COMPAQ

Getting Started

Compaq Evo Notebook N410c Series

Document Part Number: 274041-001

July 2002

This guide explains how to set up your hardware and software, identify the exterior components of the computer, obtain and install the latest versions of Compaq software, and get additional information and help.

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Getting Started
Compaq Evo Notebook N410c Series
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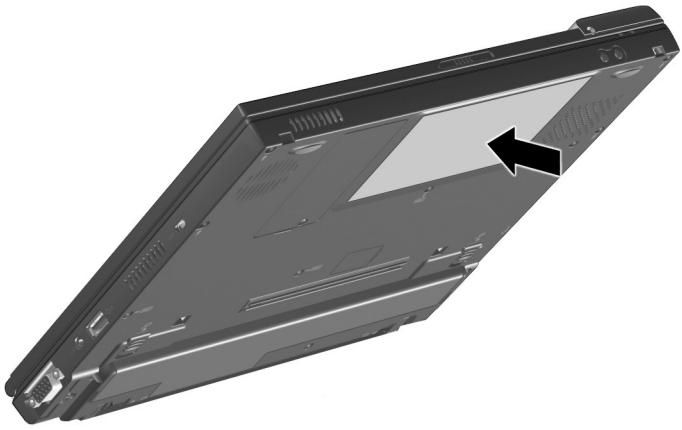
1

Hardware and Software Setup

Setting Up the Hardware

1. Record the operating system Product Key printed on the Certificate of Authenticity label on the bottom of the notebook. The Product Key is essential when you:

   - ❏ Set up the software.
   - ❏ Start the notebook for the first time.
   - ❏ Update or troubleshoot your operating system.



WARNING: This is a Class B digital device, pursuant to Part 15 of the FCC Rules. For more Class B information, refer to the *Regulatory and Safety Notices Guide* on the *Documentation Library* CD, included with the notebook.

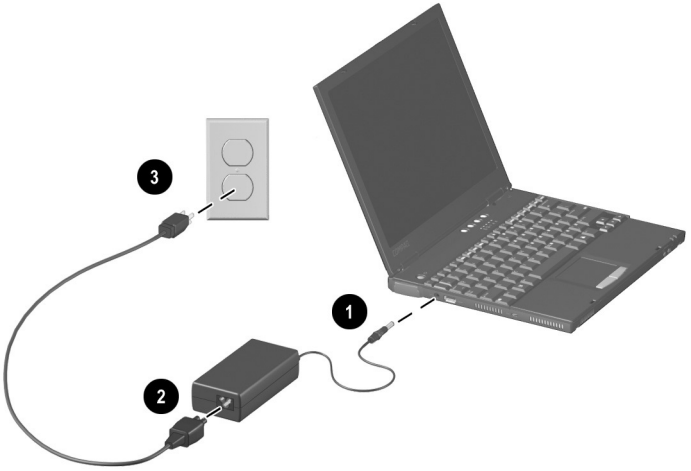
To reduce the risk of personal injury, electric shock, fire, or damage to the equipment:

- Do not disable the power cord grounding plug. The plug is an important safety feature.
- Plug the equipment into a grounded (earthed) electrical outlet that is easily accessible at all times.
- Disconnect power from the equipment by unplugging the power cord from the electrical outlet.
- Do not set up the notebook while it is docked in an optional Mobile Expansion Unit.

2. Place the notebook on a flat surface near an electrical outlet.
3. Connect the notebook to an external outlet.

   Plug the AC Adapter cable into the power connector ❶. Plug the power cord into the AC Adapter ❷ and into an electrical outlet ❸.

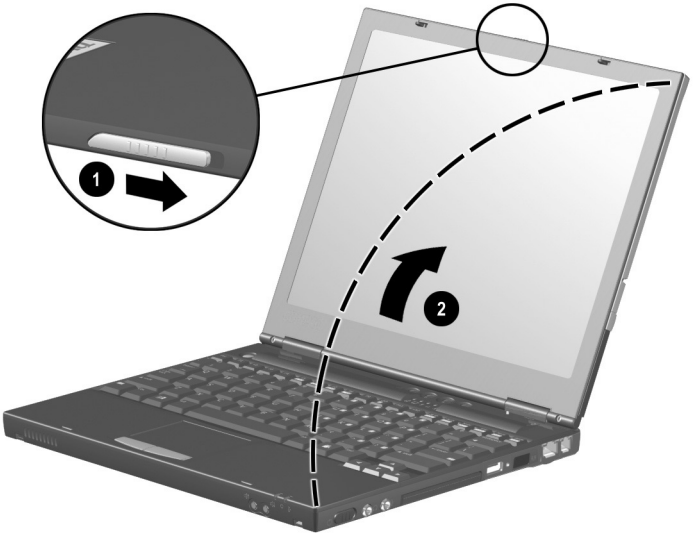
Power cords and electrical outlets vary by country.



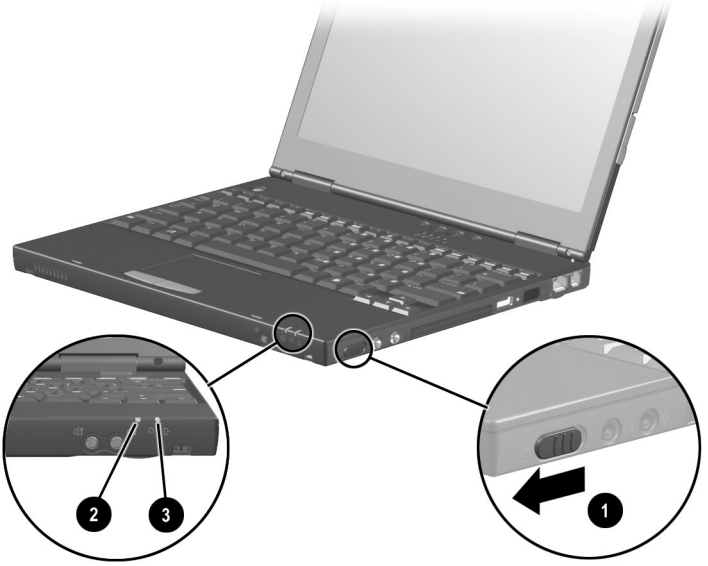
When power is turned on, the battery light:

- ❏ Remains on while the battery pack is charging.
- ❏ Turns off when the battery pack is fully charged.

4. Open the notebook by sliding the display latch to the right ❶ and raising the display ❷.



5. Turn on the notebook by sliding and momentarily holding, then releasing, the power switch ❶.



When power is turned on:

- ❏ The power/standby light ❷ turns on.
- ❏ The battery pack in the primary battery bay and the external battery pack (if attached) begin to charge and the battery light ❸ turns on. You are prompted to begin software setup.

Setting Up the Software

Read the following guidelines, then set up the software.

CAUTION: To prevent file corruption and ensure that the correct drivers install during initial setup:

- Do not unplug the notebook from the electrical outlet.
- Do not shut down the notebook.
- Do not remove or insert a drive.

- When you begin software setup, online instructions guide you through the setup process.
- After you have begun software setup, you must complete the entire process. Setup time varies by notebook configuration.
- If you are prompted to select a language or operating system, choose carefully.

CAUTION: The languages and operating systems that you do *not* choose will be deleted from the system and cannot be restored during initial setup. An operating system available during initial setup is enhanced by Compaq. When an operating system is deleted, the enhancements are also deleted.

After Software Setup

After the initial setup is complete, you may want to Install any optional applications.

You can install third-party applications or preloaded Compaq utilities at any time after initial setup is complete.

- To install a third-party application, refer to the documentation included with the application.
- To install a preloaded Compaq utility, select the Start > All Programs > Setup Compaq Software > Next. Select the check box for components you want to install; clear the components you do not want to install. Follow the instructions on the screen.

  After initial setup is complete, select Start > Run. On the command line, type:

  C:\cpqapps\setup.exe preload /s

To view the descriptions and space requirements of preloaded Compaq utilities without installing the utilities, Start > All Programs > Setup Compaq Software > Next. After viewing the utility information, select Cancel.

Compaq Help and Support provides links to the Compaq Web site where you can:

- Download the latest software and drivers for your notebook.
- Open an online service event with a Compaq support specialist.
- Get information about your notebook, including reference guides, specifications, white papers, part numbers, and customer advisories.

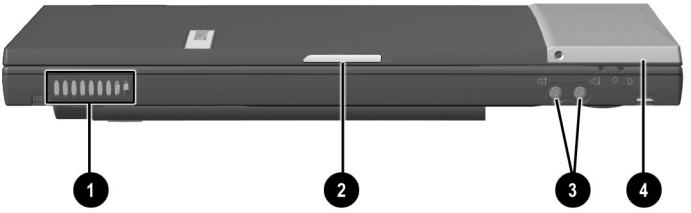
To access Compaq Help and Support, select Start > Compaq Info Center > Compaq Help and Support.

For information about choosing a workspace and creating a safe and comfortable work environment, refer to the *Safety & Comfort Guide* on the *Documentation Library* CD included with the notebook.

2

A Look at the Notebook

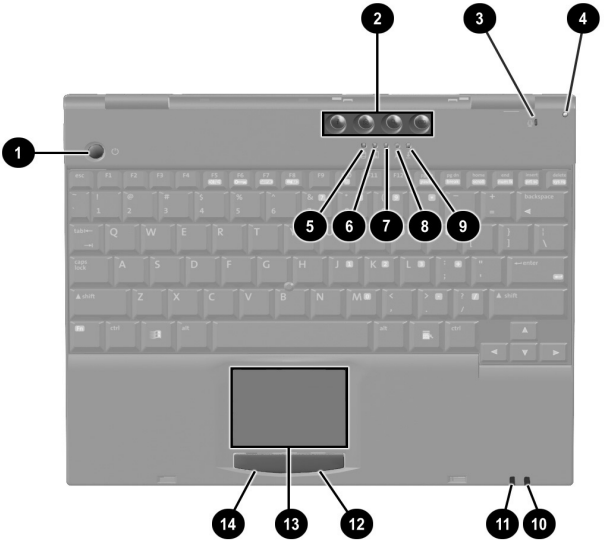
Front Panel Components



Front Panel Components

	Component	Function
❶	Vents	Allow airflow to cool internal components.
❷	Display release latch	Releases the display to open the notebook.
❸	Volume buttons (2)	Adjust or mute the system volume.
❹	MultiPort	Supports an optional USB-enabled wireless device such as a Bluetooth MultiPort, 802.11b Wireless LAN Multiport, and future wireless technologies.

Top Components



Top Components

	Light, Button, or Component	Function
❶	Standby button	■ Turns on the notebook if it is off. ■ Initiates and exits Standby. ■ When pressed with the **Fn** key, initiates Hibernation.
❷	Easy Access buttons (4)	Four buttons that provide quick access to the Internet. Refer to the "Pointing Devices and Keyboard" chapter in the *Hardware Guide* for information about these buttons.

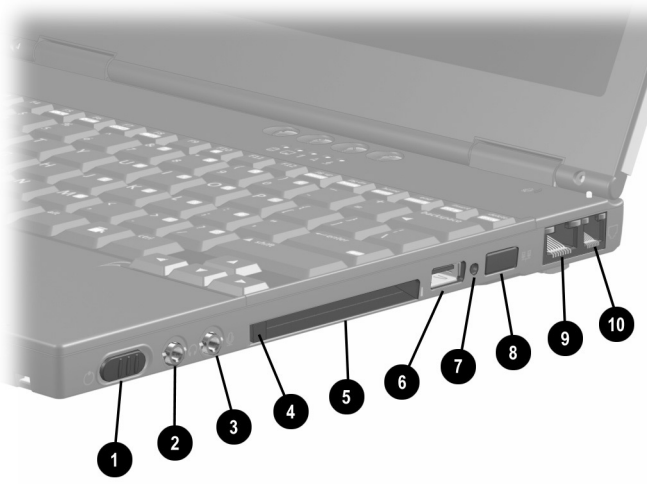
Top Components *(Continued)*

	Light, Button, or Component	Function
❸	Microphone	Inputs single-channel sound to the notebook; can be used whether the notebook is open or closed.
❹	Display switch	Turns off the notebook display if the notebook is closed while on.
❺	IDE drive light	On: The main hard drive or any IDE (Integrated Drive Electronics) or optical device is being accessed.
❻	Floppy light	On: A floppy drive in the optional Mobile Expansion Unit is being accessed.
❼	Num lock light	On: Num lock is on and the embedded numeric keypad is enabled.
❽	Caps lock light	On: Caps lock is on.
❾	Scroll lock light	On: Scroll lock is on.
❿	Battery light	On: A battery pack is charging. Blinking: A battery pack that is the only available power source has reached a low-battery condition.
⓫	Power/Standby light	On: Power is turned on. Blinking: The notebook is in Standby. ✎ The power/standby light also blinks if a battery pack that is the only available power source reaches a critical low-battery condition while Hibernation is disabled.

Top Components *(Continued)*

	Light, Button, or Component	Function
⓬	Right TouchPad button	Functions like the right mouse button on an external mouse.
⓭	TouchPad	Moves the mouse cursor, selects, and activates.
⓮	Left TouchPad button	Functions like the left mouse button on an external mouse.

Right Side Components



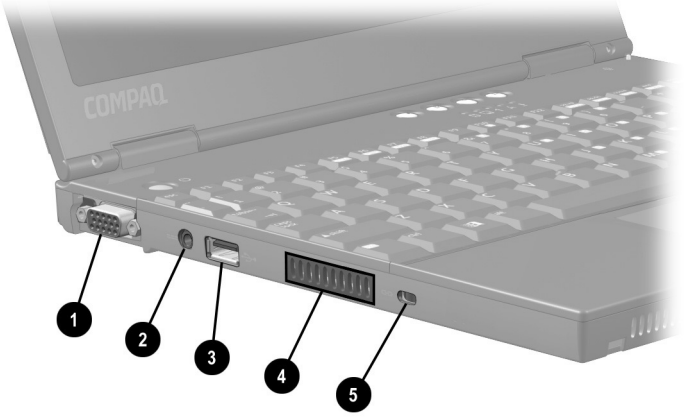
Right Side Components

	Component	Function
❶	Power switch	Turns the notebook on or off or exits Standby.
❷	Stereo speaker/headphone jack	Connects stereo speakers, headphones, headset, or television audio.
❸	Microphone jack	Connects a single-sound channel microphone.
❹	PC Card eject button	Ejects a PC Card from the PC Card slot.
❺	PC Card slot	Supports 32-bit (CardBus) and 16-bit PC Cards.
❻	Universal serial bus (USB) connector	Connects USB 2.0 and 1.1 compliant devices to the notebook using a standard USB cable.

Right Side Components *(Continued)*

	Component	Function
❼	External MultiBay connector	Connects an optional External MultiBay to the notebook using the External MultiBay-Powered USB Cable.
❽	Infrared port	Links another IrDA-compliant device for wireless communication.
❾	RJ-45 jack (network models only)	Connects the network cable. ✎ A network cable is included with network models.
❿	RJ-11 jack (internal modem models only)	Connects the modem cable to an internal modem. ✎ A modem cable is included with internal modem models.

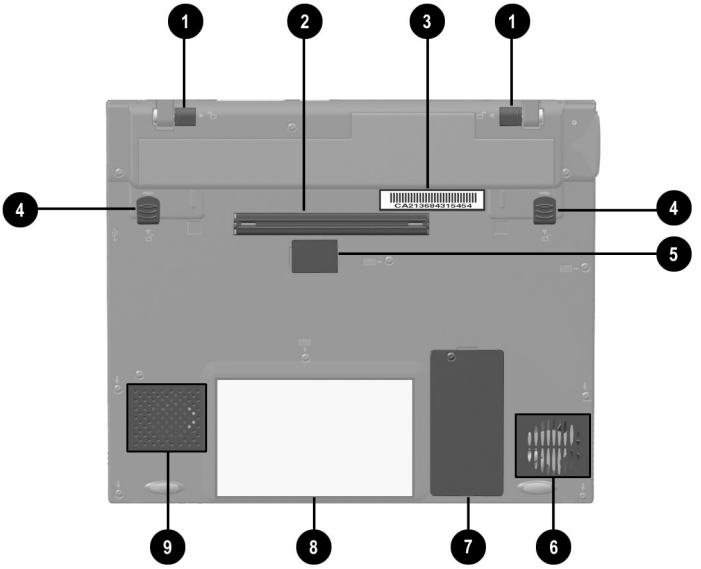
Left Side Components



Left Side Components

	Component	Function
❶	External monitor connector	Connects an external monitor or overhead projector.
❷	AC power connector	Connects any one of the following: ■ AC Adapter ■ Optional Automobile Power Adapter/Charger ■ Optional Aircraft Power Adapter
❸	Universal serial bus (USB) connector	Connects USB 2.0 and 1.1 compliant devices.
❹	Vent	Allows airflow to cool internal components.
❺	Security cable slot	Allows an optional security cable to be attached to the notebook.

Bottom Components



Bottom Components

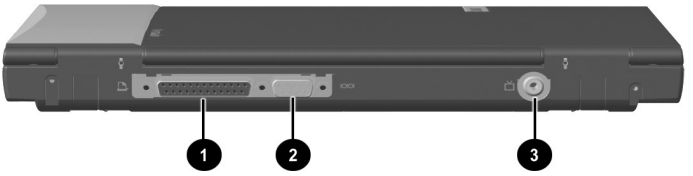
	Component	Function
❶	External battery release latches (2)	Release the optional external battery pack.
❷	Expansion connector	Connects the notebook to an optional Mobile Expansion Unit.
❸	Serial number	Identifies the notebook; needed when you call Compaq customer support.
❹	Primary battery release latches (2)	Release the primary battery pack from the primary battery bay.
❺	ROM Access Door	Do not open or remove. This door is for factory use only.

Bottom Components *(Continued)*

	Component	Function
❻	Fan	Provides airflow to cool internal components.
❼	Memory expansion compartment cover	Covers the memory expansion compartment that contains one memory expansion slot for a memory expansion board.
❽	Certificate of Authenticity label	Contains the Product Key, which may need to be entered before using some Windows operating systems.
❾	Speaker	Produces sound.

✎ The appearance and position of labels vary by model.

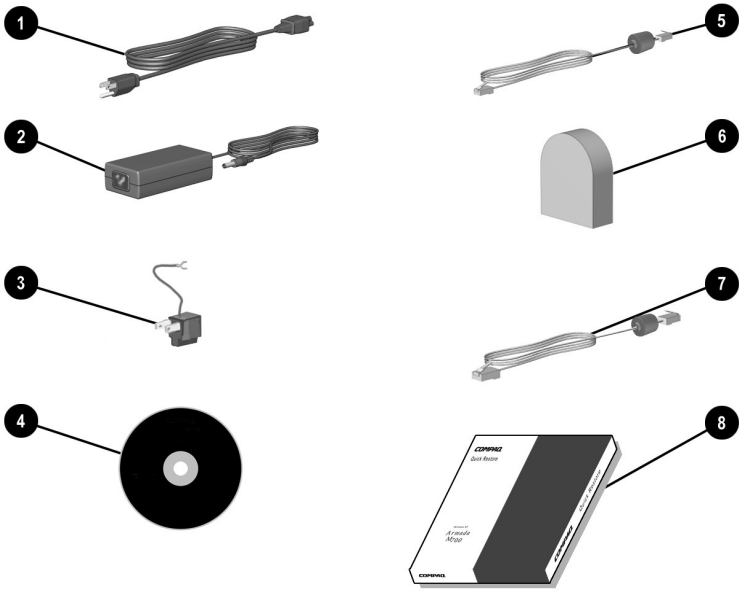
Rear Panel Components



Rear Components

	Component	Function
❶	Parallel connector	Connects a parallel device.
❷	Serial connector	Connects a serial device. The notebook serial port is disabled when the notebook is connected to an optional Mobile Expansion Unit.
❸	Composite video-out jack	Connects a television, VCR, camcorder, overhead projector, or video capture card. The connection requires an optional video cable.

Additional Standard Components



The components included with the notebook vary by geographic region and the notebook hardware configuration ordered.

Some components, such as the hard drive and the primary battery pack, ship inside notebook bays identified in previous sections and are not included in this illustration.

Additional Standard Components

	Component	Function
❶	Power cord	Connects the AC Adapter to an AC electrical outlet.
❷	AC Adapter	Converts AC power to DC power.
❸	3-to-2-prong plug adapter (Japan only)	Adapts the U.S. power cord to a two-prong electrical outlet in Japan.
❹	*Documentation Library* CD	Contains the following guides: ■ *Hardware Guide* ■ *Software Guide* ■ *Modem and Networking* ■ *Modem Command Guidelines (Advanced Users Only)* ■ *Lucent/Agere Command Set* ■ *Conexant Command Set* ■ *Maintenance, Shipping and Travel* ■ *Troubleshooting* ■ *Regulatory and Safety Notices* ■ *Safety & Comfort Guide*
❺	Modem cable (internal modem models only)*	Connects the modem to an RJ-11 telephone jack or to a country-specific adapter.

Additional Standard Components *(Continued)*

	Component	Function
❻	Country-specific modem adapter (included with internal modem models by region as required)	Adapts the modem cable to a non-RJ-11 telephone jack. (Adapters vary by region.)
❼	Network cable (network models only†)	Connects the notebook to an Ethernet network jack.
❽	*QuickRestore* kit	Contains the software preinstalled on the computer.

*The modem cable has a 6-pin RJ-11 connector at each end.

†The network cable has an 8-pin RJ-45 connector at each end.

3

How to Get Information, Updates and Help

Using the Documentation Library CD

The *Documentation Library* CD and instructions for its use are included with the computer. The CD contains several guides:

- *Hardware Guide*—Contains information specific to your computer model. It includes an illustrated quick reference to all exterior components as well as comprehensive information about battery packs, keyboard features, drives, and upgrading the computer.
- *Software Guide*—Contains details on power and security settings, information about optical drives, and instructions for updating software. It also explains how to use the MultiBoot, Intelligent Manageability, Compaq Diagnostics, and Computer Setup utilities.
- Feature guides—Contain information specific to topics such as modem and networking features; modem commands, Status registers, and result codes; maintenance and shipping guidelines, and troubleshooting tips.
- *Regulatory and Safety Notices*—Provides governmental agency information. This guide also describes methods for preventing electrostatic damage while installing internal components or unplugging the computer.
- *Safety & Comfort Guide*—Suggests ways to set up a safe and comfortable work area and includes ergonomic and safety information about using the computer.

Viewing Guides on the CD

To view a guide:

1. Insert the *Documentation Library* CD into the CD drive.
   - ❏ When autorun is enabled, the *Documentation Library* menu will appear on the screen (this may take a few seconds). If autorun is enabled, go to step 2.
   - ❏ If autorun is disabled, select Start > Run, then type:

     X:\CompaqPortable.exe

     (where X is your CD drive designation) and select the OK button.
2. Select the guide you want to read from the *Documentation Library* menu.
3. If prompted, accept the Adobe Acrobat Reader license agreement or install Acrobat Reader by following the instructions on the screen.

Subscribing to the Compaq Support Software CD

The *Compaq Support Software* CD provides the latest Compaq software and instructions for installing and using it. The CD includes such software as device drivers, ROM updates, and utilities.

To purchase the current *Compaq Support Software* CD or a subscription that provides both the current version and future versions of the CD:

- Refer to the *Worldwide Telephone Numbers* booklet, included with the notebook, to contact a Compaq authorized dealer, reseller, or service provider.

  or

- Visit the Compaq Web site at:

  http://www.compaq.com/support

  This page—which can be displayed in English, French, German, Dutch, or Japanese—lists the notebook families for which a *Compaq Support Software* CD is available.

  To obtain telephone numbers for ordering the CD in other languages, select the globe icon in the lower right corner of the page.

Preparing to Update Software

For optimal notebook performance and to make sure your notebook remains compatible with changing technologies, Compaq strongly recommends that you install the latest versions of Compaq software as they become available.

To update Compaq software:

1. Prepare for any update by identifying your notebook type, series or family, and, in some cases, model. Prepare for a system ROM or KBC ROM update by identifying the ROM versions currently installed on the notebook.

2. Access the updates on your local Compaq Web site or the *Compaq Support Software* CD.
3. Download and install the updates.

The notebook system ROM (Read Only Memory) stores the BIOS (Basic Input Output System). The BIOS determines how the notebook hardware interacts with the operating system and external devices and also supports such notebook services as time and date. KBC (Keyboard Controller) ROM stores the parts of the BIOS that affect the keyboard.

If your notebook connects to a network, Compaq recommends that you consult with your Network Administrator before installing any software updates, especially system ROM or KBC ROM updates.

Downloading Software from the Internet

Most Compaq support software on the Compaq Web site is packaged in a compressed, ready-to-run or self-extracting .EXE file called a *SoftPaq*™.

A flashable ROM image is a special type of support software packaged as a *ROMPaq*™, and requires slightly different procedural steps than a SoftPaq.

Follow the instructions on the web page. Procedures vary among software products.

Most download packages contain a Readme.txt file which contains detailed descriptions, installation, and troubleshooting information about the download. The Readme.txt file included with ROMPaqs are English only.

Downloading Support Software

You may need one or more formatted 1.44-MB diskettes on hand for the download.

1. Visit http://www.compaq.com/support.
2. From the Software and Drivers Download Center menu, select your notebook.
3. Follow the instructions on that page and succeeding pages to select the category and system software.
4. Browse through the software categories and ensure that you have the latest software, especially the ROM and video updates.
5. Select a category, then click Download.
6. Follow the "How to Use" instructions to download and install the selected software package.

Displaying ROM Information

To determine whether available ROM updates contain later ROM versions than those currently installed on the notebook, you will need to know the version of the system ROM or KBC ROM currently installed.

To determine the system ROM version installed on the notebook, press **Fn+esc.** The version of the Compaq System BIOS is the version of your system ROM. Download any updates later than those on your computer.

To determine your ROM version using Compaq Diagnostics or Computer Setup, refer to the Compaq *Software Guide* for instructions.

Using the Download Page

Each software download page may include:

- Software name, version, and date.
- Description of the software.
- Revision History—links to a page that lists the software revision history.
- Language, SoftPaq number and file size. Download the selected SoftPaq .EXE file.
- Prerequisites—software or hardware required to run the new support software version.
- Enhancements—additions and enhancements.
- Fixes—issues corrected in this version.
- Notes—miscellaneous information including files superseded by the current version.
- Installation—how to download and install the SoftPaq. Follow the instructions. Procedures may vary.
- Systems Supported—Family and Models that use the software.

Installing a Retail Version of an Operating System

A Windows operating system provided on the notebook or in the *QuickRestore* kit is enhanced by Compaq. The Compaq enhancements add power and security features and provide supplementary support for external devices such as drives and PC Cards.

CAUTION: Replacing an operating system enhanced by Compaq with a retail version of an operating system will result in the loss of all Compaq enhancements. In some cases, the loss of these enhancements may result in an unresponsive system. In other cases, complete USB support may become unavailable.

Obtaining Technical Support

Using the Support Forum

Personal technical support is available from the Support Forum at the Compaq Web site. You can either browse the postings as a guest, or register as a user and submit your own questions. Compaq responds to questions within one business day.

To access the Support Forum, visit the Compaq Web site at http://www.compaq.com, then select Support Forum.

Contacting Technical Support

If you cannot solve a problem using the support forum or the troubleshooting tips in the *Troubleshooting* guide, you may need to call technical support. Refer to the *Worldwide Telephone Numbers* guide included with your computer for the phone number of the Compaq office near you, or visit http:\\www.compaq.com, then click Contact US > Compaq offices worldwide.

To receive the fastest possible solution, have the following information or items available when you call:

- The computer.
- Serial number and model description on the bottom of the computer.
- Purchase date on the invoice.
- Conditions under which the problem occurred.

- Error messages that have displayed.
- Type of printer connected.
- Operating system version number and registration number. To view these numbers, select Start > Settings > Control Panel > System > General tab.
- System ROM version number and Computer Setup version number. To view these numbers:

  1. Turn on or restart the computer.
  2. Press **F10** while the F10 = ROM Based Setup message is displayed in the lower-left corner of the screen. Select File > System Information.

- Configuration and diagnostics information.

  To obtain, save, or print configuration and diagnostic information, refer to the *Software Guide* on the *Documentation Library* CD included with the computer.

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