

Technical Note

Title: 610 - Freezes when exiting from 'full screen' DOS prompt

Date: 01/15/96

Product Fields: 610 / Portege
Failure

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PROBLEM

610 seems freeze when you exit from a "Full Screen"DOS prompt. (not Restart in MS-DOS mode).

- Problem only occurs when extra memory is installed:
 - Problem only occurs when an external monitor is not connected.
 - Problem only occurs when display properties color palette is set to 24bit (true color).
 - Problem only occurs when customer is in a "Full Screen"DOS Prompt for more then 60 seconds.
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SOLUTION

The 610 flat screen can not handle 24bit (true color). After typing "EXIT" from a "Full Screen" DOS Prompt the 24bit (true color) display drivers will fail to load onto the 610 LCD and will revert to external monitor which is not connected.

Hold down the Fn. key and press the F5 key until the LCD screen begins to display.

You should change to a lower color palette selection or this issue will continue to occur.

Keywords

610 HANGS FREEZES DOS PROMPT