Note
Before using this information and the product it supports, be sure to read the general information under
Appendix A, "Important safety instructions", on page 43, Appendix B, "Wireless related information", on

DANGER

• To avoid electric shock hazard, connect and disconnect cables appropriately when installing, moving or opening
  the covers of this product or attached devices. Use the power cord with a properly grounded outlet.

• 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.

• To reduce the risk of electric shock, do not use your computer in or near water.

• To avoid electric shock, do not use your computer with the telephone cable connection during an electrical
  storm. Do not connect the cable to or disconnect it from the telephone outlet on the wall during an electrical
  storm.

• Store packing materials safely out of the reach of children to prevent the risk of suffocation from plastic bags.

• The battery pack contains a small amount of harmful substances. There is danger of an explosion if the battery
  pack is incorrectly replaced, exposed to fire or water, short-circuited or disassembled. Keep the battery pack
  away from children and do not put it in trash that is disposed of in landfills.

• To reduce the risk of fire, use only No. 26 AWG or thicker telephone cable.

• The fluorescent lamp in the LCD contains mercury. Do not put it in trash that is disposed of in landfills. Rough
  handling or dropping the computer can cause the LCD to break and the internal fluid to get into your eyes or
  on your hands. Immediately wash the affected areas with water. If symptoms persist, seek medical care.

• Do not disassemble the optical storage drive unit, as this might result in hazardous radiation exposure.

• Avoid direct eye exposure with the laser beam contained in some drives.

First Edition (February 2003)

The following paragraph does not apply to the United Kingdom or any country where such provisions are
inconsistent with local law:

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Important Notice for Users

Important Regulatory Notice for Users

The ThinkPad G40 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. Before you use the ThinkPad G40 computer, please find and read “Regulatory Notice for ThinkPad G40,” the notice that supplements this Service and Troubleshooting Guide. The notice is included in the package with this publication.

Information about hard disk capacity

Instead of providing a recovery CD or a Windows® CD with your computer, IBM® 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 IBM preinstalled on your computer resides in a hidden section, 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. (See “Recovering pre-installed software” on page 31.)

For more information about recovering your hard disk to the original preinstalled contents refer to your on-system help source, Access IBM. Press the blue Access IBM button or click the Access IBM icon on your desktop, and then browse the Learn section for various topics that cover backing up and recovering.
Finding information with Access IBM

The blue Access IBM button can help you in many situations when your computer is working normally; and even when it is not. At your desktop, press the Access IBM button to open Access IBM. Access IBM is your on-board computer help center that brings you informative illustrations and easy-to-follow instructions for getting started and staying productive. You can also use the Access IBM button to interrupt the startup sequence of your computer and start the Access IBM Predesktop Area. If Windows® does not start correctly, press the Access IBM button during the startup sequence of your computer and start the Access IBM Predesktop Area. Use this area to run diagnostics, restore your backups (assuming you have made backups using IBM Rapid Restore PC), restore to factory contents (ie, what was there when you received your computer), start a utility that enables you to change your startup sequence, and get essential system information, and start the IBM BIOS Setup Utility where you can check and change BIOS settings.

Press the Access IBM button to open the application that brings all of IBM’s resources to you. On the next page, you will see the Welcome page of Access
IBM that explains what each part of Access IBM holds to help you.

Some of the topics in your help system contain brief video clips that show you how to perform certain tasks, such as replacing your battery, inserting a PC Card, or upgrading your memory. Click the play button to watch the video clip.
Chapter 1. Overview of your new ThinkPad computer

Your ThinkPad at a glance ............ 2
Features................................. 3
Specifications.......................... 5
Caring for your ThinkPad computer... 6
Your ThinkPad at a glance

Front view

Volume control buttons
Access IBM button
TrackPoint buttons
TrackPoint pointing stick
Computer display
Power/System-status indicators
PC Card slot
Optical storage drive in the fixed bay, depending on model

Rear view

Wireless antenna (on some models)
Power status
Power jack
Modem connector
Ethernet connector
USB connectors
PS/2 connector
Parallel connector
Monitor connector
Security keyhole
Audio jacks
Floppy disk drive
USB connectors
Features

Processor
• Intel® Pentium® 4 Processor
• Intel® Celeron® Processor

Memory
• Built-in: 128 MB or 256 MB, depending on the model
• Maximum: 1024 MB

Storage device
• 2.5-inch hard disk drive: 20 GB or 40 GB, depending on the model

Display
The color display uses TFT technology:
• Size: 14.1 inch or 15.0 inch
• Resolution:
  – LCD: 1024 x 768 or 1400 x 1050, depending on the model
  – External monitor: Up to 1600-by-1200
• Brightness control

Keyboard
• 87-key, 88-key, or 92-key
• TrackPoint®
• Fn key function
• Access IBM button
• Volume control buttons
• Forward and Back keys
Features

Diskette drive

To get the best performance from your diskette drives, use high-quality diskettes (such as IBM diskettes) that meet or exceed the following standards:

- 1-MB, 3.5-inch, unformatted diskette (2DD):
  - ANSI (American National Standards Institute) X3.137
  - ISO (International Standards Organization) 8860
  - ECMA (European Computer Manufacturers Association) 100

- 2-MB, 3.5-inch, unformatted diskette (2 HD):
  - ANSI X3.171
  - ISO 9529
  - ECMA 125

External interface

- Parallel connector (IEEE 1284A)
- PS/2 mouse/keyboard combination connector
- External-monitor connector
- PC Card slot (Type III)
- Headphone jack
- Microphone jack
- Four Universal Serial Bus (USB 2.0) connectors
- RJ11 telephone connector (available if the modem feature is installed)
- RJ45 Ethernet connector
- Integrated wireless LAN (IEEE 802.11b) feature (on some models)
- Integrated wireless LAN (IEEE 802.11b or IEEE 802.11a/b) feature (on some models)
Specifications

Size
- Width: 329 mm (12.95 in.)
- Depth: 282.5 mm (11.2 in.)
- Height: 37.1 mm – 50.9 mm (1.46 in. – 2.00 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°C to 35°C (41°F to 95°F)
    - Operating with a diskette: 10°C to 35°C (50°F to 95°F)
    - Not operating: 5°C to 43°C (41°F to 110°F)
  - At altitudes above 3048 m (10,000 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 diskette in the drive: 8% to 95%
  - Operating with a diskette in the drive: 8% to 80%

Heat output
- 120 W (410 Btu/hr) 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
- 12–cell Lithium-ion (Li-Ion) battery pack
  - Nominal voltage: 10.8 V dc
  - Capacity: 8.8 AH
- 6–cell Lithium-ion (Li-Ion) battery pack
  - Nominal voltage: 10.8 V dc
  - Capacity: 4.4 AH
- 8–cell Nickel Metal Hydride (NiMH) battery pack
  - Nominal voltage: 9.6 V dc
  - Capacity: 4.5 AH
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 13cm/5 in).
- Avoid subjecting your computer to extreme temperatures (below 5°C/41°F or above 35°C/95°F).
- Do not block the ventilation openings on the computer.

**Be gentle with your computer**
- Avoid placing any objects (including paper) between the display and the keyboard or the palm rest.
- 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.
Caring for your ThinkPad computer

- 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 a 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 the 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. See Access IBM, your on-board help system, for information on replacing your hard disk drive (open Access IBM by pressing the Access IBM button).

Take care in setting passwords
- Remember your passwords. If you forget a supervisor or hard disk password, IBM 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. See Access IBM, your on-board help system, for information on the location of these connectors (press the Access IBM button to open Access IBM).
- Register your ThinkPad products with IBM (refer to the Web page: www.ibm.com/pc/register). This can help authorities return your computer to you if it is lost or stolen. Registering your computer also enables IBM to notify you about possible technical information and upgrades.
- Only an authorized IBM 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.
Caring for your ThinkPad computer

- Turn off your computer if you are replacing the hard disk drive.
- If you exchange drives in your computer, reinstall the plastic bezel faces (if supplied).
- Store your external hard disk, diskette, CD, DVD, and CD-RW/DVD drives in the appropriate containers or packaging when they are not being used.

Cleaning your computer

Occasionally clean your computer as follows:
- Use a soft cloth moistened with nonalkaline detergent to wipe the exterior of the computer.
- Avoid spraying cleaner directly on the display or the keyboard.
- Gently wipe the display with a soft, dry cloth. If you see a scratchlike mark on your display, it might be a stain transferred from the keyboard or the TrackPoint pointer when the cover was pressed from the outside. Wipe or dust the stain gently with a soft, dry cloth. If the stain remains, moisten a soft, lint-free cloth with water that does not contain impurities, wring out as much of the water as you can, and then wipe the display again. Be sure to dry the display before closing it.
Chapter 2. Solving computer problems

Diagnosing problems . . . . . . . . . . . . . . . . . 10
Troubleshooting . . . . . . . . . . . . . . . . . . . 11
Error messages . . . . . . . . . . . . . . . . . . . 11
Errors without messages . . . . . . . . . . . . . . 15
A password problem . . . . . . . . . . . . . . . . . 16
A power switch problem . . . . . . . . . . . . . . . 17
Keyboard problems . . . . . . . . . . . . . . . . . . 17
Standby or hibernation problems . . . . . . . . . . 17
Computer screen problems . . . . . . . . . . . . . . 20

Battery problems . . . . . . . . . . . . . . . . . . . 23
Hard disk drive problems . . . . . . . . . . . . . . 23
Startup problems . . . . . . . . . . . . . . . . . . . 24
Other problems . . . . . . . . . . . . . . . . . . . . 27
Starting BIOS Setup Utility . . . . . . . . . . . . . 29
Recovering pre-installed software . . . . . . . . . . 31
Replacing the hard disk drive . . . . . . . . . . . . 32
Replacing the battery . . . . . . . . . . . . . . . . . 35
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 cursor to All Programs (in Windows other than Windows XP, Programs) and then to PC-Doctor for Windows.
3. Click PC-Doctor.
4. Choose one of the tests from either the Device Categories or the Test Scripts.

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

The System Test of the Test Scripts runs some tests of critical hardware components, but it does not run all of the diagnostic tests in PC-Doctor for Windows. If PC-Doctor for Windows reports that all of the tests in the System Test have been run and that it has found no problems, consider running more of the tests in PC-Doctor for Windows.

If you are preparing to contact IBM for support, 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 IBM, your on-board help system. Open Access IBM by pressing the Access IBM button. 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.

<table>
<thead>
<tr>
<th>Message</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>0175: Bad CRC1, stop POST task</td>
<td>The EEPROM checksum is not correct (block #6). Have the computer serviced.</td>
</tr>
<tr>
<td>0177: Bad SVP data, stop POST task.</td>
<td>The EEPROM checksum of the supervisor password is not correct. Have the computer serviced.</td>
</tr>
<tr>
<td>0182: Bad CRC2. Enter BIOS Setup and load Setup defaults.</td>
<td>The EEPROM checksum CRC2 is not correct. Enter BIOS setup and load default setting.</td>
</tr>
<tr>
<td>0185: Bad startup sequence settings. Enter BIOS Setup and load Setup defaults.</td>
<td>The EEPROM checksum of the startup sequence is not correct. Enter BIOS setup and load default setting.</td>
</tr>
<tr>
<td>0187: EAIA data access error</td>
<td>The access to EEPROM is failed. Have the computer serviced.</td>
</tr>
<tr>
<td>0188: Invalid RFID Serialization Information Area.</td>
<td>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.</td>
</tr>
<tr>
<td>0189: Invalid RFID configuration information area</td>
<td>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.</td>
</tr>
<tr>
<td>0190: Critical low-battery error</td>
<td>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.</td>
</tr>
<tr>
<td>0191: System Security - Invalid remote change requested.</td>
<td>The system configuration change has failed. Confirm the operation and try again. To clear the error, enter the IBM BIOS Setup Utility.</td>
</tr>
<tr>
<td>0199: System Security - IBM Security password retry count exceeded.</td>
<td>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 IBM BIOS Setup Utility.</td>
</tr>
</tbody>
</table>
### Solving computer problems

<table>
<thead>
<tr>
<th>Message</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>01C9: More than one Ethernet devices are found. Remove one of them. Press &lt;Esc&gt; to continue.</td>
<td>Your ThinkPad computer has a built-in Ethernet feature, and you cannot add another such feature by installing an Ethernet device such as a Mini-PCI Ethernet Card or an Ethernet Daughter Card. 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.</td>
</tr>
<tr>
<td>0200: Hard disk error</td>
<td>The hard disk is not working. Make sure that the hard disk drive is attached firmly. Run the IBM BIOS Setup Utility; then make sure the hard disk drive is not disabled in the Startup menu.</td>
</tr>
</tbody>
</table>
| 021x: Keyboard error | 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. If you still see the same error code, do the following:  
  - If an external keyboard is connected, do the following:  
    - 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.  
  Test the computer by using PC-Doctor.  
  - If the computer stops during the test, have the computer serviced. |
<p>| 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 IBM BIOS Setup Utility to verify the configuration. If you still have a problem, have the computer serviced. |
| 0251: System CMOS checksum bad | The system CMOS might have been corrupted by an application program. The computer uses the default settings. Run IBM 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. |</p>
<table>
<thead>
<tr>
<th>Message</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>0271: Date and time error</td>
<td>Neither the date nor the time is set in the computer. Set the date and time, using the IBM BIOS Setup Utility.</td>
</tr>
<tr>
<td>0280: Previous boot incomplete</td>
<td>Your computer was previously unable to complete the boot process. Turn the computer off; then turn it on to start the IBM 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.</td>
</tr>
<tr>
<td>02D0: System cache error</td>
<td>The cache is disabled. Have the computer serviced.</td>
</tr>
<tr>
<td>02F4: EISA CMOS not writable</td>
<td>Have the computer serviced.</td>
</tr>
<tr>
<td>02F5: DMA test failed</td>
<td>Have the computer serviced.</td>
</tr>
<tr>
<td>02F6: Software NMI failed</td>
<td>Have the computer serviced.</td>
</tr>
<tr>
<td>02F7: Fail-safe timer NMI failed</td>
<td>Have the computer serviced.</td>
</tr>
<tr>
<td>1802: Unauthorized network card is plugged in - Power off and remove the miniPCI network card.</td>
<td>The Mini-PCI network card is not supported on this computer. Remove it.</td>
</tr>
<tr>
<td>1803: Unauthorized daughter card is plugged in - Power off and remove the daughter card.</td>
<td>The daughter card is not supported on this computer. Remove it.</td>
</tr>
</tbody>
</table>
**Message** | **Solution**
---|---
1810: Hard disk partition layout error | A problem in recognizing the layout of the partition on the hard disk has halted the computer startup. Either the IBM Predesktop Area has been deleted, or the hard disk contains corrupt data. To try to restart your computer, complete one of the following:

- If the IBM Predesktop Area has been deleted
  1. Press F1 to open the IBM BIOS Setup Utility.
  2. Select **Security -> IBM Predesktop Area-> Access IBM Predesktop Area**.
  3. Set this item to **Disabled**.
  4. Save and exit.
- If the above fails
  1. Press Enter.
  2. Click **RECOVER TO FACTRY CONTENTS** and follow on-screen instructions.

  **Note:** This will permanently erase the entire contents of the hard disk, and then install software preinstalled by IBM.

Press F1 to open BIOS Setup, or Enter to start the IBM Predesktop Area.

If the computer still does not start, call the IBM HelpCenter. Telephone numbers are under **“Calling IBM” on page 38**.

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.

- 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:

- The hard disk drive is correctly installed.
- A startable diskette is in the diskette drive

If you still see the same error message, check the boot sequence, using the IBM BIOS Setup Utility.

Fan error | The cooling fan has failed. Have the computer serviced.


**Solving computer problems**

<table>
<thead>
<tr>
<th>Message</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMM386 Not Installed — Unable to Set Page Frame Base Address.</td>
<td>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.</td>
</tr>
<tr>
<td>CardBus Configuration Error — Device Disabled</td>
<td>Press F1 to go to the IBM BIOS Setup Utility. Press F9 and then Enter to load the default setting. Press F10 and then Enter to restart the system.</td>
</tr>
<tr>
<td>Thermal sensing error</td>
<td>The thermal sensor is not functioning correctly. Have the computer serviced.</td>
</tr>
</tbody>
</table>

**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 20.

**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 the 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.
Solving computer problems

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.

Problem: When I turn on the machine, only a white cursor appears on a blank screen.

Solution: Reinstall your operating system, and turn on the computer. If you still see only the cursor 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. Move the TrackPoint or press a key to exit the screen saver, or press the power switch to resume from standby or hibernation.

Problem: The DOS full-screen looks smaller.

Solution: If you use a DOS application that supports only 640x480 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 select the Screen expansion function. (The image might still look slightly distorted.)

Note: If your computer has a screen expansion function, you can use the Fn+F8 keys to expand the screen image. This function is not supported in Windows® XP and Windows® 2000.

A password problem

Problem: I forgot my password.

Solution: If you forgot your power-on password, you must take your computer to an IBM reseller or marketing representative to have the password canceled.

If you forgot your hard disk password, IBM will not reset your password or recover data from the hard disk. You must take your computer to an IBM reseller or an IBM 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 forgot your supervisor password, IBM will not reset your password. You must take your computer to an IBM reseller or IBM 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:** Some or all 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 any is set.

If an external 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 the external numeric keypad, external keyboard, or mouse are not attached, and any 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; then press NumLk.

**Problem:** Some or all 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.

Standby or hibernation problems

**Problem:** The computer enters standby mode unexpectedly.
Solving computer problems

Solution: If the processor reaches a temperature that is too high, 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 Battery MaxiMiser.

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 5.

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.

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 computer does not enter standby mode as set by the timer under Windows 98.

**Solution:** The generic CD-ROM or DVD-ROM driver for Windows 98 accesses the internal CD-ROM or DVD-ROM drive every 3 seconds to see whether a CD-ROM is inserted there. This prevents your computer from entering standby mode even after a timeout. To enable the computer to enter standby mode, do the following:

1. Click **Start**.
2. Move the cursor to **Settings** and **Control Panel**.
3. Click **Control Panel**, and then double-click **System**.
4. Click the **Device Manager** tab.
5. Click the + mark of **CD-ROM**.
6. Double-click the name of the CD-ROM or DVD-ROM.
7. Click the **Settings** tab.
8. Clear the **Auto insert notification** check box.

Windows 98 no longer detects the insertion of a CD-ROM or a DVD-ROM automatically.

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

**Solution:** The computer cannot enter hibernation mode:

- If the “Hibernation Utility”, the “Configuration Utility” and “Battery MaxiMizer and Power Management Features” are not installed in Windows 98. To install these items, refer to “Installing device drivers” in the Access ThinkPad, your on-board help system.
- If the hibernation mode is not enabled. To enable it, do as follows:

**For Windows 98:**

1. Start the **ThinkPad Configuration** program.
2. Click **Power Management**.
3. Click the **Hibernate** tab.
Solving computer problems

4. Click the Create hibernation file button.
5. Click the Create Now button.
6. Perform restart.
7. Start the ThinkPad Configuration program.
8. Click Power Management.
9. Click the Hibernate tab.
10. Select the Hibernate support checkbox.
11. Click OK.

For Windows XP or Windows 2000:
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 98, Windows 2000, or Windows XP has been installed.

Problem: Under Windows XP, the Fn+F3 key combination does not make the computer screen go blank.

Solution: Windows XP enables multiple users to log on to the system at the same time. If you are the first user to have logged on to your computer, you can use the Fn+F3 key combination. Otherwise the combination will not work on your computer.

Computer screen problems

Problem: The screen is blank.

Solution:
- If the standby status indicator is on (in green), press Fn to resume from the standby mode.
- If you are using the ac adapter, or using the battery, and the battery status indicator is on (in green), press Fn+Home to make the screen brighter.
- If you attach an external monitor to your computer, press Fn+F7 to switch the screen output location.
- 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 display resolution and color depth are correctly set.
- The monitor type is correct.

To check these settings, do as follows:

For Windows XP:
1. Click Start.
2. Click Control Panel.
3. Click Appearance and Themes in the Pick a category section.
4. Click Display in the Pick a Control Panel icon section.
5. Click the Settings tab.
6. Check if the Screen resolution and Color quality are correctly set.
7. Click Advanced.
8. Click the Adapter tab.
9. Make sure “Intel® 82852/82855 GM/GME Chip” is shown in the Adapter information window.
10. Click the Monitor tab.
11. Make sure the monitor type is correct.

For Windows 2000:
1. Double-click Display in the Control Panel. The Display Properties window opens.
2. Click the Settings tab.
3. Check if the Colors and Screen area are correctly set.
4. Click Advanced....
5. Click the Adapter tab.
6. Make sure “Intel® 82852/82855 GM/GME Chip” is shown in Adapter information window.
7. Click the Monitor tab.
8. Make sure the information is correct.

For Windows 98:
1. Double-click Display in the Control Panel. The Display Properties window opens.
2. Click the Settings tab.
3. Check if the Colors and Screen area are correctly set.
4. Click Advanced....
5. Click the **Adapter** tab.
6. Make sure “Intel® 82852/82855 GM/GME Graphics Controller -0” is shown in the window.
7. Click the **Monitor** tab.
8. Make sure the information is correct.

**Problem:** Incorrect characters appear on the screen.

**Solution:** Did you install the operating system or application program correctly? If they are installed and configured correctly, have the computer serviced.

**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.
- If you are using the Rotation function in the Rotation tab of the “Intel(R) 82852/82855 GM/GME Graphics Controller Properties” window, set it to Normal.
- Attach the ac adapter.
- Close programs not being used.
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 battery cannot be fully charged in 24 hours, use a new battery.

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

- 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 IBM BIOS Setup Utility, make sure that there is no exclamation point ! to the left of the hard disk drive or its child node. If there is such a mark, the hard disk drive is disabled. Clear the mark to enable the drive by pressing the Insert key.

Startup problems

Problem: The Microsoft® Windows® operating system will not start.

Solution: Use the Access IBM Predesktop Area to help solve or identify your problem.

Starting the Access IBM Predesktop is easy. If the Windows operating system does not start correctly, the Access IBM Predesktop Area will start automatically. If, for some reason the Access IBM Predesktop Area does not open automatically, do the following:

1. Turn off your PC, and then turn it back on again.
2. Watch the screen carefully while your PC starts. When the following prompt is displayed, press the blue Access IBM button to open the Access IBM Predesktop Area: “To interrupt normal startup, press the blue Access IBM button.” The Access IBM Predesktop Area opens to the Utilities page.
A window such as this will appear:

3. After the Access IBM Predesktop Area opens to the Utilities page, you can select from the following icons:
   - **Start setup utility** opens the IBM BIOS Setup Utility program.
   - **Recover to factory contents** erases all files on primary partition—the C drive—and installs the software contents present when your PC was manufactured. Call the IBM HelpCenter for help and information before using this recovery method. (See the telephone numbers in this publication under “Calling IBM” on page 38)
   - **Restore your backups** restores backups you have made with IBM Rapid Restore PC, if backups have been made.
   - **Run diagnostics** starts diagnostics tests to help determine whether there are problems with your PC and what might be causing them.
   - **Create diagnostic disks** helps you create special disks used during diagnostic tests.

In the left panel of the Access IBM Predesktop Area, you can click the following to open other pages or exit the utility:

**Startup** enables you to change the order of devices in which the PC searches for the operating system during startup. In some situations, you might need
to start the operating system from a CD drive rather than the hard disk. You specify those kinds of changes on this page.

Preferences presents various options, depending on your model and accessories, you can set for the Access IBM Predesktop Area.

Information gathers essential information about your PC that you can provide to call center technicians, if necessary.

Help provides information about the various pages in Access IBM Predesktop area.

Exit closes the Access IBM Predesktop Area and resumes the startup sequence that was interrupted.
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 turn off with the power switch.

Solution: If the standby indicator is on and you are working under battery power, replace the battery with a fully charged one or change your power source to ac power.

If you still have a problem, press and hold the power switch for 4 seconds or more; this forces the computer to turn off.

Problem: The computer does not start from a device you want, such as a diskette drive.

Solution: Refer to the Startup menu of the IBM BIOS Setup Utility. Make sure that the startup sequence in the IBM 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 by checking that there is no ! mark preceding the device name.

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: You may receive an “Unsafe Removal of Device” message that mentions the USB 1.x device when you resume from suspend or hibernation in Windows 2000.

Solution: You can safely close this message window. It concerns a USB driver issue in Windows 2000. More information is available at the Microsoft Knowledge Base Homepage at http://support.microsoft.com/. Just type “Q328580” and “Q323754” in the search field, and click the search button.

Problem: The computer cannot play a CD, or the sound quality of a CD is not good.
Solving computer problems

Solution: Be sure that the disk meets the standard for your country. Usually, a disk that meets the local standards is marked with a CD logo (as shown below) on the label. If you use a disk 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: The system shows slow performance.

Solution: This problem may occur when the ac adapter is not attached. To prolong battery life with the higher frequency of Intel’s Pentium 4/Celeron processors, the ThinkPad G40 implements the Dynamic CPU Throttling feature, which reduces CPU frequency dynamically: 1) when the system operates in battery mode; 2) when the system increases power consumption; 3) when system temperature increases.

To avoid or reduce this problem, do one or all of the following:
1. Attach the ac adapter.
2. Close applications not being used.
3. Try to lower system temperature by increasing the fan speed with the Battery MaxiMiser Wizard with Fan Control.

Problem: Playback of DVD is not smooth.

Solution: This problem may occur when the ac adapter is not attached. To prolong battery life with the higher frequency of Intel’s Pentium 4/Celeron processors, the ThinkPad G40 implements the Dynamic CPU Throttling feature, which reduces CPU frequency dynamically: 1) when the system operates in battery mode; 2) when the system increases power consumption; 3) when system temperature increases.

To avoid or reduce this problem, do one or all of the following:
1. Attach the ac adapter.
2. Close applications not being used.
3. Try to lower system temperature by increasing the fan speed with the Battery MaxiMiser Wizard with Fan Control.
Starting BIOS Setup Utility

Your computer provides a program, called IBM 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. For more information on this Program, refer to the on-board help.

To start IBM BIOS Setup Utility, do as follows:

1. To protect yourself against accidental loss of data, refer to “Backing up your system registry and configuration” in Access IBM. Open Access IBM by pressing the Access IBM button. Backing up your registry saves your computer’s current configuration.

2. Remove any diskette from the diskette drive, and then turn off the computer.

3. Turn on the computer; then, while the “To interrupt normal startup, press the blue Access IBM button” message is displayed at the lower-left of the screen, press the Access IBM button.

The Access IBM Predesktop Area appears on the screen. (If you have deleted the service partition of the hard disk drive, or replaced the hard disk drive itself, the Access IBM Predesktop Area does not appear. Refer to the “Note” below.) Next, double-click the “Start setup utility” icon.

If you have set a supervisor password, the “IBM 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.

**Note**: If the “Startup Interrupt Menu” appears instead of the “Access IBM Predesktop Area”, press the F1 key to enter the “IBM BIOS Setup Utility”.

**Attention**

Do not turn off the computer or unplug the power until you have exited the BIOS Setup Utility.

4. 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.
Solving computer problems

5. 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.

6. Press F3 or Esc to exit from the submenu.
   If you are in a nested submenu, press Esc repeatedly until you reach the IBM BIOS Setup Utility menu.

   **Note:** If you need to restore the settings to their original state as of the time of purchase, press the 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.

7. Select **Restart**; then press Enter. Move the cursor to the option you want for restarting your computer; then press Enter. Your computer restarts.
Recovering pre-installed software

If your hard disk drive data is damaged or accidentally erased, you can restore the software that was shipped with your computer. This software includes your pre-installed operating system, applications, and device drivers.

You can restore your pre-installed software using the Product Recovery program.

The Product Recovery program is in a section of your hard disk drive that is not displayed by Windows Explorer.

Note: 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. Be sure to back up copies of the files you have saved on your drive C before you begin.

To use the Product Recovery program to restore your pre-installed software, do the following:

1. If possible, save all your files to media other than your hard disk.
2. Turn off your computer.
3. Turn on your computer. At the prompt, press the Access IBM button. (The prompt “To interrupt normal startup, press the blue Access IBM button” appears for only a few seconds. You must press the Access IBM button quickly.) The Access IBM Predesktop Area appears on the screen.
4. Double-click the “Recover to factory contents” icon. The Product Recovery program main menu opens.
5. Select the recovery options you want, and then follow the instructions on the screen.
6. When the Product Recovery program finishes, your computer will restart and begin the configuration process.
Replacing the hard disk drive

Replacing the hard disk drive

You can replace a damaged hard disk drive yourself.

Note: Replace the hard disk drive only if you have it repaired. The connectors and bay of the hard disk drive were not designed for frequent changes, or drive swapping. The Product Recovery program and the Access ThinkPad Predesktop Area are not contained in the replacement 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.
Replacing the hard disk drive

5. Open the computer display; then stand the computer on its side and remove the hard disk drive by pulling the cover away from the computer.

6. Do not remove the screws from the sides of the cover; instead, detach the cover from the hard disk drive by pulling in the direction of the arrows, first 1 and then 2.

7. Attach the cover to a new hard disk drive.
Replacing the hard disk drive

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

9. Turn the computer over so that its bottom side is up. Reinstall the screw.

Note: You can replace the screw with a security screw to prevent the hard disk drive from being removed easily. The security screw may not be included in your ship group. You can, however, purchase the screw directly from NABS at www.nabsnet.com

10. Reinstall the battery.

11. Turn the computer over again. Connect the ac adapter and the cables to the computer.
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. Slide the battery latch to unlock it 1; then remove the battery 2.

   **Note:** The first position of the battery latch is for releasing the lock of the battery.
Replacing the battery

4. Align the side of a fully charged spare battery with the side of the battery space in the computer 1; then gently push the battery into the space 2.

5. Slide the battery latch to lock it.

6. Turn the computer over again. Connect the ac adapter and the cables to the computer.
Chapter 3. Getting help and service from IBM

Getting help and service ........ 38
Getting help on the Web ......... 38
Calling IBM ............ 38
Getting help around the world .... 41
Getting help and service

If you need help, service, technical assistance, or just want more information about IBM products, you will find a wide variety of sources available from IBM to assist you. This section contains information about where to go for additional information about IBM and IBM products, 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, please go to http://www.microsoft.com. IBM offers Up and Running technical assistance with installation of, or questions related to, Service Packs for your IBM preloaded Microsoft Windows product, please contact the IBM HelpCenter at the phone number(s) listed in your owner’s manual.

Getting help on the Web

On the World Wide Web, the IBM Web site has up-to-date information about IBM Personal Computer products and support. The address for the IBM Personal Computing home page is www.ibm.com/pc

IBM provides an extensive Web site dedicated to mobile computing and to ThinkPad computers at www.ibm.com/pc/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.

You also can order publications through the IBM Publications Ordering System at www.elink.ibmlink.ibm.com/public/applications/publications/cgibin/pbi.cgi

Calling IBM

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 IBM PC HelpCenter. 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.
- IBM hardware repair - If the problem is determined to be caused by IBM 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. IBM or your reseller, if authorized by IBM, will make selected Engineering Changes (ECs) available that apply to your hardware.

The following items are not covered:
• Replacement or use of non-IBM parts or nonwarranted IBM parts

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

Refer to your IBM hardware warranty for a full explanation of IBM 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

Telephone numbers

Note: Telephone numbers are subject to change without notice. For the latest list of IBM HelpCenter telephone numbers and hours of operation, visit the Support Web site at www.pc.ibm.com/qtechinfo/MIGR-4HWSE3.html

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### Getting help and service

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<td>Netherlands</td>
<td>Dutch</td>
<td>020-514 5770</td>
</tr>
<tr>
<td>New Zealand</td>
<td>English</td>
<td>0800-446-149</td>
</tr>
<tr>
<td>Norway</td>
<td>Norwegian</td>
<td>66 81 11 00</td>
</tr>
<tr>
<td>Peru</td>
<td>Spanish</td>
<td>0-800-50-866</td>
</tr>
<tr>
<td>Portugal</td>
<td>Portuguese</td>
<td>21-791 51 47</td>
</tr>
<tr>
<td>Russia</td>
<td>Russian</td>
<td>095-940-2000</td>
</tr>
<tr>
<td>Spain</td>
<td>Spanish</td>
<td>91-662 49 16</td>
</tr>
<tr>
<td>Sweden</td>
<td>Swedish</td>
<td>08-477 4420</td>
</tr>
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</table>
Getting help and service

<table>
<thead>
<tr>
<th>Country or region</th>
<th>Language</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Switzerland</td>
<td>German/ French/</td>
<td>0583-33-09-00</td>
</tr>
<tr>
<td></td>
<td>Italian</td>
<td></td>
</tr>
<tr>
<td>Taiwan</td>
<td>Mandarin</td>
<td>886-2-2725-9799</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>English</td>
<td>0-1475-555 055</td>
</tr>
<tr>
<td>United States</td>
<td>English</td>
<td>1-800-772-2227</td>
</tr>
<tr>
<td>Uruguay</td>
<td>Spanish</td>
<td>000-411-005-6649</td>
</tr>
<tr>
<td>Venezuela</td>
<td>Spanish</td>
<td>0-800-100-2011</td>
</tr>
</tbody>
</table>

*1 If you purchased your ThinkPad computer in Japan, the telephone number of the IBM Help Center is given to you as soon as you finish registering the computer. For detailed information, visit the Web site at www.ibm.com/jp/pctibmjreg

Getting help around the world

If you travel with your computer or relocate it to a country where your ThinkPad machine type is sold and serviced by IBM or by IBM resellers who are authorized to perform warranty service, International Warranty Service is available for your computer.

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 http://www.ibm.com/pc/support/, and click Warranty Lookup. Eligible IBM computers are identified by their four-digit machine types. For more information about International Warranty Service, see Service Announcement 601-034 at http://www.ibm.com/. Click Support & downloads, click Announcement letters, and click Announcements search. In the Search by letter number only field, type 601-034, and click Search.
Getting help and service
Appendix A. Important safety instructions

⚠️ DANGER

Electric current from power, telephone, and communication cables is hazardous. To avoid shock hazard, connect and disconnect cables as shown below when installing, moving, or opening the covers of this product or attached devices. If the 3-pin power cord is provided with this product, it must be used with a properly grounded outlet.

<table>
<thead>
<tr>
<th>To Connect</th>
<th>To Disconnect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turn everything OFF.</td>
<td>Turn everything OFF.</td>
</tr>
<tr>
<td>First, attach all cables to devices.</td>
<td>First, remove the power cord from the outlet.</td>
</tr>
<tr>
<td>Attach the signal cables to receptacles.</td>
<td>Remove signal cables from receptacles.</td>
</tr>
<tr>
<td>Attach the power cord to an outlet.</td>
<td>Remove all cables from devices.</td>
</tr>
<tr>
<td>Turn the device ON.</td>
<td></td>
</tr>
</tbody>
</table>

© Copyright IBM Corp. 2003
\textbf{DANGER}

Reduce the risk of fire and electric shock by always following basic safety precautions, including the following:

- Do not use your computer in or near water.
- During electrical storms:
  - Do not use your computer with the telephone cable connection.
  - Do not connect the cable to or disconnect it from the telephone outlet on the wall.

\textbf{DANGER}

If the rechargeable battery pack is incorrectly replaced, there is danger of an explosion. The battery pack contains a small amount of harmful substances. To avoid possible injury:

- Replace only with a battery of the type recommended by IBM.
- Keep the battery pack away from fire.
- Do not expose it to water or rain.
- Do not attempt to disassemble it.
- Do not short-circuit it.
- Keep it away from children.

Do not put the battery pack in trash that is disposed of in landfills. When disposing of the battery, comply with local ordinances or regulations and your company's safety standards.

\textbf{DANGER}

If the backup battery is incorrectly replaced, there is danger of explosion.

The lithium battery contains lithium and can explode if it is not properly handled or disposed of.

Replace only with a battery of the same type.

To avoid possible injury or death, do not: (1) throw or immerse the battery into water, (2) allow it to heat to more than 100 °C (212 °F), or (3) attempt to repair or disassemble it. Dispose of it as required by local ordinances or regulations and your company's safety standards.
DANGER Main battery safety notice

DANGER! Do not open or expose to heat above 100°C
DANGER! Ne pas ouvrir ni exposer à plus de 100°C
VORSICHT! Nicht reparieren oder zerlegen, mit Wasser in Berührung bringen oder über 100°C erhitzen
PELIGRO No abrir o exponer a temperaturas superiores a 100°C
ATTENZIONE! Non aprire o riscaldare ad una temperatura superiore a 100°C
FARE Må ikke åbnes eller udsættes for temperaturer over 100°C
GEVAAR! Niet openen, niet blootstellen aan temperaturen boven 100°C
VAARA Älä avaa akkua äläkä kuumennaa sitä yli 100 asteen lämpötilaan
FARE Må ikke åbnes eller udsættes for varme over 100°C
PERIGO Não abrir nem expor a temperaturas superiores a 100°C
FARA Öppna inte batteriet och utsätt inte för värme över 100°C

DANGER Backup battery safety notice

DANGER: Do not recharge, open, or expose to heat above 100°C
DANGER: Ne pas recharger, ouvrir ou exposer à plus de 100°C
VORSICHT: Batterie nicht laden oder öffnen, vor Hitze über 100°C schützen
PELIGRO: No recargar, abrir o exponer a calor sobre 100°C
ATTENZIONE: Non rilasciare, aprire o esporre oltre 100°C
FARE Må ikke genoplades, åbnes eller udsættes for temperaturer over 100°C
GEVAAR: Niet her laden, openen of blootstellen aan temperaturen boven 100°C
VAARA: Älä lataa paristoa uudelleen, avaa siltä tai kuunnenna stää yllä 100°C
FARE: Må ikke opplasses, åpnes eller utsettes for varme over 100°C
PERIGO: Não recarregar, abrir ou exponha a temperaturas superiores a 100°C
FARA: Batteriet får ej laddas, öppnas eller utsättas för varme över 100°C
危険: 充電、分解および100°C以上の加熱はしないでください
PERIGO: Não recarregar, não abrir e não exponha a uma temperatura superior a 100°C
**DANGER**

Follow the instruction below when installing or reconfiguring the Mini PCI option.

To avoid shock hazard, disconnect all the cables and the ac adapter when you install the Mini PCI option or open the covers of the system or attached devices. Electrical current from power, telephone, and communication cables is hazardous.

**CAUTION:**

When you have added or upgraded a Mini PCI Card or a memory card, do not use your computer until you have closed the cover. Never use the computer when the cover is open.

**CAUTION:**

The fluorescent lamp in the liquid crystal display (LCD) contains mercury. Do not put it in trash that is disposed of in landfills. Dispose of it as required by local ordinances or regulations.

The LCD is made of glass, and rough handling or dropping the computer can cause the LCD to break. If the LCD breaks and the internal fluid gets into your eyes or on your hands, immediately wash the affected areas with water for at least 15 minutes; if any symptoms are present after washing, get medical care.

**CAUTION:**

To reduce the risk of fire, use only No. 26 AWG or larger (thicker) telephone cable.

---

**Modem safety information**

To reduce the risk of fire, electrical shock, or injury when using telephone equipment, always follow basic safety precautions, such as:

Never install telephone wiring during an electrical storm.

Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.

Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
Use caution when installing or modifying telephone lines.

Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.

Do not use the telephone to report a gas leak in the vicinity of the leak.

---

**Laser compliance statement**

An optical storage drive (device), such as a CD-ROM, CD-RW, DVD-ROM drive and SuperDisk, which can be installed in the IBM ThinkPad computer is a laser product. The drive’s classification label (shown below) is on the surface of the drive.

```
CLASS 1 LASER PRODUCT
LASER KLASSE 1
LUOKAN 1 LASERLAITE
APPAREIL A LASER DE CLASSE 1
KLASS 1 LASER APPARAT
```

The drive is certified by the manufacturer to comply with the requirements of the Department of Health and Human Services 21 Code of Federal Regulations (DHHS 21 CFR) Subchapter J for Class I laser products at the date of manufacture.

In other countries, the drive is certified to conform to the requirements of IEC825 and EN60825 for Class 1 laser products.

---

⚠️ **DANGER**

Do not open the optical storage drive unit; no user adjustments or serviceable parts are inside.

Use of controls, adjustments, or the performance of procedures other than those specified might result in hazardous radiation exposure.

Class 1 laser products are not considered hazardous. The design of the laser system and the optical storage drive ensures that there is no exposure to laser radiation above a Class 1 level during normal operation, user maintenance, or servicing.

Some drives contain an embedded Class 3A laser diode. Note this warning:
DANGER

Emits visible and invisible laser radiation when open. Avoid direct eye exposure. Do not stare into the beam or view it directly with optical instruments.

Save these instructions.
Appendix B. Wireless related information

**Wireless Interoperability**

Wireless LAN Mini-PCI Adapter is designed to be interoperable with any wireless LAN product that is based on Direct Sequence Spread Spectrum (DSSS) radio technology, and is compliant to:

- The IEEE 802.11 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 WECA (Wireless Ethernet Compatibility Alliance).

**Usage environment and your Health**

The Wireless LAN Mini-PCI Adapter emits radio frequency electromagnetic energy like other radio devices. However, the level of energy emitted is far less than the electromagnetic energy emitted by wireless devices like for example mobile phones.

Because the Wireless LAN Mini-PCI Adapter operates within the guidelines found in radio frequency safety standards and recommendations, IBM 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 situations or environments, the use of a Wireless LAN Mini-PCI Adapter card may be restricted by the proprietor of the building or responsible representatives of the organization. These situations may for example include:

- Using integrated wireless cards on airplanes, or in hospitals
- In environments 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 the Wireless LAN Mini-PCI Adapter prior to turning on the ThinkPad G40 computer.
Appendix C. Warranty information

This appendix contains warranty information for your ThinkPad, warranty period, warranty service and support, and the IBM Statement of Limited Warranty.

Warranty Period

Contact your place of purchase for warranty service information. Some IBM Machines are eligible for on-site warranty service depending on the country or region where service is performed or the machine type.

Machine type 2387

<table>
<thead>
<tr>
<th>Country or region</th>
<th>Warranty period</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>Parts - 3 months, labor - 3 months</td>
</tr>
<tr>
<td></td>
<td>Battery pack - 3 months</td>
</tr>
</tbody>
</table>

Machine type 2388

<table>
<thead>
<tr>
<th>Country or region</th>
<th>Warranty period</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>Parts - 1 year, labor - 1 year</td>
</tr>
<tr>
<td></td>
<td>Battery pack - 1 year</td>
</tr>
</tbody>
</table>

Machine type 2389

<table>
<thead>
<tr>
<th>Country or region</th>
<th>Warranty period</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>Parts - 3 years, labor - 3 years</td>
</tr>
<tr>
<td></td>
<td>Battery pack - 1 year</td>
</tr>
</tbody>
</table>

Warranty service and support

With the original purchase of an IBM ThinkPad, you have access to extensive support. During the IBM Machine warranty period, you may call IBM or your reseller for problem-determination assistance under the terms of the IBM Statement of Limited Warranty.

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.

• **IBM hardware repair** - If the problem is determined to be caused by IBM hardware under warranty, trained service personnel are available to provide the applicable level of service, either on-site or at an IBM service center as determined by IBM.

• **Engineering Change management** - Occasionally, there might be changes that are required after a product has been shipped from IBM. In those instances, IBM will make Engineering Changes (ECs) available that apply to your hardware.

The following items are not covered under warranty service:

• Replacement or use of non-IBM parts. All IBM parts contain a 7-character identification in the format IBM FRU XXXXXXX.

• Identification of non-IBM software problem sources.

• Installation of customer replaceable units (CRUs).

• Installation and configuration of machine code or licensed internal code that is designated as customer installable.

If you do not register your computer with IBM, you might be required to present proof of purchase to obtain warranty service.

**Before you call for service**

You can solve many problems without outside assistance by following the troubleshooting procedures that IBM provides in the online help or in the publications that are provided with your computer and software.

Most computers, operating systems, and application programs come with information that contains troubleshooting procedures and explanations of error messages and error codes. The information that comes with your computer also describes the diagnostic tests that you can perform.

If you suspect a software problem, refer to the information for the operating system or application program.

**Calling for service**

Please have the following information ready:

• Machine type, model, and serial number

• Description of the problem

• Exact wording of any error messages

• Hardware and software configuration information
To find the telephone number for the HelpCenter nearest you, see “Telephone numbers” in Chapter 3, “Getting help and service from IBM”, on page 37.


This warranty statement consists of two parts: Part 1 and Part 2. Be sure to read Part 1 and the country-unique terms in Part 2 that apply to your country or region.

Part 1 - General Terms

This Statement of Limited Warranty includes Part 1 - General Terms and Part 2 - Country-unique Terms. The terms of Part 2 replace or modify those of Part 1. The warranties provided by IBM in this Statement of Limited Warranty apply only to Machines you purchase for your use, and not for resale, from IBM or your reseller. The term “Machine” means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. The term “Machine” does not include any software programs, whether pre-loaded with the Machine, installed subsequently or otherwise. Unless IBM specifies otherwise, the following warranties apply only in the country where you acquire the Machine. Nothing in this Statement of Limited Warranty affects any statutory rights of consumers that cannot be waived or limited by contract. If you have any questions, contact IBM or your reseller.

The IBM Warranty for Machines

IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM’s Official Published Specifications (“Specifications”). The warranty period for a Machine is a specified, fixed period commencing on its Date of Installation. The date on your sales receipt is the Date of Installation unless IBM or your reseller informs you otherwise.

If a Machine does not function as warranted during the warranty period, and IBM or your reseller are unable to either 1) make it do so or 2) replace it with one that is at least functionally equivalent, you may return it to your place of purchase and your money will be refunded.

Extent of Warranty

The warranty does not cover the repair or exchange of a Machine resulting from misuse, accident, modification, unsuitable physical or operating environment, improper maintenance by you, or failure caused by a product for which IBM is not responsible. The warranty is voided by removal or alteration of Machine or parts identification labels.

THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THESE WARRANTIES GIVE
YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD.

Items Not Covered by Warranty
IBM does not warrant uninterrupted or error-free operation of a Machine.

Any technical or other support provided for a Machine under warranty, such as assistance via telephone with “how-to” questions and those regarding Machine set-up and installation, will be provided WITHOUT WARRANTIES OF ANY KIND.

Warranty Service
To obtain warranty service for a Machine, contact IBM or your reseller. If you do not register your Machine with IBM, you may be required to present proof of purchase.

During the warranty period, IBM or your reseller, if approved by IBM to provide warranty service, provides without charge certain types of repair and exchange service to keep Machines in, or restore them to, conformance with their Specifications. IBM or your reseller will inform you of the available types of service for a Machine based on its country of installation. At its discretion, IBM or your reseller will 1) either repair or exchange the failing Machine and 2) provide the service either at your location or a service center. IBM or your reseller will also manage and install selected engineering changes that apply to the Machine.

Some parts of IBM Machines are designated as Customer Replaceable Units (called “CRUs”), e.g., keyboards, memory, or hard disk drives. IBM ships CRUs to you for replacement by you. You must return all defective CRUs to IBM within 30 days of your receipt of the replacement CRU. You are responsible for downloading designated Machine Code and Licensed Internal Code updates from an IBM Internet Web site or from other electronic media, and following the instructions that IBM provides.

When warranty service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item. Many
features, conversions, or upgrades involve the removal of parts and their return to IBM. A part that replaces a removed part will assume the warranty service status of the removed part.

Before IBM or your reseller exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service.

You also agree to
1. ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;
2. obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and
3. where applicable, before service is provided:
   a. follow the problem determination, problem analysis, and service request procedures that IBM or your reseller provides;
   b. secure all programs, data, and funds contained in a Machine;
   c. provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit them to fulfill their obligations; and
   d. inform IBM or your reseller of changes in a Machine’s location.

IBM is responsible for loss of, or damage to, your Machine while it is 1) in IBM’s possession or 2) in transit in those cases where IBM is responsible for the transportation charges.

Neither IBM nor your reseller is responsible for any of your confidential, proprietary or personal information contained in a Machine which you return to IBM or your reseller for any reason. You should remove all such information from the Machine prior to its return.

Limitation of Liability
Circumstances may arise where, because of a default on IBM’s part or other liability, you are entitled to recover damages from IBM. In each such instance, regardless of the basis on which you are entitled to claim damages from IBM (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), except for any liability that cannot be waived or limited by applicable laws, IBM is liable for no more than
1. damages for bodily injury (including death) and damage to real property and tangible personal property; and
2. the amount of any other actual direct damages, up to the charges (if recurring, 12 months’ charges apply) for the Machine that is subject of the claim. For purposes of this item, the term “Machine” includes Machine Code and Licensed Internal Code.
This limit also applies to IBM’s suppliers and your reseller. It is the maximum for which IBM, its suppliers, and your reseller are collectively responsible.

UNDER NO CIRCUMSTANCES IS IBM LIABLE FOR ANY OF THE FOLLOWING: 1) THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; OR 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES, LOST PROFITS OR LOST SAVINGS, EVEN IF IBM, ITS SUPPLIERS OR YOUR RESELLER IS INFORMED OF THEIR POSSIBILITY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Governing Law
Both you and IBM consent to the application of the laws of the country in which you acquired the Machine to govern, interpret, and enforce all of your and IBM’s rights, duties, and obligations arising from, or relating in any manner to, the subject matter of this Agreement, without regard to conflict of law principles.

Part 2 - Country-unique Terms

AMERICAS

BRAZIL

Governing Law: The following is added after the first sentence:
Any litigation arising from this Agreement will be settled exclusively by the court of Rio de Janeiro.

NORTH AMERICA

Warranty Service: The following is added to this Section:
To obtain warranty service from IBM in Canada or the United States, call 1-800-IBM-SERV (426-7378).

CANADA

Governing Law: The following replaces “laws of the country in which you acquired the Machine” in the first sentence:
laws in the Province of Ontario.

UNITED STATES
**ASIA PACIFIC**

**AUSTRALIA**

**The IBM Warranty for Machines:** The following paragraph is added to this Section:

The warranties specified in this Section are in addition to any rights you may have under the Trade Practices Act 1974 or other similar legislation and are only limited to the extent permitted by the applicable legislation.

**Limitation of Liability:** The following is added to this Section:

Where IBM is in breach of a condition or warranty implied by the Trade Practices Act 1974 or other similar legislation, IBM’s liability is limited to the repair or replacement of the goods or the supply of equivalent goods. Where that condition or warranty relates to right to sell, quiet possession or clear title, or the goods are of a kind ordinarily acquired for personal, domestic or household use or consumption, then none of the limitations in this paragraph apply.

**Governing Law:** The following replaces “laws of the country in which you acquired the Machine” in the first sentence:

laws of the State of New York.

**CAMBODIA, LAOS, AND VIETNAM**

**Governing Law:** The following replaces “laws of the country in which you acquired the Machine” in the first sentence:

laws of the State of New York.

The following is added to this Section:

Disputes and differences arising out of or in connection with this Agreement shall be finally settled by arbitration which shall be held in Singapore in accordance with the rules of the International Chamber of Commerce (ICC). The arbitrator or arbitrators designated in conformity with those rules shall have the power to rule on their own competence and on the validity of the Agreement to submit to arbitration. The arbitration award shall be final and binding for the parties without appeal and the arbitral award shall be in writing and set forth the findings of fact and the conclusions of law.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator.
The two arbitrators appointed by the parties shall appoint a third arbitrator before proceeding upon the reference. The third arbitrator shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the ICC. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

The English language version of this Agreement prevails over any other language version.

HONG KONG AND MACAU

Governing Law: The following replaces “laws of the country in which you acquired the Machine” in the first sentence:
laws of Hong Kong Special Administrative Region.

INDIA

Limitation of Liability: The following replaces items 1 and 2 of this Section:
1. liability for bodily injury (including death) or damage to real property and tangible personal property will be limited to that caused by IBM’s negligence;
2. as to any other actual damage arising in any situation involving nonperformance by IBM pursuant to, or in any way related to the subject of this Statement of Limited Warranty, IBM’s liability will be limited to the charge paid by you for the individual Machine that is the subject of the claim.

JAPAN

Governing Law: The following sentence is added to this Section:
Any doubts concerning this Agreement will be initially resolved between us in good faith and in accordance with the principle of mutual trust.

NEW ZEALAND

The IBM Warranty for Machines: The following paragraph is added to this Section:
The warranties specified in this Section are in addition to any rights you may have under the Consumer Guarantees Act 1993 or other legislation which
cannot be excluded or limited. The Consumer Guarantees Act 1993 will not apply in respect of any goods which IBM provides, if you require the goods for the purposes of a business as defined in that Act.

**Limitation of Liability:** *The following is added to this Section:*
Where Machines are not acquired for the purposes of a business as defined in the Consumer Guarantees Act 1993, the limitations in this Section are subject to the limitations in that Act.

**PEOPLE'S REPUBLIC OF CHINA (PRC)**

**Governing Law:** *The following replaces this Section:*
Both you and IBM consent to the application of the laws of the State of New York (except when local law requires otherwise) to govern, interpret, and enforce all your and IBM's rights, duties, and obligations arising from, or relating in any manner to, the subject matter of this Agreement, without regard to conflict of law principles.

Any disputes arising from or in connection with this Agreement will first be resolved by friendly negotiations, failing which either of us has the right to submit the dispute to the China International Economic and Trade Arbitration Commission in Beijing, the PRC, for arbitration in accordance with its arbitration rules in force at the time. The arbitration tribunal will consist of three arbitrators. The language to be used therein will be English and Chinese. An arbitral award will be final and binding on all the parties, and will be enforceable under the Convention on the Recognition and Enforcement of Foreign Arbitral Awards (1958).

The arbitration fee will be borne by the losing party unless otherwise determined by the arbitral award.

During the course of arbitration, this Agreement will continue to be performed except for the part which the parties are disputing and which is undergoing arbitration.

**EUROPE, MIDDLE EAST, AFRICA (EMEA)**

**THE FOLLOWING TERMS APPLY TO ALL EMEA COUNTRIES:**
The terms of this Statement of Limited Warranty apply to Machines purchased from IBM or an IBM reseller.

**Warranty Service:**
If you purchase an IBM Machine in Austria, Belgium, Denmark, Estonia, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland or United Kingdom, you may obtain warranty service for that Machine in any of
those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM. If you purchase an IBM Personal Computer Machine in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kazakhstan, Kirghizia, Federal Republic of Yugoslavia, Former Yugoslav Republic of Macedonia (FYROM), Moldova, Poland, Romania, Russia, Slovak Republic, Slovenia, or Ukraine, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM.

If you purchase an IBM Machine in a Middle Eastern or African country, you may obtain warranty service for that Machine from the IBM entity within the country of purchase, if that IBM entity provides warranty service in that country, or from an IBM reseller, approved by IBM to perform warranty service on that Machine in that country. Warranty service in Africa is available within 50 kilometers of an IBM authorized service provider. You are responsible for transportation costs for Machines located outside 50 kilometers of an IBM authorized service provider.

**Governing Law:**
The applicable laws that govern, interpret and enforce rights, duties, and obligations of each of us arising from, or relating in any manner to, the subject matter of this Statement, without regard to conflict of laws principles, as well as Country-unique terms and competent court for this Statement are those of the country in which the warranty service is being provided, except that in 1) Albania, Bosnia-Herzegovina, Bulgaria, Croatia, Hungary, Former Yugoslav Republic of Macedonia, Romania, Slovakia, Slovenia, Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Russia, Tajikistan, Turkmenistan, Ukraine, and Uzbekistan, the laws of Austria apply; 2) Estonia, Latvia, and Lithuania, the laws of Finland apply; 3) Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Congo, Djibouti, Democratic Republic of Congo, Equatorial Guinea, France, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Mali, Mauritania, Morocco, Niger, Senegal, Togo, and Tunisia, this Agreement will be construed and the legal relations between the parties will be determined in accordance with the French laws and all disputes arising out of this Agreement or related to its violation or execution, including summary proceedings, will be settled exclusively by the Commercial Court of Paris; 4) Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, United Kingdom, West Bank/Gaza, Yemen, Zambia, and Zimbabwe, this Agreement will be governed by English Law and disputes relating to it will be submitted to the exclusive jurisdiction of the English courts; and 5) in Greece, Israel, Italy, Portugal, and Spain any legal claim arising out of this Statement will be brought before, and finally settled by, the competent court of Athens, Tel Aviv, Milan, Lisbon, and Madrid, respectively.
THE FOLLOWING TERMS APPLY TO THE COUNTRY SPECIFIED:

AUSTRIA AND GERMANY

The IBM Warranty for Machines: The following replaces the first sentence of the first paragraph of this Section:
The warranty for an IBM Machine covers the functionality of the Machine for its normal use and the Machine’s conformity to its Specifications.

The following paragraphs are added to this Section:

The minimum warranty period for Machines is six months. In case IBM or your reseller is unable to repair an IBM Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.

Extent of Warranty: The second paragraph does not apply.

Warranty Service: The following is added to this Section:
During the warranty period, transportation for delivery of the failing Machine to IBM will be at IBM’s expense.

Limitation of Liability: The following paragraph is added to this Section:
The limitations and exclusions specified in the Statement of Limited Warranty will not apply to damages caused by IBM with fraud or gross negligence and for express warranty.

The following sentence is added to the end of item 2:
IBM’s liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

EGYPT

Limitation of Liability: The following replaces item 2 in this Section:
as to any other actual direct damages, IBM’s liability will be limited to the total amount you paid for the Machine that is the subject of the claim. For purposes of this item, the term “Machine” includes Machine Code and Licensed Internal Code.

Applicability of suppliers and resellers (unchanged).

FRANCE

Limitation of Liability: The following replaces the second sentence of the first paragraph of this Section:
In such instances, regardless of the basis on which you are entitled to claim damages from IBM, IBM is liable for no more than: *(items 1 and 2 unchanged).*

**IRELAND**

**Extent of Warranty:** *The following is added to this Section:*
Except as expressly provided in these terms and conditions, all statutory conditions, including all warranties implied, but without prejudice to the generality of the foregoing all warranties implied by the Sale of Goods Act 1893 or the Sale of Goods and Supply of Services Act 1980 are hereby excluded.

**Limitation of Liability:** *The following replaces items one and two of the first paragraph of this Section:*
1. death or personal injury or physical damage to your real property solely caused by IBM’s negligence; and
2. the amount of any other actual direct damages, up to 125 percent of the charges (if recurring, the 12 months’ charges apply) for the Machine that is the subject of the claim or which otherwise gives rise to the claim.

*Applicability of suppliers and resellers (unchanged).*

*The following paragraph is added at the end of this Section:*
IBM’s entire liability and your sole remedy, whether in contract or in tort, in respect of any default shall be limited to damages.

**ITALY**

**Limitation of Liability:** *The following replaces the second sentence in the first paragraph:*
In each such instance unless otherwise provided by mandatory law, IBM is liable for no more than:
1. *(unchanged)*
2. as to any other actual damage arising in all situations involving nonperformance by IBM pursuant to, or in any way related to the subject matter of this Statement of Warranty, IBM’s liability, will be limited to the total amount you paid for the Machine that is the subject of the claim.

*Applicability of suppliers and resellers (unchanged).*

*The following replaces the third paragraph of this Section:*
Unless otherwise provided by mandatory law, IBM and your reseller are not liable for any of the following: *(items 1 and 2 unchanged) 3) indirect damages, even if IBM or your reseller is informed of their possibility.*

**SOUTH AFRICA, NAMIBIA, BOTSWANA, LESOTHO AND SWAZILAND**
Limitation of Liability: The following is added to this Section:
IBM’s entire liability to you for actual damages arising in all situations involving nonperformance by IBM in respect of the subject matter of this Statement of Warranty will be limited to the charge paid by you for the individual Machine that is the subject of your claim from IBM.

UNITED KINGDOM

Limitation of Liability: The following replaces items 1 and 2 of the first paragraph of this Section:
1. death or personal injury or physical damage to your real property solely caused by IBM’s negligence;
2. the amount of any other actual direct damages or loss, up to 125 percent of the charges (if recurring, the 12 months’ charges apply) for the Machine that is the subject of the claim or which otherwise gives rise to the claim;

The following item is added to this paragraph:

Applicability of suppliers and resellers (unchanged).

The following is added to the end of this Section:
IBM’s entire liability and your sole remedy, whether in contract or in tort, in respect of any default shall be limited to damages.
Appendix D. Notices

This publication was developed for products and services offered in the U.S.A.

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user’s responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

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IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk, NY 10504-1785
U.S.A.

Processing date data

This IBM hardware product and IBM software products that might be packaged with it have been designed, when used in accordance with their associated documentation, to process date data correctly within and between the 20th and 21st centuries, provided all other products (for example, software, hardware, and firmware) used with these products properly exchange accurate date data with them.

IBM cannot take responsibility for the date data processing capabilities of non-IBM products, even if those products are preinstalled or otherwise distributed by IBM. You should contact the vendors responsible for those products directly to determine the capabilities of their products and update them if needed. This IBM hardware product cannot prevent errors that might occur if software, upgrades, or peripheral devices you use or exchange data with do not process date data correctly.

The foregoing is a Year 2000 Readiness Disclosure.
References to Web site addresses

Any references in this publication to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product, and use of those Web sites is at your own risk.

Electronic emission notices

Federal Communications Commission (FCC) Statement
ThinkPad G40, machine type 2387, 2388, or 2389

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 that 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 IBM 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 IBM authorized dealers. IBM is not responsible for any radio or television interference caused by using other than recommended cables and 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:
International Business Machines Corporation
New Orchard Road
Armonk, NY 10504
Telephone 1-919-543-2193

Tested To Comply
With FCC Standards
FOR HOME OR OFFICE USE

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 Community 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 electro-magnetic compatibility. IBM cannot accept responsibility for
any failure to satisfy the protection requirements resulting from a
non-recommended modification of the product, including the fitting of
non-IBM option cards.

This product satisfies the Class B limits of EN 55022.
Product notice requirements

The following notice applies to machines equipped with both a DVD and a TV-out function:

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 use only, unless otherwise authorized by Macrovision Corporation. Reverse engineering or disassembly is prohibited.

Environmental notices for Japan

Collecting and recycling a disused ThinkPad computer

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 Waste Disposal Law. The computer is categorized as industrial waste containing iron, glass, plastics, and other materials. It should be properly disposed of by an industrial waste disposal contractor certified by a local government.

For details, visit the IBM Web site at www.ibm.com/jp(pc/recycle/pc

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

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. You can also see the instructions at www.ibm.com/jp(pc/recycle/battery
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 IBM sales, service, or marketing, and follow that person’s instructions. You can also see the instructions at www.ibm.com/jp/pcrecycle/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.

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<th>ThinkPad</th>
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<tr>
<td>HelpCenter</td>
<td>TrackPoint</td>
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<td>PS/2</td>
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Other company, product, or service names may be the trademarks or service marks of others.
Congratulations, you now have the power to work the way you want!

Here’s the offer:
As an IBM Personal Computer customer, you receive a license for both Lotus SmartSuite Millennium Edition and Lotus Notes RS Client software.

The Notes client allows you to access Internet Mail from any industry standard POP3 or IMAP4 server. If you use Notes in conjunction with Domino Server, you must purchase a Domino Per User Client Access License (CAL).

Please refer to the Volume Purchasing section below for details on how to purchase CALs for connection to a Domino server.

About Lotus Notes:
You get the entire World Wide Web and its point-and-click ease, combined with world-class messaging and collaboration, in an easy to use and customizable environment. Notes lets you manage all your information needs in a single application—containing e-mail, calendaring, group scheduling, contact and task management, Web browsing, and knowledge management, and lets you work from anywhere. Notes synchronizes data with your laptop and personal digital assistant (PDA) so you can take e-mail, appointments, to-do’s, contacts and more on the road.

About SmartSuite:
SmartSuite contains powerful applications with time-saving features that give you a head start on your work and guide you through tasks. Lotus SmartSuite includes Lotus 1-2-3, Lotus Organizer, Lotus Word Pro, and more.

Introductory Support
Limited introductory support is available through the IBM HelpCenter at no charge for 30 days. When calling IBM, follow these simple guidelines if you have a problem or have a question about installing Lotus Notes or SmartSuite.
1. Be at your computer.
2. Write down what you were doing when the problem occurred.
3. Write down the exact text of any error messages displayed on your screen.
4. Create a backup of any files for which you are seeking support.

This service provides "go and try again" assistance only. In the U.S., call 1-800-772-2227 24 hours per day, seven days per week! In Canada, call 1-800-565-3344 from 8:30 a.m. to 5:00 p.m. (ET). Monday through Friday. You can obtain more extensive support for a fee via Lotus Directly.

Lotus Customer Support Options
Warranty support is not provided with this offer. For information on various support options, please visit www.support.lotus.com. Technical support contracts can be purchased directly from Lotus or from a Lotus Authorized Reseller. For information about Notes updates, please visit www.notes.net/welcome.nf.

IBM International License Agreement for Non-Warranted Programs
This offer is governed by copyright law and the IBM International License Agreement for Non-Warranted Programs that comes with your computer. Use of the Lotus SmartSuite and/or Lotus Notes programs or the associated CD-ROMs described in this offer constitutes acceptance of these terms. These programs are not for resale.

Proof of Entitlement
The proof of purchase for your IBM Personal Computer should be retained as your proof of entitlement.

Volume Purchasing
To purchase Domino Per User Client Access Licenses (CAL) for each Notes user accessing a Domino Server, or additional Notes, SmartSuite or other Lotus products, please visit www.ibm.com or www.lotus.com/passportadvantage.

Documentation/Manuals
For Documentation on the Notes 5.0 client, please visit http://Notes.net/doc or call your Lotus Authorized Reseller to order.

1. FOA support requires additional software.
2. Response time will vary depending on the number and complexity of incoming calls.
To obtain your Notes and/or SmartSuite CD:
To order, call 800-690-3899 (U.S. or Canada).
Note: Only one CD per license.
Please allow 10 to 15 working days for delivery. NO RETURNS ACCEPTED.

Important:
You are entitled to one CD per license. The CD and standard shipping are provided at no additional charge. Any applicable duties and taxes imposed by local jurisdictions are extra.
Appendix D. Notices

Félicitations, vous êtes désormais en mesure de travailler comme vous le souhaitez !

Notre offre :

En tant que détenteur d’un ordinateur personnel IBM, vous avez reçu une licence d’utilisation des logiciels Lotus SmartSuite Edition Millennium et Client Lotus Notes V5.

Le client Notes vous donne accès à la messagerie Internet à partir de n’importe quel serveur POP3 ou IMAP4 standard. Si vous utilisez Notes avec le serveur Domino, vous devez acquérir une licence d’accès client utilisateur Domino (Client Access License - CAL).

Pour plus d’informations sur l’achat de cette licence permettant de se connecter à un serveur Domino, reportez-vous à la section "Achat de volume" d’après.

A propos de Lotus Notes :

Lotus Notes propose un accès au World Wide Web en un clic de souris, associé à des services de messagerie et de collaboration universel dans un environnement très facile à utiliser et personnalisable. Combinant les fonctionnalités de courrier électronique, agenda, planification de groupe, navigation Web et gestion de l’information (Knowledge Management), Notes permet de gérer une seule application en un seul endroit. Toutes les données dont vous avez besoin. Notes synchronise ces données avec votre ordinateur portable ou votre assistant numérique personnel (PDA)1, vous permettant de travailler loin de votre lieu de travail, messages électroniques, rendez-vous, contacts et diverses tâches.

A propos de SmartSuite :

Grâce à ses applications puissantes dotées de fonctionnalités qui vous guident dans vos différentes tâches, SmartSuite conjugue efficacité de travail et gain de temps. Lotus SmartSuite inclut Lotus 1-2-3, Lotus Organizer, Lotus Word Pro, et bien d’autres applications !

Introductory Support

Le service d’Introductory Support est disponible auprès du HelpCenter IBM à titre gratuit pendant 90 jours. Lorsque vous contactez IBM, suivez ces simples recommandations si vous avez un problème ou une question au sujet de l’installation de Lotus Notes ou de SmartSuite :

1. Insérez-vous à côté de votre ordinateur.
4. Si vous ne parvenez pas à résoudre le problème, contactez votre centre de services Lotus d’assistance.

Ce service ne fournit qu’une assistance “de mise en route”. Aux États-Unis, composez le 1-800-772-2227 vers 8 heures du matin jusqu’à 8 heures du soir, ou de 7 h 30 à 20 h 00 (EDT), du lundi au vendredi. Pour une assistance plus complète et payante, contactez directement Lotus.

Les options des services client Lotus

Aucun support de garantie n’est inclus dans cette offre. Pour plus d’informations sur les options des divers supports, visitez le site www.support.lotus.com.

Les contrats de support technique peuvent être achetés directement auprès de Lotus ou d’un revendeur Lotus agréé. Pour plus d’informations sur les mises à jour Notes, visitez le site www.notes.net/welcome.asp.

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Cette offre est régie par la loi sur le copyright et par l’accord international de licence IBM pour les programmes non garantis fournis avec votre ordinateur. L’utilisation des programmes Lotus SmartSuite et/ou Notes Notes ou des CD-ROM associés décrits dans cette offre implique l’acceptation de ses termes. Ces programmes ne peuvent être revendus.

Preuve de droit d’utilisation

La preuve d’achat de votre ordinateur personnel IBM tiendra lieu de preuve de droit d’utilisation.

Achat de volume


Documentation/Manuels

Pour toute documentation sur le client Notes 5.0, visitez le site http://Notes.net/doc ou contactez votre revendeur Lotus agréé pour commander.

1 La prise en charge du PDA requiert des logiciels supplémentaires.
2 Le délai de réponse varie en fonction du nombre et de la complexité des appels.
Pour obtenir le(s) CD Notes et/ou SmartSuite :
Pour commander, composez le 800-690-3899 (Etats-Unis ou Canada).
Remarque : Un seul CD par licence. Comptez 10 à 15 jours ouvrables pour la réception du produit. AUCUN RENVOI NE SERA ACCEPTE..

Important :
Vous n’avez droit qu’à un seul CD par licence. Le CD et les frais d’envoi sont gratuits, mais les taxes et droits en vigueur localement seront facturés.

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Part Number / Numéro de référence 49P1094
SmartSuite® Millennium Edition prepares you for a new era in computing. Included with your new IBM Personal Computer is Lotus SmartSuite Millennium edition for Win. Lotus SmartSuite provides eight innovative applications with time saving features that give you a head start on your work and guide you through tasks with fewer steps to perform your tasks. Other highlights include:

- **Lotus 1-2-3® spreadsheet**
  Lotus 1-2-3 Millennium Edition for Windows combines over 15 years of computer productivity innovations into the world’s most famous spreadsheet. 1-2-3 Millennium Edition delivers new easy-to-use tools to help users complete everyday tasks efficiently and effectively.

- **the NEW FastSite intranet publisher**
  Making its debut is Lotus FastSite -- the suite’s new document publishing tool for the Web.

- **Organizer® time and contact manager**
  Lotus Organizer is the award-winning personal and group scheduler with more than 20 million users worldwide.

- **Word Pro® word processor**
  Lotus Word Pro Millennium Edition for Windows increases word processing productivity for end users by providing the most advanced technology in the areas of Internet publishing, file compatibility, and speech recognition.

- **Freelance Graphics® presentation graphics**
  Lotus Freelance Graphics Millennium Edition for Windows transforms presentation graphics into an everyday visual communications tool for individuals and teams

- **Approach® database**
  Lotus Approach Millennium Edition for Windows is the award-winning relational database that provides an easy way to query, report on, and analyze data.

- **ScreenCam® multimedia software**
  Lotus ScreenCam is Lotus’ 12-bit PC Screen capture software for Windows.
Lotus SmartCenter is SmartSuite Millennium Edition’s customizable command center designed to work like a file cabinet. SmartCenter offers users a simple way to access and organize information from SmartSuite applications, Lotus Notes and the Internet.

Lotus Notes R5 with Messaging License
Also included is a Lotus Notes R5 with Messaging license (No Cal) - the most advanced messaging client for the intranet. Notes Mail is the messaging client in the Lotus Notes family of versatile, easy-to-use clients. With integrated e-mail, Web access, POP3 support, group scheduling, newsgroups, document libraries and discussions, no other messaging client can match the power and convenience of Lotus Notes. To obtain your CD please complete the enclosed fulfillment form or obtain media through your Lotus reseller.

KEY FEATURES AND BENEFITS

NEW! Lotus FastSite
A streamlined desktop application that makes Internet publishing fast and easy. You created the content; now you can easily format it for publishing to the Internet or your company’s intranet.

Year 2000 Ready
Be ready for the new millennium. SmartSuite applications are consistent with Lotus and IBM’s definition for year 2000 readiness.*

Compatibility
With Microsoft Office and most other popular desktop applications. Integration with Lotus Notes and most other strategic enterprise systems.

Synergy with Lotus eSuite
Share data between eSuite and SmartSuite applications, preserving both content and format.

Minimum System Requirements
SmartSuite Millennium Edition requires:

Hardware
IBM PC or compatible (486 or higher)
VGA adapter and monitor
CD-ROM drive (3.5” media exchange available) a mouse or other pointing device.

Software
MS Windows

Memory
8MB RAM for Windows. (12MB or more recommended) 16MB RAM for Windows NT
FastSite requires 16MB of RAM.

Disk Space
96MB available disk space to install the minimum features; 29MB of available disk space required to run from CD-ROM drive.

Browsers
Lotus FastSite requires Microsoft Internet Explorer 3.02 or later (included).
Conditions of Use
If you already have a valid licence for Lotus SmartSuite Millennium edition or for Lotus SmartSuite 97, this document entitles you to make an additional copy of the software for use on the IBM PC boxed with this Lotus SmartSuite Millennium brochure. If you do not have the CD media for Lotus SmartSuite Millennium with this IBM PC, this document entitles you to order a CD-Rom version of SmartSuite Millennium edition for a nominal charge for use with Microsoft Windows 98, Microsoft Windows 95 or Microsoft Windows NT 4.0. If you already have a valid licence for Lotus Notes Mail, this document entitles you to make an additional copy of the software for use on the IBM PC boxed with this Lotus SmartSuite Millennium brochure. If you do not have the CD media for Lotus Notes Mail with this IBM PC, this document entitles you to order a CD-Rom version of Lotus Notes Mail for a nominal charge for use with Microsoft Windows.

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License Information/Additional Terms and Conditions These programs are not for resale.

Proof of Entitlement
The Proof of Purchase for the IBM Personal Computer boxed with this Lotus SmartSuite Millennium brochure should be retained to support your entitlement.

Program Service
Only 30-day "up and running" support is available. See inside this document for information regarding Lotus Customer Support options.

Statement of Service
These programs are provided "AS IS".

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IBM Introductory Support

Limited introductory telephone support is included from IBM HelpWare for SmartSuite Millennium, at no charge for 30 days from date of purchase, when you register your IBM hardware. Follow these simple guidelines if you encounter a problem or have a question about Lotus SmartSuite Millennium:

1. Be at your computer.
2. Document what you were doing when the problem occurred; write down the exact text of any messages displayed on your screen.
3. Create a backup of any files for which you are seeking support.

This service provides “Up and Running” assistance only. Refer to the IBM documentation that comes with your IBM PC for details of where to call for this free introductory telephone support.

Lotus Warranty Support

Lotus Warranty support is not included with this offer.

Lotus on the Web

The Lotus Web site provides you with complete access to information about Lotus, its products, Business Partners, Solutions and Education. Access the site at http://www.lotus.com

Paid Support

You can obtain more extensive support (such as assistance to ‘how to’questions) for a fee through Lotus directly on +44-870-6006123

For more information about Lotus support options, visit the Lotus support web pages at www.support.lotus.com

For queries with regard to your Smartsuite CD order fulfillment (from the coupon supplied) please E-Mail to:

Ibm_millennium@modusmedia.com
## Appendix D. Notices

### Delivery Details / Détails de Livraison / Lieferangaben / Detalles de la Entrega / Dati consegna / Leveringsdetails

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<thead>
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| Signature/Signature/Signature/Signature/Signature/Signature | | | | |
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### Lotus Notes 8.5 CD and Users Guide

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*All prices include local tax. Prices do not include local tax for some countries.*

### Notes

PIano indicato una lingua regolare. Indicare la lingua desiderata. Selezionare una lingua.

Se seleziona una lingua regolare, si prega di indicare la lingua desiderata. Selezionare una lingua.

### IBM PC Purchase Details

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# Index

## A
- Access IBM v

## B
- battery problems 23
- BIOS Setup 29

## C
- carrying the computer 6
- cleaning the computer 8
- computer display problems 20
- configuration setup 29

## E
- electronic help v
- error messages 11
- errors without messages 15

## H
- hard disk problems 23
  - replacing 32
- hibernation problems 17

## I
- IBM help v
- Important Wireless Regulatory Notice for Users iii
- Information about hard disk capacity iii

## K
- keyboard problems 17

## O
- on-board help v

## P
- password problems 16
- PC-Doctor 10
- power switch problems 17
- problems, troubleshooting 11

## R
- recovering software 31

## S
- safety instruction 43
- standby problems 17
- Startup problems 24
- storage device, replacing 32

## T
- telephone, help by 38
- testing with PC-Doctor 10
- ThinkPad Assistant v

## W
- Web, help by 38