

## 3 Long, then 2 Short

This can be either blinks and/or beeps:

- Red LED long blinks and/or system long beeps followed by
- White LED short blinks and/or system short beeps

### **WHAT THIS ERROR MEANS:**

Indicates potential **HARDWARE** failure: *The embedded controller has timed out waiting for BIOS to return from memory initialization.*

### **WHAT TO DO:**

To resolve the issue detected, you should try to reseat the memory.

1. Turn off the computer, and then disconnect the power cord.
2. Remove the cover to access the memory.
3. Remove all the memory modules in the computer.
4. Reinsert all memory modules.
5. Replace the cover, battery, and power cord.
6. Turn on the computer.
7. Perform any tests to verify that the computer can start up and run in the Windows operation system.
8. Correct memory configuration or test with known good memory.
9. If the computer fails to boot to the Windows desktop after the memory is reseated and the battery is installed, contact HP for support.

### **WHERE TO GET ADDITIONAL HELP:**

Many of the problems associated with LED or beep codes require service or parts replacement. To find an HP authorized service provide, go to [www.hp.com/go/support](http://www.hp.com/go/support) .

BIOS - Basic Input/Output System