



CompTIA Module Symptom

Newton Codes





Introduction

This document covers CompTIA module symptom codes for Newton products. The tables on the following pages list the Newton-specific Observed Condition Codes only.

For information about CompTIA Operating System, Modifier, and Action codes, and for information about CompTIA, AppleOrder, and SRO forms, refer to the CompTIA Module Symptom Codes document on Service Source CD (path: Hardware/Quick Reference) or in the Library section of Service Source Online.

Important: When returning a defective Newton product, always enter the symptom code that best describes the problem.





Observed Condition Codes: Power

Power Descriptions	Code
Dead unit: unresolved	001
Won't run off AC power	006
Won't run off battery	007
Powers off/on unexpectedly	009
Intermittently won't power on	010
Dead unit: DOA	012
Won't charge battery/NiCad pack	013
Won't power off	015
Won't power on/reset fixes	017
After use, hangs	022





Power Descriptions	Code
Bat won't charge in ext chgr	024
Reset button broken/HW	025
Alkalines leaked	034
Alkalines hot on AC	035
NiCads hot on AC	036
Bad battery	040
Won't run off battery/NiCad	041
Won't run off battery/Alkaline	042
Other power failure	099





Observed Condition Codes: Serial/IO

Description for Serial/IO Devices	Code
Modem drops line	205
Modem can't send fax	208
Loose serial port	209
Won't print to direct serial	212
Won't prt over LocalTalk	213
Won't prt/PrintPack cable	214
Won't recog Mac serial	216
Won't recog Mac LocalTalk	217
Won't recog PC serial	218
Won't recog Sharp OZ/IQ	219





Description for Serial/IO Devices	Code
Won't recog IR beam	220
Won't recog modem	242
Newton drops IR connection	244
PCMCIA modem failure	245
Can't receive IR beam	246
Can't send/rec IR beam	247





Observed Condition Codes: PCMCIA Cards

Description for PCMCIA Cards	Code
Doesn't recog PCMCIA card	223
Doesn't read PCMCIA card	224
Doesn't wrt to PCMCIA card	225
Won't eject PCMCIA card	226
PCMCIA won't insert/bent pin	227
PCMCIA won't insert	228
Won't recog wrt pro switch	229
PCMCIA won't erase	240
Third party PCMCIA failure	241





Observed Condition Codes: Sound/ Audio

Description for Sound/Audio	Code
No sound	501
Bad/distorted sound	502
Speaker dial problem	510
Unit generates excessive noise	511





Observed Condition Codes: Displays

Description for Displays	Code
BLF-Backlighting failure-generic	601
BLF-DOA	602
BLF-Dead	603
BLF-Flicker/intensity	604
BLF-Spots	605
Can't adjust contrast	606
Cracked display/abuse	620
Cracked display/no abuse	621
Discolored area or blot	641
Foreign object in display	645





Description for Displays	Code
Line(s) out on screen	648
Shadowing/crosstalk	654
Intermittent image	657
Diagonal lines	673
Screen scratched/abuse	680
Screen scratched/no abuse	681
Horizontal line ON	684
Verticle line OUT	685
Lines ON on screen	686
Line(s) OUT on screen	687
Ragged ink/tablet noise	688





Observed Condition Codes: Touchpad

Description for Touchpad	Code
Erratic touchpad response	677
Moire pattern on touchpad	678
Touchpad clicks	679
Touchpad misaligned	682
Touchpad not responsive	683





Observed Condition Codes: Visual

Visual Description	Code
Foot damaged/missing	804
Battery door problem	806
Loose hardware inside unit	807
Plastic defective	809
Broken snap on case	810
Broken stylus/abuse	824
Connector cover torn/missing	826
Broken stylus/no abuse	830
Display lid won't latch/back	831
Display lid won't latch/front	832





Visual Description	Code
Defective alkaline battery holder	833
ON/OFF switch won't work	834
Card lock switch won't work	835
Plastic/case abuse	836
Accessory/abuse	837





Observed Condition Codes: Software

Description for Software	Code
System software crash	901
Software incompatibility	903
Missing/lost system update	904
Lost password	905
OS/App Error Code	906
System won't reset/OS	907
Writing not converted/left ink	908
Low recognition rate	909
Third party software conflict	910
Names application problem	911





Description for Software	Code
Dates application problem	912
Notepad application problem	913
Extras application problem	914
Find problem	915
Undo problem	916
Assist problem	917
Dialing problem	918
Incorrect system update	919

