



Maintenance and Service Guide

Tablet PC TC1000

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

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**Table 1-2
Compaq Tablet PC TC1000 Models (Continued)**

The following models represent configure-to-order Compaq Tablet PC TC1000 models and use config. code **LBQZ**. These tablet PC models feature:

- Pen and PointStick keyboard
- 6-cell, 4.0 Ah Li ion battery pack
- 16 MB of discrete video memory
- 1-year warranty on parts and labor

CTC1000	T	100	X0	60	0	8	76	T	
United States						470046-345			
CTC1000	T	100	X0	60	0	8	38	T	
United States						470046-344			
CTC1000	T	100	X0	60	0	8	25	T	
United States						470046-343			
CTC1000	T	100	X0	60	0	C	76	T	
United States						470046-352			
CTC1000	T	100	X0	60	0	C	38	T	
United States						470046-350			
CTC1000	T	100	X0	60	0	C	25	T	
United States						470046-349			

The tablet left side components are shown in Figure 1-5 and described in Table 1-5.

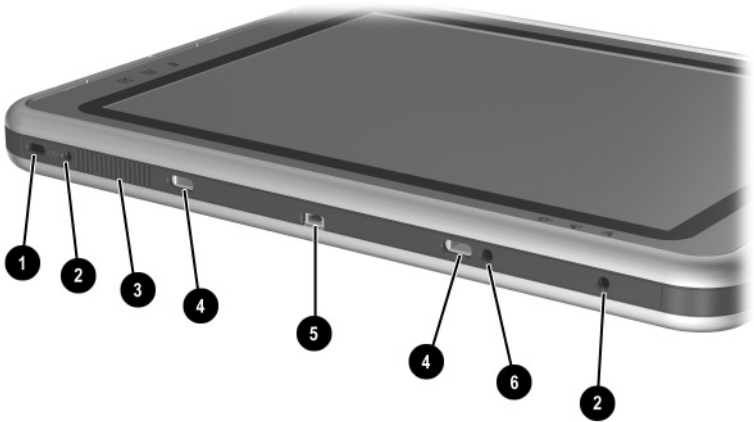


Figure 1-5. Left Side Components

**Table 1-5
Left Side Components**

Item	Component	Function
1	Security cable slot	Attaches an optional security cable to the tablet PC.
2	Screen protector slots (2)	Secure the optional screen protector when it is attached to the tablet PC.

The external components on the front panel of the keyboard are shown in Figure 1-10 and described in Table 1-10.



Figure 1-10. Keyboard Front Panel Components

- **Compaq Diagnostics**—A system information and diagnostic utility that is used within your Windows operating system. Use this utility whenever possible to:

- Display system information.
- Test system components.
- Troubleshoot a device configuration problem in Windows 2000, Windows XP Professional, or Windows XP Home.



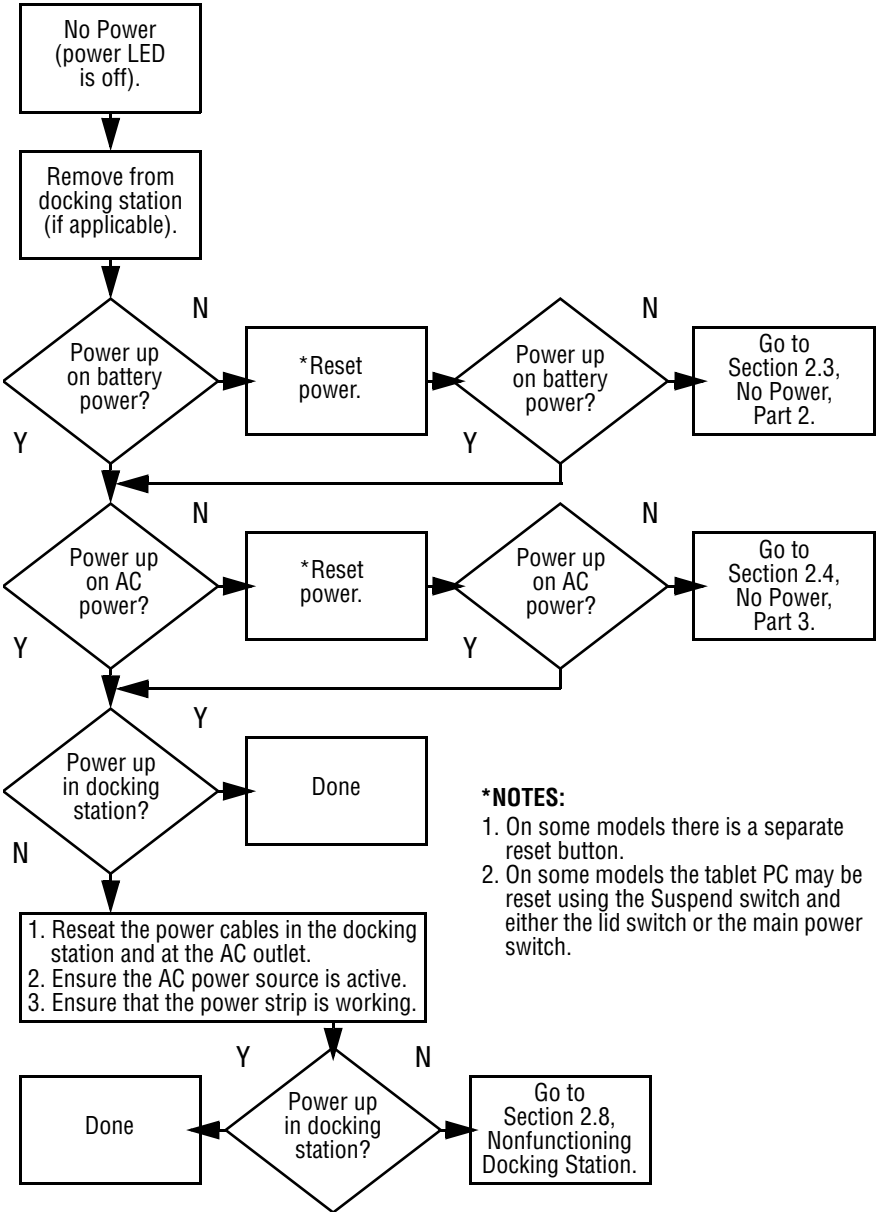
It is not necessary to configure a device connected to a USB connector on the tablet PC or an optional docking base.

Using Computer Setup

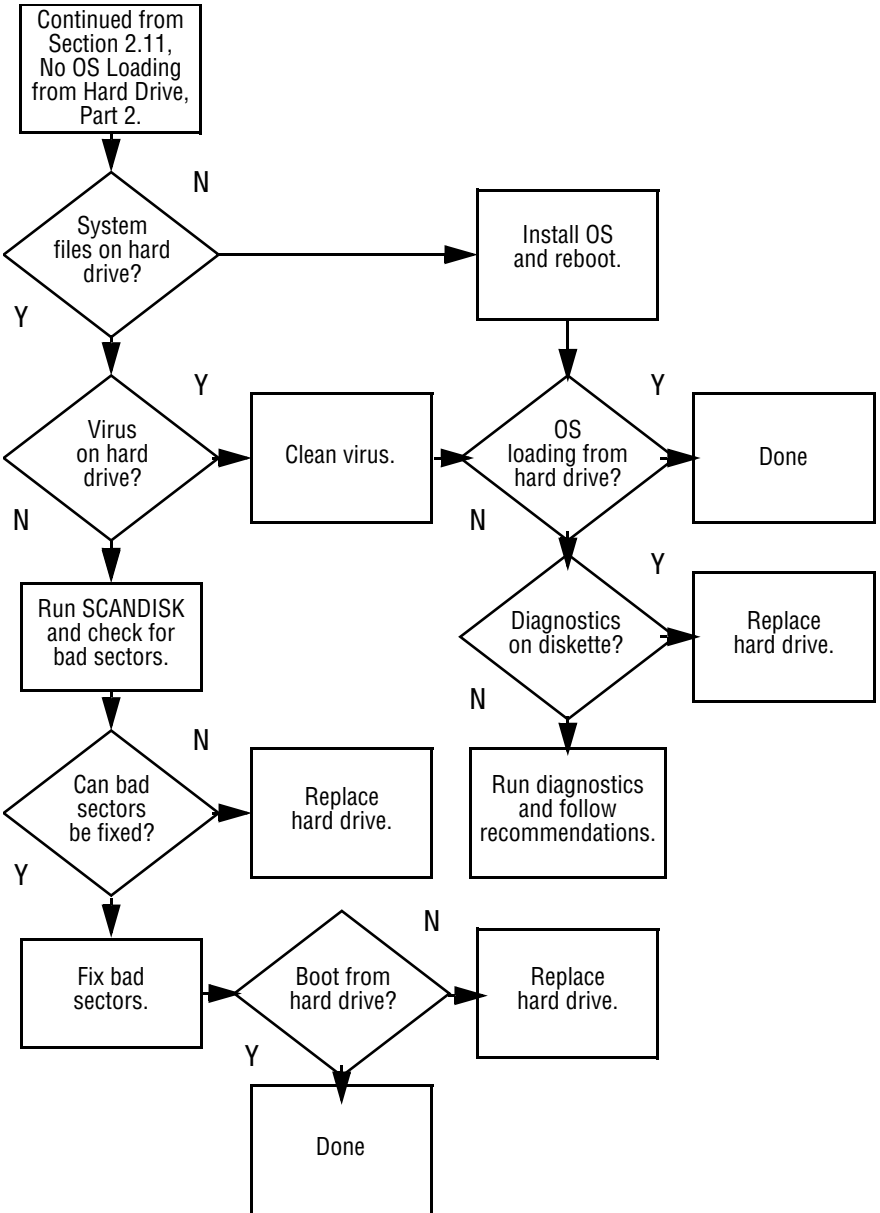
Information and settings in Computer Setup are accessed from the File, Security, or Advanced menus:

1. Turn on or restart the tablet PC. Press **F10** while the F10 = ROM Based Setup message is displayed in the lower-left corner of the screen.
 - To change the language, press **F2**.
 - To view navigation information, press **F1**.
 - To return to the Computer Setup menu, press **esc**.
2. Select the **File**, **Security**, or **Advanced** menu.
3. To close Computer Setup and restart the tablet PC:
 - Select **File > Save Changes and Exit** and press **enter**.
 - or
 - Select **File > Ignore Changes and Exit** and press **enter**.
4. When you are prompted to confirm your action, press **F10**.

Flowchart 2.2—No Power, Part 1



Flowchart 2.12—No OS Loading from Hard Drive, Part 3



3.2 Tablet PC System Major Components

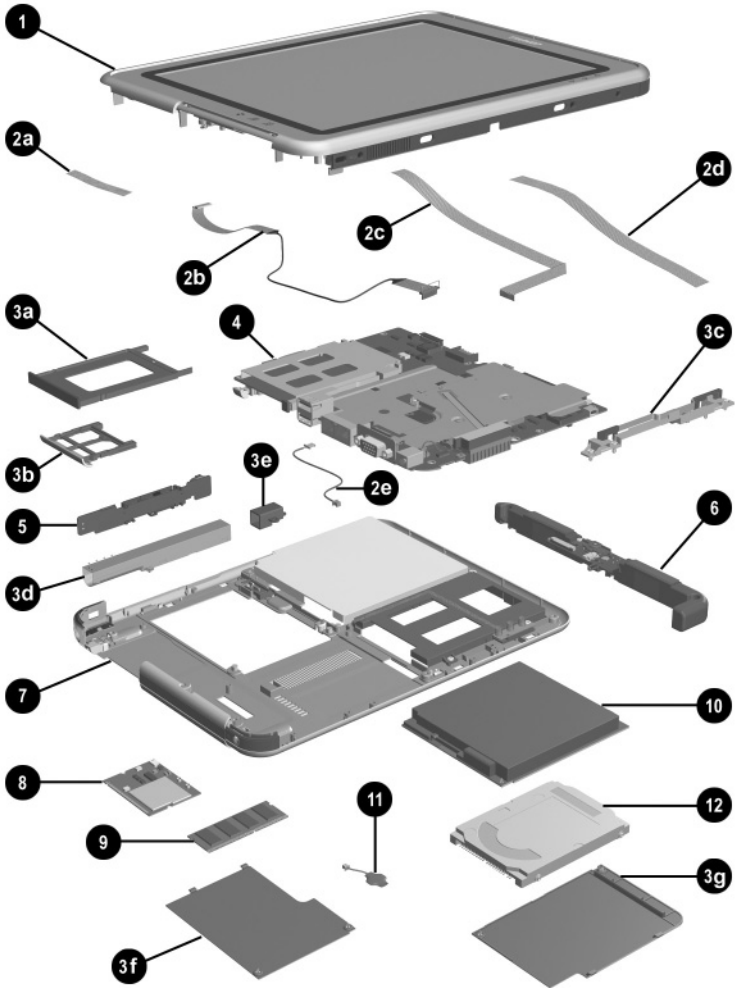


Figure 3-2. Tablet PC Major Components

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3.8 Miscellaneous

Table 3-7
Spare Parts: Miscellaneous (not illustrated)

Description	Spare Part Number
AC power cord, 3 wire	
Australia	198723-011
Europe International	198723-B31
Italy	198723-061
Japan	198723-291
Korea	198723-AD1
People's Republic of China	198723-AA1
Sweden	198723-101
Switzerland	198723-BG1
Taiwan	198723-AB1
United Kingdom	198723-031
United States	198723-001
AC adapter, 65 W	285288-001
Pen (uses a 1.5 VDC, AAAA battery)	310680-001
Tablet PC Miscellaneous Screw Kit (includes the following screws; refer to Appendix C, "Screw Listing," for more information on screw specifications and usage.)	310674-001
<ul style="list-style-type: none"> ■ Phillips M2.0 × 4.0 ■ Phillips M2.0 × 5.0 ■ Phillips M2.0 × 3.5 ■ Torx M2.5 × 7.0 	
Docking Station Miscellaneous Screw Kit (includes the following screws; refer to Appendix C, "Screw Listing," for more information on screw specifications and usage.)	311241-001
<ul style="list-style-type: none"> ■ Phillips M2.5 × 5.0 ■ Phillips M2.5 × 12.0 ■ Phillips M2.5 × 6.0 ■ Torx M2.5 × 7.0 	

5.2 Disassembly Sequence Chart

Use the chart below to determine the section number to be referenced when removing tablet PC components.

Table 5-1
Disassembly Sequence Chart

Section	Description	Number of screws removed
5.3	Preparing the tablet PC for disassembly	
	Battery pack	1
	Mini PCI communications board	2
	Memory expansion board	0
	Hard drive	2
5.4	Real time clock (RTC) battery	0
5.5	Display panel assembly	16
5.6	Speaker assembly	0
5.7	Digitizer cable	0
5.8	System board	8
5.9	Fan and heat sink	6
5.10	Modem cable	0
5.11	Switch board	1
5.12	Docking station	17

3. Remove the seven TM2.5 × 7.0 screws ❶ that secure the display panel assembly to the tablet PC (Figure 5-9).
4. Open the bottom tilt foot ❷ and remove the TM2.5 × 7.0 screw ❸ that secures the display panel assembly to the tablet PC.

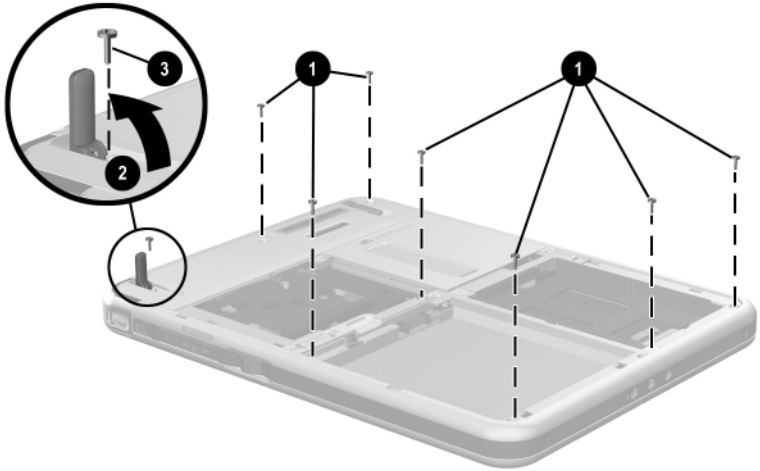


Figure 5-9. Removing the Display Panel Assembly Screws

5.7 Digitizer Cable



The digitizer cable is included in the Miscellaneous Cable Kit, spare part number 310673-001.

Perform the following steps to remove the digitizer cable:

1. Prepare the tablet PC for disassembly (Section 5.3).
2. Remove the display panel assembly (Section 5.5).
3. Disconnect the digitizer cable ❶ from the system board (Figure 5-19).
4. Remove the digitizer cable from the clips in the heat sink ❷.
5. Remove the digitizer cable from the base enclosure ❸.

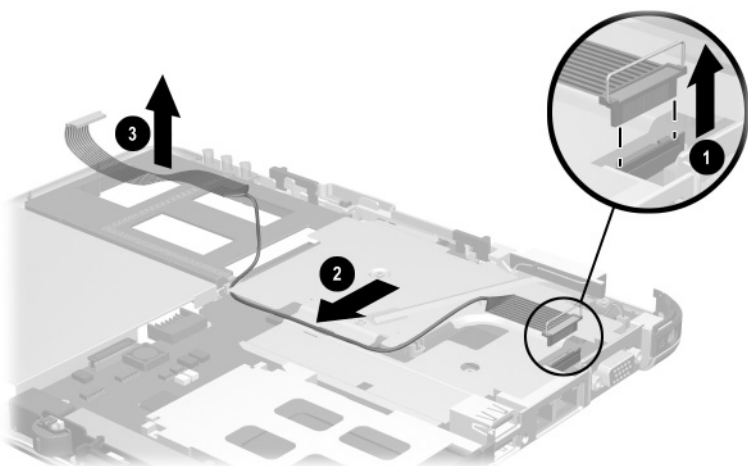


Figure 5-19. Removing the Digitizer Cable

Reverse the preceding procedures to install the digitizer cable.

7. Turn the system board bottom side up with the heat sink grille facing you.
8. Remove the mylar system board shield ❶ (Figure 5-27).
9. Remove the three PM2.0 × 5.0 screws ❷ that secure the fan and heat sink to the system board.
10. Lift the system board straight up ❸. The fan and heat sink ❹ will remain resting on the work surface.

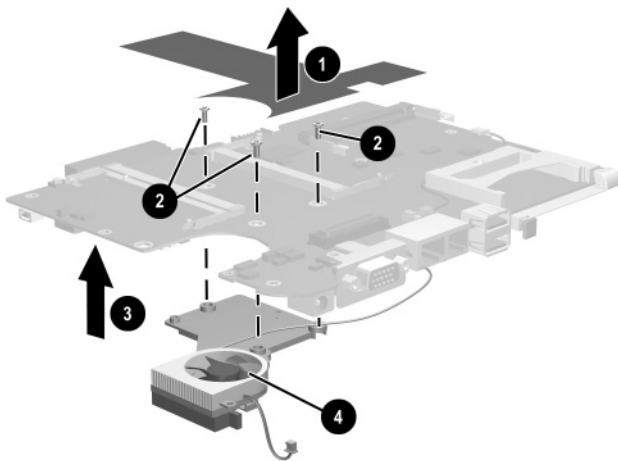


Figure 5-27. Removing the Fan and Heat Sink

Reverse the preceding procedures to install the EMI shield, fan, and heat sink.

6

Specifications

This chapter provides physical and performance specifications.

Table 6-1
Tablet PC

Dimensions

Height	27.4 cm	10.8 in
Width	21.6 cm	8.5 in
Depth	2.0 cm	.8 in

Weight (varies by configuration)

Tablet PC only	1.4 kg	3.1 lb
Tablet PC with keyboard	1.8 kg	4.0 lb

Stand-alone power requirements

Nominal operating voltage	14.8 VDC
Maximum operating power	40.0 W
Peak operating power	38.0 W

Temperature


Operating	10° to 35° C	50° to 95° F
Nonoperating	-20° to 60° C	-4° to 140° F

Relative humidity (noncondensing)

Operating	10% to 90%
Nonoperating	5% to 90%, 38.7° C (101.6° F) maximum wet bulb temperature

Table 6-10
System DMA

Hardware DMA	System Function
DMA0	Available for audio
DMA1	Entertainment audio (default; alternate=DMA0, DMA3, none)
DMA2	Diskette drive
DMA3	ECP parallel port LPT1 (default; alternate=DMA0, none)
DMA4	DMA controller cascading (not available)
DMA5	Available for PC Card
DMA6	Not assigned
DMA7	Not assigned

 PC Card controller can use DMA 1, 2, or 5.

Power Cord Set Requirements

3-Conductor Power Cord Set

The wide range input feature of the tablet PC permits it to operate from any line voltage from 100 to 120 or 220 to 240 volts AC.

The power cord set received with the tablet PC meets the requirements for use in the country where the equipment is purchased.

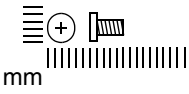
Power cord sets for use in other countries must meet the requirements of the country where the tablet PC is used. For more information on power cord set requirements, contact a Compaq authorized reseller or service provider.

General Requirements

The following requirements apply to all countries:

- The length of the power cord set must be at least 1.5 meters (5.00 feet) a maximum of 2.0 meters (6.50 feet).
- All power cord sets must be approved by an acceptable accredited agency responsible for evaluation in the country where the power cord set will be used.
- The power cord set must have a minimum current capacity of 10 amps and a nominal voltage rating of 125 or 250 volts AC, as required by each country's power system.
- The appliance coupler must meet the mechanical configuration of an EN 60 320/IEC 320 Standard Sheet C13 connector for mating with the appliance inlet on the back of the tablet PC.

Table C-3
Phillips M2.0 × 5.0 Screw (Continued)

	Color	Qty.	Length	Thread	Head Width
	Silver	10	5.0 mm	2.0 mm	4.0 mm

Where used:

Four screws that secure the system board to the base enclosure (documented in Section 5.8)

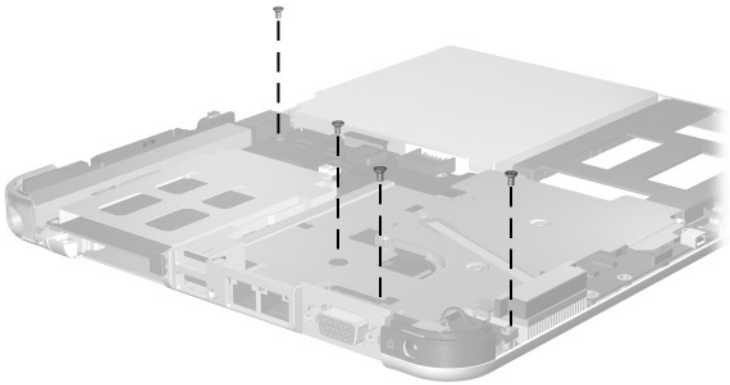


Figure C-7. Phillips M2.0 × 5.0 Screw Locations

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