Getting Started
HP Compaq Notebook Series

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This guide explains how to set up your hardware and software and begin using your notebook.

Enhanced for Accessibility.

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Hardware Setup

⚠️ **WARNING:** This notebook is designed to run demanding applications at full power. As a result of increased power consumption, it is normal for the notebook to feel warm or hot when used continuously. To avoid potential discomfort or burns, do not block the air vents or use the notebook on your lap for extended periods. The notebook complies with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950).

⚠️ **CAUTION:** To prevent file corruption and to ensure that the correct drivers are installed:

■ Do not set up the notebook for the first time while the notebook is docked in an optional docking device.

■ During the hardware and software setup procedures:
   ❏ Do not unplug the notebook from external power.
   ❏ Do not shut down the notebook or initiate standby or hibernation.

✎ For governmental agency and safety information, refer to the *Regulatory and Safety Notices* guide on the *Notebook Documentation CD.*

During hardware setup, you will

1. Identify the hardware you need to set up the notebook.
2. Insert the battery pack into the notebook.
3. Connect the modem, so you can register the notebook and operating system during software setup.
4. Connect the notebook to external power.
5. Allow the battery pack to charge.
6. Open the notebook.
7. Turn on the notebook.

When the notebook is turned on, you will be prompted to begin software setup.

Step 1: Identify the Hardware Required for Setup

To set up the notebook for the first time, you need the notebook and the components listed in the following table.

✎ Power cords, AC adapters, modem cables, and modem adapters may vary in appearance.
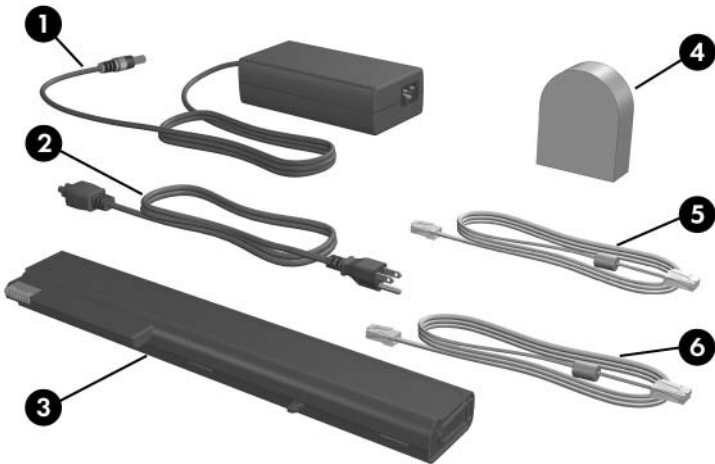
	Component	Description
❶	AC adapter	Converts AC power to DC power.
❷	Power cord	Connects the AC adapter to an AC outlet.
❸	Battery pack	Provides power to the notebook when the notebook is not connected to external power.

(Continued)

Component	Description
❹ Country-specific modem adapter (included by region as required)	Adapts the modem cable to a non-RJ-11 telephone jack.
❺ Modem cable (included with select models)	Connects the notebook to a telephone jack or to a country-specific modem adapter. ✎ A modem cable has a 6-pin RJ-11 telephone connector at each end.
❻ Network cable (not included)	Connects the notebook to a network jack. ✎ A network cable has an 8-pin RJ-45 network connector at each end.

Step 2: Insert the Battery Pack

⚠ **CAUTION:** To prevent a lack of response when you turn on the notebook, make sure the battery pack is firmly seated.

⚠ **CAUTION:** To ensure that the correct drivers load and to prevent file corruption or damage to components, do not remove the battery pack until the notebook has been connected to external power.

To insert the battery pack:

1. Turn the notebook upside down with the primary battery bay facing you.

2. Slide the battery pack into the battery bay until it locks into place.

Step 3: Connect the Modem

⚠ **WARNING:** To reduce the risk of electric shock, disconnect the modem from the telephone network before accessing an internal compartment of the notebook. Internal compartments include the memory compartment, the battery bay, and the hard drive bay.

To connect the modem so that you can register your notebook and operating system during software setup:

■ Follow the instructions in this section for connecting the modem to an analog telephone line.

– or –

■ Follow the instructions provided by your Internet service provider (ISP) to connect the notebook to the Internet through a DSL (Digital Subscriber Line) modem, cable modem, or network connection.

   For more information about DSL, cable, and network connections, select **Start > Help and Support.** The Help and Support utility provides hardware and software information, instructions, tutorials, and wizards that can help you set up or troubleshoot a variety of connections.

✎ It may be easier to connect your modem to a telephone line now and set up another Internet connection later, after you have completed software setup.

Wall jacks for analog telephone lines vary by country.

■ If you are connecting the modem to a telephone line in a country where RJ-11 telephone jacks are standard, refer to the following section, "Connecting the Modem to an RJ-11 Jack."

■ If you are connecting the modem to a telephone line in a country where RJ-11 telephone jacks are not standard, refer to the section "Connecting the Modem with an Adapter," later in this chapter.

Connecting the Modem to an RJ-11 Jack

To connect the modem to an analog telephone line that has an RJ-11 telephone jack:

1. Turn the notebook display-side up on a flat surface near an RJ-11 telephone wall jack.

2. If your modem cable has noise suppression circuitry ❶, which prevents interference with TV and radio reception, place the circuitry end of the cable near the notebook.

3. Plug the modem cable into the RJ-11 (modem) jack on the notebook ❷.

4. Plug the other end of the modem cable into the RJ-11 telephone wall jack ❸.

✎ Telephone wall jacks and modem cables vary in appearance by region and country.
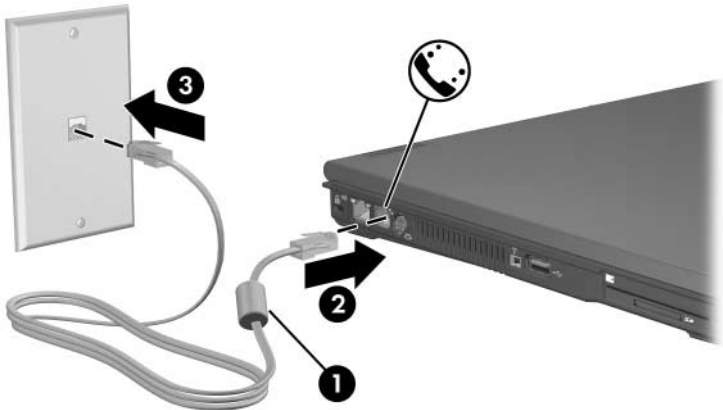
Connecting the Modem with an Adapter

To connect the modem to an analog telephone line that does not have an RJ-11 telephone wall jack:

1. Turn the notebook display-side up on a flat surface near a telephone wall jack.

2. If your modem cable has noise suppression circuitry ❶, which prevents interference with TV and radio reception, place the circuitry end of the cable near the notebook.

3. Plug the modem cable into the RJ-11 (modem) jack on the notebook ❷.

4. Plug the other end of the modem cable into the country-specific modem adapter ❸.

5. Plug the country-specific modem adapter into the telephone jack ❹.

✎ Telephone wall jacks, modem adapters, and modem cables vary in appearance by region and country.
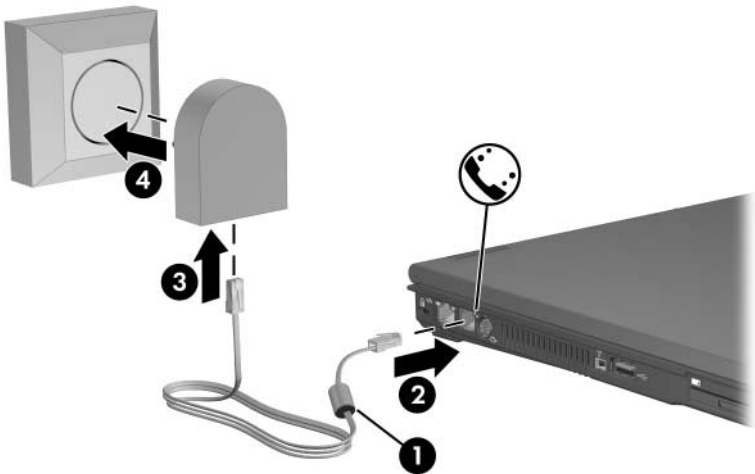
Step 4: Connect the Notebook to External Power

To connect the notebook to external power:

1. Plug the AC adapter into the power connector ❶.

2. Plug the power cord into the AC adapter ❷, and then into an electrical outlet ❸.

   The battery light is turned on and the battery pack begins to charge.

✎ Power cords and electrical outlets vary in appearance by region and country.
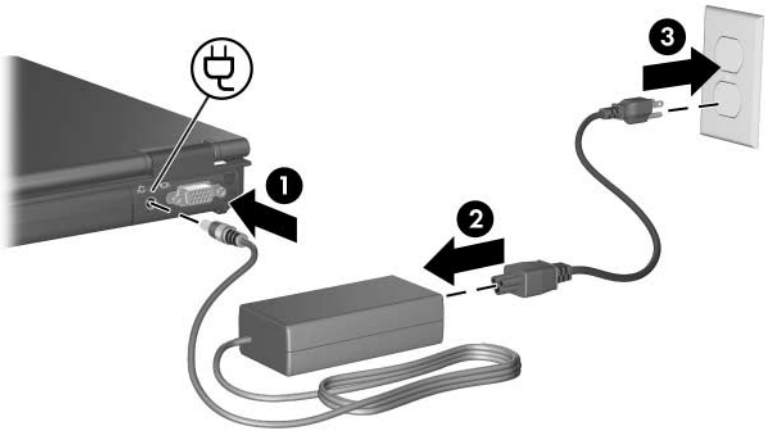
Step 5: Charge the Battery Pack

The battery pack begins to charge as soon as the notebook is connected to external power. Charge status is indicated by the battery light.

The battery light is on while the battery pack is charging.

It is recommended that you leave the notebook connected to external power until the battery pack is fully charged and the battery light is turned off.

A partially charged new battery pack can run the notebook, but battery charge displays will not be accurate until the new battery pack has been fully charged.

Step 6: Open the Notebook

To open the notebook:

1. Slide the display release latch ❶ to release the display.
2. Raise the display ❷.
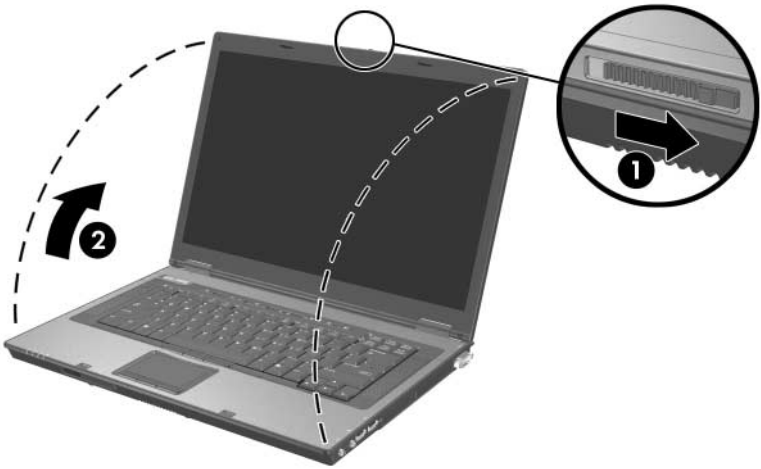
Step 7: Turn On the Notebook

To turn on the notebook:

» Press the power/standby button ❶.

The power/standby light next to the power/standby button ❶ and the power/standby light on the front of the notebook ❷ are turned on, and you are prompted to begin software setup.

If the notebook does not power up:

■ Make sure the AC adapter is securely plugged into the notebook and an electrical outlet.

■ Make sure the electrical outlet is providing power. (To confirm that the outlet is providing power, plug another device into the outlet.)

■ If you have installed a battery pack, make sure the battery pack is firmly seated.

■ Refer to the *Worldwide Telephone Numbers* booklet (English only) included with the notebook to contact Customer Care.

2

Software Setup

✎ Read the information below before you begin the software setup wizard. After you respond to the setup prompt, you must complete the entire setup process without interruption. Setup time varies.

During software setup you can

- Select regional preferences.
- Accept license agreements.
- Name your notebook.
- Register online.
- Create user accounts.

If you prefer not to register your notebook during software setup, you can do so at any time after software setup is complete. You can also change or add any settings you select or skip during the setup process. For instructions, refer to Chapter 2, "Managing Your Software," in the printed *Help and Support Guide* included with your notebook. Although you can register and set preferences later, it is usually easier and faster to complete these tasks during software setup.

Software setup begins when you respond to the setup prompt on the notebook screen.

⚠ **CAUTION:** If you are prompted to select an operating system language *before* the Welcome to Windows Wizard is displayed, choose carefully. On some models, the languages that you do not choose are deleted from the system and cannot be restored during software setup.

■ After you respond to the setup prompt, you must complete the entire setup process without interruption. Setup time varies.

■ During software setup, it is normal for some notebook models to pause occasionally for several minutes. These normal pauses are indicated by an hourglass icon.

Welcome to Windows

The first window in the Welcome to Windows Wizard welcomes you to your Microsoft® Windows® operating system and introduces you to software setup navigation:

■ To display additional information about the text in any setup window:

Select the question mark icon in the lower-right section of the window or press the **f1** key on your keyboard.

■ To continue to the next window:

Select the **Next** button in the lower-right corner of the window.

■ To return to the previous window:

Select the **Back** button in the lower-left corner of the window. (This button is unavailable on the first window of the Welcome to Windows Wizard.)

■ To skip a window without entering a preference:

Select the **Skip** button in the lower-right corner of the window. (This button is unavailable on some windows.)

To navigate in a window:

» Slide your finger on the TouchPad ❷ in the direction that you want to move the pointer.

To select an item:

» Move the pointer over the item, and press the left TouchPad button ❶.
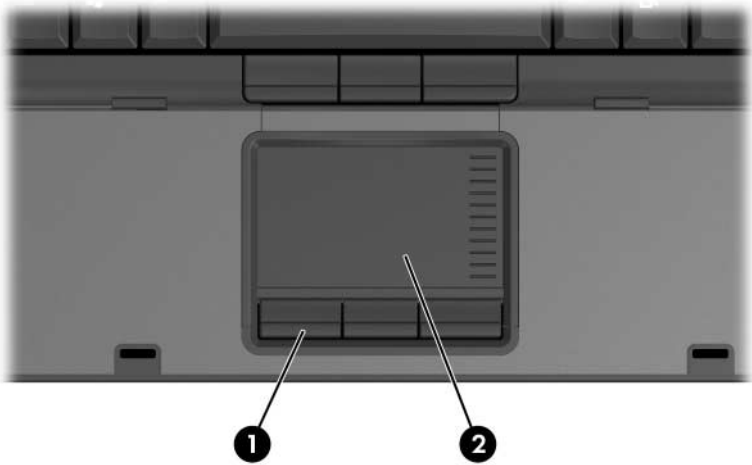
Select Your Regional Preferences

The next two windows prompt you to confirm or select regional preferences. Regional preferences are preset for the country in which you purchased the notebook.

■ Dates and currency window—The operating system will format dates and currency according to the region and language preferences you confirm or select in the How Should Dates and Currency Appear? window.

Notice that some languages include regional versions. The versions are shown in parentheses after the language name.

■ Time zone window—The operating system will set the notebook clock according to the time zone you confirm or select in the What Time Zone Are You In? window.

Notice that you can select a check box to set the notebook clock to adjust to daylight saving time.

Accept the License Agreements

In the End-User License Agreement window, you must accept both the Microsoft End-User License Agreement and the HP Software Product License Agreement to continue with software setup.

■ To accept both agreements, select **Yes, I accept them,** and then select **Next.**

■ To decline both agreements, select **No, I don't accept them,** and then select **Next.**

If you decline both agreements, you will not be permitted to use the installed software. On the following screen, you will be offered only two options:

❏ Choose **Back** to return to the End-User License Agreement window

– or –

❏ Choose **Shutdown** to turn off the notebook.

When you start the notebook after selecting **Shutdown,** the Welcome to Windows Wizard is displayed and you must begin software setup again.

Help Protect Your Notebook

In the Help Protect Your PC window, you can choose to have your notebook automatically download and install Windows updates as they become available. The Automatic Updates feature helps protect your notebook by providing important security enhancements. It is strongly recommended that you enable this feature.

To enable Automatic Updates:

» Select the **Help protect my PC by turning on Automatic Updates now** radio button.

If you do not choose to enable Automatic Updates, it is strongly recommended that you use the Windows Updates feature on a regular basis to check for critical updates. For more information, select **Start > Help and Support.**

Name Your Notebook

If you plan to include your notebook on a home network, your notebook must have a unique name. In the What's Your Computer's Name? window, you can retain the default name shown in the **Computer name** text field or choose another name.

For example, you may want to base your notebook name on a person's name, "David," or a location, "Familyroom." In order for your notebook name to be displayed on a network, the name

■ Must be no longer than 15 characters.

■ Must include only letters (A-Z and a-z), numerals (0-9), and hyphens.

■ Cannot include spaces.

If you like, you can also enter a description of your notebook. The description may contain more characters than the notebook name, as well as spaces and special characters. For example, you could describe your notebook as "David's game machine."

Register Online

In the Register Online with Hewlett-Packard window, you can

- Register your notebook—Complete the text fields.

- Register your operating system—Select the **Also Register with Microsoft** check box beneath the text fields.

- Indicate how you would like to be contacted by Hewlett-Packard—Select or clear the check boxes above the Microsoft registration information.

- View privacy statements:

  ❏ To view the Hewlett-Packard Registration Privacy Statement, select the underlined link near the top of the window.

  ❏ To view the Microsoft Windows Registration Privacy Statement, select the underlined link near the bottom of the window.

If you connected your modem during the hardware setup in Chapter 1, "Hardware Setup," or have connected the notebook to the Internet by another method, the Connecting to Online Registration window is displayed. This window describes the progress of your registration.

If you are unable to send your registration, you can do so at any time after software setup is complete.

Create User Accounts

In the Who Will Use this Computer? window, you can create a user account for each person who may use the notebook.

User accounts enable each notebook user to create a personal notebook environment. A user's environment may include such customizations as display and security settings, personal files, screen savers, and the appearance of the Windows desktop.

When you start or restart the notebook, a prompt to select a user account is displayed. When a user account is selected, Windows opens according to the preferences set by that user.

The names you enter in the text fields of the Who will use this computer? window are displayed at Windows startup on the list of user accounts.

Press the Finish Button

When the Thank you! window is displayed:

1. Read the text, and then select **Finish.** (Your notebook saves your preferences, and then restarts in Windows.)

2. Select your user account. You are ready to begin using your notebook.

✎ To protect your notebook and gain Internet access to software updates and online assistance, it is recommended that you follow the suggestions in Chapter 3, "Next Steps."

3
Next Steps

Protect Your Notebook

You can use the information in this section to

■ Protect the notebook from viruses.

■ Protect the notebook from power surges.

■ Protect your system files.

■ Protect your privacy.

■ Use the notebook safely.

■ Turn off the notebook properly.

For information about other notebook security features, such as passwords, disabling devices, and using an optional security cable lock, refer to the "Security" chapter in the *Hardware and Software Guide* on the *Notebook Documentation CD*.

Protect the Notebook from Viruses

When you use the notebook for email, connecting to a network, or Internet access, you expose the notebook to computer viruses. Computer viruses can damage or disable your operating system, applications, and utilities.

Norton AntiVirus software is preinstalled on your notebook to protect against such viruses. Norton Antivirus software can detect and destroy most viruses, and usually repair damage they have caused. To provide protection against newly discovered viruses, Norton Antivirus software must be periodically updated.

■ For information about using and updating your Norton AntiVirus software, and for other information such as troubleshooting:

Select **Start > All Programs > Norton AntiVirus.** Then select the **Help & Support** button.

■ For more information about computer viruses:

1. Select **Start > Help and Support.**

2. Type viruses into the **Search** text field.

3. Then press **enter.**

Protect the Notebook from Power Surges

To protect the notebook from power surges that may be caused by irregular electrical service or an electrical storm:

■ Plug the notebook power cord into an optional, high-quality surge protector. Surge protectors are available from most computer or electronics retailers.

■ Provide surge protection on the cable that connects the modem to a telephone line.

■ During an electrical storm, either run the notebook on battery power or shut down the notebook and unplug the power cord.

Protect Your Privacy

The Windows operating system on your notebook contains security features that can prevent unauthorized persons from obtaining information about your notebook and the data it contains. To protect your privacy, it is recommended that you

■ Keep your operating system updated. Windows updates usually contain security enhancements. For information about updating your operating system, refer to "Updating Reinstalled Software" in Appendix B, "System Restore."

■ Use the Windows Internet Connection Firewall or an optional firewall. The Internet Connection Firewall on your notebook is enabled by default. To disable or enable this firewall:

1. Select **Start > Control Panel > Network and Internet Connections > Network Connections.**

2. Right-click **Local Area Connection**, and then select **Properties.**

3. In the Local Area Connection Properties dialog box, select the **Advanced** tab. Then

◆ To enable Internet Connection Firewall, select the check box for **Protect my computer and network by limiting or preventing access to this computer from the Internet.**

◆ To disable Internet Connection Firewall, clear the check box for **Protect my computer and network by limiting or preventing access to this computer from the Internet.**

◆ To learn more about Internet Connection Firewall, select the **Learn more about Internet Connection Firewall** link.

4. Select **OK.**

Under some circumstances a firewall can block access to Internet games, interfere with printer or file sharing on a network, or block authorized e-mail attachments. To temporarily solve the problem, disable the firewall, perform the task, and then enable the firewall. To permanently resolve the problem, reconfigure the firewall as follows:

❏ If you are using Internet Connection Firewall, select **Start > Help and Support** to search for configuration information or to contact Customer Care.

❏ If you are using an optional firewall, refer to the firewall documentation or contact the firewall manufacturer.

Use the Notebook Safely

⚠ **WARNING:** To reduce the risk of electric shock or damage to your equipment:

■ Plug the power cord into an electrical outlet that is easily accessible at all times.

■ Disconnect power from the notebook by unplugging the power cord from the electrical outlet (not by unplugging the power cord from the notebook).

■ If provided with a 3-pin attachment plug on your power cord, plug the cord into a grounded (earthed) 3-pin outlet. Do not disable the power cord grounding pin; for example, by attaching a 2-pin adapter. The grounding pin is an important safety feature.

⚠ **WARNING:** To reduce the risk of serious injury, read the *Safety and Comfort Guide.* It describes proper workstation setup, and proper posture, health, and work habits for notebook users. The *Safety and Comfort Guide* also provides important electrical and mechanical safety information. This guide is available on the Web at http://www.hp.com/ergo, on the notebook hard drive, and on the *Notebook Documentation CD* included with the notebook.

⚠ **WARNING:** To avoid potential discomfort or burns, do not block the air vents or use the notebook on your lap for extended periods.The notebook is designed to run demanding applications at full power. As a result of increased power consumption, it is normal for the notebook to feel warm or hot when used continuously. The notebook complies with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950).

For safety and regulatory information refer to *Regulatory and Safety Notices* on the *Notebook Documentation CD* and to the printed *Wireless Regulatory Notices* document included with your notebook.

Turn Off the Notebook Properly

Whenever possible, turn off the notebook by using the standard Windows shutdown procedure for your operating system:

■ In Windows XP Home:

Select **Start > Turn Off Computer > Turn Off.**

■ In Windows XP Professional:

Select **Start > Turn Off Computer > Shut Down,** and then select **OK.** (If you connect your notebook to a network domain, the Turn Off Computer button may be replaced by the Shut Down button.)

If the notebook does not respond, try the following shutdown procedures:

■ Press **ctrl+alt+delete.** Then

❏ If the notebook is running Windows XP Home:

Select **Shut Down > Turn Off.**

❏ If the notebook is running Windows XP Professional:

Select **Shut down > OK.**

■ If the notebook does not respond to the ctrl+alt+delete procedure, press and hold the power/standby button for 5 seconds.

△ You should only use the power/standby button to shut down the notebook when the system does not respond to any of the shutdown procedures listed above. Using the power/standby button to shut down the system can result in file corruption and data loss.
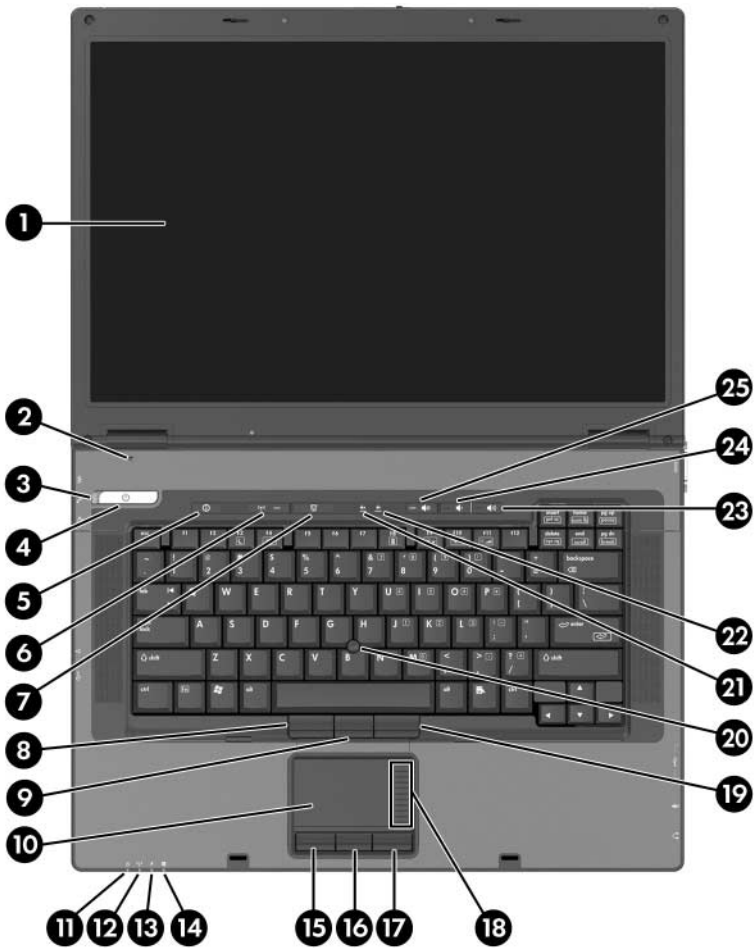
4

Notebook Tour

This chapter identifies the visible hardware features of your notebook.

To find out how to use a feature, such as hotkeys, or to find out about a general topic, such as standby or hibernation, refer to the *Hardware and Software Guide* on the *Notebook Documentation* CD.
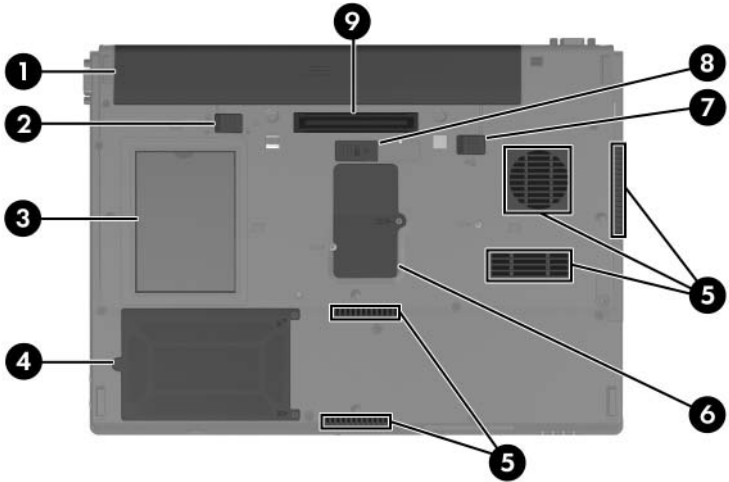
Top Components

Component		Component	
❶	Display	⓮	IDE drive light
❷	Display switch	⓯	Left TouchPad button
❸	Power/standby light	⓰	Middle TouchPad button (select models only)
❹	Power/standby button	⓱	Right TouchPad button
❺	Info Center button	⓲	TouchPad scroll zone
❻	Wireless button	⓳	Right pointing stick button (select models only)
❼	Presentation mode button	⓴	Pointing stick (select models only)
❽	Left pointing stick button (select models only)	㉑	Caps lock light
❾	Middle pointing stick button (select models only)	㉒	Num lock light
❿	TouchPad	㉓	Volume mute button
⓫	Power/standby light	㉔	Volume down button
⓬	Wireless light	㉕	Volume up button
⓭	Battery light		

Front, Rear, Left-Side and Right-Side Components
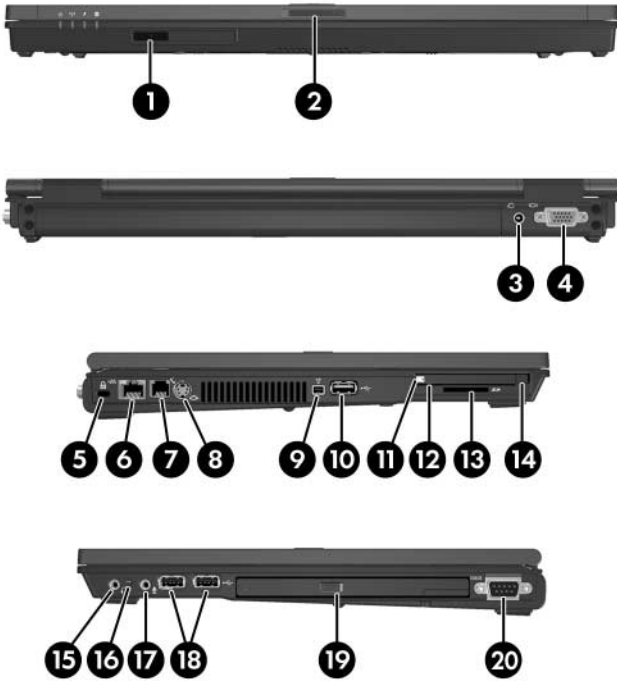
Component		Component	
❶	Infrared port	⓫	PC Card slot
❷	Display release latch	⓬	Smart card reader
❸	Power connector	⓭	Secure Digital (SD) Card slot
❹	External monitor port	⓮	PC Card eject button
❺	Security cable slot	⓯	Audio-out (headphone) jack
❻	RJ-45 (network) jack	⓰	Internal microphone
❼	RJ-11 (modem) jack	⓱	Audio-in (microphone) jack
❽	S-Video-out jack	⓲	USB ports (2)
❾	1394 port	⓳	MultiBay II
❿	USB port	⓴	Serial port

Bottom Components

Component		Component	
❶	Primary battery bay	❻	Memory module compartment
❷	Primary battery release latch	❼	Primary battery locking latch
❸	Business card holder	❽	Travel battery connector
❹	Hard drive bay	❾	Docking connector
❺	Vents (5)		

A
Troubleshooting

If you experience problems with your notebook, you can

- Review this appendix for basic troubleshooting information.

- Access the Help and Support Center for additional information about your notebook.

    ✎ Although many checkup and repair features require an Internet connection, many other features can help you fix a problem while the notebook is offline.

- Visit the HP support Web site at http://www.hp.com/support for answers to common questions.

- Contact Customer Care for any further assistance.

Quick Troubleshooting

Power Features

Several of the troubleshooting suggestions in this appendix refer to power features which vary by notebook model.

The notebook has 2 power/standby lights: 1 on the power/standby button and 1 on the front of the notebook. It also has a battery light.

■ The locations and functions of the power features on your notebook are identified in this guide and in the *Hardware and Software Guide,* which is located on the *Notebook Documentation* CD.

■ The following illustration identifies the icons for a power/standby button ❶, a power/standby light ❷, and an AC adapter ❸.

Is the Notebook Unable to Start Up?

If the power light is off and the notebook cannot be turned on, adequate power may not be available to the notebook.

■ If the notebook is running on battery power or is connected to an external power source other than an AC outlet, connect the notebook to an AC outlet using the AC adapter. Make sure the power cord and AC adapter connections are secure.

■ If the notebook is connected to an AC outlet, verify that the AC outlet is providing adequate power by plugging another electrical device into the outlet.

When the power/standby light is on, the notebook is on and receiving adequate power. If the power/standby light is blinking, the notebook is in standby mode.

✎ If the notebook can be turned on when connected to external power but cannot be turned on when running on a battery pack, recharge the battery pack. For more information about running the notebook on battery power, refer to the "Power" chapter of the *Hardware and Software Guide,* which is located on the *Notebook Documentation* CD.

Is the Notebook Screen Blank?

If you have not turned off the notebook but the screen is blank, the notebook may be in standby or hibernation, or not set to display the image on the notebook screen.

■ To resume from standby or restore from hibernation, press and hold the power/standby button for 5 seconds.

Standby and hibernation are energy-saving features that can be initiated by the system while the notebook is in Windows but is not in use:

❏ When standby is initiated, the power/standby light blinks, your work is saved in random access memory (RAM), and the screen clears.

In some software, including your Windows operating system, the term *standby* is replaced by the term *sleep.*

❏ When hibernation is initiated, your work is saved to a hibernation file on the hard drive, the notebook shuts down, and all power lights are turned off.

For more information about standby and hibernation, refer to the "Power" chapter of the *Hardware and Software Guide,* which is located on the *Notebook Documentation* CD.

■ To switch the image to the notebook screen, press **fn+f4:**

❏ On most notebook models, when an optional external display device, such as a monitor, is connected to the notebook, the image can be displayed at any time on the notebook screen, the external display, or on both the notebook screen and the external display simultaneously. When you press fn+f4, the image is switched among the notebook, one or more external display devices, and simultaneous display.

❏ On some notebook models, the function of fn+f4 is determined by the software you are using. For information about the fn+f4 functions on your notebook, refer to the hotkeys section of the *Hardware and Software Guide,* which is located on the *Notebook Documentation* CD.

Is Software Functioning Abnormally?

If your software becomes unresponsive or responds abnormally:

■ Restart the notebook:

❏ In Windows XP Home:

Select **Start > Turn Off Computer > Restart.**

❏ In Windows XP Professional:

Select **Start > Turn Off Computer > Restart > OK.** (On your notebook, the Turn Off Computer button may be called the Shut Down button, depending on your network connections).

If you cannot restart the notebook using these procedures, refer to the next section, "Is the Notebook Unresponsive?"

■ Run a virus scan. For information about using the antivirus resources on your notebook, refer to "Protect the Notebook from Viruses," in the "Next Steps" chapter.

■ If the notebook feels extremely warm, allow it to cool to room temperature. For more information about notebook overheating, refer to "Is the Notebook Overheating?" later in this appendix.

■ If you are using an optional cordless mouse, make sure that the mouse battery is adequately charged and that the cordless mouse is not causing interference.

Is the Notebook Unresponsive?

If the notebook has stopped responding, try first to shut down the notebook using the shutdown procedure for your operating system:

■ In Windows XP Home:

Select **Start > Turn Off Computer > Turn Off.**

■ In Windows XP Professional:

Select **Start > Turn Off Computer > Shut down > OK.** (On your notebook, the Turn Off Computer button may be called the Shut Down button, depending on your network connections).

If the notebook remains unresponsive, try the following emergency shutdown procedures in the sequence provided:

■ If the notebook is in Windows, press **ctrl+alt+delete.** Then

❏ If the notebook is running Windows XP Home:

Select **Shut Down > Turn Off.**

❏ If the notebook is running Windows XP Professional:

Select **Shut down > OK.**

■ If you cannot shut down the notebook by using **ctrl+alt+del,** press and hold the power/standby button for at least 5 seconds.

■ If you are unable to shut down the notebook by using the power/standby button, disconnect the notebook from external power and remove the battery pack.

Is the Notebook Overheating?

It is normal for the notebook to feel warm to the touch while it is in use. But if the notebook feels *extremely* warm, it may be overheating because a vent is blocked.

If you suspect that overheating is the problem, allow the notebook to cool to room temperature. Then be sure to keep all vents free from obstructions while you are using the notebook.

Vent locations are identified in the *Hardware and Software Guide,* which is located on the *Notebook Documentation* CD.

Is an External Device Not Working?

If an external device does not function as expected:

■ Turn on the device as instructed in the device documentation. Some devices, such as monitors and printers, must be turned on before the notebook is turned on.

■ Verify that

❏ All device connections are secure.

❏ The device is receiving electrical power.

❏ The device, especially if it is an older device, is compatible with your operating system. For compatibility information, select **Start > Help and Support,** or visit the Web site of the device manufacturer or provider.

❏ The correct drivers are installed and updated. Drivers may be available on a CD included with the device or on the Web site of the device manufacturer or provider. For more information about updating drivers, select **Start > Help and Support.**

If the problem involves accessing or displaying files on removable storage such as a CD, DVD, or digital memory card, refer to the AutoPlay section in the *Hardware and Software Guide,* which is located on the *Notebook Documentation* CD.

Help and Support Center

To access the Help and Support Center, select **Start > Help and Support.** In addition to providing information about your operating system, the Help and Support Center provides

■ Information about your notebook, such as model and serial number, installed software, hardware components, and specifications.

■ Answers to questions about using your notebook.

■ Tutorials to help you learn to use notebook and operating system features.

■ Updates for your operating system, drivers, and the software provided on your notebook.

■ Checkups for notebook functionality.

■ Automated and interactive troubleshooting, repair solutions, and system recovery procedures.

■ Links to Customer Care specialists.

Contact Customer Care

If you are unable to find the help you need by using the Help and Support Center at **Start > Help and Support,** you may need to contact Customer Care.

Preparing to Call Customer Care

To receive the fastest possible resolution of your problem, have the notebook and the following information available when you call:

■ Serial number (S/N) and product number (P/N), which are provided on the Service Tag.

   ❏ The Service Tag label is affixed to the bottom of the notebook.

   ❏ To display the Service Tag information on the notebook screen, select **Start > Help and Support.**

■ Purchase date on the invoice.

■ Conditions under which the problem occurred.

■ Error messages that have been displayed.

■ If an optional printer is connected to the notebook, the manufacturer and model of the printer.

■ Operating system version number and registration number.

   To display the operating system version number and registration number, select **Start > Help and Support.** (On some notebook models, the registration number may be identified in the Operating System table as the *Product Id).*

Contacting Customer Care by E-mail or Telephone

If the notebook is connected to the Internet, select **Start > Help and Support** to get help by e-mail or to access customer support telephone numbers.

If the notebook is not connected to the Internet, refer to the printed *Worldwide Telephone Numbers* booklet (English only) included with the notebook to contact Customer Care.

Taking the Notebook to a Service Partner

In addition to providing the information listed in the "Preparing to Call Customer Care" section earlier in this appendix, be sure to delete all passwords or to disclose all passwords to the service partner.

■ For information about deleting a Microsoft Windows password, refer to **Start > Help and Support.** (The deletion procedures vary with the types of Windows passwords you have set).

■ For information about deleting an HP password, refer to the *Hardware and Software Guide,* which is located on the *Notebook Documentation* CD.

■ To contact Customer Care, refer to the printed *Worldwide Telephone Numbers* booklet (English only) included with the notebook.

B

System Restore

The notebook system restore process provides several ways to recover system functionality. The *Software Recovery* disc and *Operating System* disc enable you to recover or repair your notebook without losing personal data. The *Operating System* disc also enables you to reinstall the operating system software provided with the notebook.

✎ For best results, attempt to recover optimal notebook functionality by using the following procedures *in the order described here.*

Safeguarding Your Data

Software or devices added to the notebook can cause your system to become unstable. To safeguard your documents, store personal files in the My Documents folder and periodically create a backup copy of My Documents.

Altiris Local Recovery

Altiris Local Recovery protects the files on your computer by storing copies of files, called snapshots. If files on your computer are accidentally deleted or corrupted, you can easily restore the files yourself. You can also roll back your complete file system to a previous state.

Altiris Local Recovery provides protection of files by backing up files to a hidden Altiris recovery partition. When you install the software, the Recovery Agent Partition Wizard guides you through the process of creating the recovery partition. After the partition is created, the notebook restarts and creates the first snapshot. After the snapshot is created, the notebook restarts and the software makes the snapshots available for recovery through Windows.

By default, Local Recovery takes snapshots of your files on a regular basis. You can change the snapshot schedule. For more information, refer to the Altiris Local Recovery Help.

You can access your snapshots in the Altiris Recovery Agent folder. Right-click the **Altiris Recovery Agen**t icon on your desktop, and then select **Open.** To restore one of the snapshots, select the snapshot to restore, and then drag the file to the appropriate location on your hard drive.

For more information on configuring and using Altiris Local Recovery, visit the HP Web site at http://www.hp.com/go/easydeploy or open the software and select **Help** on the menu bar.

System Restore Points

System Restore is an operating system feature that enables you to undo harmful changes to your notebook software by restoring your software to an earlier time, called a *restore point,* when your software was functioning optimally.

Restore points are restorable, benchmark "snapshots" of your software, driver, and operating system files. The notebook sets restore points at regular intervals and may set additional restore points whenever you change your personal settings or add software or hardware.

Manually setting additional restore points provides additional protection for your system files and settings. It is recommended that you manually set restore points

■ Before you add or extensively modify software or hardware.

■ Periodically, whenever the system is performing optimally.

Restoring to any restore point does not affect your data files. For example, restoring your system software to an earlier time will not affect documents or e-mails that you saved after that time. All System Restore procedures are reversible.

Setting a Restore Point

To set a system restore point manually:

1. Select **Start > Help and Support > System Restore.**

2. Select **Create a restore point,** and then follow the instructions on the screen.

Restoring to a Restore Point

To restore the notebook to a restore point:

1. Make sure the notebook is connected to a reliable AC outlet through the AC adapter.

2. Select **Start > Help and Support > System Restore.**

3. Select **Restore my computer to an earlier time,** and then follow the instructions on the page.

Repairing or Reinstalling Applications

All applications preinstalled or preloaded on your notebook can be repaired or reinstalled by using the *Software Recovery* disc.

✎ If you have not reinstalled your operating system, some applications preloaded on your notebook, such as those available in the Software Setup utility, can also be repaired or reinstalled from your hard drive.

The application reinstallation process repairs or replaces corrupted system files within the application and reinstalls deleted system files within the application.

■ **In most cases:** If the application you are repairing or reinstalling is still installed on your notebook, the reinstallation process does not affect your settings within the application.

■ **In all cases:** If an application has been deleted from your notebook, the reinstallation process reinstalls the application or utility to the factory image.

Reinstalling Applications from Your Hard Drive

To reinstall a preloaded application or utility from your hard drive:

» Select **Start > All Programs > Software Setup,** and then follow the instructions on the screen. (When you are prompted to select the software you want to reinstall, select or clear the appropriate check boxes.)

Reinstalling Applications from Discs

To reinstall applications from discs:

1. Insert the disc into the optical drive.

   ❏ If autorun is enabled, an installation wizard opens.

   ❏ If autorun is disabled, select **Start > Run.** Enter

      x:\setup.exe

      where *x* is your CD drive designation

      and then select **OK.**

2. When the installation wizard opens, follow the installation instructions on the screen.

3. Restart the notebook if prompted.

Repairing the Operating System

To attempt an operating system repair without deleting your personal data, use the *Operating System* disc that was shipped with the notebook:

1. Connect the notebook to an AC outlet through the AC adapter and turn on the notebook.

2. Immediately insert the *Operating System* disc into the notebook.

3. Shut down the notebook using the standard shutdown procedure for your operating system.

   ✎ If you are unable to shut down the notebook using the operating system, press and hold the power/standby button for 5 seconds.

4. Press the power/standby button again to start the notebook.

5. When prompted, press any key to boot from the disc. (After a few minutes, the "Welcome to Setup" page is displayed.)

   ✎ On the "Welcome to Setup" page, do *not* press **R** (step 8 in this procedure) until you have completed steps 6 and 7.

6. Press **enter** to continue. (A "Licensing Agreement" page is displayed.)

7. Press **f8** to accept the agreement and continue. (The "Setup" page is displayed.)

8. Press **R** to repair the selected Windows installation. (The repair process begins. This process may take up to 2 hours to complete. The notebook restarts in Windows after the process is complete.)

Reinstalling the Operating System

△ **CAUTION:** To prevent the loss of all of your personal data, back up your data before reinstalling the operating system. Personal data and any software you have installed on the notebook will be lost during the operating system reinstallation process.

✎ During the reinstallation, you may be prompted for your Product Key. Your Product Key is provided on the Microsoft Certificate of Authenticity label affixed inside the battery bay.

If other recovery efforts do not successfully repair the operating system, you can reinstall it.

To reinstall the operating system:

1. Connect the notebook to an AC outlet through the AC adapter and turn on the notebook.

2. Immediately insert the *Operating System* disc into the notebook.

3. Shut down the notebook using the standard shutdown procedure for your operating system.

   ✎ If you are unable to shut down the notebook using the operating system, press and hold the power/standby button for 5 seconds.

4. Press the power/standby button again to start the notebook.

5. When prompted, press any key to boot from the disc. (After a few minutes, the "Welcome to Setup" page is displayed.)

6. Press **enter** to continue. (A "Licensing Agreement" page is displayed.)

7. Press **f8** to accept the agreement and continue. (The "Setup" page is displayed.)

8. Press **esc** to continue installing a new copy of the operating system instead of repairing it.

9. Press **enter** to set up the operating system.

10. Press **C** to continue setup using this partition.

11. Select **Format the partition using the NTFS file system (Quick),** and then press **enter.**

⚠ **CAUTION:** Formatting a drive deletes all current files.

12. Press **F** to format the drive. (The reinstallation process begins. This process takes 1 to 2 hours to complete. The notebook restarts in Windows when the process is complete.)

Reinstalling Device Drivers and Other Software

After the operating system installation process is complete, you must reinstall drivers.

To reinstall drivers, use the *Driver Recovery* disc included with the notebook:

1. While running Windows, insert the *Driver Recovery* disc into the optical drive.

   If you do not have autorun enabled, select **Start > Run.** Then type D:\swsetup\appinstl\setup.exe (where *D* indicates the optical drive).

2. Follow the on-screen instructions for installing the drivers.

After the drivers are reinstalled, you must reinstall any software you added to the notebook. Follow the installation instructions provided with the software.

Updating Reinstalled Software

It is strongly recommended that you update all reinstalled software.

Depending on the settings you used on your former configuration, some software may have been updated without your knowledge.

Use the following update procedures as soon as your notebook is connected to the Internet:

■ To update your operating system and the software included on your notebook, select **Start > Help and Support.**

■ To update software that was not provided on your notebook, follow the instructions included with the software. Many applications include an update feature that you can access from a Help button or menu item within the application.

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