

Compaq Presario Desktop Products

Warranty and Support Guide

- ✓ 1 Year Parts and Labor
- ✓ 1 Year Technical Telephone Support
- ✓ 24 Hours a Day, 7 Days a Week

IMPORTANT NOTE

If you experience a problem with your new Presario, DO NOT RETURN YOUR COMPUTER TO YOUR RETAILER. At Compaq, we take pride in our ability to service your needs. We are available 24 hours a day, 7 days a week. We have specialists available to help you with your technical support questions as they arise via the Web or phone (see Contact Numbers chart within this document). As our valued customer, we want to make sure that your support needs are met and any issues resolved as quickly as possible.

This document includes warranty information for the United States, Canada, and the Caribbean. The information in this document is subject to change without notice.

Before contacting Compaq Customer Support Center, it's important to have the following information handy. Please take a moment to write down your product information for future reference.

Model Number: _____

Serial Number: _____

Purchase Date: _____

System or Product Number: _____

COMPAQ

Don't Forget to Register!

Click  "Register with Compaq"
on your desktop or go to:
<http://register.hp.com>

Registration is quick, easy and offers:

- E-mail updates containing notifications about product enhancements, the most recent support alerts, and driver updates specific to the product(s) you own.
- The HP newsgam, our monthly online magazine packed full of product news, support tips, project ideas, and much more. Visit us at <http://subscription.support.hp.com>

Where to Get Help

HP offers a wide variety of service and support options, which are available around the clock for Compaq branded products that are either in or out of warranty.

Options to use when you need help:

1 Check the setup poster and the user documentation for help with setting up and using your PC.

2 Use the support tools right on your PC.



Help & Support Center for help with hardware and software questions. Click **Start** and then click **Help and Support**.



PC Tune-up and Repair for tools to keep your PC running smoothly. Click **Start, All Programs, PC Help and Tools**.



SW Repair Wizard guides you through options to resolve software issues. Click **Start, All Programs, PC Help and Tools**.

3 **Compaq Customer Care Web support.** For product information, driver updates, troubleshooting and much more, go to:
<http://www.compaq.com/consumersupport>

4 **Chat online with a qualified support specialist** to solve your problem. Available through the Help & Support Center on your PC.

5 If you have not solved the problem, you can contact us by phone 24 hours a day, seven days a week, in English, Spanish, and French (Canada only) at:

1-(800)-652-6672 [1-(800)-OK Compaq] or
905-206-4357 (local to Mississauga)

When you call please have your product model number, serial number, and date of purchase available. Telephone support is free during your limited warranty period.

Software Support

America Online

U.S.: 888-346-3704
Canada: 888-265-4357
www.aol.com

Apple – iTunes

www.apple.com

AT&T WorldNet

800-400-1447
www.att.net

CompuServe 2000

800-944-9871
www.compuserve.com

Corel

www3.corel.com

Detto Technologies

866-338-8663
www.detto.com

EarthLink

dial-up customer service
800-890-6356

dial-up technical support
800-890-5128

broadband customer service and technical support
888-829-8466
www.earthlink.net

InterVideo

510-651-0888
www.intervideo.com/home

Microsoft Network

800-386-5550
www.support.msn.com

Symantec – Norton AV

www.symantec.com/techsupp

Quicken Basic (Intuit)

900-555-4688
www.intuit.com

Veritas

(only CD-RW and
DVD+RW/+R models)

www.veritas.com

Yahoo! – User Support

www.yahoo.com

Troubleshooting

For help on problems you may be experiencing when you install your PC, refer to the following pages for possible solutions.

Symptom describes the sign or warning message for the type of problem.

Problem identifies one or more reasons why the symptom may have occurred.

Solution describes what you should do to try to solve the problem.

Look up the description of the symptom or problem, and try the solution listed. Some of the symptoms listed may not apply to your PC. For problems relating specifically to the monitor or printer, refer to the equipment documentation.

Display (Monitor)

NOTE: If you encounter display (monitor) problems, refer to the documentation that came with your monitor and to the common causes and solutions listed in this table.

Symptom	Problem	Solution
Screen is blank, and monitor power light is not lit.	Monitor power cable is not connected to the monitor or to the wall outlet.	Reconnect the power plug on the back of the monitor and on the wall outlet.
	Monitor is off (not turned on).	Press the On button on the front of the monitor.
Screen is blank.	Screen saver is enabled.	Press any key or move the mouse to make the screen display visible again.
	PC is in standby mode.	Press the Standby button (select models only) or press the Esc key on the keyboard to resume from standby mode.
	PC is in hibernation mode or is off.	Press the On button to turn on the PC.
	Monitor connector cable is not properly connected to the back of the PC.	Inspect the monitor video connector for bent pins. If no pins are bent, reconnect the monitor connector cable on the back of the PC.

Hard Disk Drive

Symptom	Problem	Solution
PC seems to be locked up and not responding.	Program in use has stopped responding to commands.	Use the Windows Task Manager to close any programs not responding or to Restart the PC: 1 Press the Ctrl, Alt, and Delete keys on the keyboard at the same time. 2 Select the program that is not responding, and click End Task . Or Click Shut Down , and then click Restart . If this does not work, press the On button for 5 or more seconds to turn off the PC. Then, press the On button.

Internet Access

Symptom	Problem	Solution
Cannot connect to the Internet.	Internet Service Provider (ISP) account is not set up properly.	Verify Internet settings, or contact your ISP for assistance.
	Modem is not set up properly.	Reconnect the modem, verifying connections. Note that your PC may also have an Ethernet network interface (also called a network interface card, or NIC) that connects to a LAN (local area network). Although it looks similar to the modem connector, the RJ-45 Ethernet network connector is not the same. Verify that you are using the modem connector. Do not connect a telephone cable to the NIC. Do not plug a network cable into a telephone service line; doing so may damage the NIC.
	Web browser is not set up properly.	Verify that the Web browser is installed and set up to work with your ISP.

Keyboard and Mouse

Symptom	Problem	Solution
Keyboard commands and typing are not recognized by the PC.	Keyboard connector is not properly connected.	Turn off the PC by using the mouse, reconnect the keyboard to the back of your PC, and turn on your PC.
	Program in use has stopped responding to commands.	Restart or turn off your PC using the mouse.
	Keyboard is damaged.	Press the Help ? button on the keyboard to open the Help and Support Center, or contact Support for replacement details.
Wireless keyboard does not work after installation, or is not detected.	Keyboard batteries are low or empty.	Replace the two AA alkaline batteries in the wireless keyboard; then set the ID channel by pressing the Connect button on the wireless receiver and then on the keyboard. Refer to the documentation that came with your wireless set.
Mouse does not respond to movement or is too slow.	Mouse connector is not properly plugged into the back of the PC.	Turn off your PC using the keyboard: <ol style="list-style-type: none"> 1 Press the Ctrl and Esc keys on the keyboard at the same time to display the Start menu. 2 Use the Up arrow or Down arrow key to select Turn Off Computer, and then press the Enter key on the keyboard. 3 Use the Up arrow or Down arrow key to select Turn Off, and then press the Enter key. After the shutdown is complete, plug the mouse connector into the back of your PC and turn on your PC.
	Program in use has stopped responding to commands.	Restart your PC by using the keyboard. If possible, save any open files and close open applications before restarting.
	Surface in use for roller-ball type mouse is too smooth.	Use a mouse pad or other rough surface for the mouse.
Mouse does not work after installation or is not detected.	Mouse is not connected properly.	Try unplugging and then reconnecting the mouse cable to your PC.
	Wireless mouse batteries are low or empty.	Replace the two AA alkaline batteries in the mouse; then set the ID channel by pressing the Connect button on the wireless receiver and then on the mouse. Refer to the documentation that came with your wireless set.

Power

Symptom	Problem	Solution
PC will not turn on or start.	PC is not securely connected to an external power source.	Ensure that cables connecting the PC to the external power source are plugged in properly.
	Monitor is not connected or is not on.	Connect the monitor to the PC, plug it in, and turn it on.
	Line voltage selection switch is not in the proper position for your country/region (115VAC/230VAC).	Set the line voltage selection switch to the correct setting for your country/region, or refer to Support.
	Wall outlet is defective.	Test the outlet by connecting a different electrical device to the outlet.
<i>Invalid system disk</i> Or <i>Non-System disk or disk error</i> message displays	A diskette has been left in the drive during startup.	When drive activity stops, remove the diskette and press the spacebar. The PC should start up.
PC appears locked up and won't turn off when the On button is pressed.	PC is not working.	Press and hold the On button until the PC turns off.

Recovering From Software Problems

The PC uses the operating system and installed software programs during normal operation. If your PC works improperly or stops because of the software, you may be able to repair it.

The Software Repair Wizard (select models only) is an icon on the desktop or in the Organize software program, or in the Help and Support Center. To start the wizard, click the icon or click **Start**, choose **All Programs, PC Help & Tools**, and then click **Software Repair Wizard**.



Click the Software Repair Wizard icon to repair software problems with programs, printers, or peripherals that stop working, or to resolve erratic PC behavior. Repair options include using the Compaq Application Recovery or Compaq System Recovery programs.

You need recovery discs (CDs or DVDs) for some repairs that use the Compaq Application Recovery program or the Compaq System Recovery program. The PC does not include recovery discs in the accessory box, but you can make your own recovery CDs or DVDs; see "Creating Recovery CDs/DVDs."



CAUTION: It is strongly recommended that you create your recovery discs before you need them.

You should also make the Compaq Recovery Tools CD. This CD contains utilities that allow you to make changes to your hard disk drive, including removing the recovery partition. See "Using the Recovery Tools CD."

There are several methods to fix your PC, including using the System Recovery program. Try these methods in the order listed here, or refer to the table that follows the list.

- **Restart** When you restart the computer, the PC starts over using the operating system and software in its memory. This is the simplest repair for your PC; just click **Start**, choose **Turn Off Computer**, and then click **Restart**.
- **Turn Off Computer** When you turn off the computer and then turn it on again, you force the PC to copy the operating system into its memory and to clear some tracking information. This may eliminate some problems that can remain after performing a Restart. To turn off the computer just click **Start**, choose **Turn Off Computer**, and then click **Turn Off**.
- **Driver Rollback** This Microsoft Windows XP feature is part of the Windows Installer program used with the *Add or Remove Programs* utility in the Control Panel. It can revert to the previous version of a driver program if an installation fails when you are installing a new version of the driver program. For more information, type *Rollback* into the Search box in Help and Support.

- **System Restore** This Microsoft Windows XP feature allows you to bring your computer configuration back to a previous time when a current software problem may not have existed. The feature does this by creating a “restore point” where it records the PC settings at that time and date. The installation of some software automatically sets a restore point for you, but it is recommended to manually set restore points, especially before installing or downloading additional software. When using *Add Programs* from the Add or Remove Programs feature under the computer Control Panel, the operating system automatically creates a restore point before it adds the software. If you experience a problem that you think may be due to software on your computer, use System Restore to return the PC to a previous restore point. For more information, type *System Restore* into the Search box in Help and Support.
- **Application and Driver Recovery** If the problem with the PC seems to be with only one program or one driver, it may be that the application program or the driver program is damaged. You can reinstall individual factory-installed application programs and driver programs by using the Compaq Application Recovery program (select models only); see “Application Recovery.”

- **System Recovery** Use the Compaq System Recovery program as a last resort to reinstall the software. Perform System Recovery using the hard disk drive partition first; see “System Recovery.” If necessary, next perform System Recovery using the recovery discs and choose Standard Recovery; see “System Recovery Using Recovery Discs.” Finally, if necessary, perform System Recovery using the recovery discs and choose full System Recovery.

Before using the Compaq System Recovery program or the Compaq Application Recovery program, use System Restore.

NOTE: Your PC hard disk drive contains the System Recovery image in a partition area of the disk drive. The PC does not include recovery discs in the accessory box, but you can make your own recovery CDs or DVDs; see “Creating Recovery CDs/DVDs.”

When your PC stops working correctly, the Restart, Turn Off Computer, and Driver Rollback methods (described above) may resolve the problem. After you have tried these three methods, if needed, try the remaining actions, using the table that follows as a quick reference.

For the specific PC problem, try the method listed as #1, then #2, and then #3.

Problem/Status	Microsoft System Restore	Application Recovery program	System Recovery from the hard disk partition	System Recovery from the recovery CDs/DVDs
You installed a new application or device driver	1			
An application does not work	1	2	3	
A device driver does not work		1	2	
PC stops responding or does not work	1		2	3
You replaced the hard disk drive or removed the partition				1

Creating Recovery CDs/DVDs

1 You can **recover (bring back)** the operating system and programs that were included on your hard drive just as they were when you bought the computer.

NOTE: A **hard disk drive** is a disk inside the computer that stores the operating system, programs, and data.

2 You recover the operating system and programs directly from your hard drive, where a copy was placed for your convenience.

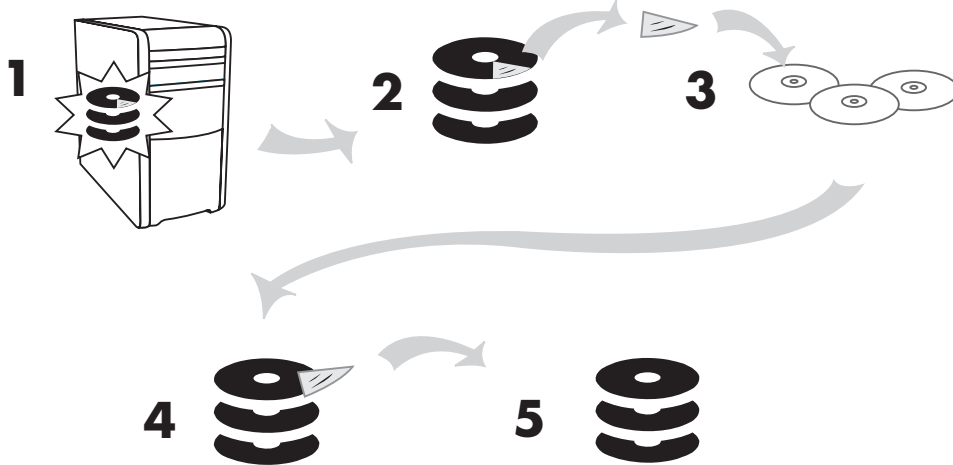
We call this part of your hard drive the "**recovery partition.**"

The recovery partition takes up some space on your hard drive.

3 You can copy the information of this recovery partition onto CDs or DVDs.

4 Then, if you would like to make extra space available on your hard drive, you can delete the recovery partition using a special software tool.

5 Do not delete your hard drive partition unless you have made recovery CDs or DVDs.



The recovery discs can be used only with the specified PC model. The discs are licensed for use only with your PC. The recovery CDs/DVD can install the operating system and software on your PC hard disk drive if the software becomes corrupted or is accidentally erased.

Using Recovery CD-DVD Creator

Make recovery CDs or DVDs for your PC by using the Compaq Recovery CD-DVD Creator program before you experience any problem.

The recovery discs set is a complete image of the original PC hard disk drive contents and is matched to your PC model number. The discs set contains the operating system, drivers, and application software that were originally installed on the PC at the factory.

You can use this program to make only one set of recovery CDs or DVDs for your PC. The recovery discs you create can be used only on your PC.

There are several advantages in using DVDs instead of CDs when creating your recovery discs set:

- With a faster data transfer rate, a set of DVD recovery discs will have your PC running much sooner than a CD set will.
- A set of DVDs will probably take you less time to create than a set of CDs.
- A DVD has more capacity than a CD, so there are fewer discs to record and store.

To use this program, your PC must have a CD-RW drive, DVD Writer drive, or other drive that can write to the CDs or DVDs. If necessary, purchase a Windows XP-compatible drive from your local PC or electronics store.

IMPORTANT: The DVD Writer (DVD+RW/+R) drive can't record to DVD-R, DVD-RW, or DVD-RAM discs. When recording, use DVDs that have a "+" in their names.

The number of CDs/DVDs in the recovery set depends on your PC model. The program tells you the number of blank discs needed to make the set. The process takes some time, including up to 15 minutes per disc to verify that the information written on the disc is correct.

You can quit the process at any time. The next time you run the program, it begins where you left off.

To run the Recovery CD-DVD Creator program:

- 1 Close any open programs. To close programs, click **X** in the upper-right corner of each window.
- 2 Click **Start** on the taskbar.
- 3 Choose **All Programs**.
- 4 Choose **PC Help & Tools**.
- 5 Click **Compaq Recovery CD-DVD Creator**. The creator window appears.
- 6 Follow the onscreen instructions. Label each disc as you make it.

Store the System Recovery discs in a safe place.

Using the Recovery Tools CD

Your PC allows you to create (burn) a Recovery Tools CD. After you make the Compaq Recovery Tools CD, you can use it to:

- Read instructions to use each utility on the Recovery Tools CD.
- Start the System Recovery program from the recovery partition.
- Remove the System Recovery partition from your PC hard disk drive to increase space for data.
- Create a new data partition on your PC hard disk drive.
- Start the Microsoft Recovery Console (a utility from Microsoft that can perform operating system diagnostics and repairs).



WARNING: Before using the Compaq Recovery Tools CD to change your hard disk drive, make System Recovery CDs for your PC by using the Compaq Recovery CD-DVD Creator program. You cannot make System Recovery CDs after you remove the system recovery partition.

You must create (burn) the Recovery Tools CD before you can use it.

To Create or to Start the Recovery Tools CD:

- 1 Click **Start** on the taskbar.
- 2 Choose **All Programs**.
- 3 Choose **PC Help & Tools**.
- 4 Click **Compaq Recovery Tools CD**. The tools window appears.
- 5 Follow the onscreen instructions.

Store the Recovery Tools CD in a safe place.

System Restore



WARNING: Try System Restore before using the Compaq System Recovery program.

If software on your hard drive accidentally gets erased or damaged, first use the Microsoft *System Restore* feature in Windows XP to restore the PC system and program settings.

System Restore returns the PC settings to a selected restore point without affecting user programs or document files. For more information, type *System Restore* into the Search box in Help and Support.

To Start System Restore:

- 1 Close all open programs.
- 2 Click the **Start** button.
- 3 Choose **All Programs**.
- 4 Choose **Accessories**.
- 5 Choose **System Tools**.
- 6 Click **System Restore**.

Follow the onscreen instructions.

Application Recovery

NOTE: Not all PC models include the Application Recovery program. Perform steps 3 through 5 of the following procedure. If *Compaq Application Recovery* appears in the folder, your PC includes the program.

If an individual factory-installed application or driver accidentally gets erased or damaged, you can reinstall the software using the Compaq Application Recovery program (select models).

NOTE: Do not use the Application Recovery program to reinstall software programs that came on CDs or DVDs included in the PC box. Reinstall these programs directly from the CDs or DVDs.

To Start Application Recovery:

- 1 Close all applications and folders.
- 2 Uninstall the existing (damaged) application.
- 3 Click **Start** on the taskbar.
- 4 Choose **All Programs**.
- 5 Choose **PC Help & Tools**.
- 6 Click **Compaq Application Recovery**, and then click **Yes**.
- 7 Click **Application Installation** or **Driver Installation**, and then click **Next**.
- 8 Select the driver or application program to install, and then click **Install**.
- 9 Follow the onscreen instructions.
- 10 Repeat steps 7 through 9 to install other drivers or applications.
- 11 When you have finished recovering applications or drivers, close the Application Recovery program. Then click **Start**, click **Turn Off Computer**, and click **Restart** to restart the PC.



WARNING: Do not skip this last step! You must restart the PC when you are finished recovering applications or drivers.

System Recovery

When you've tried other methods of repairing your system software (like System Restore or Application Recovery), you may want to use the Compaq System Recovery program as a last resort to reinstall the software.

When necessary, you can reinstall the operating system and the application software that was originally installed on the PC at the factory by using the System Recovery program.



WARNING: The Compaq System Recovery program will delete any data or programs that you installed after purchase. Be sure to back up any data that you want to keep onto a removable disc.

The System Recovery program uses a special *recovery partition* on the hard disk drive that stores an image of the original software.

NOTE: The System Recovery image is in a partition area of the hard disk drive and takes up part of the total drive space. This disk space is not usually available for your use.

In the unlikely event that you replace the hard disk drive, or somehow damage the data in the special recovery partition on the hard disk drive, use recovery discs to reinstall the operating system and software on the hard disk drive. See "System Recovery Using Recovery Discs."

Make your own recovery discs (CDs or DVDs) before you need them; see "Creating Recovery CDs/DVDs." You can also make the Recovery Tools CD. This CD contains utilities that allow you to make changes to your hard disk drive; see "Using the Recovery Tools CD."

Starting System Recovery if the PC Is Responding

- 1 Turn off the PC. Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse. Turn on the PC.
- 2 Click **Start** on the taskbar, choose **All Programs**, choose **PC Help & Tools**, and then click **Compaq System Recovery**.
- 3 Wait until the System Recovery window appears asking *Do you really want to start System Recovery?*
- 4 Click **Yes** to continue with the recovery process. If you created recovery discs, you may be directed to insert recovery disc #1. If the Recovery disc is a DVD, be sure to put the disc in a DVD drive.
- 5 The PC starts the recovery; wait for the onscreen instructions to display, and then follow those instructions.
- 6 Complete the PC startup, finish the registration process, and wait until you see the desktop. Then, turn off the PC, reconnect all peripheral devices, and then turn on the PC.

Starting System Recovery if the PC Is Not Responding

- 1 Turn off the PC. If necessary, press and hold the On button until the PC turns off.
- 2 Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse.
- 3 Press the On button to turn on the PC.
- 4 During the startup, do the following to enter the System Recovery program:
When the black screen with the Compaq logo appears, press the F10 key on the keyboard. (You have only a few seconds to press the F10 key before the normal startup process continues.)

- 5 The PC starts the recovery; wait for the onscreen instructions to display, and then follow those instructions.
- 6 Complete the PC startup, finish the registration process, and wait until you see the desktop. Then, turn off the PC, reconnect all peripheral devices, and turn on the PC.

System Recovery Using Recovery Discs

Make your own recovery CDs/DVDs before you need them; recovery discs are not included with your PC. See "Creating Recovery CDs/DVDs."

Starting System Recovery Using Recovery Discs

The recovery discs provide two recovery options:

- **Standard Recovery:** This option recovers factory-shipped programs, drivers, and the operating system without affecting any data files that you may have created since purchasing this PC. Some data files may be difficult to find after the System Recovery, so it is best to back up all hard disk drive files before performing a System Recovery.
- **Full System Recovery:** This recovery function completely erases and reformats the hard disk drive. The program performs a full System Recovery to reinstall the operating system, programs, and drivers from the recovery discs. However, you must reinstall any software that was not installed on the PC at the factory. This includes software that came on CDs included in the PC accessory box, and software programs you installed since your purchase.

NOTE: If your PC has a blank or corrupted hard disk drive, you will see only the full System Recovery option.

To Run System Recovery Program Using Recovery Discs:

- 1 If the PC works, back up all data files that you want to save onto removable media, such as CD-RW or diskette. Remove the backup CD or diskette you've made.
- 2 Press the Eject button on the top disc drive, and wait for the tray to open. Insert Recovery disc #1 and close the tray. If the Recovery disc is a DVD, be sure to put the disc in a DVD drive.

- 3 Turn off the PC:
 - If the PC works: Click **Start** on the taskbar, click **Turn Off Computer**, and then click **Turn Off**.

Or

 - Press and hold the On button approximately 5 seconds until the PC turns off.
- 4 Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse.
- 5 Press the On button to turn on the PC.
- 6 The PC starts the recovery; wait for the onscreen instructions to display, and then follow those instructions:
 - For standard recovery, press R. Choose **Next** to proceed with the System Recovery. Choose **Yes** to start the recovery. Insert the remaining recovery discs when directed.

Or

 - For full System Recovery, press F. Choose **Yes** to perform a full System Recovery. Insert the remaining discs when directed.

Or

 - If your PC hard disk drive is blank or corrupted, press R to perform a full System Recovery. Insert the remaining recovery discs when directed.
- 7 When the recovery program finishes, click **Restart** to restart the PC.
- 8 Before the PC restarts, the drive tray ejects. Remove the disc.
- 9 After the PC restarts, a series of startup screens appears. To proceed with the initial Microsoft Windows setup, you must answer a few questions.
- 10 Complete the PC startup, finish the registration process, and wait until you see the desktop. Then, turn off the PC, reconnect all peripheral devices, and turn on the PC.
- 11 Reinstall software not originally installed on the PC by the factory.
- 12 Copy data files that you saved on the backup CD or diskette you made to your hard disk drive.

Warranty and License Information

HP Total Care

HP Total Care provides fast, friendly, and effective expert advice for all your Compaq branded products. If you have a question or if a problem arises, we offer extensive service and support options around the clock to better handle your needs. Go to your PC's Help and Support Center for the fastest resolutions. For more information on your support and services options visit

<http://www.hp.com/home/ownerservices>

When should I contact Compaq phone service and support?

- The Help and Support Center or other support tools on your PC did not identify or help solve your problem.
- You either do not have Internet access, or cannot connect to the Internet to use the Compaq Customer Care Web support site or to chat with qualified online support specialists.
- There is obvious damage or a mechanical breakdown with your product and it does not work.

Support specialists are available 24 hours a day via:

1-(800)-652-6672

[1-(800)-OK Compaq] or **905-206-4357** (local to Mississauga) to provide expert assistance.

Note: Support options, availability and hours vary by product, country/region, and language and are subject to change.

For Caribbean

<http://clac.compaq.com/soporte/index.html>

Aruba: **800-8000:877-219-8671**

Bahamas: **711-2884**

Barbados: **001800-872-2881:1-800-771-2884**

Jamaica: **0-800-711-2884**

Trinidad: **711-2884** or **1-800-799-3477**

If Necessary: Get Repair

Customer-replaceable Parts

You can easily replace many of the internal and external PC parts yourself. This is the fastest method of repair, where the part is conveniently sent with next-day service to your home or business. We pay the shipping and handling. Detailed instructions are included to guide you through an easy repair, and if you have questions, call us for assistance. This service is free for the duration of the hardware warranty period.

In some cases, HP will ask for a credit card as collateral for the part and will charge you for the retail price of the part if the failed part is not returned within thirty (30) days.

Availability of this program may vary depending on your country/region.

Return to Depot Repair Service

HP will arrange to have your PC picked up and delivered to a Central Repair Center. We pay for the round-trip shipping and handling. This service is free for the duration of the hardware warranty period.

There are a few limitations and exclusions to this warranty (as well as some important details) and you'll find them described, in legal language, beginning on the next page.

Carry-In Service

You also have the option of taking your PC to an HP Authorized Service Provider (ASP). The ASP can facilitate the service on your PC. For a select number of ASPs, same day repair service is available for your convenience. Visit www.hp.com/us/support to find the nearest authorized support provider in your area.

Compaq Out-of-Warranty Support Options

Even after your warranty has ended, HP can still provide you with service and support options on your Compaq branded product:

- For Visa and MasterCard holders in the United States or calls from Canada, please call **1-(800)-652-6672** [1-(800) OK Compaq] or **905-206-4357** (local to Mississauga).
- 1 time technical support, \$40* U.S. per call
- 1 year unlimited technical support \$75* U.S.

*Prices are subject to change without notice and may vary based on your product.

Fees are charged to your Visa or MasterCard.

Protect Your Investment

Obtaining a Warranty Upgrade

Upgrade your standard factory warranty to two or three years with an extended service plan. Service coverage begins on product purchase date and you must purchase the service within the first year after purchasing the computer. The hardware service offering will be determined based on the outcome of system self-test programs run by the customer through the initial call to HP Total Care.

For more information please visit

US Only

<http://www.hp.com/home/ownerservices>

Canada Only

<http://www.hp.ca/ownerservices>

or call: 866-234-1377

Recycle – HP/Compaq Planet Partners

Compaq is sensitive to the environment and has a program, Planet Partners, to make it simple for us to reclaim your old product for recycling. Compaq will help you recycle your old equipment even if it is not a Compaq product; we take back all makes and models. Visit our Web site to find out how easy it is to recycle: www.hp.com/recycle

COMPAQ PRESARIO DESKTOP PRODUCTS

The Legal Language

Compaq Limited Warranty Statement

DURATION OF LIMITED WARRANTY

Hardware:

Original Systems — 1 year

Technical phone assistance to diagnose potential hardware issues — 1 year

HP warrants to you, the end-user customer, that COMPAQ hardware, accessories, and supplies will be free from defects in materials and workmanship after the date of purchase —

Original Systems — 1 year

If HP receives notice of such defects during the warranty period, HP will replace products that prove to be defective. Replacement (e.g., keyboard, monitor, mouse, etc.) may be either new or like new. HP warrants to you that COMPAQ software will not fail to execute its programming instructions after the date of purchase, for 30 (thirty) days, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software media, which does not execute its programming instructions due to such defects.

HP warrants the operation of a network interface card (NIC) only if factory preinstalled by HP, as follows: HP will make sure the correct drivers are installed; HP will make sure that the Compaq Presario recognizes the NIC. NO CONNECTIVITY ISSUES ARE SUPPORTED.

HP does not warrant that the operation of COMPAQ products will be uninterrupted or error-free. If HP is unable, within a reasonable time, to repair any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product. Refunds within the first 3 months of ownership will be refunded at 100% of purchase price. Refunds within 3–6 months of ownership will be refunded at 85% of purchase price. Refunds within 6–9 months of ownership will be refunded at 55% of purchase price. Refunds within 9–12 months will be refunded at 35% of purchase price.

Compaq Branded products may contain remanufactured parts, which are equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts, or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) computer viruses of any origin, (e) operation outside of the published environmental specifications for the product, (f) improper site preparation or maintenance, or (g) unplanned acts of nature, such as floods, tornadoes, lightning strikes, hurricanes, or earthquakes.

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HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit, or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, states, or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

The above warranty is transferable upon sale.

Customer Responsibilities

You may be required to run HP-supplied diagnostic programs before replacement component (e.g., keyboard, monitor, mouse, etc.) is dispatched. You are responsible for the security of your proprietary and confidential information and for maintaining a procedure external to the products for reconstruction of lost or altered files, data, or programs. You should back up all data on your system before calling the HP Total Care Center. Additionally, the customer is responsible for removing any components that were added after the purchase of the system. HP will not be responsible for components that the customer doesn't remove.

Software

Software technical support is defined as assistance with questions and issues about the software that was either preinstalled by HP on the Compaq branded PC or that was included with the Compaq branded PC at the time of your purchase or lease of the product. Technical support for software is available for thirty (30) days from date of product purchase or lease. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving software technical support. After the first 30 days, technical support for software that was either preinstalled by HP on Compaq branded PC or included with the Compaq branded PC at the time of your purchase or lease of the product is available for a fee.

End User License Agreement

PLEASE READ CAREFULLY BEFORE USING THIS EQUIPMENT: This End-User License Agreement ("EULA") is a legal agreement between (a) you (either an individual or a single entity) and (b) Hewlett-Packard Company ("HP") that governs your use of any Software Product, installed on or made available by HP for use with your HP product ("HP Product"), that is not otherwise subject to a separate license agreement between you and HP or its suppliers. Other software may contain a EULA in its online documentation. The term "Software Product" means computer software and may include associated media, printed materials and "online" or electronic documentation. An amendment or addendum to this EULA may accompany the HP Product.

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12. **COMPLIANCE WITH EXPORT LAWS.** You shall comply with all laws and regulations of the United States and other countries ("Export Laws") to assure that the Software Product is not (1) exported, directly or indirectly, in violation of Export Laws, or (2) used for any purpose prohibited by Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation.

13. **CAPACITY AND AUTHORITY TO CONTRACT.** You represent that you are of the legal age of majority in your state of residence and, if applicable, you are duly authorized by your employer to enter into this contract.

14. **APPLICABLE LAW.** This EULA is governed by the laws of the State of California, U.S.A.

15. **ENTIRE AGREEMENT.** This EULA (including any addendum or amendment to this EULA which is included with the HP Product) is the entire agreement between you and HP relating to the Software Product and it supersedes all prior or contemporaneous oral or written communications, proposals and representations with respect to the Software Product or any other subject matter covered by this EULA. To the extent the terms of any HP policies or programs for support services conflict with the terms of this EULA, the terms of this EULA shall control.

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Declaration of Conformity

According to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Company
Manufacturer's Address: 10500 Ridgeview Ct.
Cupertino, CA 95015-4010
USA

declares that the product

Product Name: Compaq Presario Personal Computer System

Model Number(s): 8000 series, S0000 series, SR1000 series, and SA4000 series

Product Options: All

conforms to the following Product Specifications:

Safety: IEC 60950:1999/EN 60950:2000
IEC 60825-1:1993 + A1/EN 60825-1:1994 + A11 Class 1 (Laser/LED)
GB4943:2001

EMC: CISPR 22:1997/EN 55022:1998 +A1 Class B¹⁾
CISPR 24:1997/EN 55024:1998

IEC 1000-4-3:1995/EN 61000-4-3:1996
IEC 1000-4-4:1995/EN 61000-4-4:1995
IEC 1000-4-5:1995/EN 61000-4-5:1995
IEC 1000-4-6:1996/EN 61000-4-6:1996
IEC 1000-4-8:1993/EN 61000-4-8:1993
IEC 1000-4-11:1994/EN 61000-4-11:1994
IEC 61000-3-2:2000/EN 61000-3-2:2000
IEC 61000-3-3:1994/EN 61000-3-3:2001 +A1
GB9254:1998

FCC Title 47 CFR, Part 15 Class B²⁾/ICES-002,
Issue 2
AS/NZS CISPR 22:2002

Telecom: TBR 21:1998, EG201 121:1998
Radio: ETSI 300-826 General EMC requirements for Radio equipment
ETSI 300-328 Technical requirements for Radio equipment

Supplementary Information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC, the EMC Directive 89/336/EEC, and the R&TTE Directive 1999/5/EC, and carries the CE marking accordingly.

- 1) The Product was tested in a typical configuration with Compaq Personal Computer and peripherals.
- 2) This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

Hardware Quality Engineering Manager
Cupertino, CA, USA March 1, 2004

For Regulatory Compliance Information ONLY, contact:

North America Contact: Hardware Quality Engineering Manager
Hewlett-Packard, CPC
10500 Ridgeview Ct.
Cupertino, CA 95015-4010
USA
(Telephone: 408-343-5000)

Operating Specifications

Electrical ratings: For products 8000 series and S0000 series:
100–127 V_~/200–240 V_~,
4/2 A, 50/60 Hz
For products SR1000 series and SA4000 series:
100–127 V_~/200–240 V_~,
6/3 A, 50/60 Hz

Operating temperature: 5° to 35° C
(On models with DVD+RW/+R drives, the operating temperature is 5° to 30° C.)

Storage temperature: –30° to 70° C

Operating humidity: 15 to 80% @ 26° C

Storage humidity: 90% @ 65° C (non-condensing)

Operating altitude: 0–2286 m

Storage altitude: 0–4572 m

Batteries are delivered with this product. When empty, do not throw them away but collect as small chemical waste.

Bij dit product zijn batterijen geleverd. Wanneer deze leeg zijn, moet u ze niet weggooien maar inleveren als Klein Chemisch Afval (KCA).



Regulatory and Safety Information



WARNING: Text set off in this manner indicates that failure to follow directions could result in damage to equipment, loss of information, bodily harm, or loss of life.



WARNING: The PC is heavy; be sure to use ergonomically correct lifting procedures when moving the computer.



WARNING: Please read the "Additional Safety Information" located later in this document before installing and connecting your PC to the electrical power system.

FCC Regulatory and Safety Information (USA Only)

Federal Communications Commission (FCC) Radio Frequency Interference Statement



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

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

Compaq's system RFI and Radiated Immunity tests were conducted with Compaq-supported peripheral devices and Compaq-shielded cables, such as those you receive with your system. Changes or modifications not expressly approved by Compaq could void the user's authority to operate the equipment. To comply with the limits for an FCC Class B computing device, always use shielded signal cables and the power cord supplied with this unit.

Consumer Information and FCC Requirements

Telephone Connection

- This equipment complies with Part 68 of the Federal Communications Commission rules. These rules permit this device to be directly connected to the telephone network. Standardized jacks are used for these connections. This equipment should not be used on party lines or coin lines.
- If this device is malfunctioning, it may also cause harm to the telephone network; this device should be disconnected until the source of the problem can be determined and until it has been repaired. If this is not done, the telephone company may temporarily disconnect your service.
- The telephone company may make changes in its technical operations and procedures. If such changes affect the compatibility or use of this device, the telephone company is required to give adequate notice of the changes.
- If the telephone company requests information on what equipment is connected to their lines, inform them of:
 - a The telephone number this unit is connected to
 - b The ringer equivalence number
 - c The USOC jack required: RJ-11C
 - d The FCC Registration Number

Items (b) and (c) are indicated on the label. The ringer equivalence number (REN) is used to determine how many devices can be connected to your telephone line. In most areas, the sum of the RENs on any one line should not exceed five (5.0). If too many devices are attached, they may not ring properly.

- In the event of equipment malfunction, Compaq or an authorized Compaq Personal Computer Dealer Repair Center should perform all repairs. It is the responsibility of users requiring service to report the problem to Compaq's Consumer PC Division, or to one of our authorized agents. Service can be obtained by calling the Compaq Customer Support Center at 1-800-OK-COMPAQ (United States).

Statement of Fax Branding

The Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via telephone fax machine, unless it clearly contains: A margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, identification of the business or other entity, or individual sending the message, the telephone number of the sending machine or such business, entity, or individual.

ENERGY STAR Compliance

Compaq Presario PCs and Monitors marked with the ENERGY STAR® logo on the packaging box qualify with the U.S. Environmental Protection Agency's ENERGY STAR guidelines for energy efficiency.



Products with the ENERGY STAR label are designed to use less energy, help you save money on utility bills, and help protect the environment.

ENERGY STAR® is a registered trademark owned by the U.S. government.

Canada Department of Communications (DOC) Notice

Telephone Connection

The Canada Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, the user should ensure it is permissible to connect it to the facilities of the local communications company. The equipment must be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request that the user disconnect the equipment.

Users should ensure, for their own protection, that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe systems, if present, are connected together. This precaution may be particularly important in rural areas.



WARNING: Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority or electrician, as appropriate.



WARNING: The Load Number .9 assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop; this is used by the device to prevent overloading. The termination on a loop may consist of any combination of devices, subject only to the requirement that the sum of the Load Numbers does not exceed 100.



WARNING: When using this device, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.
- Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use this product to report a gas leak in the vicinity of the leak.
- Always disconnect the modem cable before opening the equipment enclosure or touching an uninsulated modem cable, jack, or internal components.
- If this product was not provided with a telephone line cord, use only No. 26 AWG or larger telecommunication line cord in order to reduce the risk of fire.
- Do not plug a modem or telephone cable into the Network Interface Card (NIC) receptacle.

SAVE THESE INSTRUCTIONS

DOC Statement (Canada Only)

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

Additional Safety Information

This product has not been evaluated for connection to an "IT" power system (an AC distribution system with no direct connection to earth, according to IEC 60950).

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

AC Power Safety Warning



WARNING: Install the computer near an AC outlet. The AC power cord is your PC's main AC disconnecting device and must be easily accessible at all times. For your safety, the power cord provided with your PC has a grounded plug. Always use the power cord with a properly grounded wall outlet, to avoid the risk of electrical shock.



WARNING: Your PC is provided with a voltage select switch for use in a 115 or 230 VAC power system. The voltage select switch has been preset to the correct voltage setting for use in the particular country/region where it was initially sold. Changing the voltage select switch to the incorrect position can damage your PC and void any implied warranty.



WARNING: To reduce the possibility of an electric shock from the telephone network, plug your computer into the AC outlet before connecting it to the telephone line. Also, disconnect the telephone line before unplugging your computer from the AC power outlet.



WARNING: Always disconnect the modem cord from the telephone system before installing or removing your computer cover.



WARNING: For your safety, always unplug the PC from its power source and from any telecommunications systems (such as telephone lines), networks, or modems before performing any service. Failure to do so may result in personal injury or equipment damage. Hazardous voltage levels are inside the power supply and modem of this product.



WARNING: Do not operate the computer with the cover removed.

Lithium Battery Caution



WARNING: The PC uses a lithium battery, type CR2032. There is danger of an explosion if the battery is incorrectly replaced. Replace only with the same, or equivalent, type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

Laser Safety Statement Class 1 LED Product

The CD-ROM and DVD-ROM drives contain a laser system and are classified as a "Class 1 Laser Product" under a U.S. Department of Health and Human Services (DHHS) Radiation Performance standard according to the Radiation Control for Health and Safety Act of 1968.

Should the unit ever require maintenance, contact an authorized service location.



WARNING: Use of controls, adjustments, or performance procedures other than those specified in the *Upgrading and Servicing Guide* may result in hazardous radiation exposure. To prevent direct exposure to laser beam, do not try to open the enclosure of the CD-ROM or DVD-ROM.

Laser Product Label

The following label or equivalent is located on the surface of Compaq laser products:



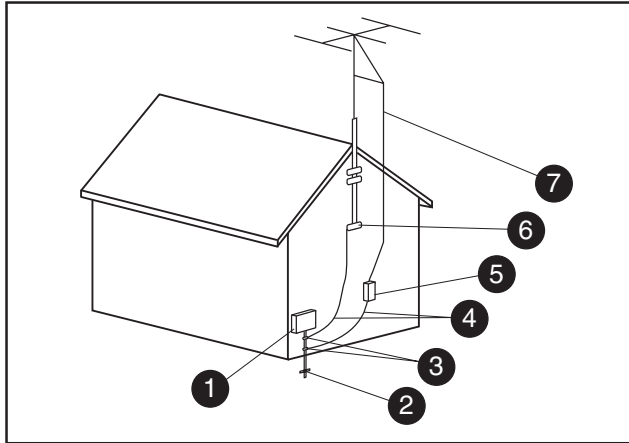
This label indicates that the product is classified as a CLASS 1 LASER PRODUCT. This label appears on a laser device installed in your product.

TV Antenna Connectors Protection External Television Antenna Grounding

If an outside antenna or cable system is connected to the product, be sure the antenna or cable system is electrically grounded so as to provide some protection against voltage surges and built-up static charges. Article 810 of the National Electrical Code, ANSI/NFPA 70, provides information with regard to proper electrical grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna-discharge unit, size of grounding conductors, location of antenna-discharge unit, connection to grounding electrodes, and requirements for the grounding electrode.

Lightning Protection

For added protection of any Compaq product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug the product from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the product from lightning and power line surges.



Antenna Grounding

Antenna Grounding

Reference	Grounding Component
1	Electric Service Equipment
2	Power Service Grounding Electrode System (NEC Art 250, Part H)
3	Ground Clamps
4	Grounding Conductors (NEC Section 810-21)
5	Antenna Discharge Unit (NEC Section 810-20)
6	Ground Clamp
7	Antenna Lead in Wire

Power Lines

An outside antenna system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can fall into such power lines or circuits.



WARNING: When installing an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits as contact with them could be fatal.

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