

ThinkPad[®] T60

Service and Troubleshooting Guide

Includes:

- **Introduction to other sources of information**
- **Important tips for taking care of your computer**
- **Diagnostics and troubleshooting**
- **Recovery options**
- **Help and service**
- **Warranty information for your computer**

ThinkPad[®] T60

Service and Troubleshooting Guide

Note

Before using this information and the product it supports, be sure to read the following:

- *Safety and Warranty Guide* included in the package with this publication.
- Appendix D, "Wireless related information," on page 75 and Appendix E, "Notices," on page 77.
- *ThinkPad Regulatory Notice* included in the package with this publication.

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Read first

To prevent damage to the hard disk and subsequent data loss, before moving your ThinkPad computer, press Fn+F4 to put it in standby mode or turn it off. Make sure that the standby status indicator is on (is green) before moving the computer.

Do not drop, bump, scratch, twist, hit, vibrate, push or place heavy objects on your computer, display, or external devices.

Use a quality carrying case that provides adequate cushion and protection. Do not pack your computer in a tightly packed suitcase or bag.

Place liquids away from your computer to avoid spills, and keep your computer away from water to avoid the danger of electrical shock.

Avoid leaving the base of your computer in contact with your lap or any part of your body for an extended period when the computer is turned on or when the battery is charging.

Read first

Chapter 1. Finding information

This guide and other publications

Setup Instructions

helps you to unpack your ThinkPad computer and get started. It includes a few tips for first-time users, and introduces software preinstalled by Lenovo.

This *Service and Troubleshooting Guide*

provides information about caring for your ThinkPad computer, basic troubleshooting information, some recovery procedures, help and service information, and warranty information for your computer. The troubleshooting information in this Guide applies only to problems that might prevent you from accessing the comprehensive help and information portal, called ThinkVantage Productivity Center, preloaded on your ThinkPad computer.

Access Help

is a comprehensive online manual that provides answers to most of your questions about your computer, helps you to configure preloaded features and tools, or solve problems. To open Access Help, click **Start**, move the pointer to **All Programs** (in Windows® other than Windows XP, **Programs**); then to **ThinkVantage**. Click **Access Help**.

ThinkVantage Productivity Center

provides an easy access to software tools and key Lenovo sites, eliminating the need to carry other reference manuals around. To open ThinkVantage Productivity Center, press the ThinkVantage button on your keyboard. For more information about using the ThinkVantage button, see "Finding information with the ThinkVantage button" on page 2.

Safety and Warranty Guide

includes general safety instructions and complete Lenovo Statement of Limited Warranty.

Regulatory Notice

supplements this Guide. Read it before you use the wireless features of your ThinkPad computer. The ThinkPad computer complies with the radio frequency and safety standards of any country or region in which it has been approved for wireless use. You are requested to install and use your ThinkPad computer in strict accordance with the local RF regulations.

Finding information with the ThinkVantage button



The blue ThinkVantage button can help you in many situations when your computer is working normally, and even when it is not. Press the ThinkVantage button to open the ThinkVantage Productivity Center and get access to informative illustrations and easy-to-follow instructions for getting started and staying productive.

You can also use the ThinkVantage button to interrupt the startup sequence of your computer and start the ThinkVantage Rescue and Recovery workspace, which runs independently of the Windows operating system and is hidden from it.

Chapter 2. Caring for your ThinkPad computer

Though your computer is designed to function reliably in normal work environments, you need to use common sense in handling it. By following these important tips, you will get the most use and enjoyment out of your computer.

Important tips:

Be careful about where and how you work

- Do not leave the base of your computer in contact with your lap or any part of your body for an extended period when the computer is functioning or when the battery is charging. Your computer dissipates some heat during normal operation. This heat is a function of the level of system activity and battery charge level. Extended contact with your body, even through clothing, could cause discomfort or, eventually, a skin burn.
- Place liquids away from your computer to avoid spills, and keep your computer away from water (to avoid the danger of electrical shock).
- Store packing materials safely out of the reach of children to prevent the risk of suffocation from plastic bags.
- Keep your computer away from magnets, activated cellular phones, electrical appliances, or speakers (within 13 cm/5 in).
- Avoid subjecting your computer to extreme temperatures (below 5°C/41°F or above 35°C/95°F).

Be gentle with your computer

- Avoid placing any objects (including paper) between the display and the keyboard or under the keyboard.
- Do not drop, bump, scratch, twist, hit, vibrate, push, or place heavy objects on your computer, display, or external devices.
- Your computer display is designed to be opened and used at an angle slightly greater than 90 degrees. Do not open the display beyond 180 degrees, as this might damage the computer hinge.

Carry your computer properly

- Before moving your computer, be sure to remove any media, turn off attached devices, and disconnect cords and cables.
- Be sure your computer is in standby or hibernation mode, or turned off, before moving it. This will prevent damage to the hard disk drive and data loss.

- When picking up your open computer, hold it by the bottom. Do not pick up or hold your computer by the display.
- Use a quality carrying case that provides adequate cushion and protection. Do not pack your computer in a tightly packed suitcase or bag.

Handle storage media and drives properly

- Avoid inserting diskettes at an angle and attaching multiple or loose diskette labels, as these can lodge in the drive.
- If your computer comes with an optical drive such as CD, DVD, or CD-RW/DVD drive, do not touch the surface of a disc or the lens on the tray.
- Wait until you hear the CD or DVD click into the center pivot of an optical drive such as CD, DVD, or CD-RW/DVD drive before closing the tray.
- When installing your hard disk, diskette, CD, DVD, or CD-RW/DVD drive, follow the instructions shipped with your hardware, and apply pressure only where needed on the device.

Take care in setting passwords

- Remember your passwords. If you forget a supervisor or hard disk password, Lenovo authorized service provider will not reset it, and you might have to replace your system board or hard disk drive.

Other important tips

- Your computer modem might use only an analog telephone network, or public-switched telephone network (PSTN). Do not connect the modem to a PBX (private branch exchange) or any other digital telephone extension line because this could damage your modem. Analog phone lines are often used in homes, while digital phone lines are often used in hotels or office buildings. If you are not sure which kind of phone line you are using, contact your telephone company.
- Your computer might have both an Ethernet connector and a modem connector. If so, be sure to connect your communication cable to the correct one, so your connector is not damaged.
- Register your ThinkPad products with Lenovo (refer to the Web page: www.lenovo.com/register). This can help authorities return your computer to you if it is lost or stolen. Registering your computer also enables Lenovo to notify you about possible technical information and upgrades.
- Only an authorized ThinkPad repair technician should disassemble and repair your computer.
- Do not modify or tape the latches to keep the display open or closed.
- Take care not to turn your computer over while the ac adapter is plugged in. This could break the adapter plug.

- Turn off your computer if you are replacing a device in a device bay, or else verify that the device is warm- or hot-swappable.
- If you exchange drives in your computer, reinstall the plastic bezel faces (if supplied).
- Store your external and removable hard disk, diskette, CD, DVD, and CD-RW/DVD drives in the appropriate containers or packaging when they are not being used.
- Before you install any of the following devices, touch a metal table or a grounded metal object. This action reduces any static electricity from your body. The static electricity could damage the device.
 - PC Card
 - Smart Card
 - Memory Card, such as SD Card, Memory Stick, and MultiMediaCard
 - Memory module
 - PCI Express Mini Card
 - Communication Daughter Card

Cleaning the cover of your computer

Occasionally clean your computer as follows:

1. Prepare a mixture of a gentle kitchen-use detergent (one that does not contain abrasive powder or strong chemicals such as acid or alkaline). Use 5 parts water to 1 part detergent.
2. Absorb the diluted detergent into a sponge.
3. Squeeze excess liquid from the sponge.
4. Wipe the cover with the sponge, using a circular motion and taking care not to let any excess liquid drip.
5. Wipe the surface to remove the detergent.
6. Rinse the sponge with clean running water.
7. Wipe the cover with the clean sponge.
8. Wipe the surface again with a dry, soft lint-free cloth.
9. Wait for the surface to dry completely and remove any cloth fibers from the computer surface.

Cleaning your computer keyboard

1. Absorb some isopropyl rubbing alcohol on a soft, dust-free cloth.
2. Wipe each keytop surface with the cloth. Wipe the keys one by one; if you wipe several keys at a time, the cloth may hook onto an adjacent key and possibly damage it. Make sure that no liquid drips onto or between the keys.
3. Allow to dry.

4. To remove any crumbs and dust from beneath the keys, you can use a camera blower with a brush or cool air from a hair drier.

Note: Avoid spraying cleaner directly on the display or the keyboard.

Cleaning your computer display

1. Gently wipe the display with a dry, soft lint-free cloth. If you see a scratchlike mark on your display, it might be a stain transferred from the keyboard or the TrackPoint pointing stick when the cover was pressed from the outside.
2. Wipe or dust the stain gently with a soft, dry cloth.
3. If the stain remains, moisten a soft, lint-free cloth with water or a 50-50 mixture of isopropyl alcohol and water that does not contain impurities.
4. Wring out as much of the liquid as you can.
5. Wipe the display again; do not let any liquid drip into the computer.
6. Be sure to dry the display before closing it.

Care for the fingerprint reader

The following actions could damage the fingerprint reader or cause it not to work properly:

- Scratching the surface of the reader with a hard, pointed object.
- Scraping the surface of the reader with your nail or anything hard.
- Using or touching the reader with a dirty finger.

If you notice any of the following conditions, gently clean the surface of the reader with a dry, soft, lint-free cloth:

- The surface of the reader is dirty or stained.
- The surface of the reader is wet.
- The reader often fails to enroll or authenticate your fingerprint.

Chapter 3. Solving computer problems

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Frequently asked questions

This section lists frequently asked questions and tells where you can find detailed answers. For details about each publication included in the package with the ThinkPad computer, see “This guide and other publications” on page 1.

What safety precautions should I follow when using my ThinkPad computer?

See the separate Safety and Warranty Guide for detailed information about safety.

How can I prevent problems with my ThinkPad computer?

See “Read first” on page v, and also Chapter 2, “Caring for your ThinkPad computer,” on page 3 of this Guide. More tips can be found in the following sections of Access Help:

- Preventing problems
- Spills on the keyboard

What are the main hardware features of my new ThinkPad computer?

See the “ThinkPad tour” section of Access Help.

Where can I find the detailed specifications for my machine?

See www.lenovo.com/think/support

I need to upgrade a device *or* I need to replace one of the following: the hard disk drive, the PCI Express Mini Card, the Modem Daughter Card, memory, the keyboard, or the palm rest.

Refer to Appendix B, “Customer Replaceable Units (CRUs),” on page 69 of this Guide for the list of Customer Replaceable Units and the location of the instructions for removing or replacing components.

My computer is not operating properly.

Study the "Problem solving " section of Access Help. This Guide describes only problems that might prevent you from getting access to the online help system.

Where are the recovery CDs?

No recovery CD or a Windows CD is provided with your computer originally. For explanation of the alternative recovery methods offered by Lenovo, see "Restoring factory contents" on page 43 of this Guide.

How can I contact the Customer Support Center?

See Chapter 8, "Getting help and service," on page 57 of this Guide. For the phone numbers of the Customer Support Center nearest to you, see "Worldwide telephone list" on page 64.

Where can I find warranty information?

See the separate Safety and Warranty Guide for detailed warranty information. For the warranty applicable to your Machine, including the warranty period and type of warranty service, see "Warranty Information" on page 61.

Diagnosing problems

If you have a problem with your computer, you can test it by using PC-Doctor[®] for Windows. To run PC-Doctor for Windows, do as follows:

1. Click **Start**.
2. Move the pointer to **All Programs** (in Windows other than Windows XP, **Programs**) and then to **PC-Doctor for Windows**.
3. Click **PC-Doctor**.

For more information about PC-Doctor for Windows, see the Help for the program.

Attention

Running any tests may take up to several minutes or longer. Make sure you have time to run the entire test; do not interrupt the test while it is running.

If you are preparing to contact the Customer Support Center, be sure to print the test log so that you can rapidly provide information to the help technician.

Troubleshooting

If you do not find your problem here, refer to Access Help, your on-board help system. The following section only describes problems that might prevent you from accessing this help system.

Error messages

Notes:

1. In the charts, x can be any character.
2. The version of PC-Doctor referred to here is PC-Doctor for Windows.

Message	Solution
0175: Bad CRC1, stop POST task	The EEPROM checksum is not correct (block #6). Have the computer serviced.
0176: System Security - The System has been tampered with.	This message is displayed if you remove the Security Chip and reinstall it, or install a new one. To clear the error, enter the BIOS Setup Utility. If this does not solve the problem, have the computer serviced.
0177: Bad SVP data, stop POST task.	Checksum of the supervisor password in the EEPROM is not correct. The system board should be replaced. Have the computer serviced.
0182: Bad CRC2. Enter BIOS Setup and load Setup defaults.	Checksum of the CRC2 setting in the EEPROM is not correct. Go to BIOS Setup Utility. Press F9 and then Enter to load the default setting. Press F10 and then Enter to restart the system.
0185: Bad startup sequence settings. Enter BIOS Setup and load Setup defaults.	Checksum of the startup sequence setting in the EEPROM is not correct. Go to BIOS Setup Utility. Press F9 and then Enter to load the default setting. Press F10 and then Enter to restart the system.
0187: EAIA data access error	The access to EEPROM has failed. Have the computer serviced.
0188: Invalid RFID Serialization Information Area.	The EEPROM checksum is not correct (block # 0 and 1). The system board should be replaced, and the box serial number needs to be reinstalled. Have the computer serviced.
0189: Invalid RFID configuration information area	The EEPROM checksum is not correct (block # 4 and 5). The system board should be replaced, and the UUID needs to be reinstalled. Have the computer serviced.
0190: Critical low-battery error	The computer turned off because the battery is low. Connect the ac adapter to the computer and charge the battery, or replace the battery with a fully charged one.
0191: System Security - Invalid remote change requested.	The system configuration change has failed. Confirm the operation and try again. To clear the error, enter the BIOS Setup Utility.
0192: System Security - Embedded Security hardware tamper detected.	The Security Chip has been replaced with a different one. Have the computer serviced.

Message	Solution
0199: System Security - Security password retry count exceeded.	This message is displayed if you enter a wrong supervisor password more than three times. Confirm the supervisor password and try again. To clear the error, enter the BIOS Setup Utility.
01C8: More than one modem devices are found. Remove one of them. Press <Esc> to continue.	Remove a Modem Card. Otherwise, press Esc to ignore the warning message. If it does not solve this problem, have the computer serviced.
01C9: More than one Ethernet devices are found. Remove one of them. Press <Esc> to continue.	Your ThinkPad computer has a built-in Ethernet feature, and you cannot add another such feature by installing an Ethernet device. If this error message is displayed, remove the Ethernet device that you installed. Otherwise press Esc to ignore the warning message. If this does not solve the problem, have the computer serviced.
0200: Hard disk error	The hard disk is not working. Make sure that the hard disk drive is attached firmly. Run the BIOS Setup Utility; then make sure the hard disk drive is not disabled in the Startup menu.
021x: Keyboard error	<p>Make sure that there are no objects placed on the keyboard, or if you have one, the external keyboard. Turn off the computer, and turn off all attached devices. Turn on the computer first; then turn on the attached devices.</p> <p>If you still see the same error code, do the following:</p> <p>If an external keyboard is connected, do the following:</p> <ul style="list-style-type: none"> • Turn off the computer and disconnect the external keyboard; then turn on the computer. Make sure that the built-in keyboard operates correctly. If it does, have the external keyboard serviced. • Make sure that the external keyboard is connected to the correct connector. <p>Test the computer by using PC-Doctor.</p> <ul style="list-style-type: none"> • If the computer stops during the test, have the computer serviced.
0230: Shadow RAM error	The shadow RAM failed. Test your computer's memory with PC-Doctor. If you added a memory module just before turning the computer on, reinstall it. Then test the memory with PC-Doctor.
0231: System RAM error	The system RAM failed. Test your computer's memory with PC-Doctor. If you added a memory module just before turning the computer on, reinstall it. Then test the memory with PC-Doctor.
0232: Extended RAM error	The extended RAM failed. Test your computer's memory with PC-Doctor. If you have increased memory just before turning the computer on, reinstall it. Then test the memory with PC-Doctor.
0250: System battery error	The backup battery, which is used to preserve the configuration information, such as the date and time, while the computer is turned off, is depleted. Replace the battery and run BIOS Setup Utility to verify the configuration. If you still have a problem, have the computer serviced.

Solving computer problems

Message	Solution
0251: System CMOS checksum bad	The system CMOS might have been corrupted by an application program. The computer uses the default settings. Run BIOS Setup Utility to reconfigure the settings. If you still see the same error code, have the computer serviced.
0260: System timer error	Have the computer serviced.
0270: Real time clock error	Have the computer serviced.
0271: Date and time error	Neither the date nor the time is set in the computer. Set the date and time, using the BIOS Setup Utility.
0280: Previous boot incomplete	Your computer was previously unable to complete the boot process. Turn the computer off; then turn it on to start the BIOS Setup Utility. Verify the configuration and then restart the computer either by choosing the Exit Saving Changes option under the Restart item or by pressing F10. If you still see the same error code, have the computer serviced.
02D0: System cache error	The cache is disabled. Have the computer serviced.
02F4: EISA CMOS not writable	Have the computer serviced.
02F5: DMA test failed	Have the computer serviced.
02F6: Software NMI failed	Have the computer serviced.
02F7: Fail-safe timer NMI failed	Have the computer serviced.
1802: Unauthorized network card is plugged in - Power off and remove the miniPCI network card.	The PCI Express Mini card is not supported on this computer. Remove it.
1803: Unauthorized daughter card is plugged in - Power off and remove the daughter card.	The daughter card is not supported on this computer. Remove it.

Message	Solution
1810: Hard disk partition layout error	<p>A problem in recognizing the layout of the partition on the hard disk has halted computer startup. Either the Predesktop Area has been deleted, or the hard disk contains corrupt data. To try to restart your computer, complete one of the following:</p> <ul style="list-style-type: none"> • If the Predesktop Area has been deleted <ol style="list-style-type: none"> 1. Press F1 to open the BIOS Setup Utility. 2. Select Security -> Predesktop Area -> Access Predesktop Area. 3. Set this item to Disabled. 4. Save and exit. • If the above fails <ol style="list-style-type: none"> 1. Press Enter. 2. Double-click RECOVER TO FACTORY CONTENTS and follow on-screen instructions. <p>Note: This will permanently erase the entire contents of the hard disk, and then restore software preinstalled by Lenovo.</p> <p>Press F1 to open BIOS Setup, or Enter to start the Predesktop Area.</p> <p>If the computer still does not start, call the Customer Support Center. Telephone numbers are listed in "Worldwide telephone list" on page 64.</p>
2010: Warning: Your internal hard disk drive (HDD) may not function correctly on this system. Ensure that your HDD is supported on this system and that the latest HDD firmware is installed.	<p>If in the primary drive bay you are using a non-IBM or non-Lenovo hard disk drive (HDD) or an old generation IBM HDD that is not supported by this system, with the risk in mind, you can still use it by pressing ESC. If in the primary drive bay you are using a supported IBM or Lenovo HDD with an old firmware, you need to update its firmware to the latest version. The latest version is available at http://www.lenovo.com/think/support/</p>
2100: Initialization error on HDD0 (Main hard disk drive)	The hard disk is not working. Have the hard disk serviced.
2102: Initialization error on HDD1 (Ultrabay hard disk drive)	The hard disk is not working. Have the hard disk serviced.
2110: Read error on HDD0 (Main hard disk drive)	The hard disk is not working. Have the hard disk serviced.
2112: Read error on HDD1 (Ultrabay hard disk drive)	The hard disk is not working. Have the hard disk serviced.

Message	Solution
The power-on password prompt	A power-on password or a supervisor password is set. Type the password and press Enter to use the computer. If the power-on password is not accepted, a supervisor password might have been set. Type the supervisor password and press Enter. If you still see the same error message, have the computer serviced.
The hard disk password prompt	A hard disk password is set. Type the password and press Enter to use the computer. If you still see the same error message, have the computer serviced.
Hibernation error	The system configuration changed between the time your computer entered hibernation mode and the time it left this mode, and your computer cannot resume normal operation. <ul style="list-style-type: none"> • Restore the system configuration to what it was before your computer entered hibernation mode. • If the memory size has been changed, re-create the hibernation file.
Operating system not found.	Verify the following: <ul style="list-style-type: none"> • The hard disk drive is correctly installed. • A startable diskette is in the diskette drive <p>If you still see the same error message, check the boot sequence, using the BIOS Setup Utility.</p>
Fan error	The cooling fan has failed. Have the computer serviced.
EMM386 Not Installed - Unable to Set Page Frame Base Address.	Edit C:\CONFIG.SYS and change a line from device=C:\WINDOWS\EMM386.EXE RAM to device=C:\WINDOWS\EMM386.EXE NOEMS and save this file.
CardBus Configuration Error - Device Disabled	Go to the BIOS Setup Utility. Press F9 and then Enter to load the default setting. Press F10 and then Enter to restart the system.
Thermal sensing error	The thermal sensor is not functioning correctly. Have the computer serviced.
Authentication of system services failed. Press <Esc> to resume.	The Predesktop Area in the HDD is broken. To use the Predesktop Area, get a Recovery CD, then recover the Predesktop Area using it.

Errors without messages

Problem:

When I turn on the machine, nothing appears on the screen and the machine does not beep while starting up.

Note: If you are not sure whether you heard any beeps, turn off the computer; then turn it on again, and listen again. If you are using an external monitor, refer to “Computer screen problems” on page 22.

Solution:

→ If a power-on password is set, press any key to display the power-on password prompt, and then type the correct password and press Enter. If the power-on password prompt does not appear, the brightness level might be set to minimum brightness. Adjust the brightness level by pressing Fn+Home.

If the screen still remains blank, make sure that:

- The battery is installed correctly.
- The ac adapter is connected to the computer and the power cord is plugged into a working electrical outlet.
- The computer power is on. (Turn on the power switch again for confirmation.)

If these items are properly set, and the screen remains blank, have the computer serviced.

Problem:

When I turn on the machine, nothing appears on the screen, but I hear two or more beeps.

Solution:

→ Make sure that the memory card is installed correctly. If it is, but the screen is still blank, and you hear five beeps, have the computer serviced.

If you hear 4 cycles of 4 beeps each, the Security Chip has a problem. Have the computer serviced.

Problem:

When I turn on the machine, only a white pointer appears on a blank screen.

Solution:

→ Reinstall your operating system, and turn on the computer. If you still see only the pointer on the screen, have the computer serviced.

Problem:

My screen goes blank while the computer is on.

Solution

→ Your screen saver or power management may be enabled. Touch the TrackPoint or the touch pad, or press a key to exit the screen saver, or press the power switch to resume from standby or hibernation mode.

Problem:

The DOS full-screen looks smaller.

Solution:

→ If you use a DOS application that supports only 640×480 resolution (VGA mode), the screen image might look slightly distorted or appear smaller than the display size. This is to maintain compatibility with other DOS applications. To expand the screen image to the same size as the actual screen, start the ThinkPad Configuration Program and click **LCD**; then enable the **Screen expansion** function. (The image might still look slightly distorted.)

A password problem

Problem:

I forgot my password.

Solution

- If you have registered your computer for Password Reset Service, and you forget your power-on or hard disk password, you can reset it by pressing the ThinkVantage button at the password prompt.
- If you cannot reset your power-on password, you must take your computer to a Lenovo authorized servicer or a marketing representative to have the password canceled.
- If you cannot reset your hard disk password, Lenovo authorized servicer cannot reset your password or recover data from the hard disk. You must take your computer to a Lenovo authorized servicer or a marketing representative to have the hard disk drive replaced. Proof of purchase is required, and a fee will be charged for parts and service.
- If you forget your supervisor password, Lenovo authorized servicer cannot reset your password. You must take your computer to a Lenovo authorized servicer or a marketing representative to have the system board replaced. Proof of purchase is required, and a fee will be charged for parts and service.

A power switch problem

Problem:

The system does not respond, and you cannot turn off the computer.

Solution:

- Turn off the computer by pressing and holding the power switch for 4 seconds or more. If the computer is still not reset, remove the ac adapter and the battery.

Keyboard problems

Problem:

All or some of the keys on the keyboard do not work.

Solution:

- If the problem occurred immediately after the computer returned from standby mode, enter the power-on password if one has been set. If an external PS/2[®] keyboard is connected, the numeric keypad on your computer does not work. Use the numeric keypad on the external keyboard.

If an external numeric keypad or a mouse is connected:

1. Turn off the computer.
2. Remove the external numeric keypad or the mouse.
3. Turn on the computer and try using the keyboard again.

If the keyboard problem is resolved, carefully reconnect the external numeric keypad, external keyboard, or mouse, making sure that you have seated the connectors properly.

If keys on the keyboard still do not work, have the computer serviced.

Problem:

A number appears when you type a letter.

Solution

- The numeric lock function is on. To disable it, press and hold Shift or Fn; then press NmLk (ScrLk).

Problem:

All or some of the keys on the external numeric keypad do not work.

Solution:

- Make sure that the external numeric keypad is correctly connected to the computer.

Problem

Some or all of the keys on the external PS/2 keyboard do not work.

Solution

→ If you are using the ThinkPad Advanced Dock, the ThinkPad Advanced Mini Dock, or the ThinkPad Essential Port Replicator, make sure that the keyboard cable is correctly connected to the keyboard connector.

If the connection is correct, disconnect the cable and make sure that the built-in keyboard operates properly. If the built-in keyboard works, there is a problem with the external keyboard. Try using a different external keyboard.

UltraNav problems

Problem:

The pointer drifts when the computer is turned on or after it resumes normal operation.

Solution:

→ The pointer might drift when you are not using the TrackPoint during normal operation. This is a normal characteristic of the TrackPoint and is not a defect. Pointer drifting might occur for several seconds under the following conditions:

- When the computer is turned on.
- When the computer resumes normal operation.
- When the TrackPoint is pressed for a long time.
- When the temperature changes.

Problem:

The mouse or the pointing device does not work.

Solution:

→ Make sure that the TrackPoint and the touch pad are set to Automatic in the ThinkPad Configuration Program. Then detach the mouse or the pointing device, and try using the TrackPoint and the touch pad. If the TrackPoint and the touch pad work, the error might be due to the mouse or the pointing device.

Make sure that the cable for the mouse or the pointing device is securely connected to the ThinkPad Advanced Dock, the ThinkPad Advanced Mini Dock, or the ThinkPad Essential Port Replicator.

If your mouse is incompatible with the PS/2 mouse, disable the TrackPoint, using the ThinkPad Configuration Program.

Note: For more information, see the manual supplied with the mouse.

Problem:

The mouse buttons do not work.

Solution:

→ If your ThinkPad computer has the TrackPoint only, this problem may occur.

Change the mouse driver to **Standard PS/2 Port Mouse**, and then reinstall **PS/2 TrackPoint**. Drivers are provided in the C:\IBMTOOLS\DRIVERS or C:\SWTOOLS\DRIVERS directory on your hard disk drive. If your hard disk drive does not contain device drivers, refer to the ThinkPad Web site. For access to this Web site, press the ThinkVantage button and open the ThinkVantage Productivity Center.

Problem:

The scrolling or magnifying glass function does not work.

Solution:

→ Check the mouse driver in the Device Manager window, and make sure that the PS/2 TrackPoint driver is installed.

Standby or hibernation problems

Problem:

The computer enters standby mode unexpectedly.

Solution:

→ If the processor overheats, the computer automatically enters standby mode to allow the computer to cool and to protect the processor and other internal components. Also, check the settings for standby mode, using Power Manager.

Problem:

The computer enters standby mode immediately after Power-on self-test (POST) (the standby indicator light turns on).

Solution:

- Make sure that:
 - The battery is charged.
 - The operating temperature is within the acceptable range. Refer to “Specifications” on page 74.

If these items are correct, have the computer serviced.

Problem:

The critical low-battery error message is displayed, and the computer immediately turns off.

Solution:

→ The battery power is getting low. Connect the ac adapter to the computer, or replace the battery with a fully charged one.

Problem:

When you take action to return from standby mode, the computer display remains blank.

Solution:

→ Check whether an external monitor was disconnected while the computer was in standby mode. Do not disconnect the external monitor while the computer is in standby mode or hibernation mode. If no external monitor is attached when the computer resumes, the computer display remains blank and output is not displayed. This restriction does not depend on the resolution value. Press Fn+F7 to bring up the computer display.

Note: If you use the Fn+F7 key combination to apply a presentation scheme, press Fn+F7 at least three times in three seconds, and the image is displayed on the computer screen.

Problem:

The computer does not return from standby mode, or the standby indicator stays on and the computer does not work.

Solution:

- If the system does not return from standby mode, it may have entered standby or hibernation mode automatically because the battery is depleted. Check the standby indicator.
 - If the standby indicator is on, your computer is in standby mode. Connect the ac adapter to the computer; then press Fn.
 - If the standby indicator is off, your computer is in hibernation mode or power-off state. Connect the ac adapter to the computer; then press power button to resume operation.

If the system still does not return from standby mode, your system may stop responding and you cannot turn off the computer. In this case, you need to reset the computer. If you have not saved your data, it may be lost. To reset the computer, press and hold the power button for 4 seconds or more. If the system is still not reset, remove the ac adapter and the battery.

Problem:

Your computer does not enter standby or hibernation mode.

Solution:

→ Check whether any option has been selected that would disable your computer from entering standby or hibernation mode.

Problem:

The system does not wake up at the time set on the timer, if the computer is not connected to an ac power source, *-or-* The system does not enter hibernation mode from suspend mode, if the computer is not connected to an ac power source.

Solution:

→ The timer-wake-with-battery-operation is disabled by default. If you enable this function, the computer could wake up and begin running while it is being carried; this could lead to damage to the hard disk drive.

With this risk in mind, you can enable the timer-wake-with-battery-operation.

1. Turn your computer off and then on again; then, while the message, "To interrupt normal startup, press the blue ThinkVantage button" is displayed at the lower left of the screen, press the ThinkVantage button. The Rescue and Recovery workspace opens.
2. Click **Access BIOS**. The System Restart Required window is displayed.
3. Click **Yes**. The computer restarts, and the BIOS Setup Utility menu appears.
4. With the cursor key, select **Config**; then press Enter. The **Power** submenu is displayed.
5. Select **Timer Wake with Battery Operation** by pressing Enter.
6. With the F5 or F6 key, select **Enabled**; then press Enter.
7. Press F10 and Enter to save this setting and exit this utility.

For information about the BIOS Setup Utility, see "BIOS Setup Utility" in Access Help.

Problem:

The Fn+F12 key combination does not cause the computer to enter hibernation mode.

Solution:

- The computer cannot enter hibernation mode:
 - If you are using one of the communication PC Cards. To enter hibernation mode, stop the communication program, and then remove the PC Card or disable the PC Card slot. Click the **Safely Remove Hardware** icon in the taskbar (for Windows XP) or the **Unplug or Eject Hardware** icon in the taskbar (for Windows 2000).
 - If the hibernation mode is not enabled. To enable it, do as follows:
 1. Start the ThinkPad Configuration Program.
 2. Click **Power Management**.
 3. Click the **Hibernate** tab.
 4. Select the hibernate support checkbox.
 5. Click OK.

Note: You can enter hibernation mode by pressing Fn+F12 only if the PM driver for Windows XP or Windows 2000 has been installed.

Computer screen problems

Problem:

The screen is blank.

Solution:

- Press Fn+F7 to bring up the image.

Note: If you use the Fn+F7 key combination to apply a presentation scheme, press Fn+F7 at least three times in three seconds, and the image is displayed on the computer screen.

- If you are using the ac adapter, or using the battery, and the battery status indicator is on (is green), press Fn+Home to make the screen brighter.
- If the standby status indicator is on (is green), press Fn to resume from the standby mode.
- If the problem persists, do the Solution in the problem below.

Problem:

The screen is unreadable or distorted.

Solution:

- Make sure that:
 - The display device driver is installed correctly.
 - The screen resolution and color quality are correctly set.
 - The monitor type is correct.

To check these settings, do as follows:

Open the Display Properties window.

1. Click the **Settings** tab.
2. Check whether the screen resolution and color quality are correctly set.
3. Click **Advanced**.
4. Click the **Adapter** tab.
5. Make sure "ATI Mobility xxxxx", "ATI Mobility RADEON xxxxx", "ATI Mobility FIRE GL xxxxx" or "Intel xxxxx" is shown in the adapter information window.

Note: The device driver name xxxxx depends on the video chip that has been installed on your computer.

6. Click the **Properties** button. Check the "Device status" box and make sure the device is working properly. If not, click the **Troubleshooter** button.
7. Click the **Monitor** tab.
8. Make sure the information is correct.
9. Click the **Properties** button. Check the "Device status" box and make sure the device is working properly. If not, click the **Troubleshooter** button.

Problem:

The screen stays on even after you turn off your computer.

Solution:

→ Press and hold the power switch for 4 seconds or more to turn off your computer; then turn it on again.

Problem:

Missing, discolored, or bright dots appear on the screen every time you turn on your computer.

Solution:

→ This is an intrinsic characteristic of the TFT technology. Your computer's display contains multiple thin-film transistors (TFTs). A small number of missing, discolored, or bright dots on the screen might exist all the time.

Problem:

A message, "Unable to create overlay window," appears when you try to start DVD playback.

or

You get poor or no playback while running video playback, DVD playback, or game applications.

Solution

- Do either of the following:
- If you are using 32-bit color mode, change the color depth to 16-bit mode.
- If you are using a desktop size of 1280×1024 or larger, reduce the desktop size and the color depth.

Battery problems

Problem:

The battery cannot be fully charged by the power-off method in the standard charge time for your computer.

Solution:

- The battery might be over-discharged. Do the following:
- 1. Turn off the computer.
- 2. Make sure that the over-discharged battery is in the computer.
- 3. Connect the ac adapter to the computer and let it charge.

If the optional Quick Charger is available, use it to charge the over-discharged battery.

If the battery cannot be fully charged in 24 hours, use a new battery.

Problem:

Your computer shuts down before the battery status indicator shows empty.

or

Your computer operates after the battery status indicator shows empty.

Solution:

- Discharge and recharge the battery.

Problem:

The operating time for a fully charged battery is short.

Solution:

- Discharge and recharge the battery. If your battery's operating time is still short, use a new battery.

Problem:

The computer does not operate with a fully charged battery.

Solution:

→ The surge protector in the battery might be active. Turn off the computer for one minute to reset the protector; then turn on the computer again.

Problem

The battery does not charge.

Solution

→ You cannot charge the battery when it is too hot. If the battery feels hot, remove it from the computer and allow it to cool to room temperature. After it cools, reinstall it and recharge the battery. If it still cannot be charged, have it serviced.

Hard disk drive problems

Problem:

The hard disk drive makes a rattling noise intermittently.

Solution:

- The rattling noise might be heard when:
 - The hard disk drive starts accessing the data or when it stops.
 - You are carrying the hard disk drive.
 - You are carrying your computer.

This is a normal characteristic of a hard disk drive and is not a defect.

Problem:

The hard disk drive does not work.

Solution:

→ In the startup menu in the BIOS Setup Utility, make sure that the hard disk drive is included in the “Boot priority order” list. If it is included in the “Excluded from boot order” list, it is disabled. Select the entry for it in the list and press the x key. This moves the entry to the “Boot priority order” list.

A startup problem

Problem:

The Microsoft® Windows operating system will not start.

Solution:

→ Use the Rescue and Recovery workspace to help solve or identify your problem. To open the Rescue and Recovery workspace, do the following:

1. Turn off your PC, then turn it on again.

2. Watch the screen carefully while your PC starts. When the **“To interrupt normal startup, press the blue ThinkVantage button”** message is displayed at the lower left of the screen, press the blue ThinkVantage button. The Rescue and Recovery workspace opens.
3. From the Rescue and Recovery workspace you can do the following:
 - **Rescue and Restore** your files, folders, or backups.
 - **Configure** your system settings and passwords.
 - **Communicate** by using the internet and link to the support site.
 - **Troubleshoot** and diagnose problems using diagnostics.

In the top panel of the Rescue and Recovery workspace, you can click one of the following tabs to open other pages or exit the utility:

- **Events Viewer** enables you to view a log that contains information about events, or tasks, associated with Rescue and Recovery operations.
- **System Information** enables you to see key hardware and software information about your computer. This information might be valuable when trying to diagnose problems.
- **Warranty Status** enables you to see when your warranty expires, the terms of service for your computer, or list of replacement parts.
- **Help** provides information about the various functions available in the Rescue and Recovery workspace.
- **Restart** closes the Rescue and Recovery workspace and resumes the startup sequence that was interrupted.

Fingerprint authentication problems

Problem:

You cannot register or authenticate your finger.

Solution

- If your finger(s) have any of the following conditions, you may not be able to register or authenticate it:
 - Your finger is wrinkled.
 - Your finger is rough, dry or injured.
 - Your finger is very dry.
 - Your finger is stained with dirt, mud, or oil.
 - The surface of your finger is very different from when you registered your fingerprint.
 - Your finger is wet.
 - A finger is used that has not been enrolled.

To improve the situation, try the following:

- Clean or wipe your hands to remove any excess dirt or moisture from the fingers.
- Enroll and use a different finger for authentication.
- If your hands are too dry, apply lotion to them.

Other problems

Problem:

The computer locks or does not accept any input.

Solution:

→ Your computer might lock when it enters standby mode during a communication operation. Disable the standby timer when you are working on the network.

To turn off the computer, press and hold the power switch for 4 seconds or more.

Problem:

The computer does not start from a device you want.

Solution:

→ Refer to the Startup menu of the BIOS Setup Utility. Make sure that the startup sequence in the BIOS Setup Utility is set so that the computer starts from the device you want.

Also make sure that the device from which the computer starts is enabled. In the startup menu in the BIOS Setup Utility, make sure that the device is included in the "Boot priority order" list. If it is included in the "Excluded from boot order" list, it is disabled. Select the entry for it in the list and press the x key. This moves the entry to the "Boot priority order" list.

Problem:

The computer does not respond.

Solution:

→ IRQs for the PCI are all set as 11. The computer does not respond because it cannot share the IRQ with other devices. Refer to the ThinkPad Configuration Program.

Problem:

The computer can not play a CD, or the sound quality is not good.

Solution:

→ Be sure that the disk meets the standards for your country. Usually, a disk that meets the local standards is marked with a CD logo on the label. If you use a disc that does not meet these standards, we cannot guarantee that it will play, or that, if it does play, the sound quality will be good.



Problem:

Playback of DVD is not smooth in Windows 2000.

Solution:

→ If you select the Maximum Battery mode for the Intel SpeedStep[®] technology, this problem may occur. This mode is designed to achieve maximum battery life by switching the processor speed between the regular low speed and half of that speed, depending on how much the processor is used. If the use increases, Intel SpeedStep switches the processor speed to the lower speed. Operation in this mode can severely degrade the performance of the processor, and thus cause the playback of a DVD to be jerky.

To avoid or reduce this problem, you can choose any of three other modes of operation, as follows:

- **Maximum Performance:** Keeps the processor speed high at all times.
- **Automatic:** Switches the processor speed between high and low, depending on how much the processor is used. If the use increases, Intel SpeedStep switches the processor speed to high.
- **Battery Optimized Performance:** Keeps the processor speed low at all times.

To choose a mode, do the following:

1. Start the ThinkPad Configuration Program.
2. Click **Power Management**.
3. Click the **Intel SpeedStep technology** tab.
4. From the list, select the mode you want.
5. Click **OK**.

Problem:

You cannot connect using the built-in wireless networking card.

Solution:

→ If the computer display is closed, open it and try again.

Problem:

The computer cannot connect to the local network, shared devices or network printers, but can connect to the Internet.

Solution:

→ On your desktop, click the Symantec Client Security icon, then click the Symantec Home and Office Networking Wizard icon and follow the instructions.

Problem:

If your operating system is Windows 2000 and you are using a USB 1.x device, then when your computer returns from standby or hibernation mode to normal operation, the "Unsafe Removal of Device" message may appear.

Solution:

→ You can safely close this message. It is displayed because of the USB 2.0 driver problem on Windows 2000. You can get detailed information in the More Information section of the Microsoft Knowledge Base 328580 and 323754. Visit the Microsoft Knowledge Base homepage at <http://support.microsoft.com/>, type the number of the knowledge base article you need in the search field, and click the Search button.

Problem:

An application does not run correctly.

Solution:

- Make sure that the problem is not being caused by the application.
- Check that your computer has the minimum required memory to run the application. Refer to the manuals supplied with the application.
- Check the following:
 - The application is designed to operate with your operating system.
 - Other applications run correctly on your computer.
 - The necessary device drivers are installed.
 - The application works when it is run on some other computer.
- If an error message appears while you are using the application program, refer to the manuals supplied with the application.

Chapter 4. Starting BIOS Setup Utility

Your computer provides a program, called BIOS Setup Utility, that enables you to select various setup parameters.

- **Config:** Set the configuration of your computer.
- **Date/Time:** Set the date and time.
- **Security:** Set security features.
- **Startup:** Set the startup device.
- **Restart:** Restart the system.

Note: You can set many of these parameters more easily by using the ThinkPad Configuration Program.

To start BIOS Setup Utility, do as follows:

1. To protect yourself against accidental loss of data, back up your data and computer registry. For details see the “Data backup-and-restore tools” section of Access Help.
2. Remove any diskette from the diskette drive, and then turn off the computer.
3. Turn on the computer; then, while the message, “To interrupt normal startup, press the blue ThinkVantage button” is displayed at the lower left of the screen, press the ThinkVantage button. The Rescue and Recovery workspace opens.
4. Click **Access BIOS**. The System Restart Required window is displayed.
5. Click **Yes**. The computer restarts, and the BIOS Setup Utility menu appears.
6. If you have set a supervisor password, the BIOS Setup Utility menu appears after you enter the password. You can start the utility by pressing Enter instead of entering the supervisor password; however, you cannot change the parameters that are protected by the supervisor password. For more information, refer to the on-board help.
Using the cursor keys, move to an item you want to change. When the item you want is highlighted, press Enter. A submenu is displayed.
7. Change the items you wish to change. To change the value of an item, use the F5 or F6 key. If the item has a submenu, you can display it by pressing Enter.
8. Press F3 or Esc to exit from the submenu. If you are in a nested submenu, press Esc repeatedly until you reach the BIOS Setup Utility menu.

Note: If you need to restore the settings to their original state as of the time of purchase, press F9 key to load the default settings. You can also select an option in the Restart submenu to load the default settings or discard the changes.

9. Select Restart; then press Enter. Move the cursor to the option you want for restarting your computer; then press Enter. Your computer restarts.

Chapter 5. Installing a new operating system

Before you install the operating system see the "Installing a new operating system" section of Access Help, and make sure that you do the following:

- Print the sections of Access Help you will be using. Go to the section for the operating system you are using.
- Copy all the subdirectories and files in the C:\IBMTOOLS or the C:\SWTOOLS directory to a removable storage device, because you will need them during the installation.

Installing Windows XP

If you are installing Windows XP Service Pack 1 on a computer with a dual-core processor, disable Core Multi-Processing before starting the installation as follows:

1. Start the BIOS Setup Utility.
2. Select Config. The Config submenu opens.
3. Select CPU. The CPU submenu opens.
4. For Core Multi-Processing, select Disabled.
5. Press F10.

To install Windows XP and its related software on your computer, do as follows:

Before installing the operating system, install Intel® Matrix Storage Manager Driver, as follows:

Note

Be sure to install Intel Matrix Storage Manager Driver before installing the operating system. Otherwise your computer will not respond; it will only display a blue screen.

1. Attach a diskette drive to your computer.
2. Copy Intel Matrix Storage Manager Driver from C:\IBMTOOLS\DRIVERS\IMSM or C:\SWTOOLS\DRIVERS\IMSM to a diskette.
3. To make sure that SATA AHCI is enabled, start the BIOS Setup Utility menu.
4. Select Config.
5. Select Serial ATA (SATA). Select AHCI.

6. Select AHCI.
7. Change the startup sequence of your computer. Following the instructions on the Startup menu in the BIOS Setup Utility, set the CD-ROM drive to start first.
8. Insert the CD for Windows XP into the CD or DVD drive, and restart the computer.
9. To install a third-party SCSI or RAID driver first, press F6.
10. When prompted, select S for Specify Additional Device.
11. When prompted, insert the diskette that you created in step 2 on page 33, and press Enter.
12. Select Intel 82801 GBM SATA AHCI Controller (Mobile ICH7M), and press Enter.
13. To continue the installation, press Enter again. Leave the diskette in the drive until the next reboot; the software may need to be copied from the diskette again when the files are copied during setup.
14. If you have not yet installed Windows XP Service Pack 2, visit the Microsoft Web site at <http://www.microsoft.com/windowsxp/downloads/>
15. Download Windows XP Service Pack 2 from the Web site. To install it, follow the instructions in the readme file.
16. In the device listing on the Device Manager window, a yellow mark may appear at the left side of the Universal Serial Bus (USB) controller. If it does appear, open its properties and click the Reinstall driver button to install the USB2.0 driver.
17. Restore C:\IBMTOOLS or C:\SWTOOLS from the backup copy you made before starting the installation.
18. Run the Intel Chipset Support 5 for Windows 2000/XP. To do this, run `infinst_autol.exe` in either C:\IBMTOOLS\OSFIXES\INTELINF\ or C:\SWTOOLS\OSFIXES\INTELINF\.
19. Apply the PCMCIA Power Policy Registry Patch. To do this, go to either C:\IBMTOOLS\OSFIXES\PCMCIA PW\ or C:\SWTOOLS\OSFIXES\PCMCIA PW\, double-click `install.bat`. Then follow the instructions that appear on the screen.
20. Install device drivers. They are provided in either the C:\IBMTOOLS\DRIVERS or the C:\SWTOOLS\DRIVERS directory on your hard disk drive. To see how to install them, refer to Installing device drivers. You will also need to install application software, which is provided in either the C:\IBMTOOLS\APPS or the C:\SWTOOLS\APPS directory on your hard disk drive.

Note: If you cannot find the Supplement files, device drivers, and application software you need on your hard disk drive, or if you

want to receive updates and the latest information about them, refer to the ThinkPad Web site, <http://www.lenovo.com/think/support/site.wss/TPAD-MATRIX.html>

If you do not have a diskette drive, you can install Intel Matrix Storage Manager Driver by the following alternative procedure:

Note

If you select AHCI for Serial ATA (SATA) in the BIOS Setup Utility before installing Intel Matrix Storage Manager Driver, your computer will not respond; it will only display a blue screen.

1. Start the BIOS Setup Utility menu.
2. Select Config.
3. Select Serial ATA (SATA).
4. Select Compatibility.
5. Change the startup sequence of your computer. Following the instructions on the Startup menu in the BIOS Setup Utility, set the CD-ROM drive to start first.
6. Insert the CD for Windows XP into the CD or DVD drive, and restart the computer.
7. If you have not yet installed Windows XP Service Pack 2, visit the Microsoft Web site at <http://www.microsoft.com/windowsxp/downloads/>
8. Download Windows XP Service Pack 2 from the Web site. To install it, follow the instructions in the readme file.
9. Visit the Lenovo Web site at <http://www.lenovo.com/think/support/site.wss/TPAD-MATRIX.html>
10. Download Intel Matrix Storage Manager Driver from the Web site. To install it, follow the instructions for clean installation in the readme file.
11. Run Intel Matrix Storage Manager Driver. To do this, go to C:\DRIVERS\WIN\SATA\PREPARE, and double-click install.cmd.
12. Turn the computer off and then on again.
13. Start the BIOS Setup Utility menu.
14. Select Config.
15. Select Serial ATA (SATA).
16. Select AHCI.
17. Start Windows XP. The Welcome to the Found New Hardware Wizard appears.
18. Click No, not this time, and then click Next.

Installing a new operating system

19. Select Install from a list or specific location (Advanced), and then click Next.
20. Select Search for the best driver in these locations. Then select Include this location in the search:, specify the path, C:\DRIVERS\WIN\SATA, and click Next. The Completing the Found New Hardware Wizard appears.
21. Click Finish.
22. When the System Settings Change window appears, click Yes. The computer restarts.
23. In the device listing on the Device Manager window, a yellow mark may appear at the left side of the Universal Serial Bus (USB) controller. If it does appear, open its properties and click the Reinstall driver button to install the USB2.0 driver.
24. Restore C:\IBMTOOLS or C:\SWTOOLS from the backup copy you made before starting the installation.
25. Run the Intel Chipset Support 5 for Windows 2000/XP. To do this, run `infinst_autol.exe` in either C:\IBMTOOLS\OSFIXES\INTELINF\ or C:\SWTOOLS\OSFIXES\INTELINF\.
26. Apply the PCMCIA Power Policy Registry Patch. To do this, go to either C:\IBMTOOLS\OSFIXES\PCMCIA PW\ or C:\SWTOOLS\OSFIXES\PCMCIA PW\, double-click `install.bat`, and then follow the instructions that appear on the screen.
27. Install device drivers. They are provided in either the C:\IBMTOOLS\DRIVERS or the C:\SWTOOLS\DRIVERS directory on your hard disk drive. To see how to install them, refer to Installing device drivers. You will also need to install application software, which is provided in either the C:\IBMTOOLS\APPS or the C:\SWTOOLS\APPS directory on your hard disk drive.

Note: If you cannot find the Supplement files, device drivers, and application software you need on your hard disk drive, or if you want to receive updates and the latest information about them, refer to the ThinkPad Web site, <http://www.lenovo.com/think/support/site.wss/TPAD-MATRIX.html>

Installing the Windows XP Update Module Package

The Windows XP Update Modules are in one of the following directories:

C:\IBMTOOLS\OSFIXES\WXPUP

or

C:\SWTOOLS\OSFIXES\WXPUP

The name of each subfolder is the number of a fix module. For information about each fix module, visit the Microsoft Knowledge Base homepage at

<http://support.microsoft.com/>, type the number of the fix module you need in the search field, and click the Search button.

Note: The Web site address might change without notice. If the homepage is not displayed, search for it from the Microsoft top page.

To install a fix module, run the .exe file in a subfolder and follow the instructions on the screen.

Note: If you remove the hard disk drive from the computer with a single-core processor and install it on a computer with a dual-core processor, you can get access to the hard disk drive. The opposite, however, is not true: If you remove the hard disk drive from a computer with a dual-core processor and install it on a computer with a single-core processor, you cannot get access to the hard disk drive.

Installing Windows 2000

If you are installing Windows 2000 on a computer with a dual-core processor, disable Core Multi-Processing before starting the installation as follows:

1. Start the BIOS Setup Utility.
2. Select Config. The Config submenu opens.
3. Select CPU. The CPU submenu opens.
4. For Core Multi-Processing, select Disabled.
5. Press F10.

If you install Windows 2000 and its software on your computer from the drive on the ThinkPad Advanced Dock, install Windows 2000 integrated with Service Pack 4. For details, refer to the Microsoft web site at:
http://www.microsoft.com/windows2000/downloads/servicepacks/sp4/spdeploy.htm#scenario_1_installing_windows_2000_integrated_with_the_service_pack_rpmd

To install Windows 2000 and its related software on your computer, do as follows:

Before installing the operating system, install Intel Matrix Storage Manager Driver, as follows:

Note

Be sure to install Intel Matrix Storage Manager Driver before installing the operating system. Otherwise your computer will not respond; it will only display a blue screen.

Installing a new operating system

1. Attach a diskette drive to your computer.
2. Copy Intel Matrix Storage Manager Driver from C:\IBMTOOLS\DRIVERS\IMSM or C:\SWTOOLS\DRIVERS\IMSM to a diskette.
3. To make sure that SATA AHCI is enabled, start the BIOS Setup Utility menu.
4. Select Config.
5. Select Serial ATA (SATA).
6. Select AHCI.
7. Change the startup sequence of your computer. Following the instructions on the Startup menu in the BIOS Setup Utility, set the CD-ROM drive to start first.
8. Insert the CD for Windows 2000 into the CD or DVD drive, and restart the computer. Follow the instructions on the screen.
9. To install a third-party SCSI or RAID driver first, press F6.
10. When prompted, select S for Specify Additional Device.
11. When prompted, insert the diskette that you created in step 2, and press Enter.
12. Select Intel 82801 GBM SATA AHCI Controller (Mobile ICH7M), and press Enter.
13. To continue the installation, press Enter again. Leave the diskette in the drive until the next reboot; the software may need to be copied from the diskette again when the files are copied during setup.
14. If you have not yet installed Windows 2000 Service Pack 4, visit the Microsoft Web site at <http://www.microsoft.com/windows2000/downloads/servicepacks>
15. Download Windows 2000 Service Pack 4 from the Web site. To install it, follow the instructions in the readme file.

Note: If you install any anti-virus application before installing the service pack, uninstall the anti-virus application. After installing the service pack, re-install the anti-virus application.

16. In the device listing on the Device Manager window, a yellow mark may appear at the left side of the Universal Serial Bus (USB) controller. If it does appear, open its properties and click the Reinstall driver button to install the USB2.0 driver.
17. Restore C:\IBMTOOLS or C:\SWTOOLS from the backup copy you made before starting the installation.
18. Run the Intel Chipset Support 5 for Windows 2000/XP. To do this, run `infinst_autol.exe` in either C:\IBMTOOLS\OSFIXES\INTELINF\ or C:\SWTOOLS\OSFIXES\INTELINF\.

Note: If you cannot find this directory on your hard disk drive, download the Intel Chipset Support 5 for Windows 2000/XP from the ThinkPad Web site at <http://www.lenovo.com/think/support/site.wss/TPAD-MATRIX.html>

19. Follow the instructions for the Install shield program.
20. Install Windows 2000 device drivers and application software by referring to its procedure.

Note: If you cannot find the Supplement files, device drivers, and application software you need on your hard disk drive, or if you want to receive updates and the latest information about them, refer to the ThinkPad Web site at <http://www.lenovo.com/think/support/site.wss/TPAD-MATRIX.html>

If you do not have a diskette drive, you can install Intel Matrix Storage Manager Driver by the following alternative procedure:

Note

If you select AHCI for Serial ATA (SATA) in the BIOS Setup Utility before installing Intel Matrix Storage Manager Driver, your computer will not respond; it will only display a blue screen.

Note:

1. Start the BIOS Setup Utility menu.
2. Select Config.
3. Select Serial ATA (SATA).
4. Select Compatibility.
5. Change the startup sequence of your computer. Following the instructions on the Startup menu in the BIOS Setup Utility, set the CD-ROM drive to start first.
6. Insert the CD for Windows 2000 into the CD or DVD drive, and restart the computer. Follow the instructions on the screen.
7. If you have not yet installed Windows 2000 Service Pack 4, visit the Microsoft Web site at <http://www.microsoft.com/windows2000/downloads/servicepacks>
8. Download Windows 2000 Service Pack 4 from the Web site. To install it, follow the instructions in the readme file.

Note: If you install any anti-virus application before installing the service pack, uninstall the anti-virus application. After installing the service pack, re-install the anti-virus application.

Installing a new operating system

9. Visit the Lenovo Web site at <http://www.lenovo.com/think/support/site.wss/TPAD-MATRIX.html>
10. Download Intel Matrix Storage Manager Driver from the Web site. To install it, follow the instructions for clean installation in the readme file.
11. Run Intel Matrix Storage Manager Driver. To do this, go to C:\DRIVERS\WIN\SATA\PREPARE, and double-click install.cmd.
12. Turn the computer off and then on again.
13. Start the BIOS Setup Utility menu.
14. Select Config.
15. Select Serial ATA (SATA).
16. Select AHCI.
17. Start Windows 2000. The Welcome to the Found New Hardware Wizard appears.
18. Click Next.
19. Select Search for a suitable driver for my device (recommended), and then click Next.
20. Select Specify a location, and then click Next.
21. Specify the path, C:\DRIVERS\WIN\SATA, and click OK. The Driver Files Search Results window appears.
22. Click Next. The Completing the Found New Hardware Wizard appears.
23. Click Finish.
24. When the System Settings Change window appears, click Yes. The computer restarts.
25. In the device listing on the Device Manager window, a yellow mark may appear at the left side of the Universal Serial Bus (USB) controller. If it does appear, open its properties and click the Reinstall driver button to install the USB2.0 driver.
26. Restore C:\IBMTOOLS or C:\SWTOOLS from the backup copy you made before starting the installation.
27. Run the Intel Chipset Support 5 for Windows 2000/XP. To do this, run `infinst_autol.exe` in either C:\IBMTOOLS\OSFIXES\INTELINF\ or C:\SWTOOLS\OSFIXES\INTELINF\.

Note: If you cannot find this directory on your hard disk drive, download the Intel Chipset Support 5 for Windows 2000/XP from the ThinkPad Web site at <http://www.lenovo.com/think/support/site.wss/TPAD-MATRIX.html>

28. Follow the instructions for the Install shield program.
29. Install Windows 2000 device drivers and application software by referring to its procedure.

After you install Windows 2000 Service Pack 4, you will need to install device drivers; they are provided in either the C:\IBMTOOLS\DRIVERS or the C:\SWTOOLS\DRIVERS directory on your hard disk drive. To see how to install them, refer to Installing device drivers. You will also need to install application software which is provided in either the C:\IBMTOOLS\APPS or the C:\SWTOOLS\APPS directory on your hard disk drive.

If you cannot find the Supplement files, device drivers, and application software you need on your hard disk drive, or if you want to receive updates and the latest information about them, refer to the ThinkPad Web site at <http://www.lenovo.com/think/support/site.wss/TPAD-MATRIX.html>

TI CardBus Controller Support

1. Open the System Properties window.
2. Click the Hardware tab.
3. Click the Device Manager button. The Device Manager window opens.
4. Double-click the PCMCIA adapter. If "Generic CardBus Controller" is listed, go to the next step. If it is not listed, you do not need to install TI CardBus Controller Support. Stop this procedure.
5. Download TI PCI 1520/4520 CardBus Controller Support for Windows 98/2000 from the Web site, and follow the instructions in the readme file.

Note: To download it, visit this Web site and follow the instructions on the screen. <http://www.lenovo.com/think/support/site.wss/TPAD-MATRIX.html>

Installing the Windows 2000 Update Module Package

The Windows 2000 Update Modules are in one of the following directories:

C:\IBMTOOLS\OSFIXES\W2KUP

or

C:\SWTOOLS\OSFIXES\W2KUP

The name of each subfolder is the number of a fix module. For information about each fix module, visit the Microsoft Knowledge Base homepage at <http://support.microsoft.com/>, type the number of the fix module you need in the search field, and click the Search button.

Note: The Web site address might change without notice. If the homepage is not displayed, search for it from the Microsoft top page.

To install a fix module, run the .exe file in a subfolder and follow the instructions on the screen.

Chapter 6. Recovery options

Introducing Rescue and Recovery

If Windows is not running properly, you may need to do the following:

- Get the current system information.
- Diagnose and troubleshoot a problem.
- Rescue a file from your Windows environment or restore backed-up files, provided you have made backups by use of the Rescue and Recovery program.
- Configure your computer or start the BIOS Setup Utility.

All this can be achieved from the ThinkVantage Rescue and Recovery workspace. Turn on your computer, and, when the following message is displayed, press the blue ThinkVantage button: "To interrupt normal startup, press the ThinkVantage button." The ThinkVantage Rescue and Recovery workspace opens. For more information about using Rescue and Recovery features, see the "Recovery overview" section of Access Help.

Restoring factory contents

Instead of providing a recovery CD or a Windows CD with your computer, Lenovo provides simpler methods of accomplishing the tasks typically associated with these CDs. The files and programs for these alternative methods are on your hard disk, which eliminates having to locate misplaced CDs and problems associated with using an incorrect CD version.

The complete backup of all the files and programs that Lenovo preinstalled on your computer resides in a hidden protected area, or partition, of the hard disk. Although hidden, the backups in the partition consume hard disk space. Therefore, when checking the capacity of your hard disk according to Windows, you might note that the total capacity of the disk appears to be smaller than anticipated. This discrepancy is explained by the contents of the hidden partition.

The Product Recovery Program contained within this area enables you to restore the complete contents of your hard disk to the same state as it was when originally shipped from the factory.

To recover the hard disk to its original contents, do the following:

Notes:

1. If the optical drive is not attached to your ThinkPad computer during recovery, DVD software and CD-recording software will not be installed. To ensure that they will be installed correctly, install the optical drive in the Ultrabay Slim before performing a recovery operation.
2. The recovery process might take up to 2 hours.

Attention: All of the files on the primary hard disk partition (usually drive C) will be lost in the recovery process. However, before any data is overwritten, you will be given the opportunity to save one or more files to other media.

1. If possible, save all your files and shut down your operating system.
2. Turn off your computer for at least 5 seconds.
3. Turn on your computer. Watch the display carefully. While the message, "To interrupt normal startup, press the blue ThinkVantage button" is displayed, press the ThinkVantage button. The ThinkVantage Rescue and Recovery workspace opens.
4. Click **Restore your system** and follow the instructions on the screen.

Recovering data

If you performed a backup operation using the Rescue and Recovery program, you also have one or more backups stored that reflect the contents of the hard disk as it existed at various points in time. These backups might be stored on your hard disk, or a network drive, or on removable media, depending on the options you selected during the backup operation.

You can use either the Rescue and Recovery program or the Rescue and Recovery workspace to restore the contents of the hard disk to an earlier state using any of the stored backups. The Rescue and Recovery workspace runs independently of the Windows operating system. Therefore, you can start it by pressing the blue ThinkVantage button when prompted during startup.

After the Rescue and Recovery workspace opens you can perform a recovery operation, even if you are unable to start Windows.

Chapter 7. Upgrading and replacing devices

Replacing the battery

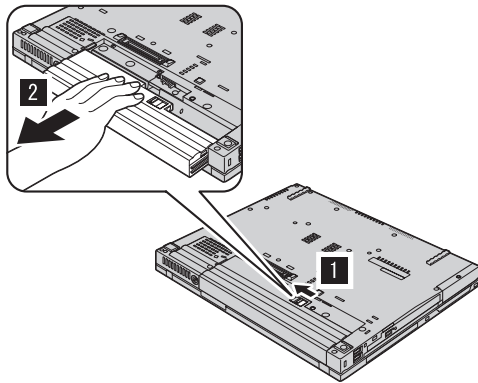
Important

Read *Safety and Warranty Guide* before replacing the battery.

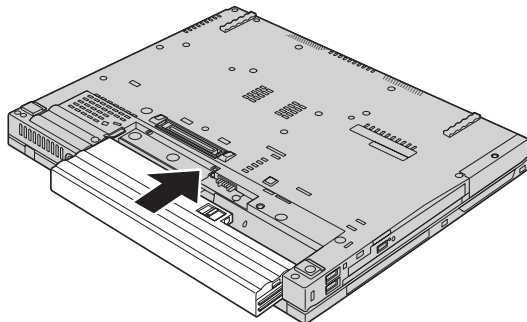
1. **Turn off the computer, or enter hibernation mode.** Then disconnect the ac adapter and all cables from the computer.

Note: If you are using a PC Card, the computer might not be able to enter hibernation mode. If this happens, turn off the computer.

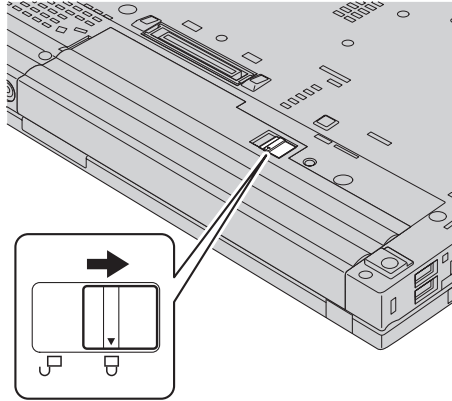
2. Close the computer display, and turn the computer over.
3. Unlock the battery latch by sliding it to the left **1**. Then, remove the battery **2**.



4. Install a fully charged battery.



5. Slide the battery latch to the locked position.



6. Turn the computer over again. Connect the ac adapter and the cables to the computer.

Upgrading the hard disk drive

Important

Read *Safety and Warranty Guide* before replacing the hard disk drive.

You can increase the storage capacity of your computer by replacing the hard disk drive with one of greater capacity. You can purchase a new hard disk drive from your reseller or Lenovo marketing representative.

Notes:

1. Replace the hard disk drive only if you upgrade it or have it repaired. The connectors and bay of the hard disk drive were not designed for frequent changes, or drive swapping.
2. The ThinkVantage Rescue and Recovery workspace and the Product Recovery program are not included on an optional hard disk drive.

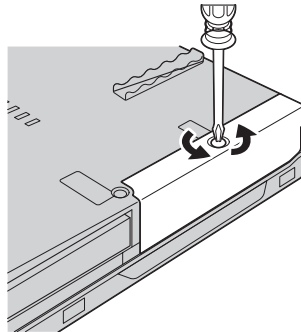
Attention**Handling a hard disk drive**

- Do not drop the drive or subject it to physical shocks. Put the drive on a material, such as soft cloth, that absorbs the physical shock.
- Do not apply pressure to the cover of the drive.
- Do not touch the connector.

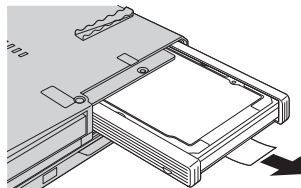
The drive is very sensitive. Incorrect handling can cause damage and permanent loss of data on the hard disk. Before removing the hard disk drive, make a backup copy of all the information on the hard disk, and then turn the computer off. Never remove the drive while the system is operating, in standby mode, or in hibernation mode.

To replace the hard disk drive, do the following:

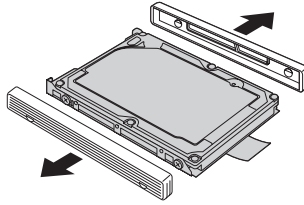
1. **Turn off the computer;** then disconnect the ac adapter and all cables from the computer.
2. Close the computer display, and turn the computer over.
3. Remove the battery.
4. Remove the screw that secures the hard disk drive.



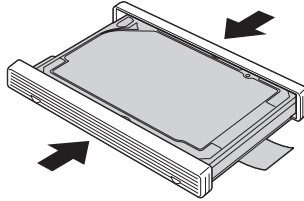
5. Remove the cover; then remove the hard disk by pulling out the tab.



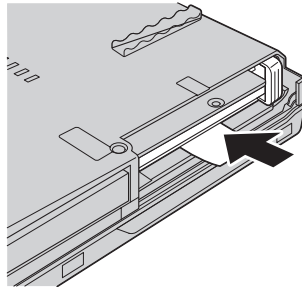
6. Detach the side rubber rails from the hard disk drive.



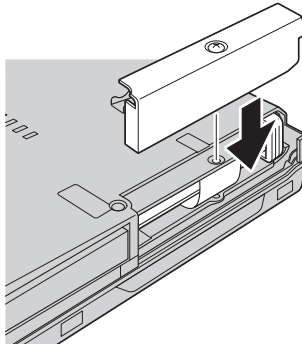
7. Attach the side rubber rails to a new hard disk drive.



8. Insert the hard disk drive into the hard disk drive bay; then firmly install them.



9. Reinstall the cover of the bay, and reinstall the screw.



10. Reinstall the battery.
11. Turn the computer over again. Connect the ac adapter and the cables to the computer.

Replacing memory

Important

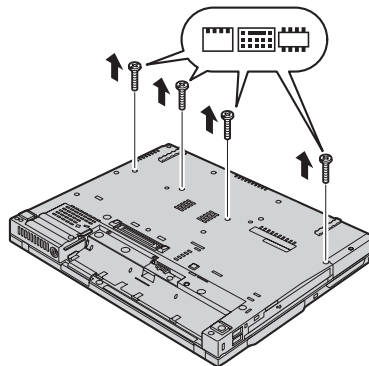
Read *Safety and Warranty Guide* before replacing memory.

Increasing memory capacity is an effective way to make programs run faster. You can increase the amount of memory in your computer by installing a double data rate (DDR) synchronous dynamic random access memory (DRAM) unbuffered small outline dual inline memory module (SO-DIMM), available as an option, in the memory slot of your computer. SO-DIMMs with different capacities are available.

Note: Use only the memory types supported by your computer. If you incorrectly install the optional memory or install an unsupported memory type, a warning beep will sound when you try to start the computer.

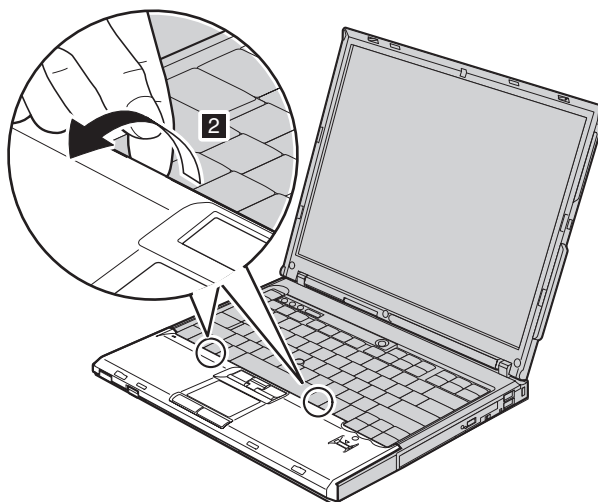
To install an SO-DIMM, do the following:

1. Touch a metal table or a grounded metal object. This action reduces any static electricity in your body, which could damage the SO-DIMM. Do not touch the contact edge of the SO-DIMM.
2. **Turn off the computer;** then disconnect the ac adapter and all cables from the computer.
3. Close the computer display, and turn the computer over.
4. Remove the battery.
5. Remove the screws that hold the palm rest in place.

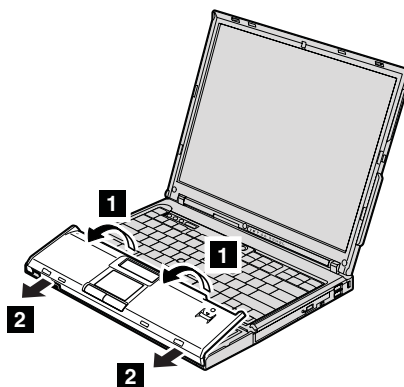


Replacing memory

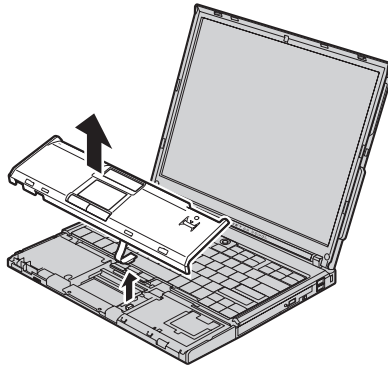
6. Turn the computer over again, and open the computer display. Pick the palm rest off the computer as shown in the drawing below.



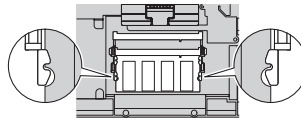
7. Open up the keyboard side of the palm rest first **1**, and then release the palm rest from the computer **2**.



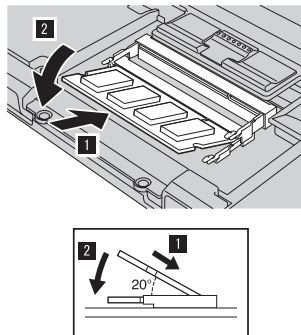
8. Detach the fingerprint reader connector by lifting the palm rest away from the computer.



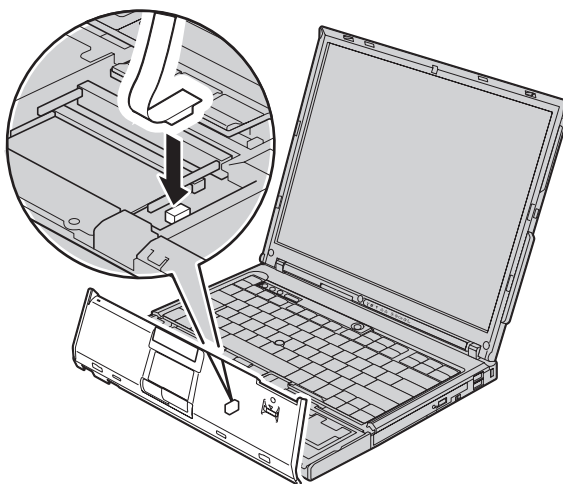
9. If two SO-DIMMs are already installed in the memory slot, remove one of them to make room for the new one by pressing out on the latches on both edges of the socket at the same time. Be sure to save the old SO-DIMM for future use.



10. With the notched end of the SO-DIMM toward the contact edge side of the socket, firmly insert the SO-DIMM into the socket at an angle of about 20 degrees; then pivot it downward until it snaps into place.



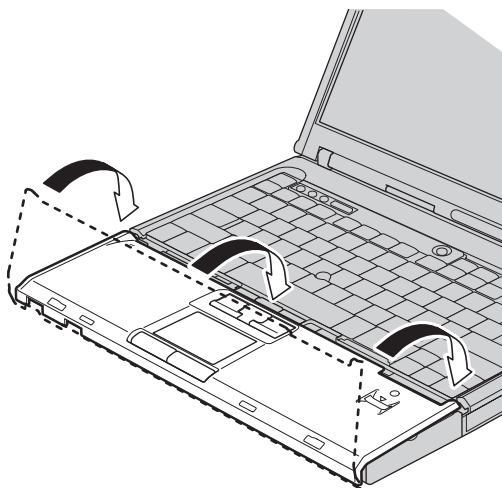
11. Attach the fingerprint reader connector.



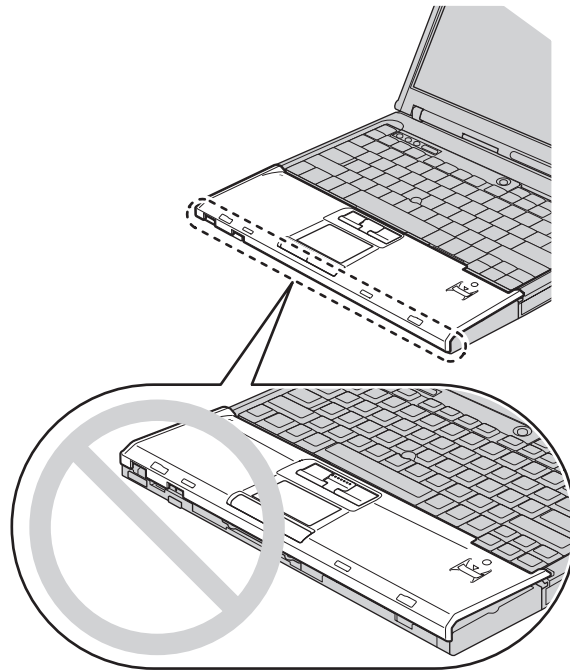
12. Reinstall the palm rest.

14-inch model

Align the palm rest with the front side of the computer, then pivot it downward.

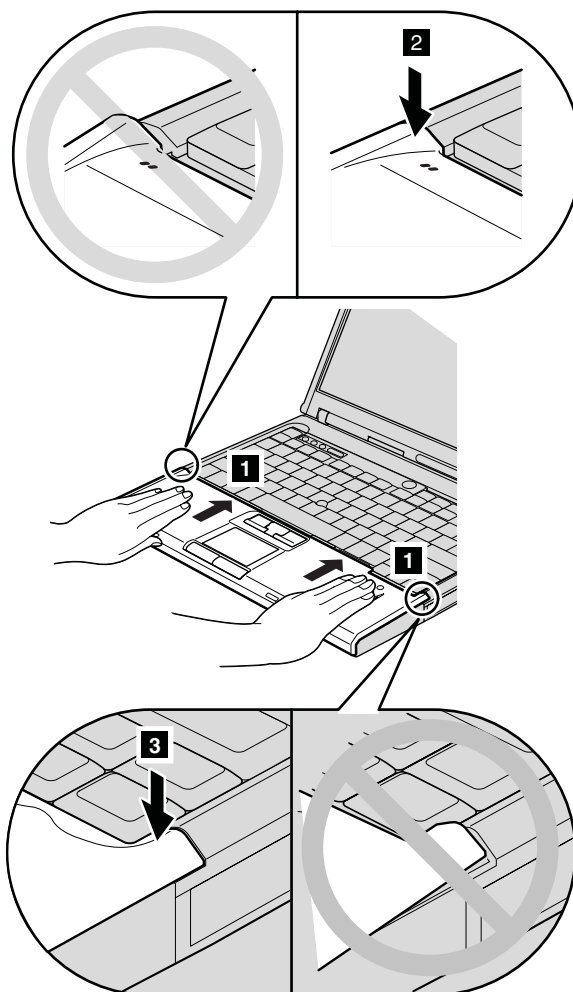


Make sure that the palm rest completely covers the front side of the computer as shown in the drawing below.



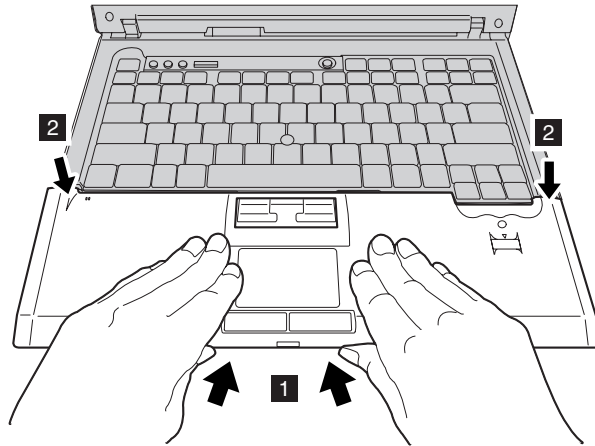
Replacing memory

Push the palm rest a little towards the keyboard **1**; then press the left top **2** and right top **3** edges of the palm rest to fit it into place.

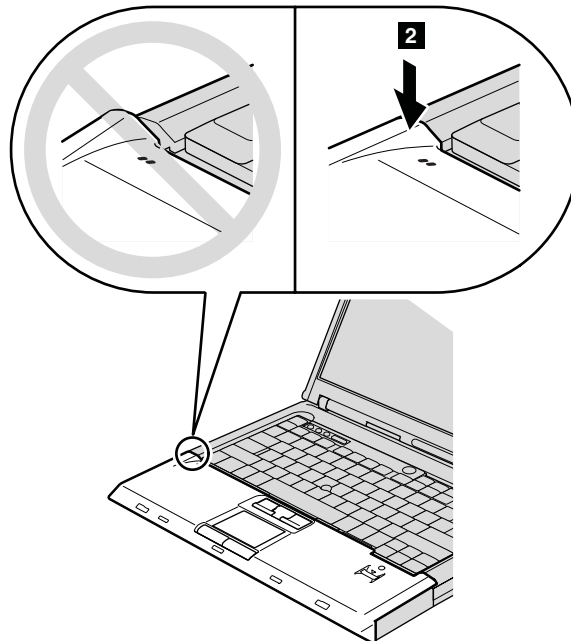


15-inch model

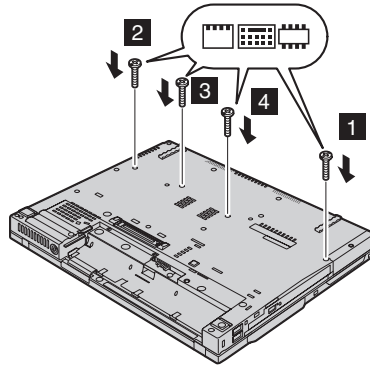
Align the palm rest with the front side of the computer; then, holding it as shown in the drawing **1**, attach the palm rest from the front center.



Press the left top edge of the palm rest as shown in the drawing below to snap it in place. Make sure that the left top edge, the right top edge, and the front side of the palm rest are attached firmly.



13. Close the computer display, and turn the computer over. Reinstall four screws for the palm rest, in the order shown in the drawing.



14. Reinstall the battery.
15. Turn the computer over, and reconnect the ac adapter and the cables to the computer.

To make sure that the SO-DIMM is installed correctly, do as follows:

1. Turn the computer on.
2. While the "To interrupt normal startup, press the blue ThinkVantage button" message is displayed at the lower left of the screen, press the ThinkVantage button. The ThinkVantage Rescue and Recovery screen opens.
3. Click **Access BIOS**. The System Restart Required window is displayed.
4. Click **Yes**. The computer restarts, and the BIOS Setup Utility screen opens. The "Installed memory" item shows the total amount of memory installed in your computer. For example, if your computer has 256 MB of memory and you install a 256-MB SO-DIMM in it, the quantity shown in "Installed memory" should be 512 MB.

Chapter 8. Getting help and service

Getting help and service

If you need help, service, technical assistance, or just want more information about ThinkPad computers, you will find a wide variety of sources available from Lenovo to assist you. This section contains information about where to go for additional information about ThinkPad computers, what to do if you experience a problem with your computer, and whom to call for service should it be necessary.

Microsoft Service Packs are the latest software source for Windows product updates. They are available via Web download (connection charges may apply) or via CD-ROM. For more specific information and links, go to www.microsoft.com. For technical assistance with installation of, or questions related to, Service Packs for your preloaded Microsoft Windows product, refer to the Microsoft Product Support Services Web site at <http://support.microsoft.com/directory/>, or you can contact Customer Support Center at the phone number(s) listed in “Worldwide telephone list” on page 64. Some fees might apply.

Getting help on the Web

The Lenovo Web site on the World Wide Web has up-to-date information about ThinkPad computers and support. The address for the Personal Computing home page is www.lenovo.com/think

You can find support information for your ThinkPad computer at www.lenovo.com/think/support. Research this Web site to learn how to solve problems, find new ways to use your computer, and learn about options that can make working with your ThinkPad computer even easier.

Calling the Customer Support Center

If you have tried to correct the problem yourself and still need help, during the warranty period, you can get help and information by telephone through the Customer Support Center. The following services are available during the warranty period:

- Problem determination - Trained personnel are available to assist you with determining if you have a hardware problem and deciding what action is necessary to fix the problem.

- Lenovo hardware repair - If the problem is determined to be caused by Lenovo hardware under warranty, trained service personnel are available to provide the applicable level of service.
- Engineering change management - Occasionally, there might be changes that are required after a product has been sold. Lenovo or your reseller, if authorized by Lenovo, will make selected Engineering Changes (ECs) available that apply to your hardware.

The following items are not covered:

- Replacement or use of parts not manufactured for or by Lenovo or nonwarranted parts

Note: All warranted parts contain a 7-character identification in the format FRU XXXXXXX

- Identification of software problem sources
- Configuration of BIOS as part of an installation or upgrade
- Changes, modifications, or upgrades to device drivers
- Installation and maintenance of network operating systems (NOS)
- Installation and maintenance of application programs

To determine if your machine is in warranty and when the warranty expires, go to www.lenovo.com/think/support, and click **Warranty**, then follow the instructions on the screen.

Refer to your Lenovo hardware warranty for a full explanation of Lenovo warranty terms. Be sure to retain your proof of purchase to obtain warranty service.

If possible, be near your computer when you make your call in case the technical assistance representative needs to help you resolve a computer problem. Please ensure that you have downloaded the most current drivers and system updates, run diagnostics, and recorded information before you call. When calling for technical assistance, please have the following information available:

- Machine Type and Model
- Serial numbers of your computer, monitor, and other components, or your proof of purchase
- Description of the problem
- Exact wording of any error messages
- Hardware and software configuration information for your system

The telephone numbers for your Customer Support Center location are located in the Worldwide telephone list section of this guide.

Note: Telephone numbers are subject to change without notice. For the latest list of Customer Support Center telephone numbers and hours of

operation, visit the Support Web site at www.lenovo.com/think/support. If the number for your country or region is not listed, contact your Lenovo reseller or Lenovo marketing representative.

Getting help around the world

If you travel with your computer or relocate it to a country where your ThinkPad machine type is sold, your computer might be eligible for International Warranty Service, which automatically entitles you to obtain warranty service throughout the warranty period. Service will be performed by service providers authorized to perform warranty service.

Service methods and procedures vary by country, and some services might not be available in all countries. International Warranty Service is delivered through the method of service (such as depot, carry-in, or on-site service) that is provided in the servicing country. Service centers in certain countries might not be able to service all models of a particular machine type. In some countries, fees and restrictions might apply at the time of service.

To determine whether your computer is eligible for International Warranty Service and to view a list of the countries where service is available, go to www.lenovo.com/think/support, click **Warranty**, and follow the instructions on the screen.

Appendix A. Warranty information

Warranty Information

This Appendix provides information regarding the warranty period and type of warranty service applicable to your Machine in your country or region. For the terms and conditions of the Statement of Limited Warranty that applies to your Machine, refer to Chapter 2, Warranty Information in the Safety and Warranty Guide included with your Machine.

Warranty Period

The warranty period may vary by country or region and is specified in the table below. NOTE: "Region" means either Hong Kong or Macau Special Administrative Region of China.

A warranty period of 3 years on parts and 1 year on labor means that Lenovo provides warranty service without charge for:

- a. parts and labor during the first year of the warranty period; and
- b. parts only, on an exchange basis, in the second and third years of the warranty period. Your Service Provider will charge you for any labor provided in performance of the repair or replacement(s) in the second and third year of warranty period.

Machine Type	Country or Region of Purchase	Warranty period	Types of Warranty Service
1951	US, Canada, Mexico, Brazil, Australia	Parts and Labor - 3 years Battery pack - 1 year	6 1
	Japan	Parts and Labor - 1 year Battery pack - 1 year	6 1
	Other	Parts and Labor - 3 years Battery pack - 1 year	7 1
1952	All	Parts and Labor - 3 years Battery pack - 1 year	5 1
1953	US	Parts and Labor - 1 year Battery pack - 1 year	6 1
1954	US	Parts and Labor - 3 years Battery pack - 1 year	6 1

Machine Type	Country or Region of Purchase	Warranty period	Types of Warranty Service
1955	US, Canada, Mexico, Brazil, Australia, Japan	Parts and Labor - 4 years Battery pack - 1 year	6 1
	Other	Parts and Labor - 4 years Battery pack - 1 year	7 1
1956	All	Parts and Labor - 4 years Battery pack - 1 year	5 1
2007	US, Canada, Mexico, Brazil, Australia	Parts and Labor - 3 years Battery pack - 1 year	6 1
	Japan	Parts and Labor - 1 year Battery pack - 1 year	6 1
	Other	Parts and Labor - 4 years Battery pack - 1 year	7 1
2008	All	Parts and Labor - 3 years Battery pack - 1 year	5 1
2613	US	Parts and Labor - 1 year Battery pack - 1 year	6 1
2623	US	Parts and Labor - 3 years Battery pack - 1 year	6 1
2009	US, Canada, Mexico, Brazil, Australia, Japan	Parts and Labor - 4 years Battery pack - 1 year	6 1
	Other	Parts and Labor - 4 years Battery pack - 1 year	7 1
2637	All	Parts and Labor - 4 years Battery pack - 1 year	5 1

Types of Warranty Service

If required, your Service Provider will provide repair or exchange service depending on the type of warranty service specified for your Machine in the above table and as described below. Scheduling of service will depend upon the time of your call and is subject to parts availability. Service levels are response time objectives and are not guaranteed. The specified level of warranty service may not be available in all worldwide locations, additional charges may apply outside your Service Provider's normal service area, contact your local Service Provider representative or your reseller for country and location specific information.

1. Customer Replaceable Unit ("CRU") Service

Lenovo will ship CRUs to you for you to install, Tier 1 CRUs are easy to install whereas Tier 2 CRUs require some technical skill and tools. CRU information and replacement instructions are shipped with your Machine

and are available from Lenovo at any time on your request. You may request that a Service Provider install CRUs, at no additional charge, under the type of warranty service designated for your Machine. Lenovo specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned. When return is required, 1) return instructions and a container are shipped with the replacement CRU, and 2) you may be charged for the replacement CRU if Lenovo does not receive the defective CRU within 30 days of your receipt of the replacement.

2. On-site Service

Your Service Provider will either repair or exchange the failing Machine at your location and verify its operation. You must provide suitable working area to allow disassembly and reassembly of the Lenovo Machine. The area must be clean, well lit and suitable for the purpose. For some Machines, certain repairs may require sending the Machine to a designated service center.

3. Courier or Depot Service *

You will disconnect the failing Machine for collection arranged by your Service Provider. A shipping container will be provided to you for you to return your Machine to a designated service center. A courier will pick up your Machine and deliver it to the designated service center. Following its repair or exchange, the service center will arrange the return delivery of the Machine to your location. You are responsible for its installation and verification.

4. Customer Carry-In or Mail-In Service

You will deliver or mail as your Service Provider specifies (prepaid unless specified otherwise) the failing Machine suitably packaged to a designated location. After the Machine has been repaired or exchanged, it will be made available for your collection or, for Mail-in Service, the Machine will be returned to you at Lenovo's expense, unless your Service Provider specifies otherwise. You are responsible for the subsequent installation and verification of the Machine.

5. CRU and On-site Service

This type of Warranty Service is a combination of Type 1 and Type 2 (see above).

6. CRU and Courier or Depot Service

This type of Warranty Service is a combination of Type 1 and Type 3 (see above).

7. CRU and Customer Carry-In or Mail-In Service

This type of Warranty Service is a combination of Type 1 and Type 4 (see above).

When a 5, 6 or 7 type of warranty service is listed, your Service Provider will determine which type of warranty service is appropriate for the repair.

* This type of service is called ThinkPad EasyServ or EasyServ in some countries.

To obtain warranty service contact a Service Provider. In Canada or the United States, call 1-800-IBM-SERV (426-7378). In other countries, see the telephone numbers below.

Worldwide telephone list

Phone numbers are subject to change without notice. For the most current phone numbers, go to <http://www.lenovo.com/think/support> and click **Support phone list**.

Country or Region	Telephone Number
Africa	Africa: +44 (0)1475 555 055 South Africa: +27-11-3028888 and 0800110756 Central Africa: Contact the nearest IBM Business Partner
Argentina	0800-666-0011 (Spanish)
Australia	131-426 (English)
Austria	01-24592-5901 01-211-454-610 (German)
Belgium	02-210-9820 (Dutch) 02-210-9800 (French) warranty service and support: 02-225-3611
Bolivia	0800-0189 (Spanish)
Brazil	Sao Paulo region: (11) 3889-8986 Toll free outside Sao Paulo region: 0800-7014-815 (Brazilian Portuguese)
Canada	1-800-565-3344 (English, French) In Toronto only call: 416-383-3344
Chile	800-224-488 (Spanish)
China	800-810-1818 ext 5070 8610 84981188 ext 5070 (Mandarin)
China (Hong Kong S.A.R.)	Home PC: 852-2825-7799 Commercial PC: 852-8205-0333 ThinkPad and WorkPad: 852-2825-6580 (Cantonese, English, Putonghua)
Colombia	1-800-912-3021 (Spanish)
Costa Rica	284-3911 (Spanish)
Croatia	0800-0426
Cyprus	+357-22-841100
Czech Republic	+420-2-7213-1316

Country or Region	Telephone Number
Denmark	4520-8200 warranty service and support: 7010-5150 (Danish)
Dominican Republic	566-4755 566-5161 ext. 8201 Toll Free within the Dominican Republic: 1-200-1929 Lenovo Customer Support Center - toll free 1-866-434-2080 (Spanish)
Ecuador	1-800-426911 (Spanish)
El Salvador	250-5696 800-6264 (Lenovo Customer Support Center - toll free) (Spanish)
Estonia	+386-61-1796-699
Finland	09-459-6960 warranty service and support: +358-800-1-4260 (Finnish)
France	0238-557-450 warranty service and support: software 0810-631-020 hardware 0810-631-213 (French)
Germany	07032-15-49201 warranty service and support: 01805-25-35-58 (German)
Greece	+30-210-680-1700
Guatemala	335-8490 (Spanish)
Honduras	Tegucigalpa & San Pedro Sula: 232-4222 San Pedro Sula: 552-2234 (Spanish)
Hungary	+36-1-382-5720
India	1600-425-6666 Alternate Toll Free: +91-80-2678-8940 (English)
Indonesia	800-140-3555 +62-21-251-2955 (Bahasa, Indonesian, English)
Ireland	01-815-9202 warranty service and support: 01-881-1444 (English)
Israel	+972-3-531-3900 - Givat Shmuel Service Center +972-4-849-4608 - Haifa Service Center (Hebrew, English)
Italy	02-7031-6101 warranty service and support: 39-800-820094 (Italian)

Country or Region	Telephone Number
Japan	ThinkPad Products Toll Free: 0120-20-5550 For International: +81-46-266-4716 Both of the above numbers will be answered with a Japanese language voice prompt. For telephone support in English, please wait for the Japanese voice prompt to end, and an operator will answer. Please ask for "English support please," and your call will be transferred to an English speaking operator.
Korea	1588-5801 (Korean)
Latvia	+386-61-1796-699
Lithuania	+386-61-1796-699
Luxembourg	+352-298-977-5063 (French)
Malaysia	1800-88-8558 (English, Bahasa, Melayu)
Malta	+356-23-4175
Mexico	001-866-434-2080 (Spanish)
Middle East	+44 (0)1475-555-055
Netherlands	+31-20-514-5770 (Dutch)
New Zealand	0800-733-222 (English)
Nicaragua	001-800-220-1830 (Lenovo Customer Support Center - toll free) (Spanish)
Norway	6681-1100 warranty service and support: 8152-1550 (Norwegian)
Panama	206-6047 001-866-434-2080 (Lenovo Customer Support Center - toll free) (Spanish)
Peru	0-800-50-866 (Spanish)
Philippines	1800-1888-1426 (English) +63-2-995-8420 (Filipino)
Poland	+48-22-878-6999
Portugal	+351-21-892-7147 (Portuguese)
Romania	+4-021-224-4015
Russian Federation	+7-495-940-2000 (Russian)
Singapore	1800-3172-888 (English, Bahasa, Melayu)
Slovakia	+421-2-4954-1217
Slovenia	+386-1-4796-699
Spain	91-714-7983 91-397-6503 (Spanish)

Country or Region	Telephone Number
Sri Lanka	+94-11-2448-442 (English)
Sweden	08-477-4420 warranty service and support: 077-117-1040 (Swedish)
Switzerland	058-333-0900 warranty service and support: 0800-55-54-54 (German, French, Italian)
Taiwan	886-2-8723-9799 (Mandarin)
Thailand	1-800-299-229 (Thai)
Turkey	00800-4463-2041 (Turkish)
United Kingdom	01475-555-055 warranty service and support: software 08457-151-516 hardware 08705-500-900 (English)
United States	1-800-426-7378 (English)
Uruguay	000-411-005-6649 (Spanish)
Venezuela	0-800-100-2011 (Spanish)
Vietnam	For northern area and Hanoi: 84-4-843-6675 For southern area and Ho Chi Minh City: 84-8-829-5160 (English, Vietnamese)

Appendix B. Customer Replaceable Units (CRUs)

For your ThinkPad computer, the following parts are designated Customer Replaceable Unit (CRU) parts.

Listed below are the CRUs and the documentation where removal/replacement instructions are located.

	Service and Troubleshooting Guide	Setup Instructions	Access Help	Online Hardware Maintenance Manual	Online Video
Tier 1 CRUs					
Battery	X		X	X	X
Hard disk drive	X		X	X	X
Optical drive			X	X	X
Ultrabay device			X	X	X
AC adapter and power cord		X			
TrackPoint cap			X		
Tier 2 CRUs					
Memory (standard)	X		X	X	X
Keyboard			X	X	X
Palm rest	X		X	X	X
PCI Express Mini Card			X	X	X
Communication Daughter Card			X	X	X

You can find instructions for replacing CRUs in Access Help. To open Access Help, click **Start**, move the pointer to **All Programs** (in Windows other than Windows XP, **Programs**); then to **ThinkVantage**. Click **Access Help**

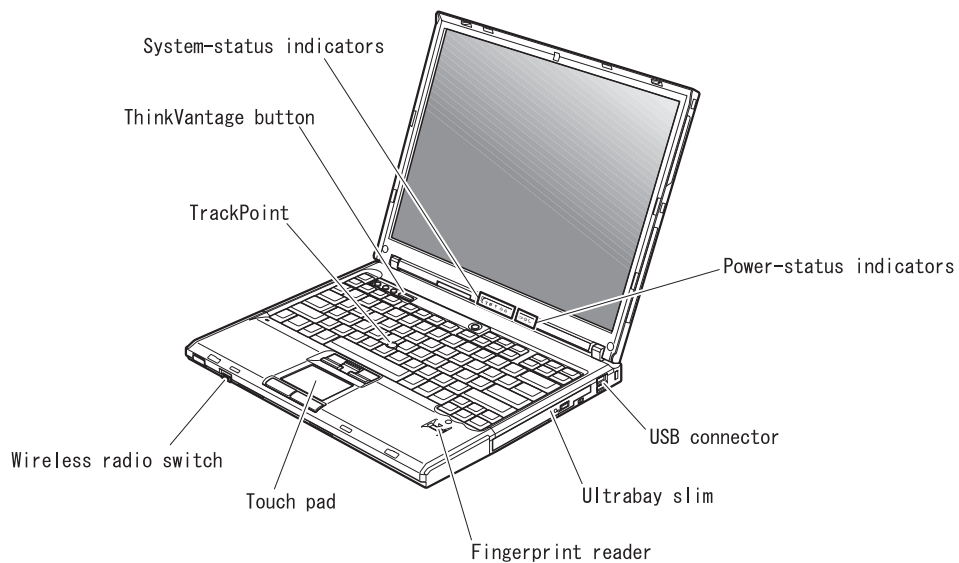
If you are unable to access these instructions or if you have difficulty replacing a CRU, you can use either of the following additional resources:

- The Online Hardware Maintenance Manual and Online Videos available from the Support Web site
<http://www.lenovo.com/think/support/site.wss/document.do?Indocid=part-video>
- The Customer Support Center. For the telephone number of the Support Center for your country or region, see “Worldwide telephone list” on page 64.

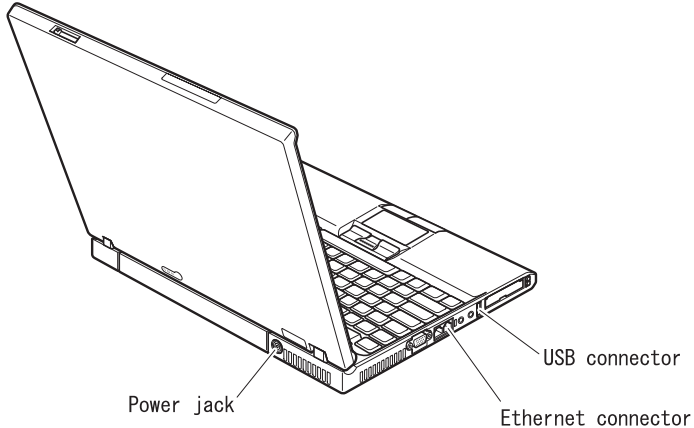
Appendix C. Overview of your ThinkPad computer

Your ThinkPad at a glance

Front view



Rear view



Features

Processor

- See the system properties of your computer. You can do this as follows: right-click the My computer icon on your desktop, from the pull down menu select Properties.

Memory

- Double data rate (DDR) synchronous dynamic random access memory (DRAM) II

Storage device

- 2.5-inch hard disk drive

Display

The color display uses TFT technology:

- Size: 14.1 inch or 15.0 inch, depending on the model
- Resolution:
 - LCD: Up to 1600-by-1200, depending on the model
 - External monitor: Up to 2048-by-1536
- Brightness control

Keyboard

- Fingerprint reader (on some models)
- 89-key, 90-key, or 94-key
- UltraNav™ (TrackPoint® and touch pad)
- Fn key function
- ThinkVantage button
- Volume control buttons
- ThinkLight™

External interface

- External-monitor connector
- ExpressCard/PC Card slots (the upper slot: ExpressCard, the lower slot: Type I or Type II PC Card)
- Stereo headphone jack
- Microphone jack
- 3 Universal Serial Bus (USB) connectors
- Infrared port
- RJ11 telephone connector
- RJ45 Ethernet connector
- Ultrabay™ Slim
- Docking connector
- Integrated wireless LAN feature (on some models)
- Integrated *Bluetooth* feature (on some models)
- Integrated wireless WAN feature (on some models)

Specifications

Size

14-inch model

- Width: 311 mm (12.2 in.)
- Depth: 255 mm (10.0 in.)
- Height: 26.6 to 31.4 mm (1.0 to 1.2 in.)

15-inch model

- Width: 330 mm (13.0 in.)
- Depth: 266.7 mm (10.5 in.)
- Height: 27.7 to 32.5 mm (1.09 to 1.28 in.)

Environment

- Maximum altitude without pressurization: 3048 m (10,000 ft)
- Temperature
 - At altitudes up to 2438 m (8000 ft)
 - Operating with no diskette: 5° to 35°C (41° to 95°F)
 - Operating with a diskette: 10° to 35°C (50° to 95°F)
 - Not operating: 5° to 43°C (41° to 110°F)
 - At altitudes above 2438 m (8000 ft)
 - Maximum operating temperature, 31.3°C (88° F)

Note: When you charge the battery pack, its temperature must be at least 10°C (50°F).

- Relative humidity:
 - Operating with no disc in the drive: 8% to 90%
 - Operating with a disc in the drive: 8% to 80%

Heat output

- 65W or 90W maximum

Power source (ac adapter)

- Sine-wave input at 50 to 60 Hz
- Input rating of the ac adapter: 100-240 V ac, 50 to 60 Hz

Battery pack

- Lithium-ion (Li-Ion) battery pack
 - Nominal voltage: 10.8 V dc
 - Capacity: 5.2AH or 7.8AH, depending on the model

Appendix D. Wireless related information

Wireless interoperability

Wireless LAN PCI Express Mini Card is designed to be interoperable with any wireless LAN product that is based on Direct Sequence Spread Spectrum (DSSS) and/or Orthogonal Frequency Division Multiplexing (OFDM) radio technology, and is compliant to:

- The IEEE 802.11a/b/g Standard on Wireless LANs, as defined and approved by the Institute of Electrical and Electronics Engineers.
- The Wireless Fidelity (WiFi) certification as defined by the Wi-Fi Alliance.

Bluetooth Daughter Card is designed to be interoperable with any *Bluetooth* product that is compliant to *Bluetooth* Specification 2.0 + EDR as defined by the *Bluetooth* SIG. Following profiles are supported by *Bluetooth* Daughter Card:

- Generic Access
- Service Discovery
- Serial Port
- Dial-up Networking
- FAX
- LAN Access using PPP
- Personal Area Network
- Generic Object Exchange
- Generic Object Push
- File Transfer
- Synchronization
- Audio Gateway
- Headset
- Printer
- Human Interface Devices (Keyboard/Mouse)
- Basic Image
- Handsfree
- AV

Usage environment and your health

Wireless LAN PCI Express Mini Card and *Bluetooth* Daughter Card emits radio frequency electromagnetic energy like other radio devices. However, the level of energy emitted is far much less than the electromagnetic energy emitted by wireless devices like for example mobile phones.

Because Wireless LAN PCI Express Mini Card and *Bluetooth* Daughter Card operates within the guidelines found in radio frequency safety standards and recommendations, Lenovo believes the integrated wireless cards are safe for use by consumers. These standards and recommendations reflect the consensus of the scientific community and result from deliberations of panels and committees of scientists who continually review and interpret the extensive research literature.

In some situation or environment, the use of Wireless LAN PCI Express Mini Card or *Bluetooth* Daughter Card may be restricted by the proprietor of the building or responsible representatives of the organization. These situations may for example include:

- Using the integrated wireless cards on board of airplanes, or in hospitals
- In any other environment where the risk of interference to other devices or services is perceived or identified as harmful.

If you are uncertain of the policy that applies on the use of wireless devices in a specific organization (e.g. airport or hospital), you are encouraged to ask for authorization to use Wireless LAN PCI Express Mini Card or *Bluetooth* Daughter Card prior to turning on the ThinkPad computer.

Appendix E. Notices

Notices

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Television output notice

The following notice applies to models that have the factory-installed television-output feature.

This product incorporates copyright protection technology that is protected by method claims of certain U.S. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision Corporation. Reverse engineering or disassembly is prohibited.

Electronic emissions notices

The following information refers to ThinkPad T60, machine type 1951, 1952, 1953, 1954, 1955, 1956, 2007, 2008, 2009, 2613, 2623, and 2637

Federal Communications Commission (FCC) Statement

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 the 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 try 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 receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult an authorized dealer or service representative for help.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Proper cables and connectors are available from Lenovo authorized dealers. Lenovo is not responsible for any radio or television interference caused by using other than recommended cables or connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

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.

Responsible party:

Lenovo (United States) Inc.
One Manhattanville Road
Purchase, New York 10577
Telephone: (919) 254-0532



Industry Canada Class B emission compliance statement

This Class B digital apparatus complies with Canadian ICES-003.

Avis de conformité à la réglementation d'Industrie Canada

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

European Union EMC Directive conformance statement

This product is in conformity with the protection requirements of EU Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to electromagnetic compatibility. Lenovo cannot accept responsibility

for any failure to satisfy the protection requirements resulting from a nonrecommended modification of the product, including the fitting of non-Lenovo option cards.

This product has been tested and found to comply with the limits for Class B Information Technology Equipment according to CISPR 22/European Standard EN 55022. The limits for Class B equipment were derived for typical residential environments to provide reasonable protection against interference with licensed communication devices.

Properly shielded and grounded cables and connectors must be used in order to reduce the potential for causing interference to radio and TV communications and to other electrical or electronic equipment. Such cables and connectors are available from Lenovo authorized dealers. Lenovo cannot accept responsibility for any interference caused by using other than recommended cables and connectors.

Environmental notices for Japan

If you are a company employee and need to dispose of a ThinkPad computer that is the property of the company, you must do so in accordance with the Law for Promotion of Effective Utilization of Resources. The computer is categorized as industrial waste. It should be properly disposed of by an industrial waste disposal contractor certified by a local government. In accordance with the Law for Promotion of Effective Utilization of Resources, IBM Japan provides, through its PC Collecting and Recycling Services, for the collecting, reuse, and recycling of disused computers. For details, visit the IBM Japan Web site at www.ibm.com/jp/pc/service/recycle/

Pursuant to the Law for Promotion of Effective Utilization of Resources, the collecting and recycling of home-used computers by the manufacturer was begun on October 1, 2003. For details, visit the IBM Japan Web site at www.ibm.com/jp/pc/service/recycle/personal.html

Disposing of a ThinkPad computer component containing heavy metal

The printed circuit board of a ThinkPad computer contains heavy metal. (Soldering with lead is used on the printed circuit board.) To properly dispose of the disused printed circuit board, follow the instructions in Collecting and recycling a disused ThinkPad computer.

Disposing of a disused lithium battery

A button-shaped lithium battery is installed on the system board of your ThinkPad computer to back up the main battery.

If you want to replace it with a new one, contact your place of purchase or

ask for a repair service provided by IBM. If you have replaced it by yourself and want to dispose of the disused lithium battery, insulate it with vinyl tape, contact your place of purchase, and follow the instructions.

If you use a ThinkPad computer at home and need to dispose of a lithium battery, you must comply with local ordinances and regulations.

Handling a disused ThinkPad battery pack

Your ThinkPad computer has a lithium ion battery pack or a nickel metal hydride battery pack. If you are a company ThinkPad computer user and need to dispose of a battery pack, contact the proper person in ThinkPad sales, service, or marketing, and follow that person's instructions. For details, visit the IBM Japan Web site at www.ibm.com/jp/pc/environment/recycle/battery/

If you use a ThinkPad computer at home and need to dispose of a battery pack, you must comply with local ordinances and regulations.

Important information for the European Directive 2002/96/EC



Notice : This mark applies only to countries within the European Union (EU) and Norway. This appliance is labelled in accordance with European Directive 2002/96/EC concerning waste electrical and electronic equipment (WEEE). The Directive determines the framework for the return and recycling of used appliances as applicable throughout the European Union. This label is applied to various products to indicate that the product is not to be thrown away, but rather reclaimed upon end of life per this Directive.

Remarque : Cette étiquette concerne uniquement les pays de l'Union européenne et la Norvège. Cet appareil porte une étiquette liée aux dispositions de la Directive 2002/96/CE du Conseil Européen relative aux déchets d'équipements électriques et électroniques (DEEE). Cette directive détermine les dispositions générales, applicables dans l'Union européenne, pour la récupération et le recyclage des équipements utilisés. Cette étiquette

est apposée à différents produits pour signaler qu'ils ne doivent pas être jetés mais récupérés, selon les dispositions énoncées dans la directive.

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IBM Lotus Software Offer

About the offer: As a qualifying ThinkPad computer customer, you are receiving a single, limited license for the Lotus Notes® “standalone” client and a single license for the Lotus SmartSuite® software. These licenses entitle you to install and use this software on your new ThinkPad computer using one of the following options:

- **Media for this software is not included in this offer. If you do not already have the appropriate Lotus Notes Client or Lotus SmartSuite software media,** you can order a CD and install the software onto your computer. For more information, see “To order a CD” on page 83.
- **If you already have a licensed copy of the software,** you are entitled to make and use one additional copy of the software you have.

About IBM Lotus Notes: With your standalone, limited use Notes client, you can integrate your most valuable messaging, collaborative and personal information management (PIM) resources —like e-mail, calendar, to-do list — allowing you to access them while connected to or disconnected from your network. The standalone license does not include the right to access any IBM Lotus Domino servers; however this stand-alone license may be upgraded to a full Notes license at a reduced price. For more information visit <http://www.lotus.com/notes>.

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- Lotus Freelance Graphics® – Presentation Graphics
- Lotus Approach® – Database
- Lotus Organizer® – Time, Contact, and Information Manager
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- Lotus SmartCenter – Internet Information Manager

Customer Support: For support information and phone numbers to help with initial installation of software, visit <http://www.lenovo.com/think/support>. To purchase technical support beyond this initial installation support, visit <http://www.lotus.com/passport>.

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Proof of Entitlement: The proof of purchase for your qualifying ThinkPad computer, as well as this Offer document, should be retained as your proof of entitlement.

Purchasing Upgrades, Additional Licenses and Technical Support

Software upgrades and technical support are available for a fee through IBM's Passport Advantage[®] Program. For information about purchasing additional licenses for Notes, SmartSuite, or other Lotus[®] products, visit <http://www.ibm.com> or <http://www.lotus.com/passport>.

To order a CD:

Important: Pursuant to this Offer, you may order one CD media per license. You will need to provide the 7 digit serial number of the new ThinkPad computer that you purchased. The CD is provided at no charge; however, applicable shipping, duties and taxes may be imposed by local jurisdictions. Please allow 10 to 20 business days from receipt of your request for delivery.

-In U. S. Or Canada:

Call 800-690-3899

-In Latin American Countries:

Via the Internet: <http://smartsuite.modusmedia.com>

Mail address:

IBM - Lotus Notes and SmartSuite Program

Modus Media International

501 Innovation Avenue

Morrisville, NC, USA 27560

Fax: 919-405-4495

To inquire about an order, contact:

smartsuite_ibm@modusmedia.com

-In European Countries:

Via the Internet: <http://ibm.modusmedia.co.uk>

Mail address:

IBM - Lotus Notes and SmartSuite Program
P.O. Box 3118
Cumbernauld, Scotland, G68 9JX
To inquire about an order, contact:
ibm_smartsuite@modusmedia.com

-In Asia Pacific Countries:

Via the Internet: <http://smartsuite.modusmedia.com>
Mail address:

IBM - Lotus Notes and SmartSuite Program
Modus Media International
eFulfillment Solution Center
750 Chai Chee Road
#03-10/14, Technopark at Chai Chee,
Singapore 469000
Fax: +65 6448 5830
To inquire about an order, contact:
Smartsuiteapac@modusmedia.com

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