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COMPAQ MOBILE 6500 EXPANSION UNIT

Installation and Operations Guide

First Edition October 1998
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Compaq Computer Corporation

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Introduction

The Mobile 6500 Expansion Unit provides multimedia capabilities for your Compaq Armada 6500 notebook. The expansion unit features an adjustable MultiBay for installing a 1.44-MB diskette drive, Iomega Zip drive, SuperDisk LS-120 drive, second hard drive, CD-ROM drive or DVD-ROM drive. It also includes dual full speakers and subwoofer, a MIDI/Joystick port, and Dolby Digital output.

To expand the multimedia functions and give you full desktop capabilities, you can dock your computer with the Mobile 6500 Expansion Unit to the Armada 6500 Convenience Base.

This guide provides information on connecting and disconnecting the computer to and from the Mobile 6500 Expansion Unit and procedures on operating.

Contents of Packing Box

Before you began, ensure that you have removed everything from the packing box. In addition to this guide, you should have the following:

- Mobile 6500 Expansion Unit
- Warranty and service information

For Further Information

For additional information on using the Armada 6500 notebook computer refer to the *Reference Guide* included with the computer.

The expansion base is covered by a one-year limited warranty. Refer to the warranty and service information included with this product to determine country, type, and terms of coverage.

Identifying the Components

## Left Side Connections and Controls
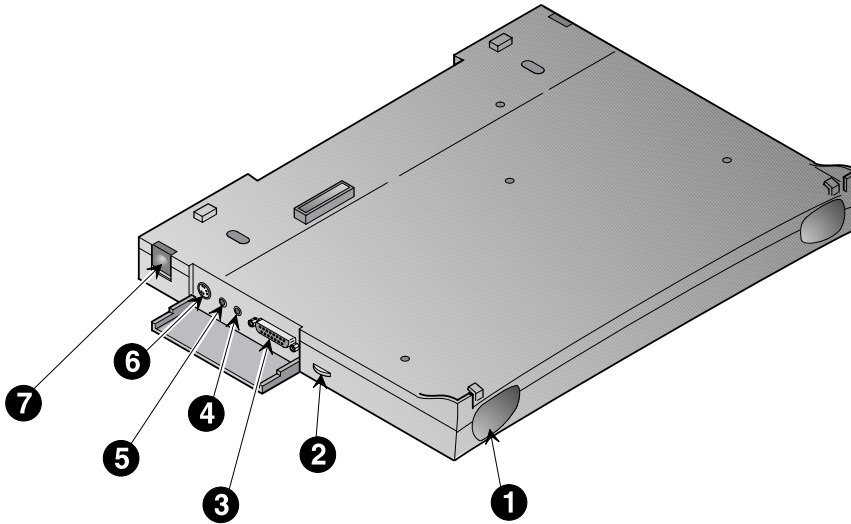
DEC01615

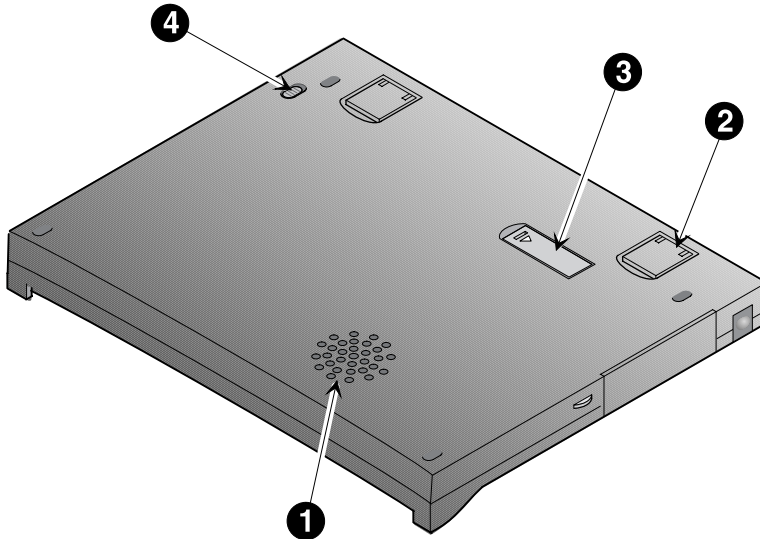| Component	Functional Description
❶ Full range speakers	Provides left and right stereo output.
❷ Volume control	Slide to the right to increase audio output or slide to the left to decrease audio output.
❸ MIDI/Joystick connector	Connects a MIDI device or joystick to the system.
❹ Dolby Digital output	Connects to a Dolby Digital processor or receiver. The internal speakers are disabled when a device is connected.
❺ Composite video output	Provides composite video output (only) to connect the system to an appropriate video device, such as a VCR or television.
❻ S-video connector	Provides S-video output (only) to connect the system to an S-video device, such as a VCR or television.
❼ Release button	Located on the left and right sides of the system. These buttons are used to disconnect the expansion unit from the computer. They are locked when the docking light is on or if the Password on Undock feature is enabled and the correct password has not been entered.

Right Side Connections and Controls
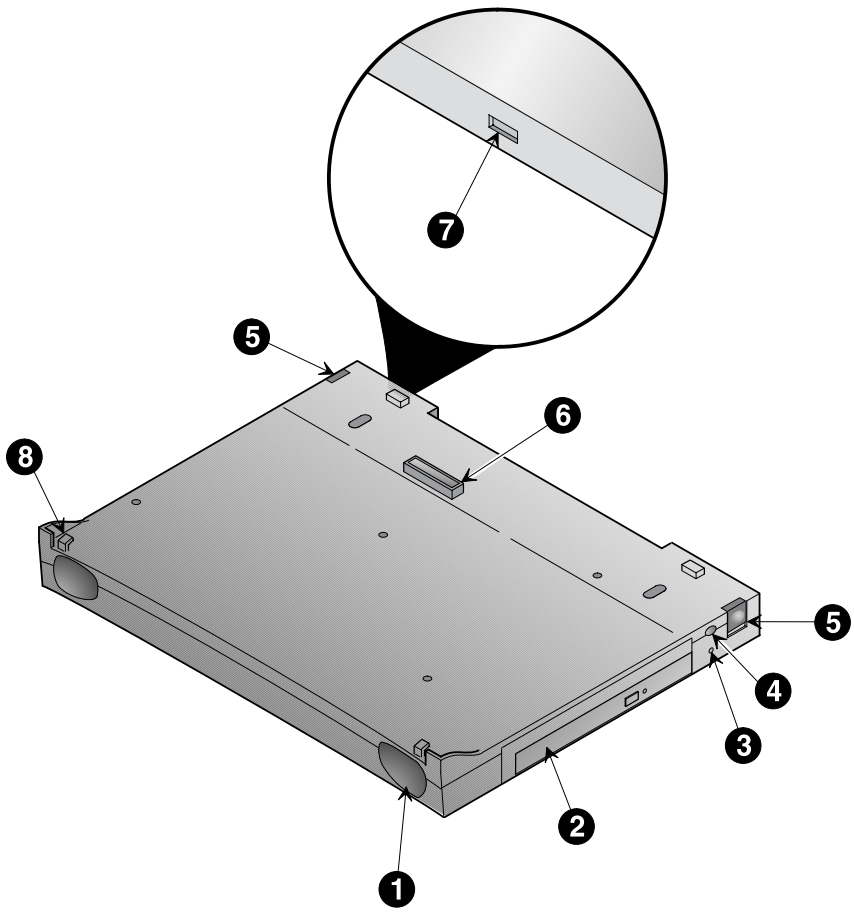
DEC01208

Component	Functional Description
❶ Full range speakers	Provides left and right stereo output.
❷ MultiBay	Supports a 1.44-MB diskette drive, Iomega Zip drive, SuperDisk LS-120 drive, second hard drive, CD-ROM drive or DVD-ROM drive.
❸ Docking light	When lit, indicates that the expansion unit is docked. When off, indicates that the expansion unit can be undocked.
❹ Undock request button	When pressed, sends an undock request to the operating system.

Continued

Component, *continued*	Functional Description, *continued*
❺ Release button	Located on the left and right sides of the expansion unit. Press these buttons to undock the expansion unit. The buttons are locked when the docking light is on or if the Dock Security feature is enabled and the correct password has not been entered.
❻ Docking connector	Connects the Armada 6500 notebook to the expansion unit.
❼ Security lock	Allows connection for a security lock device.
❽ Docking hooks	Secures the front of the computer in position when docked.

Bottom Connections and Controls

DEC01616

| Component	Functional Description
❶ Subwoofer	Provides lower frequency audio output.
❷ Computer support	Supports the computer at an angle when opened.
❸ Docking connector	Connects the Armada 6500 Convenience Base to the expansion unit. Slide open the cover before connecting the convenience base.
❹ MultiBay Latch	Releases the MultiBay module to remove it.

2

Connecting and Disconnecting the Computer

This chapter provides information on connecting and disconnecting the computer to and from the Mobile 6500 Expansion Unit.

Connecting the Computer

The computer can be hot docked to the expansion unit. When docking the computer to the expansion unit, there is no need to place the computer in Suspend or turn it off.

To connect the computer to the expansion unit, follow these steps:

1. Slide open the docking connector ❶ on the bottom side of the computer.
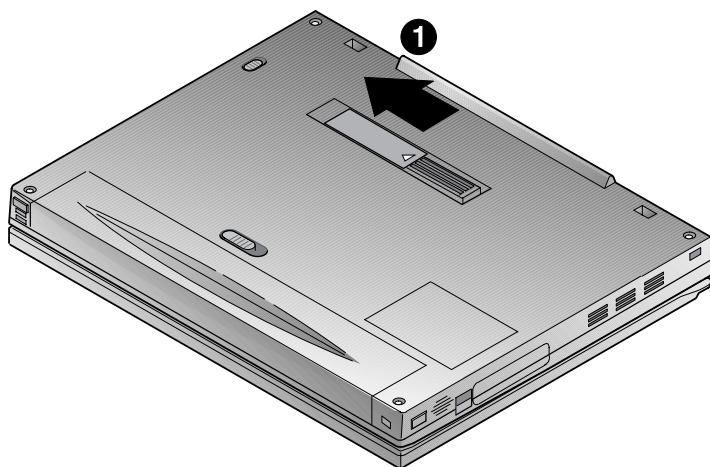
DEC01632

2. Slide the computer into the expansion unit ❷. It is not necessary to close the computer.

3. To ensure connection, press down on the rear of the computer to engage the docking hooks ❸ that secure the computer to the expansion unit.
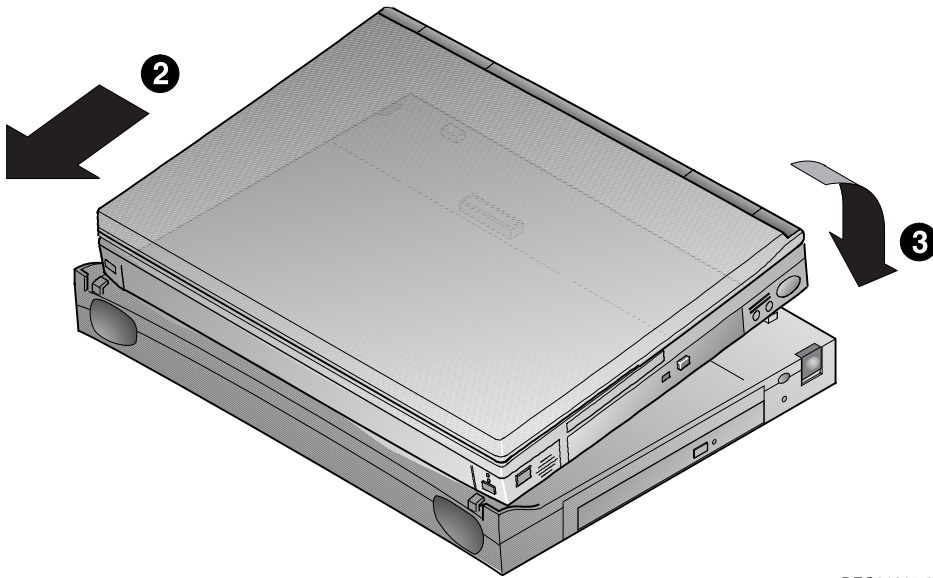
DEC01617-2

Disconnecting the Computer

The expansion unit can be hot disconnected from the computer. When disconnecting the computer from the expansion unit, there is no need to place the computer in Suspend or turn it off.

_____ **Note** _____

When the Password on Undock feature is enabled, you cannot disconnect the computer from the expansion unit if the system is in Suspend or power is turned off. The system will need to be turned on and the Undock Request button pressed, or make an Undock request from Windows.

To disconnect the computer from the expansion unit, follow these steps:

Removing the computer with power turned on

1. Press the undock request button ❶ on the right side of the expansion unit, or make an undock request from Windows.

2. If the Password on Undock feature is enabled, you will be prompted to enter a password before the undock request is recognized.

3. Wait for the docking light below the undock request button to turn off.

4. Lift the computer up and away ❸ from the expansion unit.

Removing the computer with power turned off

1. Press the release buttons ❷ on the left and right sides of the expansion unit.

2. Lift the computer up and away ❸ from the expansion unit.
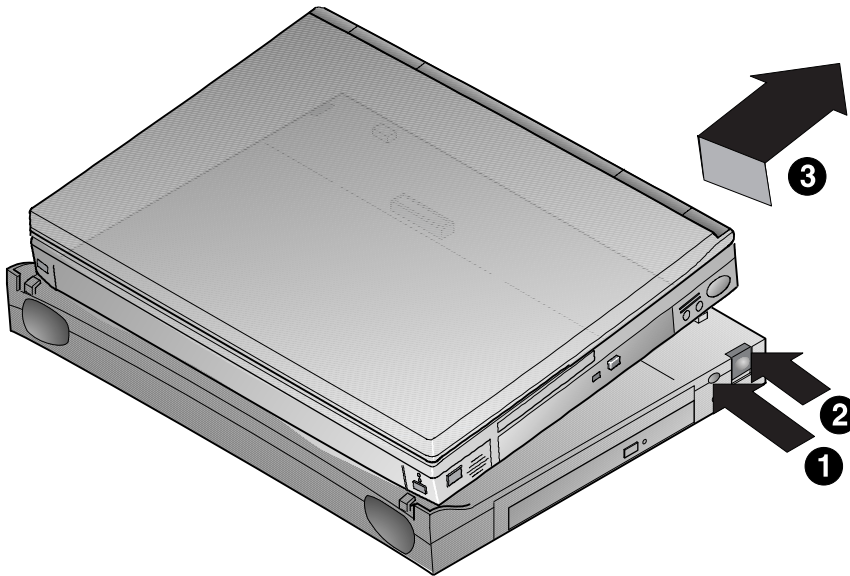
DEC01617-3

3

Using the Expansion Unit

This chapter provides procedures for using the Mobile 6500 Expansion Unit.

Installing a MultiBay Device

The expansion unit supports a 1.44-MB diskette drive, Iomega Zip drive, SuperDisk LS-120 drive, second hard drive, CD-ROM drive, or DVD-ROM drive in the MultiBay. MultiBay devices can be installed with the computer turned on or in Suspend.

_____Important _____

The computer/expansion unit assembly supports only one diskette drive. If a diskette drive is installed in the MultiBay of the expansion unit, the system will try to read both the computer and MultiBay diskette drives simultaneously. A diskette drive in the computer and an LS-120 drive or Zip drive installed in the expansion unit can operate simultaneously.

To install a MultiBay device, follow these steps:

1. Turn the computer/expansion unit assembly bottom side up.

2. Slide the MultiBay latch to the unlock position to release the weight saver from the MultiBay.

3. Remove the weight saver.

4. If you are installing a Zip Drive, remove the 12.7 mm adapter plate by sliding it out.

5. Install the new MultiBay device following the instructions on the installation document that comes with the device.

Using Security Features

Password On Undock

Enabling the Password on Undock feature prevents unauthorized disconnection of the computer from the expansion unit. When you press the undock request button, you will be prompted for a password. Enter your user or Supervisor password to complete the undock request and disconnect the computer. Consult the *Reference Guide* that comes with your computer for password instructions.

Cable Lock Provision

To help protect your expansion unit from theft, use the cable lock provision to secure the unit to a work area. A cable lock can be purchased from Kensington Microware Limited or from Compaq authorized dealers, resellers, and service providers worldwide.

Adjusting the Speaker Volume

In addition to the computer speakers, the Mobile 6500 Expansion Unit comes with dual stereo speakers and subwoofer. When the computer is connected to the expansion unit, the system audio is played through the expansion unit speakers. Use the volume buttons on the expansion unit to increase or decrease the system audio.

Using the Second Hard Drive

When a second hard drive is installed in the MultiBay, the computer does not boot from the second drive. It will only boot from the internal hard drive.

A

Troubleshooting

This appendix provides information on how to identify and correct some common problems that may be encountered while using the computer with the Mobile 6500 Expansion Unit.

For error messages and possible problems that are not specifically related to using the computer with the expansion unit, refer to the troubleshooting section of the *Reference Guide* that comes with the computer.

While the computer is configured for a particular hardware and software, problems encountered while working may not be unique. Eliminating the typical problems described in this section may save time and money. If a problem arises with the computer, consider the possible causes and solutions outlined in the tables to follow. These troubleshooting tips identify common problem/resolution pairs allowing you to easily resolve issues. However, if the condition persists, contact your Compaq authorized dealer or reseller, or call one of the Compaq telephone numbers listed in "Worldwide Telephone Numbers" in this appendix.

The following tables list possible problems, the possible cause of each problem, and the recommended solution(s):

Connecting Problems and Solutions

Problem	Possible Cause	Solution(s)
The computer is not properly connected to the expansion unit.	The computer is not properly seated on the docking hooks.	Ensure the computer is properly connected to the docking hooks.
Computer will not connect.	Docking connector cover may be closed.	Ensure the docking connector cover is open.

Disconnecting Problems and Solutions

Problem	Possible Cause	Solution(s)
The computer will not disconnect.	Password on Undock is disabled.	Enable the Password on Undock feature and enter your user password.

External Device Installation Problems and Solutions

Problem	Possible Cause	Solution(s)
A new device is not recognized as part of the computer system.	More than one optional device has the same interrupt request (IRQ) setting.	Correct the IRQ settings for optional devices that are conflicting.
	The device may not have been inserted properly	Re- insert the new device.

Worldwide Telephone Numbers

Locate your geographical area in the following table and use one of the telephone numbers for Compaq assistance.

General Information Numbers—Product information, technical assistance, and the location of your nearest Compaq authorized dealer, reseller, or service provider.

Technical Support Numbers—Hardware technical support in analyzing system configuration and diagnostic problems or troubleshooting.

Customer Support Numbers—Information on service and support programs including warranty, product catalogs, and white papers.

PaqFax Numbers—Automatic facsimile response system for technical and product-specific information that is transmitted to any fax machine. PaqFax is available 24 hours a day.

_____ **Note** _____

Telephone numbers are subject to change without notice.

* Indicates toll-free domestic numbers.

Worldwide Telephone Numbers

Location	Country Code	Telephone Number
Argentina		
General Information	+54	-1-796-1616
Technical Support	+54	-1-796-1717
Australia		
General Information		61-2-9911-1999
Technical Support		61-2-9911-1955
PaqFax		61-2-9911-1982
Austria		
General Information*		0222/8 78-16-16
Technical Support*		0222/8 78-16-16
Order Software Backup	+31	-55-38-43-39
Belgium / Luxembourg		
Compaq Care Center	Bel Lux	0903-99036 (45 BFr/min.) 089/89.232
General Fax	+32	(0)2/725 22 13
Infoline (resellers, brochures)	+32	(0)2/716 96 96
QuickLine (BBS)	+32	(0)2/716 95 92
Order Software Backup	+32	(0)2/716 96 78
Order Software Backup by Fax	+32	(0)2/716 96 79
Brazil		
General Information	+55	-11-246-7866
Canada		
General Information		1-905-707-1715
Technical Support*		1-800-OKCOMPAQ (1-800-652-6672)
Customer Support*		1-800-263-5868
Order Software Backup*		1-800-952-7689
Battery Pack Recycling*		1-800-263-5868

Continued

Worldwide Telephone Numbers

Location	Country Code	Telephone Number
Caribbean		
General Information		1-281-514-4220
Technical Support		1-281-518-2200
Chile		
General Information	+56	-2-274-1911
Technical Support	+56	-2-274-3007
China		
General Information	+86	-10-6831-3399
Technical Support	+86	-10-6834-6721
Colombia		
General Information	+57	-1-312-0201
Technical Support	+57	-1-345-0266
Czech Republic		
General Information	+420	-2-232-8772
Technical Support	+420	-2-232-8772
Denmark		
General Information	+45	-45-90-45-90
Technical Support	+45	-45-90-45-45
Finland		
General Information	+358	-0-615 599
Technical Support*		0203-206 720
QuickLine (BBS)	+358	-0-6155 9870
France		
General Information	+33	-1-41-33-41-33
Technical Support	+33	-1-41-33-44-55

Continued

Worldwide Telephone Numbers

Location	Country Code	Telephone Number
Germany		
	0,48 DM/min.	
Hotline		0180/5 21 21 11
Hotline Fax		0180/5 21 21 17
Infoline		0180/3 22 12 21
Infoline Fax		0180/3 22 12 20
QuickLine		0180/5 21 21 18
FaxPaq		0180/5 21 21 19
Order Software Backup*		0130/81 10 81
Hong Kong		
General Information		852-28681382
Technical Support		852-90116633
PaqFax		852-28671648
Hungary		
General Information	+36	-1-457-3600
Technical Support	+36	-1-457-3682
India		
General Information		91-80-559-6023
PaqFax		91-80-559-8989
BBS		91-80-559-8900
Israel		
General Information	+972	-3-6363-444
Technical Support	+972	-3-6363-444
PaqFax	+972	-3-6396-601
Italy		
General Information	+39	-2-57-59-03-00
Technical Support	+39	-2-57-59-03-00

Continued

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Worldwide Telephone Numbers

Location	Country Code	Telephone Number
Japan		
General Information*		0120-101-589
Technical Support*		0120-101-589
Windows 95 Support*		0120-505-589
Order Software Backup*		0120-250-589
FaxStation		81-3-5402-0991
Korea		
General Information		82-2-3470-07001
Technical Support		82-2-523-3575
		82-082-902-77774
Malaysia		
General Information		603-717-1188
Technical Support		603-718-1636
Mexico		
General Information	+52	-5-229-7900
Technical Support	+52	-5-229-7910
PaqFax	+52	-5-229-7920
Netherlands		
General Information		0182-565805
Customer Support*		06-91681616 (Dfl. 0.75/min)
Fax*		06-8991116 (Dfl. 0.40/min)
QuickLine Bulletin Board		0182-572366
New Zealand		
General Information		64-9-307-3969
'		
	+47	-22-07-20-00
	+47	-22-07-20-20

Continued

Worldwide Telephone Numbers

Location	Country Code	Telephone Number
Poland		
General Information	+48	-2-630-3535
Technical Support	+48	-2-630-3535
Portugal		
General Information	+351	-1-4128400
Technical Support	+351	-1-4128460
Russia		
General Information	+7	-095-967-1700
Technical Support	+7	-095-967-1700
PaqFax	+7	-095-967-1701
Singapore		
General Information		65-753-6688
Customer Support Center		65-750-3030
PaqFax		65-750-4514
South Africa		
General Information		27-11-728-6999
Technical Support		27-11-728-6999
Spain		
General Information	+34	-902.10.14.14
Technical Support	+34	-1-640-1302
Sweden		
General Information	+46	-8-703-5240
Technical Support	+46	-8-703-5240
PaqFax (hämtfax)	+46	-8-703-5225
QuickLine (BBS)	+46	-8-703-5220

Continued

Worldwide Telephone Numbers

Location	Country Code	Telephone Number
Switzerland		
General Information		0844 844 111
Technical Support		01/838 22 22 (German)
		01/838 22 23 (French)
QuickLine Bulletin Board		01/838-24 21
Order Software Backup		0800 556 206
Taiwan		
General Information		886-2-7351000
Technical Support		886-2-3761170
BBS		886-2-3761175
Thailand		
General Information		62-2-679-6222
United Arab Emirates (Dubai)		
General Information	+97	14 -818100
United Kingdom		
General Information		0990-134456
FaxPaq		0181-332-3550
QuickLine Bulletin Board		0181-332-9499
United States		
Product Information*		1-800-345-1518
Technical Support*		1-800-OKCOMPAQ
		(1-800-652-6672)
PaqFax*		1-800-345-1518, Option 1
Download Facility (modem access only)		1-281-518-1418
Order Software Backup*		1-800-952-7689
Battery Pack Recycling*		1-800-524-9859
Venezuela		
General Information	+58	-2-953-6944

B

Specifications

This appendix provides the physical specifications for the Mobile 6500 Expansion Unit.

Dimensions		
Height	0.9 in	2.28 cm
Depth	9.7 in	24 cm
Width	12 in	30 cm
Weight	1.82 lbs	0.83 kg
Rated Input Voltage	100-120/220-240 VAC	
Rated Input Frequency	50-60 Hz	
Rated Input Current	1.2/0.5 A	