
A Troubleshooting

Your NEC MobilePro is designed to provide many hours of service while you are at home or on the road.

For optimum performance, frequently back up and synchronize the MobilePro data with your notebook or desktop computer. Then if something happens, most of your data is still available. If you have problems, check the information in the following table for possible solutions.

Troubleshooting	
PROBLEM	RESOLUTION
The MobilePro has no power.	Check the main battery. If you are using an AC adapter, make sure the connections are correct and secure. Make sure the battery bay release lock is in the locked position. Check that the ROM bay cover is properly secure.
Nothing appears on the screen.	Try pressing the Power button again (the unit might have turned itself off if it was not used for a specified time). Adjust the contrast. Check the power connections.

Troubleshooting (cont'd)


PROBLEM	RESOLUTION
Nothing appears on the screen. (cont'd)	Try recharging the main battery pack. Check that the ROM bay cover is properly secure.
A low battery message appears.	Recharge the main battery.
When using a PC card, such as a modem, the unit powers off.	Connect the AC adapter to the unit when using PC cards that require large amounts of energy.
The AC adapter doesn't work.	Make sure that the main battery is installed. Check that the AC adapter connections are secure. Verify that the AC outlet being used is working. Do this by plugging in another electric device, such as a lamp.
The keyboard doesn't respond.	Reset the unit. If you have installed handwriting recognition software, be sure that you have not set the "disable keyboard" parameter in that software.
The serial port doesn't work.	Check that the cable connections are secure.
The IrDA port doesn't work.	Check that nothing obstructs the path between the transmitting and receiving IR ports. Check the information in "Using the IR port," in the <i>NEC MobilePro 770 User's Guide</i> .

Troubleshooting (cont'd)

PROBLEM	RESOLUTION
The PC card cannot be accessed.	<p>Make sure the card is inserted correctly and seated properly.</p> <p>Connect the unit to AC power using the adapter. Some cards do not operate properly unless the AC adapter is connected.</p>
The touch screen does not respond.	<p>Press Ctrl Alt = to calibrate the stylus input. Follow the on-screen instructions to complete the recalibration procedure.</p> <p>Reset the unit.</p>
The soft reset button does not respond.	<p>Remove the main battery. Reinstall the battery and make sure it is seated properly. Try resetting the unit again.</p> <p>If the soft reset button on the bottom of the system does not respond, you may have to use the full reset button inside the battery bay. Refer to the section, "Resetting the Mobile Pro," in Chapter 4 of the user's guide.</p> <p>This second procedure may result in the loss of the memory contents including all stored data, settings, and files.</p> <p>Be sure to make regular backups.</p>

For further assistance, call NEC CSD Support Services at

1-800-632-4525

 **Note:** If you purchased this computer outside of the U.S. and Canada, a local service may apply. Contact a local NEC CSD dealer in your country.