



# Professional Workstation AP500

Maintenance and Service Guide

**Second Edition (March 1999)**  
**Part Number 338534-002**  
**Spares Part Number 338561-001**  
**Compaq Computer Corporation**

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## About This Guide

This guide is designed to be used as step-by-step instructions for installation, and as a reference for operation, troubleshooting, and future upgrades.



**WARNING:** Only authorized technicians trained by Compaq should attempt to repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly/module level repair. Because of the complexity of the individual boards and subassemblies, no one should attempt to make repairs at the component level or make modifications to any printed wiring board. Improper repairs can create a safety hazard. Any indications of component replacement or printed wiring board modifications may void any warranty.

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**WARNING:** To reduce the risk of personal injury from electrical shock and hazardous energy levels, only authorized service technicians should attempt to repair this equipment. Improper repairs could create conditions that are hazardous.

---

**IMPORTANT:** The installation of options and servicing of this product should be performed by individuals that are knowledgeable of the procedures, precautions, and hazards associated with equipment containing hazardous energy circuits.

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## Text Conventions

This document uses the following conventions to distinguish elements of text:

<b>Keys</b>	Keys appear in boldface. A plus sign (+) between two keys indicates that they should be pressed simultaneously.
USER INPUT	User input appears in a different typeface and in uppercase.
<i>FILENAMES</i>	File names appear in uppercase italics.
Menu Options, Command Names, Dialog Box Names	These appear in initial capital letters.
COMMANDS, DIRECTORY NAMES, and DRIVE NAMES	These always appear in uppercase.
Type	When you are instructed <i>to type</i> information, type the information <b>without</b> pressing the <b>Enter</b> key.
Enter	When you are instructed <i>to enter</i> information, type the information and then press the <b>Enter</b> key.

## Symbols in Text

These symbols may be found in the text of this guide. They have the following meanings.



**WARNING:** Indicates that failure to follow directions in the warning could result in bodily harm or loss of life.

---



**CAUTION:** Indicates that failure to follow directions could result in damage to equipment or loss of information.

---

**IMPORTANT:** Presents clarifying information or specific instructions.

---

**NOTE:** Presents commentary, sidelights, or interesting points of information.

## Symbols on Equipment

These icons may be located on equipment in areas where hazardous conditions may exist.



Any surface or area of the equipment marked with these symbols indicates the presence of electrical shock hazards. Enclosed area contains no operator serviceable parts.

**WARNING:** To reduce risk of injury from electrical shock hazards, do not open this enclosure.

---



Any RJ-45 receptacle marked with these symbols indicates a Network Interface Connection.

**WARNING:** To reduce risk of electrical shock, fire, or damage to the equipment, do not plug telephone or telecommunications connectors into this receptacle.

---



Any surface or area of the equipment marked with these symbols indicates the presence of a hot surface or hot component. If this surface is contacted, the potential for injury exists.

**WARNING:** To reduce the risk of injury from a hot component, allow the surface to cool before touching.

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## Where to Go for Additional Help

Major sources of additional information are listed below.

### Other Information Sources

In addition to this guide, the following information sources are available:

- User Documentation
- *Compaq Service Quick Reference Guide*
- Service Training Guides
- Compaq Service Advisories and Bulletins
- Compaq QuickFind
- Compaq Insight Manager
- Compaq Download Facility: Call 1-281-518-1418.

### Telephone Numbers

For the name of your nearest Compaq Authorized Reseller:

In the United States, call 1-800-345-1518.

In Canada, call 1-800-263-5868.

For Compaq technical support:

In the United States and Canada, call 1-800-OK-COMPAQ (For continuous quality improvement, calls may be recorded or monitored.)

For Compaq technical support phone numbers outside the United States and Canada, visit the Compaq website at:

[www.compaq.com](http://www.compaq.com)