SONY®

VAIO® R505 SuperSlim Pro™ Notebook Quick Start

PCG-R505JS/PCG-R505JSK/PCG-R505JSP
PCG-R505JE/PCG-R505JEK/PCG-R505JEP
PCG-R505JL/PCG-R505JLK/PCG-R505JLP
PCG-R505JL/C

Contents

Welcome

Congratulations on your purchase of the Sony VAIO® notebook. Sony has combined leading-edge technology in audio, video, computing, and communications to provide you with state-of-the-art personal computing.

Features

✍ For complete specifications of your VAIO® notebook, refer to the Specifications flyer supplied with your notebook.

❑ **Exceptional performance —** Your notebook includes a mobile Intel® Pentium® III processor[*] and a V.90/K56flex-compatible modem.[†]

❑ **Portability —** Rechargeable battery pack provides hours of use without AC power, even while you use the optional docking station.

❑ **Sony audio and video quality —** High-quality MPEG2 video, which supports full-screen display (12.1-inch Active Matrix LCD screen) and enables you to take advantage of today's advanced multimedia applications, games, and entertainment software.

❑ **Multimedia features —** Enjoy the stereo speakers or use headphones (not supplied) to listen to audio and video CDs.

❑ **Microsoft Windows® operating system —** Your system includes the latest Microsoft® Windows® operating system.

❑ **Communications —** Access popular online services, send e-mail, browse the Internet, and use fax features.

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* CPU speed will be reduced under certain operating conditions.

† Actual upload and download speeds may vary due to line conditions, ISP support, and government regulations.
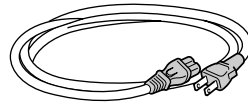
Unpacking Your Notebook

Remove the following hardware, documents, and CDs from the box:

Hardware

Main Unit   **Power Cord**

AC Adapter
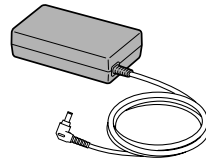
Rechargeable Battery Pack
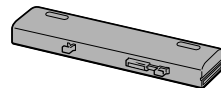
Documents

❑ *VAIO® R505 SuperSlim Pro™ Notebook Quick Start* **—** Contains details on unpacking and setting up your notebook, supplementary updates, and software information.

❑ *Microsoft® Windows® manual* **—** Explains how to use the basic features of the latest Windows operating system.

❑ *VAIO® Notebook Specifications* **flyer —** Details the hardware specifications for your notebook and the docking station, which is supplied with selected models.

❑ *VAIO® Notebook Notes on Use* **—** Explains notes on use and offers safety tips.

Software CDs

❑ **Microsoft® Word —** Enables you to reinstall Microsoft Word to the VAIO® computer you purchased, if the application becomes corrupted or is erased.

Recovery CDs

❑ **Application Recovery CD(s) —** Enables you to reinstall individual applications if they become corrupted or are erased.
❑ **Driver Recovery CD(s) —** Enables you to reinstall individual device drivers if they become corrupted or are erased.
❑ **System Recovery CD(s) —** Enables you to format the C:\ partition of the hard disk drive, then reinstall the operating system and software titles that shipped with your notebook if they become corrupted or are erased.

✍ To use these recovery CDs, connect the docking station (supplied with selected models) or an optional optical drive, such as a fully atapi compliant PC Card CD-ROM drive, to the notebook.

Other

❑ Packet containing special product offers
❑ Limited Warranty Card

Registering Your Notebook

Take advantage of Sony's commitment to quality customer support and receive these benefits by registering your notebook:

❑ **Sony Customer Support —** Talk to a Support Representative to troubleshoot problems you may be having with your notebook.

❑ **Limited Warranty —** Protect your investment. See the Limited Warranty Card for more details.

✍ You are prompted to register your computer the first time you turn on the unit. Follow the on-screen instructions to complete the registration process. If you are not able to register your computer during the first session, you are provided with additional registration opportunities later.

Setting Up Your Dial-Up Connection

This section describes the basic steps for setting up your dial-up connection. The Connection Wizard guides you through the process of connecting to the Internet and then choosing an Internet Service Provider (ISP) or setting up an existing account.

Setting up your Internet connection (Microsoft® Windows XP)

1   Click Start, point to All Programs, Accessories, Communications, and then click New Connection Wizard. The Location Information screen appears.

Location Information screen
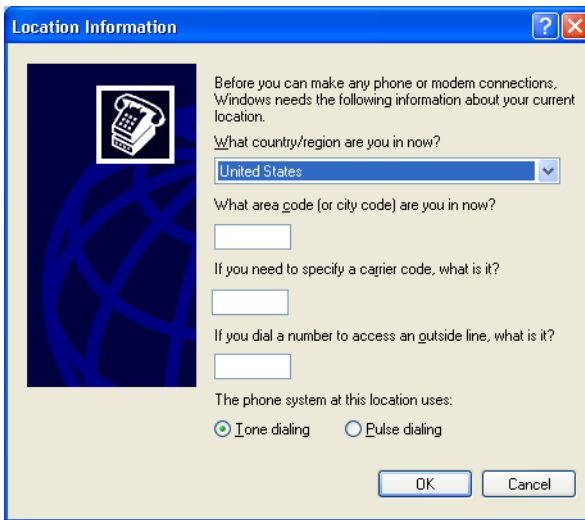
2   Follow the instructions onscreen and then click OK to continue. The Phone and Modem Options screen appears.

Phone and Modem Options screen
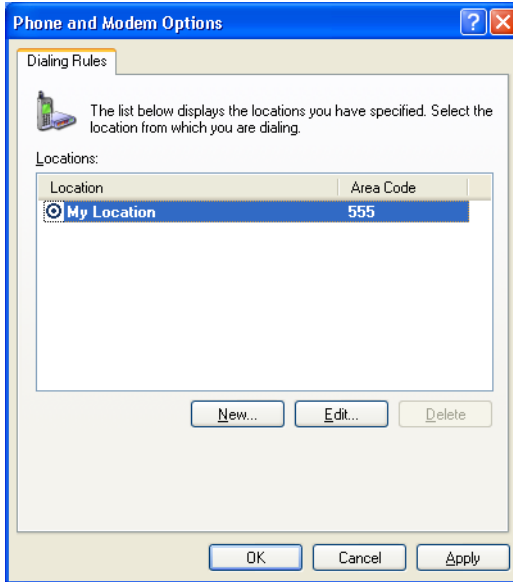
3   Select the location from where you are dialing and then click OK. The New
Connection Wizard appears.

New Connection Wizard
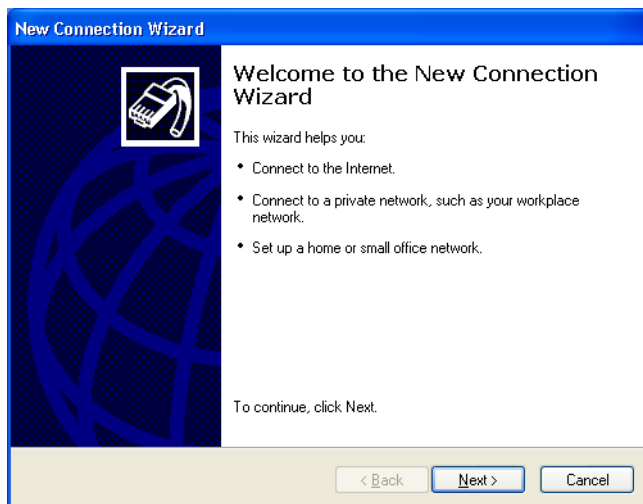
4 Follow the onscreen instructions to finish setting up your Internet connection.

Setting up your dial-up connection (Windows 2000)

1   Click Start, point to Programs, Accessories, Communications, and then click Internet Connection Wizard. The Internet Connection Wizard appears.

Internet Connection Wizard.
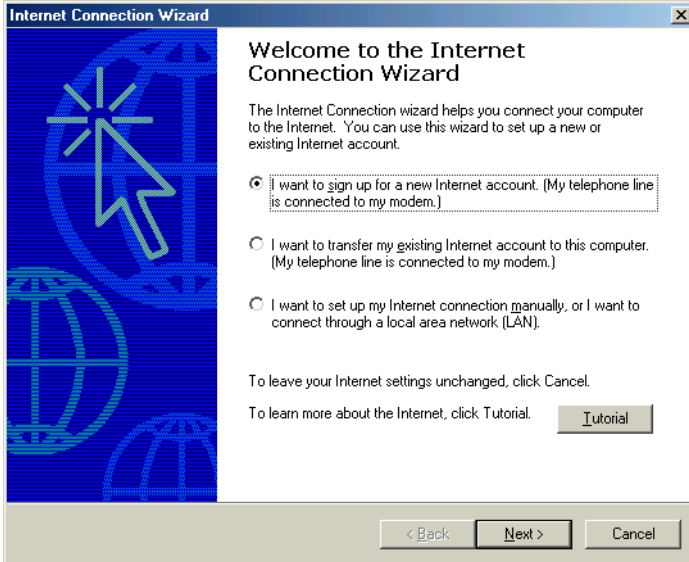
2   Follow the onscreen instructions to finish setting up your Internet connection.

Setting Up Your VAIO Notebook

This section describes the following:

❑ Locating Controls and Connectors

❑ Connecting the Docking Station

❑ Disconnecting the Docking Station

❑ Connecting a Power Source

❑ Starting Your Notebook

❑ Shutting Down Your Notebook

❑ Using Power Saving Modes

Locating Controls and Connectors

On the Notebook

Front
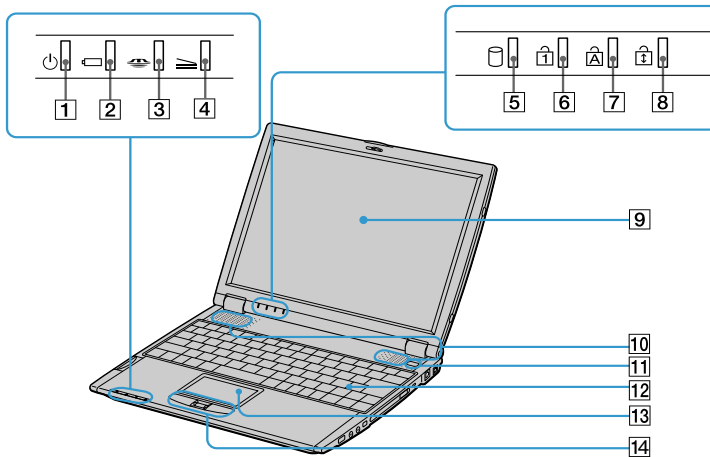
1	Power indicator	**8**	Scroll lock indicator
2	Battery indicator	**9**	LCD screen
3	Memory Stick® indicator	**10**	Speakers
4	Docking Station indicator	**11**	Power button
5	Hard disk drive indicator	**12**	Keyboard
6	Num lock indicator	**13**	Touchpad
7	Caps lock indicator	**14**	Left and right buttons

Back
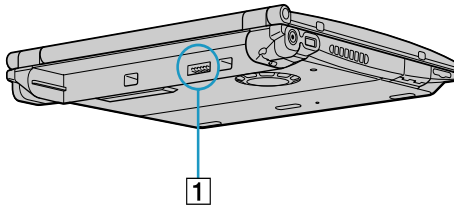
1	Battery port

Left
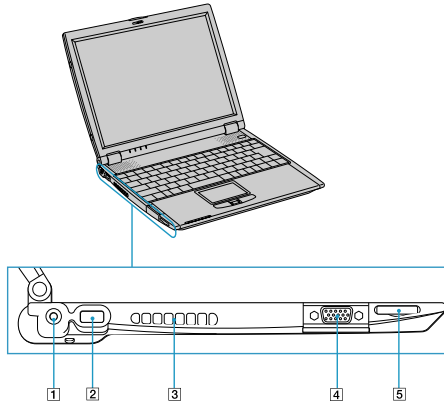
1	DC In port	**4**	Monitor port
2	USB port	**5**	Memory Stick® slot
3	Air vent		

Right
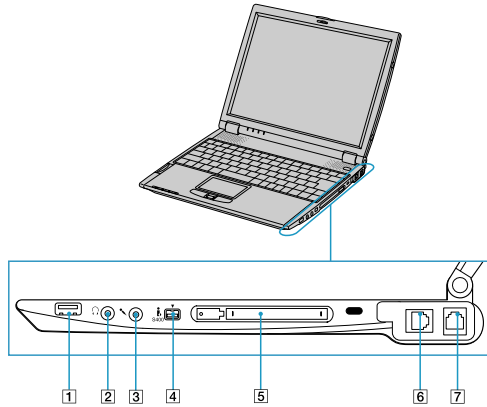
1	Ψ USB port	**5**	PC Card slot
2	Headphone jack	**6**	⊞ Ethernet port
3	Microphone jack	**7**	Phone line jack
4	i.LINK® (IEEE1394) S400 port		

⚠️ **Only connect 10Base-T and 100Base-TX cables to the ⊞ Ethernet port. Do not connect any other type of network cable or any telephone line. Connecting cables other than those listed above may result in an electric current overload and could cause a malfunction, excessive heat, or fire in the port. To connect the unit to the network, contact your network administrator.**

Removing Rubber Tab
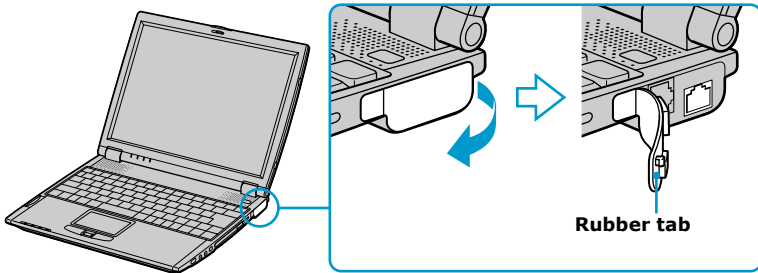
Rubber tab

✍ Gently pull the rubber tab away from the notebook to find the Ethernet port and phone line jack.

Bottom
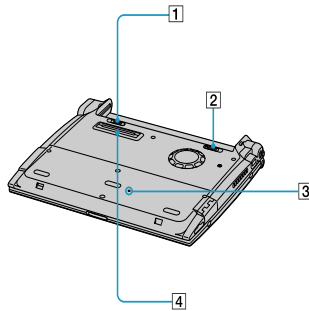
1	Battery unlock/lock lever	**3**	Reset switch
2	Battery unlock lever	**4**	Docking station connector

On the Docking Station

Your notebook may come with a PCGA-DSD5 or PCGA-DSM5 docking station, depending on the model you purchased. Both Sony docking stations provide you with the following features:

❑ A floppy disk drive.

❑ An optical drive.

❑ A back panel that enables you to connect additional peripherals to your notebook, as shown below.

Back Panel
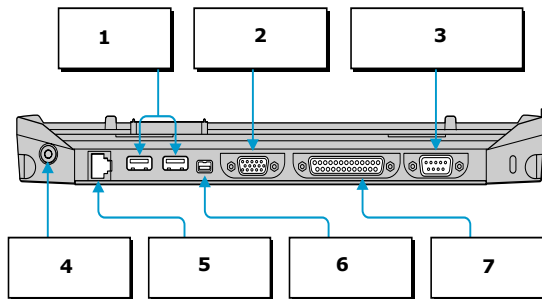
1	❤	USB ports	5		Ethernet port (10BaseT/100Base-TX)
2	▭	Monitor port	6		i.LINK®[*] (IEEE 1394) S400 port
3	IOIOI	Serial port	7		Printer port
4		DC In port			

Left
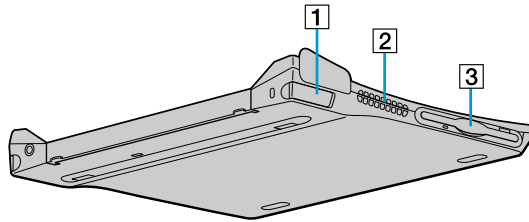
1	Left lever	3	Floppy disk drive
2	Air vent		
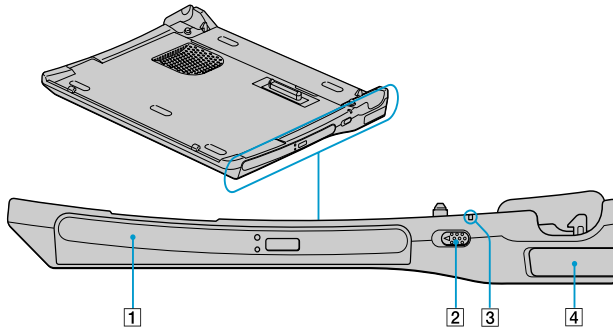
Right

1	Optical drive	3	DC In indicator
2	UNDOCK switch	4	Right lever

Connecting the Docking Station

You may connect your notebook to the docking station as long as it is not in power saving mode, i.e., Standby or Hibernate. Connecting the notebook while it is in power saving mode may result in data loss or a computer malfunction. Note the following before connecting your notebook to the docking station:

❑ Disconnect the VGA, USB, AC, and Ethernet devices from your notebook. Leaving these devices connected while you connect the docking station could damage them.

❑ Ensure that the battery is installed. If you install a charged battery, you can connect the docking station while the notebook is on.

Follow the procedure below to connect your notebook to the docking station:

1 Plug one end of the AC adapter cable into the DC In port of the docking station and the other end into an AC outlet. The LED of the DC In port switches on.

2 Holding the notebook with the front side facing you, insert the two holes on the front of the notebook into the two corresponding latches protruding from the front side of the docking station.

Latching the Notebook to the Docking Station

**Latches Protruding
from Docking Station**
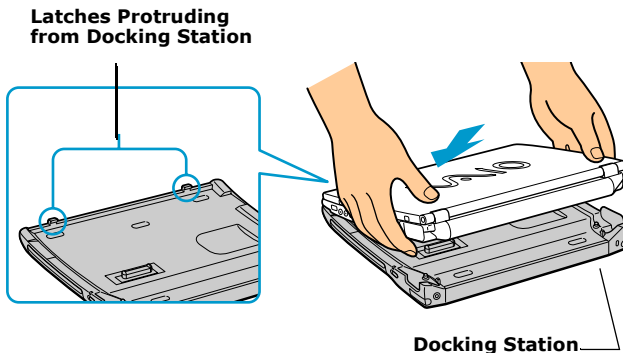
Docking Station

3   Firmly press down the two rear corners of the notebook until it clicks into
place and is securely fastened to the docking station.

⚠️   **Be careful not to press the top of the notebook too strongly. The LCD display
may be damaged.**

Securing the Notebook to the Docking Station
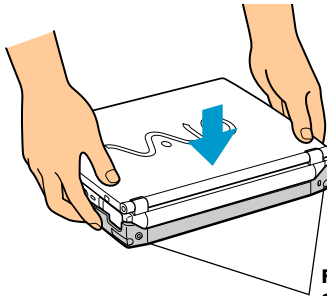
**Firmly press down the two rear corners
of the notebook until it clicks into place.**

Disconnecting the Docking Station

You may disconnect the notebook from the docking station when the notebook is *off or on.* However, do not disconnect the notebook from the docking station while the docking indicator is on, while the notebook is in Standby or Hibernate mode, or while battery power is low. If you do attempt to disconnect the docking station in any of these three states, you may lose data or the notebook may malfunction.

✍ When the battery is low, turn off the notebook before you disconnect the docking station.

Follow one of the two procedures below to disconnect the docking station when the notebook is *off* or *on*.

Disconnecting the docking station when the notebook is off

Before you begin, disconnect all peripheral devices (i.e., i.LINK devices) from the notebook and the docking station. Also, remove all objects placed on top of the notebook.

1 Pull out the two release levers on either side of the rear corners of the docking station, to release the notebook from the docking station.

Releasing the Notebook from the Docking Station

Pull release levers on either side of rear corners of docking station
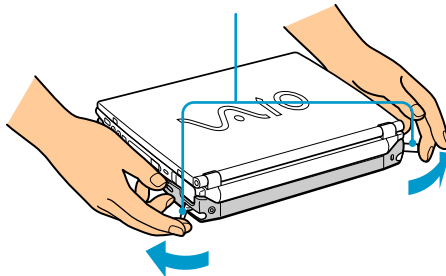
2 Remove the notebook from the docking station, while moving the notebook slightly back to disengage it from the two front latches of the docking station.

Removing the Notebook from the Docking Station
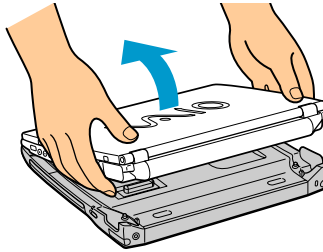
Disconnecting the docking station when the notebook is on

You can use the Start Menu in the Windows® task tray or the UNDOCK switch on the docking station to disconnect your notebook from the docking station while the notebook is on.

✍ (Microsoft® Windows XP) If you switch user accounts using Fast User Switching, the UNDOCK switch function on the docking station will be interrupted. Instead, follow the instructions to disconnect the docking station from the Start menu.

From the Start menu

1   Click Start in the Windows® taskbar.

2   Select Unlock Computer to access the Undock Complete dialog box.

⚠   **Wait for the docking indicator to switch off before undocking the notebook.**

✍ Once the Undock Complete dialog box appears, continue on to step 3 to finish undocking the notebook. This prevents you from leaving the notebook on the docking station in this released state for too long.

Docking Indicator
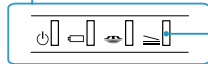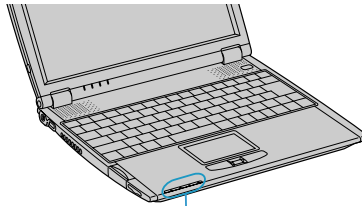
Docking Indicator

3   Release and remove your notebook. See "Disconnecting the docking station when the notebook is off" on page 22 for instructions.

Using the UNDOCK switch

1 Pull the UNDOCK switch on the right side of your notebook. The "Undock Complete" dialog box appears.

✍ Once the "Undock Complete" dialog box appears, continue on to step 2 to finish undocking the notebook. This prevents you from leaving the notebook on the docking station in this released state for too long.

UNDOCK switch

UNDOCK Switch
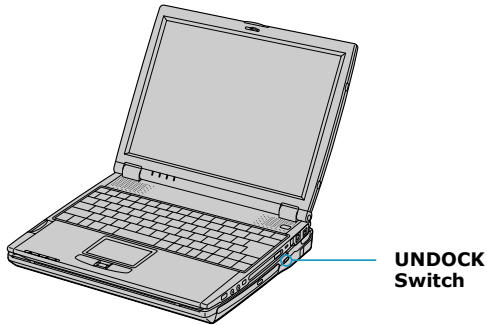
2 Release and remove your notebook as described in "Disconnecting the docking station when the notebook is off" on page 22.

Connecting a Power Source

You can use either AC power or a rechargeable battery pack as a power source.

Using the AC adapter

1   Plug the cable attached to the AC adapter into the DC In port on the notebook.

2   Plug one end of the power cord into the AC adapter.

3   Plug the other end of the power cord into an AC outlet.

Connecting AC Adapter
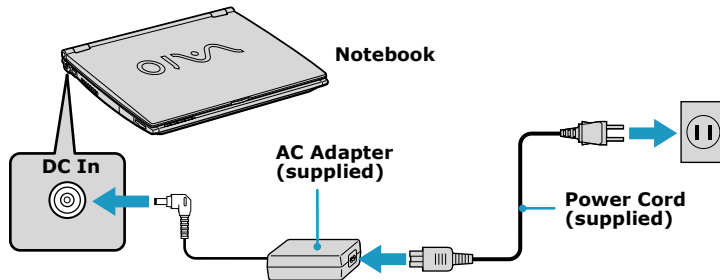
Notes on the AC adapter

❑   Your notebook operates on 100-240V AC 50/60 Hz.

❑   Do not share the AC outlet with other power-consuming equipment, such as a copy machine or shredder.

❑   You can purchase a power strip with a surge protector. This device prevents damage to your computer caused by sudden power surges such as those that may occur during an electrical storm.

❑   Do not place heavy objects on the power cord.

❑   To disconnect the cord, pull it out by the plug. Never pull the cord itself.

❑   Unplug your notebook from the wall outlet if you will not be using the notebook for a long time.

❑ The LED indicator on the AC adapter may be turned on until the AC adapter is unplugged from your notebook.

❑ When the AC adapter is not used, unplug it from the AC outlet.

❑ Use only the supplied AC adapter. Do not use any other AC adapter.

Using battery power

You can use a battery pack as a source of power. The battery pack that comes with your notebook is not fully charged at the time of purchase. Follow the steps below to insert and charge the battery pack.

To insert the battery pack

You do not need to turn off the notebook to insert the battery pack when your notebook is connected to the AC adapter.

1 Close the cover of the notebook.

2 Switch the unlock/lock lever on the bottom of the notebook to the **UNLOCK** position.

Unlock/Lock Lever

Unlock/Lock Lever
Unlock Lever
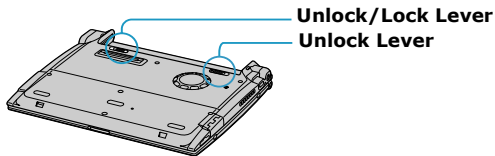
3   Align the grooves and tabs on the battery with the tabs and notches on the back of the notebook, and then slide the battery toward the notebook until it clicks into place.

Inserting Battery Pack
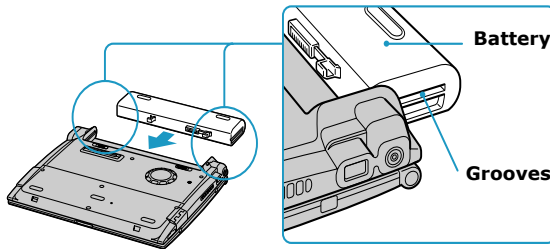
4   Slide the lock lever into the **LOCK** position to secure the battery on the notebook.

To charge the battery pack

1   Connect the AC adapter to the notebook.

2   Insert the battery pack.

   The battery is charging whether or not the notebook is turned on or off. The battery indicator flashes in a double-blink pattern as the battery charges.

3   When the battery is 85 percent full, the battery indicator turns off. It takes longer to recharge the battery when the notebook is turned on than when it is turned off.

✍ To charge the battery completely, continue charging for one additional hour. See "Displaying Battery Information" in your online VAIO Notebook User Guide for more information.

The ⊞ battery indicator on the front of the notebook indicates the status of the battery pack.

Battery Indicator

Battery Pack (supplied)
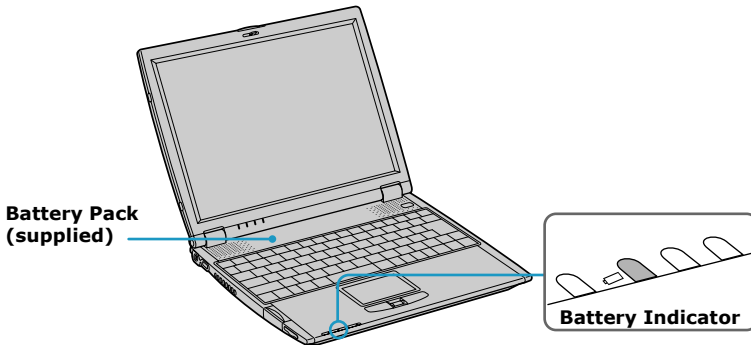
Battery Indicator

Battery Indicator Status	*Meaning*
On	The notebook is using battery power.
Single blink	The battery is running out of power.
Double blink	The battery is charging.
Off	The notebook is using AC power.

✍ Both the battery and power indicators blink when the battery is running out of power.

To remove the battery pack

You can remove the battery pack while your notebook is on or off. However, if you remove the battery pack while your notebook is on, make sure the notebook is connected to the AC adapter.

1   Close the cover of the notebook.

2   Slide the lock lever to the **UNLOCK** position.

3 Slide the release lever to the **UNLOCK** position and slide the battery away from the notebook.

Removing Battery Pack

Battery Release Lever

Lock Lever
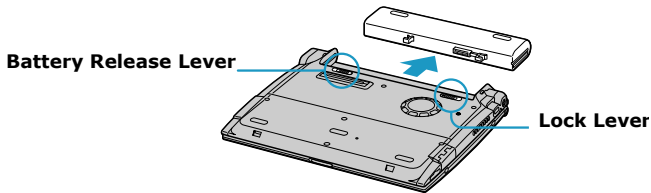
✍ You may lose data if you remove the battery pack while the notebook is on and not connected to the AC adapter or if you remove the battery while the notebook is in a power saving mode.

Notes on the battery

❑ To determine the remaining battery charge, see "Displaying Battery Information" in your online user guide for more information.

❑ Keep the battery pack in the notebook while it is connected to AC power. The battery pack continues to charge while you are using the notebook.

❑ If your battery level falls to less than 10 percent, you should either attach the AC adapter to recharge the battery or shut down your notebook and insert a fully-charged battery.

❑ You can extend battery life by changing the power management modes in the PowerPanel utility. See "Using Power Saving Modes" on page 34 for more information.

❑ The battery pack supplied with your notebook is a lithium-ion battery and can be recharged at any time. Charging a partially discharged battery does not affect battery life.

❑ The battery indicator is on while you use the battery pack as a power source. When battery life is nearly depleted, the battery indicator flashes.

❑ Your notebook may not enter Hibernate mode when the battery life is low, if certain software applications are active, or if certain peripheral devices are connected. To avoid loss of data when using battery power, save your data frequently and manually activate a power management mode.

❑ Never leave the battery pack in temperatures above 140° F (60° C), such as under direct sunlight or in a car parked in the sun.

❑ Battery life is shorter in a cold environment. This is due to decreased battery efficiency at low temperatures.

❑ Charge the battery at temperatures between 50° F and 80° F (10° C to 30° C). Lower temperatures require a longer charging time.

❑ While the battery is in use or being discharged, the battery pack heats up. This is normal and is not cause for concern.

❑ Keep the battery pack away from all sources of heat.

❑ Keep the battery pack dry.

❑ Do not open or try to disassemble the battery pack.

❑ Do not expose the battery pack to any mechanical shock.

❑ If you are not using the notebook for an extended period of time, remove the battery pack from the notebook to prevent damage to the battery.

❑ If, after fully charging the battery pack, the battery power is still low, the battery pack may be reaching the end of its life and should be replaced.

❑ You do not need to discharge the battery completely before recharging.

❑ If you have not used the battery pack for a considerable amount of time, recharge the battery.

Starting Your Notebook

1   Slide the LCD lock lever in the direction of the arrow and lift the cover.

Opening Notebook

LCD Lock Lever
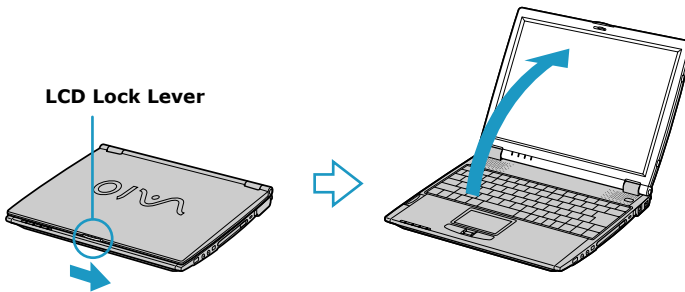
2   Press the power button located on the right side of the notebook until the green power indicator turns on.

Turning on Notebook

Power Indicator
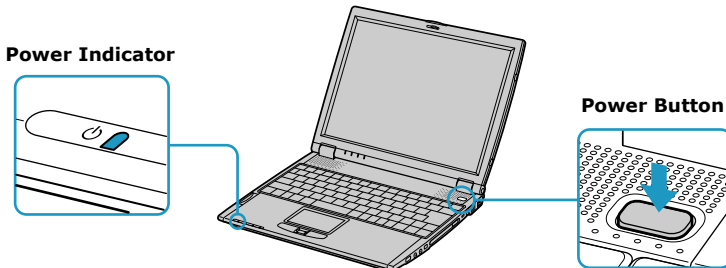
Power Button

✍ If you hold the power button in the On position for more than 4 seconds, the notebook turns off.

3   If necessary, adjust the brightness controls for the LCD display. To decrease the brightness, press Fn+F5 and then the down or left arrow key. To increase the brightness, press Fn+F5 and then the up or right arrow key.

Shutting Down Your Notebook

⚠	**To avoid potential loss of data, follow these steps to turn off your notebook.**

1   Click Start on the Windows® taskbar.

2   (Windows XP) Click Turn Off Computer at the bottom of the Start menu to display the "Turn Off computer" dialog box, and click Turn Off.
(Windows 2000) Click Shut Down at the bottom of the Start menu to display the "Shut Down Windows" dialog box, and click Shut Down.

✍ Respond to any prompts warning you to save documents.

3   Wait for your notebook to turn off automatically. The notebook is off when the power indicator turns off.

4   Turn off any peripherals connected to your notebook.

✍ During a period of inactivity, you can conserve battery life by using Standby mode. See "Controlling Power Management" in the online user guide for more information.

If you are unable to turn off your notebook:

1   Close or end all operations.

- ❑ Close all applications.
- ❑ Remove the PC Cards.
- ❑ Disconnect USB devices.

2   Restart the notebook. You can restart your notebook by pressing Ctrl+Alt+Delete simultaneously.

✍ If you are still unable to shut down the notebook, you can press the power button and hold it for more than 4 seconds. This operation may result in data loss.

Using Power Saving Modes

When you use a battery as the source of power for your notebook, you can take advantage of power management settings to conserve battery life. In addition to the normal operating mode, which allows you to turn off specific devices, your notebook has two distinct power saving modes: Standby and Hibernate. When using battery power, be aware that the notebook automatically enters Hibernate mode when the remaining battery charge drops below 5 percent, regardless of the power management setting you select.

✍ If the battery level falls below 10 percent, you should either attach the AC adapter to recharge the battery or turn off your notebook and insert a fully charged battery.

Normal mode

Normal mode is the normal state of your notebook when it is in use. The power indicator displays green when your notebook is in this mode. To save power, you can turn off a specific device such as the LCD or the hard disk drive.

Standby mode

In Standby mode the notebook saves the current state of the system in RAM and switches off power to the CPU. The amber power indicator flashes in this mode.

To use Standby mode

1   Press the key combination Fn + Esc.

2   Press any key to return to normal mode.

Hibernate mode

In Hibernate mode, the state of the system is saved on the hard disk drive and power is turned off. The power indicator is off in this mode.

To use Hibernate mode

1 Press the key combination Fn + F12. For Windows® XP systems, you may also press the power button and release it immediately. The "Save to Disk Manager" window appears and the notebook enters Hibernate mode.

✍ Do not move the notebook until its power indicator turns off.

Pressing the power button and releasing it immediately caused prior notebook systems to enter Standby mode.

2 Press the power button to return to normal mode.

Notes on power saving modes

❑ When returning from Hibernate mode, the system status stored on the hard disk is erased and the notebook starts normally if you press the power button and hold it for more than 4 seconds.

❑ Standby mode uses more power than Hibernate mode.

❑ Standby mode requires less time than Hibernate mode to return to normal mode.

Adding Memory

In the future you may want to install memory modules to expand the functionality of your notebook. The amount of memory on your notebook will vary depending on the model you purchased. Expansion memory modules are available as options. For memory upgrades, use only PC100 (CL2) SDRAM SO-DIMM (gold lead contacts). This section describes how to replace memory modules in your computer:

❑ Precautions and Procedures

❑ Removing a Memory Module

❑ Installing a Memory Module

❑ Viewing the Amount of Memory

Precautions and Procedures

The procedures described below assume familiarity with the general terminology associated with personal computers and with the safety practices and regulatory compliance required for using and modifying electronic equipment. Personal injury or equipment damage may result from failure to take these precautions.

⚠ **Sony recommends memory upgrades be performed by an authorized service center. To find the nearest authorized Sony Service Center or agent, see http://www.sony.com/pcsupport.**

Observe the proper safety precautions when installing memory modules in your notebook. See the bulleted list below. Use care when adding memory. Mistakes when installing or removing a memory module may cause a malfunction.

❑ Disconnect the system from its power source and from any telecommunications links, networks, or modems before you open the system.

❑ Electrostatic discharge (ESD) can damage disk drives and other components. Perform the procedures described below only at an ESD workstation. If such a station is not available, do not work in a carpeted area, and do not handle materials that produce or hold static electricity (cellophane wrappers, for example). Ground yourself by maintaining contact with an unpainted metal portion of the chassis while performing the procedure.

❑ Do not open the memory module package until you are ready to install the module. The package protects the module from ESD.

❑ Use the special bag for preventing ESD or use aluminum foil when you store the memory module.

Typical expansion memory configuration

Total System Memory (MB)	On board (MB)	Slot (MB)
128	128	
192	128	64
256	128	128
384[*]	128	256

* The 384 MB memory configuration may require the removal and replacement of original factory-installed memory modules, depending on the model you purchased.

Removing a Memory Module

1 Turn off your notebook and disconnect all peripheral devices, such as your printer.

2 Unplug the notebook and remove the battery packs.

3 After the notebook has cooled, loosed and remove the two screws with the ⟸ mark located on the bottom of your notebook. Use an appropriate screwdriver.

4 Slide the LCD lock lever and lift the cover. Slide the keyboard toward the LCD display, then lift it away slightly.

5 Lift the keyboard from the LCD display side, then gently turn it over on the touchpad space. Be careful not to detach the cable when lifting the keyboard.

6 Touch a metal object (such as the connector panel on the back of your notebook) to discharge any static electricity.

7 Slide the memory module out of the slot.

8 Gently replace the keyboard, then press it into your notebook. Be careful not to detach the cable when lifting the keyboard.

9 Close the notebook cover, then tighten the screws on the bottom of the computer.

Installing a Memory Module

1   Turn off your notebook and disconnect all peripheral devices, such as your printer.

2   Unplug the notebook and remove the battery packs.

3   After the notebook has cooled, loosed and remove the two screws with the ⟸ mark located on the bottom of your notebook. Use an appropriate screwdriver.

Screws on Bottom of Notebook
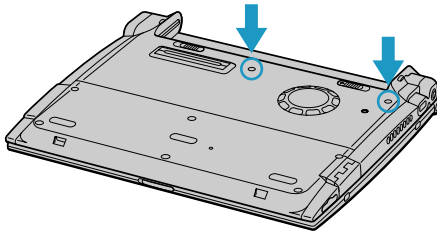
4   Slide the LCD lock lever and lift the cover. Slide the keyboard toward the LCD display, then lift it away slightly.

Lifting the Keyboard
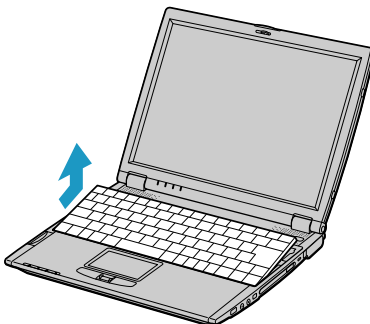
5 Lift the keyboard from the LCD display side, then gently turn it over on the touchpad space. Be careful not to detach the cable when lifting the keyboard.

Turning the Keyboard

Cable
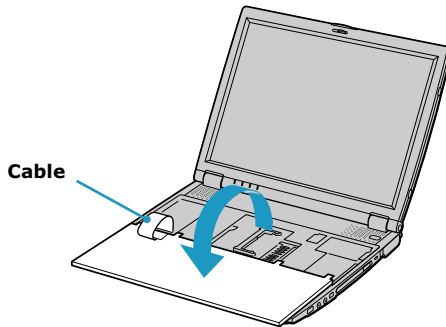
6 You must remove the existing memory module before you can install a new module. See "Removing a Memory Module" on page 39 for instructions.

7 Touch a metal object (such as the connector panel on the back of your notebook) to discharge any static electricity.

8 Remove the new memory module from its packaging.

9 Slide the memory module into the empty slot.

10 Press the module into place until it clicks.

Installing the Memory Module
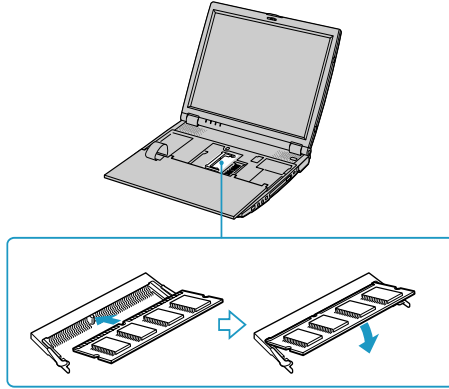
11 Gently replace the keyboard, then press it into your notebook. Be careful not to detach the cable when lifting the keyboard.

Replacing the Keyboard
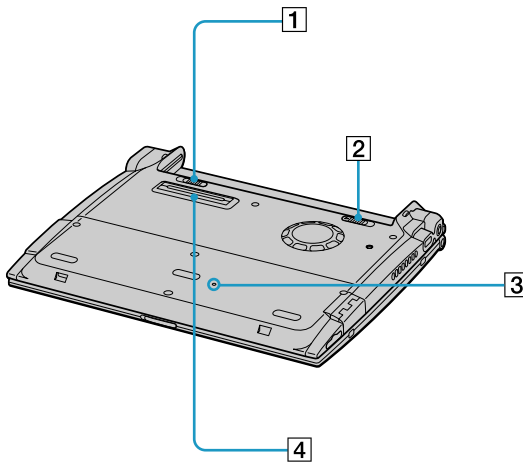
12 Close the notebook cover, then tighten the screws on the bottom of the computer.

Viewing the Amount of Memory

1 Restart the notebook.

2 Click Start on the Windows® taskbar, point to VAIO option, and click "Sony Notebook Setup." The Sony Notebook Setup window appears.

3 Click the "About This Computer" tab to view the amount of system memory. If the additional memory is not shown, repeat these three steps again.

✍ The amount of memory displayed in the Sony Notebook Setup screen is not always correct. The video adapter uses some system memory, and that amount of memory does not appear as part of the total memory shown in the Sony Notebook Setup screen.

About the Software on Your Notebook

Your VAIO® notebook is ready to help you work, play, learn, and communicate as soon as you turn it on. This section provides you the following information:

❑   Overview of the Software on Your Notebook

❑   Using Your Recovery CDs

Overview of the Software on Your Notebook

Your computer may not be supplied with all of the software listed below, depending on the configuration you purchased.

Adobe Acrobat® Reader™
Adobe Systems Inc.
Acrobat Reader software allows you to view, navigate, and print electronic documents in Adobe's Portable Document Format (PDF), an open file format that is intended to preserve the fidelity of documents created on all major computer platforms.

Adobe Photoshop® Elements
Adobe Systems Inc.
Using state-of-the-art image editing tools, you can unleash your artistic ability and create digital images for print, e-mail and posting to the Web. The versatile image capturing options allow you to start working with digital and traditional photos immediately. Explore endless creative possibilities for your personal images with Adobe Photoshop Elements.

Adobe Premiere® LE (On selected models)
Adobe Systems Inc.
Adobe Premiere LE offers interface and editing tools for producing movies for video, multimedia, or the Web. View source clips and edited footage simultaneously on-screen. You can create your own personal video clips that are up to three hours in length, with complete audio-video synchronization.

America Online®
America Online, Inc.
America Online is a popular Internet online service. Stay in touch with family and friends with easy-to-use e-mail. Manage your personal finances, get the latest news and sports scores, and chat with thousands of others who share your interests.

CompuServe® 2000 (On selected models)
CompuServe Interactive Services Inc.
The all-new CompuServe 2000 delivers a powerful tool for Internet users who want timely information, in-depth research, and professional communities backed by state-of-the-art technologies, including high-speed access and powerful e-mail messaging.

DigitalPrint (On selected models)
Sony Electronics Inc.
This image management software makes it fun and easy to edit, import, and organize your digital pictures in a photo album for rich digital printing to any standard color laser or ink-jet printer. DigitalPrint can also be used to make custom CD labels for your audio CDs.

Drag'n Drop CD™ (On selected models)
DigiOn Inc. and Easy Systems Japan Ltd.
Drag'n Drop CD is designed to be the most simple software to make your own CD. Users can create their own best AudioCD, or data CD that can be read in many PCs. With Drag'n Drop CD you can also create your own backup CD from the original CD that you own.

DVgate™
Sony Electronics Inc.
Connect a digital video camera recorder to the i.LINK® port and capture your own video clips and still images. You can edit clips from your video, add new clips, and combine clips into new movie segments. You can also save your images in a variety of popular file formats.

Jog Dial Utility
Sony Electronics Inc.
JogDial Utility allows you to easily scroll, launch applications, access settings, and perform other useful functions by manipulating the center Jog Dial™ control, which is located near the touchpad.

Microsoft® Office XP Professional (On selected models)
Microsoft Corp.
Microsoft Office XP redefines the relationship between people and software by providing a smarter, simpler way of working. New Office XP features include context-sensitive smart tags, enhanced formatting options, and more, that enable you to continually integrate additional services into Office and access information anytime.

Microsoft® Office XP Small Business Edition (On selected models)
Microsoft Corp.
With Microsoft Office XP you'll find a powerful new technology that will help you get work done more quickly by providing real-time, context-sensitive options for important actions, from formatting to error correction. Task panes consolidate important tasks into a single integrated view, enabling you to conduct searches, launch and format documents, and view the contents of your Clipboard from one location.

Microsoft® Word
Microsoft Corp.
Microsoft Word makes it easy to create common Web, e-mail, and print documents for use around the world. It embraces HTML as a first-class file format and extends Word's ease-of-use to the Web and e-mail. Word also extends that ease-of-use to international users, making it easy to create multilingual documents.

MovieShaker™

Sony Electronics Inc.

Sony's original MovieShaker software creates personal movies that have transitions, background music, and text. Just import your video clips and "shake" with a click of the mouse. Your personal movies are easy to create and fun to share with family and friends.

Netscape Communicator® (On selected models)

Netscape Communications Corp.

Netscape Communicator is the all-in-one Internet tool that makes it easy to browse the Web, send Internet e-mail, chat, read newsgroups, and compose great Web documents.

Norton AntiVirus™ (On selected models)

Symantec Corp.

Norton AntiVirus provides security for your Internet and e-mail communications. This powerful antivirus software works in the background to continuously protect your PC, by scanning the files you download from the Web and receive as e-mail attachments. Each time you connect to the Internet, Norton AntiVirus updates its virus definitions to deliver automatic protection today and in the future.

OpenMG™ Jukebox (On selected models)

Sony Electronics Inc.

OpenMG™ Jukebox software enables you to import digital audio files by downloading audio files from Electronic Music Distribution (EMD) services over digital networks, such as the Internet. You can record audio CDs onto your hard drive in a variety of formats.

PC-Cillin® 2000 (On selected models)

Trend Micro, Inc.

PC-Cillin provides portable, easy-to-use, real-time antivirus security at your computer's entry point (beaming, synchronization, Internet access) to defend against potential threats hidden inside files, e-mail, or on the Web.

PictureGear™
Sony Electronics Inc.
This image management software displays images from your hard drive, a Sony digital still camera, or a Sony Mavica® camera. The images appear in a convenient light-table format, so that you can easily view the contents of an entire folder.

PhotoPrinter™ 2000 Pro (On selected models)
ArcSoft Inc.
PhotoPrinter Pro is an easy-to-use, yet advanced printing program that lets you quickly lay out multiple images in multiple sizes on a single sheet of paper. PhotoPrinter Pro offers a wide selection of templates including landscape, portrait, free-style, mixed sizes, custom templates and more. The application includes enhancement tools and special effects for improving photos while giving you the ability to add text to any image. With PhotoPrinter 2000 Pro you can create business cards, handouts, calendars, mailing labels, and much more.

PowerPanel™
Phoenix Technologies Ltd.
The PowerPanel utility controls the power management of your notebook and provides key information about system activity and battery life. Automatic power management selects the most appropriate profile, depending on the application with which you are working and the conditions of use. See the "Controlling Power Management" in the online user guide or PowerPanel Help for details.

Prodigy Internet™ (On selected models)
Prodigy Communications Corp.
Prodigy is an Internet service that helps you find what you need online faster and smarter. Prodigy delivers powerful online content, such as sports scores, stock quotes, news, and easy access to Excite™, plus a personal e-mail account and quality customer service—all at a competitive price.

Quicken®
Intuit Inc.
Quicken is the fastest, easiest way to organize your finances. Quicken works just like your checkbook, so it's easy to learn and use. You can even pay your bills online. Quicken manages all of your finances, bank accounts, credit cards, investments, and loans.

QuickTime®

Apple Computer Inc.

QuickTime is versatile software used to play hundreds of different kinds of files, including video, audio, and virtual reality (VR) movies. You can play QuickTime files (referred to as "QuickTime movies") using QuickTime Player or any other application, such as a Web browser or word processor, that supports QuickTime.

RealJukebox®

RealNetworks Inc.

RealJukebox is a popular digital music system that gives you the ability to easily acquire, play and manage digital music files. You can locate and download your favorite music from the Internet and organize your own personal music collection.

✍ If you use an external CD-ROM drive connected with a PC Card, connect the external CD-ROM drive before starting RealJukebox. Do not remove the CD-ROM drive while using RealJukebox. Either action may cause RealJukebox to shut down improperly.

Sony recommends using the SonicStage software's Record function to create any CDs on your VAIO® computer, if the specific model you purchased is preconfigured with all necessary components for CD-R and CD-RW capability. Downloading the optional RealJukebox CD-burning component to create any CDs on your computer may interfere with normal system operations.

RealPlayer®

RealNetworks Inc.

RealPlayer is a high-quality streaming media player that supports many digital media formats. The user-friendly interface has enhanced navigation capabilities, allowing you to access and enjoy audio and video programming over the Internet. RealPlayer is your gateway to a superb Internet multimedia experience.

Real Producer® (On selected models)

RealNetworks Inc.

RealProducer converts your audio and video files, or live feeds, into RealAudio and RealVideo for the Internet or your intranet. RealProducer is easy to use, gives you better control over your content, and is packed with exclusive features. Featuring support for CD-quality RealAudio 8 and VHS-quality RealVideo 8, RealProducer is an excellent choice for both beginners and pros.

Smart Capture
Sony Electronics Inc.
Smart Capture is a fun new way to send multimedia messages via e-mail. Smart Capture manages the i.LINK®[*] connection between your notebook and a Sony Digital Handycam® Camcorder that supports the i.LINK interface. It allows you to capture compressed video or still images and save them to your hard disk drive or share via e-mail. A smart solution for computer, digital audio/video and network convergence.

Smart Connect (On selected models)
Sony Electronics Inc.
Smart Connect enables you to use an i.LINK®[*] cable to connect your VAIO computer to another VAIO computer that supports Smart Connect. You can then use one computer to copy, delete, and edit files on the other computer. You can also print from a printer attached to either computer.

SonicStage™ (On selected models)
Sony Electronics Inc.
This new jukebox application adds a host of new features to its predecessor, OpenMG™ Jukebox. Continuing to take advantage of Sony's copyright-protected ATRAC3™ format for high-quality digital audio storage, SonicStage sports a new Music Visualizer, a sleek new player skin design, audio CD burning capability, and a parametric equalizer for fine-tuning audio playback.

Sony on Yahoo! (On selected models)
Yahoo! Inc.
Personalize your own web portal with Sony on Yahoo! Get a free webmail account, customized news and local weather reports, comics, and more.

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[*] i.LINK is a trademark of Sony used only to designate that a product contains an IEEE 1394 connection. The i.LINK connection may vary, depending on the software applications, operating system, and compatible i.LINK devices. All products with an i.LINK connection may not communicate with each other. Refer to the documentation that came with your compatible i.LINK device for information on operating conditions and proper connection. Before connecting compatible i.LINK PC peripherals to your system, such as CD-RW or hard disk drive, confirm their operating system compatibility and required operating conditions.

SonyStyle Connect^{SM} (On selected models)

Sony Electronics Inc.

SonyStyle Connect provides excellent dial-up, as well as DSL, Internet connection services. To find out which plan is best for you, visit http://www.sonystyleconnect.com and find out what is available in your area.

VAIO Action Setup

Sony Electronics Inc.

VAIO Action Setup manages the settings for your computer's Shortcut keys.

VAIO Support Agent

Sony Electronics Inc.

VAIO Support Agent provides immediate, interactive, online support with information about your preinstalled software and answers to frequently asked questions.

VisualFlow™

Sony Electronics Inc.

VisualFlow software is a state-of-the-art Sony multimedia browser designed specifically for Memory Stick® media. It displays any still picture, movie or sound file stored in a Memory Stick media in a visually pleasing, artistic manner. VisualFlow software not only plays a selected movie or sound file, but also enables playback of files by other applications like PictureGear™, Memory Stick Slideshow and Windows® Explorer.

WinDVD™

InterVideo Inc.

WinDVD is a simple-to-use DVD player including all the features you would expect to find in a standard consumer DVD player, while also offering advanced display and navigation features such as zoom, pan, bookmark, and time search.

Application, Driver, and System Recovery CDs

Your notebook comes with the following application, driver, and system recovery CDs. See "Using Your Recovery CDs" on page 54 for information.

Application Recovery CD(s)
Sony Electronics Inc.
This CD enables you to reinstall individual applications if they become corrupted or are erased.

Driver Recovery CD(s)
Sony Electronics Inc.
This CD enables you to reinstall individual device drivers if they become corrupted or are erased.

System Recovery CD(s)
Sony Electronics Inc.
This CD enables you to format the C:\ partition of the hard disk drive, then reinstall the operating system and software titles that shipped with your notebook, if they become corrupted or are erased. Use it to restore the hard disk of the VAIO® notebook you purchased. This CD restores your notebook to its original state, so user data and applications will be lost.

✍ To use the recovery CD(s), connect the docking station (supplied with selected models) or an optional optical drive, such as a fully atapi compliant PC Card CD-ROM drive, to the notebook.

Using Your Recovery CDs

The following sections describe how to use the Application Recovery, Driver Recovery, and System Recovery utilities.

To use the Application Recovery CD(s)

The Application Recovery CD(s) allows you to reinstall individual applications if they become corrupted or are accidentally erased. Reinstalling an individual software title may correct a problem you are experiencing with your notebook or software application; you may not need to reinstall the entire contents of your hard drive. If you need to reinstall all the software titles that shipped with your notebook, use the System Recovery CD(s). See "To use the System Recovery CD(s)" on page 58 for more information.

✍ You must be in Windows® to run the Application Recovery CD. If you have any questions on using the Application Recovery CD, contact Sony Customer Support.

1   Turn on your notebook. If your notebook is already on, close all applications.

2   When the Windows desktop appears, insert the Sony Application Recovery CD in the optical drive. The Application Recovery utility loads automatically.

3   When the Application Recovery menu appears, select the icon for the application you want to restore and then follow the on-screen instructions to complete the recovery process.

✍ Your system may include one or two Application Recovery CDs. If you have two Application Recovery CDs, insert the first CD to run the Application Recovery program. You may be prompted to insert the second CD, depending on the application you wish to restore.

To use the Driver Recovery CD(s)

The Driver Recovery CD utility enables you to reinstall individual drivers if they become corrupted or are erased. You can reinstall an individual driver to correct a problem that you are experiencing with your notebook, hardware, or software application. VAIO Support Agent, an application repair utility, uses a vault feature on the Driver Recovery CD(s) to repair software applications.

✍ If you need to reinstall all of the software applications that shipped with your computer, use the System Recovery CD.

You must be in Windows® to run the Driver Recovery CD utility.

Reinstalling specific drivers with the Driver Recovery CD (Microsoft® Windows XP)

1   Turn on your notebook. If your notebook is already on, close all applications.

2   When the Windows desktop appears, insert the Driver Recovery CD in the optical disc drive.

3   Click Start in the Windows taskbar, and then click Control Panel. The Control Panel window appears.

4   Click Performance and Maintenance, and then click System. The System Properties dialog box appears.

5   From the Hardware tab, click Device Manager.

6   Click to highlight the unknown device (identified by a yellow question mark) or the device for which you wish to reinstall the driver.

Device Manager window
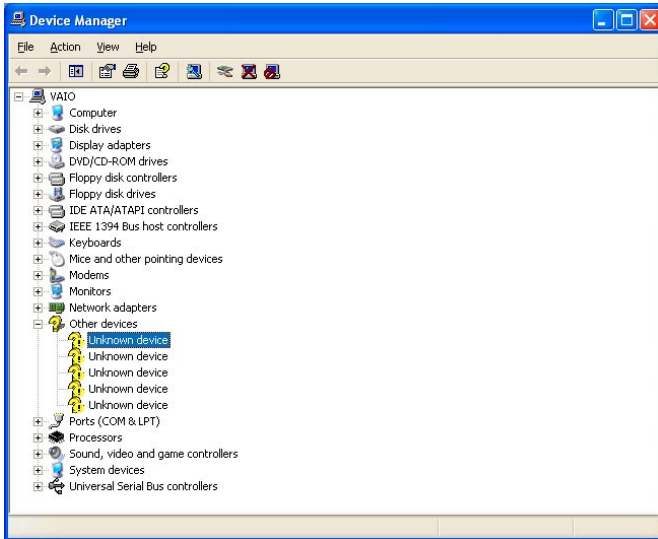
7   From the Action menu, click Uninstall. This will remove the device driver from your system. Click OK to confirm this action. Repeat as necessary.

8   Reboot your computer. Click Start on the Windows taskbar, and click Turn Off Computer, then Restart.

9   When the Windows desktop reappears, Windows will automatically reinstall the device driver(s) from the Driver Recovery CD.

Reinstalling all drivers with the Driver Recovery CD (Windows XP)

1   Turn on your notebook. If your notebook is already on, close all applications.

2   When the Windows desktop appears, insert the Driver Recovery CD into the optical disc drive.

3   Click Start on the Windows taskbar, then click Control Panel. The Control Panel window appears.

4   Click Performance and Maintenance, then click System. The System Properties dialog box appears.

5   From the Hardware tab, click Device Manager.

6   Click to highlight the device for which you wish to reinstall the driver.

7   From the Actions menu, choose Properties. The Properties dialog box for that device appears

Properties dialog box.
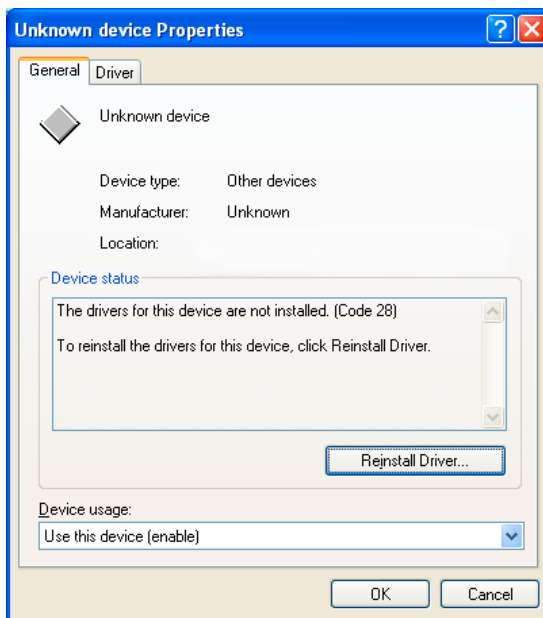
8   Click Reinstall Driver. The Hardware Update Wizard appears.

9   Click Next. The wizard will search for the correct driver on your Driver Recovery CD.

10 When the recovery process is complete, click Finish. Some drivers will require that you reboot the computer to complete installation.

Using the Driver Recovery CD(s) (Windows 2000)

1   Turn on your notebook. If your notebook is already on, close all applications.

2   When the Windows® desktop appears, insert the Driver Recovery CD in the optical disc drive.

3   Use My Computer or Windows Explorer to view the contents of the Driver Recovery CD.

4   Select the appropriate driver.

To use the System Recovery CD(s)

> ⚠ **This CD restores your notebook to its original state, therefore user data and applications will be lost.**

You can use the System Recovery CD(s) to reinstall the operating system and software titles that shipped with your notebook if they become corrupted or erased. You may not need to reinstall the entire contents of your hard drive. If you experience a problem with your notebook, reinstalling an individual device driver or software title may correct the problem. Use the Application Recovery CD(s) to reinstall individual applications or use the Driver Recovery CD(s) to reinstall device drivers. See "To use the Application Recovery CD(s)" on page 54 and "To use the Driver Recovery CD(s)" on page 55 for more information.

The System Recovery CD contains a backup copy of all the software originally installed on your hard disk drive. It can be used only to recover the hard disk of the notebook you purchased.

The System Recovery utility will perform a Full Restore with Format. It formats the hard disk drive, then restores all the original software.

> ⚠ **Full Restore with Format removes all the information on the hard disk drive. You will lose any software you have installed and any other files you have created since you started to use your notebook. This means you will have to reinstall any applications that were not included with the notebook when you purchased it. If you have any questions on using the System Recovery CD, contact Sony Customer Support.**

1   Insert the Sony System Recovery CD in the optical drive.

2   Shut down your notebook as described in the "Shutting Down Your Notebook" section of your printed Quick Start.

3   Wait 4 seconds and turn on your notebook.

4   Click OK to signify you have read and accept the Microsoft® End-User License Agreement.

5   When the System Recovery menu appears, follow the on-screen instructions to complete the recovery process.

If your notebook does not start from the Recovery CD

1   Press the power button and hold it for more than 4 seconds to turn off the notebook.

2   Turn on the notebook. When the Sony logo is displayed, press the F2 key. The BIOS setup menu screen appears.

3   Press the arrow keys to select the Exit menu.

4   Press the arrow keys to select "Get Default Values" and then press the Enter key. The message "Load default configuration now?" appears.

5   Check that "Yes" is selected, then press the Enter key.

6   Press the arrow keys to select "Exit" (Save Changes) and then press the Enter key. The message "Save configuration changes and exit now?" appears.

7   Check that "Yes" is selected, then press the Enter key. The notebook restarts from the Recovery CD.

✍ Your system may include one or more System Recovery CDs. If you have two or more System Recovery CDs, insert the first CD to run the System Recovery program. You are prompted to insert the next CD once the information from the previous CD has been installed.

The recovery process takes from 30 minutes to 60 minutes to complete.

After recovering your system using the System Recovery CD(s), you may be prompted to insert your Application Recovery CD(s) after restarting Windows. Insert the Application Recovery CD to automatically complete recovery of your system.

Updating the task tray (Windows 2000)

In the event that a system recovery is necessitated, do the following to optimize your notebook's performance:

1   Right-click the Adaptec Create CD icon in the task tray. The Task tray properties menu is displayed.

2   Select "Disable Adaptec Create CD." A dialog box appears, prompting you to confirm the setting.

3   Click the Yes button.

To recover Microsoft® Word

If you recover your operating system using the System Recovery CD, Microsoft Word will not be recovered. Use the supplied Word CD-ROM to recover this application.

Troubleshooting

This section describes how to solve common problems you may encounter when using your notebook. Many problems have simple solutions, so try these suggestions before you contact Sony PC Support (http://www.sony.com/pcsupport). Consult the following sections:

❑ Troubleshooting Your Notebook

❑ Troubleshooting the Docking Station

❑ Troubleshooting the LCD Screen

❑ Troubleshooting the Mouse and Touchpad

❑ Troubleshooting Drives, PC Cards, and Peripheral Devices

❑ Troubleshooting the Software

❑ Troubleshooting i.LINK Devices

❑ Troubleshooting the Modem

❑ Troubleshooting Audio

❑ Troubleshooting the Printer

Troubleshooting Your Notebook

My notebook does not start.

❑ Check that the notebook is plugged into a power source and that it is turned on. Check that the power indicator on the front panel of the notebook indicates that the power is on.

❑ Check that the battery packs are inserted properly and that they are charged.

❑ If you are connected to a docking station with a floppy disk drive or an external floppy disk drive, make sure there is no floppy disk in the floppy disk drive.

❑ Confirm that the power cord and all cables are connected firmly, as described in "Connecting a Power Source" on page 26.

❑ If you plugged the notebook into a power strip or UPS, make sure the power strip or UPS is turned on and working.

❑ If you are using an external display, check that it is plugged into a power source and turned on. Check that the brightness and contrast controls are adjusted correctly. See the manual that came with your display for details.

❑ Take the battery pack off the notebook, unplug the power cord and plug it in again, then turn on the power.

❑ If the power control button does not function, remove the AC adapter and battery pack and wait 1 minute, then reattach them and press the power button.

❑ Condensation may cause the notebook to malfunction. If this occurs, do not use the notebook for at least 1 hour.

My notebook starts but a BIOS error appears.

When the internal backup battery is low on power, your system may not start properly, and the message "Press <F1> to resume, <F2> to setup" may appear at the bottom of the screen. Follow these steps:

1 Press F2. The BIOS Setup menu appears.

2 Set the date (month/day/year). Press Enter.

3 Press ↓ to select System Time, then set the time (hour: minute: second). Press Enter.

4 Press ➔ to select Exit, then press ↓ to select Get Default Values. The message "Load default configuration now?" appears.

5 Select Yes and press Enter.

6 Select Exit (Save Changes), then press Enter. The message "Save Configuration changes and exit now?" appears.

7 Select Yes, then press Enter. The notebook restarts.

✍ If this occurs on a regular basis, contact Sony PC Support (http://www.sony.com/pcsupport).

My notebook starts, but the message "Operating system not found" appears and Windows does not start.

❑ If you have connected a docking station with a floppy disk drive or an external floppy disk drive, make sure there is no floppy disk in the floppy disk drive (non-bootable).

❑ If a non-bootable floppy disk is in the drive, proceed as follows:

1 Shut down the notebook, then remove the floppy disk.

2 Restart the notebook and confirm that Windows starts properly.

❑ If Windows still does not start, follow the steps below to initialize the BIOS:

1 Remove any floppy disk from the floppy disk drive.

2 Shut down the notebook.

3 Remove any peripheral devices connected to the notebook.

4 Turn on the notebook.

5 Press the F2 key when the Sony logo appears. The BIOS setup menu window appears.

6 Press the directional arrow keys to select the Exit menu.

7 Press the arrow keys to select "Get Default Values" then press Enter. The message "Load default configuration now?" appears.

8 Select Yes, then press Enter.

9 Use the directional arrow keys to select "Exit" (Save Changes), then press Enter. The message "Save configuration changes and exit now?" appears.

10 Select Yes, then press Enter. The notebook restarts.

If your notebook continues to display the message "Operating system not found," and Windows does not start, use your supplied System Recovery CD to restore the software titles shipped with your notebook. See "To use the System Recovery CD(s)" on page 58 for more information.

⚠ **The System Recovery CD restores your notebook to its original state, so user data and applications will be lost.**

My notebook stops responding or does not shut down.

It is best to shut down your notebook using the Turn Off Computer command (Microsoft® Windows XP) or the Shut Down command (Windows 2000) on the Windows Start menu. Using other methods, including those listed below, may result in loss of unsaved data.

❑ (Windows XP) On the Windows® taskbar, click Start, select Turn Off Computer, and then click Turn Off.
(Windows 2000) On the Windows taskbar, click Start, click Shut Down, then select Shut Down again and click OK.

❑ (Windows XP) If you cannot shut down your notebook as described in the preceding step, press Ctrl+Alt+Delete simultaneously and click Turn Off Computer on the Windows Security window.
(Windows 2000) If you cannot shut down your notebook as described in the preceding step, press Ctrl+Alt+Delete simultaneously and click Shut Down on the Windows Security window.

❑ If the preceding step does not work, press and hold the power button for at least 4 seconds to turn off the power.

❑ Unplug the notebook from the AC adapter and remove the battery pack from your notebook.

❑ (Windows XP) If your notebook stops responding while playing a CD or DVD, press Ctrl+Alt+Delete simultaneously and click Turn Off Computer on the Windows Security window.
(Windows 2000) If your notebook stops responding while playing a CD or DVD, press Ctrl+Alt+Delete simultaneously and click Shut Down on the Windows Security window.

✍ Pressing Ctrl+Alt+Delete simultaneously or turning off the notebook with the power switch may result in data loss in files that are currently open.

My notebook is unstable.

Your notebook's operating system may become unstable if a lower power state, such as Hibernate, is initiated then changed before the notebook completely enters the lower power state.

To restore the notebook to its normal operating stability:

1 Close all open applications.

2 Restart the notebook by pressing Ctrl+Alt+Delete simultaneously and clicking Restart on the Windows Security window.

3 If this procedure does not work, press and hold the power button for 4 seconds or longer to shut down the notebook.

The sound of my notebook's fan is too loud.

Use the PowerPanel™ utility to change the Thermal Control Strategy setting to Quiet. This setting slows down the CPU speed. See PowerPanel Help for more information.

Why does the System Properties dialog box display a slower CPU speed than advertised?

This is normal. Because your computer's CPU utilizes a type of CPU speed controlling technology, System Properties may display the CPU's current speed instead of the maximum advertised speed.

Troubleshooting the Docking Station

I cannot operate the optical drive in the docking station, when the docking station is connected to the notebook.

Follow these steps to set the i.LINK network switch.

1 Disconnect your notebook from the docking station.

2 Disconnect the AC adapter and all cables from your docking station.

3 Set the i.LINK® network switch on the bottom of the docking station to the unmarked side, with a thin pen tip.

4 Connect the docking station to the notebook.

5 Turn on your notebook.

✍ Do not set the i.LINK network switch when the notebook is on. This causes the notebook to malfunction.

Set the i.LINK network switch after removing all cables connected to the docking station.

I cannot operate the optical drive in the docking station, when the docking station is connected to the notebook and the notebook is connected to another computer via an i.LINK connection.

Set the i.LINK network switch at the bottom of the docking station to the marked ● side. See "If your notebook is connected to the optional docking station" in the online user guide for more information.

An error message appears while disconnecting the docking station, even after following the correct procedure for disconnecting the docking station.

Close the software in use, disconnect other devices being used, then try to disconnect the docking station from the notebook.

I cannot remove the disc.

You cannot remove the disc when the notebook is in power saving mode. Return to normal mode, then press the Eject button.

The disc tray does not eject even after I press the Eject button.

Open the tray by inserting a thin, straight object (such as a paper clip) in the manual eject hole.

Troubleshooting the LCD Screen

My LCD screen is blank.
- ❑ Verify that the notebook is plugged into a power source and that it is turned on.
- ❑ Verify that the power indicator on the notebook is on.
- ❑ Verify that the battery pack(s) is inserted properly and is charged.

❏ The notebook may be in LCD (Video) Standby mode. Press any key to activate the screen.

❏ The display mode may be set to external display mode. Press and hold the Fn key while pressing F7 several times.

My LCD screen continues to show the previous screen.

Press the Windows key and D key twice to refresh the screen.

The image on my connected external display is not centered or sized properly.

Use the controls on your external display to adjust the image. See the manual that came with your display for more information.

I want to change the video resolution of my display.

1 Click Start, point to Settings, point to Control Panel, then double-click the Display icon. The Display Properties dialog box appears.

2 Click on the Settings tab.

3 Move the Screen Area slider to change your video resolution.

Troubleshooting the Mouse and Touchpad

My mouse does not work.

❏ If you are using an optional Sony PCGA-UMS1 series USB mouse, verify that the mouse is plugged into the USB port. See "Connecting a USB Device" in the online user guide for more information.

❏ If you are still experiencing problems, use your supplied Driver Recovery CD to reinstall the mouse drivers. See "To use the Driver Recovery CD(s)" on page 55 for more information.

My touchpad does not work properly.

❏ You may have disabled the touchpad without connecting a mouse to the notebook. To enable the touchpad:

1 Press the Windows key and use the directional arrow keys to select Programs, and then Sony Notebook Setup.

2 Select the Touchpad tab using the arrow keys.

   3   Press Tab to select Enable Touchpad, and then press Enter.

❑   Restart the notebook to activate the touchpad again.

❑   If your touchpad is interpreting a single tap as a double-click, adjust the
   button assignments. Follow these steps:

   1   Press the Windows key and use the directional arrow keys to select
      Control Panel, and then Mouse. The Mouse Properties dialog box
      appears.

   2   Change the button assignments in the Mouse Properties dialog box.
      (One of the buttons is assigned to the double-click action.)

❑   If you are still experiencing problems, check that another mouse was not
   installed.

❑   You may need to use your Driver Recovery CD to reinstall the mouse
   drivers. See "To use the Driver Recovery CD(s)" on page 55 for more
   information.

The pointer does not move while I am using the Touchpad or Mouse.

❑   The notebook should be restarted. Follow these steps:

   1   Press the Windows key.

   2   Press the "U" key to select Turn Off Computer, and wait for at least 4
      seconds.

   3   Press the "R" key to restart the notebook.

❑   (Windows XP) If you cannot restart your notebook as described in the steps
   above, press Ctrl+Alt+Delete simultaneously and click Turn Off Computer
   on the Windows Security window.
   (Windows 2000) To restart your notebook, press Ctrl+Alt+Delete
   simultaneously and click Shut Down on the Windows Security window.

❑   If you cannot restart your notebook as described in the step above, press and
   hold the power button for more than 4 seconds to shut down the notebook.

❑   If the pointer does not move while playing a disc, press Ctrl+Alt+Delete
   simultaneously to stop playback and restart the notebook.

❑   If you are still experiencing problems, check that another mouse was not
   installed.

❑ You may need to use your supplied Driver Recovery CD to reinstall the touchpad or mouse drivers. See "To use the Driver Recovery CD(s)" on page 55 for more information.

Troubleshooting Drives, PC Cards, and Peripheral Devices

My floppy disk drive cannot write to a floppy disk.

❑ If the floppy disk is write-protected, disable the write-protect feature or use a floppy disk that is not write-protected.

❑ Verify that the floppy disk is properly inserted into the floppy disk drive.

❑ If the floppy disk is write-protected, disable the write-protected feature or use a floppy disk that is not write-protected.

My optical drive is not playing my CD or DVD properly.

❑ Make sure the label of the disc is facing up.

❑ If the disc requires software, make sure the software is installed according to the manufacturer's instructions.

❑ A dirty or damaged disc may cause the notebook to stop responding while it tries to read the disc. If necessary, restart the notebook, remove the disc, and check disc for dirt or damage.

❑ If you see video but can not hear audio, check all of the following:

   ❑ Check that your optical drive does not have the mute setting enabled.

   ❑ Check the volume setting in the audio mixer.

   ❑ If you are using external speakers, check the volume settings, and then check the connections between your external speakers and the notebook.

   ❑ (Windows XP) Click Start on the Windows taskbar, then Control Panel, then System, and then Device Manager. Check that the correct drivers are installed properly.
   (Windows 2000) Click Start on the Windows taskbar, then Settings, then Control Panel, then System, and select Device Manager. Check that the correct drivers are installed properly.

❑ Do not use adhesive labels to identify the CD. The label may come off while the disc is in use in the optical drive and cause the drive to malfunction.

❑   If a region code warning appears when you try to use your optical drive, it may be that the DVD you are trying to play is incompatible with the optical drive. Verify the region code listed on the DVD package.

❑   Condensation may cause the notebook to malfunction. If this occurs, do not use it for at least 1 hour.

My optical drive tray does not open.

❑   Make sure the notebook is turned on.

❑   Press the Eject button on the optical drive.

❑   If the Eject button does not work, open the tray by inserting a thin, straight object (such as a paper clip) in the hole to the right of the Eject button.

I cannot use Digital Video (DV) devices. The message "DV equipment seems to be disconnected or turned off" appears.

❑   Verify that the DV device is turned on and that the cables are properly connected.

❑   If you are using multiple i.LINK®[*] devices, the combination of the connected devices may cause unstable operation. In this case, proceed as follows:

   1   Turn off your notebook and all connected devices.

   2   Disconnect the devices that are not in use.

   3   Ensure that all other devises are properly connected.

   4   Restart your notebook.

My PC Card does not work.

❑   Check that the PC Card is installed properly.

❑   Check that the PC Card is compatible with Microsoft® Windows®.

❑   Use the Sony Notebook Setup utility to disable devices you are not currently using.

❑   Check that any necessary drivers were installed properly. See "To use the Driver Recovery CD(s)" on page 55 for more information on installing the drivers.

Troubleshooting the Software

My software program stops responding or crashes.

Contact the software publisher or designated provider for technical support. See
"Software Support Information" on page 79 for contact information.

*When I click an application icon, the message "You must insert the application
CD into your optical drive" appears and the software does not start.*

❑   Some titles require specific files that are located on the application CD.
    Insert the disc and try starting the program again.

❑   Make sure you place the CD in the tray with the label side facing up.

The application cannot find a file while a PC Card is inserted.

Some PC Cards when inserted in a notebook that is connected to the docking
station may change the drive letters of the disk drives in the docking station. If
this occurs, an application you are using may not be able to find files.

To correct this condition perform one of the following steps:

❑   Remove the PC Card and restart your notebook, and do not insert the PC
    Card while using that application.

❑   Change the drive letters of the disk drives of the docking station or of the PC
    Card. Refer to the Windows® help files or the manuals of the application to
    change the drive letters.

*My computer's start-up time seems longer after I have installed AOL. What can I
do?*

On some computers, installing America Online® (AOL) may increase boot time
by up to a minute. If you experience this on your system and would like to speed
up the time required to start your computer, you may want to disable the AOL
WAN driver. Do the following:

1   Click Start on the Windows® taskbar and select Control Panel.

2   Click Network and Internet Connections, and select Network Connections.

3   Right-click on the Local Area Connection with device name "WAN Network
       Driver," and select Disable.

Verify that your AOL connection still functions satisfactorily with the WAN Network Driver disabled. If you need to reverse this setting, repeat the steps above and select Enable.

What software do I use for CD-R/CD-RW software functions?

Sony recommends using the preinstalled SonicStage software's Record function to create any CDs on your VAIO® computer, if the specific model you purchased is preconfigured with all necessary components for CD-R and CD-RW capability.

Downloading the optional RealJukebox CD-burning component to create any CDs on your computer may interfere with normal system operations.

Troubleshooting i.LINK Devices

I cannot establish a connection between two VAIO computers when using an i.LINK cable.

1   Disconnect the i.LINK[*] cable from both computers and reconnect it.

2   Wait for the computers to respond. If neither computer responds after a few moments, restart both computers.

✍ The computers may not recognize an i.LINK connection after returning from a power saving mode (Standby or Hibernate). If that happens, restart both computers to establish a connection.

Troubleshooting the Modem

My modem does not work.

❑   Check that the phone line is plugged into the line jack. See "Using a Phone Line" in the online user guide for more information.

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*   i.LINK is a trademark of Sony used only to designate that a product contains an IEEE 1394 connection. The i.LINK connection may vary, depending on the software applications, operating system, and compatible i.LINK devices. All products with an i.LINK connection may not communicate with each other. Refer to the documentation that came with your compatible i.LINK device for information on operating conditions and proper connection. Before connecting compatible i.LINK PC peripherals to your system, such as CD-RW or hard disk drive, confirm their operating system compatibility and required operating conditions.

❑ Check that the phone line is working by plugging the line in an ordinary phone and listening for a dial tone.

❑ Verify that the phone number the program is dialing is correct.

❑ Verify that the software you are using is compatible with the notebook's modem. (All preinstalled Sony programs are compatible.)

❑ If you are still experiencing problems, use your the Driver Recovery CD to reinstall the modem drivers. See "To use the Driver Recovery CD(s)" on page 55 for more information.

My modem connection is slow.

Your notebook is equipped with a V.90/K56flex-compatible modem. Many factors may influence modem connection speed, including telephone line noise or compatibility with telephone equipment (such as fax machines or other modems). If you think your modem is not connecting properly to other PC-based modems, fax machines, or your Internet Service Provider (ISP), check the following:

❑ Ask your phone company to verify that your phone line is free from any line noise.

❑ If your problem is fax-related, check that there are no problems with the fax machine you are calling and that it is compatible with fax modems.

❑ If you are having a problem connecting with your ISP, check that the ISP is not experiencing technical problems.

❑ If you have a second phone line available, try connecting the modem to that line.

Troubleshooting Audio

My speakers have no sound.

❑ If the built-in speakers are turned off, press Fn+F3 or use the center Jog Dial control to turn on the speakers.

❑ If the speaker volume is turned to the minimum, press Fn+F4, then press ↑ or ➜ to increase the volume, or you can use the center Jog Dial™ control to control the volume.

❑ If nothing is displayed when you press Fn+F3 or Fn+F4, proceed as follows:

1. Click Start, point to Settings, point to Control panel, then double-click System. The System Properties dialog box appears.

2. Click the Device Manager tab.

3. Set the sound device to enable.

❑ If your notebook is powered by batteries, verify that the battery packs are inserted properly and that they are charged.

❑ If you are using an application that has its own volume control, verify that the volume is turned up.

❑ Check the volume controls in the Windows® taskbar.

❑ If you connect external speakers:

  ❑ Verify that the speakers are properly connected and the volume is turned up.

  ❑ If the speakers have a mute button, make sure the button is off.

  ❑ If the speakers are powered by batteries, verify that the batteries are inserted properly and that they are charged.

❑ If you have connected an audio cable to the Headphone jack, disconnect the cable.

❑ If you are still experiencing problems, use the Driver Recovery CD to reinstall the drivers. See "To use the Driver Recovery CD(s)" on page 55 for more information.

My microphone does not work.

If you are using an external microphone, verify that the microphone is plugged into the Microphone jack. See "Connecting an External Microphone" in the online user guide for more information.

Troubleshooting the Printer

I cannot print.

❑ The default setting for the printer port mode is correct for most printers. If you cannot print, try changing the printer port mode. In the Sony Notebook Setup screen, select the Printer tab. If the printer port mode is set to ECP, change it to bi-directional. If the printer port mode is set to bi-directional, change it to ECP. See "Displaying the Sony Notebook Setup Screen" in the online user guide for information on using Sony Notebook Setup.

Your connected printer may not function after the notebook resumes from a power saving mode. If this occurs, follow these steps to reset the printer connection:

1 (Windows XP) Click Start on the Windows taskbar, and select Control Panel.
(Windows 2000) Click Start on the Windows taskbar, select Settings, and select Control Panel.

2 Click the Printers folder.

3 Right-click on the icon of the printer that is not functioning, and select Properties to access the Properties window.

4 Click OK to close the Properties window. The printer should now function properly.

Ensure that the printer is compatible with the Windows® operating system installed on your computer, and that it has the correct printer drivers.

Getting Help

Sony provides you with several support options to answer questions about your VAIO notebook or the preinstalled software. Refer to these resources in the order listed.

Support Options

1   ***VAIO® Notebook User Guide** and **VAIO® Notebook Quick Start***
    The online VAIO® Notebook User Guide and printed VAIO® Notebook Quick Start provide you with information on how to maximize your notebook capabilities and solve common problems. (Microsoft® Windows XP) To access the online user guide, click Start on the Windows® taskbar, select Help and Support, and click VAIO User Guide. (Windows 2000) To assess the online user guide, click Start on the Windows® taskbar, select Help Center and VAIO Documentation. The printed quick start is supplied with your notebook.

2   **Manuals and online help files that may accompany your preinstalled software**
    Most of the manuals for preinstalled software are located on your hard disk drive as online help files. You can access the online help files from the Help menu in the specific application. A printed manual is available for some applications.

3   **VAIO Support Agent**
    VAIO Support Agent runs scheduled protections of your applications, network settings, and other important software settings. When your software is protected, you can use VAIO Support Agent to repair software problems by restoring your software to any of the previously protected states. (Windows XP) You can find VAIO Support Agent by clicking Start and selecting Help and Support. (Windows 2000) You can find VAIO Support Agent from the Windows® desktop.

4	**Sony PC Support**
	Provides instant access to information on commonly encountered problems. Enter a description of your problem and the Knowledge Database searches for the corresponding solutions online. You can access the Sony Computing Support at: http://www.sony.com/pcsupport.
5	**Sony Fax-on-Demand**
	This service, which requires a fax machine or your fax software, provides answers to commonly asked questions. You can use this automated service to request a list of available topics then select the topics that you want to receive. To contact the Sony fax-on-demand service, call: 1-888-4-SONY-PC (1-888-476-6972).
6	**Calling Sony Customer Support**
	Sony provides software support free of charge for 90 days after the original date of purchase. You can speak with a Sony Customer Support Representative without using your notebook by calling: 1-888-4-SONY-PC (1-888-476-6972).

Software Support Information

**Adobe Acrobat® Reader™, Adobe Photoshop® Elements,
Adobe® Premiere® LE (Adobe Systems Inc.)**

Web site	http://www.adobe.com
telephone	206-675-6126 (fee-based support)
e-mail	techdocs@adobe.com
hours	M-F, 6 A.M.-5 P.M. Pacific time

America Online® (America Online, Inc.)

Web site	http://www.aol.com
telephone	800-827-3338
hours	7 days a week, 24 hours a day

CompuServe® 2000 (CompuServe Interactive Services Inc.)

Web site	http://www.compuserve.com
telephone	800-848-8990
hours	M-F, 8 A.M., Sat.-Sun. 10 A.M.-10 P.M. eastern time

Drag'n Drop CD™ (DigiOn Inc. and Easy Systems Japan Ltd.)

Web site	http://www.easy.co.jp/dde/sony/tosupportne.html

Netscape Communicator® (Netscape Communications Corp.)

Web site	http://help.netscape.com
telephone	888-4-SONY-PC (888-476-6972)[*]
hours	7 days a week, 24 hours a day

* Support from 1-888-4-SONY-PC is free of charge for 90 days after the original date of purchase.

Norton AntiVirus™ (Symantec Corp.)

Web site	http://www.symantec.com/techsupp
telephone	800-927-3991 / 900-646-0007[*]
hours	7 days a week, 24 hours a day

* Support from 1-800-927-3991 is fee-based per incident. Support from 1-900-646-0007 is fee-based per minute. The online support is free of charge.

PC-Cillin® 2000 (Trend Micro, Inc.)

Web site	http://www.antivirus.com/pc-cillin
telephone	949-387-7800
hours	M-F 8 A.M - 5 P.M. Pacific time

PhotoPrinter™ 2000 Pro (ArcSoft Inc.)

Web site(s)	http://www.arcsoft.com/support/index.html
telephone	510-440-9901
fax	510-440-1270
e-mail	techsupport@arcsoft.com
hours	M-F, 8:30 A.M.- 5:30 P.M Pacific time

PowerPanel™ (Phoenix Technologies Ltd.)

Web site	http://www.phoenix.com/pcuser/email.htm

Prodigy Internet™ (Prodigy Communications Corp.)

Web site	http://www.prodigy.com
telephone	800-213-0992
hours	7 A.M. - 3 A.M. eastern time

Quicken® (Intuit Inc.)

Web site	http://www.intuit.com/support
telephone	800-644-3193
hours	7 days a week, 24 hours a day

QuickTime® (Apple Computers Inc.)

Web site	http://www.apple.com
telephone	512-674-8700
hours	7 days a week, 6 A.M. - 6 P.M. Pacific time

RealJukebox®, RealPlayer®, RealProducer® (RealNetworks Inc.)

Web site	http://www.realnetworks.com
e-mail	http://service.real.com (online form)

Sony Applications (Sony Electronics Inc.)

Web site	http://www.sony.com/pcsupport
telephone	888-4-SONY-PC (888-476-6972)[*]
hours	7 days a week, 24 hours a day

* Support from 1-888-4-SONY-PC is free of charge for 90 days after the original date of purchase.

Sound Forge® XP (Sonic Foundry Inc.)

Web site	http://www.sonicfoundry.com
telephone	608-256-5555
fax	608-256-7300
e-mail	support@sonicfoundry.com
hours	M-F, 8 A.M.- 7 P.M. central time

Windows® Operating System, Word (Microsoft Corp.)

Web site	http://www.microsoft.com/support
telephone	888-4-SONY-PC (888-476-6972)[*]
hours	7 days a week, 24 hours a day

* Support from 1-888-4-SONY-PC is free of charge for 90 days after the original date of purchase.

WinDVD® (InterVideo Inc.)

Web site	http://www.intervideo.com/jsp/Support.jsp
e-mail	support@intervideo.com

Sony Service Center

For the Sony Service Center nearest you, call 1-888-4-SONY-PC
(1-888-476-6972) or find Sony Customer Service on the Web at
http://www.sony.com/pcsupport.

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