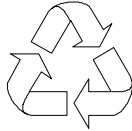


# TravelMate 340

## Service Guide

Service guide files and updates are available on the AIPG/CSD web; for more information, please refer to <http://csd.acer.com.tw>



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PART NO.: 49.40F02.001  
DOC. NO.: SG322-9910A

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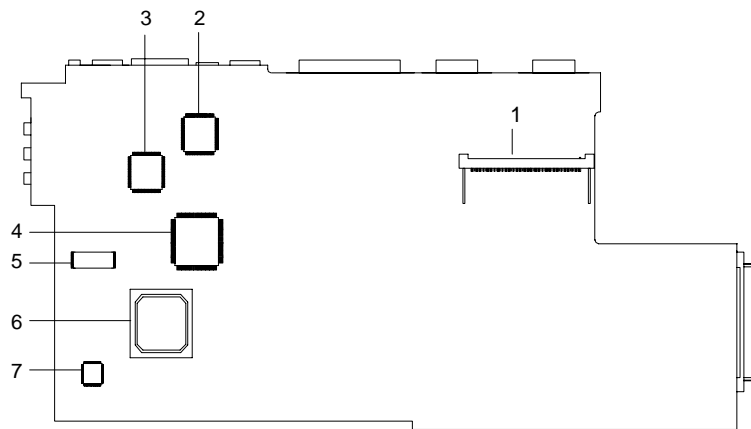
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- |   |                                 |   |                            |
|---|---------------------------------|---|----------------------------|
| 1 | DIMM Socket 2                   | 5 | BIOS Flash ROM             |
| 2 | Super I/O Controller NS PC97338 | 6 | South Bridge ALI M1533     |
| 3 | PCI Audio Controller ESS ES1946 | 7 | Keyboard Controller M38867 |
| 4 | PCI CardBus Controller OZ6812   |   |                            |

## System Memory

Item	Specification
Supports DIMM Speed	100MHz
Supports DIMM voltage	3.3V
Supports DIMM package	144-pin DIMM
Memory module combinations	You can install memory modules in any combinations as long as they match the above specifications.

## Memory Combinations

Slot 1	Slot 2	Total Memory
32MB	0	32MB
0	32MB	32MB
64MB	0	64MB
0	64MB	64MB
32MB	32MB	64MB
64MB	32MB	96MB
32MB	64MB	96MB
128MB	0	128MB
0	128MB	128MB
64MB	64MB	128MB
128MB	32MB	160MB
32MB	128MB	160MB
128MB	64MB	192MB
64MB	128MB	192MB
128MB	128MB	256MB

Above table lists some system memory configurations. You may combine DIMMs with various capacities to form other combinations.

**NOTE:** The shipping specification for DIMM combination is 64MB in slot 1.

## LAN/Modem Combo Interface

Item	Specification
Chipset	Ambit T60.082.C.00
Fax modem data baud rate (bps)	14.4K
Data modem data baud rate (bps)	56K
Supports modem protocol	V.90 data modem 56K, V.90 fax modem 14.4K and digital line protection operation
Supports LAN protocol	10/100 Mbps
Modem/LAN connector type	RJ11/RJ45
Modem/LAN connector location	Rear side

## Modem Interface

Item	Specification
Chipset	Ambit J07.M039.00
Fax modem data baud rate (bps)	14.4K
Data modem data baud rate (bps)	56K

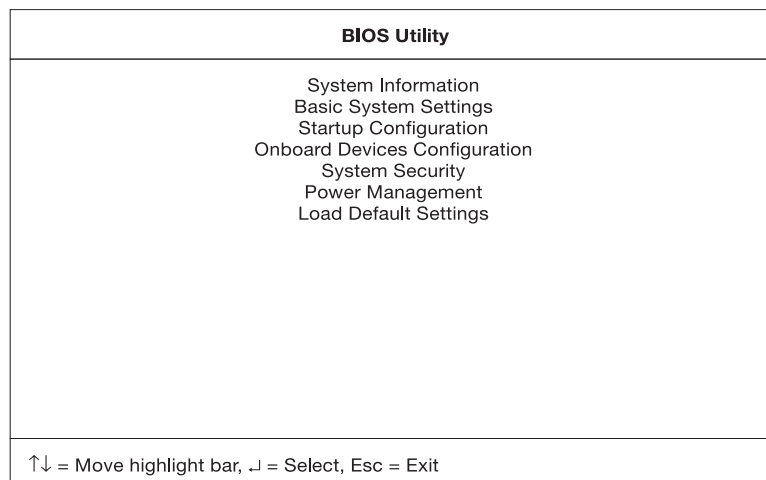
## System Utilities

### BIOS Setup Utility

The BIOS Setup Utility is a hardware configuration program built into your computer's BIOS (Basic Input/Output System).

Your computer is already properly configured and optimized, and you do not need to run this utility. However, if you encounter configuration problems, you may need to run Setup. Please also refer to Chapter 4 Troubleshooting when a problem arises.

To activate the BIOS Utility, press **F2** during POST (while the TravelMate logo is being displayed).



### Navigating the BIOS Utility

There are seven menu options: System Information, Basic System Settings, Startup Configuration, Onboard Devices Configuration, System Security, Power Management and Load Default Settings.

Use the cursor **up/down** (↑↓) keys to select a menu item, then press **Enter**.

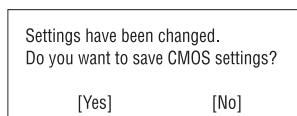
Within a menu, navigate through the BIOS Utility by following these instructions:

- Press the cursor **up/down** (↑↓) keys to move between parameters.
- Press the cursor **left/right** (→←) keys to change the value of a parameter.
- Press **Esc** while you are in any of the menu options to return to the main menu.

**NOTE:** You can change the value of a parameter if it is enclosed in square brackets.

**NOTE:** Navigation keys for a particular menu are shown on the bottom of the screen.

At the main menu, press **Esc** to exit the BIOS Utility. If you make any changes, the following dialog box displays:



If you would like to keep the changes you made, use the cursor **left/right** (→←) keys to select **Yes**; then press **Enter**. Choose **No** if you want to discard the changes you made.

---

## System Utility Diskette

This utility diskette is for the Acer TravelMate 340 notebook machine. It provides the following functions:

1. Panel ID Utility
2. Thermal & Fan Utility
3. Main Board Data Utility

To use this diskette, first boot from this diskette, then a "Microsoft Windows 98 Startup Menu" prompt you to choose the testing item. Follow the instructions on screen to proceed.

**NOTE:** This program contains a readme.txt file. This readme.txt file will introduce each test utility and its functions.

**IMPORTANT:** If this diskette is not bootable, do the following actions before you use it:

1. Do system transfers.
2. Copy HIMEM.SYS to A:\.
3. Copy EMM386.EXE to A:\.

### Panel ID Utility

There is an EEPROM in the inverter which stores its supported LCD type ID code. If you replace an LCD with one of a different brand or use a new inverter, the ID information in the inverter EEPROM should be updated.

Follow the steps below to see the LCD Panel ID:

1. Follow the instruction on screen to read current or to set new LCD Panel ID code.

**NOTE:** When you set a new LCD Panel ID and the new LCD is not yet enabled (to function), so connect an external CRT to see the program execution process.

**NOTE:** Make sure the new ID code you choose corresponds with the LCD brand and type. If you write a wrong ID into inverter, just reboot and re-execute the program and input the correct ID code.

2. Restart computer - the new LCD should work normally.

**NOTE:** If LCD cannot display after change ID code, make sure you write the correct ID code, or try reconnecting the LCD FPC cable connectors.

### Thermal and Fan Utility

The system is equipped with sensors to protect against system overheating. By setting System and processor thermal thresholds, the system can turn on the cooling fan or shut down automatically when temperatures reach the defined threshold parameters. This utility will test fan, processor thermal and system thermal.

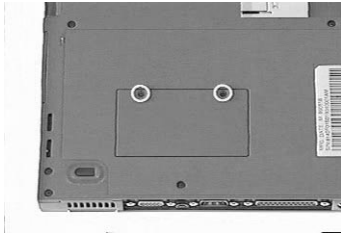
### Main Board Data Utility

This utility will display Main Board Data (MBD) which include header information, product name, manufacture name, UUID (Universally Unique Identifiers) and serial number. This function can display and create MBD data as well as store those information to LCD inverter EEPROM (not flash ROM).

---

## Removing the External DIMM Module

1. Remove the two screws holding the external DIMM cover.
2. Lift the cover out to remove the DIMM module.



---

The following auxiliary input devices are supported by this computer:

- Numeric keypad
- External keyboard

If any of these devices do not work, reconnect the cable connector and repeat the failing operation.

## Memory Check

Memory errors might stop system operations, show error messages on the screen, or hang the system.

1. Boot from the diagnostics diskette and start the PQA program (please refer to “Running PQA Diagnostics Program” on page 37).
2. Go to the diagnostic memory in the test items.
3. Press F2 in the test items.
4. Follow the instructions in the message window.

**NOTE:** Make sure that the DIMM is fully installed into the connector. A loose connection can cause an error.

## Power System Check

To verify the symptom of the problem, power on the computer using each of the following power sources:

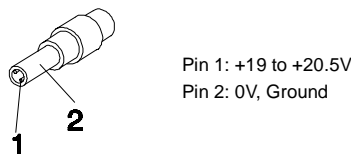
1. Remove the battery pack.
2. Connect the power adapter and check that power is supplied.
3. Disconnect the power adapter and install the charged battery pack; then check that power is supplied by the battery pack.

If you suspect a power problem, see the appropriate power supply check in the following list:

- “Check the Power Adapter” on page 55
- “Check the Battery Pack” on page 55

### Check the Power Adapter

Unplug the power adapter cable from the computer and measure the output voltage at the plug of the power adapter cable. See the following figure



1. If the voltage is not correct, replace the power adapter.
2. If the voltage is within the range, do the following:
  - Replace the System board.
  - If the problem is not corrected, see “Undetermined Problems” on page 63.
  - If the voltage is not correct, go to the next step.

**NOTE:** An audible noise from the power adapter does not always indicate a defect.

3. If the power-on indicator does not light up, check the power cord of the power adapter for correct continuity and installation.
4. If the operational charge does not work, see “Check the Battery Pack” on page 55.

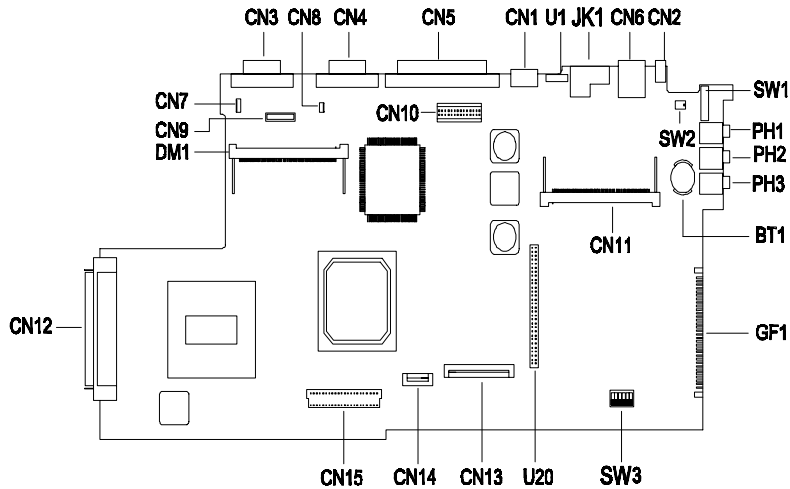
### Check the Battery Pack

To check the battery pack, do the following:

1. Power off the computer.

# Jumper and Connector Information

## Top View



### PCB 99203

CN1	PS/2 Port	CN15	HDD Board Connector
CN2	AC Adapter Connector	JK1	LAN/Modem Connector
CN3	Video Port	SW1	Power Switch
CN4	Serial Port	SW2	LCD Cover Switch Connector
CN5	Parallel Port	SW3	See SW3 Setting
CN6	USB Port	PH1	Line-out port
CN7	FAN Connector	PH2	Line-in port
CN8	Speaker	PH3	Microphone-in Port
CN9	LCD Connector	DM1	DIMM Socket 1
CN10	LED/Inverter Board Connector	U1	FIR Port
CN11	Mini PCI Card Connector	U20	PCMCIA Socket
CN12	External FDD, CD/DVD-ROM Module Connector	GF1	Golden Finger for Debug Board
CN13	Internal Keyboard Connector	BT1	RTC Battery
CN14	Touchpad Connector		

### SW3 Settings

SW3	Setting
Switch 1, Switch 2, Switch 3	OFF, OFF, OFF: English keyboard ON, OFF, OFF: Japanese keyboard OFF, ON, OFF: European keyboard
Switch 4, Switch 5	OFF, OFF: Acer BIOS ON, OFF: OEM BIOS
Switch 6	ON: Bypass password OFF: Check password

Picture	No.	Part Name	Description	Part No.
	10	CAMERA RUBBER TM340	RUBBER CAMERA TM340	47.40F07.001
	NS	LCD LATCH TM330	LATCH LCD NYLON 050 330	42.40C06.003
	NS	LCD SPRING CATCH TM330	SPRING CATCH STEEL TM330	34.40C13.001
<b>Others</b>				
	NS	RTC BATTERY	IC RTC BQ3285LD SSOP 24P	71.03285.B01

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