

EPSON PRODUCT SUPPORT BULLETIN

Date:	7/31/96
PSB No.:	PSB.1996.07.001
Reference:	SI 960139
Originator:	AV
Authorization:	KAS
Affected Product(s):	AN 866C, AN 880C, and AN 880CX
Subject:	Using Windows NT 3.51 on the ActionNote 866C, 880C, and 880CX Notebooks

The purpose of this document is to provide information on configuring the ActionNote 866C, ActionNote 880C and ActionNote 880CX computer systems to ensure that Windows NT 3.51 will operate properly.

Reason For This Bulletin:

An issue was reported that the unit would lock up if the computer's internal cache was enabled and if the option "Shutdown and Restart" was selected in Windows NT 3.51.

Configuration Changes:

1. The notebook should have at least BIOS version 1.01T. To see if this FLASH BIOS is installed on the computer, turn the computer on and watch the screen. The following will appear :

PhoenixBIOS(TM) A486 Ver 1.03,
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V1.01T

If it says Ver 1.00B or 1.00C, the system needs the FLASH BIOS upgrade. The FLASH BIOS can be downloaded from the Epson Forum on CompuServe or the Epson Download Service. To access the Epson Forum on CompuServe, type in GO EPSON and download the file AN101T.EXE. To access the file on the Epson Download Service, dial 800-442-2007. The file is located in the Portable/Notebook Computer Library and the name of the file is AN101T.EXE. If you are unable to download the file, it is available through the Epson Connection.

2. The hard disk settings in the system SETUP will need to be changed. Normally, the Hard Disk selection in the system SETUP is set for AUTO hard drive detection. This setting can cause the issues discussed above for various hard drives. This setting will need to be changed to **USER DEFINED** and the parameters of the installed hard drive will need to be entered. For example, if the TOSHIBA MK1824FCV hard drive is installed, the hard drive setting must be changed to **USER DEFINED** and the following parameters need to be entered.

Cylinders: 682
Heads: 16
Sectors: 63

This will allow the system to utilize the Toshiba MK1824FCV hard drive with Windows NT 3.51.

Note:

When using a hard drive that has parameters larger than the allowable size mandated by the BIOS, only 504 MB of that hard drive will be usable. For example, the Toshiba MK1924FCV hard drive has the following parameters:

Cylinders: 1053
Heads: 16
Sectors: 63

Allowing for a maximum size of 540 MB of hard drive space. However, the notebooks will only accept the following parameters.

Cylinders: 1024
Heads: 16
Sectors: 63

This will limit the usable hard drive space to 504 MB.

EPSON PRODUCT SUPPORT BULLETIN

Date: 05/07/96

PSB No.: PSB.1996.05.002

Reference: TIB.1996.01.003

Originator: RWS

Authorization:

Affected Product(s): All ActionNote 800 and 910 Series Notebooks

Subject: ActionNote Series 8MB Memory Modules

There are two optional 8MB memory modules available for the ActionNote 800 and 910 series Notebook computers, and they are NOT interchangeable.

8MB memory module compatibility is listed below:

- A. 8MB memory module product code A882211 is used in the ActionNote 866C/866CX/880C/880CX notebooks
- B. 8MB memory module product code A882601 is used in the ActionNote 890/890C/890CX/895C/895CX/910 series notebooks: