

FIELD SUPPORT BULLETIN

Number: FSB-96002

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Subject: Resolving Keyboard Related Problems on the 400CS & 400CDT

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A number of 400CS and 400CDT model personal computers have exhibited keyboard related anomalies. These may appear as:

- 1 mouse pointer drifting
- 2 pressing one key causes several characters to appear on the display
- 3 application software acts as if the Ctrl key is pressed down

Diagnosis

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The keyboard cable may have become partially disconnected from the motherboard. This may be due to a physical obstruction caused by the LCD cable ferrite core. Also, the heat sink plate may not be installed properly, causing the keyboard to not lay flat, in the machine.

Counter Measure

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The keyboard cable should be re-seated, ensuring that the LCD cable ferrite core does not press against the keyboard connector on the system board. When re-closing the keyboard connector, press down on the thicker portion of the connector cover. (The thicker portion is on the side closest to the front of the machine.)

There is a black plastic insulator sheet, attached to the cover assy. When the unit is fully assembled, it will be directly under the center of the keyboard. When re-assembling the unit, check that the insulator is not laying on top of the video board.

It should hang down, to the right of the video board.

The heat sink plate (item 60 in both the 400CS & 400CDT Service Parts Lists) fastens to the top of the cpu with two screws. When re-assembling the unit, check that the tab on the heat sink is inserted into the slot in the sub-battery shelf (a portion of the cover assy). The heat sink plate should also lay within the recess, on top of the black plastic insulator sheet.

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For Further Information:

Contact Toshiba Canada Technical Support at 1-800-663-0378