

Notebook PC Service Manual

Model: PH6PG72

Chapter 6 Trouble Shooting

Troubleshooting Guide

6.1 No display

6.2 VGA controller failure

6.3 LCD no display / Invalid picture

6.4 External monitor has no display or color incorrect

6.5 Memory test error

6.6 Touch panel failure

6.7 Memory Card bus Failure

6.8 Hard disk drive test error

6.9 CMOS test error

6.10 Audio failure

6.11 No power symptom

6.12 No boot symptom

6.13 CD ROM drive test error

6.14 Stopping in LCD screen while booting

6.15 Modem failure

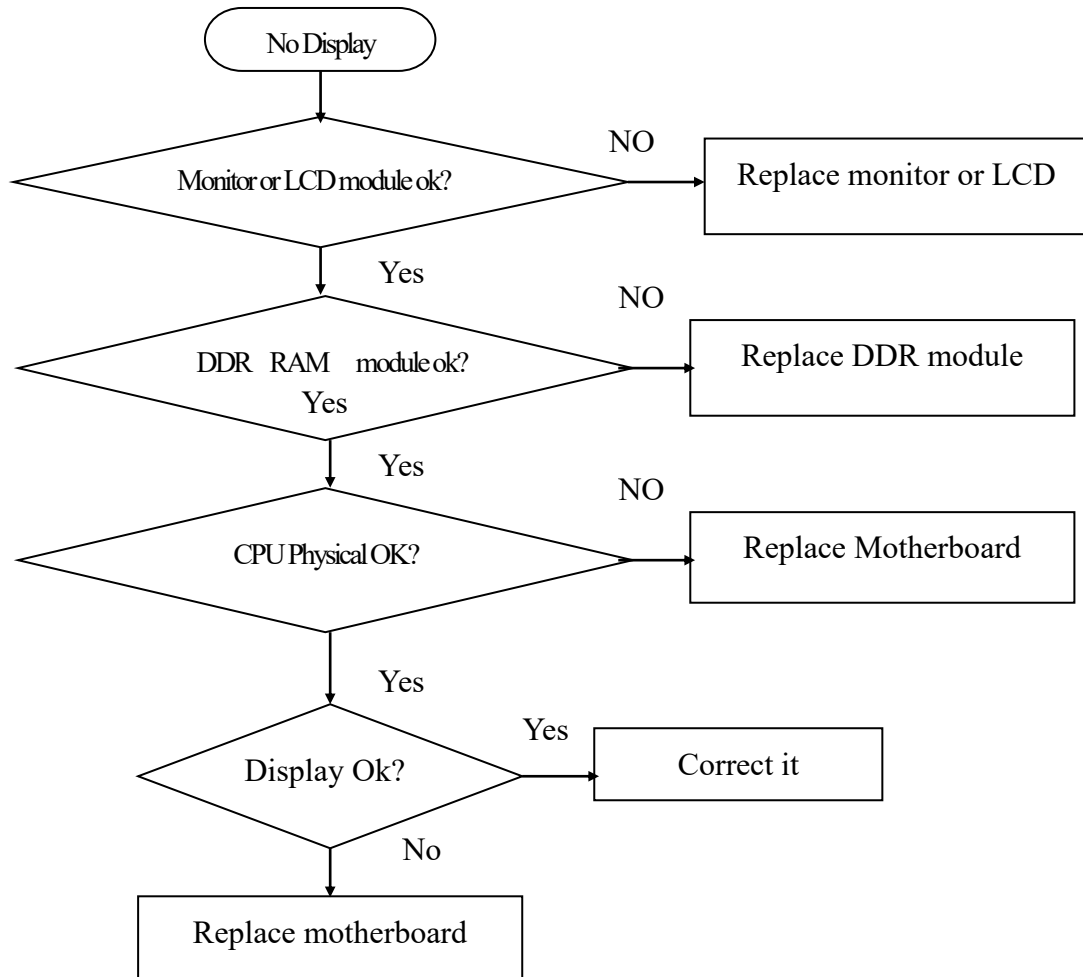
6.16 LAN Failure

6.17 Battery Failure

6.18 USB Port Failure

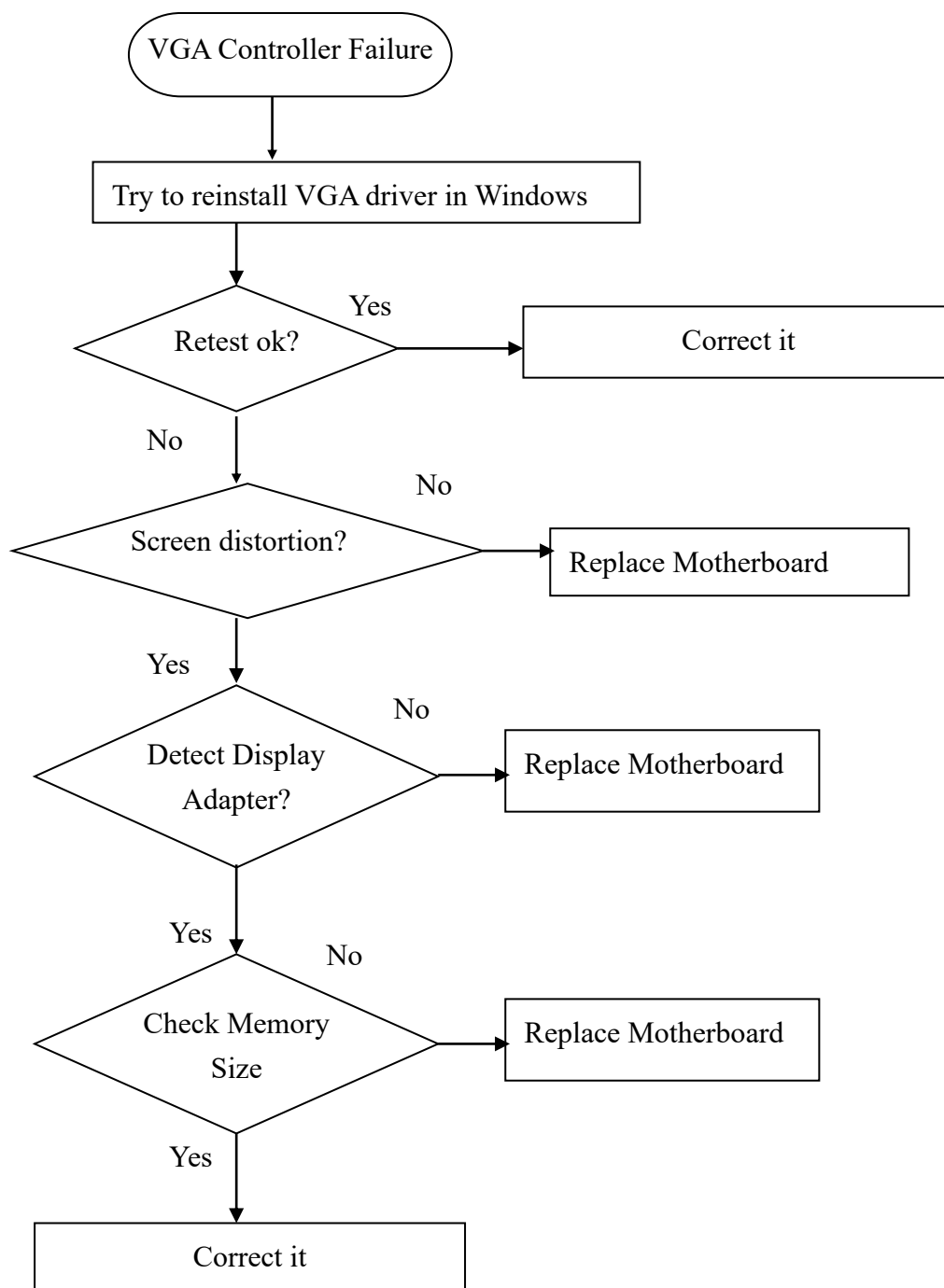
6.1 No display (system failure)

Symptom: There is no display on both LCD and Monitor after power on although the LCD and Monitor are known-good.



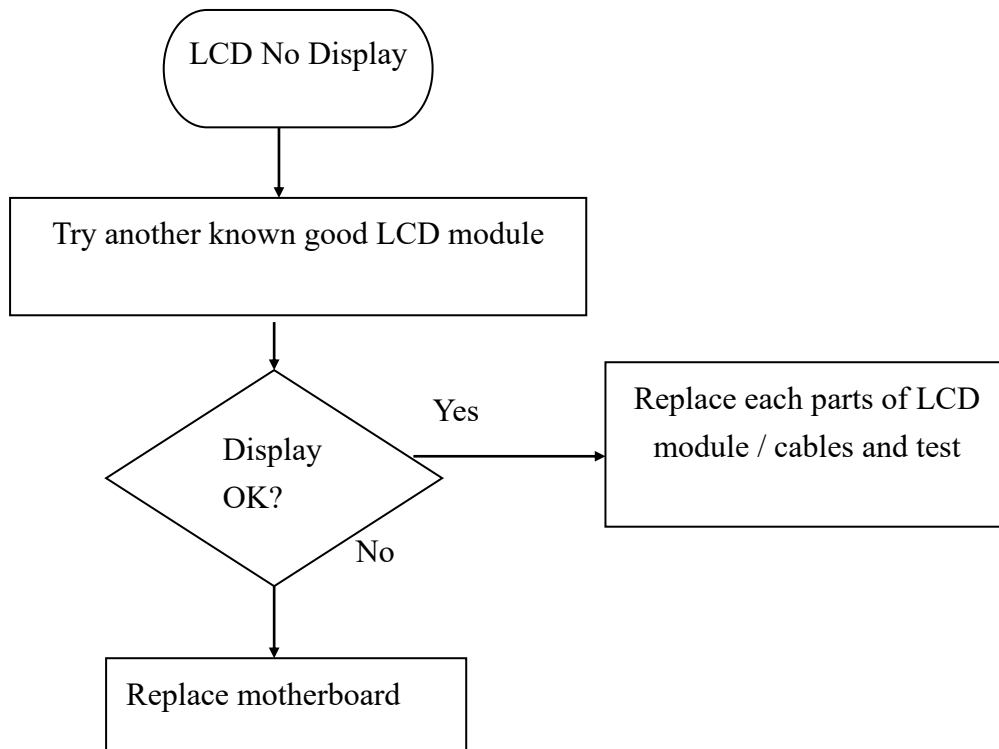
6.2 VGA controller failure

Symptom: There is no display or distortion on both LCD and Monitor although Power-On-Self-Test is passed



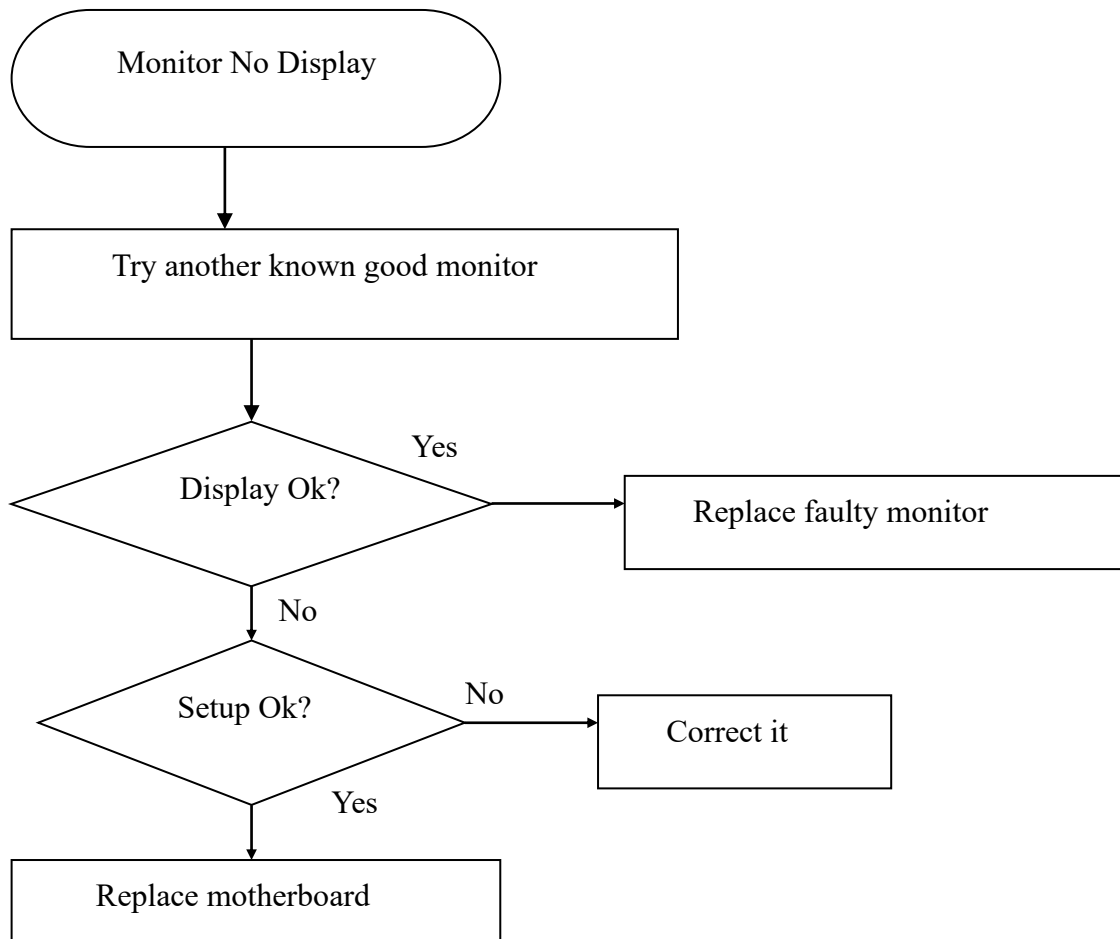
6.3 LCD no display or Invalid Picture

Symptom: The LCD shows nothing or abnormal picture, but it is ok for external monitor.

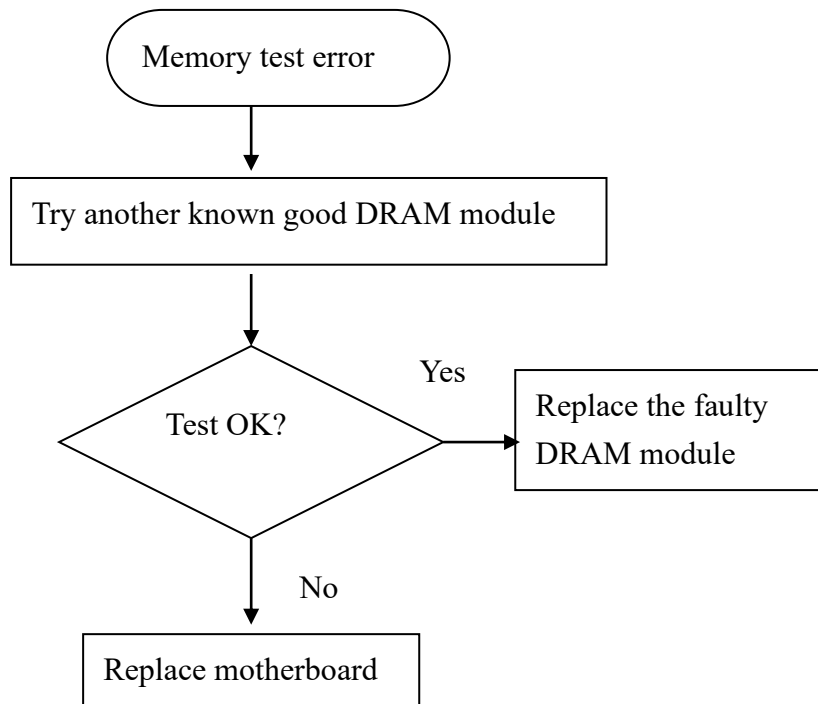


6.4 External monitor has no display or color abnormal

Symptom: The CRT monitor shows nothing or abnormal color, but it is ok for LCD

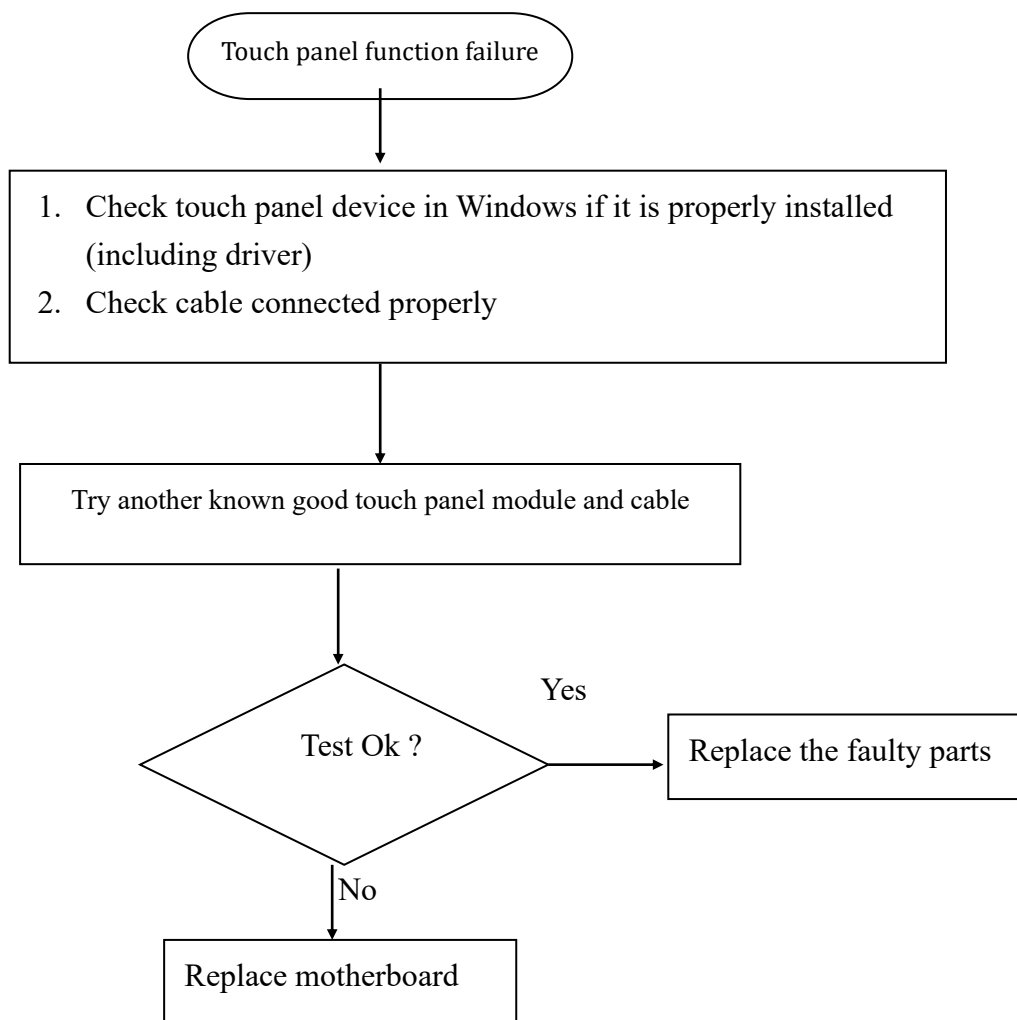


6.5 Memory test error



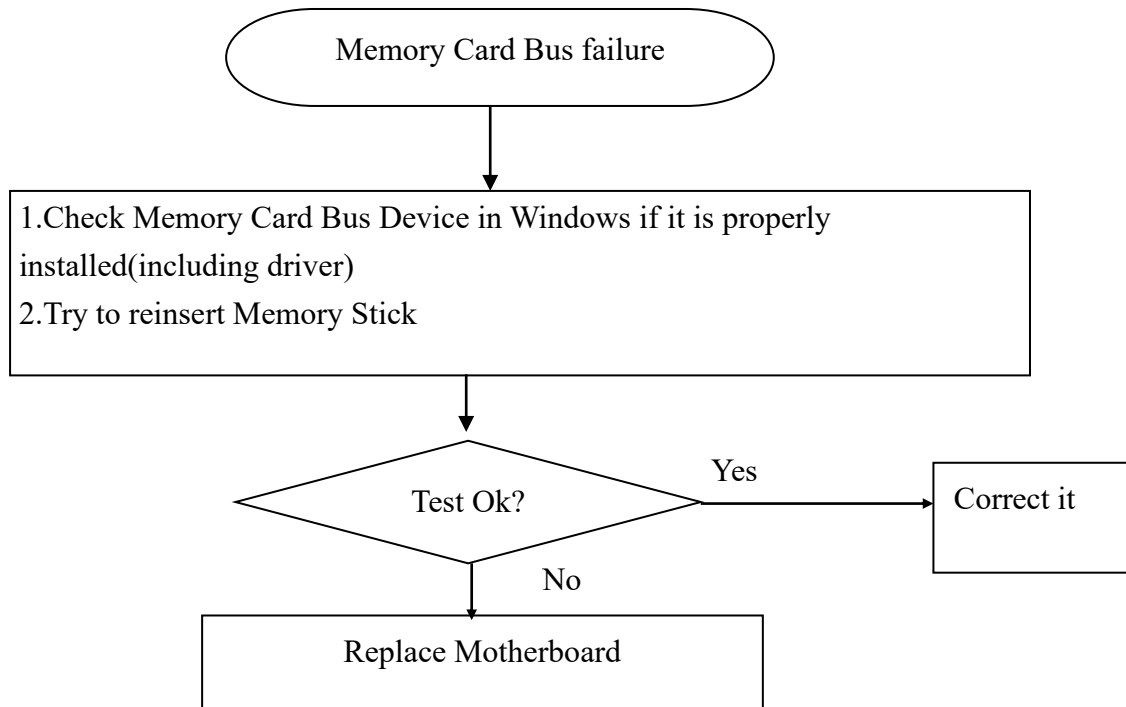
6.6 Touch panel failure

Symptom: Touch panel no function or function failure when the touch panel is enabled



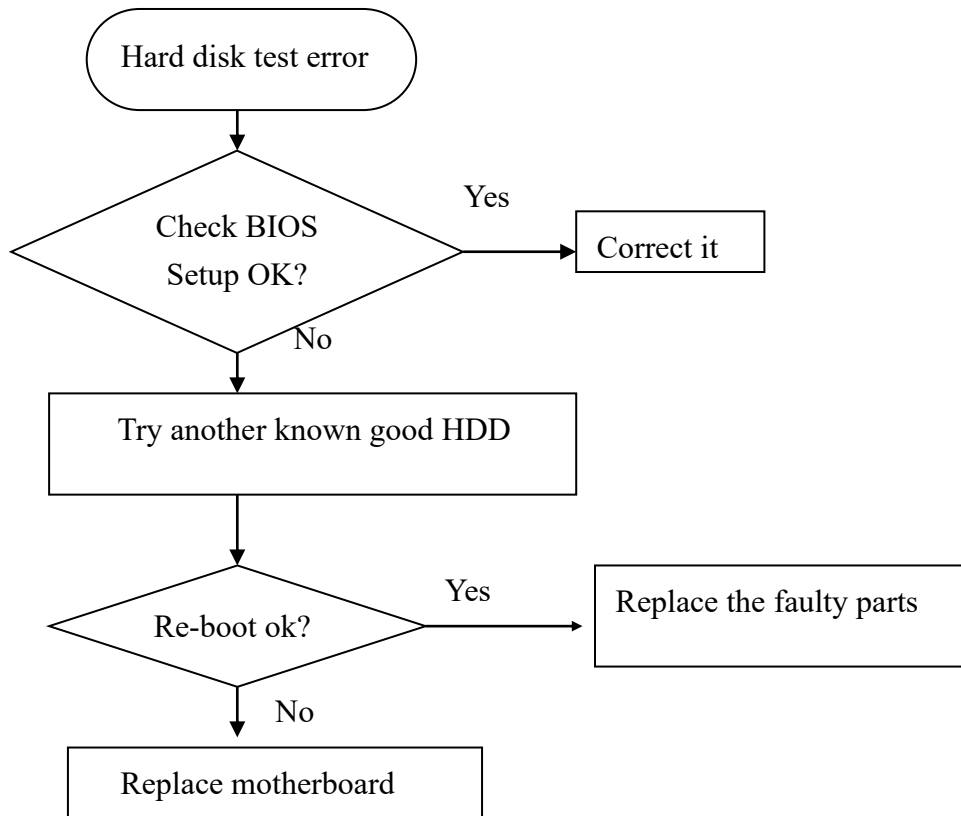
6.7 Memory Card Bus failure

Symptom: When insert Memory Stick can't detect Device with removable storage.



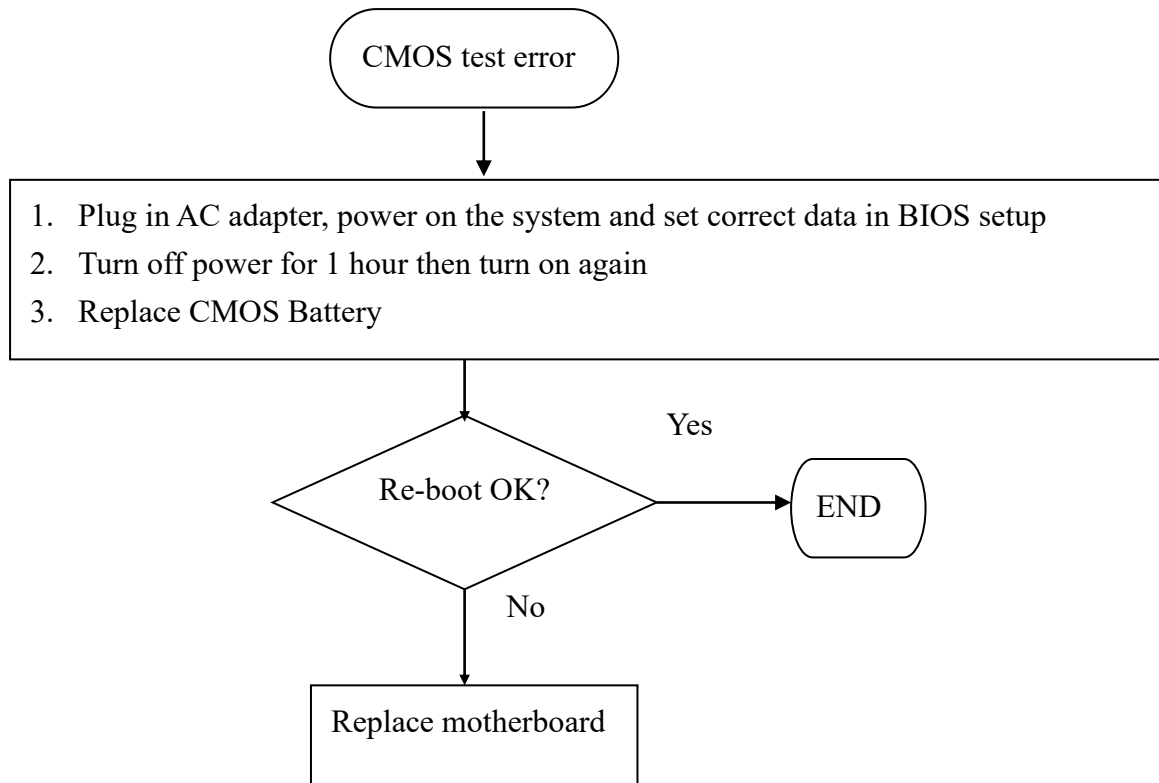
6.8 Hard disk drive test error

Symptom: Either an error message is shown, or the drive motor spins non-stop, while reading data from or writing data to Hard disk



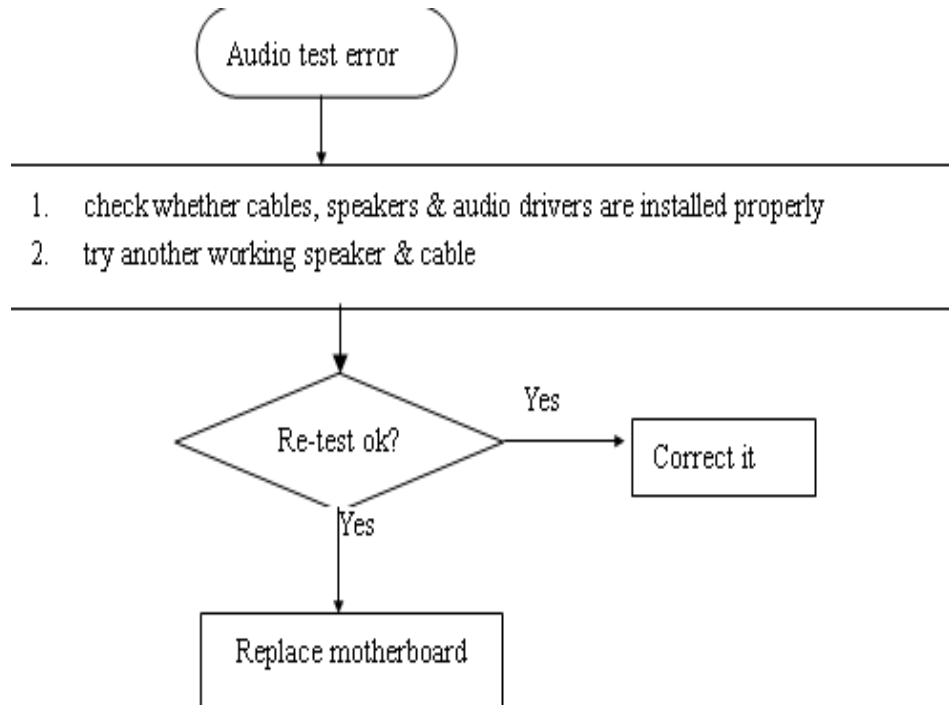
6.9 CMOS test error

CMOS data lost, or inaccurate system time & data



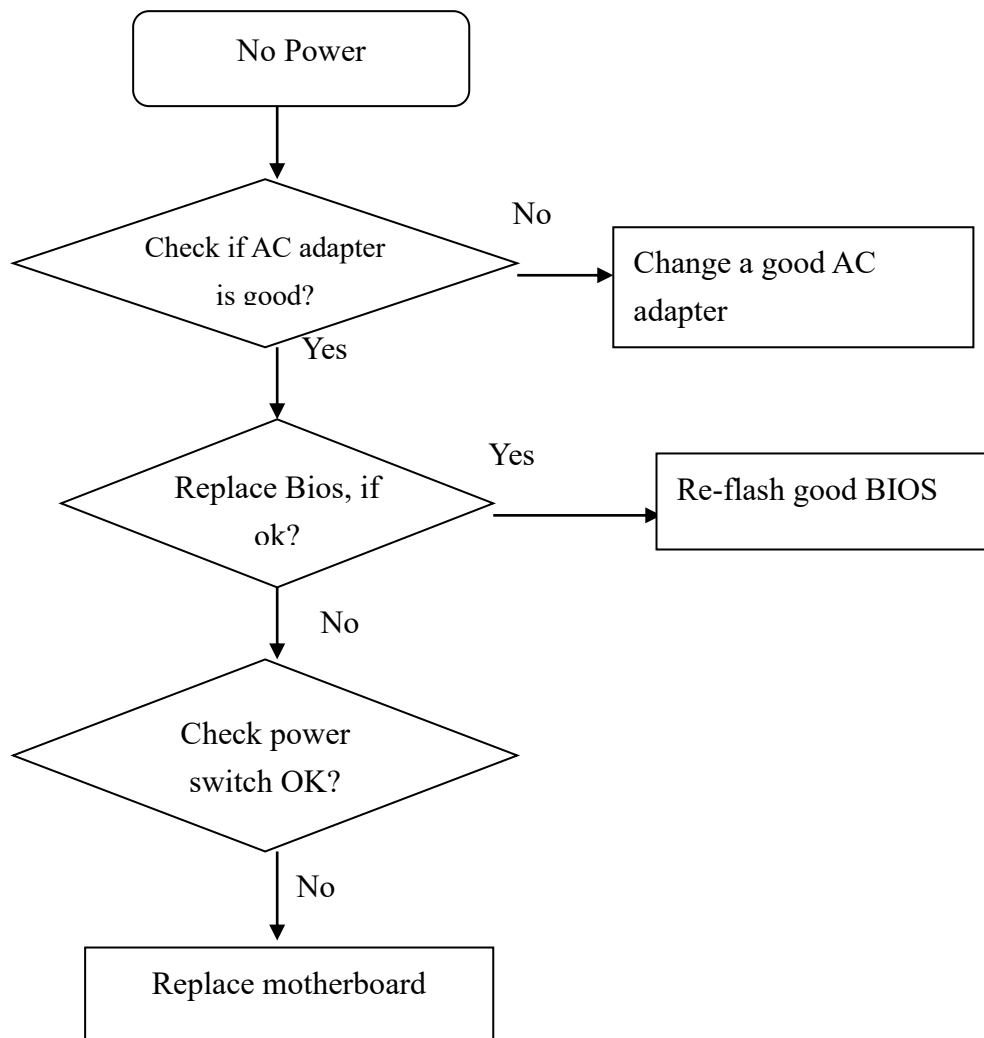
6.10 Audio failure

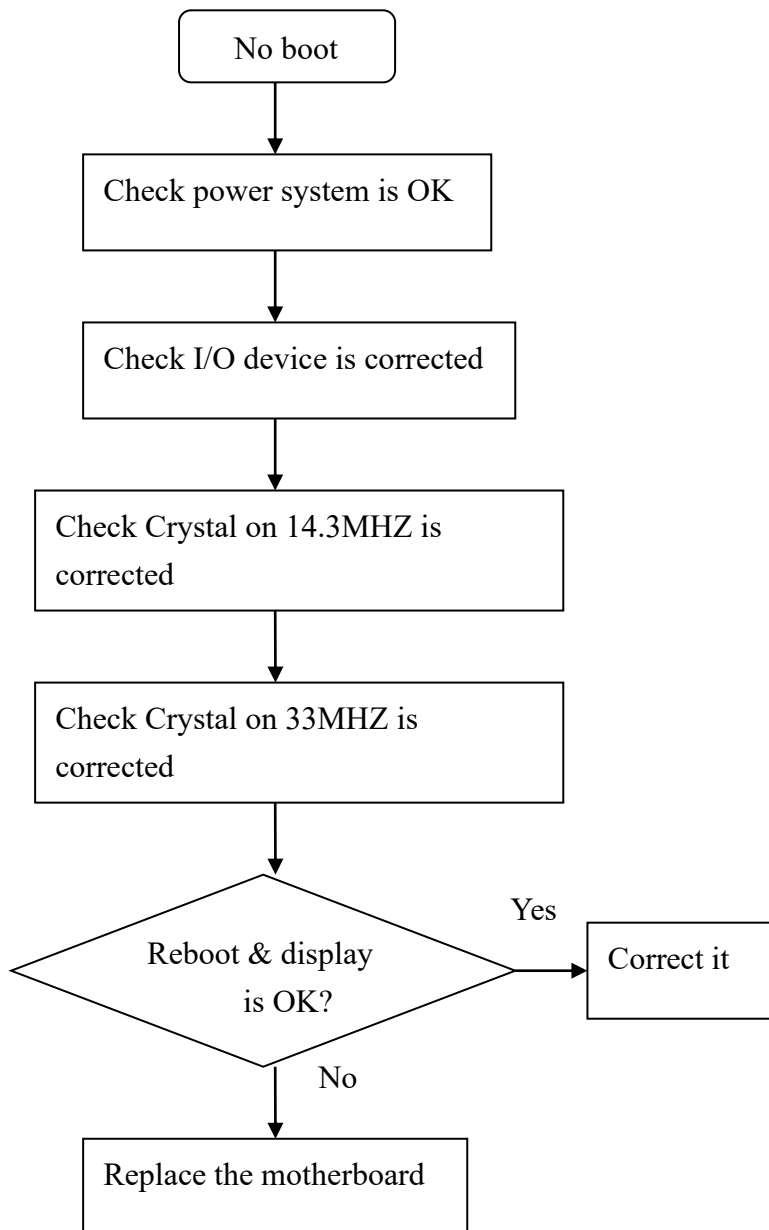
Symptom: No sound from speaker after audio drive is installed.



6.11 No power:

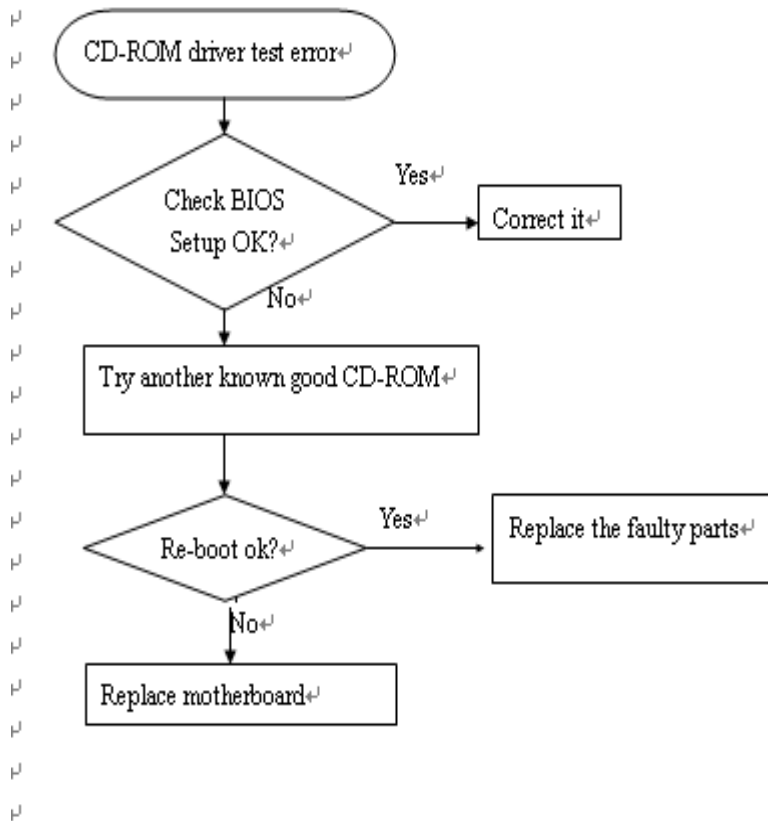
Symptom: When the power button is pressed, nothing happens. Power indicator is not light up.



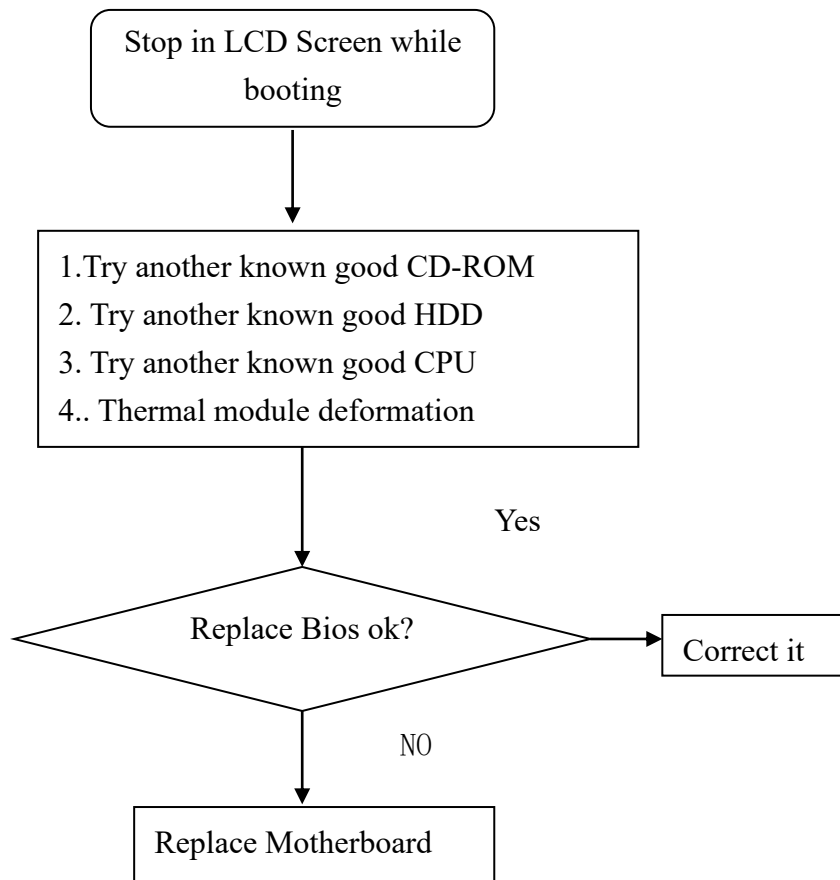
6.12 No boot symptom:

6.13 CD-ROM drive test error

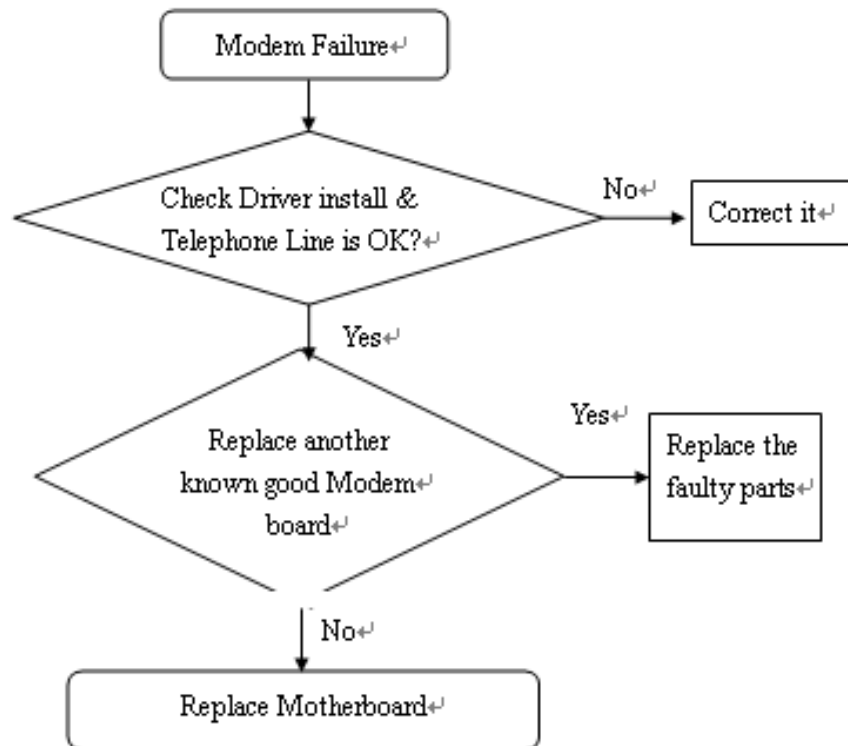
An error message is shown when reading data from CD-ROM drive



6.14 Stopping in LCD screen while booting

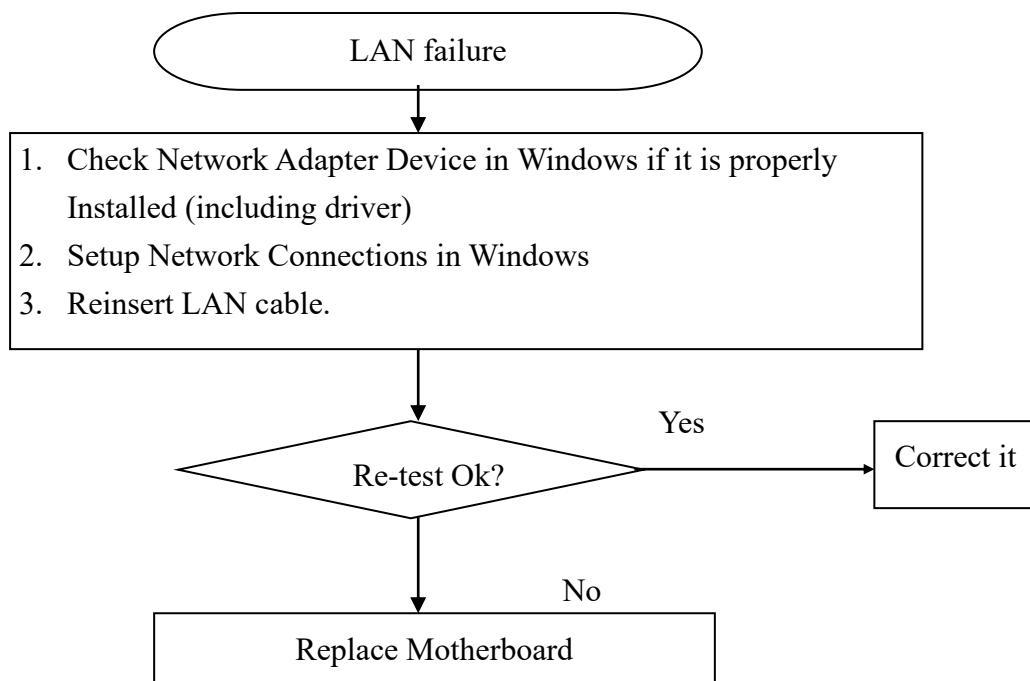


6.15 Modem failure

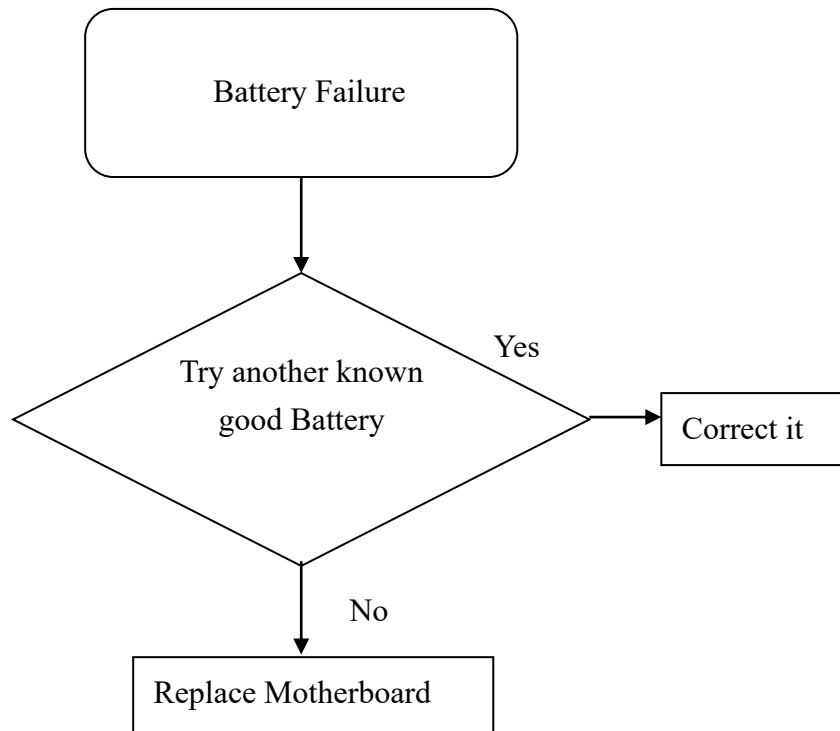


6.16 LAN failure

Symptom: When cannot detect Network Adapter device and can't enter internet.



6.17 Battery Failure



6.18 USB Port Failure

