



PORTABLE COMPUTER DIVISION

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Dear Customer,

Thank you for the opportunity to provide service for your HP-41 calculator. All repairs and maintenance necessary to restore your HP-41 to proper operation have been performed and we trust that you will now be completely satisfied with its performance.

As with other types of electronic equipment utilizing CMOS circuitry, your calculator may on occasion exhibit temporary disruption due to exposure to strong magnetic fields, electro-static discharge in your environment or other conditions that can traumatize the calculator. Infrequently, this may occur during shipping.

In a system disruption as described below, the calculator attempts to respond to spurious noise pulses as though they were legitimate commands. This can cause such peculiar symptoms as:

1. Calculator won't turn on or off.
2. Excessive battery drain.
3. All keys emit a high pitched noise when pressed.
4. Contents of some registers altered.
5. Various flags set or cleared.
6. Odd key reassignments (sometimes non-reassignable functions!)
7. Loss of memory.
8. Many display annunciators lit.

To minimize the possibility of these problems, we recommend the following:

1. Ground yourself before touching your calculator. Touch a metal ground (i.e., metal desk, door knob) before touching your HP-41C.
2. Be cautious of storing your HP-41 in foam-lined carrying cases. Some types of plastic foam can build up large static charges.
3. Try to increase humidity if you live or work in an area with very low humidity (such as air-conditioners can produce).
4. Synthetic carpets, fabrics and/or leather-soled shoes can contribute to large static charges built up by a person's body. You may be able to purchase an anti-static spray for your carpet if it's made of such a synthetic material.
5. If you are carrying your HP-41, touch the surface where you are going to place the calculator before actually setting it down.

These tips should eliminate (or greatly reduce) the incidence of static "lockup, however, should this condition recur, you should be able to reset your 41 by the following methods:

HP-41C/CV:

1. Remove batteries, wait for 30-60 seconds, re-install batteries and attempt to turn calculator on. If your calculator turns on, execute a Master Clear.*
2. If no response, remove all peripherals and/or modules; press and hold [ON] [ENTER] and [<--] simultaneously for one second; repeat pressing and releasing these keys in this manner slowly 10 or 12 times. If your HP-41 turns on, execute a CAT 1. If programs are displayed that begin with a function STO or FS?C IND---, press [R/S] and execute Size 64 (41C) or Size 319 (41CV). Your 41 will start packing available memory and will not stop. Remove batteries and hold [ON] down continuously for two minutes.
3. Release [ON] and reinstall batteries. If your calculator turns on, execute a Master Clear. If no response, repeat above procedure and after holding [ON] down for two minutes, let calculator set 24 hours. Reinstall batteries. If it turns on, execute Master Clear; if it still will not turn on, return calculator to us for service.

HP-41CX:

1. Repeat step 1 above. If no response, proceed as follows.
2. Remove peripherals and modules. Press and hold [ON] [ENTER] and [<--] as described in step 2. If your 41CX turns on, execute CAT 5; if "CAT 5" will not clear from the display, return your calculator to us for service.
3. If CAT 5 results in many alarms set to the same time and a "garbage" message, stop the message by pressing [R/S] and then [<--] and [USER]. Now execute CLRALMS. The display should be blank except for the USER annunciator; after the display reappears in approximately two minutes, your 41CX will turn on and off normally. Execute a Master Clear to reset the rest of memory.
4. If your 41CX does not turn on after the above procedures, remove the batteries, all peripherals and modules. Press [ON] continuously for two minutes, release [ON] and reinstall batteries. If 41CX turns on, execute Master Clear; if not, repeat step 3 above.

* To execute Master Clear: With calculator turned off, press and hold down [<--]; while holding this key down, press and release [ON]. MEMORY LOST will appear on the display.

If your HP-41 emits a tone when keys are pressed, press [gold] [4] then execute Master Clear and continue with above procedures.

If the batteries you're using were not sent to you from our Service Center, we recommend that you try another set of batteries.