motherboard.	

Symptom	Call Center: Suggestions	Repair Center: Likely Causes	Repair Center: Comments
Wireless			
General problems.	Check TCP/IP setup in Control Panel. Check SSID, channel, and encryption settings.	Mini-PCI card. Antenna PCAs. Motherboard.	Make sure all cables are properly connected to mini-PCI card and motherboard. Check for damaged coaxial cables or connectors.
One-Touch button problems			
Buttons not working properly.	Make sure correct applications are associated with buttons in One-Touch tab of Keyboard in Control Panel.	Button cover. Motherboard.	
On-screen display does not appear when button is pressed.	Make sure Onscreen Display is enabled in One-Touch tab of Keyboard in Control Panel.		
PCMCIA			
General problems.	Restart notebook. Try card in another computer. If card requires an IRQ, make sure one is available. In Device Manager, refresh device list and check for conflicts. Download current drivers from card manufacturer's web site.	PCMCIA socket. Motherboard.	Using a flashlight, look for bent pins inside the PCMCIA socket. If only one slot is affected, replace PCMCIA socket. If both slots are affected, replace motherboard.
AC adapter			
Does not power notebook.	Make sure AC adapter has correct power rating. Try another AC adapter, if available.	AC adapter. Motherboard.	AC adapter cannot be repaired and must be replaced.
Motherboard			
Evidence of spilled liquid.			Declared to be caused by customer abuse.
Bent or broken connectors, or burnt component.			Declared to be caused by customer abuse.
Motherboard cracked.			Declared to be caused by customer abuse.
Miscellaneous			
Clock loses time	Plug in AC adapter for 24 hours to charge CMOS battery.	CMOS battery. Motherboard.	Charge CMOS battery.
Notebook gets abnormally hot.	Always set notebook on a flat surface, so air can flow freely around and underneath it Make sure air vents are not blocked. Games and other programs that drive CPU usage toward 100% can contribute.	Heatsink.	Check heatsink for damage or proper fan operation. Check thermal contact between CPU and heatsink. Replace thermal pad if needed.

Symptom	Call Center: Suggestions	Repair Center: Likely Causes	Repair Center: Comments
Notebook pauses or runs sluggishly.	<p>May be normal Windows behavior (background processing can affect response time).</p> <p>Certain operations (such as virus scanning or file browsers) can affect performance.</p> <p>Press Ctrl+Alt+Del to see if an application is not responding.</p> <p>Restart notebook.</p> <p>If hard disk has spun down to conserve power, it can take several seconds to spin up (you can hear this). Use Control Panel to modify hard disk power settings.</p> <p>Check for overheating—see previous symptom.</p> <p>If notebook's hard drive frequently runs (as indicated by hard drive light on front of notebook) while notebook appears to be paused or running slowly, consider installing additional SDRAM.</p> <p>Make sure hard drive has adequate free space. Delete temporary and unneeded files.</p>	CPU module. Motherboard.	If notebook slows after period of continuous activity, check heatsink—see previous symptom.
Notebook still on but stops responding.	<p>Press Ctrl+Alt+Del and end any application not responding.</p> <p>Reset notebook (see page 1-8).</p>		
Accessories			
Port replicator problems.	<p>Check notebook's power supply.</p> <p>Check settings in BIOS Setup.</p>	Port replicator. Motherboard.	Port replicator is not repairable, and must be exchanged.

Diagnostic Tools

This section describes the following diagnostic tools you can use for troubleshooting and repairing the notebook:

- Notebook e-Diagtools diagnostic program (below).
- Power-on self-test (page 3-19).
- Sycard PCCtest 450 PC card (page 3-25).
- Windows Management Instrumentation (page 3-26).
- BIOS Setup utility (page 3-27).

e-Diagtools Diagnostic Program

The hardware diagnostic programs provide two levels of testing:

- User-level testing using a basic hardware test.
- Advanced testing using individual hardware tests.

The tests are designed to run after the system reboots, so that the notebook will be in a predictable state during the tests. The tests are non-destructive, and are intended to preserve the state of the notebook. The notebook reboots when you exit the program so drivers can be loaded.

Updating e-Diagtools

You can download the latest version of e-Diagtools using e-Diagtools for Windows.

Running e-Diagtools

The following procedure describes how to run e-Diagtools. The individual steps might differ slightly for different versions of e-Diagtools.

1. Click Start, Turn Off Computer (or Shut Down), Restart.
2. When the HP logo appears, press F10 to start the diagnostic test.

The first time you run the program, you are prompted to select the language for the program.

3. When the menu appears, press F2 to run e-Diagtools.
4. When the Configuration Description appears, check the list of detected hardware.
5. **Run the basic test.** Press F2 to start the basic hardware test. The results appear when the test is complete.
6. If you intend to exit without running the advanced tests, press F4 to view the Support Ticket. Press F3 to exit e-Diagtools.
7. **Optional: run the advanced tests.** Press F2 to open the advanced test screen.
8. Use the arrow keys and ENTER to select the test you want to run. Tests are listed only for detected hardware.
9. Press F2 to run the selected tests and add the results to the Support Ticket.
10. After each run, press F2 to return to the advanced test screen, or press F4 to view the Support Ticket.
11. **Exit.** Press F3 and then any key to exit and reboot.
12. **Optional: open the Support Ticket.** In Windows, click Start, All Programs (or Programs), Hewlett-Packard, Notebook, HP e-Diagtools, e-Diagtools for Windows.
13. Click View to display the Support Ticket.
14. To add information about your problem, click Comments, type the information, and then click OK.
To save or print the Support Ticket, click Save As or Print.

To e-mail the Support Ticket to your support agent, click e-Mail. The first time you make an e-mail connection from this program, click Change Settings in the Connect window and enter the settings recommended by your support agent.

If you have trouble running e-Diagtools diagnostics from the hard disk, you can also run it from the *Recovery CD* or *DVD*. Boot from the CD or DVD and select the diagnostics option.

Interpreting the Results

The e-Diagtools diagnostic program returns error codes and suggestions for repair and/or follow-up actions. The basic hardware test shows a recommended replacement part.

To help interpret the results of the e-Diagtools tests, refer to the following:

- e-Diagtools Support Ticket.
- Replaceable Module Diagram on page 1-12
- Functional Structure Description on page 1-13

This combined information should enable you to determine which of the notebook's components require service.

Power-On Self-Test

Note

If Quiet Boot is enabled in BIOS Setup (the default setting), press Esc during boot to see POST messages.

When the notebook boots, its system BIOS runs a series of initialization routines and diagnostic tests called POST (Power-On Self-Test). The BIOS will not boot the notebook's operating system if the system memory, CPU, DMA, or interrupt controller fails the POST diagnostic tests. POST indicates progress by a sequence of codes; if an error occurs, the BIOS displays a message and/or issues a beep code.

Note that not all POST messages indicate a failure in the notebook—some messages are for information only. You should not necessarily interpret the failure of one or more POST tests as a hardware, software, or firmware failure. If POST displays an error message or issues a beep code indicating an error, *confirm the problem using other diagnostic tools*.

First, confirm the failure by performing a “clean” boot, as described below. Note that if the notebook fails to restart with a clean boot, it requires repair.

1. Remove all accessories, including SDRAM modules, port replicator, PC cards, printer, external monitor, pointing device, and keyboard.
2. Provide “clean” AC power—no auto adapter or unusual AC adapter configuration.
3. Press the reset button to return the notebook to a known state.
4. Press the power button to start the notebook.

If the BIOS detects a terminal error condition, it halts POST after issuing a beep code and/or displaying a message (see the following table). The beep code indicates the POST routine in which the terminal error occurred.

Table 3-4. POST Terminal-Error Beep Codes

Beep Codes*	POST Description
1	One short beep before boot.
1-2	Search for option ROMs.
1-1-1-3	Verify Real Mode.
1-1-1-4	Disable Non-Maskable Interrupt (NMI).
1-1-2-1	Get CPU type.
1-1-2-3	Initialize system hardware.
1-1-2-4	Disable shadow and execute code from ROM.
1-1-3-1	Initialize chipset with initial POST values.
1-1-3-2	Set IN POST flag.
1-1-3-3	Initialize CPU registers.
1-1-3-4	Enable CPU cache.
1-1-4-1	Initialize caches to initial POST values.
1-1-4-3	Initialize I/O component.
1-1-4-4	Initialize local bus IDE.
1-2-1-1	Initialize Power Management.
1-2-1-2	Load alternate registers with initial POST values.
1-2-1-3	Restore CPU control word during warm boot.
1-2-1-4	Initialize PCI Bus Mastering devices.
1-2-2-1	Initialize keyboard controller.
1-2-2-3	BIOS ROM checksum.
1-2-2-4	Initialize cache before memory Auto size.
1-2-3-1	8254 timer initialization.
1-2-3-3	8237 DMA controller initialization.
1-2-4-1	Reset Programmable Interrupt Controller.
1-3-1-1	Test DRAM refresh.

Beep Codes*	POST Description
1-3-1-3	Test 8742 Keyboard Controller (on motherboard).
1-3-2-1	Set ES segment register to 4 GB.
1-3-3-1	Auto size DRAM; or wrong type or no RAM installed.
1-3-3-2	Initialize POST Memory Manager.
1-3-3-3	Clear 512 kB base RAM.
1-3-4-1	RAM failure on address line xxxx.
1-3-4-3	RAM failure on data bits xxxx of low byte of memory bus.
1-3-4-4	Enable cache before system BIOS shadow.
1-4-1-1	RAM failure on data bits xxxx of high byte of memory bus.
1-4-1-3	Test CPU bus-clock frequency.
1-4-1-4	Initialize Phoenix Dispatch Manager.
1-4-2-3	Warm start shut down.
1-4-3-1	Shadow system BIOS ROM.
1-4-3-3	Auto size cache.
1-4-4-1	Advanced configuration of chipset registers.
1-4-4-2	Load alternate registers with CMOS values.
2-1-1-2	Initialize extended memory for RomPilot.
2-1-1-3	Initialize interrupt vectors.
2-1-2-2	POST device initialization.
2-1-2-3	Check ROM copyright notice.
2-1-2-4	Initialize I20 support.
2-1-3-1	Check video configuration against CMOS.
2-1-3-2	Initialize PCI bus and devices.
2-1-3-3	Initialize all video adapters in system.
2-1-3-4	QuietBoot start (optional).
2-1-4-1	Shadow video BIOS ROM.
2-1-4-3	Display BIOS copyright notice.
2-1-4-4	Initialize MultiBoot.
2-2-1-1	Display CPU type and speed.
2-2-1-2	Initialize EISA board.
2-2-1-3	Test keyboard.
2-2-2-1	Set key click if enabled.
2-2-2-2	Enable USB devices.
2-2-3-1	Test for unexpected interrupts.
2-2-3-2	Initialize POST display service.
2-2-3-3	Display prompt "Press F2 to enter SETUP".
2-2-3-4	Disable CPU cache.
2-2-4-1	Test RAM between 512 and 640 kB.
2-3-1-1	Test extended memory.
2-3-1-3	Test extended memory address lines.
2-3-2-1	Jump to UserPatch1.
2-3-2-3	Configure advanced cache registers.
2-3-2-4	Initialize Multi Processor APIC.
2-3-3-1	Enable external and CPU caches.
2-3-3-2	Set up System Management Mode (SMM) area.
2-3-3-3	Display external L2 cache size.
2-3-3-4	Load custom defaults (optional).
2-3-4-1	Display shadow-area message.
2-3-4-3	Display possible high address for UMB recovery.
2-4-1-1	Display error messages.
2-4-1-3	Check for configuration errors.
2-4-2-3	Check for keyboard errors.
2-4-4-1	Set up hardware interrupt vectors.
2-4-4-2	Initialize Intelligent System Monitoring.
2-4-4-3	Initialize coprocessor if present.
3-1-1-1	Disable onboard Super I/O ports and IRQs.
3-1-1-2	Late POST device initialization.
3-1-1-3	Detect and install external RS232 ports.
3-1-1-4	Configure non-MCD IDE controllers.
3-1-2-1	Detect and install external parallel ports.
3-1-2-2	Initialize PC-compatible PnP ISA devices.
3-1-2-3	Re-initialize onboard I/O ports.
3-1-2-4	Configure Motherboard Configurable Devices (optional).
3-1-3-1	Initialize BIOS Data Area.
3-1-3-2	Enable Non-Maskable Interrupts (NMIs).
3-1-3-3	Initialize Extended BIOS Data Area.
3-1-3-4	Test and initialize PS/2 mouse.
3-1-4-1	Initialize floppy controller.
3-1-4-4	Determine number of ATA drives (optional).
3-2-1-1	Initialize hard-disk controllers.
3-2-1-2	Initialize local-bus hard-disk controllers.
3-2-1-3	Jump to UserPatch2.

Beep Codes*	POST Description
3-2-1-4	Build MPTABLE for multi-processor boards.
3-2-2-2	Install CD-ROM for boot.
3-2-2-3	Clear huge ES segment register.
3-2-2-4	Fix up Multi Processor table.
3-2-3-2	Check for SMART Drive (optional).
3-2-3-3	Shadow option ROMs.
3-2-4-1	Set up Power Management.
3-2-4-2	Initialize security engine (optional).
3-2-4-3	Enable hardware interrupts.
3-2-4-4	Determine number of ATA and SCSI drives.
3-3-1-1	Set time of day.
3-3-1-3	Check key lock.
3-3-2-1	Initialize typematic rate.
3-3-3-1	Erase F2 prompt.
3-3-3-3	Scan for F2 keystroke.
3-3-4-1	Enter SETUP.
3-3-4-3	Clear Boot flag.
3-4-1-1	Check for errors.
3-4-1-2	Inform RomPilot about the end of POST.
3-4-1-3	POST done - prepare to boot OS.
3-4-2-2	Terminate QuietBoot (optional).
3-4-2-3	Check password (optional).
3-4-2-4	Initialize ACPI BIOS.
3-4-3-2	Prepare Boot.
3-4-3-3	Initialize SMBIOS.
3-4-3-4	Initialize PnP Option ROMs.
3-4-4-1	Clear parity checkers.
3-4-4-2	Display MultiBoot menu.
3-4-4-3	Clear screen (optional).
3-4-4-4	Check virus and backup reminders.
4-1-1-1	Try to boot with INT 19.
4-1-1-2	Initialize POST Error Manager (PEM).
4-1-1-3	Initialize error logging.
4-1-1-4	Initialize error display function.
4-1-2-1	Initialize system error handler.
4-1-2-2	PnPnd dual CMOS (optional).
4-1-2-3	Initialize note dock (optional).
4-1-2-4	Initialize note dock late.
4-1-3-1	Force check (optional).
4-1-3-2	Extended checksum (optional).
4-1-3-3	Redirect Int 15h to enable remote keyboard.
4-1-3-4	Redirect Int 13h to Memory Technologies Devices such as ROM, RAM, PCMCIA, and serial disk.
4-1-4-1	Redirect Int 10h to enable remote serial video.
4-1-4-2	Re-map I/O and memory for PCMCIA.
4-1-4-3	Initialize digitizer and display message.
4-2-1-3	Unknown interrupt.
4-3-1-1	Initialize the chipset.
4-3-1-2	Initialize the bridge.
4-3-1-3	Initialize the CPU.
4-3-1-4	Initialize system timer.
4-3-2-1	Initialize system I/O.
4-3-2-2	Check force recovery boot.
4-3-2-3	Checksum BIOS ROM.
4-3-2-4	Go to BIOS.
4-3-3-1	Set Huge Segment.
4-3-3-2	Initialize Multi Processor.
4-3-3-3	Initialize OEM special code.
4-3-3-4	Initialize PIC and DMA.
4-3-4-1	Initialize Memory type.
4-3-4-2	Initialize Memory size.
4-3-4-3	Shadow Boot Block.
4-3-4-4	System memory test.
4-4-1-1	Initialize interrupt vectors.
4-4-1-2	Initialize Run Time Clock.
4-4-1-3	Initialize video.
4-4-1-4	Initialize System Management Manager.
4-4-2-1	Output one beep.
4-4-2-2	Clear Huge Segment.
4-4-2-3	Boot to Mini DOS.
4-4-2-4	Boot to Full DOS.
1 long, 2 short	Improper video configuration (reprogram EEPROM) or external ROM checksum failure.

The following table lists POST messages and explanations for reported problems. If the system fails after you make changes in BIOS Setup, reset the notebook, enter BIOS Setup, and install the defaults or correct the error.

Table 3-5. POST Messages

Message	Description
0200 Failure Fixed Disk	Fixed (hard) disk is not working or not configured properly. Make sure the hard disk is installed properly. Run BIOS Setup and make sure the hard disk type is correctly identified.
0210 Stuck key	Stuck key on keyboard.
0211 Keyboard error	Keyboard is not working.
0212 Keyboard Controller Failed	Keyboard controller failed the test. might require replacing the motherboard (contains the keyboard controller).
0213 Keyboard locked – Unlock key switch	Unlock the system to proceed.
0220 Monitor type does not match CMOS – Run SETUP	Monitor type is not correctly identified in BIOS Setup.
0230 Shadow RAM Failed at offset: <i>nnnn</i>	Shadow RAM failed at offset <i>nnnn</i> of the 64k block at which the error was detected.
0231 System RAM Failed at offset: <i>nnnn</i>	System RAM failed at offset <i>nnnn</i> of the 64k block at which the error was detected.
0232 Extended RAM Failed at offset: <i>nnnn</i>	Extended memory is not working or not configured properly at offset <i>nnnn</i> . Update to the latest BIOS version.
0250 System battery is dead – Replace and run SETUP	CMOS clock battery indicator shows that the CMOS battery is dead. Connect the AC adapter for at least 24 hours, then run BIOS Setup to reconfigure the system.
0251 System CMOS checksum bad – Default configuration used	System CMOS has been corrupted or modified incorrectly, perhaps by an application that changes CMOS data. In response, the BIOS has installed the default Setup values. Use BIOS Setup to modify these values if needed. If the error persists, check the system battery. Connect the AC adapter for at least 24 hours; replace the motherboard.
0260 System timer error	Timer test failed. Replace the motherboard.
0270 Real time clock error	Real-time clock failed the BIOS test. Might require replacing the motherboard.
0271 Check date and time settings	BIOS found the date or time to be out of range, and reset the real-time clock. You might need to use BIOS Setup to reset the legal date.
0280 Previous boot incomplete – Default configuration used	Previous POST did not complete successfully. POST loads default values and offers to run BIOS Setup. If the failure was caused by incorrect values that are not corrected, the next boot will likely fail. This error is cleared the next time the system is booted.
0281 Memory Size found by POST differed from CMOS	Memory size found by POST differed from that specified in CMOS.
02B0 Diskette drive A error	Drive A: is present but fails the BIOS POST diskette tests. Make sure the drive is defined with the proper diskette type in BIOS Setup and that the drive is connected correctly.
02B2 Incorrect Drive A type – run SETUP	Type of floppy drive A: not correctly identified in BIOS Setup.
02D0 System cache error – Cache disabled	RAM cache failed and BIOS disabled the cache. May require replacing the motherboard. A disabled cache slows system performance considerably.
02F0: CPU ID:	CPU socket number for Multi-Processor error.

Message	Description
02F4: EISA CMOS not writeable	ServerBIOS2 test error: Cannot write to EISA CMOS.
02F5: DMA Test Failed	ServerBIOS2 test error: Cannot write to extended Direct Memory Access (DMA) registers.
02F6: Software NMI Failed	ServerBIOS2 test error: Cannot generate software Non-Maskable Interrupt (NMI).
02F7: Fail-Safe Timer NMI Failed	ServerBIOS2 test error: Fail-safe timer takes too long.
device Address Conflict	Address conflict for the specified device.
Allocation Error for: device	Run ISA or EISA Configuration Utility to resolve a resource conflict for the specified device.
CD ROM Drive	CD-ROM drive identified.
Entering SETUP ...	Starting BIOS Setup.
Failing Bits: nnnn	Hex number <i>nnnn</i> is a map of the bits at the RAM address that 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 <i>n</i> (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 <i>nnnn</i> is the amount of RAM in kB successfully tested.
nnnn Cache SRAM Passed	Where <i>nnnn</i> is the amount of system cache in kB successfully tested.
nnnn kB Shadow RAM Passed	Where <i>nnnn</i> is the amount of shadow RAM in kB successfully tested.
nnnn kB System RAM Passed	Where <i>nnnn</i> is the amount of system RAM in kB successfully tested.
Operating system not found	Operating system cannot be located on drive A: or drive C:. Enter BIOS Setup and see if the hard 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. Parity is a method for checking errors in binary data. A parity error indicates that 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.
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 BIOS Setup and change the settings. Press <F3> to display the previous screen (usually an initialization error of an Option ROM, such as an add-on card). Write down and follow the information shown on the screen.
Press <F2> to enter Setup	Optional message displayed during POST.
PS/2 Mouse:	PS/2 mouse identified.
System BIOS shadowed	System BIOS copied to shadow RAM.

Message	Description
UMB upper limit segment address: <i>nnnn</i>	Displays the address <i>nnnn</i> of the upper limit of Upper Memory Blocks (UMB), indicating released segments of the BIOS that can be reclaimed by a virtual memory manager.
Video BIOS shadowed	Video BIOS copied to shadow RAM.

Sycard PCCtest 450/460 PC Card (Optional)

The PCCtest 450 and 460 cards (version 1.05) from Sycard Technology are the only recommended diagnostic tools that test the functionality of the PCMCIA slots using a PCMCIA card. Each is a Type II PC card that works with test software to exercise PCMCIA functions. (For details, see the Sycard Technology web site: <http://www.sycard.com>).

The PCCtest product contains these components:

- PCCtest 450 or 460 (revision 1.05) PC card.
- PCCtest 450/460 software disk. (Software updates are available at the Sycard Technology web site.)
- Configuration headers (PC card/16-bit and CardBus/32-bit) that attach to the card.

You will also need a CardBus extender card (such as the Sycard PCCextend 70) to avoid wear on the Sycard PCMCIA connector.

Use the following tests to check the function of the notebook's PCMCIA slots. See the Sycard documentation for details about running the tests.

Table 3-6. Sycard PCCtest Commands

	Slot	PCMCIA PC card (16-bit) test (PC card configuration header)	CardBus (32-bit) test (CardBus configuration header)
Omnibook XE4400 (PCI 1520)	Upper	pct450 -v -1 -b80	Testcb -v -1 -b80
	Lower	pct450 -v -0 -b80	testcb -v -0 -b80

Windows Management Instrumentation (WMI)

The Windows Management Instrumentation is basically sets of rules for accessing information about a notebook. WMI allows an application to determine, for example, the operating system being used, which hardware and software components are in the notebook, and possibly whether any of the components need replacing. A local or remote application can use the WMI interface to check which hardware and software components are installed on your notebook, and might be able to tell how well they are working or if they need replacement.

Installing the WMI Package

The WMI package is either preinstalled on the notebook's hard disk or can be downloaded from <http://www.hp.com/toptools> (the contents are the same in both cases). The package must be properly installed before it can be used.

To install the WMI preloaded on the hard disk:

1. Start Windows, if it is not already running.
2. Click Start, Programs (or All Programs), Hewlett-Packard, HP Toptools Agent, Setup.

Using WMI

For a complete description of how to use WMI, see the following documentation provided with the notebook:

- A README.TXT file: click Start, Programs, Hewlett-Packard, HP Toptools Agent, Read me.
- A Windows online help file describing Hewlett-Packard's implementation of WMI (group and attribute definitions): click Start, Programs Hewlett-Packard, HP Toptools Agent, HP Toptools Help.

Uninstalling the WMI Package

1. Click Start, Programs (or All Programs), Hewlett-Packard, HP Toptools Agent, Uninstall WMI.
2. Restart the notebook.

BIOS Setup Utility

The BIOS Setup utility provides access to the notebook's basic configuration settings. It is independent of the operating system.

Running the BIOS Setup Utility

1. Close all applications, then restart the notebook: click Start, Turn Off Computer, Restart. (If necessary, you can press Ctrl+Alt+Del to restart.)
2. When the HP logo appears, press F2 to enter the BIOS Setup utility.
3. The pointing devices are not active in BIOS Setup, so you will need to use the keyboard to navigate:
 - Press the LEFT and RIGHT arrow keys to move among menus.
 - Press the UP and DOWN arrow keys to move among parameters in a menu.
 - Press F5 or F6 to move through values for the current parameter, or press Enter to change a setting.
4. After you select the options you want, press F10 or use the Exit menu to exit BIOS Setup.

If the settings cause a conflict between devices during reboot, the system prompts you to run BIOS Setup, and marks the conflicting settings.

Note

The listings in the following table are for the initial BIOS release, and might differ somewhat for other models or BIOS versions.

Table 3-7. BIOS Setup Menus and Parameters

Omnibook XE4400: Introduced with BIOS version KD.M1.00 (Spring 2002).		
Main Menu	Description	Default
BIOS Revision	Shows the current BIOS version.	Detected automatically.
System Time	Sets the time using 24-hour format. Values set take effect immediately.	
System Date	Sets the date using dd/mm/yy format (except English, which uses mm/dd/yy format).	
Language	Sets the language for BIOS Setup.	Detected automatically.
Internal Hard Disk	Sets the hard disk drive type and various parameters.	Detected automatically.
Extended Memory	Shows the extended memory size.	Detected automatically.
CPU Serial Number	For a Pentium processor with a serial number, makes the serial number available to software.	Disabled.
Serial Number	Displays the serial number as shown on the back of the notebook.	Detected automatically.
PC ID	Displays the PC ID String stored in the reserved part of RAM.	

Main Menu	Description	Default
Service ID	Displays an identifier used for repair service.	Detected automatically.
UUID	Displays the value of the 16-byte UUID (Universally Unique ID) as 32 hex characters.	Detected automatically.
MAC Address	Displays the MAC network address of the internal (wired) LAN, if present.	Detected automatically.
System Devices Menu	Description	Default
Video Display Device	Sets whether the built-in display automatically switches to an external display, if one is detected.	Auto
External Pointing Devices	Disables the internal pointing devices when an external pointing device is connected.	Auto
Legacy USB Support	Enables BIOS support for USB mouse, keyboard, and floppy drive during startup.	Enabled
Wake On LAN from Power Off	Lets the notebook be turned on via the LAN port. If this option is enabled, the notebook uses increased power while it is shut down.	Disabled
Security Menu	Description	Default
User Password is	Shows if a user password is set.	Clear
Administrator Password is	Shows if an administrator password is set.	Clear
Set User Password	Press ENTER to set, change, or clear the user password. The password can have no more than 8 characters (0-9, A-Z), and cannot include special or accented characters.	Enter
Set Administrator Password	Press ENTER to set, change, or clear the administrator password, which protects BIOS Setup settings. The password can have no more than 8 characters (0-9, A-Z), and cannot include special or accented characters.	Enter
Password Required to Boot	Sets whether a user password is required when the computer boots. Requires the administrator password for changes.	Disabled
Boot Menu	Description	Default
Hard Disk Removable Device CD/DVD Built-in LAN	Shows the order of boot devices. Move the entries to change the order. Built-in LAN provides diskless boot from a network server.	1. Hard Disk 2. Removable Device 3. CD/DVD 4. Built-in LAN
Exit Menu	Description	
Save Changes and Exit	Saves Setup changes, and then exits and reboots.	
Discard Changes and Exit	Discards any Setup changes made since last save, and then exits and reboots. Does not affect password, date, or time changes.	
Get Default Values	Restores default settings, and remains in Setup. Does not affect password, date, or time changes.	

Updating the Notebook's BIOS

Hewlett-Packard might from time to time provide updates to the notebook's BIOS. Use e-DiagTools for Windows to download and install these BIOS updates as needed (page 2-42).

Replaceable Parts

This chapter contains an exploded view of the Omnibook XE4400 and the following lists of parts:

- Notebook replaceable parts (page 4-3).
- Accessory replacement parts (page 4-5).
- Part number reference (page 4-6).

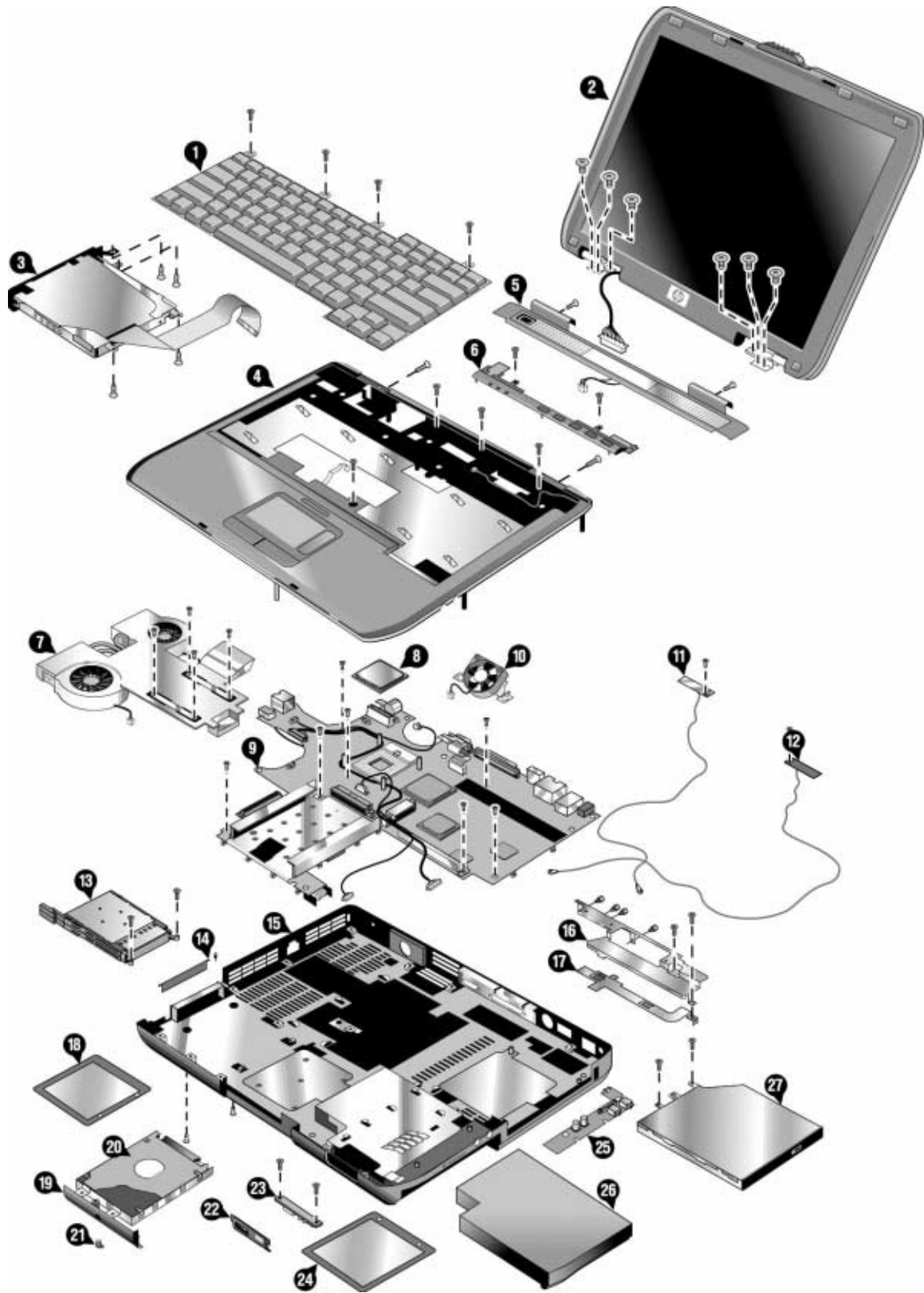


Figure 4-1. Exploded View

Table 4-1. Omnibook Replaceable Parts

	Description	Part Number	Exchange Part Number	User-Repl.
11,12	Antennas, wireless - 3	F4665-60937		
26	Battery, Lilon 4.4Ahr 8-Cell Li-Ion	F4809-60901		Yes
	Card, mini-PCI-802.11B France	F4640-60978		Yes
	Card, mini-PCI-802.11B worldwide	F4640-60977		Yes
15	Case, bottom - 3F DF* w/ W2K COA	F4665-60944	F4665-69044	
15	Case, bottom - 3F DF* w/ XP Home	F4665-60947	F4665-69047	
15	Case, bottom - 3F DF* w/ XP Pro / W2K COA	F4665-60946	F4665-69046	
15	Case, bottom - 3F DF* w/ XP Pro COA	F4665-60945	F4665-69045	
15	Case, bottom - 3F FF* w/ W2K COA	F4665-60948	F4665-69048	
15	Case, bottom - 3F FF* w/ XP Home COA	F4665-60951	F4665-69051	
15	Case, bottom - 3F FF* w/ XP Pro / W2K COA	F4665-60950	F4665-69050	
15	Case, bottom - 3F FF* w/ XP Pro COA	F4665-60949	F4665-69049	
4	Case, top - 3F FF* black/silver	F4665-60908		
4	Case, top - 3F FF* gray/silver	F4665-60906		
27	CD-ROM Assy - 24X	F4640-60934		
27	CD-RW/DVD Combo ASSY	F4640-60937	F4640-69037	
6	Cover, button -3F w/PCA (gray)	F4665-60904		
8	CPU, DT-P4 1.8 GHz Willamette	1822-0539	F4666-69201	
8	CPU, DT-P4 2.0 GHz Northwood	1822-0572	F4666-69202	
8	CPU, DT-P4 2.2 GHz Northwood	1822-0363	F4682-69201	
2	Display, 14.1" XGA Black/Silver	F4640-60961	F4640-69061	
2	Display, 15" SXGA Black/Silver	F4640-60963	F4640-69063	
2	Display, 15.0" XGA Black/Silver	F4640-60962	F4640-69062	
24	Door, memory - 3F w/ labels	F4665-60901		Yes
18	Door, mini-PCI - 3F w/telecom	F4665-60902		Yes
27	DVD Assy - 8x	F4640-60936		
10	Fan - 3F small	F4665-60911		
3	FDD assy w/cable 3F	F4665-60905		
17	Guide, ODD -3F right	F4665-60918		
20	HDD-20GB 9.5mm, Hitachi ATA100	0950-4193	F3257-69105	Yes
20	HDD-20GB 9.5mm, IBM (diablo) ATA100	0950-4163	F1660-69114	Yes
20	HDD-20GB 9.5mm, IBM ATA100 FDB	0950-4318	F3257-69501	Yes
20	HDD-20GB 9.5mm, Toshiba ATA100 FDB	0950-4287	F3476-69002	Yes
20	HDD-30.0GB 9.5mm, IBM (diablo) ATA100	0950-4162	F2072-69115	Yes
20	HDD-30.0GB 9.5mm, IBM ATA100 FDB (Cascade)	0950-4319	F3414-69500	Yes
20	HDD-30GB 9.5mm, Hitachi ATA100	0950-4168	F3257-69106	Yes
20	HDD-30GB 9.5mm, Toshiba ATA100	0950-4176	F3257-69103	Yes
20	HDD-30GB 9.5mm, Toshiba ATA100 (TITAN)	0950-4360	F3414-69501	Yes
20	HDD-40.0GB 9.5mm, IBM ATA100 FDB	0950-4320	F3428-69500	Yes
20	HDD-40GB 9.5mm, Toshiba ATA100	0950-4288	F3378-69102	Yes
7	Heatsink - 3F w/ 2 Fans	F4665-60910		
1	Keyboard, Arab/Eng	F4640-60909		
1	Keyboard, Belgian	F4640-60910		
1	Keyboard, Czech	F4640-60911		
1	Keyboard, Danish	F4640-60912		
1	Keyboard, Fra/Canad	F4640-60914		

	Description	Part Number	Exchange Part Number	User-Repl.
1	Keyboard, French	F4640-60913		
1	Keyboard, German	F4640-60915		
1	Keyboard, Greek	F4640-60916		
1	Keyboard, Hebrew	F4640-60917		
1	Keyboard, Hungarian	F4640-60918		
1	Keyboard, Icelandic	F4640-60919		
1	Keyboard, Intl Eng	F4640-60920		
1	Keyboard, Italian	F4640-60921		
1	Keyboard, Japanese	F4640-60922		
1	Keyboard, Norwegian	F4640-60923		
1	Keyboard, Portugese	F4640-60924		
1	Keyboard, Russian	F4640-60925		
1	Keyboard, Spanish	F4640-60926		
1	Keyboard, Swedish/Finnish	F4640-60927		
1	Keyboard, Swiss	F4640-60928		
1	Keyboard, Trad Chinese	F4640-60929		
1	Keyboard, Turkish	F4640-60930		
1	Keyboard, UK	F4640-60931		
1	Keyboard, US English	F4640-60932		
	Kit, cable -3F	F4665-60936		
	Kit, display screw cover	F4640-60970		Yes
14	Kit, Door, PCMCIA (upper door, lower door, springs)	F4665-60955		
21	Kit, rubber foot and screw plug	F4640-60969		Yes
	Kit, screw	F4640-60975		Yes
	Label, Name HP OB XE4400	F4665-60930		
	Label, Name HP Pav XT500	F4665-60933		
	Label, Name HP Pav ZE5000	F4665-60931		
	Label-W2K POD COA	B23-02296		
	Label-XP Home POD COA	N09-00319		
	Label-XP PRO POD COA	E85-00970		
	Label-XP PRO/W2K POD COA	E85-01144		
22	Panel, IR - 3F w/ IR & button	F4665-60934		
22	Panel, IR- 3F w/ IR & w/o button	F4665-60935		
25	PCA, audio control 3F	F4665-60923		
23	PCA, IR - 3F	F4665-60924		
9	PCA, motherboard 3F DF* Pentium DT (includes HDD guide, CD/DVD rail guide, modem/audio PCA; no CPU included) PCA, Modem/Audio	F4665-60917 F4665-60927	F4665-69017	
9	PCA, motherboard 3F FF* Pentium DT (includes HDD guide, CD/DVD rail guide, modem/audio PCA; no CPU included) PCA, Modem/Audio	F4665-60916 F4665-60927	F4665-69016	
	SDRAM, 128MB DDR266B	F4694-60901		Yes
	SDRAM, 256MB DDR266B	F4695-60901		Yes
	SDRAM, 512MB DDR266B	F4696-60901		Yes
16	Shield, ESD - 3F	F4665-60913		
13	Socket, PCMCIA - 3 F	F4665-60912		
5	Speaker assy - 3F (gray)	F4665-60903		
5,6	Speaker assy 3F w/ button cover (black)	F4665-60928		

	Description	Part Number	Exchange Part Number	User-Repl.
	Thermal pad, set	F4640-60984		
19	Tray, HDD - 3F (includes HDD frame, interface connector, four mounting screws, plastic door)	F4640-60904		Yes

Table 4-2. Accessory Replaceable Parts

Description	Part Number	Exchange Part Number	User Repl.
AC-Adapter Delta 90W w/PFC	F4813-60901		Yes
Battery, Lilon 4.4AHr 8-Cell Li-Ion	F4809-60901		Yes
Cord, Pwr, Austr #ABG (2w)	8120-6312		Yes
Cord, Pwr, China #AB2 (2w)	8120-8373		Yes
Cord, Pwr, Europe #ABB (2w)	8120-6314		Yes
Cord, Pwr, Japan #ABJ (2w)	8120-6316		Yes
Cord, Pwr, S.Afr #ACQ (2w)	8120-6317		Yes
Cord, Pwr, UK (EPSR) For Hong Kong (2w)	8120-8699		Yes
Cord, Pwr, US #ABA (2w)	8120-6313		Yes
Port Replicator Assy	F4808-60901		Yes
SDRAM, 128MB DDR266B	F4694-60901		Yes
SDRAM, 256MB DDR266B	F4695-60901		Yes
SDRAM, 512MB DDR266B	F4696-60901		Yes

Table 4-3. Part Number Reference

Part Number	Exchange Part Number	Description	User Repl.
0950-4162	F2072-69115	HDD-30.0GB 9.5mm, IBM (diablo) ATA100	Yes
0950-4163	F1660-69114	HDD-20GB 9.5mm, IBM (diablo) ATA100	Yes
0950-4168	F3257-69106	HDD-30GB 9.5mm, Hitachi ATA100	Yes
0950-4176	F3257-69103	HDD-30GB 9.5mm, Toshiba ATA100	Yes
0950-4193	F3257-69105	HDD-20GB 9.5mm, Hitachi ATA100	Yes
0950-4287	F3476-69002	HDD-20GB 9.5mm, Toshiba ATA100 FDB	Yes
0950-4288	F3378-69102	HDD-40GB 9.5mm, Toshiba ATA100	Yes
0950-4318	F3257-69501	HDD-20GB 9.5mm, IBM ATA100 FDB	Yes
0950-4319	F3414-69500	HDD-30.0GB 9.5mm, IBM ATA100 FDB (Cascade)	Yes
0950-4320	F3428-69500	HDD-40.0GB 9.5mm, IBM ATA100 FDB	Yes
0950-4360	F3414-69501	HDD-30GB 9.5mm, Toshiba ATA100 (TITAN)	Yes
1822-0363	F4682-69201	CPU, DT-P4 2.2 GHz Northwood	
1822-0539	F4666-69201	CPU, DT-P4 1.8 GHz Willamette	
1822-0572	F4666-69202	CPU, DT-P4 2.0 GHz Northwood	
8120-6312		Cord, Pwr, Austr #ABG (2w)	Yes
8120-6313		Cord, Pwr, US #ABA (2w)	Yes
8120-6314		Cord, Pwr, Europe #ABB (2w)	Yes
8120-6316		Cord, Pwr, Japan #ABJ (2w)	Yes
8120-6317		Cord, Pwr, S.Afr #ACQ (2w)	Yes
8120-8373		Cord, Pwr, China #AB2 (2w)	Yes
8120-8699		Cord, Pwr, UK (EPSR) For Hong Kong (2w)	Yes
B23-02296		Label-W2K POD COA	
E85-00970		Label-XP PRO POD COA	
E85-01144		Label-XP PRO/W2K POD COA	
F4640-60904		Tray, HDD - 3F	Yes
F4640-60909		Keyboard, Arab/Eng	
F4640-60910		Keyboard, Belgian	
F4640-60911		Keyboard, Czech	
F4640-60912		Keyboard, Danish	
F4640-60913		Keyboard, French	
F4640-60914		Keyboard, Fra/Canad	
F4640-60915		Keyboard, German	
F4640-60916		Keyboard, Greek	
F4640-60917		Keyboard, Hebrew	
F4640-60918		Keyboard, Hungarian	
F4640-60919		Keyboard, Icelandic	
F4640-60920		Keyboard, Intl Eng	
F4640-60921		Keyboard, Italian	
F4640-60922		Keyboard, Japanese	
F4640-60923		Keyboard, Norwegian	
F4640-60924		Keyboard, Portugese	
F4640-60925		Keyboard, Russian	
F4640-60926		Keyboard, Spanish	
F4640-60927		Keyboard, Swedish/Finnish	
F4640-60928		Keyboard, Swiss	
F4640-60929		Keyboard, Trad Chinese	

Part Number	Exchange Part Number	Description	User Repl.
F4640-60930		Keyboard, Turkish	
F4640-60931		Keyboard, UK	
F4640-60932		Keyboard, US English	
F4640-60934		CD-ROM Assy - 24X	
F4640-60936		DVD Assy - 8x	
F4640-60937	F4640-69037	CD-RW/DVD Combo ASSY	
F4640-60961	F4640-69061	Display, 14.1" XGA Black/Silver	
F4640-60962	F4640-69062	Display, 15.0" XGA Black/Silver	
F4640-60963	F4640-69063	Display, 15" SXGA Black/Silver	
F4640-60969		Kit, rubber foot and screw plug	Yes
F4640-60970		Kit, display screw cover	Yes
F4640-60975		Kit, screw	Yes
F4640-60977		Card, mini-PCI-802.11B worldwide	Yes
F4640-60978		Card, mini-PCI-802.11B France	Yes
F4640-60982		Training set, Series 02-A	
F4640-60983		CD, XE4100/XE4500 Training & Ref.	
F4640-60984		Thermal pad, set	
F4665-12002		CD, Rec XP Home FRE	
F4665-12003		CD, Rec XP Home ITA	
F4665-12004		CD, Rec XP Home GER	
F4665-12005		CD, Rec XP Home SPA	
F4665-12006		CD, Rec XP Home FRE/GER/ITA/ENG	
F4665-12020		CD, Rec XP Home ENG Retail	
F4665-12025		CD, Rec W2K NA ENG	
F4665-12026		CD, Rec W2K INTL ENG	
F4665-12027		CD, Rec W2K FRE	
F4665-12028		CD, Rec W2K ITA	
F4665-12029		CD, Rec W2K GER	
F4665-12030		CD, Rec W2K SPA	
F4665-12036		CD, Rec XP Pro NA ENG	
F4665-12037		CD, Rec XP Pro INTL ENG	
F4665-12038		CD, Rec XP Pro FRE	
F4665-12039		CD, Rec XP Pro ITA	
F4665-12040		CD, Rec XP Pro GER	
F4665-12041		CD, Rec XP Pro SPA	
F4665-12042		CD, Rec XP Pro FRE/GER/ITA/ENG	
F4665-12054		CD, Rec XP Home NA ENG Commercial	
F4665-12055		CD, Rec XP Home INTL ENG	
F4665-60901		Door, memory - 3F w/ labels	Yes
F4665-60902		Door, mini-PCI - 3F w/telecom	Yes
F4665-60903		Speaker assy - 3F (gray)	
F4665-60904		Cover, button -3F w/PCA (gray)	
F4665-60905		FDD assy w/cable 3F	
F4665-60906		Case, top - 3F FF* gray/silver	
F4665-60908		Case, top - 3F FF* black/silver	
F4665-60910		Heatsink - 3F w/ 2 Fans	
F4665-60911		Fan - 3F small	
F4665-60912		Socket, PCMCIA - 3 F	

Part Number	Exchange Part Number	Description	User Repl.
F4665-60913		Shield, ESD - 3F	
F4665-60916	F4665-69016	PCA, motherboard 3F FF* Pentium DT	
F4665-60917	F4665-69017	PCA, motherboard 3F DF* Pentium DT	
F4665-60918		Guide, ODD -3F right	
F4665-60923		PCA, audio control 3F	
F4665-60924		PCA, IR - 3F	
F4665-60927		PCA, modem/audio - 3F	
F4665-60928		Speaker assy 3F w/ button cover (black)	
F4665-60930		Label, Name HP OB XE4400	
F4665-60931		Label, Name HP Pav ZE5000	
F4665-60933		Label, Name HP Pav XT500	
F4665-60934		Panel, IR - 3F w/ IR & button	
F4665-60935		Panel, IR- 3F w/ IR & w/o button	
F4665-60936		Kit, cable -3F	
F4665-60937		Antennas, wireless - 3	
F4665-60944	F4665-69044	Case, bottom - 3F DF* w/ W2K COA	
F4665-60945	F4665-69045	Case, bottom - 3F DF* w/ XP Pro COA	
F4665-60946	F4665-69046	Case, bottom - 3F DF* w/ XP Pro / W2K COA	
F4665-60947	F4665-69047	Case, bottom - 3F DF* w/ XP Home	
F4665-60948	F4665-69048	Case, bottom - 3F FF* w/ W2K COA	
F4665-60949	F4665-69049	Case, bottom - 3F FF* w/ XP Pro COA	
F4665-60950	F4665-69050	Case, bottom - 3F FF* w/ XP Pro / W2K COA	
F4665-60951	F4665-69051	Case, bottom - 3F FF* w/ XP Home COA	
F4665-60955		Kit, Door, PCMCIA (upper door, lower door, springs)	
F4694-60901		SDRAM, 128MB DDR266B	Yes
F4695-60901		SDRAM, 256MB DDR266B	Yes
F4696-60901		SDRAM, 512MB DDR266B	Yes
F4808-60901		Port Replicator Assy	Yes
F4809-60901		Battery, Lilon 4.4AHr 8-Cell Li-Ion	Yes
F4813-60901		AC-Adapter Delta 90W w/PFC	Yes
N09-00319		Label-XP Home POD COA	

Reference Information

This chapter includes the following reference information:

- Password removal policy.
- Display quality statement.

Password Removal Policy

If the user forgets the system password, the user calls Technical Support to determine the proper removal procedure. The user must provide proof of ownership, and the notebook must be operated during the procedure.

The password removal procedure is protected as HP Company Private information. There are a restricted number of locations that can perform password removal. It might not be disclosed or distributed outside those locations.

Password removal is strictly controlled. Hewlett-Packard and authorized support providers must ensure with written evidence that the notebook being “cleansed” is actually in the possession of the notebook’s actual and current owner. This requires a sales receipt showing the notebook serial number and owner’s name, or a written statement from the owner attesting that he or she is the owner of the notebook. The statement can be a fax copy of the document. The fact that the notebook is in the hands of an HP representative on behalf of the customer is not evidence of ownership. In addition, HP will not remove the password of a notebook for any non-owner, even if it is requested by law enforcement agencies. If you receive such a request, you should notify management and HP Corporate Legal immediately. (These requests might require a court order prior to our participation.)

Further, the entity removing the password must log the name, serial number and date of the removal, and file the written backup with the log. The log and backup are subject to standard record retention process and review.

The final issue relating to removal of passwords is that HP cannot provide information to users that would assist them in improperly removing a password and opening a notebook.

Hewlett-Packard Display Quality Statement

TFT display manufacturing is a highly precise but imperfect technology, and manufacturers cannot produce large displays that are cosmetically perfect. Most, if not all, TFT displays exhibit some level of cosmetic imperfection. These cosmetic imperfections might be visible to the customer under varying display conditions, and can appear as bright, dim, or dark spots. *This issue is common across all vendors supplying TFT displays in their products and is not specific to the HP Omnibook display.*

HP Omnibook TFT displays meet or exceed all HP standards for cosmetic quality of TFT displays. HP does not warrant that the displays will be free of cosmetic imperfections. *TFT displays can have a small number of cosmetic imperfections and still conform to HP's cosmetic quality specifications.*

Here are some guidelines for determining what action to take on customers' complaints of cosmetic imperfections in their TFT displays:

1. View the notebook under the customer's normal operating conditions.

This means that if the customer uses the unit predominately in DOS, in Windows, or in some other application or combination of applications, you should make the determination under those same applications. Self test is not a normal operating condition and is not a sufficient tool for interpreting display quality.

2. Use the table below to determine whether the display should be considered for replacement. These are the only conditions in this guideline that might call for a replacement due to a defect in material or workmanship based on the HP Limited Warranty Statement.

3. If a display is considered for replacement, make sure the customer understands that cosmetic variations might also exist on the replacement display, and might require the customer to use a work-around to obscure the cosmetic imperfection.

4. Customers with cosmetic-based complaints that do not conform to the above conditions and tests will not normally be considered for display replacement. The HP-responsible person working with the customer should identify work-arounds that are reasonable and appropriate for the individual customer. Customers who must have a more perfect display solution should consider switching to an Omnibook with a DSTN display.

We expect that over time the industry will continue to produce displays with fewer inherent cosmetic imperfections, and we will adjust our HP guidelines as these improvements are implemented.

Table 5-1. Omnibook XE4400 LCD Guidelines

Type of Imperfection	Imperfections Not Allowed
Electrical Imperfections: Bright dots (a) Dark dots (a)	<ul style="list-style-type: none"> • 7 or more single bright dots. • 7 or more single dark dots. • 9 or more total (bright and dark combined) defective dots. • Any occurrence of multiple defective dots within 15 mm.
Mechanical Imperfections: Discoloration Polarizer bubbles, dents (b)	<ul style="list-style-type: none"> • Any polarizer bubble, discoloration, or dent that is visible from at least 36 cm (14 in).
Definitions of imperfections: a Bright or dark dot: a subpixel (red, green, or blue dot) that is stuck on or off. b Polarizer dent or bubble: a light spot with a darker border that appears on a lighted display and does not change size. (In contrast, a polarizer scratch is a light line that is visible on a darker background and does not change size.)	

Service Notes and Obsolete Parts

Service notes containing important repair information for these products will be issued as needed. These notes are available online at the Partnership web site—see page vii.

Part Number
F4665-90024

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