



## **Reference Guide**

### **Compaq Tablet PC TC1000 Docking Station**

Document Part Number: 289315-001

**November 2002**

This guide provides information on docking and undocking the tablet PC to the Tablet PC Docking Station, operating the docking station with the tablet PC, and using the screen protector, as well as tips on solving common problems.

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## Reference Guide

Tablet PC TC1000 Docking Station

First Edition November 2002

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# Getting Started

## Contents of the Packing Box

Before you begin, be sure that you have removed everything from the packing box:

- Tablet PC Docking Station
- Screen protector
- AC adapter
- Warranty and service information
- *Tablet PC Docking Station* quick setup poster
- *Documentation Library* CD

# Docking Station Components

## Front View



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### Front Components

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Item	Component	Description
①	Docking stand	Holds the tablet PC when it is docked.
②	Release handle	Ejects the tablet PC from the docking stand.
③	Docking connector	Connects to the tablet PC.
④	Docking eject pin	Disconnects the tablet PC and docking stand docking connectors when the release handle is pulled.
⑤	Docking restraint latch	Secures the tablet PC to the docking stand.
⑥	Docking alignment brackets (2)	Fit into the tablet PC docking alignment slots to align the tablet PC in the docking stand.

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## Right Side View



### Right Side Components

Item	Component	Description
①	MultiBay	Supports a diskette drive, CD-ROM or CD-RW drive, DVD drive, CD-RW/DVD drive, or second hard drive.
②	Pivot arm	Tilts the docking stand forward and backward to enable different viewing angles and different docking modes.

## Back View



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### Back Components

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Item	Component	Description
①	RJ-45 network jack	Connects a network cable.
②	External monitor connector	Connects an optional external monitor or overhead projector.
③	Audio line-in jack	Connects the stereo audio function of optional audio devices such as CD players.
④	Audio line-out jack	Connects optional stereo headphones or powered stereo speakers and connects the audio function of an audio/video device such as a television or VCR.
⑤	USB connectors (3)	Connect optional USB devices.
⑥	AC power connector	Connects an AC adapter or an optional DC cable.

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## Left Side View



### Left Side Components

Item	Component	Description
①	External MultiBay connector	Connects optional USB devices.
②	MultiBay release lever	Ejects a MultiBay device from the bay.
③	Security cable slot	Attaches an optional security cable that secures the docking station to an immovable object and disables the MultiBay release lever.



If an optional External MultiBay device is connected to a USB connector, the device must also be connected to AC power. Refer in this chapter to the “Right Side View” section. If an External MultiBay device is connected to the External MultiBay connector, it is not necessary to connect the External MultiBay device to AC power.

## Tablet PC Components



### ***Tablet PC docking alignment slots***

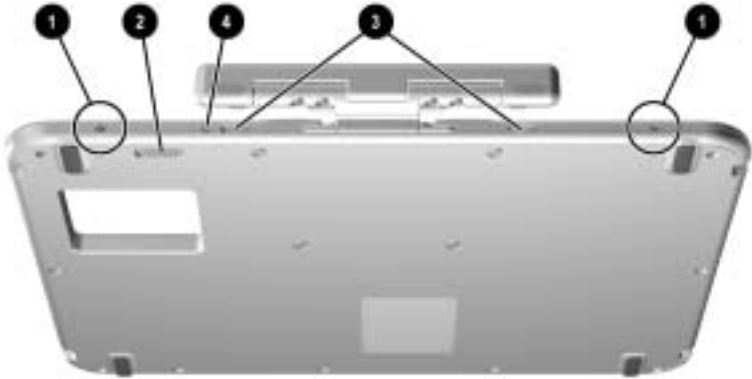
The tablet PC docking alignment slots fit onto the docking station docking alignment brackets.



## Tablet PC Attachment Slots

Item	Component	Description
①	Screen protector slots (2)	Stabilize the screen protector when it is attached to the tablet PC.
②	Universal attachment slots (2)	Secure the screen protector, the portfolio, or keyboard to the tablet PC.
③	Alignment key slot	Accepts an alignment key to ensure proper orientation. For example, matching the alignment key on the keyboard to the alignment key slot helps you correctly orient the tablet PC to the keyboard as you attach it.

## Keyboard Components



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### Keyboard Attachment and Security Components

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Item	Component	Description
❶	Screen protector slots (2)	Attach the screen protector to the keyboard.
❷	Attachment release switch	Releases an attachment, such as the screen protector or portfolio, from the keyboard.
❸	Universal attachment slots (2)	Secure the screen protector or portfolio to the keyboard.
❹	Alignment key slot	Accepts an alignment key to ensure proper orientation.

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# Docking and Undocking the Tablet PC

## Connecting to a Power Source

The docking station must be connected to external power for operation.

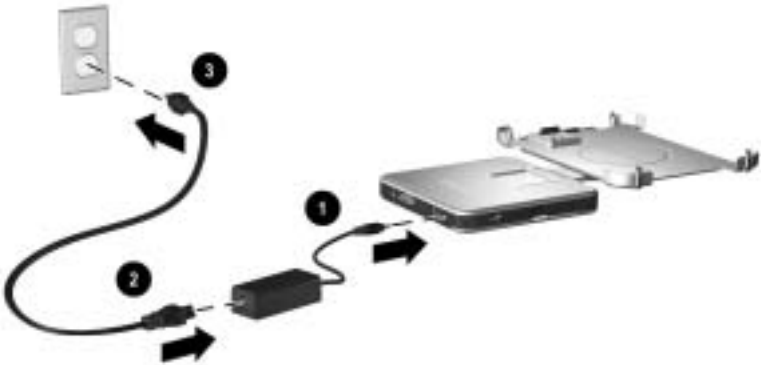


**WARNING:** To reduce the risk of electric shock or damage to the equipment:

- Do not disable the power cord grounding plug. The grounding plug is an important safety feature.
  - Plug the power cord into a grounded (earthed) electrical outlet that is easily accessible at all times.
  - Disconnect power from the docking station by unplugging the power cord from the electrical outlet.
  - Do not place anything on power cords or cables. Arrange them so that no one can accidentally step on or trip over them. Do not pull on a cord or cable. When unplugging from the electrical outlet, grasp the cord by the plug.
-

To connect to a power source:

1. Connect the AC adapter cable to the AC power connector on the back of the docking station ❶.
2. Connect the power cord to the AC adapter ❷.
3. Plug the power cord into an electrical outlet ❸.



***Connecting to a power source***

## Docking the Tablet PC

Power to the tablet PC can be on or off when docking or undocking, and the tablet PC can be docked with or without the optional keyboard. The screen protector must be resting on the tablet PC screen, and not folded back, to prevent blocking the docking connector.

To dock the tablet PC:

1. Align the docking alignment slots on the tablet PC with the alignment brackets on the docking stand.
2. Tilt the top of the tablet PC toward the docking stand.



### ***Docking the tablet PC***

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Be sure not to press the tablet PC into the docking stand without supporting the back of the docking stand. Failure to support the docking stand could result in an insufficient connection between the tablet PC and the docking stand.

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3. While supporting the back of the docking stand with your fingers, squeeze the tablet PC and the docking stand together until you feel the tablet PC snap into place.



***Snapping the tablet PC into place***



If the docking stand is oriented in writing mode, the docking base provides adequate support, so the back of the docking stand does not need to be supported. Simply press the tablet PC into place. For more information on writing mode, refer in this document to the “Using the Tablet PC Docking Station and Screen Protector” chapter, “Changing the Angle of the Tablet PC” section.



***Docking the tablet PC in writing mode***

The optional keyboard includes a docking connector pass-through so that the tablet PC can be docked with the keyboard attached.



***Optional keyboard docking connector pass-through***

Follow the previous procedure for docking the tablet PC when a keyboard is attached.

## Undocking the Tablet PC

The tablet PC can be on or off when docking and undocking.

To undock the tablet PC:

1. Pull the release handle.



***Pulling the release handle***

2. Pull the tablet PC away and out of the docking stand.



***Removing the tablet PC from the docking stand***

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## Using the Tablet PC Docking Station and Screen Protector

### Turning the System On and Off

When the tablet PC is docked in the Tablet PC Docking Station, turn the system on or off using the power button on the tablet PC. Power to the tablet PC can be on or off when docking or undocking.

### Changing the Tablet PC Orientation

The docking station enables you to change the orientation of the tablet PC. You can change the orientation from portrait (vertical) to landscape (horizontal). You can also change the angle of the tablet PC from a viewing position (viewing mode) to a handwriting position (writing mode).

## Changing the Orientation

To change the tablet PC orientation from portrait to landscape, turn the tablet PC counterclockwise.



***Changing the tablet PC from portrait to landscape***

To change the tablet PC orientation from landscape to portrait, turn the tablet PC clockwise.



***Changing the tablet PC from landscape to portrait***

Changing the orientation also automatically changes the orientation of the images on the tablet PC screen.



The docking handle should only be on the top or left.

---

## Changing the Angle of the Tablet PC

The pivot arm that connects the docking stand to the base of the docking station enables you to change the angle of the tablet PC from viewing mode to writing mode.



***Tablet PC in viewing mode***



***Tablet PC in writing mode***

Changing the tablet PC between viewing mode and writing mode activates the Desktop Profile Manager utility that automatically changes the mode of the tablet PC. Refer on the *Documentation Library* CD to the *Software Guide*, “Q Menu and Desktop Profile Manager Utility” chapter, “Desktop Profile Manager Utility” section, for more information on the Desktop Profile Manager utility.

## Using MultiBay Devices

The following MultiBay devices can be used with the docking station:

- Diskette drive
- CD-ROM or CD-RW drive
- DVD drive
- CD-RW/DVD drive
- Hard drive



**CAUTION:** Static electricity can damage electronic components. Before beginning these procedures, make sure you are grounded (discharged of static electricity) by briefly touching a grounded, unpainted metal object or surface.

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## Inserting and Removing Devices

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### Power State of Tablet PC When Inserting and Removing Devices

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Device	Action	Power State
Hard drive	Inserting	Off, on, Standby, or Hibernation
	Removing	Off
CD-RW	Inserting	Off, on, Standby, or Hibernation
	Removing	Off or on, as long as you are not writing information to a disc at the time of removal
All other devices	Inserting	Off, on, Standby, or Hibernation
	Removing	Off or on

---

To insert a MultiBay device, slide the device into the bay.



***Inserting a MultiBay device***

To eject a MultiBay device:



**CAUTION:** Be sure all MultiBay activity has stopped before removing a drive from the MultiBay. Removing a drive before MultiBay activity has stopped can result in data loss.

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1. Pull the MultiBay release lever.



#### ***Pulling the MultiBay release lever***

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If a security cable is inserted in the security cable slot, the cable must be removed before the release lever can be pulled.

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2. Pull the device out of the bay.



#### ***Removing a MultiBay device***

## Using External MultiBay Devices

The docking station External MultiBay connector does not require the External MultiBay to be connected to AC power. Refer to the *External MultiBay Reference Guide* for more information.

## Using Security Features

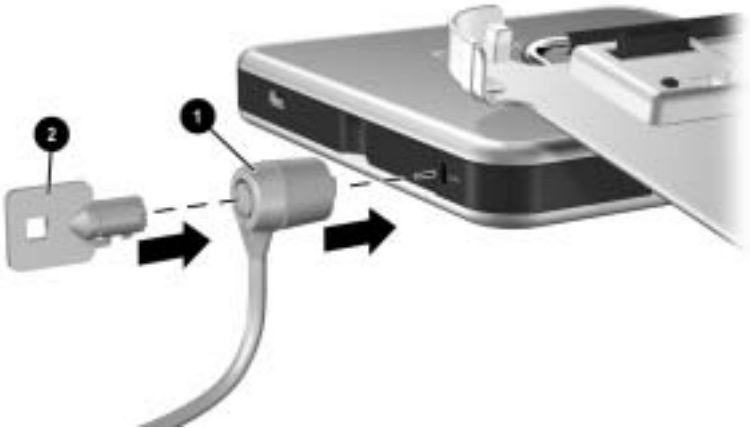
When a security cable is inserted in the security cable slot, the MultiBay release lever cannot be pulled to eject the MultiBay device. This feature protects your MultiBay device from theft.

Securing the security cable to an immovable object also protects the docking station from theft.

Use a security cable purchased from a Compaq authorized reseller or directly from the Compaq Web site at <http://www.compaq.com/products>. Select your country or region from the drop-down list.

To install a security cable:

1. Loop the security cable around a secured object.
2. Pull the security cable lock through the cable loop and insert the cable ❶ into the security cable slot on the docking station.
3. If the cable has a key ❷, use it to lock and unlock the cable.



***Connecting a security cable***

## Connecting and Using External Devices

Connect external devices to the docking station connectors. **Do not attach devices to the connectors on the tablet PC.** Failure to use the docking station connectors may result in degraded performance. Be sure all device connections are secure and that the device is receiving electrical power.

### Connecting Standard External Devices

The tablet PC and docking station jacks and connectors support standard external devices.

- For information about which jack or connector to use, refer to the documentation included with the device.
- For information about installing or loading any software required by the device, refer to the device documentation, the operating system Help files, or the device manufacturer's Web site.

To connect a standard external device to the docking station:

1. Turn off the system (tablet PC docked in the docking station).
2. If you are connecting a powered device, turn off the device.



**CAUTION:** Do not use the ports or jacks on the tablet PC while it is docked in the docking station. Use the ports and jacks located on the docking station. Failure to use the docking station connectors may result in degraded performance. You can use the modem jack on the tablet PC while it is docked, since there is no modem jack on the docking station.

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3. Connect the device to a jack or connector on the docking station.
4. If you are connecting a powered device, plug the device power cord into a grounded electrical outlet.

5. Turn on the device.
6. Turn on the system by pressing the power button on the tablet PC.

To disconnect a standard external device from the docking station, turn off the device, then disconnect the device from the docking station.

## Connecting Monitors

To connect an external monitor to the system, insert the monitor cable into the external monitor connector on the back of the docking station.



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Connecting the monitor cable to the tablet PC connector while docked to the docking station may cause degraded service.

---

VGA devices, such as monitors and projectors, cannot be connected to the tablet PC and the docking station at the same time. For example, if you have a monitor connected to the docking station you cannot connect a projector to the tablet PC external monitor connector. You must either undock the tablet PC or unplug the monitor from the docking station and connect the projector to the docking station.



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If a display device does not display an image while the tablet PC is docked, refer on the *Documentation Library* CD to the *Software Guide*, “Q Menu and Desktop Profile Manager Utility” chapter, “Desktop Profile Manager Utility” section.

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## Connecting USB Devices

Universal serial bus (USB) is a hardware interface that can be used to connect external devices, such as a USB keyboard, mouse, drive, printer, scanner, or hub, to the docking station. For the locations of the USB connectors on the docking station, refer in this document to the “Getting Started” chapter.

A USB device functions in the system in the same way as a comparable non-USB device. The USB connectors support USB 2.0 and USB 1.1 devices.

A USB hub is a connecting device that can be powered or unpowered. Powered hubs must be connected to external power. Unpowered hubs must be connected either to a USB connector on the docking station or to a powered hub. USB hubs can be connected to a USB connector on the docking station or to other USB devices. Hubs support varying numbers of USB devices and are used to increase the number of USB devices in the system.

Some USB devices may require additional support software, which is usually included with the device. For software information about a specific device, refer to the documentation included with the device.

## Using Communications Devices

To connect the system to a network, insert the network cable into the RJ-45 network jack on the back of the docking station.



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**CAUTION:** Simultaneous connection of network cables into jacks on the tablet PC and docking station will cause degraded network access or may cause network access failure.

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Wired network connectivity and activity are indicated by the Local Area Network (LAN) connection lights on the top of the tablet PC, even if the network cable is plugged into the docking station RJ-45 network jack. Wireless network connectivity and activity are indicated by the wireless LAN activity light on the front of the tablet PC. Refer on the *Documentation Library* CD, to the *Hardware Guide*, “External Components” chapter, “Top: Pen Holder and LAN Connection Lights” section and “Front: Lights” section, for more information.

To use the tablet PC internal modem while docked, use the tablet PC RJ-11 telephone jack located on the lower side of the tablet PC.

## Attaching and Detaching the Screen Protector

When you are using only the tablet PC, attach the screen protector to the tablet PC. When you are using the tablet PC with the tablet PC keyboard, attach the screen protector to the keyboard.

When attaching the screen protector with the tablet PC or the keyboard, ensure that the alignment key on the screen protector inserts into the alignment key slot on the tablet PC or keyboard.

### Attaching the Screen Protector to the Tablet PC

To attach the screen protector to the tablet PC:

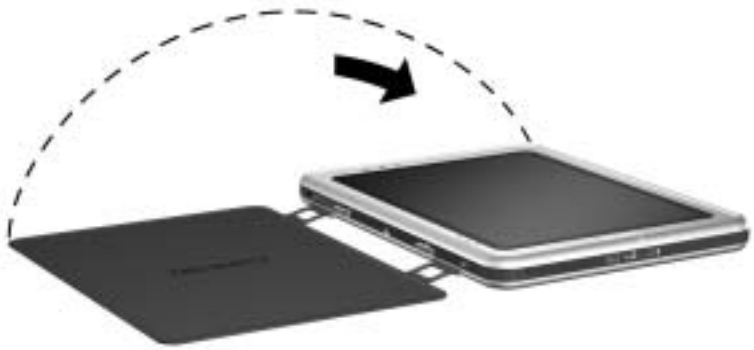
1. Align the 4 clips (2 sets of 2) on the screen protector with the 2 universal attachment slots and the 2 screen protector slots on the tablet PC.
2. Press the clips on the screen protector into the slots on the tablet PC.



***Attaching the screen protector to the tablet PC***



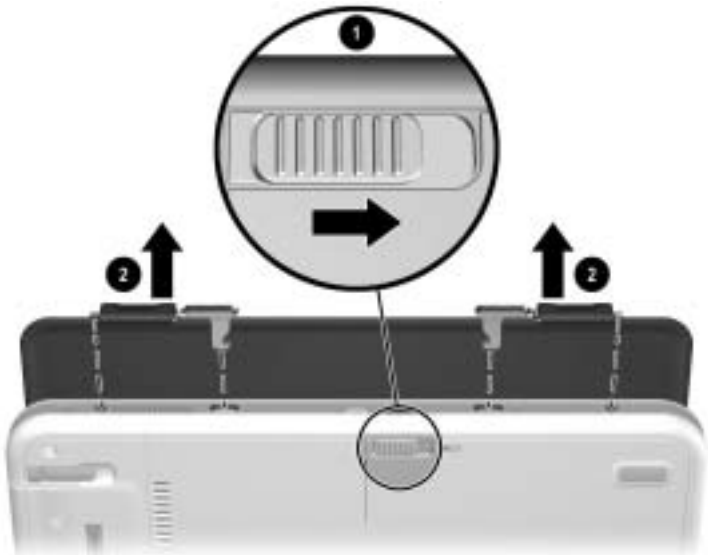
3. Fold the screen protector over the tablet PC screen.



***Folding the screen protector over the tablet PC***

## Detaching the Screen Protector from the Tablet PC

To detach the screen protector from the tablet PC, slide and hold the attachment release switch ❶ on the tablet PC as you detach the clips on the screen protector from the slots on the tablet PC ❷.



***Detaching the screen protector from the tablet PC***

## **Attaching the Screen Protector to the Keyboard**

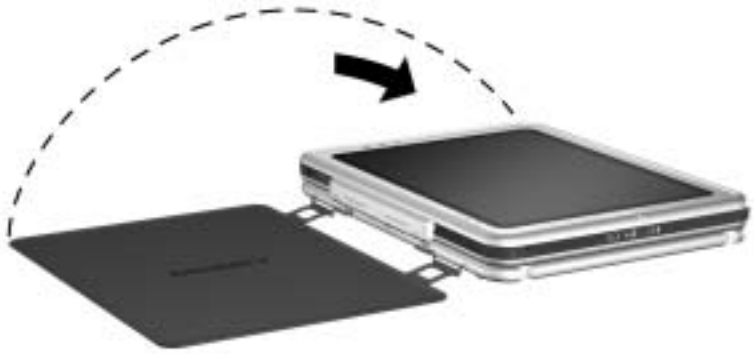
To attach the screen protector to the keyboard:

1. Align the 4 clips (2 sets of 2) on the screen protector with the 2 universal attachment slots and the 2 screen protector slots on the keyboard.
2. Press the clips on the screen protector into the slots on the keyboard.



***Attaching the screen protector to the keyboard***

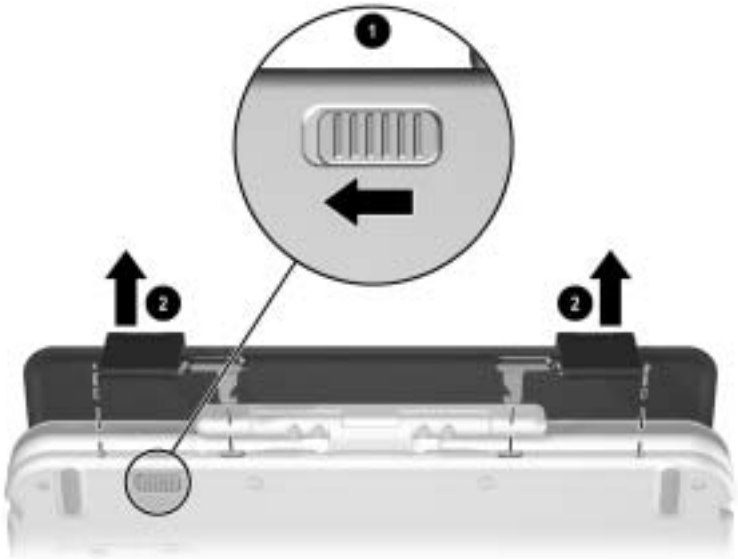
3. Fold the screen protector over the tablet PC screen.



***Folding the screen protector over the tablet PC with the keyboard attached***

## Detaching the Screen Protector from the Keyboard

To detach the screen protector from the keyboard, slide and hold the attachment release switch ❶ on the keyboard as you detach the clips on the screen protector from the slots on the keyboard ❷.



***Detaching the screen protector from the keyboard***

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## Troubleshooting

### Getting Help

If you have a problem not addressed in this guide, you can get further information and other help in the following locations.

### Compaq Technical Support

In North America, call Compaq Computer Support at (1-800-652-6672). This service is available 24 hours a day, 7 days a week.



For continuous quality improvement, calls may be recorded or monitored.

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Outside North America, call the nearest Compaq Computer Support. Telephone numbers for Compaq Computer Support are listed on the Compaq Web site. Access the Compaq Web site by logging on to the Internet at <http://www.compaq.com>. Select your country or region from the drop-down list.

Be sure to have the following items and information available before you call Compaq:

- Your tablet PC
- Your Tablet PC Docking Station
- Keyboard (if applicable)
- Serial numbers of all Compaq hardware (located on the product identification labels attached to the hardware)
- Purchase date on the invoice

- Conditions under which the problem occurred
- Hardware configuration
- Hardware and software you are using
- Type of printer connected
- Printed information from Compaq Diagnostics or a list of the devices and error messages received
- Technical support registration number (if applicable)

## Compaq Web Site

The Compaq Web site has the latest information on this product as well as the latest drivers. You can access the Compaq Web site by logging on to the Internet at <http://www.compaq.com>.

## Compaq Authorized Reseller

For the name of your nearest Compaq Authorized Reseller:


- In the United States, call 1-800-345-1518.
- In Canada, call 1-800-263-5868.
- Elsewhere, refer to the Compaq Web site for locations and telephone numbers or the *Worldwide Telephone Numbers* (in English only) booklet included with the tablet PC.

# Troubleshooting Problems, Causes and Solutions

The following tables list possible problems, the possible cause of each problem, and the recommended solutions.

## Docking Problems

### Docking Problem Solutions

Problem	Possible Cause	Solution
The tablet PC is not properly docked.	The tablet PC is not fully seated.	Be sure to support the back of the docking stand with your hand when you dock the tablet PC. Squeeze the upper corners of the tablet PC and the docking stand together to seat the docking connectors.
	The tablet PC is not aligned with the docking stand alignment brackets.	Realign the tablet PC and squeeze the upper corners of the tablet PC and the docking stand together while supporting the back of the docking stand.
The tablet PC will not undock.	The eject pin may not have exerted enough force to eject the tablet PC.	<p>Pull the release handle farther back.</p> <p> Applying excessive force may damage system components.</p>



## Tablet PC Orientation Problems

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### Tablet PC Orientation Problem Solutions

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Problem	Possible Cause	Solution
The tablet PC is not the primary display.	The tablet PC is in viewing mode.	Change the tablet PC to writing mode. Refer in this guide to the “Changing the Angle of the Tablet PC” section. Refer on the <i>Documentation Library</i> CD to the <i>Software Guide</i> for more information regarding the tablet PC viewing and writing modes.
Default applications are not showing when the tablet PC is in viewing or writing modes.	Desktop Profile Manager has been disabled.	Enable Desktop Profile Manager. Refer on the <i>Documentation Library</i> CD to the <i>Software Guide</i> , “Q Menu and Desktop Profile Manager Utility” chapter, “Desktop Profile Manager Utility” section for more information.
	The applications have been removed from the profile.	Reset the default application in the profile preferences. Refer on the <i>Documentation Library</i> CD to the <i>Software Guide</i> , “Q Menu and Desktop Profile Manager Utility” chapter, “Setting Profile Preferences” section.

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## MultiBay Device Problems

### MultiBay Problem Solutions

Problem	Possible Cause	Solution
A MultiBay drive is not recognized as part of the system.	The drive is not properly inserted in the MultiBay.	Remove the drive, then reinsert it as shown in this guide, "Using the Tablet PC Docking Station and Screen Protector" chapter.

## External Device Problems

### External Device Problem Solutions

Problem	Possible Cause	Solution
A new device is not recognized as part of the computer system.	The device cable or power cord is loose.	Be sure that all cables are securely connected to the device and the docking station. Be sure that all power cords are securely connected to the device and an electrical outlet.
	The device was connected while the system was turned on.	Turn off the system, turn on the device (if applicable), and restart the tablet PC.
	The cables are connected to the wrong connectors.	To identify docking station connectors, refer in this guide to the "Getting Started" chapter. Refer to the documentation included with the device to identify which connectors to use.
	Device drivers may need to be installed on the tablet PC.	Install drivers according to the device manufacturer's instructions.

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## Specifications

### Dimensions

The docking station requires the following desk space:


- Viewing mode: 20.3 × 20.3 cm (8.0 × 8.0 inches)
- Writing mode: 21.6 × 45.7 cm (8.5 × 18 inches)

### Operating Environment

<b>Factor</b>	<b>Metric</b>	<b>U.S.</b>
<b>Temperature</b>		
Operating	10° to 35° C	50° to 95° F
Nonoperating	-10° to 60° C	14° to 140° F
<b>Relative humidity (noncondensing)</b>		
Operating	10 to 90%	10 to 90%
Nonoperating	5 to 90%	5 to 90%
<b>Maximum altitude (unpressurized)</b>		
Operating	3,048 m	10,000 ft
Nonoperating	9,144 m	30,000 ft

## Rated Input Power

Input Power	Rating
Operating voltage	100–120/220–240 VAC RMS
Operating current	1.7/0.85 A RMS
Operating frequency range	50 to 60 Hz AC
When powered by a DC source	18.5 V MAX

 This product is designed for IT power systems in Norway with phase-to-phase voltage not exceeding 240 Vrms.

## Finding More Environmental Information

The docking station is a Class B digital device, pursuant to Part 15 of the FCC Rules. For more Class B information, refer on the *Documentation Library* CD to the *Regulatory and Safety Notices* guide.

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