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## Maintenance and Service Guide

HP Pavilion dv1000 Notebook PC  
HP Compaq nx4800 Notebook PC  
Compaq Presario V2000 Notebook PC

Document Part Number: 372373-003

July 2005



The information and procedures included in this *Maintenance and Service Guide* apply to all HP Pavilion dv1000 Notebook PCs and HP Compaq nx4800 Business Notebooks and all Compaq Presario V2000 Notebook PCs equipped with Intel processors.

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This guide is a troubleshooting reference used for maintaining and servicing the computer. It provides comprehensive information on identifying computer features, components, and spare parts; troubleshooting computer problems; and performing computer disassembly procedures.

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HP Compaq nx4800 Notebook PC  
Compaq Presario V2000 Notebook PC  
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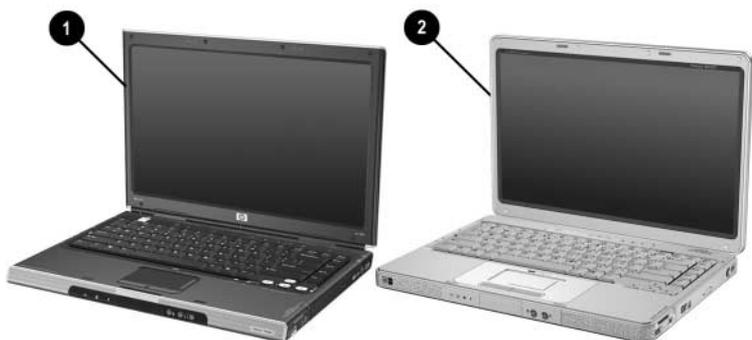
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# 1

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## Product Description

The HP Pavilion dv1000 Notebook PC ❶ and the HP Compaq nx4800 Notebook PC and the Compaq Presario V2000 Notebook PC (both represented by ❷) offer advanced modularity, Intel® Pentium® M and Celeron® M processors, and extensive multimedia support.



*HP Pavilion dv1000, HP Compaq nx4800, and  
Compaq Presario V2000*

## 1.1 Features

- The following processors are available, varying by computer model:
  - ❑ Intel Pentium M 745 (1.8-GHz) with 400-MHz front side bus (FSB)
  - ❑ Intel Pentium M 735 (1.7-GHz) with 400-MHz FSB
  - ❑ Intel Pentium M 725 (1.6-GHz) with 400-MHz FSB
  - ❑ Intel Pentium M 710 TJ85 (1.4-GHz) with 400-MHz FSB; operates at a lower temperature than other processors
  - ❑ Intel Celeron M 340 (1.5-GHz) with 400-MHz FSB
  - ❑ Intel Celeron M 330 (1.4-GHz) with 400-MHz FSB
- 14.0-inch WXGA (1280 × 768) TFT display with over 16.7 million colors, varying by computer model
- 80-, 60-, or 40-GB high-capacity hard drive, varying by computer model
- 256-MB DDR synchronous DRAM (SDRAM) at 266 MHz, expandable to 2.0 GB on models with Intel Pentium M processors and 1.0 GB on models with Intel Celeron M processors
- Microsoft® Windows® XP Home Edition or Windows XP Professional, or Free DOS, varying by computer model
- Full-size Windows keyboard with embedded numeric keypad
- TouchPad pointing device with on button and dedicated two-way scroll region
- Integrated 10/100 BASE-T Ethernet local area network (LAN) network interface card (NIC) with RJ-45 jack
- Integrated high-speed 56K modem with RJ-11 jack
- Integrated wireless support for Mini PCI IEEE 802.11b and 802.11b/g WLAN device

- Support for one Type II PC Card slots, with support for both 32-bit (CardBus) and 16-bit PC Cards
- External 65-watt AC adapter with 3-wire power cord
- 6-cell or 12-cell Li-Ion battery pack
- Stereo speakers with volume up and down buttons
- Support for the following optical drives:
  - ❑ 8X Max DVD+RW/R and CD-RW Combo Drive
  - ❑ 4X Max DVD+RW/R and CD-RW Combo Drive
  - ❑ 8X Max DVD-ROM Drive
  - ❑ 24X Max DVD/CD-RW Combo Drive
- Connectors:
  - ❑ External monitor
  - ❑ Universal Serial Bus (USB) v. 2.0
  - ❑ RJ-11 (modem)
  - ❑ RJ-45 (network)
  - ❑ Audio-out (headphone)
  - ❑ Audio-in (microphone)
  - ❑ Power
  - ❑ IEEE 1394 digital (select models only)
  - ❑ S-Video-out (select models only)
  - ❑ Infrared (HP Pavilion models only)
  - ❑ Parallel
  - ❑ Serial
  - ❑ Docking (select models only)
  - ❑ Digital memory card reader (select models only)

## 1.2 Resetting the Computer

If the computer you are servicing has an unknown password, follow these steps to clear the password. These steps also clear CMOS:

1. Prepare the computer for disassembly (refer to [Section 5.3, “Preparing the Computer for Disassembly,”](#) for more information).
2. Remove the real-time clock (RTC) battery (refer to [Section 5.15, “RTC Battery,”](#) for more information).
3. Wait approximately 5 minutes.
4. Replace the RTC battery and reassemble the computer.
5. Connect AC power to the computer. Do not reinsert any battery packs at this time.
6. Turn on the computer.

All passwords and all CMOS settings have been cleared.

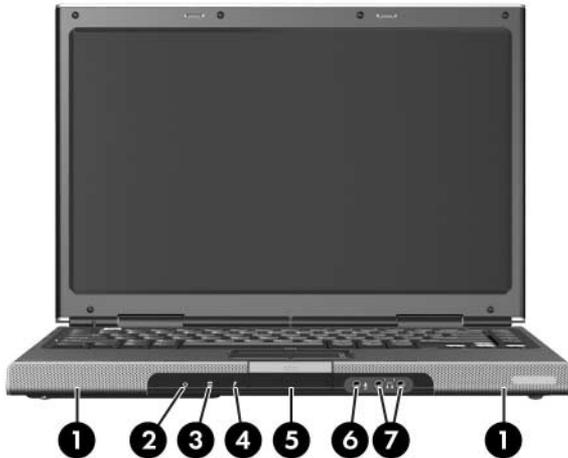
## 1.3 Power Management

The computer comes with power management features that extend battery operating time and conserve power. The computer supports the following power management features:

- Standby
- Hibernation
- Setting customization by the user
- Hotkeys for setting the level of performance
- Battery calibration
- Lid switch standby/resume
- Power/standby button
- Advanced Configuration and Power Management (ACPM) compliance

## 1.4 External Components

The external components on the front of the HP Pavilion dv1000 are shown below and described in Table 1-1.



*Front Components, HP Pavilion dv1000*

**Table 1-1**  
**Front Components**  
**HP Pavilion dv1000**

<b>Item</b>	<b>Component</b>	<b>Function</b>
1	Speakers (2)	Produces stereo sound.
2	Power/standby light	<ul style="list-style-type: none"> <li>■ On: Computer is turned on.</li> <li>■ Blinking: Computer is in standby.</li> <li>■ Off: Computer is off.</li> </ul>
3	IDE (Integrated Drive Electronics) drive light	On or blinking: The internal hard drive or an optical drive is being accessed.
4	Battery light	<ul style="list-style-type: none"> <li>■ Amber: The battery pack is charging.</li> <li>■ Green: The battery pack is fully charged.</li> <li>■ Off: The battery pack is discharging or not inserted.</li> </ul>
5	Display release latch	Opens the computer.
6	Audio-in (microphone) jack	Connects an optional monaural (single sound channel) microphone.
7	Audio-out (headphone) jack (2)	Connect optional headphones or powered stereo speakers. Also connect the audio function of an audio/video device such as a television or VCR.

The external components on the front of the HP Compaq nx4800 and Compaq Presario V2000 are shown below and described in Table 1-2.



*Front Components, HP Compaq nx4800 and Compaq Presario V2000*

**Table 1-2**  
**Front Components**  
**HP Compaq nx4800 and Compaq Presario V2000**

<b>Item</b>	<b>Component</b>	<b>Function</b>
1	Speakers (2)	Produces stereo sound.
2	Wireless button light (select models only)	On: An integrated wireless device is hardware enabled.
3	Power/standby light	<ul style="list-style-type: none"> <li>■ On: Computer is turned on.</li> <li>■ Blinking: Computer is in standby.</li> <li>■ Off: Computer is off.</li> </ul>
4	IDE (Integrated Drive Electronics) drive light	<ul style="list-style-type: none"> <li>■ On or blinking: The internal hard drive or an optical drive is being accessed.</li> </ul>
5	Battery light	<ul style="list-style-type: none"> <li>■ Amber: The battery pack is charging.</li> <li>■ Green: The battery pack is fully charged.</li> <li>■ Off: The battery pack is discharging or not inserted.</li> </ul>
6	Display release latch	Opens the computer.
7	Audio-in (microphone) jack	Connects an optional monaural (single sound channel) microphone.
8	Audio-out (headphone) jack (2 on HP Pavilion dv1000 models)	Connect optional headphones or powered stereo speakers. Also connect the audio function of an audio/video device such as a television or VCR.

The external components on the right side of the HP Pavilion dv1000 are shown below and described in Table 1-3.



*Right-Side Components, HP Pavilion dv1000*

**Table 1-3**  
**Right-Side Components**  
**HP Pavilion dv1000**

<b>Item</b>	<b>Component</b>	<b>Function</b>
1	USB connectors (2)	Connect an optional USB device.
2	6-in-1 Digital Media Reader slot (select models only)	In Windows, supports digital memory cards.
3	1394 port (select models only)	Connects an optional 1394a device such as a scanner, digital camera, or digital camcorder.
4	6-in-1 Digital Media Reader light (select models only)	On: A digital memory card is being accessed.
5	Optical drive	Supports an optical disc.
6	S-Video-out jack (select models only)	Connects an optional S-Video device, such as a television, VCR, camcorder, projector, or video capture card.

The external components on the right side of the HP Compaq nx4800 and Compaq Presario V2000 are shown below and described in Table 1-4.

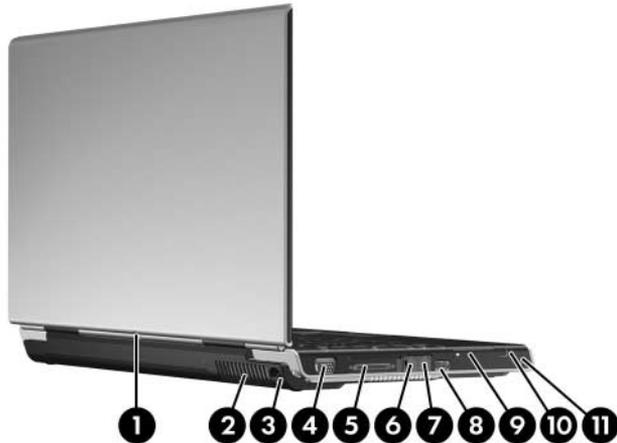


*Right-Side Components, HP Compaq nx4800 and Compaq Presario V2000*

**Table 1-4**  
**Right-Side Components**  
**HP Compaq nx4800 and Compaq Presario V2000**

<b>Item</b>	<b>Component</b>	<b>Function</b>
1	USB connectors (2)	Connect an optional USB device.
2	6-in-1 Memory Reader slot (Compaq Presario models only) 6-in-1 Digital Media Reader slot (HP Compaq models only)	In Windows, supports digital memory cards.
3	1394 port (select models only)	Connects an optional 1394 device such as a scanner, digital camera, or digital camcorder.
4	6-in-1 Memory Reader light (Compaq Presario models only) 6-in-1 Digital Media Reader light (HP Compaq models only)	On: A digital memory card is being accessed.
5	Optical drive	Supports an optical disc.
6	S-Video-out jack (select models only)	Connects an optional S-Video device, such as a television, VCR, camcorder, projector, or video capture card.

The external components on the rear and left side of the HP Pavilion dv1000 are shown below and described in Table 1-5.



*Rear and Left-Side Components, HP Pavilion dv1000*

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**Table 1-5**  
**Rear and Left-Side Components**  
**HP Pavilion dv1000**

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<b>Item</b>	<b>Component</b>	<b>Function</b>
1	Wireless light (select models only)	On: An integrated wireless device is hardware enabled.

---

**Table 1-5**  
**Rear and Left-Side Components**  
**HP Pavilion dv1000 (Continued)**

<b>Item</b>	<b>Component</b>	<b>Function</b>
2	Exhaust vent	Provides airflow to cool internal components.   To prevent overheating, do not obstruct vents. Do not allow a hard surface, such as a printer, or a soft surface, such as pillows, thick rugs or clothing, to block airflow.
3	Power connector	Connects an AC adapter cable.
4	External monitor port	Connects an optional VGA external monitor or projector.
5	Expansion port 2	Connects the computer to an optional expansion base.   The computer has only one expansion port. The term expansion port 2 describes the type of expansion port.
6	RJ-45 (network) jack	Connects an optional network cable.
7	RJ-11 (modem) jack	Connects the modem cable.
8	USB connector	Connects an optional USB device.
9	PC Card slot	Supports an optional Type I or Type II 32-bit (CardBus) or 16-bit PC Card. Also serves as a storage location for the optional HP Mobile Remote Control.
10	PC Card eject button	Ejects an optional PC Card from the PC Card slot.
11	Security cable slot	Attaches an optional security cable to the computer.

The external components on the rear and left side of the HP Compaq nx4800 and Compaq Presario V2000 are shown below and described in Table 1-6.

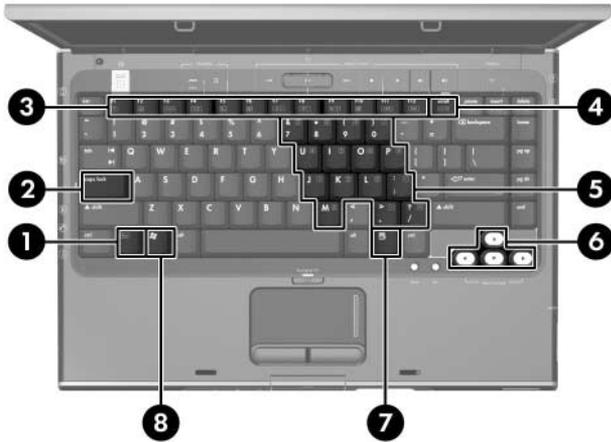


*Rear and Left-Side Components, HP Compaq nx4800 and Compaq Presario V2000*

**Table 1-6**  
**Rear and Left-Side Components**  
**HP Compaq nx4800 and Compaq Presario V2000**

Item	Component	Function
1	Exhaust vent	Provide airflow to cool internal components.   To prevent overheating, do not obstruct vents. Do not allow a hard surface, such as a printer, or a soft surface, such as pillows, thick rugs or clothing, to block airflow.
2	Power connector	Connects an AC adapter cable.
3	External monitor port	Connects an optional VGA external monitor or projector.
4	Expansion port 2	Connects the computer to an optional expansion base.   The computer has only one expansion port. The term expansion port 2 describes the type of expansion port.
5	RJ-45 (network) jack	Connects an optional network cable.
6	RJ-11 (modem) jack	Connects the modem cable.
7	USB connector	Connects an optional USB device.
8	PC Card slot	Supports an optional Type I or Type II 32-bit (CardBus) or 16-bit PC Card.
9	PC Card eject button	Ejects an optional PC Card from the PC Card slot.
10	Security cable slot	Attaches an optional security cable to the computer.

The keyboard components on the HP Pavilion dv1000 are shown below and described in Table 1-7.

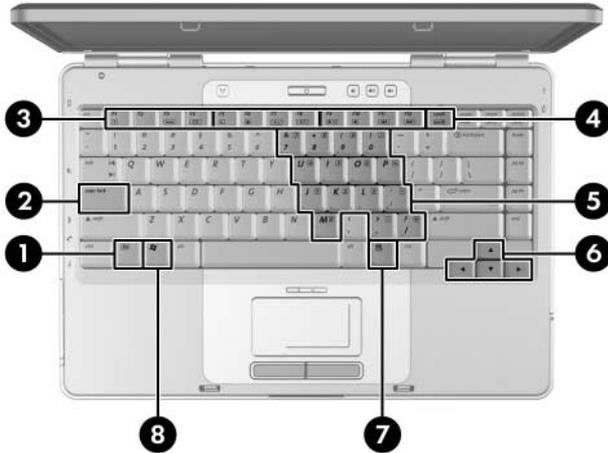


*Keyboard Components, HP Pavilion dv1000*

**Table 1-7**  
**Keyboard Components**  
**HP Pavilion dv1000**

<b>Item</b>	<b>Component</b>	<b>Function</b>
1	<b>fn</b> key	Combines with other keys to perform system tasks. For example, pressing <b>fn+f7</b> decreases screen brightness.
2	<b>caps lock</b> key	Enables caps lock and turns on the caps lock light.
3	<b>f1</b> to <b>f12</b> keys (12)	Perform system and application tasks. When combined with the <b>fn</b> key, several keys and buttons perform additional tasks as hotkeys.
4	<b>num lock</b> key	Enables numeric lock, turns on the embedded numeric keypad, and turns on the num lock light.
5	Keypad keys (15)	In Windows, can be used like the keys on an external numeric keypad.
6	Arrow keys	Move the cursor around the screen.
7	Windows applications key	In Windows, displays a shortcut menu for items beneath the pointer.
8	Windows logo key	In Windows, displays the Windows Start menu.

The keyboard components on the HP Compaq nx4800 and Compaq Presario V2000 are shown below and described in Table 1-8.



*Keyboard Components, HP Compaq nx4800 and Compaq Presario V2000*

**Table 1-8**  
**Keyboard Components**  
**HP Compaq nx4800 and Compaq Presario V2000**

<b>Item</b>	<b>Component</b>	<b>Function</b>
1	<b>fn</b> key	Combines with other keys to perform system tasks. For example, pressing <b>fn+f7</b> decreases screen brightness.
2	<b>caps lock</b> key	Enables caps lock and turns on the caps lock light.
3	<b>f1</b> to <b>f12</b> keys (12)	Perform system and application tasks. When combined with the <b>fn</b> key, several keys and buttons perform additional tasks as hotkeys.
4	<b>num lock</b> key	Enables numeric lock, turns on the embedded numeric keypad, and turns on the num lock light.
5	Keypad keys (15)	In Windows, can be used like the keys on an external numeric keypad.
6	Arrow keys	Move the cursor around the screen.
7	Windows applications key	In Windows, displays a shortcut menu for items beneath the pointer.
8	Windows logo key	In Windows, displays the Windows Start menu.

The top components on the HP Pavilion dv1000 are shown below and described in Table 1-9.



*Top Components, Part 1, HP Pavilion dv1000*

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**Table 1-9**  
**Top Components, Part 1**  
**HP Pavilion dv1000**

<b>Item</b>	<b>Component</b>	<b>Function</b>
1	Display switch	If the computer is closed while on, turns off the display.
2	Power button	When the computer is <ul style="list-style-type: none"><li>■ Off, press to turn on the computer.</li><li>■ On, briefly press to initiate Hibernation.</li><li>■ In Standby, briefly press to resume from Standby.</li><li>■ In Hibernation, briefly press to restore from Hibernation.</li></ul>

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**Table 1-9**  
**Top Components, Part 1**  
**HP Pavilion dv1000 (Continued)**

Item	Component	Function
3	DVD button	When the computer is <ul style="list-style-type: none"> <li>■ Off, opens QuickPlay DVD mode.</li> <li>■ On in Windows, opens the default Windows DVD application.</li> <li>■ On in QuickPlay music mode, opens QuickPlay DVD mode.</li> <li>■ On in QuickPlay DVD mode, displays the DVD setup menu.</li> <li>■ In Standby, resumes from Standby into Windows.</li> <li>■ In Hibernation, opens QuickPlay DVD mode.</li> </ul>
4	Music button	When the computer is <ul style="list-style-type: none"> <li>■ Off, opens QuickPlay music mode.</li> <li>■ On in Windows, opens the default Windows music application.</li> <li>■ On in QuickPlay DVD mode, opens QuickPlay music mode.</li> <li>■ In Standby, resumes from Standby into Windows.</li> <li>■ In Hibernation, opens QuickPlay music mode.</li> </ul>
5	Previous/Rewind Button	When a disc is in the optical drive: <ul style="list-style-type: none"> <li>■ Press to play the previous track or chapter.</li> <li>■ Press <b>fn+this button</b> to rewind.</li> </ul>
6	Play/Pause button	When a disc is in the optical drive and is: <ul style="list-style-type: none"> <li>■ Not playing, press to play the disc.</li> <li>■ Playing, press to pause the disc.</li> </ul>

The computertop components on the HP Pavilion dv1000 computer are shown below and described in Table 1-10.



*Top Components, Part 2, HP Pavilion dv1000*

**Table 1-10**  
**Top Components, Part 2**  
**HP Pavilion dv1000**

<b>Item</b>	<b>Component</b>	<b>Function</b>
1	Next/Fast Forward button	When a disc is in the optical drive: <ul style="list-style-type: none"> <li>■ Press once to play the next track or chapter.</li> <li>■ Press <b>fn+</b>this button to fast forward.</li> </ul>
2	Stop button	When a disc is in the optical drive, press to stop the current disc activity.
3	Volume down button	Decreases system volume.
4	Volume mute button Mute light	Mutes or restores volume. On: Volume is muted.
5	Volume up button	Increases system volume.
6	Wireless button	Enables/disables an internal wireless device.

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The top components on the HP Pavilion dv1000 are shown below and described in Table 1-11.



Top Components, Part 3, HP Pavilion dv1000

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