

HP Pavilion Notebook PC

User Guide

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Product notice

This user guide describes features that are
common to most models. Some features
may not be available on your computer.

To obtain the latest information in the *User
Guide*, go to the HP Web site at
<http://www.hp.com/support>.

Safety warning notice

-
- △ **WARNING!** To reduce the possibility of heat-related injuries or of overheating the computer, do not place the computer directly on your lap or obstruct the computer air vents. Use the computer only on a hard, flat surface. Do not allow another hard surface, such as an adjoining optional printer, or a soft surface, such as pillows or rugs or clothing, to block airflow. Also, do not allow the AC adapter to contact the skin or a soft surface, such as pillows or rugs or clothing, during operation. The computer and the AC adapter comply with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950).
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Table of contents

1 Features	1
Identifying the hardware	1
Top components	1
TouchPad	1
Lights	2
Power button and fingerprint reader	3
Keys	4
Front components	5
Right-side components	5
Left-side components	6
Display components	7
Bottom components	8
Wireless antennas	8
Additional hardware components	10
Labels	10
2 Networking	12
Using wireless devices	12
Identifying wireless and network status icons	12
Using the wireless controls	13
Using the wireless action key	13
Using HP Wireless Assistant software	13
Using operating system controls	14
Using a WLAN	14
Setting up a WLAN	15
Protecting your WLAN	15
Connecting to a WLAN	16
Roaming to another network	17
Using HP Mobile Broadband (select models only)	17
Inserting a SIM	17
Removing a SIM	18
Using Bluetooth wireless devices	19
Bluetooth and Internet Connection Sharing (ICS)	19
Troubleshooting wireless connection problems	20
Cannot connect to a WLAN	20
Cannot connect to a preferred WLAN network	20
Network icon is not displayed	21
Current WLAN network security codes are unavailable	21

WLAN connection is very weak	22
Cannot connect to the wireless router	22
Connecting to a local area network (LAN)	22

3 Pointing devices and keyboard 24

Using pointing devices	24
Setting pointing device preferences	24
Using the TouchPad	24
Turning the TouchPad on and off	24
Navigating	24
Selecting	25
Using TouchPad gestures	26
Scrolling	26
Pinching/Zooming	26
Connecting an external mouse	27
Using the action keys	27
Using the hotkeys	28
Cleaning the TouchPad and keyboard	29

4 Multimedia 31

Multimedia features	31
Identifying your multimedia components	31
Using the media activity functions	33
Using the media activity action keys	33
Multimedia software	33
Opening preinstalled multimedia software	34
Using HP MediaSmart software	34
Using other multimedia software	34
Installing multimedia software from a disc	35
Audio	35
Connecting external audio devices	35
Checking your audio functions	35
Using the audio-out (headphone) jack	36
Using the audio-in (microphone) jack	36
Video	36
Using the external monitor port	36
Connecting an HDMI device	37
Configuring audio for HDMI (select models only)	38
Optical drive	38
Identifying the installed optical drive	38
Using optical discs (CDs, DVDs, and BDs)	39
Selecting the right disc (CDs, DVDs, and BDs)	39
CD-R discs	39

CD-RW discs	40
DVD±R discs	40
DVD±RW discs	40
LightScribe DVD+R discs	40
Blu-ray Discs (BDs)	40
Playing a CD, DVD, or BD	40
Configuring AutoPlay	41
Changing DVD region settings	41
Observing the copyright warning	42
Copying a CD or DVD	42
Creating (burning) a CD, DVD, or BD	42
Removing an optical disc (CD, DVD, or BD)	43
Troubleshooting	44
The optical disc tray does not open for removal of a CD, DVD, or BD	44
The computer does not detect the optical drive	44
Preventing playback disruptions	45
A disc does not play	45
A disc does not play automatically	46
A movie stops, skips, or plays erratically	46
A movie is not visible on an external display	47
The process of burning a disc does not begin, or it stops before completion ...	47
A device driver must be reinstalled	47
Obtaining the latest HP device drivers	48
Obtaining the latest Windows device drivers	48
Webcam	48
Adjusting webcam properties	49
5 Power management	50
Setting power options	50
Using power-saving states	50
Initiating and exiting Sleep	50
Initiating and exiting Hibernation	51
Using the battery meter	51
Using power plans	51
Viewing the current power plan	51
Selecting a different power plan	52
Customizing power plans	52
Setting password protection on wakeup	52
Using external AC power	52
Connecting the AC adapter	53
Testing an AC adapter	54
Using battery power	54
Identifying batteries	54

Finding battery information in Help and Support	55
Using Battery Check	55
Displaying the remaining battery charge	55
Inserting or removing the battery	55
Charging a battery	57
Maximizing battery discharge time	57
Managing low battery levels	57
Identifying low battery levels	58
Resolving a low battery level	58
Resolving a low battery level when external power is available	58
Resolving a low battery level when a charged battery is available	58
Resolving a low battery level when no power source is available	58
Resolving a low battery level when the computer cannot exit Hibernation	58
Calibrating a battery	58
Step 1: Fully charge the battery	59
Step 2: Disable Hibernation and Sleep	59
Step 3: Discharge the battery	60
Step 4: Fully recharge the battery	60
Step 5: Reenable Hibernation and Sleep	60
Conserving battery power	61
Storing a battery	61
Disposing of a used battery	61
Replacing the battery	61
Switching between graphics modes (select models only)	61
Shutting down the computer	62
6 Drives	63
Identifying installed drives	63
Handling drives	63
Improving hard drive performance	64
Using Disk Defragmenter	64
Using Disk Cleanup	64
Using HP ProtectSmart Hard Drive Protection	64
Identifying HP ProtectSmart Hard Drive Protection status	65
Using HP ProtectSmart Hard Drive Protection software	65
Replacing the hard drive	66
7 External devices	71
Using a USB device	71
Connecting a USB device	71
Removing a USB device	71

Using an eSATA device	72
Connecting an eSATA device	72
Removing an eSATA device	72
8 External media cards	74
Using Digital Media Slot cards	74
Inserting a digital card	74
Removing a digital card	75
9 Memory modules	76
Adding or replacing memory modules	76
Adding or replacing a memory module in the expansion memory module slot	76
Upgrading a memory module in the primary memory module slot	79
10 Security	83
Protecting the computer	83
Using passwords	83
Setting passwords in Windows	84
Setting passwords in Setup Utility	84
Administrator password	85
Managing an administrator password	85
Entering an administrator password	86
Power-on password	86
Managing a power-on password	86
Entering a power-on password	86
Using antivirus software	86
Using firewall software	87
Installing critical security updates	87
Installing an optional security cable	87
Using the fingerprint reader	88
Locating the fingerprint reader	88
Registering fingerprints	89
Using your registered fingerprint to log on to Windows	90
11 HP QuickWeb	91
Disabling and enabling QuickWeb	91
12 Setup Utility	92
Starting Setup Utility	92
Using Setup Utility	92
Changing the language of Setup Utility	92
Navigating and selecting in Setup Utility	93

Displaying system information	93
Restoring default settings in Setup Utility	93
Exiting Setup Utility	94
Setup Utility menus	94
Main menu	94
Security menu	94
System Configuration menu	94
Diagnostics menu	95
13 Software updates	96
Updating the BIOS	96
Determining the BIOS version	96
Downloading a BIOS update	97
Updating programs and drivers	97
14 Backup and Recovery	99
Creating recovery discs	99
Backing up your information	100
Using Windows Backup and Restore	101
Using system restore points	101
When to create restore points	101
Create a system restore point	101
Restore to a previous date and time	102
Performing a recovery	102
Recovering from the recovery discs	102
Recovering from the dedicated recovery partition (select models only)	102
Index	104

1 Features

Identifying the hardware

Components included with the computer may vary by region and model. The illustrations in this chapter identify the standard features on most computer models.

To see a list of hardware installed in the computer:

1. Select **Start > Control Panel > System and Security**.
2. In the **System** area, click **Device Manager**.

You can also add hardware or modify device configurations using Device Manager.

Top components

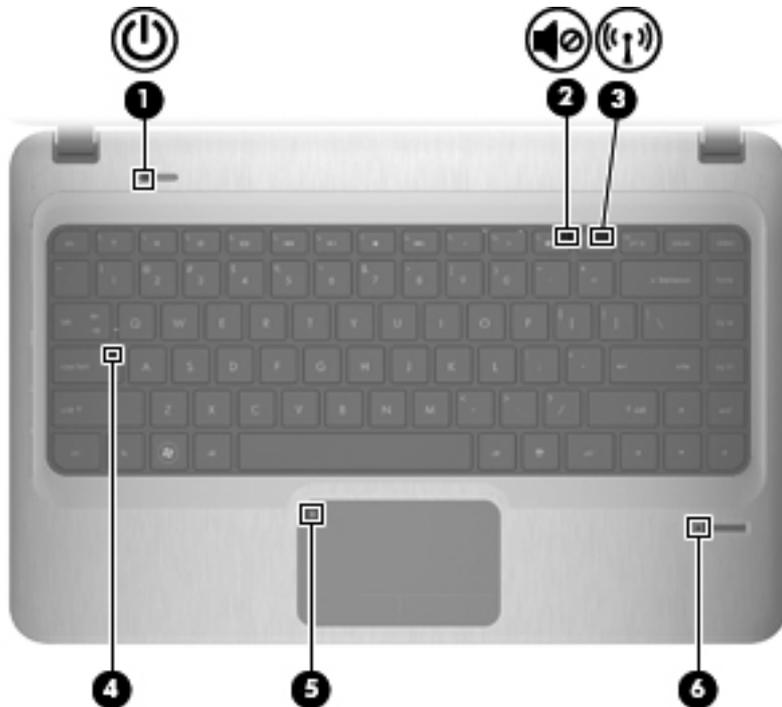
TouchPad



Component	Description
(1) TouchPad on/off button	Turns the TouchPad on and off. Quickly double-tap the button to turn the TouchPad on and off.
(2) TouchPad*	Moves the pointer and selects or activates items on the screen.
(3) Left TouchPad button*	Functions like the left button on an external mouse.
(4) Right TouchPad button*	Functions like the right button on an external mouse.

*This table describes factory settings. To view or change pointing device preferences, select **Start > Devices and Printers**. Then, right-click the icon representing your device, and select **Mouse settings**.

Lights



Component	Description
(1)  Power light	<ul style="list-style-type: none"> White: Power is on. Blinking White: The computer is in the Sleep state. <p>NOTE: Another power light is located on the left side of the computer.</p>
(2)  Mute light	Amber: Speaker sound is off.
(3)  Wireless light	<ul style="list-style-type: none"> White: An integrated wireless device, such as a wireless local area network (WLAN) device and/or a Bluetooth® device, is on. <p>NOTE: Wireless devices are enabled at the factory.</p> <ul style="list-style-type: none"> Amber: All wireless devices are off.
(4) Caps lock light	White: Caps lock is on.
(5)  TouchPad light	Amber: TouchPad is disabled.
(6) Fingerprint reader light	<ul style="list-style-type: none"> White: Fingerprint read is good. Amber: Fingerprint read is bad.

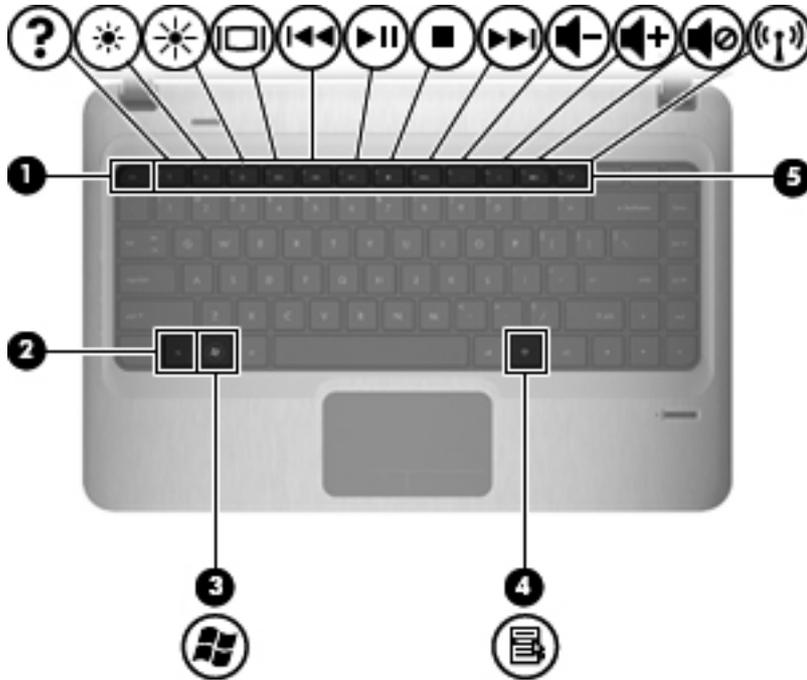
Power button and fingerprint reader



Component	Description
(1) Power button*	<ul style="list-style-type: none">• When the computer is off, press the button to turn on the computer.• When the computer is on, press the button briefly to initiate Sleep.• When the computer is in the Sleep state, press the button briefly to exit Sleep.• When the computer is in Hibernation, press the button briefly to exit Hibernation. <p>If the computer has stopped responding and Windows® shutdown procedures are ineffective, press and hold the power button for at least 5 seconds to turn off the computer.</p> <p>To learn more about your power settings, select Start > Control Panel > System and Security > Power Options.</p>
(2) Fingerprint reader	Allows a fingerprint logon to Windows, instead of a password logon.

*This table describes factory settings. For information about changing factory settings, refer to the user guides located in Help and Support.

Keys



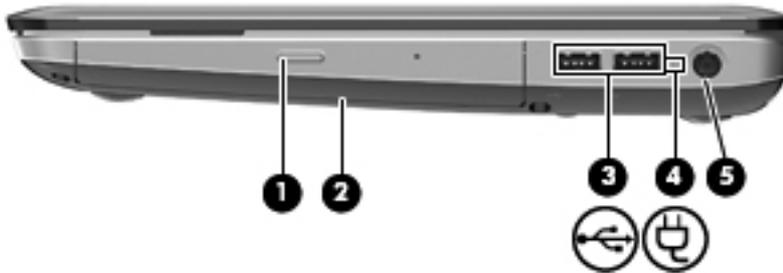
Component	Description
(1) <code>esc</code> key	Displays system information when pressed in combination with the <code>fn</code> key.
(2) <code>fn</code> key	Displays system information when pressed in combination with the <code>esc</code> key.
(3) Windows logo key	Displays the Windows Start menu.
(4) Windows applications key	Displays a shortcut menu for items beneath the pointer.
(5) Action keys	Execute frequently used functions.

Front components



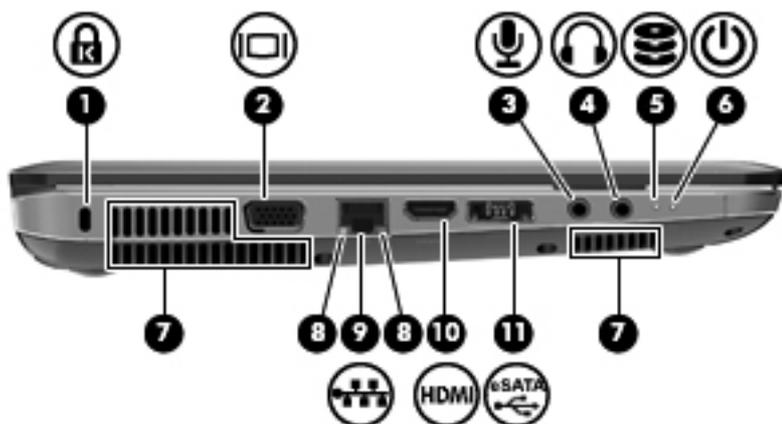
Component	Description
(1) Digital Media Slot	<p>Supports the following optional digital card formats:</p> <ul style="list-style-type: none"> • Memory Stick (MS) • Memory Stick Pro (MSP) • MultiMediaCard (MMC) • Secure Digital (SD) Memory Card • Secure Digital High Capacity (SDHC) Memory Card (standard and large size) • xD-Picture Card (XD)
(2) Speakers (2)	Produce sound.

Right-side components



Component	Description
(1) Optical drive light	<ul style="list-style-type: none"> • On: The optical drive is being accessed. • Off: The optical drive is idle.
(2) Optical drive	Reads/writes optical discs.
(3)  USB ports (2)	Connect optional USB devices.
(4) Battery light	<ul style="list-style-type: none"> • White: The computer is connected to external power and the battery is fully charged. • Amber: The computer is connected to external power and the battery is charging. • Blinking: A battery that is the only available power source has reached a low battery level. When the battery reaches a critical battery level, the battery light continues to blink.
(5)  Power connector	Connects an AC adapter.

Left-side components



Component	Description
(1)  Security cable slot	Attaches an optional security cable to the computer. NOTE: The security cable is designed to act as a deterrent, but it may not prevent the computer from being mishandled or stolen.
(2)  External monitor port	Connects an optional external display, such as a monitor or projector, to the computer.
(3)  Audio-in (microphone) jack	Connects an optional computer headset microphone, stereo array microphone, or monaural microphone.
(4)  Audio-out (headphone) jack	Produces sound when connected to optional powered stereo speakers, headphones, ear buds, a headset, or television audio.
(5)  Drive light	<ul style="list-style-type: none"> White: The hard drive is being accessed. Amber: HP ProtectSmart Hard Drive Protection has temporarily parked the hard drive.
(6)  Power light	<ul style="list-style-type: none"> On: Power is on. Blinking: The computer is in the Sleep state. NOTE: Another power light is located next to the power button.
(7) Vents (3)	Enable airflow to cool internal components. NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.
(8) RJ-45 (network) lights	<ul style="list-style-type: none"> White: The network is connected. Amber: The network is showing activity.
(9)  RJ-45 (network) jack	Connects a network cable.

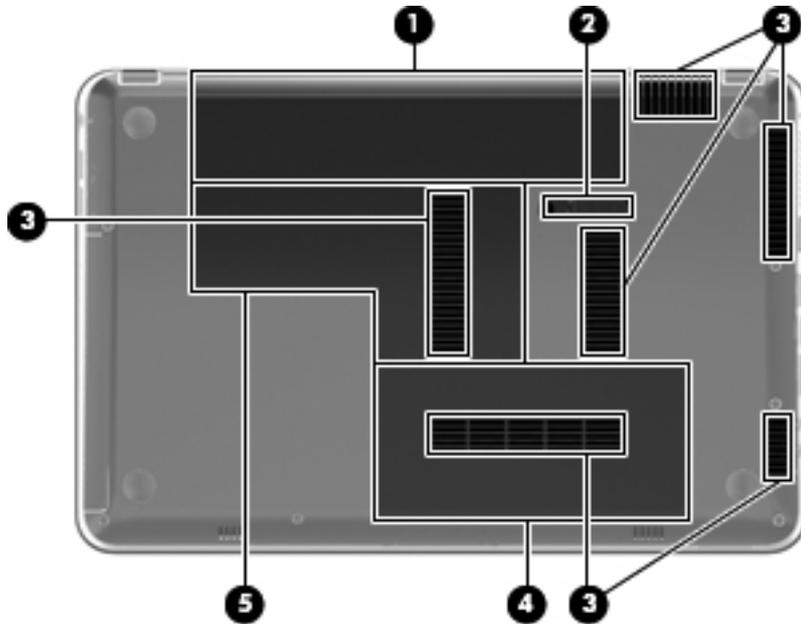
Component		Description
(10)	HDMI port	Connects an optional HDMI device.
(11)	Combo eSATA/USB port	Connects an optional USB device or high-performance eSATA component, such as an eSATA external hard drive.

Display components



Component		Description
(1)	Internal display switch	Turns off the display if the display is closed while the power is on.
(2)	Webcam light	White: The webcam is in use.
(3)	Webcam	Records video and captures still photographs.
(4)	Internal microphone	Records sound.

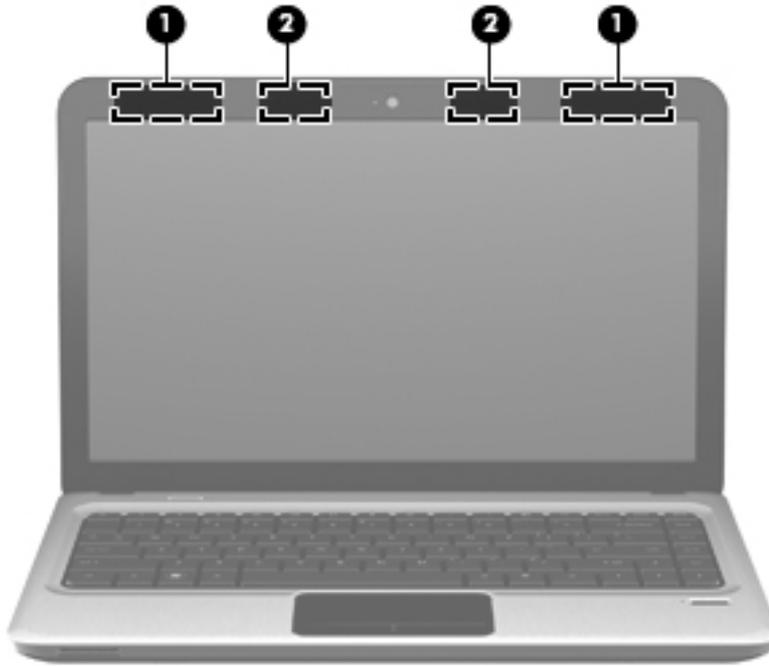
Bottom components



Component	Description
(1) Battery bay	Holds the battery.
(2) Battery release latch	Releases the battery from the battery bay.
(3) Vents (6)	Enable airflow to cool internal components. NOTE: The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.
(4) Hard drive bay	Holds the hard drive.
(5) Memory/wireless module compartment	Holds a wireless LAN module, a wireless WAN module, and memory modules. NOTE: To prevent an unresponsive system, replace the wireless module only with a wireless module authorized for use in the computer by the governmental agency that regulates wireless devices in your country or region. If you replace the module and then receive a warning message, remove the module to restore computer functionality, and then contact technical support through Help and Support.

Wireless antennas

On select computer models, at least two antennas send and receive signals from one or more wireless devices. These antennas are not visible from the outside of the computer.



Component	Description
(1) WLAN antennas (2)*	Send and receive wireless signals to communicate with wireless local area networks (WLANs).
(2) WWAN antennas (2) (select models only)*	Send and receive wireless signals to communicate with wireless wide-area networks (WWANs).

*The antennas are not visible from the outside of the computer. For optimal transmission, keep the areas immediately around the antennas free from obstructions.

To see wireless regulatory notices, refer to the section of the *Regulatory, Safety and Environmental Notices* that applies to your country or region. These notices are located in Help and Support.

Additional hardware components



Component	Description
(1) Power cord*	Connects an AC adapter to an AC outlet.
(2) AC adapter	Converts AC power to DC power.
(3) Battery*	Powers the computer when the computer is not plugged into external power.

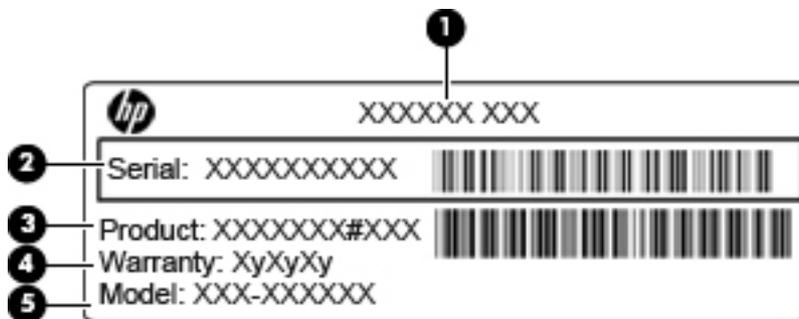
*Batteries and power cords vary in appearance by region and country.

Labels

The labels affixed to the computer provide information needed when troubleshooting system problems or traveling internationally with the computer.

- Service tag—Provides important information including:

The service tag label is affixed to the bottom of the computer. When contacting technical support, have this information available.



Item	Component	Description
(1)	Product name	This is the product name affixed to the front of the computer.

Item	Component	Description
(2)	Serial number	This is an alphanumeric identifier that is unique to each product.
(3)	Product number	This is an alphanumeric identifier that provides specific information about the hardware components. The product number helps a service technician to determine what components and parts are needed.
(4)	Warranty period	The duration (in years) of the warranty period for this computer.
(5)	Model description (select models only)	This is an alphanumeric identifier that you use to locate documents, drivers, and support for your computer.

- Microsoft Certificate of Authenticity—Contains the Windows Product Key. You might need the Product Key to update or troubleshoot the operating system. This certificate is affixed to the bottom of the computer.
- Regulatory label—Provides regulatory information about the computer. The regulatory label is affixed inside the battery bay.
- Wireless certification label(s) (select models only)—Provides information about optional wireless devices and the approval markings of some of the countries or regions where the devices have been approved for use. An optional device might be a wireless local area network (WLAN) device or an optional Bluetooth device. If the computer model includes one or more wireless devices, one or more certification labels are included with the computer. You might need this information when traveling internationally. Wireless certification labels are affixed inside the battery bay.
- SIM (subscriber identity module) label (select models only)—Provides the ICCID (Integrated Circuit Card Identifier) of the SIM. This label is located inside the battery bay.
- HP Mobile Broadband Module serial number label (select models only)—Provides the serial number of the HP Mobile Broadband Module. This label is located inside the battery bay.

2 Networking

Using wireless devices

Wireless technology transfers data across radio waves instead of wires. Your computer may be equipped with one or more of the following wireless devices:

- Wireless local area network (WLAN) device—Connects the computer to wireless local area networks (commonly referred to as Wi-Fi networks, wireless LANs, or WLANs) in corporate offices, your home, and public places such as airports, restaurants, coffee shops, hotels, and universities. In a WLAN, each mobile wireless device communicates with a wireless router or a wireless access point.
- HP Mobile Broadband Module—A wireless wide area network (WWAN) device that provides access to information wherever mobile network operator service is available. In a WWAN, each mobile device communicates to a mobile network operator's base station. Mobile network operators install networks of base stations (similar to cell phone towers) throughout large geographic areas, effectively providing coverage across entire states, regions, or even countries.
- Bluetooth device—Creates a personal area network (PAN) to connect to other Bluetooth-enabled devices such as computers, phones, printers, headsets, speakers, and cameras. In a PAN, each device communicates directly with other devices, and devices must be relatively close together—typically within **10 meters** (approximately 33 feet) of each other.

Computers with WLAN devices support one or more of the following IEEE industry standards:

- 802.11b, the first popular standard, supports data rates of up to 11 Mbps and operates at a frequency of 2.4 GHz.
- 802.11g supports data rates of up to 54 Mbps and operates at a frequency of 2.4 GHz. An 802.11g WLAN device is backward compatible with 802.11b devices, so they can operate on the same network.
- 802.11a supports data rates of up to 54 Mbps and operates at a frequency of 5 GHz.

 **NOTE:** 802.11a is not compatible with 802.11b and 802.11g.

- 802.11n supports data rates of up to 450 Mbps and may operate at 2.4 GHz or 5 GHz, making it backward compatible with 802.11a, b, and g.

For more information on wireless technology, refer to the information and Web site links provided in Help and Support.

Identifying wireless and network status icons

Icon	Name	Description
	Wireless (connected)	Identifies the location of the wireless light and the wireless action key on the computer. Also identifies the Wireless Assistant software on the computer and indicates that one or more of the wireless devices are on.
	Wireless (disconnected)	Identifies the Wireless Assistant software on the computer and indicates that all of the wireless devices are off.

Icon	Name	Description
	Wired network (connected)	Indicates that one or more of your network drivers are installed and one or more network devices are connected to the network.
	Wired network (disabled/disconnected)	Indicates that one or more of your network drivers are installed, all network devices or all wireless devices are disabled in Windows Control Panel, and no network devices are connected to a wired network.
	Network (disabled/disconnected)	Indicates that one or more of your network drivers are installed, no wireless connections are available or all wireless network devices are disabled by the wireless action key or Wireless Assistant, and no network devices are connected to a wired network.
	Network (connected)	Indicates that one or more of your network drivers are installed, one or more network devices are connected to a wireless network, and one or more network devices are connected to a wired network.
	Network (disconnected)	Indicates that one or more of your network drivers are installed and wireless connections are available, but no network devices are connected to a wired or wireless network.

Using the wireless controls

You can control the wireless devices in your computer using these features:

- Wireless action key
- HP Wireless Assistant software
- Operating system controls

Using the wireless action key

The computer has a wireless action key, one or more wireless devices, and a wireless light. All of the wireless devices on your computer are enabled at the factory, so the wireless light is on (white) when you turn on the computer.

The wireless light indicates the overall power state of your wireless devices, not the status of individual devices. If the wireless light is white, at least one wireless device is on. If the wireless light is amber, all wireless devices are off.

Because the wireless devices are enabled at the factory, you can use the wireless action key to turn on or turn off the wireless devices simultaneously. Individual wireless devices can be controlled through HP Wireless Assistant software.

Using HP Wireless Assistant software

A wireless device can be turned on or off using HP Wireless Assistant software. If a wireless device is disabled in Setup Utility, it must be reenabled in Setup Utility before it can be turned on or off using Wireless Assistant.

 **NOTE:** Enabling or turning on a wireless device does not automatically connect the computer to a network or a Bluetooth-enabled device.

To view the state of the wireless devices, click the **Show hidden icons** icon, the arrow at the left of the notification area, and position the mouse pointer over the wireless icon.

If the wireless icon is not displayed in the notification area, complete the following steps to change Wireless Assistant properties:

1. Select **Start > Control Panel > Hardware and Sound > Windows Mobility Center**.
2. Click the wireless icon in the Wireless Assistant tile, which is located in the bottom row of Windows Mobility Center.
3. Click **Properties**.
4. Select the check box next to **HP Wireless Assistant icon in notification area**.
5. Click **Apply**.
6. Click **Close**.

For more information, refer to the Wireless Assistant software Help:

1. Open Wireless Assistant by clicking the wireless icon in Windows Mobility Center.
2. Click the **Help** button.

Using operating system controls

Some operating systems also offer a way to manage integrated wireless devices and the wireless connection. For example, Windows provides the Network and Sharing Center that allows you to set up a connection or network, connect to a network, manage wireless networks, and diagnose and repair network problems.

To access the Network and Sharing Center, select **Start > Control Panel > Network and Internet > Network and Sharing Center**.

For more information, select **Start > Help and Support**.

Using a WLAN

With a WLAN device, you can access a wireless local area network (WLAN), which is composed of other computers and accessories that are linked by a wireless router or a wireless access point.

 **NOTE:** The terms *wireless router* and *wireless access point* are often used interchangeably.

- A large-scale WLAN, such as a corporate or public WLAN, typically uses wireless access points that can accommodate a large number of computers and accessories and can separate critical network functions.
- A home or small office WLAN typically uses a wireless router, which allows several wireless and wired computers to share an Internet connection, a printer, and files without requiring additional pieces of hardware or software.

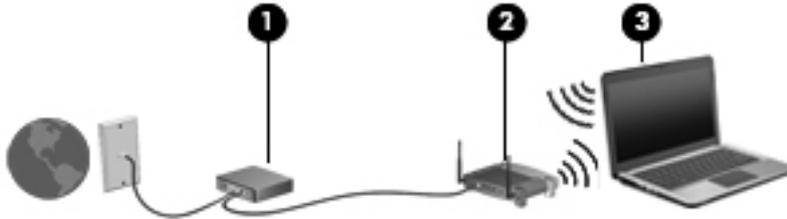
To use the WLAN device in your computer, you must connect to a WLAN infrastructure (provided through a service provider or a public or corporate network).

Setting up a WLAN

To set up a WLAN and connect to the Internet, you need the following equipment:

- A broadband modem (either DSL or cable) **(1)** and high-speed Internet service purchased from an Internet service provider (ISP)
- A wireless router (purchased separately) **(2)**
- The wireless computer **(3)**

The following illustration shows an example of a wireless network installation that is connected to the Internet.



As your network grows, additional wireless and wired computers can be connected to the network to access the Internet.

For help in setting up your WLAN, refer to the information provided by your router manufacturer or your ISP.

Protecting your WLAN

Because the WLAN standard was designed with only limited security capabilities—basically to foil casual eavesdropping rather than more powerful forms of attack—it is essential to understand that WLANs are vulnerable to well-known and well-documented security weaknesses.

WLANs in public areas, or “hotspots,” like coffee shops and airports may not provide any security. New technologies are being developed by wireless manufacturers and hotspot service providers that make the public environment more secure and anonymous. If you are concerned about the security of your computer in a hotspot, limit your network activities to noncritical e-mail and basic Internet surfing.

When you set up a WLAN or access an existing WLAN, always enable security features to protect your network from unauthorized access. The common security levels are Wi-Fi Protected Access (WPA)-Personal and Wired Equivalent Privacy (WEP). Because wireless radio signals travel outside the network, other WLAN devices can pick up unprotected signals and either connect to your network (uninvited) or capture information being sent across it. However, you can take precautions to protect your WLAN:

- **Use a wireless transmitter with built-in security**

Many wireless base stations, gateways, or routers provide built-in security features, such as wireless security protocols and firewalls. With the correct wireless transmitter, you can protect your network from the most common wireless security risks.

- **Work behind a firewall**

A firewall is a barrier that checks both data and requests for data that are sent to your network, and discards any suspicious items. Firewalls are available in many varieties, both software and hardware. Some networks use a combination of both types.

- **Use wireless encryption**

A variety of sophisticated encryption protocols is available for your WLAN. Find the solution that works best for your network security:

- **Wired Equivalent Privacy (WEP)** is a wireless security protocol that encodes or encrypts all network data before it is transmitted using a WEP key. Usually, you can allow the network to assign the WEP key. Alternatively, you can set up your own key, generate a different key, or choose other advanced options. Without the correct key, others will not be able to use the WLAN.
- **WPA (Wi-Fi Protected Access)**, like WEP, uses security settings to encrypt and decrypt data that is transmitted over the network. However, instead of using one static security key for encryptions as WEP does, WPA uses “temporal key integrity protocol” (TKIP) to dynamically generate a new key for every packet. It also generates different sets of keys for each computer on the network.

Connecting to a WLAN

To connect to the WLAN, follow these steps:

1. Be sure that the WLAN device is on. If it is on, the wireless light is white. If the wireless light is amber, press the wireless action key.
2. Click the network icon in the notification area, at the far right of the taskbar.
3. Select your WLAN from the list.
4. Click **Connect**.

If the network is a security-enabled WLAN, you are prompted to enter a network security key, which is a security code. Type the code, and then click **OK** to complete the connection.

 **NOTE:** If no WLANs are listed, you are out of range of a wireless router or access point.

NOTE: If you do not see the network you want to connect to, click **Open Network and Sharing Center**, and then click **Set up a new connection or network**. A list of options is displayed. You can choose to manually search for and connect to a network or to create a new network connection.

After the connection is made, place the mouse pointer over the network icon in the notification area, at the far right of the taskbar, to verify the name and status of the connection.

 **NOTE:** The functional range (how far your wireless signals travel) depends on WLAN implementation, router manufacturer, and interference from other electronic devices or structural barriers such as walls and floors.

More information about using a WLAN is available through the following resources:

- Information from your ISP and the manufacturer's instructions included with your wireless router and other WLAN equipment
- Information and Web site links provided in Help and Support

For a list of public WLANs near you, contact your ISP or search the Web. Web sites that list public WLANs include Cisco Internet Mobile Office Wireless Locations, Hotspotlist, and Geekttools. Check with each public WLAN location for cost and connection requirements.

For additional information on connecting your computer to a corporate WLAN, contact your network administrator or IT department.

Roaming to another network

When you move your computer within range of another WLAN, Windows attempts to connect to that network. If the attempt is successful, your computer is automatically connected to the new network. If Windows does not recognize the new network, follow the same procedure you used initially to connect to your WLAN.

Using HP Mobile Broadband (select models only)

HP Mobile Broadband enables your computer to use wireless wide area networks (WWANs) to access the Internet from more places and over larger areas than it can by using WLANs. Using HP Mobile Broadband requires a network service provider (called a *mobile network operator*), which in most cases is a mobile phone network operator. Coverage for HP Mobile Broadband is similar to mobile phone voice coverage.

When used with mobile network operator service, HP Mobile Broadband gives you the freedom to stay connected to the Internet, send e-mail, or connect to your corporate network whether you are on the road or outside the range of Wi-Fi hotspots.

HP Mobile Broadband supports UNDP (Universal Notebook Data Platform), which enables data connectivity for notebook computers.

You may need the HP Mobile Broadband Module serial number to activate mobile broadband service. The serial number is printed on a label inside the battery bay of your computer.

Some mobile network operators require the use of a subscriber identity module (SIM). A SIM contains basic information about you, such as a personal identification number (PIN), as well as network information. Some computers include a SIM that is preinstalled in the battery bay. If the SIM is not preinstalled, it may be provided in the HP Mobile Broadband information provided with your computer, or the mobile network operator may provide it separately from the computer.

For information on inserting and removing the SIM, refer to the “Inserting a SIM” and “Removing a SIM” sections in this chapter.

For information on HP Mobile Broadband and how to activate service with a preferred mobile network operator, refer to the HP Mobile Broadband information included with your computer. For additional information, see the HP Web site at <http://www.hp.com/go/mobilebroadband> (United States only).

Inserting a SIM

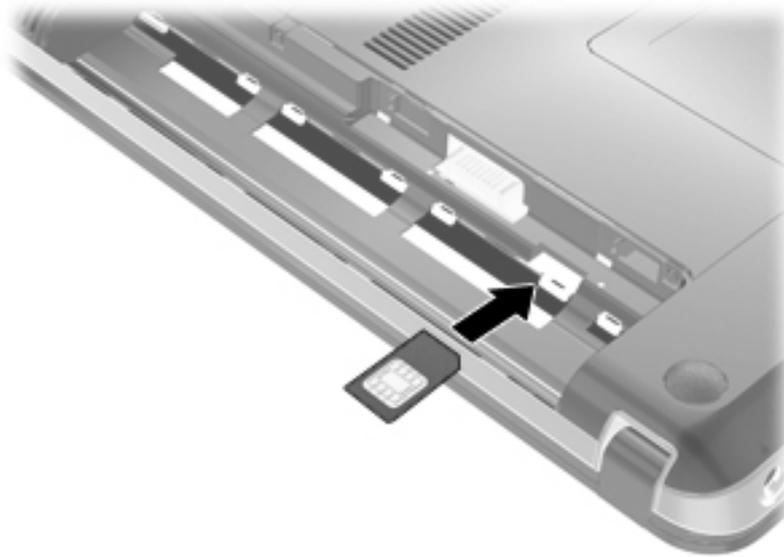
-
- △ **CAUTION:** When inserting a SIM, position the card with the slanted corner as shown in the illustration. If a SIM is inserted backwards or upside down, the battery may not snap into place properly and could damage the SIM and the SIM connector.

To prevent damage to the connectors, use minimal force when inserting a SIM.

To insert a SIM:

1. Shut down the computer. If you are not sure whether the computer is off or in Hibernation, turn the computer on by pressing the power button. Then, shut down the computer through the operating system.
2. Close the display.
3. Disconnect all external devices connected to the computer.
4. Unplug the power cord from the AC outlet.
5. Turn the computer upside down on a flat surface, with the battery bay toward you.

6. Remove the battery.
7. Insert the SIM card into the slot.



8. Replace the battery.



NOTE: HP Mobile Broadband will be disabled if the battery is not replaced.

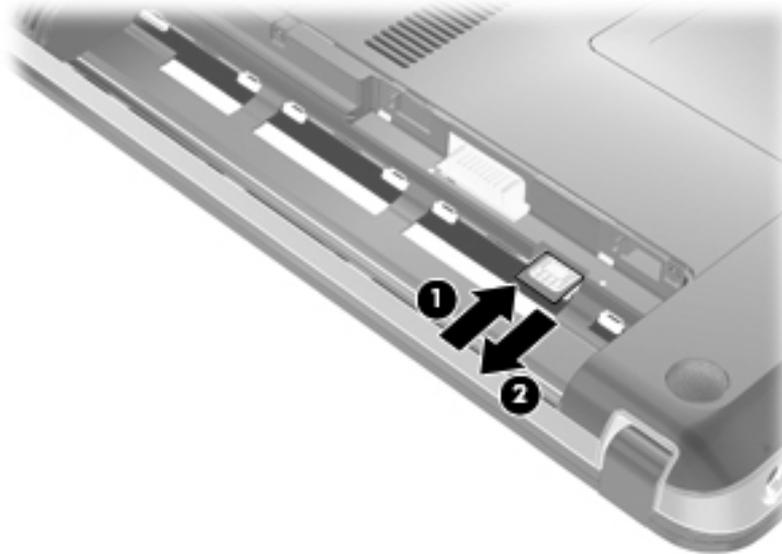
9. Turn the computer right-side up, and then reconnect external power and external devices.
10. Turn on the computer.

Removing a SIM

To remove a SIM:

1. Shut down the computer. If you are not sure whether the computer is off or in Hibernation, turn the computer on by pressing the power button. Then, shut down the computer through the operating system.
2. Close the display.
3. Disconnect all external devices connected to the computer.
4. Unplug the power cord from the AC outlet.
5. Turn the computer upside down on a flat surface, with the battery bay toward you.
6. Remove the battery.

7. Push in on the SIM card (1) to release it, and then remove the SIM card (2).



8. Replace the battery.
9. Turn the computer right-side up, and then reconnect external power and external devices.
10. Turn on the computer.

Using Bluetooth wireless devices

A Bluetooth device provides short-range wireless communications that replace the physical cable connections that traditionally link electronic devices such as the following:

- Computers (desktop, notebook, PDA)
- Phones (cellular, cordless, smart phone)
- Imaging devices (printer, camera)
- Audio devices (headset, speakers)

Bluetooth devices provide peer-to-peer capability that allows you to set up a personal area network (PAN) of Bluetooth devices. For information on configuring and using Bluetooth devices, refer to the Bluetooth software Help.

Bluetooth and Internet Connection Sharing (ICS)

HP does **not** recommend setting up one computer with Bluetooth as a host and using it as a gateway through which other computers may connect to the Internet. When two or more computers are connected using Bluetooth, and Internet Connection Sharing (ICS) is enabled on one of the computers, the other computers may not be able to connect to the Internet using the Bluetooth network.

The strength of Bluetooth is in synchronizing information transfers between your computer and wireless devices including cellular phones, printers, cameras, and PDAs. The inability to consistently connect two or more computers to share the Internet through Bluetooth is a limitation of Bluetooth and the Windows operating system.

Troubleshooting wireless connection problems

Some possible causes for wireless connection problems include the following:

- Network configuration (SSID or security) has been changed.
- Wireless device is not installed correctly or has been disabled.
- Wireless device or router hardware has failed.
- Wireless device encountered interference from other devices.

 **NOTE:** Wireless networking devices are included with select computer models only. If wireless networking is not listed in the feature list on the side of the original computer package, you may add wireless networking capability to the computer by purchasing a wireless networking device.

Before working your way through the sequence of possible solutions to your network connection problem, be sure that device drivers are installed for all wireless devices.

Use the procedures in this chapter to diagnose and repair a computer that does not connect to the network you want to use.

Cannot connect to a WLAN

If you have a problem connecting to a WLAN, confirm that the integrated WLAN device is properly installed on your computer:

 **NOTE:** Windows includes the User Account Control feature to improve the security of your computer. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings. Refer to Help and Support for more information.

1. Select **Start > Control Panel > System and Security**.
2. In the **System** area, click **Device Manager**.
3. Click the arrow next to **Network adapters** to expand the list and show all adapters.
4. Identify the WLAN device from the Network adapters list. The listing for a WLAN device may include the terms *wireless*, *wireless LAN*, *WLAN*, *Wi-Fi*, or *802.11*.

If no WLAN device is listed, either your computer does not have an integrated WLAN device, or the driver of the WLAN device is not properly installed.

For more information on troubleshooting WLANs, refer to the Web site links provided in Help and Support.

Cannot connect to a preferred WLAN network

Windows can automatically repair a corrupted WLAN connection:

- If there is a network icon in the notification area, at the far right of the taskbar, right-click the icon, and then click **Troubleshoot problems**.

Windows resets your network device and attempts to reconnect to one of the preferred networks.

- If there is no network icon in the notification area, follow these steps:
 1. Select **Start > Control Panel > Network and Internet > Network and Sharing Center**.
 2. Click **Troubleshoot problems** and select the network you wish to repair.

Network icon is not displayed

If the network status icon is not displayed in the notification area after you configure the WLAN, the software driver is either missing or corrupted. A Windows “Device not Found” error message may also be displayed. The driver must be reinstalled.

Get the latest version of the WLAN device software and drivers for your computer from the HP Web site at <http://www.hp.com>. If the WLAN device you are using was purchased separately, consult the manufacturer's Web site for the latest software.

To get the latest version of the WLAN device software for your computer, follow these steps:

1. Open your Web browser and go to <http://www.hp.com/support>.
2. Select your country or region.
3. Click the option for software and driver downloads, and then type your computer model number in the Search box.
4. Press **enter**, and then follow the on-screen instructions.

 **NOTE:** If the WLAN device you are using was purchased separately, consult the manufacturer's Web site for the latest software.

Current WLAN network security codes are unavailable

If you are prompted for a network key or a name (SSID) when connecting to a WLAN, the network is protected by security. You must have the current codes to make a connection on a secure network. The SSID and network key are alphanumeric codes that identify your computer to the network.

- For a network connected to your personal wireless router, review the router user guide for instructions on setting up the same codes on both the router and the WLAN device.
- For a private network, such as a network in an office or at a public Internet chat room, contact the network administrator to obtain the codes, and then enter the codes when prompted to do so.

Some networks change the SSID or network keys used in their routers or access points on a regular basis to improve security. You must change the corresponding code in your computer accordingly.

If you are provided with new wireless network keys and SSID for a network, and if you have previously connected to that network, follow these steps to connect to the network:

1. Select **Start > Control Panel > Network and Internet > Network and Sharing Center**.
2. Click **Manage wireless networks** in the left panel.

A list showing the available WLANs is displayed. If you are in a hotspot where several WLANs are active, several are displayed.

3. Select the network in the list, right-click the network, and then click **Properties**.

 **NOTE:** If the network you want is not listed, check with the network administrator to be sure that the router or access point is operating.

4. Click the **Security** tab and enter the correct wireless encryption data into the **Network security key** box.
5. Click **OK** to save these settings.

WLAN connection is very weak

If the connection is very weak, or if your computer cannot make a connection to a WLAN, minimize interference from other devices, as follows:

- Move your computer closer to the wireless router or access point.
- Temporarily disconnect devices such as a microwave, cordless phone, or cellular phone to be sure that other wireless devices are not interfering.

If the connection does not improve, try forcing the device to reestablish all connection values:

1. Select **Start > Control Panel > Network and Internet > Network and Sharing Center**.
2. Click **Manage wireless networks** in the left panel.

A list showing the available WLANs is displayed. If you are in a hotspot where several WLANs are active, several are displayed.

3. Click a network, and then click **Remove**.

Cannot connect to the wireless router

If you are trying to connect to the wireless router and are unsuccessful, reset the wireless router by removing power from the router for 10 to 15 seconds.

If the computer still cannot make a connection to a WLAN, restart the wireless router. For details, refer to the router manufacturer's instructions.

Connecting to a local area network (LAN)

Connecting to a local area network (LAN) requires an 8-pin, RJ-45 network cable (purchased separately). If the network cable contains noise suppression circuitry (**1**), which prevents interference from TV and radio reception, orient the circuitry end of the cable (**2**) toward the device.



To connect the network cable:

⚠ WARNING! To reduce the risk of electric shock, fire, or damage to the equipment, do not plug a modem cable or telephone cable into an RJ-45 (network) jack.

1. Plug the network cable into the network jack (**1**) on the computer.

2. Plug the other end of the cable into a network wall jack (2).



3 Pointing devices and keyboard

Using pointing devices

Setting pointing device preferences

Use Mouse Properties in Windows to customize settings for pointing devices, such as button configuration, click speed, and pointer options.

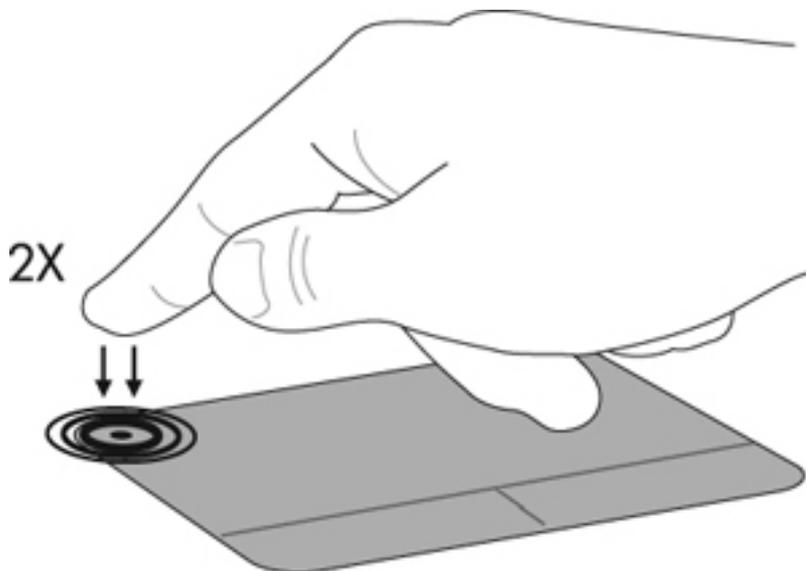
To access Mouse Properties, select **Start > Control Panel > Hardware and Sound > Mouse**.

Using the TouchPad

Turning the TouchPad on and off

The TouchPad is turned on at the factory. To turn the TouchPad off or on, quickly double-tap the TouchPad on/off button.

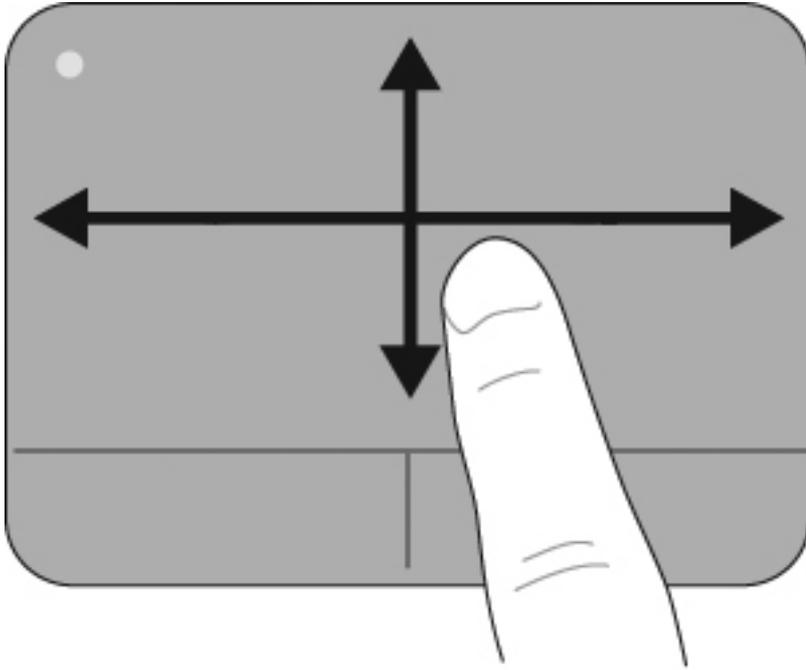
 **NOTE:** The TouchPad is on when the TouchPad on/off button is off.



Navigating

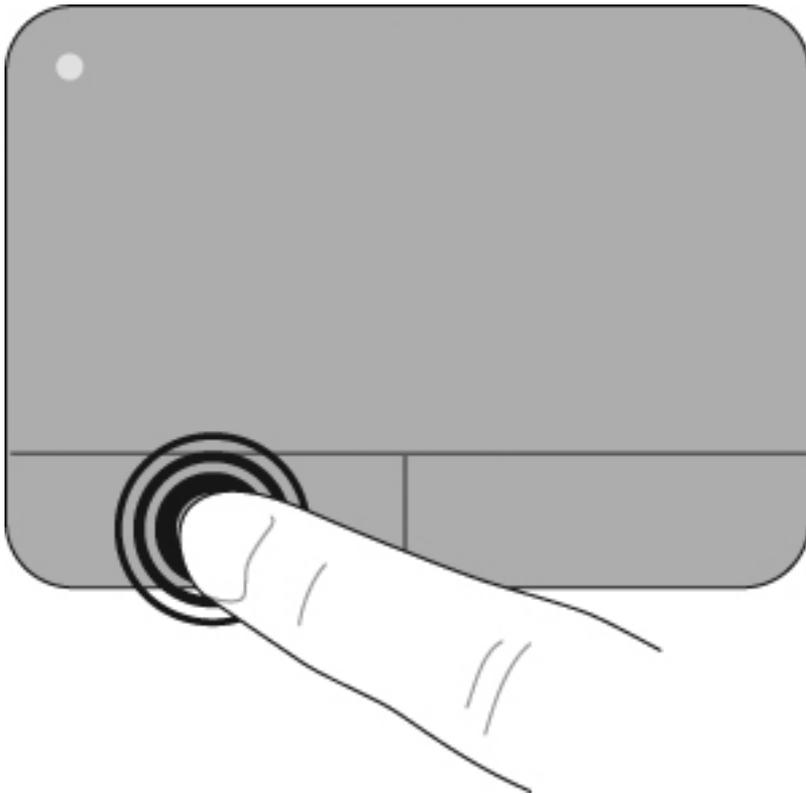
To move the pointer, touch and slide your finger across the TouchPad in the direction you want the pointer to go. Use the left and right TouchPad buttons like the corresponding buttons on an external mouse. To scroll up and down using the TouchPad, touch and slide your finger up or down over the TouchPad.

 **NOTE:** If you are using the TouchPad to move the pointer, you must lift your finger off the TouchPad before starting to scroll.



Selecting

Use the left and right TouchPad buttons like the corresponding buttons on an external mouse.



Using TouchPad gestures

The TouchPad supports a variety of TouchPad gestures. To activate the TouchPad gestures, place two fingers on the TouchPad at the same time as described in the following sections.

The TouchPad gestures described in this section are enabled at the factory. To disable or reenable these gestures:

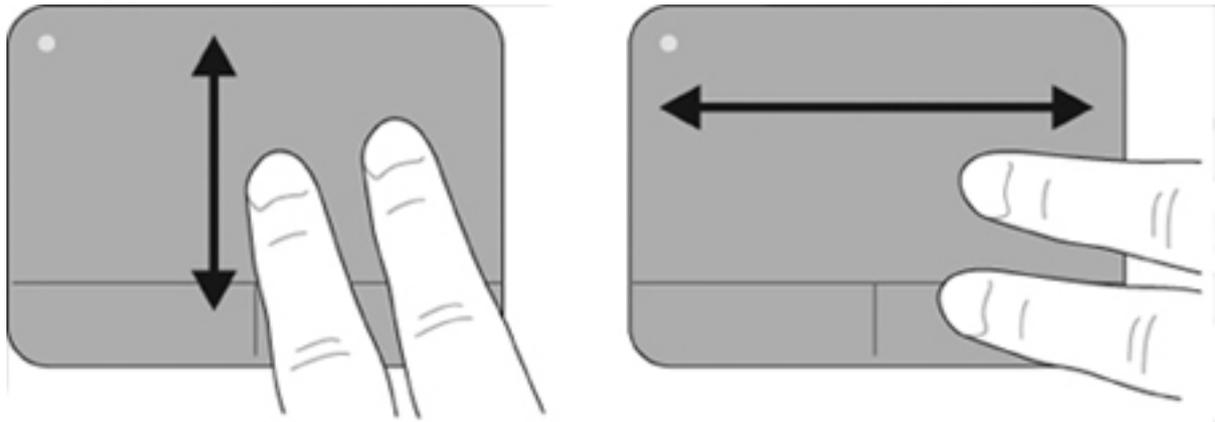
1. Double-click on the **Synaptics** icon in the notification area, at the far right of the taskbar, and then click the **Device Settings** tab.
2. Select the device, and then click **Settings**.
3. Select the gesture that you want to disable or reenable.
4. Click **Apply**, and then click **OK**.

 **NOTE:** Your computer also supports additional TouchPad features that are disabled at the factory. To view and enable these features, click the **Synaptics** icon in the notification area, at the far right of the taskbar, and then click the **Device Settings** tab. Select the device, and then click **Settings**.

Scrolling

Scrolling is useful for moving up or down on a page or image. To scroll, place two fingers slightly apart on the TouchPad and drag them across the TouchPad in an up, down, left, or right motion.

 **NOTE:** Scrolling speed is controlled by finger speed.

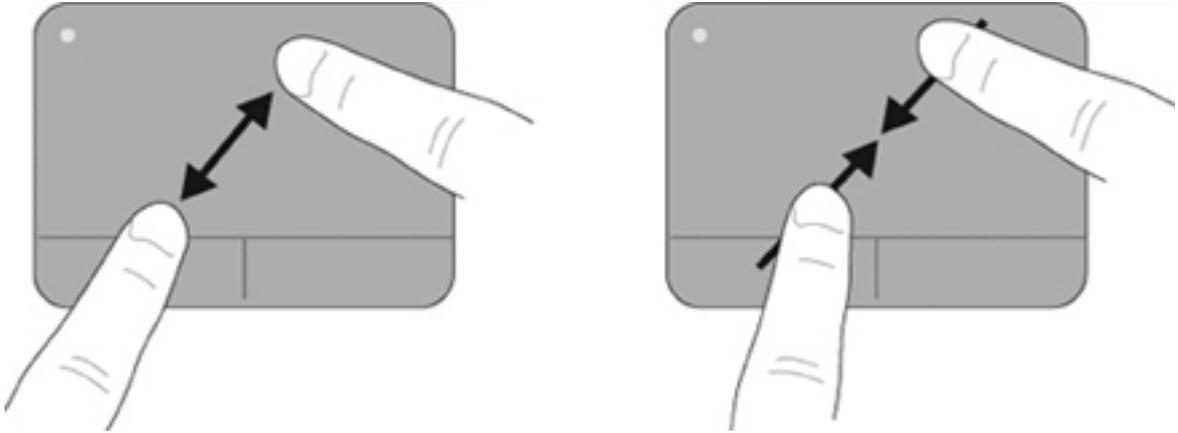


Pinching/Zooming

Pinching allows you to zoom in or out on items such as PDFs, images, and photos.

To pinch:

- Zoom in by placing two fingers together on the TouchPad, and then moving them apart to gradually increase the object's size.
- Zoom out by placing two fingers apart on the TouchPad, and then moving them together to gradually decrease the object's size.



Connecting an external mouse

You can connect an external USB mouse to the computer using one of the USB ports on the computer. A USB mouse can also be connected to the system using the ports on an optional docking device or expansion product.

Using the action keys

Action keys are customized actions that are assigned to specific keys at the top of the keyboard.

To use an action key, press and hold this key to activate the assigned action.

NOTE: Depending on the application you are using, pressing **fn** and one of the action keys will open a specific shortcut menu within that application.

NOTE: The action key feature is enabled at the factory. You can disable this feature in Setup Utility (BIOS) and revert back to pressing the **fn** key and one of the function keys to activate the assigned function.

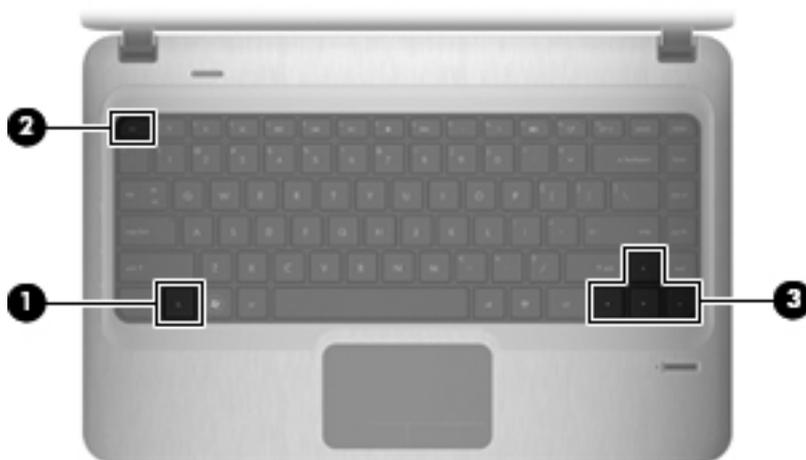


Icon	Action	Description
?	Help and Support	Opens Help and Support, which provides information about your Windows operating system and computer, answers to questions and tutorials, and updates to your computer. Help and Support also provides automated troubleshooting and links to support specialists.
☼	Screen brightness down	Decreases the screen brightness level incrementally when you hold down this key.

Icon	Action	Description
	Screen brightness up	Increases the screen brightness level incrementally when you hold down this key.
	Switch screen image	Switches the screen image among display devices connected to the system. For example, if a monitor is connected to the computer, pressing this key alternates the screen image from computer display to monitor display to simultaneous display on both the computer and the monitor. Most external monitors receive video information from the computer using the external VGA video standard. The f4 action key can also alternate images among other devices that are receiving video information from the computer.
	Previous track/section	Plays the previous track of an audio CD or the previous section of a DVD or a BD.
	Play/pause	Plays, pauses, or resumes an audio CD, a DVD, or a BD. <ul style="list-style-type: none"> If an audio CD, a DVD, or a BD is not playing, press this key to begin or resume the play. If an audio CD, a DVD, or a BD is playing, press this key to pause the play.
	Stop	Stops audio or video playback of a CD, a DVD, or a BD.
	Next track/section	Plays the next track of an audio CD or the next section of a DVD or a BD.
	Decrease volume	Decreases speaker sound incrementally when you hold down this key.
	Increase volume	Increases speaker sound incrementally when you hold down this key.
	Mute/restore volume	Mutes or restores speaker sound.
	Wireless	Turns the wireless feature on or off. NOTE: This key does not establish a wireless connection. To establish a wireless connection, a wireless network must be set up.

Using the hotkeys

Hotkeys are combinations of the **fn** key (1) and either the **esc** key (2) or one of the arrow keys (3).



Icon	Function	Hotkey	Description
	Display system information	fn+esc	Displays information about system hardware components and the system BIOS version number.
▲	Scroll up	fn+up arrow	Scrolls the page up.
▼	Scroll down	fn+down arrow	Scrolls the page down.
◀	Go home	fn+left arrow	Returns the cursor to the beginning of the line where the cursor is located or returns to the beginning of the document.
▶	Go to the end	fn+right arrow	Places the cursor at the end of the line or scrolls to the end of the document.

To use a hotkey command, follow either of these steps:

- Briefly press the **fn** key, and then briefly press the second key of the hotkey command.
– or –
- Press and hold down the **fn** key, briefly press the second key of the hotkey command, and then release both keys at the same time.

Cleaning the TouchPad and keyboard

Dirt and grease on the TouchPad can cause the pointer to jump around on the screen. To avoid this, clean the TouchPad with a damp cloth, and wash your hands frequently when using the computer.

- ⚠ **WARNING!** To reduce the risk of electric shock or damage to internal components, do not use a vacuum cleaner attachment to clean the keyboard. A vacuum cleaner can deposit household debris on the keyboard surface.

Clean the keyboard regularly to prevent keys from sticking and to remove dust, lint, and particles that can become trapped beneath the keys. A can of compressed air with a straw extension can be used to blow air around and under the keys to loosen and remove debris.



4 Multimedia

Multimedia features

Your computer includes multimedia features that allow you to listen to music, watch movies, and view pictures. Your computer may include the following multimedia components:

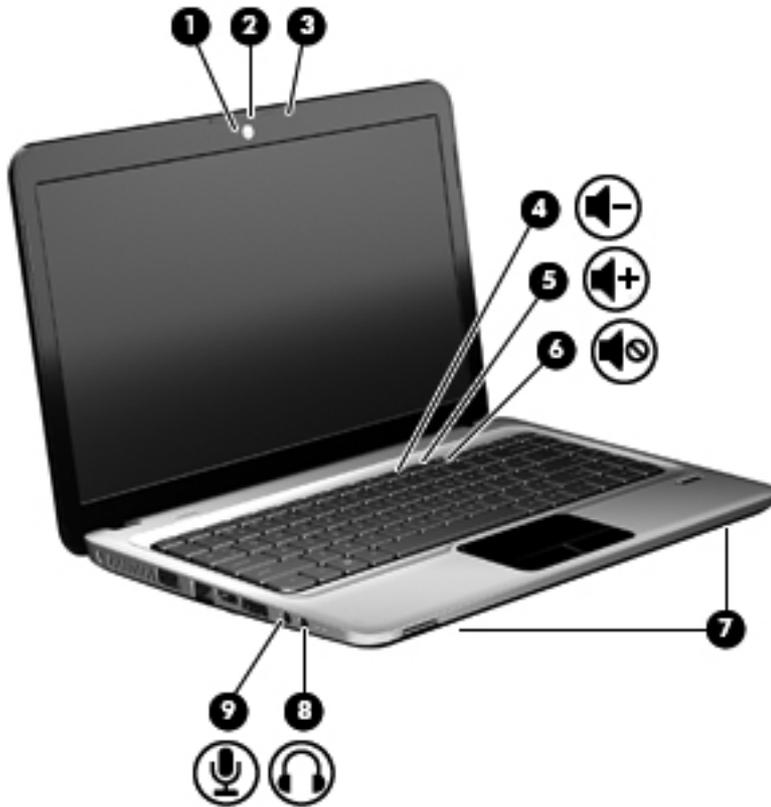
- Optical drive for playing audio and video discs
- Integrated speakers for listening to music
- Integrated microphone for recording your own audio
- Integrated webcam that allows you to capture and share video
- Preinstalled multimedia software that allows you to play and manage your music, movies, and pictures
- Multimedia action keys that provide fast access to multimedia tasks

 **NOTE:** Your computer may not include all of the components listed.

The following sections explain how to identify and use the multimedia components included with your computer.

Identifying your multimedia components

The following illustration and table describe the multimedia features of the computer.



Component	Description
(1) Webcam light	Turns on when video software accesses the webcam.
(2) Webcam	Records video and captures still photographs.
(3) Internal microphone	Records sound.
(4) Decrease volume action key	To decrease the volume, press the f9 action key.
(5) Increase volume action key	To increase the volume, press the f10 action key.
(6) Mute/restore volume action key	To mute or restore the volume, press the f11 action key.
(7) Speakers (2)	Produce sound.
(8) Audio-out (headphone) jack	Produces sound when connected to optional powered stereo speakers, headphones, earbuds, a headset, or television audio. WARNING! To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, refer to the <i>Regulatory, Safety and Environmental Notices</i> .
(9) Audio-in (microphone) jack	Connects an optional computer headset microphone, stereo array microphone, or monaural microphone. NOTE: When a device is connected to the headphone jack, the computer speakers are disabled.

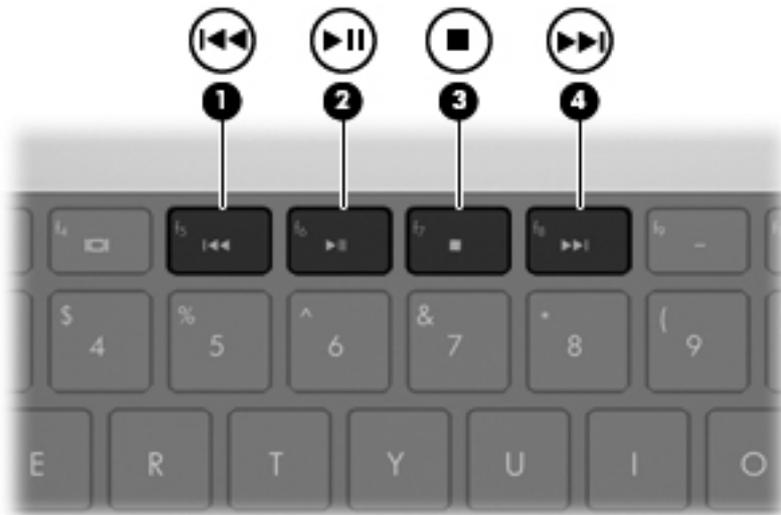
Using the media activity functions

The media activity action keys control the play of an audio CD, a DVD, or a BD that is inserted into the optical drive.

Using the media activity action keys

Media activity is controlled by the **f5**, **f6**, **f7**, and **f8** action keys.

- When an audio CD, a DVD, or a BD is not playing, press the **f6** action key **(2)** to play the disc.
- When an audio CD, a DVD, or a BD is playing, use the following action keys:
 - To pause or resume playing the disc, press the **f6** action key **(2)**.
 - To stop the disc, press the **f7** action key **(3)**.
 - To play the previous track of an audio CD or the previous section of a DVD or BD, press the **f5** action key **(1)**.
 - To play the next track of an audio CD or the next section of a DVD or BD, press the **f8** action key **(4)**.



Multimedia software

The computer includes preinstalled multimedia software. Some computer models also include additional multimedia software on an optical disc.

Depending on the hardware and software included with the computer, the following multimedia tasks may be supported:

- Playing digital media, including audio and video CDs, DVDs, and BDs, and Internet radio
- Creating or copying data CDs
- Creating, editing, and burning audio CDs
- Creating, editing, and burning a video or movie to a DVD or video CD

△ **CAUTION:** To prevent loss of information or damage to a disc, observe the following guidelines:

Before writing to a disc, connect the computer to a reliable external power source. Do not write to a disc while the computer is running on battery power.

Before writing to a disc, close all open programs except the disc software you are using.

Do not copy directly from a source disc to a destination disc or from a network drive to a destination disc. Instead, copy from a source disc or network drive to your hard drive, and then copy from your hard drive to the destination disc.

Do not use the computer keyboard or move the computer while the computer is writing to a disc. The write process is sensitive to vibration.

 **NOTE:** For information about using software included with the computer, refer to the software manufacturer's instructions that may be provided on disc, as online Help files, or on the software manufacturer's Web site.

Opening preinstalled multimedia software

1. Select **Start > All Programs**.
2. Click the program that you want to open.

Using HP MediaSmart software

Your computer has preinstalled HP MediaSmart software. MediaSmart turns your computer into a mobile entertainment center. You can enjoy music and DVD and BD movies. You can also view Internet TV, and manage and edit your photo collections.

MediaSmart includes the following features:

- With an Internet connection, play classic oldies, choose from a range of TV shows and channels, and watch the HP-TV channel streamed in full-screen.
- Photo and video upload support:
 - Upload your photos to an Internet photo service, such as Snapfish.
 - Upload your home videos directly to YouTube.
 - Upload videos you created with the webcam to the Internet.
- Pandora Internet radio (North America only)—Listen to music selected just for you, streamed from the Internet.

To start MediaSmart:

- ▲ Double-click the **MediaSmart** icon in the taskbar.

Using other multimedia software

- ▲ Select **Start > All Programs**, and then open the multimedia program you want to use. For example, if you want to use Windows Media Player to play an audio CD, click **Windows Media Player**.

– or –

1. Insert a disc into the optical drive.
An AutoPlay dialog box opens.
2. Click a multimedia task from the list, and then choose the software you want to use for that task.

Installing multimedia software from a disc

1. Insert the disc into the optical drive.
2. When the installation wizard opens, follow the on-screen instructions.
3. Restart the computer if prompted to do so.

Audio

Your computer enables you to use a variety of audio features:

- Play music using your computer speakers and/or connected external speakers
- Record sound using the internal microphone or connect an external microphone
- Download music from the Internet
- Create multimedia presentations using audio and images
- Transmit sound and images with instant messaging programs
- Stream radio programs (select models only)
- Create or “burn” audio CDs (select models only)

Connecting external audio devices

 **WARNING!** To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, refer to the *Regulatory, Safety and Environmental Notices*.

To connect external devices such as external speakers, headphone, or a microphone, refer to the information provided with the device. For best results, remember the following tips:

- Be sure that the device cable is securely connected to the correct jack on your computer. (Cable connectors are normally color-coded to match the corresponding jacks on the computer.)
- Be sure to install any drivers required by the external device.

 **NOTE:** A driver is a required program that acts like a translator between the device and the programs that use the device.

Checking your audio functions

To check the system sound on your computer, follow these steps:

1. Right-click the Volume icon on the taskbar, and then select **Sounds**.

– or –

Select **Start > Control Panel > Hardware and Sound > Sound**.

2. When the Sound window opens, click the **Sounds** tab. Under **Program Events**, select any sound event, such as a beep or alarm, and click the **Test** button.

You should hear sound through the speakers or through connected headphones.

To check the record functions of the computer, follow these steps:

1. Select **Start > All Programs > Accessories > Sound Recorder**.
2. Click **Start Recording** and speak into the microphone. Save the file to your desktop.
3. Open Windows Media Player or MediaSmart and play back the sound.

 **NOTE:** For best results when recording, speak directly into the microphone and record sound in a setting free of background noise.

To confirm or change the audio settings on your computer, select **Start > Control Panel > Hardware and Sound > Sound**.

Using the audio-out (headphone) jack

 **WARNING!** To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, refer to the *Regulatory, Safety and Environmental Notices*.

 **CAUTION:** To prevent possible damage to an external device, do not plug a single sound channel (monaural) connector into the headphone jack.

In addition to connecting headphones, the headphone jack is used to connect the audio-out function of an audio device such as external powered speakers or a stereo system.

When connecting a device to the headphone jack, use only a 3.5-mm stereo plug.

When a device is connected to a headphone jack, the speakers are disabled.

Using the audio-in (microphone) jack

The computer is equipped with a stereo microphone jack that supports an optional stereo array or monaural microphone. Using sound recording software with external microphones allows for stereo recordings.

When connecting a microphone to the microphone jack, use a microphone with a 3.5-mm plug.

Video

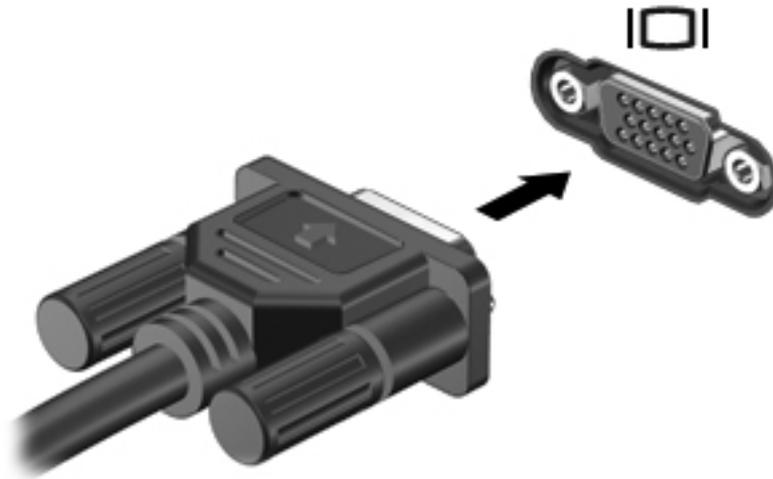
Your computer enables you to use a variety of video features:

- Watch movies
- Play games over the Internet
- Edit pictures and video and create presentations
- Connect external video devices
- Watch TV over the Internet, or watch, record, and pause live TV using a TV tuner accessory (purchased separately)

Using the external monitor port

The external monitor port connects an external display device, such as an external monitor or a projector, to the computer.

- ▲ To connect a display device, connect the device cable to the external monitor port.



 **NOTE:** If a properly connected external display device does not display an image, press **f4** to transfer the image to the device. Repeatedly pressing **f4** alternates the screen image between the computer display and the device.

Connecting an HDMI device

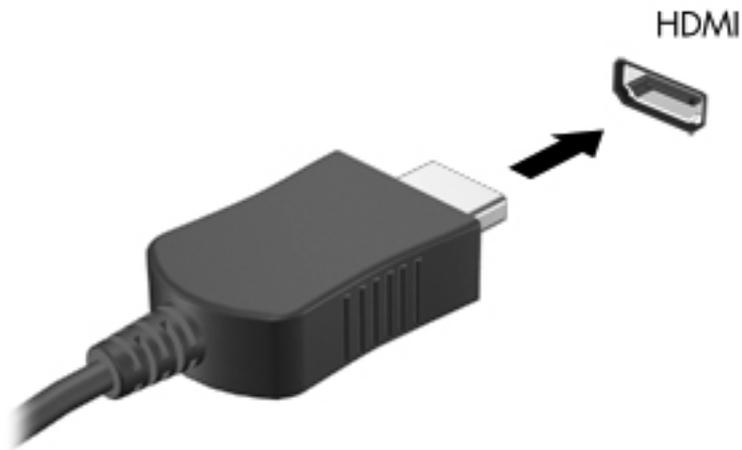
The computer includes an HDMI (High Definition Multimedia Interface) port. The HDMI port connects the computer to an optional video or audio device, such as a high-definition television, or any compatible digital or audio component.

 **NOTE:** To transmit video signals through the HDMI port, you need an HDMI cable (purchased separately).

The computer can support one HDMI device connected to the HDMI port, while simultaneously supporting an image on the computer display or any other supported external display.

To connect a video or audio device to the HDMI port:

1. Connect one end of the HDMI cable to the HDMI port on the computer.



2. Connect the other end of the cable to the video device, according to the device manufacturer's instructions.
3. Press the **f4** action key on the computer to switch the image between the display devices connected to the computer.

Configuring audio for HDMI (select models only)

To configure HDMI audio, first connect an audio or video device, such as a high-definition TV, to the HDMI port on your computer. Then, configure the default audio playback device as follows:

1. Right-click the **Speakers** icon in the notification area, at the far right of the taskbar, and then click **Playback devices**.
2. On the **Playback** tab, click either **Digital Output** or **Digital Output Device (HDMI)**.
3. Click **Set Default**, and then click **OK**.

To return audio to the computer speakers, follow these steps:

1. Right-click the **Speakers** icon in the notification area, at the far right of the taskbar, and then click **Playback devices**.
2. On the **Playback** tab, click **Speakers**.
3. Click **Set Default**, and then click **OK**.

Optical drive

Depending on the type of optical drive and software installed in your computer, the optical drive plays, copies, and creates CDs, DVDs, or BDs.

Identifying the installed optical drive

- ▲ Select **Start > Computer**.

Using optical discs (CDs, DVDs, and BDs)

An optical drive, such as a DVD-ROM drive, supports optical discs (CDs and DVDs). These discs store information, such as music, photos, and movies. DVDs have a higher storage capacity than CDs.

Your optical drive can read standard CD and DVD discs. If your optical drive is a Blu-ray Disc (BD) drive, it can also read BDs.

 **NOTE:** Some of the optical drives listed may not be supported by your computer. The listed drives are not necessarily all of the supported optical drives.

Some optical drives can also write to optical discs, as described in the following table.

Optical drive type	Write to CD-RW	Write to DVD±RW/R	Write to DVD±R DL	Write label to LightScribe CD or DVD ±RW/R	Write to BD R/RE
DVD-ROM Drive	No	No	No	No	No
DVD±R SuperMulti DL LightScribe Drive*†	Yes	Yes	Yes	Yes	No
Blu-ray ROM DVD±R SuperMulti DL Drive*	Yes	Yes	Yes	No	No
Blu-ray R/RE DVD+/-RW SuperMulti DL Drive*	Yes	Yes	Yes	No	Yes

*Double-layer discs can store more data than single-layer discs. However, double-layer discs burned with this drive may not be compatible with many single-layer DVD drivers and players.

†LightScribe discs must be purchased separately. LightScribe creates a grayscale image similar to black-and-white photography.

 **CAUTION:** To prevent possible audio and video degradation, loss of information, or loss of audio or video playback functionality, do not initiate Sleep or Hibernation while reading a CD, DVD, or BD, or writing to a CD or DVD.

Selecting the right disc (CDs, DVDs, and BDs)

An optical drive supports optical discs (CDs, DVDs, and BDs). CDs, used to store digital data, are also used for commercial audio recordings and are convenient for your personal storage needs. DVDs and BDs are used primarily for movies, software, and data backup purposes. DVDs and BDs are the same form factor as CDs, but have a much higher storage capacity.

 **NOTE:** The optical drive on your computer may not support all the types of optical discs discussed in this section.

CD-R discs

Use CD-R (write-once) discs to create permanent archives and to share files with virtually anyone. Typical uses include the following:

- Distributing large presentations
- Sharing scanned and digital photos, video clips, and written data
- Making your own music CDs

- Keeping permanent archives of computer files and scanned home records
- Offloading files from your hard drive to free up disk space

After data is recorded, it cannot be erased or written over.

CD-RW discs

Use a CD-RW disc (a rewritable version of a CD) to store large projects that must be updated frequently. Typical uses include the following:

- Developing and maintaining large documents and project files
- Transporting work files
- Making weekly backups of hard drive files
- Updating photos, video, audio, and data continuously

DVD±R discs

Use blank DVD±R discs to permanently store large amounts of information. After data is recorded, it cannot be erased or written over.

DVD±RW discs

Use DVD±RW discs if you want to be able to erase or write over data that you saved earlier. This type of disc is ideal for testing audio or video recordings before you burn them to a CD or DVD that cannot be changed.

LightScribe DVD+R discs

Use LightScribe DVD+R discs for sharing and storing data, home videos, and photos. These discs are read-compatible with most DVD-ROM drives and DVD video players. With a LightScribe-enabled drive and LightScribe software, you can write data to the disc, and then add a designer label to the outside of the disc.

Blu-ray Discs (BDs)

BD is a high-density optical disc format for the storage of digital information, including high-definition video. A single-layer Blu-ray Disc can store 25 GB, over 5 times the storage capacity of a single-layer DVD at 4.7 GB. A dual-layer Blu-ray Disc can store 50 GB, almost 6 times the storage capacity of a dual-layer DVD at 8.5 GB.

Typical uses include the following:

- Storage of large amounts of data
- High-definition video playback and storage
- Video games

 **NOTE:** As Blu-ray is a new format containing new technologies, certain disc, digital connection, compatibility and/or performance issues may arise, which do not constitute defects in the product. Flawless playback on all systems is not guaranteed.

Playing a CD, DVD, or BD

1. Turn on the computer.
2. Press the release button **(1)** on the drive bezel to release the disc tray.

3. Pull out the tray (2).
4. Hold the disc by the edges to avoid touching the flat surfaces and position the disc label-side up over the tray spindle.

 **NOTE:** If the tray is not fully accessible, tilt the disc carefully to position it over the spindle.

5. Gently press the disc (3) down onto the tray spindle until the disc snaps into place.



6. Close the disc tray.

If you have not yet configured AutoPlay, as described in the following section, an AutoPlay dialog box opens. It prompts you to select how you want to use the media content.

 **NOTE:** For best results, be sure that your AC adapter is plugged into an external power source while playing a BD.

Configuring AutoPlay

1. Select **Start > Default Programs > Change AutoPlay settings**.
2. Confirm that the **Use AutoPlay for all media and devices** check box is selected.
3. Click **Choose a default**, and then select one of the available options for each media type listed.
4. Click **Save** to confirm your selections.

 **NOTE:** For more information about AutoPlay, refer to Help and Support.

Changing DVD region settings

Most DVDs that contain copyrighted files also contain region codes. The region codes help protect copyrights internationally.

You can play a DVD containing a region code only if the region code on the DVD matches the region setting on your DVD drive.

△ **CAUTION:** The region settings on your DVD drive can be changed only 5 times.

The region setting you select the fifth time becomes the permanent region setting on the DVD drive.

The number of region changes remaining is displayed on the DVD Region tab.

To change settings through the operating system:

1. Select **Start > Computer > System properties**.
2. In the left pane, click **Device Manager**.

 **NOTE:** Windows includes the User Account Control feature to improve the security of your computer. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings. Refer to Windows Help and Support for more information.

3. In the Device Manager window, click the arrow next to **DVD/CD-ROM drives** to expand the list.
4. Right-click the DVD drive for which you want to change region settings, and then click **Properties**.
5. Make the desired changes on the **DVD Region** tab.
6. Click **OK**.

Observing the copyright warning

It is a criminal offense, under applicable copyright laws, to make unauthorized copies of copyright-protected material, including computer programs, films, broadcasts, and sound recordings. Do not use this computer for such purposes.

Copying a CD or DVD

1. Select **Start > All Programs > CyberLink DVD Suites > Power2Go**.
2. Insert the disc you want to copy into the optical drive.
3. Click the **Copy Disc** icon located towards the top of the screen, and then click **Copy Disc** located on the left-side of the screen.

Power2Go reads the source disc and copies the data to a temporary folder on your hard drive.

4. When prompted, remove the source disc from the optical drive and insert a blank disc into the drive.

After the information is copied, the disc you created ejects automatically.

Creating (burning) a CD, DVD, or BD

 **CAUTION:** Observe the copyright warning. It is a criminal offense, under applicable copyright laws, to make unauthorized copies of copyright-protected material, including computer programs, films, broadcasts, and sound recordings. Do not use this computer for such purposes.

If your optical drive is a CD-RW, DVD-RW, or DVD±RW optical drive, you can use software such as Windows Media Player to burn data and audio files, including MP3 and WAV music files.

Observe the following guidelines when burning a CD, DVD, or BD:

- Before burning a disc, save and close any open files and close all programs.
- A CD-R or DVD-R is usually best for burning audio files because after the information is copied, it cannot be changed.
- Because some home and car stereos will not play CD-RWs, use CD-Rs to burn music CDs.
- A CD-RW or DVD-RW is generally best for burning data files or for testing audio or video recordings before you burn them to a CD or DVD that cannot be changed.

- DVD players used in home systems usually do not support all DVD formats. Refer to the user guide that came with your DVD player for a list of supported formats.
- An MP3 file uses less space than other music file formats, and the process for creating an MP3 disc is the same as the process for creating a data file. MP3 files can be played only on MP3 players or on computers with MP3 software installed.

To burn a CD, DVD, or BD, follow these steps:

1. Download or copy the source files into a folder on your hard drive.
2. Insert a blank disc into the optical drive.
3. Select **Start > All Programs** and the name of the software you want to use.
4. Select the kind of disc you want to create—data, audio, or video.
5. Right-click **Start**, click **Open Windows Explorer**, and navigate to the folder where the source files are stored.
6. Open the folder, and then drag the files to the drive that contains the blank disc.
7. Initiate the burning process as directed by the program you have selected.

 **NOTE:** You cannot create an audio DVD with CyberLink Power2Go.

For specific instructions, refer to the software manufacturer's instructions. These instructions may be provided with the software, on disc, or on the manufacturer's Web site.

Removing an optical disc (CD, DVD, or BD)

1. Press the release button (1) on the drive bezel to release the disc tray, and then gently pull out the tray (2) until it stops.
2. Remove the disc (3) from the tray by gently pressing down on the spindle while lifting the outer edges of the disc. Hold the disc by the edges and avoid touching the flat surfaces.

 **NOTE:** If the tray is not fully accessible, tilt the disc carefully as you remove it.



3. Close the disc tray and place the disc in a protective case.

Troubleshooting

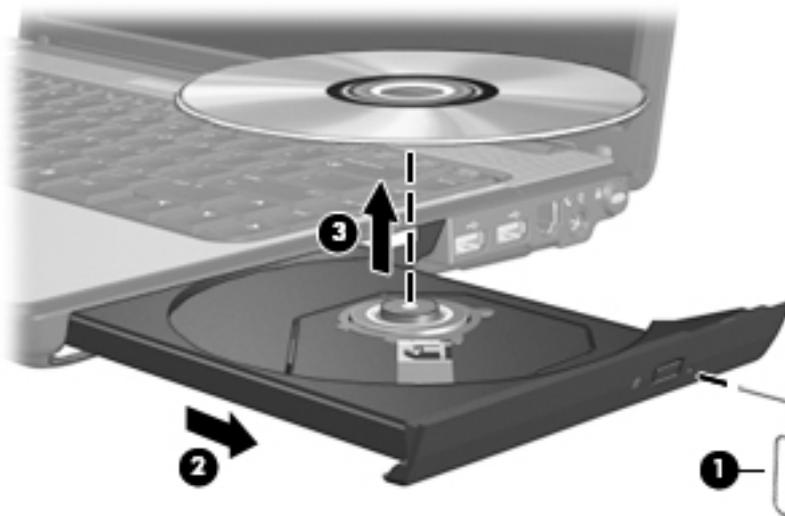
The following sections describe several common issues and resolutions.

The optical disc tray does not open for removal of a CD, DVD, or BD

1. Insert the end of a paper clip (1) into the release access in the front bezel of the drive.
2. Press in gently on the paper clip until the disc tray is released, and then pull out the tray (2) until it stops.
3. Remove the disc (3) from the tray by gently pressing down on the spindle while lifting the outer edges of the disc. Hold the disc by the edges and avoid touching the flat surfaces.



NOTE: If the tray is not fully accessible, tilt the disc carefully as you remove it.



4. Close the disc tray and place the disc in a protective case.

The computer does not detect the optical drive

If Windows does not detect an installed device, the device driver software may be missing or corrupted. If you suspect that the optical drive is not being detected, verify that the optical drive is listed in the Device Manager utility.

1. Remove any discs from the optical drive.
2. Select **Start > Control Panel > System and Security**. Then in the **System** area, click **Device Manager**.
3. In the Device Manager window, click the arrow next to DVD/CD-ROM drives to expand the list to show all of the installed drives.
4. Right-click the optical device listing to perform the following tasks:
 - Update driver software.
 - Disable.
 - Uninstall.

- Scan for hardware changes. Windows scans your system for installed hardware and installs any required drivers.
- Click **Properties** to see if the device is working properly:
 - The Properties window provides details about the device to help you troubleshoot issues.
 - Click the **Driver** tab to update, disable, or uninstall drivers for this device.

Preventing playback disruptions

To reduce the possibility of playback disruption:

- Save your work and close all open programs before playing a CD, DVD, or BD.
- Do not connect or disconnect hardware while playing a disc.

Do not initiate Hibernation or Sleep while playing a disc. Otherwise, you may see a warning message asking if you want to continue. If this message is displayed, click **No**. After you click No, the computer may behave in either of the following ways:

- Playback may resume.
- or –
- The playback window in the multimedia program may close. To return to playing the CD, DVD, or BD, click the **Play** button in your multimedia program to restart the disc. In rare cases, you may need to exit the program, and then restart it.

A disc does not play

- Save your work and close all open programs before playing a CD, DVD, or BD.
- Log off the Internet before playing a CD, DVD, or BD.
- Be sure that you insert the disc properly.
- Be sure that the disc is clean. If necessary, clean the disc with filtered water and a lint-free cloth. Wipe from the center of the disc to the outer edge.
- Check the disc for scratches. If you find scratches, treat the disc with an optical disc repair kit available at many electronics stores.
- Disable Sleep mode before playing the disc.

Do not initiate Hibernation or Sleep while playing a disc. Otherwise, you may see a warning message asking if you want to continue. If this message is displayed, click **No**. After you click No, the computer may behave in either of the following ways:

- Playback may resume.

– or –

- The playback window in the multimedia program may close. To return to playing the disc, click the **Play** button in your multimedia program to restart the disc. In rare cases, you may need to exit the program, and then restart it.
- Increase system resources:
 - Turn off printers and scanners, and unplug cameras and portable handheld devices. Disconnecting these Plug and Play devices frees up valuable system resources and results in better playback performance.
 - Change desktop color properties. Because the human eye cannot easily tell the difference between colors beyond 16 bits, you should not notice any loss of color while watching a movie if you lower system color properties to 16-bit color, as follows:
 1. Right-click on a blank area of the computer desktop, and select **Screen resolution**.
 2. Select **Advanced settings > Monitor** tab.
 3. Select **High Color (16 bit)**, if this setting is not already selected.
 4. Click **OK**.

A disc does not play automatically

1. Select **Start > Default Programs > Change AutoPlay settings**.
2. Confirm that the **Use AutoPlay for all media and devices** check box is selected.
3. Click **Save**.

A disc should now start automatically when it is inserted into the optical drive.

A movie stops, skips, or plays erratically

- Press the **Play** button. You may have accidentally paused the movie.
- Clean the disc.
- Conserve system resources by trying the following suggestions:
 - Log off the Internet.
 - Change the color properties of the desktop:
 1. Right-click on a blank area of the computer desktop, and select **Screen resolution**.
 2. Select **Advanced Settings > Monitor** tab.
 3. Select **High Color (16 bit)**, if this setting is not already selected.
 4. Click **OK**.
 - Disconnect external devices, such as a printer, scanner, camera, or handheld device.

A movie is not visible on an external display

1. If both the computer display and an external display are turned on, press the **f4** action key one or more times to switch between the two displays.
2. Configure the monitor settings to make the external display primary:
 - a. Right-click on a blank area of the computer desktop, and select **Screen resolution**.
 - b. Specify a primary display and a secondary display.

 **NOTE:** When using both displays, the movie image will not appear on any display designated as the secondary display.

To get information about a multimedia question not covered in this guide, go to **Start > Help and Support**.

The process of burning a disc does not begin, or it stops before completion

- Be sure that all other programs are closed.
- Turn off Sleep mode and Hibernation.
- Be sure that you are using the right kind of disc for your drive. See your user guides for more information about disc types.
- Be sure that the disc is inserted properly.
- Select a slower write speed and try again.
- If you are copying a disc, save the information on the source disc to your hard drive before trying to burn the contents to a new disc, and then burn from your hard drive.
- Reinstall the disc-burning device driver located in the DVD/CD-ROM drives category in Device Manager.

A device driver must be reinstalled

1. Remove any discs from the optical drive.
2. Select **Start > Control Panel > System and Security**. Then, in the **System** area, click **Device Manager**.
3. In the Device Manager window, click the arrow next to the type of driver you want to uninstall and reinstall (for example, DVD/CD ROMs, Modems, and so on).
4. Right-click the device listing and click **Uninstall**. When prompted, confirm that you want to delete the device, but do not restart the computer. Repeat for any other drivers you want to delete.
5. In the Device Manager window, click **Action**, and then click **Scan for hardware changes**. Windows scans your system for installed hardware and installs default drivers for any devices requiring drivers.

 **NOTE:** If you are prompted to restart the computer, save all open files, and then continue with the restart.

6. Reopen Device Manager, if necessary, and then verify that the drivers are once again listed.
7. Try running your program again.

If uninstalling and reinstalling the device drivers does not correct the problem, you may need to update your drivers using the procedures in the following section.

Obtaining the latest HP device drivers

1. Open your Web browser, go to <http://www.hp.com/support>, and select your country or region.
2. Click the option for software and driver downloads, type your computer model number in the product box, and then press **enter**.
3. Click your specific product from the models listed.
4. Click the Windows 7 operating system.
5. When the list of drivers is displayed, click an updated driver to open a window containing additional information.
6. Click **Install now** to install the updated driver without downloading the file.

– or –

Click **Download only** to save the file to your computer. When prompted, click **Save**, and then select a storage location on your hard drive.

After the file is downloaded, navigate to the folder where the file was stored, and double-click the file to install.

7. If prompted to do so, restart your computer after the installation is complete, and then verify the operation of the device.

Obtaining the latest Windows device drivers

You can obtain the latest Windows device drivers by using Windows Update. This feature can be set to automatically check for and install updates for the Windows operating system and other Microsoft products.

To use Windows Update:

1. Select **Start > All Programs > Windows Update**.

 **NOTE:** If you have not previously set up Windows Update, you will be prompted to enter settings before you can check for updates.

2. Click **Check for Updates**.
3. Follow the on-screen instructions.

Webcam

Your computer includes an integrated webcam, located at the top of the display. The webcam allows you to capture and share video.

For optimum performance, observe the following guidelines while using the webcam:

- If you are having trouble viewing or sending multimedia files to someone on another LAN or outside your network firewall, temporarily disable the firewall, perform the task you want to perform, and then reenable the firewall. To permanently resolve the problem, reconfigure the firewall as necessary, and adjust the policies and settings.
- Whenever possible, place bright light sources behind the camera and out of the picture area.

Adjusting webcam properties

You can adjust webcam properties using the Properties dialog box, which is accessible from various programs that use the integrated camera, usually from a configuration, settings, or properties menu:

- **Brightness**—Controls the amount of light that is incorporated into the image. A higher brightness setting creates a brighter image; a lower brightness setting creates a darker image.
- **Contrast**—Controls the difference between lighter and darker areas on the image. A higher contrast setting intensifies the image; a lower contrast setting maintains more of the original information's dynamic range, but leads to a flatter image.
- **Hue**—Controls the aspect of color that distinguishes it from another color (what makes a color red, green, or blue). Hue is distinct from saturation, which measures the intensity of the hue.
- **Saturation**—Controls the strength of color in the final image. A higher saturation setting creates a bolder image; a lower saturation setting creates a more subtle image.
- **Sharpness**—Controls the definition of edges in an image. A higher sharpness setting creates a more defined image; a lower sharpness setting creates a softer image.
- **Gamma**—Controls the contrast affecting the mid-level grays or midtones of an image. Adjusting the gamma of an image allows you to change the brightness values of the middle range of gray tones without dramatically altering the shadows and highlights. A lower gamma setting makes grays look black, and makes dark colors even darker.
- **Backlight Comp**—Compensates in cases where a subject with a large amount of background light would otherwise be obscured by blooming or silhouetting.

For information about using the webcam, select **Start > Help and Support**.

5 Power management

Setting power options

Using power-saving states

The computer has two power-saving states enabled at the factory: Sleep and Hibernation.

When Sleep is initiated, the power lights blink and the screen clears. Your work is saved to memory, letting you exit Sleep faster than exiting Hibernation. If the computer is in the Sleep state for an extended period or if the battery reaches a critical battery level while in the Sleep state, the computer initiates Hibernation.

When Hibernation is initiated, your work is saved to a hibernation file on the hard drive and the computer turns off.

△ **CAUTION:** To prevent possible audio and video degradation, loss of audio or video playback functionality, or loss of information, do not initiate Sleep or Hibernation while reading from or writing to a disc or an external media card.

📝 **NOTE:** You cannot initiate any type of networking connection or perform any computer functions while the computer is in the Sleep state or in Hibernation.

Initiating and exiting Sleep

The system is set at the factory to initiate Sleep after 15 minutes of inactivity when running on battery power and 30 minutes of inactivity when running on external power.

Power settings and timeouts can be changed using Power Options in Windows Control Panel.

With the computer on, you can initiate Sleep in any of the following ways:

- Briefly press the power button.
- Close the display.
- Click **Start**, click the arrow next to the Shut down button, and then click **Sleep**.

You can exit Sleep in any of the following ways:

- Briefly press the power button.
- If the display is closed, open the display.
- Press a key on the keyboard or button on the remote control (select models only).
- Activate the TouchPad.

When the computer exits Sleep, the power lights turn on and your work returns to the screen where you stopped working.

📝 **NOTE:** If you have set a password to be required on wakeup, you must enter your Windows password before your work will return to the screen.

Initiating and exiting Hibernation

The system is set at the factory to initiate Hibernation after 1,080 minutes (18 hours) of inactivity when running on either battery power or external power, or when the battery reaches a critical battery level.

Power settings and timeouts can be changed using Power Options in Windows Control Panel.

To initiate Hibernation:

- ▲ Click **Start**, click the arrow next to the Shut down button, and then click **Hibernate**.

To exit Hibernation:

- ▲ Briefly press the power button.

The power lights turn on and your work returns to the screen where you stopped working.

 **NOTE:** If you have set a password to be required on wakeup, you must enter your Windows password before your work will return to the screen.

Using the battery meter

The battery meter is located in the notification area, at the far right of the taskbar. The battery meter allows you to quickly access power settings, view remaining battery charge, and select a different power plan.

- To display the percentage of remaining battery charge and the current power plan, move the pointer over the battery meter icon.
- To access Power Options, or to change the power plan, click the battery meter icon and select an item from the list.

Different battery meter icons indicate whether the computer is running on battery or external power. The icon also displays a message if the battery has reached a low battery level, critical battery level, or reserve battery level.

To hide or display the battery meter icon:

1. Right-click the **Show hidden icons** icon (the arrow at the left side of the notification area).
2. Click **Customize notification icons**.
3. Under **Behaviors**, select **Show icons and notifications** for the Power icon.
4. Click **OK**.

Using power plans

A power plan is a collection of system settings that manages how the computer uses power. Power plans can help you conserve power or maximize performance.

You can change power plan settings or create your own power plan.

Viewing the current power plan

- ▲ Click the battery meter icon in the notification area, at the far right of the taskbar.

– or –

Select **Start > Control Panel > System and Security > Power Options**.

Selecting a different power plan

- ▲ Click the battery meter icon in the notification area, and then select a power plan from the list.
– or –
Select **Start > Control Panel > System and Security > Power Options**, and then select a power plan from the list.

Customizing power plans

1. Click the battery meter icon in the notification area, and then click **More power options**.
– or –
Select **Start > Control Panel > System and Security > Power Options**.
2. Select a power plan, and then click **Change plan settings**.
3. Change the settings as needed.
4. To change additional settings, click **Change advanced power settings** and make your changes.

Setting password protection on wakeup

To set the computer to prompt for a password when the computer exits Sleep or Hibernation, follow these steps:

1. Select **Start > Control Panel > System and Security > Power Options**.
2. In the left pane, click **Require a password on wakeup**.
3. Click **Change Settings that are currently unavailable**.
4. Click **Require a password (recommended)**.

 **NOTE:** If you need to create a user account password or change your current user account password, click **Create or change your user account password**, and then follow the on-screen instructions. If you do not need to create or change a user account password, go to step 5.

5. Click **Save changes**.

Using external AC power

External AC power is supplied through one of the following devices:

⚠ **WARNING!** To reduce potential safety issues, use only the AC adapter provided with the computer, a replacement AC adapter provided by HP, or a compatible AC adapter purchased from HP.

- Approved AC adapter
- Optional docking device or expansion product

Connect the computer to external AC power under any of the following conditions:

⚠ **WARNING!** Do not charge the computer battery while you are onboard aircraft.

- When you are charging or calibrating a battery
- When you are installing or modifying system software
- When you are writing information to a CD, DVD, or BD

When you connect the computer to external AC power, the following events occur:

- The battery begins to charge.
- If the computer is turned on, the battery meter icon in the notification area changes appearance.

When you disconnect external AC power, the following events occur:

- The computer switches to battery power.
- The display brightness is automatically decreased to save battery life. To increase display brightness, press the **f3** action key or reconnect the AC adapter.

Connecting the AC adapter

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

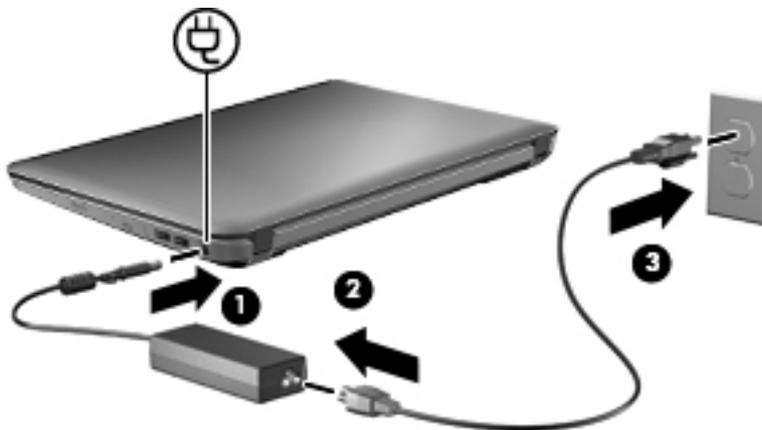
Plug the power cord into an AC outlet that is easily accessible at all times.

Disconnect power from the computer by unplugging the power cord from the AC outlet (not by unplugging the power cord from the computer).

If provided with a 3-pin attachment plug on the 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.

To connect the computer to external AC power:

1. Plug the AC adapter into the power connector **(1)** on the computer.
2. Plug the power cord into the AC adapter **(2)**.
3. Plug the other end of the power cord into an AC outlet **(3)**.



Testing an AC adapter

Test the AC adapter if the computer exhibits any of the following symptoms when it is connected to AC power:

- The computer will not turn on.
- The display does not turn on.
- The power lights are off.

To test the AC adapter:

1. Remove the battery from the computer.
2. Connect the AC adapter to the computer, and then plug it into an AC outlet.
3. Turn on the computer.

If the power lights turn **on**, the AC adapter is working properly.

Contact technical support for information on obtaining a replacement AC power adapter. Select **Start > Help and Support > Get assistance**.

Using battery power

When a charged battery is in the computer and the computer is not plugged into external power, the computer runs on battery power. When the computer is plugged into external AC power, the computer runs on AC power.

If the computer contains a charged battery and is running on external AC power supplied through the AC adapter, the computer switches to battery power if the AC adapter is disconnected from the computer.

 **NOTE:** The display brightness is decreased to save battery life when you disconnect AC power. To increase display brightness, use the **f3** action key or reconnect the AC adapter.

You can keep a battery in the computer or in storage, depending on how you work. Keeping the battery in the computer whenever the computer is plugged into AC power charges the battery and also protects your work in case of a power outage. However, a battery in the computer slowly discharges when the computer is off and unplugged from external power.

 **WARNING!** To reduce potential safety issues, use only the battery provided with the computer, a replacement battery provided by HP, or a compatible battery purchased from HP.

Computer battery life varies, depending on power management settings, programs running on the computer, display brightness, external devices connected to the computer, and other factors.

Identifying batteries

One lithium-ion battery is included with your computer.

Finding battery information in Help and Support

Help and Support provides the following tools and information about the battery:

- Battery Check tool to test battery performance
- Information on calibration, power management, and proper care and storage to maximize battery life
- Information on battery types, specifications, life cycles, and capacity

To access battery information:

- ▲ Select **Start > Help and Support > Learn > Power Plans: Frequently Asked Questions**.

Using Battery Check

Help and Support provides information on the status of the battery installed in the computer.

To run Battery Check:

1. Connect the AC adapter to the computer.

 **NOTE:** The computer must be connected to external power for Battery Check to function properly.

2. Select **Start > Help and Support > Troubleshoot > Power, Thermal and Mechanical**.
3. Click the **Power** tab, and then click **Battery Check**.

Battery Check examines the battery and its cells to see if they are functioning properly, and then reports the results of the examination.

Displaying the remaining battery charge

- ▲ Move the pointer over the battery meter icon in the notification area, at the far right of the taskbar.

Inserting or removing the battery

-
- △ **CAUTION:** Removing a battery that is the sole power source can cause loss of information. To prevent loss of information, initiate Hibernation or shut down the computer through Windows before removing the battery.
-

To insert the battery:

1. Turn the computer upside down on a flat surface, with the battery bay toward you.
2. Align the front of the battery with the outer edge of the battery bay **(1)**.

3. Rotate the battery into the battery bay until it is seated (2). The battery release latch automatically locks the battery into place (3).



To remove the battery:

1. Turn the computer upside down on a flat surface.
2. Slide the battery release latch (1) to release the battery.

 **NOTE:** The battery release latch automatically returns to its original position.

3. Pivot the battery (2) upward and remove it from the computer (3).



Charging a battery

⚠ **WARNING!** Do not charge the computer battery while you are onboard aircraft.

The battery charges whenever the computer is plugged into external power through an AC adapter, an optional power adapter, an optional expansion product, or an optional docking device.

The battery charges whether the computer is off or in use, but it charges faster when the computer is off.

Charging may take longer if a battery is new, has been unused for 2 weeks or more, or is much warmer or cooler than room temperature.

To prolong battery life and optimize the accuracy of battery charge displays, follow these recommendations:

- If you are charging a new battery, charge it fully before turning on the computer.
- Charge the battery until the battery light turns white.

 **NOTE:** If the computer is on while the battery is charging, the battery meter in the notification area may show 100 percent charge before the battery is fully charged.

- Allow the battery to discharge below 5 percent of a full charge through normal use before charging it.
- If the battery has been unused for one month or more, calibrate the battery instead of simply charging it.

The battery light displays charge status:

- White: The computer is connected to external power and the battery is fully charged.
- Amber: The computer is connected to external power and the battery is charging.
- Blinking: A battery that is the only available power source has reached a low battery level. When the battery reaches a critical battery level, the battery light continues to blink.

Maximizing battery discharge time

Battery discharge time varies depending on the features you use while on battery power. Maximum discharge time gradually shortens, as the battery storage capacity naturally degrades.

Tips for maximizing battery discharge time:

- Lower the brightness on the display.
- Check the **Power saver** setting in Power Options.
- Remove the battery from the computer when it is not being used or charged.
- Store the battery in a cool, dry location.

Managing low battery levels

The information in this section describes the alerts and system responses set at the factory. Some low-battery alerts and system responses can be changed using Power Options in Windows Control Panel. Preferences set using Power Options do not affect lights.

Identifying low battery levels

When a battery that is the sole power source for the computer reaches a low battery level, the battery light blinks.

If a low battery level is not resolved, the computer enters a critical battery level, and the battery light continues to blink.

The computer takes the following actions for a critical battery level:

- If Hibernation is enabled and the computer is on or in the Sleep state, the computer initiates Hibernation.
- If Hibernation is disabled and the computer is on or in the Sleep state, the computer remains briefly in the Sleep state, and then shuts down and loses any unsaved information.

Resolving a low battery level

△ **CAUTION:** To reduce the risk of losing information when the computer reaches a critical battery level and has initiated Hibernation, do not restore power until the power lights turn off.

Resolving a low battery level when external power is available

- ▲ Connect one of the following devices:
 - AC adapter
 - Optional expansion product or docking device
 - Optional power adapter

Resolving a low battery level when a charged battery is available

1. Turn off the computer or initiate Hibernation.
2. Remove the discharged battery, and then insert a charged battery.
3. Turn on the computer.

Resolving a low battery level when no power source is available

- ▲ Initiate Hibernation.
– or –
Save your work and shut down the computer.

Resolving a low battery level when the computer cannot exit Hibernation

When the computer lacks sufficient power to exit Hibernation, follow these steps:

1. Insert a charged battery or plug the computer into external power.
2. Exit Hibernation by pressing the power button.

Calibrating a battery

Calibrate a battery under the following conditions:

- When battery charge displays seem inaccurate
- When you observe a significant change in battery run time

Even if a battery is heavily used, it should not need to be calibrated more than once a month. It is also not necessary to calibrate a new battery.

Step 1: Fully charge the battery

 **WARNING!** Do not charge the computer battery while you are onboard aircraft.

 **NOTE:** The battery charges whether the computer is off or in use, but it charges faster when the computer is off.

To fully charge the battery:

1. Insert the battery into the computer.
2. Connect the computer to an AC adapter, optional power adapter, optional expansion product, or optional docking device, and then plug the adapter or device into external power.

The battery light on the computer turns amber.

3. Leave the computer plugged into external power until the battery is fully charged.
The battery light on the computer turns white.

Step 2: Disable Hibernation and Sleep

1. Click the battery meter icon in the notification area, and then click **More power options**.
– or –
Select **Start > Control Panel > System and Security > Power Options**.
2. Under the current power plan, click **Change plan settings**.
3. Record the **Turn off the display** settings listed in the **On battery** column so that you can reset them after the calibration.
4. Change the **Turn off the display** settings to **Never**.
5. Click **Change advanced power settings**.
6. Click the plus sign next to **Sleep**, and then click the plus sign next to **Hibernate after**.
7. Record the **On battery** setting under **Hibernate after** so that you can reset it after the calibration.
8. Change the **On battery** setting to **Never**.
9. Click **OK**.
10. Click **Save changes**.

Step 3: Discharge the battery

The computer must remain on while the battery is being discharged. The battery can discharge whether or not you are using the computer, but the battery will discharge faster while you are using it.

- If you plan to leave the computer unattended during the discharge, save your information before beginning the discharge procedure.
- If you use the computer occasionally during the discharge procedure and have set energy-saving timeouts, expect the following performance from the system during the discharge process:
 - The monitor will not turn off automatically.
 - Hard drive speed will not decrease automatically when the computer is idle.
 - System-initiated Hibernation will not occur.

To discharge a battery:

1. Unplug the computer from its external power source, but do *not* turn off the computer.
2. Run the computer on battery power until the battery is discharged. The battery light begins to blink when the battery has discharged to a low battery level. When the battery is discharged, the battery light turns off and the computer shuts down.

Step 4: Fully recharge the battery

To recharge the battery:

1. Plug the computer into external power and maintain external power until the battery is fully recharged. When the battery is recharged, the battery light on the computer turns white.

You can use the computer while the battery is recharging, but the battery will charge faster if the computer is off.

2. If the computer is off, turn it on when the battery is fully charged and the battery light has turned white.

Step 5: Reenable Hibernation and Sleep

△ **CAUTION:** Failure to reenable Hibernation after calibration may result in a full battery discharge and information loss if the computer reaches a critical battery level.

1. Click the battery meter icon in the notification area, and then click **More power options**.

– or –

Select **Start > Control Panel > System and Security > Power Options**.

2. Under the current power plan, click **Change plan settings**.
3. Reenter the settings that you recorded for the items in the **On battery** column.
4. Click **Change advanced power settings**.
5. Click the plus sign next to **Sleep**, and then click the plus sign next to **Hibernate after**.
6. Reenter the setting that you recorded for **On battery**.
7. Click **OK**.
8. Click **Save changes**.

Conserving battery power

- Select the Power saver power plan through Power Options under **System and Security** in Windows Control Panel.
- Turn off wireless and local area network (LAN) connections and exit modem applications when you are not using them.
- Disconnect external devices that are not plugged into an external power source, when you are not using them.
- Stop, disable, or remove any external media cards that you are not using.
- Use the **f2** and **f3** action keys to adjust screen brightness as needed.
- If you leave your work, initiate Sleep or Hibernation, or shut down the computer.

Storing a battery

△ **CAUTION:** To prevent damage to a battery, do not expose it to high temperatures for extended periods of time.

If a computer will be unused and unplugged from external power for more than 2 weeks, remove the battery and store it separately.

To prolong the charge of a stored battery, place it in a cool, dry place.

📝 **NOTE:** A stored battery should be checked every 6 months. If the capacity is less than 50 percent, recharge the battery before returning it to storage.

Calibrate a battery before using it if it has been stored for 1 month or more.

Disposing of a used battery

△ **WARNING!** To reduce the risk of fire or burns, do not disassemble, crush, or puncture a battery; short the external contacts on a battery; or dispose of a battery in fire or water. Do not expose a battery to temperatures above 60°C (140°F). Replace the battery only with a battery approved for this computer.

Refer to the *Regulatory, Safety and Environmental Notices* for battery disposal information.

Replacing the battery

Computer battery life varies, depending on power management settings, programs running on the computer, display brightness, external devices connected to the computer, and other factors.

Battery Check notifies you to replace the battery when an internal cell is not charging properly, or when the battery storage capacity has reached a “weak” condition. A message refers you to the HP Web site for more information about ordering a replacement battery. If the battery is possibly covered by an HP warranty, instructions include a warranty ID.

📝 **NOTE:** To ensure that you always have battery power when you need it, HP recommends purchasing a new battery when the storage capacity indicator turns green-yellow.

Switching between graphics modes (select models only)

The computer is equipped with switchable graphics and has two modes for processing graphics. When switching from AC power to battery power, the computer switches from high-performance

mode to power-saving mode to conserve battery life. Similarly, when switching from battery power to AC power, the computer switches back to the high-performance mode.

 **NOTE:** In order to optimize computer performance, the system might not allow switching modes, or prompt you to switch modes. It might be necessary to close all programs before switching.

NOTE: HDMI only works in the high-performance mode. HDMI cannot be used in power-saving mode.

When switching between AC and battery power, you are notified that the computer is about to switch graphics modes. If you prefer, choose to continue using the same graphics mode. While the computer switches modes, the screen goes blank for a few seconds. When the switch is complete, a notification appears in the notification area, and the screen image reappears.

 **NOTE:** When select computer models are in slate mode, the screen orientations are reset when switching between graphics modes.

To determine which graphics mode you are using, right-click on the Windows desktop, and then click **Configure Switchable Graphics** or **Configure ATI PowerXpress™**.

Shutting down the computer

△ **CAUTION:** Unsaved information will be lost when the computer is shut down.

The Shut down command closes all open programs, including the operating system, and then turns off the display and computer.

Shut down the computer under any of the following conditions:

- When you need to replace the battery or access components inside the computer
- When you are connecting an external hardware device that does not connect to a USB port
- When the computer will be unused and disconnected from external power for an extended period

Although you can shut down the computer with the power button, the recommended procedure is to use the Windows Shut down command.

To shut down the computer:

 **NOTE:** If the computer is in the Sleep state or in Hibernation, you must first exit Sleep or Hibernation before shutdown is possible.

1. Save your work and close all open programs.
2. Click **Start**.
3. Click **Shut down**.

If the computer is unresponsive and you are unable to use the preceding shutdown procedures, try the following emergency procedures in the sequence provided:

- Press **ctrl+alt+delete**, and then click the power button.
- Press and hold the power button for at least 5 seconds.
- Disconnect the computer from external power and remove the battery.

6 Drives

Identifying installed drives

Your computer includes a solid state drive (SSD) with solid-state memory. Because it has no moving parts, an SSD does not generate as much heat as other hard drives.

To view the drives installed on the computer, select **Start > Computer**.

Handling drives

Drives are fragile computer components that must be handled with care. Refer to the following cautions before handling drives. Additional cautions are included with the procedures to which they apply.

△ **CAUTION:** To reduce the risk of damage to the computer, damage to a drive, or loss of information, observe these precautions:

Before you move a computer that is connected to an external hard drive, initiate Sleep and allow the screen to clear, or properly disconnect the external hard drive.

Before handling a drive, discharge static electricity by touching the unpainted metal surface of the drive.

Do not touch the connector pins on a removable drive or on the computer.

Handle a drive carefully; do not drop a drive or place items on it.

Before removing or inserting a drive, shut down the computer. If you are unsure whether the computer is off, in the Sleep state, or in Hibernation, turn the computer on, and then shut it down through the operating system.

Do not use excessive force when inserting a drive into a drive bay.

Do not type on the keyboard or move the computer while the optical drive (select models only) is writing to a disc. The write process is sensitive to vibration.

When the battery is the only source of power, be sure that the battery is sufficiently charged before writing to media.

Avoid exposing a drive to temperature or humidity extremes.

Avoid exposing a drive to liquids. Do not spray the drive with cleaning products.

Remove media from a drive before removing the drive from the drive bay, or traveling with, shipping, or storing a drive.

If a drive must be mailed, place the drive in a bubble-pack mailer or other suitable protective packaging and label the package "FRAGILE."

Avoid exposing a drive to magnetic fields. Security devices with magnetic fields include airport walk-through devices and security wands. The airport security devices that check carry-on luggage, such as conveyor belts, use X-rays instead of magnetism and will not damage a drive.

Improving hard drive performance

Using Disk Defragmenter

As you use the computer, files on the hard drive become fragmented. Disk Defragmenter consolidates the fragmented files and folders on the hard drive so that the system can run more efficiently.

After you start Disk Defragmenter, it works without supervision. Depending on the size of your hard drive and the number of fragmented files, Disk Defragmenter may take more than an hour to complete. You may want to set it to run during the night or another time when you do not need access to your computer.

HP recommends defragmenting your hard drive at least once a month. You may set Disk Defragmenter to run on a monthly schedule, but you can defragment your computer manually at any time.

To run Disk Defragmenter:

1. Select **Start > All Programs > Accessories > System Tools > Disk Defragmenter**.
2. Click **Defragment now**.

 **NOTE:** Windows includes the User Account Control feature to improve the security of your computer. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings. Refer to Windows Help and Support for more information.

For additional information, access the Disk Defragmenter software Help.

Using Disk Cleanup

Disk Cleanup searches the hard drive for unnecessary files that you can safely delete to free up disk space and help the computer to run more efficiently.

To run Disk Cleanup:

1. Select **Start > All Programs > Accessories > System Tools > Disk Cleanup**.
2. Follow the on-screen instructions.

Using HP ProtectSmart Hard Drive Protection

HP ProtectSmart Hard Drive Protection protects the hard drive by parking the drive and halting I/O requests under either of the following conditions:

- You drop the computer.
- You move the computer with the display closed while the computer is running on battery power.

A short time after the end of one of these events, HP ProtectSmart Hard Drive Protection returns the hard drive to normal operation.

 **NOTE:** Because solid-state drives (SSDs) lack moving parts, HP ProtectSmart Hard Drive Protection is unnecessary.

NOTE: Hard drives connected to USB ports are not protected by HP ProtectSmart Hard Drive Protection.

For more information, refer to the HP ProtectSmart Hard Drive Protection software Help.

Identifying HP ProtectSmart Hard Drive Protection status

The drive light on the computer turns amber to show that the drive is parked. To determine whether a drive is currently protected or whether a drive is parked, select **Start > Control Panel > Hardware and Sound > Windows Mobility Center**.

- If the software is enabled, a green check mark is superimposed over the hard drive icon.
- If the software is disabled, a red X is superimposed over the hard drive icon.
- If the drive is parked, a yellow moon is superimposed over the hard drive icon.

The icon in the Mobility Center may not show the most up-to-date status for the drive. For immediate updates after a change in status, you need to enable the notification area icon.

To enable the notification area icon:

1. Select **Start > Control Panel > Hardware and Sound > HP ProtectSmart Hard Drive Protection**.
2. On the **Icon in System Tray** row, click **Show**.
3. Click **OK**.

If HP ProtectSmart Hard Drive Protection has parked the drive, the computer will behave in the following ways:

- The computer will not shut down.
 - The computer will not initiate Sleep or Hibernation, except as described in the following Note.
-  **NOTE:** If the computer is running on battery power and reaches a critical battery level, HP ProtectSmart Hard Drive Protection allows the computer to initiate Hibernation.
- The computer will not activate battery alarms set on the Alarms tab in Power Options properties.

Before you move the computer, HP recommends that you either shut it down or initiate Sleep or Hibernation.

Using HP ProtectSmart Hard Drive Protection software

The HP ProtectSmart Hard Drive Protection software enables you to perform the following tasks:

- Enable and disable HP ProtectSmart Hard Drive Protection.
-  **NOTE:** Depending on your user privileges, you may not be able to enable or disable HP ProtectSmart Hard Drive Protection. Additionally, members of an Administrator group can change the privileges for non-administrator users.
- Determine whether a drive in the system is supported.

To open the software and change settings, follow these steps:

1. In Mobility Center, click the hard drive icon to open the HP ProtectSmart Hard Drive Protection window.
– or –
Select **Start > Control Panel > Hardware and Sound > HP ProtectSmart Hard Drive Protection**.
2. Click the appropriate button to change settings.
3. Click **OK**.

Replacing the hard drive

△ **CAUTION:** To prevent information loss or an unresponsive system:

Shut down the computer before removing the hard drive from the hard drive bay. Do not remove the hard drive while the computer is on, in the Sleep state, or in Hibernation.

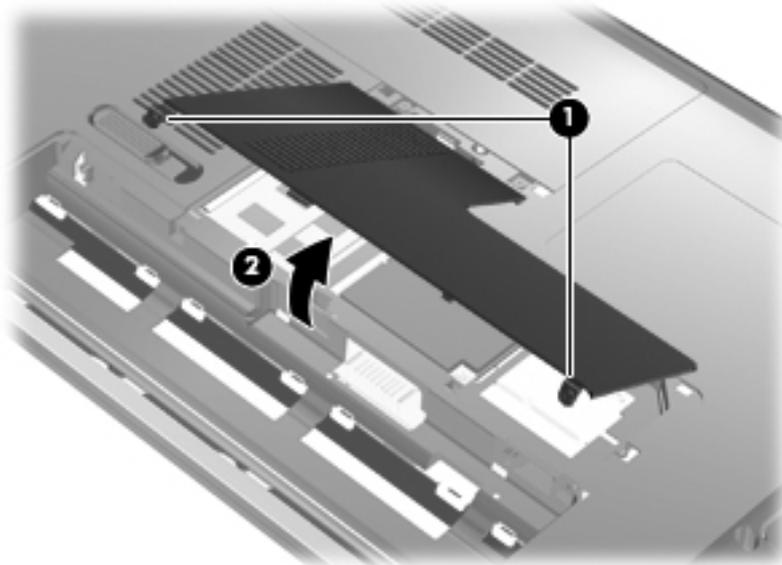
If you are not sure whether the computer is off or in Hibernation, turn the computer on by pressing the power button. Then, shut down the computer through the operating system.

To remove the hard drive:

1. Save your work.
2. Shut down the computer and close the display.
3. Disconnect all external devices connected to the computer.
4. Unplug the power cord from the AC outlet.
5. Turn the computer upside down on a flat surface, and then remove the battery.

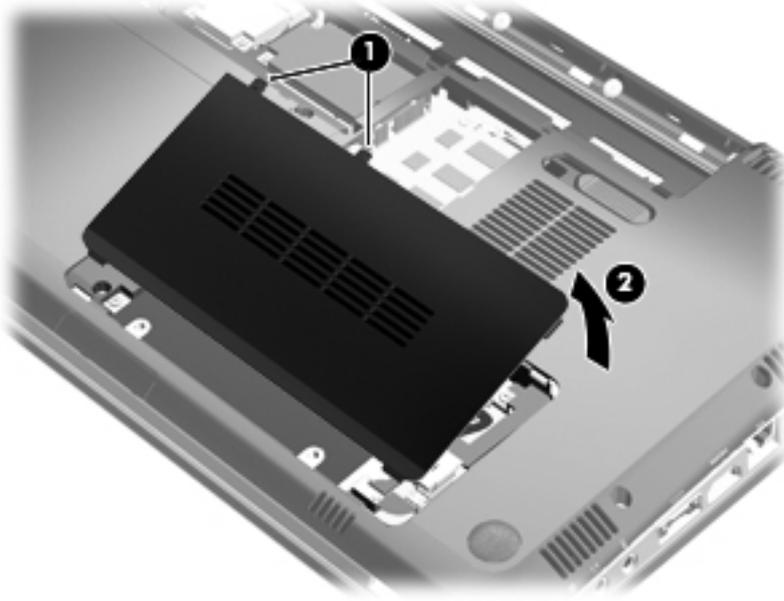
 **NOTE:** To be able to remove the hard drive from the computer, you must first remove the memory/wireless module compartment cover.

6. With the hard drive bay toward you, loosen the memory/wireless module compartment cover screws (1).
7. Lift the memory/wireless module compartment cover (2) away from the computer.

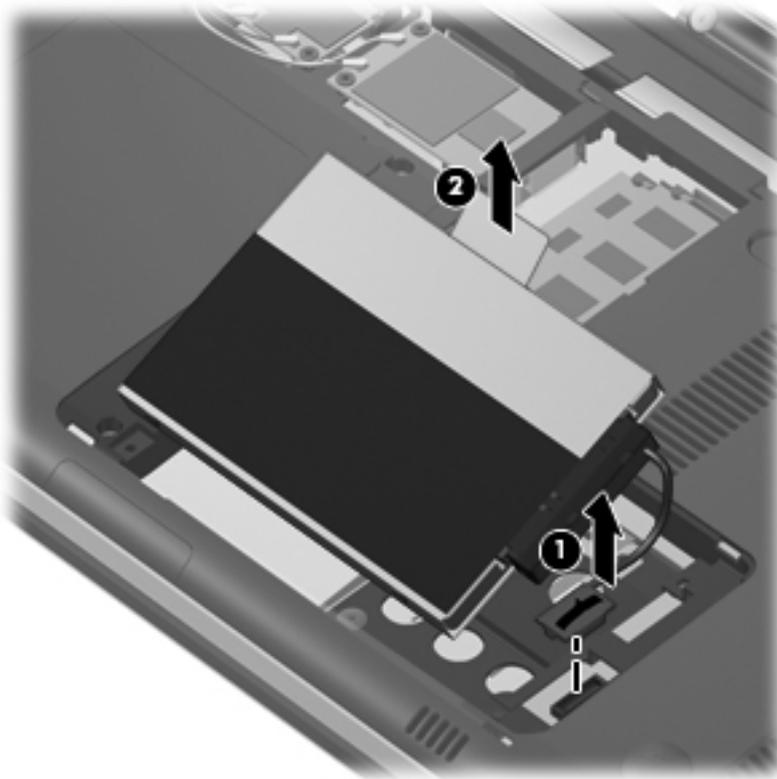


8. Loosen the hard drive cover screws (1).

9. Lift the hard drive cover up at an angle and remove it from the computer (2).

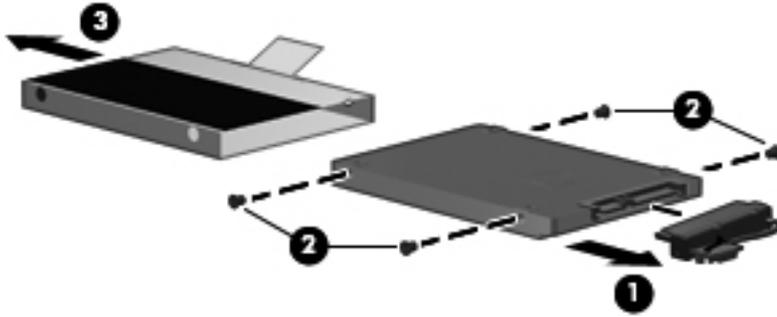


10. Disconnect the hard drive cable from the system board (1).
11. Lift the hard drive out of the hard drive bay (2).



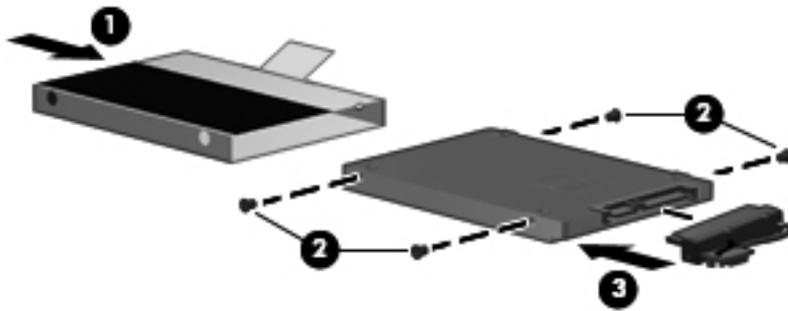
12. Disconnect the hard drive cable from the hard drive (1).
13. Remove the screws (2) that secure the protective cover to the hard drive.

14. Slide the protective cover (3) off the hard drive.



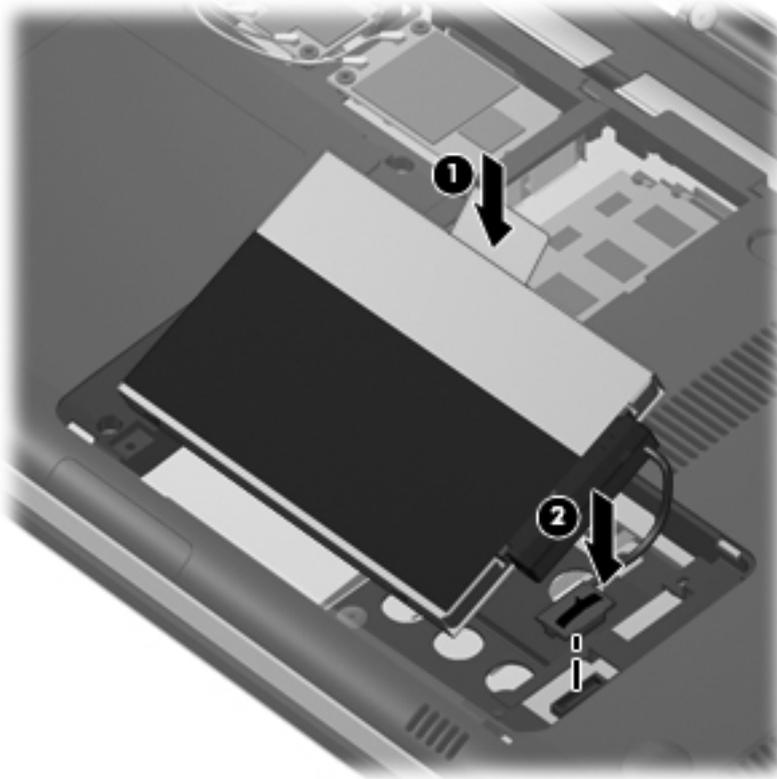
To install a hard drive:

1. Slide the protective cover (1) on to the hard drive.
2. Replace the screws (2) that secure the protective cover to the hard drive.
3. Connect the hard drive cable to the hard drive (3).

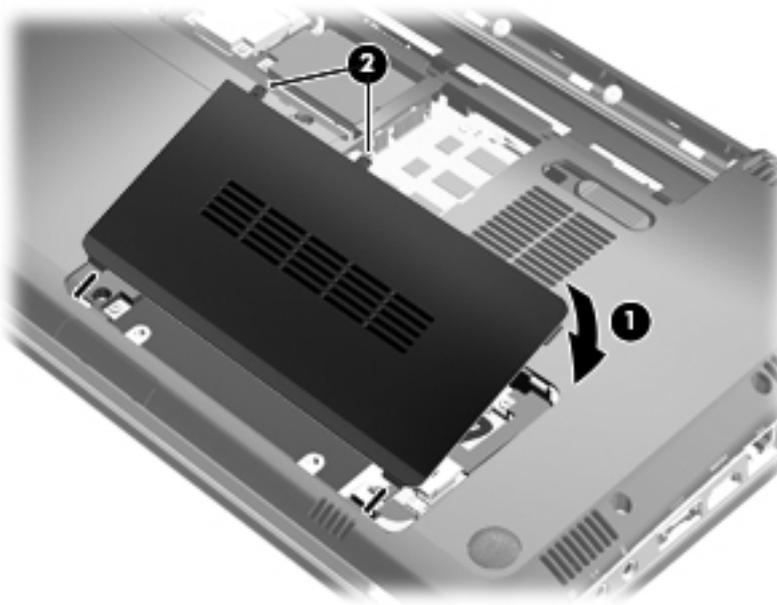


4. Insert the hard drive into the hard drive bay at a 45-degree angle (1).

5. Connect the hard drive cable to the hard drive connector on the system board (2).

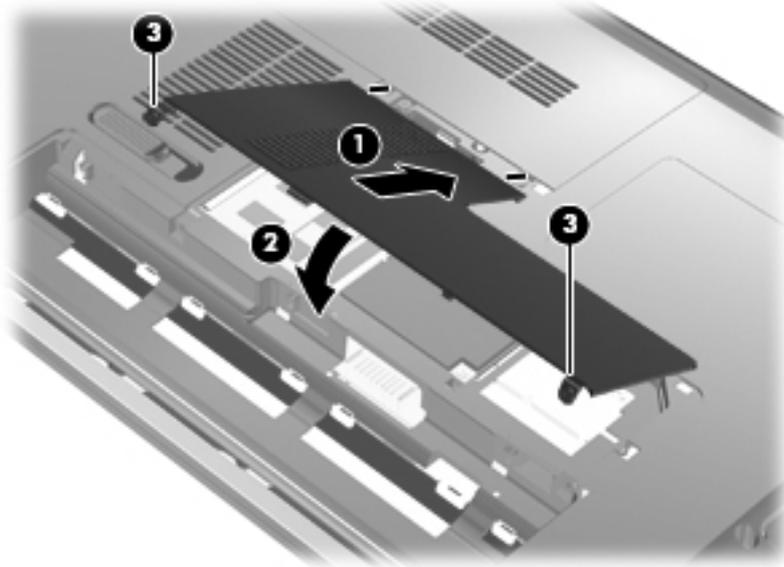


6. Align the tabs on the hard drive cover with the notches on the computer.
7. Close the cover (1).
8. Tighten the hard drive cover screws (2).



9. Align the tabs (1) on the memory/wireless module compartment cover with the notches on the computer.

10. Close the cover (2).
11. Tighten the memory/wireless module compartment cover screws (3).



12. Replace the battery.
13. Turn the computer right-side up, and then reconnect external power and external devices.
14. Turn on the computer.

7 External devices

Using a USB device

A USB port connects an optional external device, such as a USB keyboard, mouse, drive, printer, scanner, or hub, to the computer or to an optional expansion product.

Some USB devices may require additional support software, which is usually included with the device. For more information about device-specific software, refer to the manufacturer's instructions.

The computer has 3 USB ports (2 USB ports and 1 combo eSATA/USB port), which support USB 1.0, USB 1.1, and USB 2.0 devices. To add more USB ports, connect an optional hub or expansion product.

Connecting a USB device

-
- △ **CAUTION:** To prevent damage to a USB connector, use minimal force to connect a USB device.
 - ▲ To connect a USB device to the computer, connect the USB cable for the device to the USB port.



You will hear a sound when the device has been detected.

-
- 📄 **NOTE:** The first time you connect a USB device, the “Installing device driver software” message is displayed in the notification area, at the far right of the taskbar.
-

Removing a USB device

-
- △ **CAUTION:** To prevent loss of information or an unresponsive system, use the following procedure to safely remove the USB device.
 - CAUTION:** To prevent damage to a USB connector, do not pull on the cable to remove the USB device.
-

To remove a USB device:

1. Click the **Safely Remove Hardware and Eject Media** icon in the notification area, at the far right of the taskbar.

 **NOTE:** To display the Safely Remove Hardware and Eject Media icon, click the **Show hidden icons** icon (the arrow at the left of the notification area).

2. Click the name of the device in the list.

 **NOTE:** You are prompted that it is safe to remove the hardware device.

3. Remove the device.

Using an eSATA device

An eSATA port connects an optional high-performance eSATA component, such as an eSATA external hard drive.

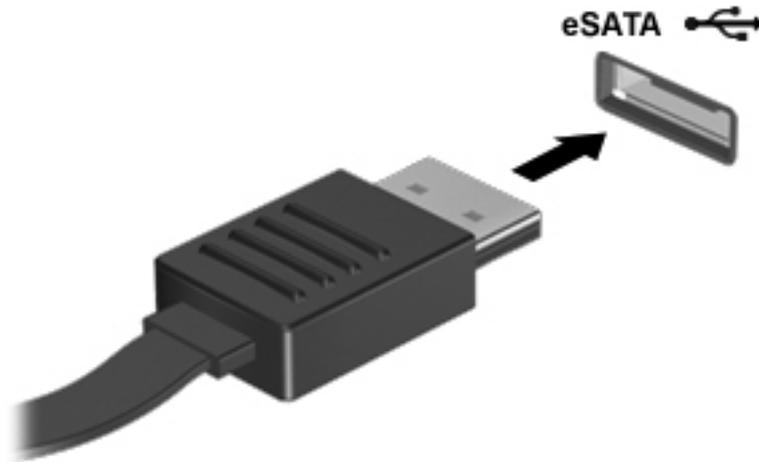
Some eSATA devices may require additional support software, which is usually included with the device. For more information about device-specific software, refer to the manufacturer's instructions.

 **NOTE:** The eSATA port also supports an optional USB device.

Connecting an eSATA device

 **CAUTION:** To prevent damage to an eSATA port connector, use minimal force to connect an eSATA device.

- ▲ To connect an eSATA device to the computer, connect the eSATA cable for the device to the eSATA port.



You will hear a sound when the device has been detected.

Removing an eSATA device

 **CAUTION:** To prevent loss of information or an unresponsive system, use the following procedure to safely remove the device.

CAUTION: To prevent damage to an eSATA connector, do not pull on the cable to remove the eSATA device.

1. Click the **Safely Remove Hardware and Eject Media** icon in the notification area, at the far right of the taskbar.

 **NOTE:** To display the Safely Remove Hardware and Eject Media icon, click the **Show hidden icons** icon (the arrow at the left of the notification area).

2. Click the name of the device in the list.

 **NOTE:** You are prompted that it is safe to remove the hardware device.

3. Remove the device.

8 External media cards

Using Digital Media Slot cards

Optional digital cards provide secure data storage and convenient data sharing. These cards are often used with digital media–equipped cameras and PDAs, as well as with other computers.

The Digital Media Slot supports the following digital card formats:

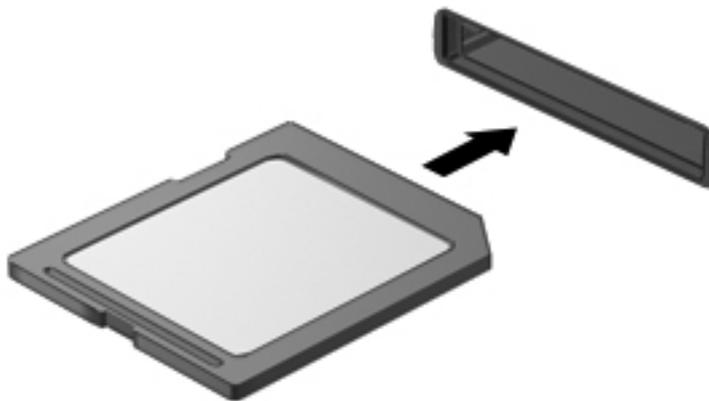
- Memory Stick (MS)
- Memory Stick Pro (MSP)
- MultiMediaCard (MMC)
- Secure Digital (SD) Memory Card
- Secure Digital High Capacity (SDHC) Memory Card (standard and large size)
- xD-Picture Card (XD)

Inserting a digital card

△ **CAUTION:** To avoid damaging the digital card or the computer, do not insert any type of adapter into the Digital Media Slot.

CAUTION: To prevent damage to the digital card connectors, use minimal force to insert a digital card.

1. Hold the digital card label-side up, with the connectors facing the computer.
2. Insert the card into the Digital Media Slot, and then push in on the card until it is firmly seated.



You will hear a sound when the device has been detected, and a menu of options may be displayed.

Removing a digital card

△ **CAUTION:** To prevent loss of data or an unresponsive system, use the following procedure to safely remove the digital card.

1. Save your information and close all programs associated with the digital card.

📝 **NOTE:** To stop a data transfer, click **Cancel** in the operating system Copying window.

2. To remove a digital card:

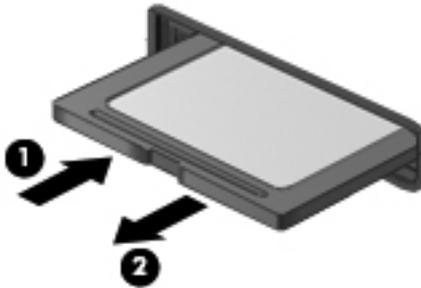
- a. Click the **Safely Remove Hardware and Eject Media** icon in the notification area, at the far right of the taskbar.

📝 **NOTE:** To display the Safely Remove Hardware and Eject Media icon, click the **Show hidden icons** icon (the arrow at the left side of the notification area).

- b. Click the name of the digital card in the list.

📝 **NOTE:** You are prompted that it is safe to remove the hardware device.

3. Press in on the digital card (**1**), and then remove the card from the slot (**2**).



9 Memory modules

Adding or replacing memory modules

The computer has one memory module compartment, which is located on the bottom of the computer. The memory capacity of the computer can be upgraded by adding a memory module to the vacant expansion memory module slot or by upgrading the existing memory module in the primary memory module slot.

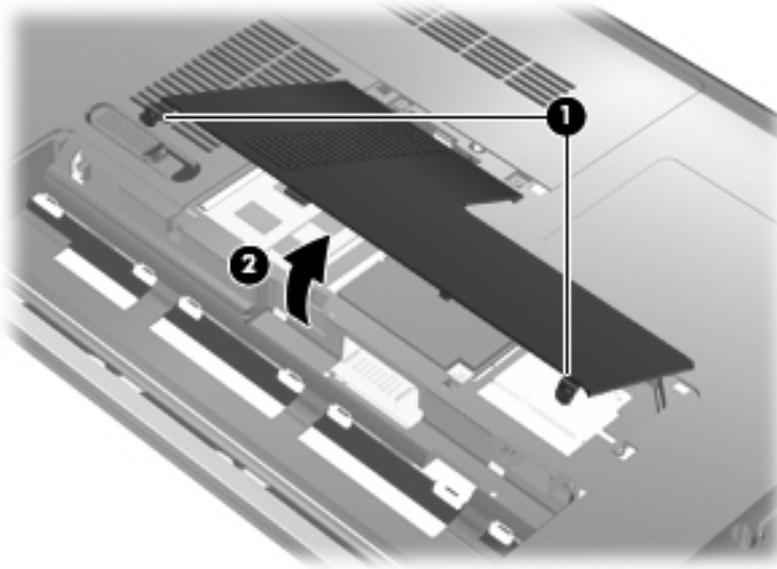
-
- ⚠ **WARNING!** To reduce the risk of electric shock and damage to the equipment, unplug the power cord and remove all batteries before installing a memory module.
 - ⚠ **CAUTION:** Electrostatic discharge (ESD) can damage electronic components. Before beginning any procedure, ensure that you are discharged of static electricity by touching a grounded metal object.
 - 📝 **NOTE:** To use a dual-channel configuration when adding a second memory module, be sure that both memory modules are the same size.
-

Adding or replacing a memory module in the expansion memory module slot

The expansion memory module slot is stacked above the primary memory module slot. To add or replace a memory module in the expansion memory module slot, follow these steps:

1. Save your work.
2. Shut down the computer and close the display.
If you are not sure whether the computer is off or in Hibernation, turn the computer on by pressing the power button. Then, shut down the computer through the operating system.
3. Disconnect all external devices connected to the computer.
4. Unplug the power cord from the AC outlet.
5. Turn the computer upside down on a flat surface, and then remove the battery.
6. Loosen the memory/wireless module compartment cover screws **(1)**.

7. Lift the memory/wireless module compartment cover (2) away from the computer.



8. Remove the memory module from the expansion memory slot:

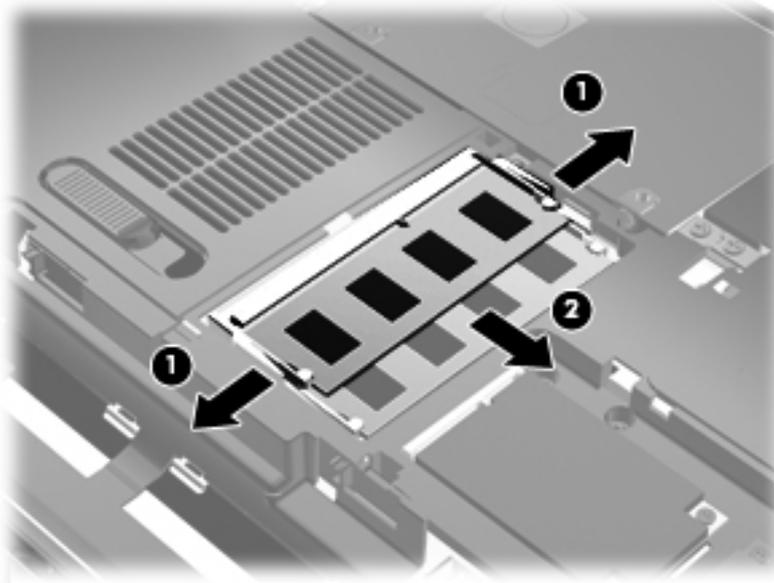
- a. Pull away the retention clips (1) on each side of the memory module.

The memory module tilts up.

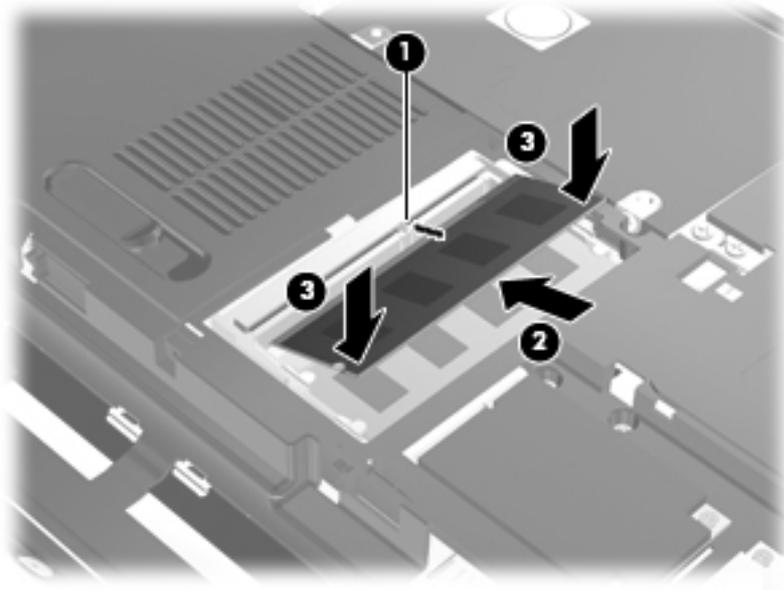
△ **CAUTION:** To prevent damage to the memory module, hold the memory module by the edges only. Do not touch the components on the memory module.

- b. Grasp the edge of the memory module (2), and gently pull the module out of the memory module slot.

To protect a memory module after removal, place it in an electrostatic-safe container.

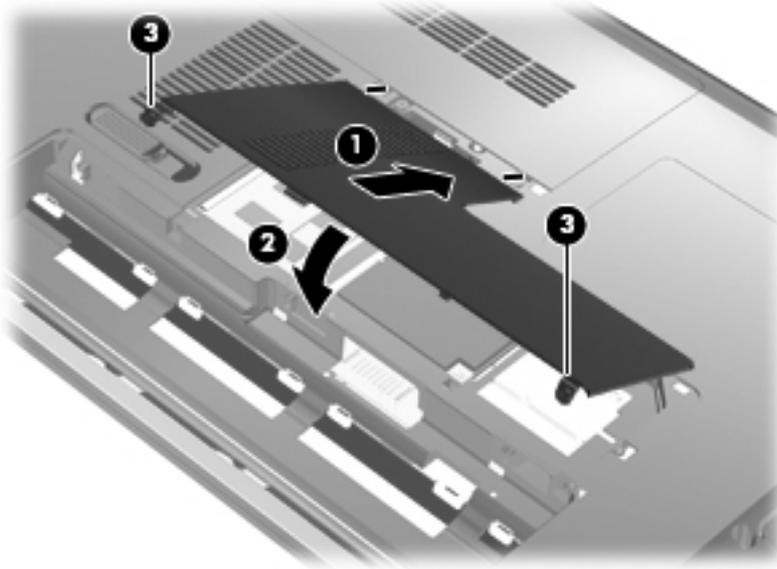


9. Insert a memory module in the expansion memory slot:
 - a. Align the notched edge (1) of the memory module with the tab in the memory module slot.
 - △ **CAUTION:** To prevent damage to the memory module, hold the memory module by the edges only. Do not touch the components on the memory module, and do not bend the memory module.
 - b. With the memory module at a 45-degree angle from the surface of the memory module compartment, press the module (2) into the memory module slot until it is seated.
 - c. Gently press the memory module (3) down, applying pressure to both the left and right edges of the memory module, until the retention clips snap into place.



10. Align the tabs (1) on the memory/wireless module compartment cover with the notches on the computer.
11. Close the cover (2).

12. Tighten the memory/wireless module compartment cover screws (3).



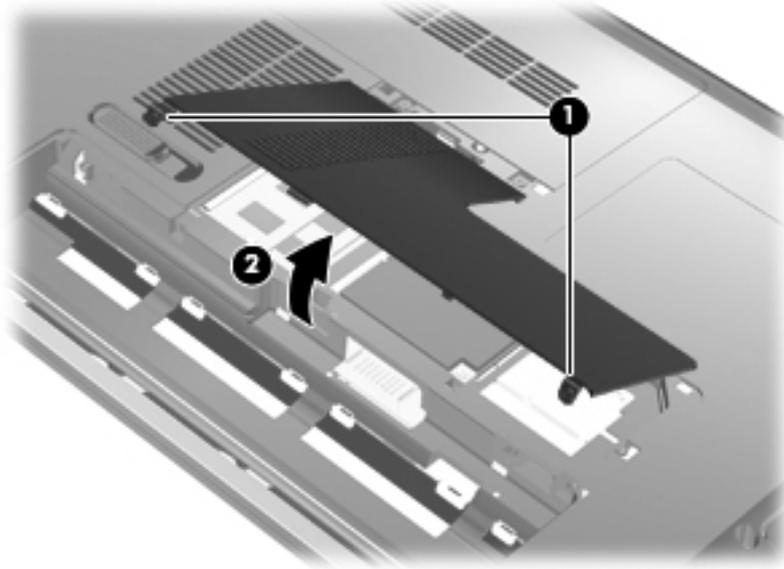
13. Replace the battery.
14. Turn the computer right-side up, and then reconnect external power and external devices.
15. Turn on the computer.

Upgrading a memory module in the primary memory module slot

The primary memory module slot is stacked below the expansionary memory module slot. To upgrade a memory module in the primary memory module slot, follow these steps:

1. Save your work.
2. Shut down the computer.
If you are not sure whether the computer is off or in Hibernation, turn the computer on by pressing the power button. Then, shut down the computer through the operating system.
3. Disconnect all external devices connected to the computer.
4. Unplug the power cord from the AC outlet.
5. Turn the computer upside down on a flat surface, and then remove the battery.
6. Loosen the memory/wireless module compartment cover screws (1).

7. Lift the memory/wireless module compartment cover (2) away from the computer.



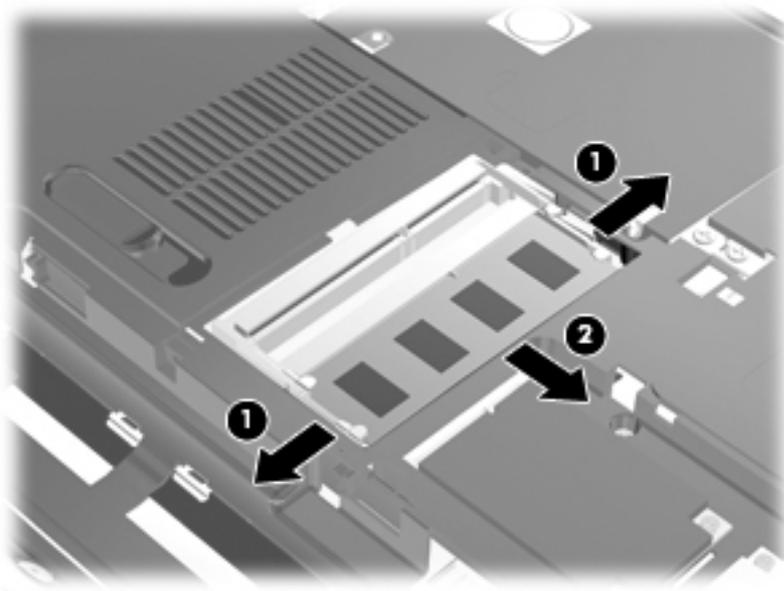
 **NOTE:** If a memory module is installed in the expansion memory module slot, first remove the expansion memory module.

8. Remove the memory module from the primary memory slot:
 - a. Pull away the retention clips (1) on each side of the memory module.
The memory module tilts up.

 **CAUTION:** To prevent damage to the memory module, hold the memory module by the edges only. Do not touch the components on the memory module.

- b. Grasp the edge of the memory module (2), and gently pull the module out of the memory module slot.

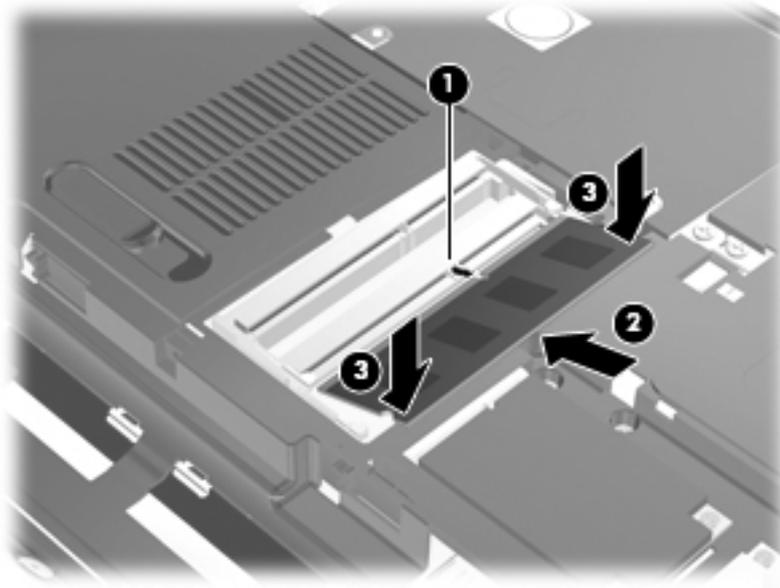
To protect a memory module after removal, place it in an electrostatic-safe container.



9. Insert a memory module in the primary memory module slot:
 - a. Align the notched edge (1) of the memory module with the tab in the memory module slot.

△ **CAUTION:** To prevent damage to the memory module, hold the memory module by the edges only. Do not touch the components on the memory module, and do not bend the memory module.

 - b. With the memory module at a 45-degree angle from the surface of the memory module compartment, press the module (2) into the memory module slot until it is seated.
 - c. Gently press the memory module (3) down, applying pressure to both the left and right edges of the memory module, until the retention clips snap into place.

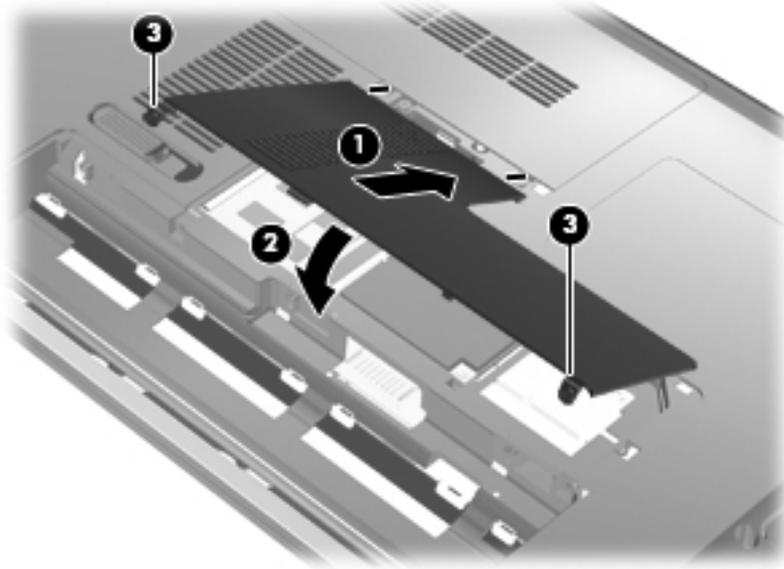


10. Align the tabs (1) on the memory/wireless module compartment cover with the notches on the computer.

📝 **NOTE:** If you removed a memory module from the expansion memory slot before removing the primary memory module, replace the memory module in the expansion memory module slot.

11. Close the cover (2).

12. Tighten the memory/wireless module compartment cover screws (3).



13. Replace the battery.
14. Turn the computer right-side up, and then reconnect external power and external devices.
15. Turn on the computer.

10 Security

Protecting the computer

Standard security features provided by the Windows operating system and the non-Windows Setup Utility can protect your personal settings and data from a variety of risks.

Follow the procedures in this guide to use these features:

- Passwords
- Antivirus software
- Firewall software
- Critical security updates
- Optional security cable
- Fingerprint reader

 **NOTE:** Security solutions are designed to act as deterrents, but they may not deter software attacks or prevent the computer from being mishandled or stolen.

NOTE: Before you send your computer for service, remove all password and fingerprint settings.

Computer risk	Security feature
Unauthorized use of the computer	Power-on password
Computer viruses	Norton Internet Security software
Unauthorized access to data	<ul style="list-style-type: none">• Firewall software• Windows updates
Unauthorized access to Setup Utility, BIOS settings, and other system identification information	Administrator password
Ongoing or future threats to the computer	Critical security updates from Microsoft
Unauthorized access to a Windows user account	User password
Unauthorized removal of the computer	Security cable slot (used with an optional security cable)

Using passwords

A password is a group of characters that you choose to secure your computer information. Several types of passwords can be set, depending on how you want to control access to your information. Passwords can be set in Windows or in the non-Windows Setup Utility preinstalled on the computer.

 **CAUTION:** To prevent being locked out of the computer, record each password you set. Because most passwords are not displayed as they are set, changed, or deleted, it is essential to record each password immediately and store it in a secure place.

You can use the same password for a Setup Utility feature and for a Windows security feature. You can also use the same password for more than one Setup Utility feature.

Use the following guidelines when setting a password in Setup Utility:

- A password can be any combination of up to 8 letters and numbers and is case sensitive.
- A password set in Setup Utility must be entered at a Setup Utility prompt. A password set in Windows must be entered at a Windows prompt.

Use the following tips for creating and saving passwords:

- When creating passwords, follow requirements set by the program.
- Write down your passwords and store them in a secure place away from the computer.
- Do not store passwords in a file on the computer.
- Do not use your name or other personal information that could be easily discovered by an outsider.

The following sections list Windows and Setup Utility passwords and describe their functions. For additional information about Windows passwords, such as screen-saver passwords, select **Start > Help and Support**.

Setting passwords in Windows

Password	Function
Administrator password	Protects administrator-level access to computer contents. NOTE: This password cannot be used to access Setup Utility contents.
User password	Protects access to a Windows user account. It also protects access to the computer contents and must be entered when you exit Sleep or Hibernation.
QuickLock	Protects the computer by requiring a password to be entered in the Windows Log On dialog box before you access the computer. After you set a user or administrator password, follow these steps: <ul style="list-style-type: none">• Initiate QuickLock by pressing Windows logo key+L.• Exit QuickLock by entering your Windows user or administrator password.

Setting passwords in Setup Utility

Password	Function
Administrator password*	<ul style="list-style-type: none">• Protects access to Setup Utility.• After this password is set, it must be entered each time you access Setup Utility. CAUTION: If you forget your administrator password, you cannot access Setup Utility.

Password	Function
Power-on password*	<ul style="list-style-type: none"> Protects access to the computer contents. After this password is set, it must be entered each time you turn on or restart the computer, or exit Hibernation. <p>CAUTION: If you forget your power-on password, you cannot turn on or restart the computer, or exit Hibernation.</p> <p>NOTE: The administrator password can be used in place of the power-on password.</p>

*For details about each of these passwords, refer to the following topics.

Administrator password

Your administrator password protects the configuration settings and system identification information in Setup Utility. After this password is set, you must enter it each time you access Setup Utility.

Your administrator password is not interchangeable with an administrator password set in Windows, nor is it displayed as it is set, entered, changed, or deleted. Be sure that you record your password and store it in a safe place.

If you enter the administrator password at the first password check before the “Press the ESC key for Startup Menu” message is displayed, you do not have to enter it again to access Setup Utility.

If you enter the power-on password at the first password check before the “Press the ESC key for Startup Menu” message is displayed, you must enter the administrator password to access Setup Utility.

Managing an administrator password

To set, change, or delete this password, follow these steps:

1. Open Setup Utility by turning on or restarting the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **f10**.

– or –

Open Setup Utility by turning on or restarting the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **esc**. When the Startup Menu is displayed, press **f10**.

2. Use the arrow keys to select **Security > Set Administrator Password**, and then press **enter**.
 - To set an administrator password, type your password in the **Enter New Password** and **Confirm New Password** fields, and then press **enter**.
 - To change an administrator password, type your current password in the **Enter Current Password** field, type a new password in the **Enter New Password** and **Confirm New Password** fields, and then press **enter**.
 - To delete an administrator password, type your current password in the **Enter Password** field, and then press **enter** 4 times.
3. To save your changes and exit Setup Utility, use the arrow keys to select **Exit > Exit Saving Changes**.

Your changes go into effect when the computer restarts.

Entering an administrator password

At the **Enter Password** prompt, type your administrator password, and then press **enter**. After 3 unsuccessful attempts to enter the administrator password, you must restart the computer and try again.

Power-on password

Your power-on password prevents unauthorized use of the computer. After this password is set, it must be entered each time you turn on or restart the computer, or exit Hibernation. A power-on password is not displayed as it is set, entered, changed, or deleted.

Managing a power-on password

To set, change, or delete this password, follow these steps:

1. Open Setup Utility by turning on or restarting the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **f10**.

– or –

Open Setup Utility by turning on or restarting the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **esc**. When the Startup Menu is displayed, press **f10**.

2. Use the arrow keys to select **Security > Set Power-On Password**, and then press **enter**.
 - To set a power-on password, type your password in the **Enter New Password** and **Confirm New Password** fields, and then press **enter**.
 - To change a power-on password, type your current password in the **Enter Current Password** field, type a new password in the **Enter New Password** and **Confirm New Password** fields, and then press **enter**.
 - To delete a power-on password, type your current password in the **Enter Current Password** field, and then press **enter** 4 times.
3. To save your changes and exit Setup Utility, use the arrow keys to select **Exit > Exit Saving Changes**.

Your changes go into effect when the computer restarts.

Entering a power-on password

At the **Enter Password** prompt, type your password, and then press **enter**. After 3 unsuccessful attempts to enter the password, you must restart the computer and try again.

Using antivirus software

When you use the computer to access e-mail, a network, or the Internet, you expose it to computer viruses. Computer viruses can disable the operating system, programs, or utilities, or cause them to function abnormally.

Antivirus software can detect most viruses, destroy them, and in most cases, repair any damage they have caused. To provide ongoing protection against newly discovered viruses, antivirus software must be kept up to date.

Norton Internet Security, an antivirus program, is preinstalled on the computer. The software includes 60 days of free updates. It is strongly recommended that you protect the computer against new viruses beyond 60 days by purchasing extended update service. Instructions for using and updating

Norton Internet Security software and for purchasing extended update service are provided within the program. To view and access Norton Internet Security, select **Start > All Programs > Norton Internet Security**.

For more information about computer viruses, type `viruses` in the Search box in Help and Support.

Using firewall software

When you use the computer for e-mail, network, or Internet access, unauthorized persons may be able to gain access to the computer, your personal files, and information about you. Use the firewall software preinstalled on the computer to protect your privacy.

Firewall features include logging and reporting of network activity, and automatic monitoring of all incoming and outgoing traffic. Refer to the firewall user guide or contact your firewall manufacturer for more information.

 **NOTE:** 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 resolve the problem, disable the firewall, perform the task that you want to perform, and then reenable the firewall. To permanently resolve the problem, reconfigure the firewall.

Installing critical security updates

 **CAUTION:** Microsoft sends alerts regarding critical updates. To protect the computer from security breaches and computer viruses, install all critical updates from Microsoft as soon as you receive an alert.

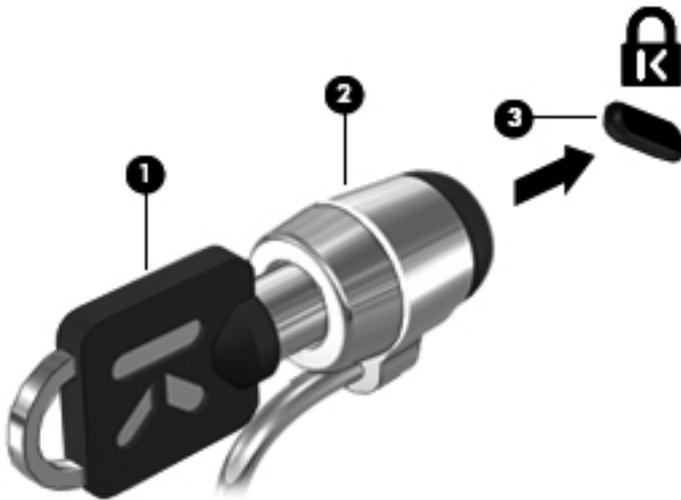
Updates to the operating system and other software may have become available after the computer was shipped. To be sure that all available updates are installed on the computer, observe these guidelines:

- Run Windows Update as soon as possible after you set up your computer. Use the update link at **Start > All Programs > Windows Update**.
- Run Windows Update monthly thereafter.
- Obtain updates to Windows and other Microsoft programs, as they are released, from the Microsoft Web site and through the updates link in Help and Support.

Installing an optional security cable

 **NOTE:** A security cable is designed to act as a deterrent, but it may not prevent the computer from being mishandled or stolen.

1. Loop the security cable around a secured object.
2. Insert the key **(1)** into the cable lock **(2)**.
3. Insert the cable lock into the security cable slot on the computer **(3)**, and then lock the cable lock with the key.



Using the fingerprint reader



Locating the fingerprint reader

The fingerprint reader is a small metallic sensor that is located in one of the following areas of your computer:

- Near the bottom of the TouchPad
- On the right side of the keyboard
- On the upper-right side of the display
- On the left side of the display

Depending on your computer model, the fingerprint reader may be oriented horizontally or vertically. Both orientations require that you swipe your finger perpendicular to the metallic sensor.



Registering fingerprints

A fingerprint reader allows you to log on to Windows using a fingerprint that you have registered using DigitalPersona Personal software, instead of using a Windows password.

To register one or more fingerprints, follow these steps:

1. In Windows, click the **DigitalPersona Personal** icon in the notification area, at the far right of the taskbar.

2. Read the welcome text, and then click **Next**.

The “Verify Your Identity” page opens.

3. Type your Windows password, if one has been established, and then click **Next**.

 **NOTE:** If you do not have a Windows password, the “Protect Your Windows Account” page opens. You can create a Windows password at this time, or you can skip this step by clicking **Next**. However, setting a Windows password optimizes the security of your computer.

The “Fingerprint Registration Training” page opens.

4. View the demonstration, and then click **Next**.

The “Register a Fingerprint” page opens.

5. Click the finger on the screen that corresponds to the finger you want to register.

The next page opens, outlining that finger in green.

6. Slowly swipe your chosen finger over the fingerprint sensor.

 **NOTE:** If the swipe is not completed correctly, a message explains why the swipe was unsuccessful.

NOTE: For best results, swipe the same finger in the same direction each time you use the fingerprint reader.

7. Continue swiping the same finger over the fingerprint sensor until you have completed 4 successful swipes.

When the fingerprint is registered successfully, the “Register a Fingerprint” page opens again, allowing you to register more fingerprints. Repeat steps 5 through 7 to register additional fingerprints.

8. When you are finished registering fingerprints, click **Next**.

If you register only one fingerprint, a message recommends that you register additional fingerprints. Click **Yes** to register more fingerprints, and then repeat steps 1 through 8 for each fingerprint registered.

– or –

Click **No** if you do not want to register additional fingerprints. The “Registration Complete” page opens.

9. Click **Finish**.

 **NOTE:** Each user who wants fingerprint access to the computer must repeat steps 1 through 9.

Using your registered fingerprint to log on to Windows

To log on to Windows using your fingerprint, follow these steps:

1. Immediately after you have registered your fingerprints, restart Windows.
2. Swipe any of your registered fingers to log on to Windows.

11 HP QuickWeb

QuickWeb is an optional, instant-on environment that is separate from your Windows operating system. QuickWeb allows you to rapidly access a Web browser, and other communication and multimedia programs, without the need to start Windows. QuickWeb is ready to go within seconds of pressing the power button. Refer to the *Notebook Essentials* guide for additional information on QuickWeb.

Disabling and enabling QuickWeb

To disable or reenable QuickWeb from within the Windows operating system:

1. Select **Start > All Programs > HP QuickWeb**. The **HP QuickWeb Installer** folder is displayed. Click **HP QuickWeb Configuration Tool**.
2. Select the **Enable QuickWeb** check box.
3. Click **OK**.

 **NOTE:** The HP QuickWeb Configuration Tool can also be accessed by selecting **Start > Control Panel**, and then clicking the **View by** arrow. Select **Large icons** or **Small icons** to locate the HP QuickWeb Configuration Tool.

12 Setup Utility

Starting Setup Utility

Setup Utility is a ROM-based information and customization utility that can be used even when your Windows operating system is not working.

 **NOTE:** The fingerprint reader cannot be used to access Setup Utility.

The utility reports information about the computer and provides settings for startup, security, and other preferences.

To start Setup Utility:

▲ Open Setup Utility by turning on or restarting the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **f10**.

– or –

1. Open Setup Utility by turning on or restarting the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **esc**.
2. When the Startup Menu is displayed, press **f10**.

Using Setup Utility

Changing the language of Setup Utility

The following procedure explains how to change the language of Setup Utility. If Setup Utility is not already running, begin at step 1. If Setup Utility is already running, begin at step 2.

1. Open Setup Utility by turning on or restarting the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **f10**.

– or –

Open Setup Utility by turning on or restarting the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **esc**. When the Startup Menu is displayed, press **f10**.

2. Use the arrow keys to select **System Configuration > Language**, and then press **enter**.
3. Use the arrow keys to select a language, and then press **enter**.
4. When a confirmation prompt with your language selected is displayed, press **enter**.
5. To save your change and exit Setup Utility, use the arrow keys to select **Exit > Exit Saving Changes**, and then press **enter**.

Your change goes into effect immediately.

Navigating and selecting in Setup Utility

Because Setup Utility is not Windows based, it does not support the TouchPad. Navigation and selection are by keystroke.

- To choose a menu or a menu item, use the arrow keys.
- To choose an item in a list or to toggle a field, for example an Enable/Disable field, use either the arrow keys or **f5** or **f6**.
- To select an item, press **enter**.
- To close a text box or return to the menu display, press **esc**.
- To display additional navigation and selection information while Setup Utility is open, press **f1**.

Displaying system information

The following procedure explains how to display system information in Setup Utility. If Setup Utility is not open, begin at step 1. If Setup Utility is open, begin at step 2.

1. Open Setup Utility by turning on or restarting the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **f10**.
– or –
Open Setup Utility by turning on or restarting the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **esc**. When the Startup Menu is displayed, press **f10**.
2. Select the **Main** menu. System information such as the system time and date, and identification information about the computer is displayed.
3. To exit Setup Utility without changing any settings, use the arrow keys to select **Exit > Exit Discarding Changes**, and then press **enter**.

Restoring default settings in Setup Utility

The following procedure explains how to restore the Setup Utility default settings. If Setup Utility is not already running, begin at step 1. If Setup Utility is already running, begin at step 2.

1. Open Setup Utility by turning on or restarting the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **f10**.
– or –
Open Setup Utility by turning on or restarting the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **esc**. When the Startup Menu is displayed, press **f10**.
2. Use the arrow keys to select **Exit > Load Setup Defaults**, and then press **enter**.
3. When the Setup Confirmation is displayed, press **enter**.
4. To save your change and exit Setup Utility, use the arrow keys to select **Exit > Exit Saving Changes**, and then press **enter**.

The Setup Utility default settings go into effect when the computer restarts.

 **NOTE:** Your password, security, and language settings are not changed when you restore the factory default settings.

Exiting Setup Utility

You can exit Setup Utility with or without saving changes.

- To exit Setup Utility and save your changes from the current session:

If the Setup Utility menus are not visible, press **esc** to return to the menu display. Then, use the arrow keys to select **Exit > Exit Saving Changes**, and then press **enter**.

- To exit Setup Utility without saving your changes from the current session:

If the Setup Utility menus are not visible, press **esc** to return to the menu display. Then, use the arrow keys to select **Exit > Exit Discarding Changes**, and then press **enter**.

After either choice, the computer restarts in Windows.

Setup Utility menus

The menu tables in this section provide an overview of Setup Utility options.

 **NOTE:** Some of the Setup Utility menu items listed in this chapter may not be supported by your computer.

Main menu

Select	To do this
System information	<ul style="list-style-type: none">• View and change the system time and date.• View identification information about the computer.• View specification information about the processor, memory size, system BIOS, and keyboard controller version (select models only).

Security menu

Select	To do this
Administrator password	Enter, change, or delete an administrator password.
Power-On Password	Enter, change, or delete a power-on password.

System Configuration menu

Select	To do this
Language Support	Change the Setup Utility language.
Button Sound (select models only)	Enable/disable the capacitive button tapping sound.
Virtualization Technology (select models only)	Enable/disable the processor Virtualization Technology.
Processor C6 State (select models only)	Enable/disable the processor C6 sleep state.
LAN Power Saving (select models only)	Enable/disable LAN Power Saving. When enabled, saves power when the computer is in DC mode.

Select	To do this
Card Reader/1394 Power Saving (select models only)	Enable/disable Card Reader/1394 Power Saving.
Fan Always On	Enable/disable Fan Always On. When enabled, the computer fan will always be on.
Boot Options	<p>Set the following boot options:</p> <ul style="list-style-type: none"> • f10 and f12 Delay (seconds)—Set the delay for the f10 and f12 functions of Setup Utility in intervals of 5 seconds each (0, 5, 10, 15, 20). • CD-ROM boot—Enable/disable boot from CD-ROM. • Floppy boot—Enable/disable boot from diskette. • Internal Network Adapter boot—Enable/disable boot from Internal Network Adapter. • Boot Order—Set the boot order for: <ul style="list-style-type: none"> ◦ Hard drive ◦ Internal CD/DVD ROM drive ◦ USB Diskette on Key/USB hard disk ◦ USB CD/DVD ROM drive ◦ USB floppy ◦ Network adapter

Diagnostics menu

Select	To do this
Hard Disk Self Test	<p>Run a comprehensive self test on the hard drive.</p> <p>NOTE: On models with two hard drives, this menu option is called Primary Hard Disk Self Test.</p>
Secondary Hard Disk Self Test (select models only)	Run a comprehensive self test on a secondary hard drive.
Memory Test	Run a diagnostic test on the system memory.

13 Software updates

Updated versions of the software provided with your computer may be available on the HP Web site.

Most software and BIOS updates on the HP Web site are packaged in compressed files called *SoftPags*.

Some download packages contain a file named *Readme.txt*, which contains information regarding installing and troubleshooting the file.

To update the software, follow these steps, which are explained in the remainder of this guide:

1. Identify your computer model, product category, and series or family. Prepare for a system BIOS update by identifying the BIOS version currently installed on the computer.

If your computer is connected to a network, consult the network administrator before installing any software updates, especially system BIOS updates.

 **NOTE:** The computer system BIOS is stored on the system ROM. The BIOS initializes the operating system, determines how the computer will interact with the hardware devices, and provides for data transfer among hardware devices, including the time and date.

NOTE: Windows includes the User Account Control feature to improve the security of your computer. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings. Refer to Help and Support for more information.

2. Access the updates on the HP Web site at <http://www.hp.com>.
3. Install the updates.

Updating the BIOS

To update the BIOS, first determine what BIOS version you currently have, and then download and install the new BIOS.

Determining the BIOS version

To determine whether available BIOS updates contain later BIOS versions than those currently installed on the computer, you need to know the version of the system BIOS currently installed.

BIOS version information (also known as *ROM date* and *System BIOS*) can be displayed by pressing **fn+esc** (if you are already in Windows) or by opening Setup Utility.

To use Setup Utility for displaying BIOS information:

1. Open Setup Utility by turning on or restarting the computer. While the “Press the ESC key for Startup Menu” message is displayed in the lower-left corner of the screen, press **f10**.
2. If Setup Utility does not open with the system information displayed, use the arrow keys to select the **Main** menu.

When the Main menu is selected, BIOS and other system information is displayed.

3. To exit Setup Utility, use the arrow keys to select **Exit > Exit Discarding Changes**, and then press **enter**.

Downloading a BIOS update

- △ **CAUTION:** To prevent damage to the computer or an unsuccessful installation, download and install a BIOS update only when the computer is connected to reliable external power using the AC adapter. Do not download or install a BIOS update while the computer is running on battery power, docked in an optional docking device, or connected to an optional power source. During the download and installation, follow these instructions:

Do not disconnect power from the computer by unplugging the power cord from the AC outlet.

Do not shut down the computer or initiate Sleep or Hibernation.

Do not insert, remove, connect, or disconnect any device, cable, or cord.

To download a BIOS update:

1. Access the page on the HP Web site that provides software for your computer:
Select **Start > Help and Support**, and then click the link for software, driver, and BIOS updates.
2. Follow the on-screen instructions to identify your computer and access the BIOS update you want to download.
3. At the download area, follow these steps:
 - a. Identify the BIOS update that is later than the BIOS version currently installed on your computer. Make a note of the date, name, or other identifier. You may need this information to locate the update later, after it has been downloaded to your hard drive.
 - b. Follow the on-screen instructions to download your selection to the hard drive.
Make a note of the path to the location on your hard drive where the BIOS update will be downloaded. You will need to access this path when you are ready to install the update.

 **NOTE:** If you connect your computer to a network, consult the network administrator before installing any software updates, especially system BIOS updates.

BIOS installation procedures vary. Follow any instructions that are displayed on the screen after the download is complete. If no instructions are displayed, follow these steps:

1. Open Windows Explorer by selecting **Start > Computer**.
2. Double-click your hard drive designation. The hard drive designation is typically Local Disk (C:).
3. Using the hard drive path you recorded earlier, open the folder on your hard drive that contains the update.
4. Double-click the file that has an .exe extension (for example, *filename.exe*).
The BIOS installation begins.
5. Complete the installation by following the on-screen instructions.
The system automatically shuts down after the BIOS has successfully updated.

 **NOTE:** After a message on the screen reports a successful installation, you can delete the downloaded file from your hard drive.

Updating programs and drivers

To download and install software other than a BIOS update, follow these steps:

To use the HP Web site:

1. Open your Web browser, go to <http://www.hp.com/support>, and select your country or region.
2. Click the option for software and driver downloads, type your computer model number in the Search box, and then press [enter](#).
3. Click your specific product from the models listed.
4. Select your operating system.
5. When the list of drivers is displayed, click an updated driver to open a window containing additional information.
6. Click **Install now** to install the updated driver.



NOTE: In some locations you may be able to download the driver and install it later. To do this, click **Download only** to save the file to your computer. When prompted, click **Save**, and then select a storage location on your hard drive. After the file is downloaded, navigate to the folder where the file was stored, and double-click the file to install.

7. If prompted to do so, restart your computer after the installation is complete, and then verify the operation of the device.

14 Backup and Recovery

Recovery after a system failure is as complete as your most current backup. HP recommends that you create recovery discs immediately after software setup. As you add new software and data files, you should continue to back up your system on a regular basis to maintain a reasonably current backup.

Tools provided by the operating system and HP Recovery Manager software are designed to help you with the following tasks for safeguarding your information and restoring it in case of a system failure:

- Creating a set of recovery discs (Recovery Manager software feature). Recovery discs are used to start up (boot) your computer and restore the operating system and software programs to factory settings in case of system failure or instability.
- Backing up your information regularly to protect your important system files.
- Creating system restore points (operating system feature). System restore points allow you to reverse undesirable changes to your computer by restoring the computer to an earlier state.
- Recovering a program or driver (Recovery Manager software feature). This feature helps you reinstall a program or driver without performing a full system recovery.
- Performing a full system recovery (Recovery Manager software feature). With Recovery Manager, you can recover your full factory image if you experience system failure or instability. Recovery Manager works from a dedicated recovery partition (select models only) on the hard drive or from recovery discs you create.

 **NOTE:** Computers with a solid-state drive (SSD) may not have a recovery partition. Recovery discs have been included for computers that do not have a partition. Use these discs to recover your operating system and software. To check for the presence of a recovery partition, select **Start**, right-click **Computer**, click **Manage**, and then click **Disk Management**. If the partition is present, an HP Recovery drive is listed in the window.

Creating recovery discs

HP recommends that you create recovery discs to be sure that you can restore your system to its original factory state if you experience serious system failure or instability. Create these discs after setting up the computer for the first time.

Handle these discs carefully and keep them in a safe place. The software allows the creation of only one set of recovery discs.

 **NOTE:** If your computer does not include an internal optical drive, you can use an optional external optical drive (purchased separately) to create recovery discs, or you can purchase recovery discs for your computer from the HP Web site.

Note the following guidelines before creating recovery discs:

- You will need high-quality DVD-R, DVD+R, BD-R (writable Blu-ray), or CD-R discs. All these discs are purchased separately. DVDs and BDs have a much higher capacity than CDs. If you use CDs, up to 20 discs may be required, whereas only a few DVDs or BDs are required.

 **NOTE:** Read-write discs, such as CD-RW, DVD±RW, double-layer DVD±RW, and BD-RE (rewritable Blu-ray) discs, are not compatible with the Recovery Manager software.

- The computer must be connected to AC power during this process.
- Only one set of recovery discs can be created per computer.
- Number each disc before inserting it into the optical drive.
- If necessary, you can exit the program before you have finished creating the recovery discs. The next time you open Recovery Manager, you will be prompted to continue the disc creation process.

To create a set of recovery discs:

1. Select **Start > All Programs > Recovery Manager > Recovery Disc Creation**.
2. Follow the on-screen instructions.

Backing up your information

As you add new software and data files, you should back up your system on a regular basis to maintain a reasonably current backup. Back up your system at the following times:

- At regularly scheduled times

 **NOTE:** Set reminders to back up your information periodically.

- Before the computer is repaired or restored
- Before you add or modify hardware or software

Note the following when backing up:

- Create system restore points using the Windows® System Restore feature, and periodically copy them to disc.
- Store personal files in the Documents library and back up this folder periodically.
- Back up templates stored in their associated programs.
- Save customized settings in a window, toolbar, or menu bar by taking a screen shot of your settings. The screen shot can be a time-saver if you have to reset your preferences.

To copy the screen and paste it into a word-processing document, follow these steps:

1. Display the screen.
 2. Copy the screen:
 - To copy only the active window, press **alt+prt sc**.
 - To copy the entire screen, press **prt sc**.
 3. Open a word-processing document, and then select **Edit > Paste**.
 4. Save the document.
- You can back up your information to an optional external hard drive, a network drive, or discs.

- When backing up to discs, use any of the following types of discs (purchased separately): CD-R, CD-RW, DVD+R, DVD-R, or DVD±RW. The discs you use will depend on the type of optical drive installed in your computer.
-
-  **NOTE:** DVDs store more information than CDs, so using them for backup reduces the number of recovery discs required.
-
- When backing up to discs, number each disc before inserting it into the optical drive of the computer.

Using Windows Backup and Restore

To create a backup using Windows Backup and Restore, follow these steps:

 **NOTE:** Be sure that the computer is connected to AC power before you start the backup process.

NOTE: The backup process may take over an hour, depending on file size and the speed of the computer.

1. Select **Start > All Programs > Maintenance > Backup and Restore**.
2. Follow the on-screen instructions to set up and create a backup.

 **NOTE:** Windows® includes the User Account Control feature to improve the security of your computer. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings. Refer to Help and Support for more information.

Using system restore points

When you back up your system, you are creating a system restore point. A system restore point allows you to save and name a snapshot of your hard drive at a specific point in time. You can then recover back to that point if you want to reverse subsequent changes made to your system.

 **NOTE:** Recovering to an earlier restore point does not affect data files saved or e-mails created since the last restore point.

You also can create additional restore points to provide increased protection for your system files and settings.

When to create restore points

- Before you add or extensively modify software or hardware
- Periodically, whenever the system is performing optimally

 **NOTE:** If you revert to a restore point and then change your mind, you can reverse the restoration.

Create a system restore point

1. Select **Start > Control Panel > System and Security > System**.
2. In the left pane, click **System protection**.
3. Click the **System Protection** tab.
4. Under **Protection Settings**, select the disk for which you want to create a restore point.
5. Click **Create**.
6. Follow the on-screen instructions.

Restore to a previous date and time

To revert to a restore point (created at a previous date and time), when the computer was functioning optimally, follow these steps:

1. Select **Start > Control Panel > System and Security > System**.
2. In the left pane, click **System protection**.
3. Click the **System Protection** tab.
4. Click **System Restore**.
5. Follow the on-screen instructions.

Performing a recovery

 **NOTE:** You can recover only files that you have previously backed up. HP recommends that you use HP Recovery Manager to create a set of recovery discs (entire drive backup) as soon as you set up your computer.

Recovery Manager software allows you to repair or restore the system if you experience system failure or instability. Recovery Manager works from recovery discs or from a dedicated recovery partition (select models only) on the hard drive. However, if your computer includes a solid-state drive (SSD), you may not have a recovery partition. If that is the case, recovery discs have been included with your computer. Use these discs to recover your operating system and software.

 **NOTE:** Windows has its own built-in repair features, such as System Restore. If you have not already tried these features, try them before using Recovery Manager.

NOTE: Recovery Manager recovers only software that was preinstalled at the factory. Software not provided with this computer must be downloaded from the manufacturer's Web site or reinstalled from the disc provided by the manufacturer.

Recovering from the recovery discs

To restore the system from the recovery discs:

1. Back up all personal files.
2. Insert the first recovery disc into the optical drive and restart the computer.
3. Follow the on-screen instructions.

Recovering from the dedicated recovery partition (select models only)

 **NOTE:** Computers with an SSD may not have a recovery partition. If the computer does not have a recovery partition, you will not be able to recover using this procedure. Recovery discs have been included for computers that do not have a partition. Use these discs to recover your operating system and software.

On some models, you can perform a recovery from the partition on the hard drive, accessed by pressing either the Start button or **F11**. This restores the computer to its factory condition.

To restore the system from the partition, follow these steps:

1. Access Recovery Manager in either of the following ways:
 - Select **Start > All Programs > Recovery Manager > Recovery Manager**.
 - or –
 - Turn on or restart the computer, and then press **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen. Then, press **f11** to enter HP Recovery.
2. Click **System Recovery** in the **Recovery Manager** window.
3. Follow the on-screen instructions.

Index

Symbols/Numerics

1394 Power Saving 95

A

AC adapter

connecting 53

identifying 10

testing 54

action keys

decreasing screen

brightness 27

decreasing the speaker

volume 28, 32

Help and Support 27

identifying 4

increasing screen

brightness 28

increasing the speaker

volume 28, 32

muting or restoring the speaker

volume 28, 32

playing the next track/section

on a CD, DVD, or BD 28

playing the previous track/

section on a CD, DVD, or

BD 28

playing, pausing, or resuming a

CD, DVD, or BD 28

stopping a CD, DVD, or

BD 28

switching screen image 28

turning the wireless features on

or off 28

using 27

wireless 13

administrator password

creating 85

entering 86

managing 85

airport security devices 63

antennas 8

antivirus software, using 86

applications key, Windows 4

audio devices, connecting

external 35

audio functions, checking 35

audio-in (microphone)

jack 6, 32, 36

audio-out (headphone)

jack 6, 32, 36

AutoPlay 41

B

backing up

customized window, toolbar,

and menu bar settings 100

personal files 100

templates 100

battery

calibrating 58

charging 57, 59

conserving power 61

discharging 57

disposing 61

inserting 55

low battery levels 57

recharging 60

removing 55

replacing 61

storing 61

battery bay 8, 11

Battery Check 55

battery light 5, 57, 58

battery power 54

battery release latch 8, 55

battery temperature 61

battery, identifying 10

bays

battery 8, 11

hard drive 8

BD

playing 40, 45

removing 43, 44

BIOS, updating 96

Blu-ray Disc (BD) 39

Blu-ray R/RE DVD+/-RW

SuperMulti DL Drive 39

Blu-ray ROM DVD±R SuperMulti

DL Drive 39

Bluetooth device 12, 19

Bluetooth label 11

boot options 95

boot order 95

button sound 94

buttons

left TouchPad 1

power 3

right TouchPad 1

TouchPad, on/off button 1

C

cables

eSATA 72

LAN 22

USB 71

calibrating battery 58

caps lock light, identifying 2

Card Reader Power Saving 95

CD

copying 42

playing 40, 45

protecting 34

removing 43, 44

writing to 34

Certificate of Authenticity label 11

charging batteries 57, 59

compartments

memory module 8

wireless module 8

components

additional hardware 10

bottom 8

display 7

front 5

left-side 6

right-side 5

top 1

connecting to a WLAN 16

connection, external power 53

conservation, power 61

copyright warning 42

- cord, power 10
- corporate WLAN connection 16
- critical battery level 58
- critical security updates, installing 87

D

- default settings, restoring 93
- device drivers
 - HP drivers 48
 - Windows drivers 48
- Diagnostics menu 95
- digital card
 - defined 74
 - inserting 74
 - removing 75
 - stopping 75
- Digital Media Slot, identifying 5
- Disk Cleanup software 64
- Disk Defragmenter software 64
- disk performance 64
- display image, switching 28
- drive light 6, 65
- drive media 50
- drives
 - Blu-ray R/RE DVD+/-RW SuperMulti DL Drive 39
 - Blu-ray ROM DVD±R SuperMulti DL Drive 39
 - boot order 95
 - DVD-ROM 39
 - DVD±R SuperMulti DL LightScribe Drive 39
 - hard 66, 68
- DVD
 - changing region setting 41
 - copying 42
 - playing 40, 45
 - protecting 34
 - removing 43, 44
 - writing to 34
- DVD region settings 41

E

- earbuds 32
- encryption 15
- End hotkey 29
- eSATA cable, connecting 72
- eSATA devices
 - connecting 72

- description 72
- removing 72
- stopping 72
- eSATA/USB combo port, identifying 7
- esc key, identifying 4
- external audio devices, connecting 35
- external monitor port 6, 36

F

- f11 102, 103
- fan always on 95
- fingerprint reader 88
- fingerprint reader light, identifying 2
- fingerprint reader location 88
- fingerprint reader, identifying 3
- firewall 15
- firewall software, using 87
- fn key, identifying 4, 28
- full system recovery 99

G

- gestures
 - TouchPad 26
- graphic modes, switching 61

H

- hard disk drive
 - HP ProtectSmart Hard Drive Protection 64
 - installing 68
 - removing 66
 - replacing 66
- hard drive
 - HP ProtectSmart Hard Drive Protection 64
 - identifying 8
 - installing 68
 - removing 66
 - replacing 66
- hard drive self test 95
- hardware, identifying 1
- HDMI port 37
- HDMI, connecting 37
- headphone (audio-out) jack 6, 32
- headphones 32
- Help and Support key 27
- Hibernation
 - exiting 51

- initiated during critical battery level 58
- initiating 51
- high-definition devices, connecting 37
- Home hotkey 29
- hotkeys
 - description 28
 - display system information 29
 - End 29
 - Home 29
 - page down 29
 - page up 29
 - using 29
- HP Mobile Broadband Module 17
- HP Mobile Broadband Module serial number label 11
- HP Mobile Broadband, disabled 17
- HP ProtectSmart Hard Drive Protection 64
- HP USB Ethernet Adapter, connecting 22
- HP Wireless Assistant software 13
- hubs 71

I

- icons
 - network 12, 21
 - wireless 12
- installed drives, identifying 63
- integrated webcam light, identifying 7
- interference, minimizing 22
- internal display switch, identifying 7
- internal microphone, identifying 7, 32
- Internet connection setup 15

J

- jacks
 - audio-in
 - (microphone) 6, 32, 36
 - audio-out
 - (headphone) 6, 32, 36
 - RJ-45 (network) 6

K

- keyboard hotkeys, identifying 28

- keys
 - action 4
 - esc 4
 - fn 4
 - Windows applications 4
 - Windows logo 4

L

- labels
 - Bluetooth 11
 - HP Mobile Broadband Module 11
 - Microsoft Certificate of Authenticity 11
 - regulatory 11
 - service tag 10
 - SIM 11
 - wireless certification 11
 - WLAN 11
- LAN Power Saving 94
- language support 94
- latch, battery release 8
- left TouchPad button, identifying 1
- light, drive 65
- lights
 - battery 5
 - caps lock 2
 - drive 6
 - fingerprint reader 2
 - mute 2
 - power 2, 6
 - RJ-45 (network) 6
 - TouchPad 2
 - webcam 7
 - wireless 2
- local area network (LAN)
 - cable required 22
 - connecting cable 22
- low battery level 57

M

- Main menu 94
- maintenance
 - Disk Cleanup 64
 - Disk Defragmenter 64
- managing a power-on password 86
- managing an administrator password 85

- media activity action keys 33
- media controls
 - decrease volume action key 28
 - increase volume action key 28
 - mute or restore action key 28
 - next track/section action key 28
 - play, pause, or resume action key 28
 - previous track/section action key 28
 - stop action key 28
 - turn wireless on/off action key 28
- MediaSmart
 - starting 34
 - using 34
- MediaSmart software 34
- memory module
 - adding 76
 - inserting 81
 - removing 77, 80
 - replacing 76, 79
 - upgrading primary 79
- memory module compartment, identifying 8
- memory test 95
- memory, replacing memory modules 76, 79
- memory/wireless module compartment cover
 - removing 66, 77
 - replacing 70, 78
- microphone (audio-in) jack 6
- microphone, internal 32
- microphones, supported 36
- Microsoft Certificate of Authenticity label 11
- minimizing interference 22
- monitor, connecting 36
- mouse, external
 - connecting 27
 - setting preferences 24
- multimedia components, identifying 31
- multimedia software
 - using 34
- mute light, identifying 2

N

- navigating
 - TouchPad 24
- network cable
 - connecting 22
 - noise suppression circuitry 22
- network icon 12, 21
- network jack, identifying 6
- network key 21
- network security codes
 - network key 21
 - SSID 21
- noise suppression circuitry, network cable 22

O

- on and off
 - TouchPad turning 24
- operating system
 - Microsoft Certificate of Authenticity label 11
 - Product Key 11
- optical disc
 - removing 43
 - using 39
 - writing to 34
- optical drive
 - playing 45
 - protecting 34

P

- page down hotkey 29
- page up hotkey 29
- passwords
 - administrator 85
 - power-on 86
 - set in Setup Utility 84
 - set in Windows 84
- performing a recovery 102
- pinching or zooming
 - TouchPad gestures 26
- pointing devices
 - setting preferences 24
- ports
 - eSATA/USB 7
 - external monitor 36
 - HDMI 37
 - USB 5, 71

- power
 - connecting 53
 - conserving 61
 - power button, identifying 3
 - power connector, identifying 5
 - power cord, identifying 10
 - power light, identifying 2, 6
 - power-on password
 - creating 86
 - entering 86
 - managing 86
 - Processor C6 State 94
 - Product Key 11
 - product name and number,
 - computer 10
 - programs
 - updating 97
 - using 34
 - projector, connecting 36
 - protecting playback 45
 - public WLAN connection 16
- Q**
- QuickWeb
 - disabling 91
 - enabling 91
- R**
- readable media 50
 - recovering a program or driver 99
 - recovering from the dedicated
 - recovery partition 102
 - recovering from the recovery
 - discs 102
 - recovery 102
 - recovery discs 99
 - Recovery Manager 99, 102
 - recovery partition 99
 - recovery, system 99, 102
 - region codes, DVD 41
 - registering fingerprints 89
 - regulatory information
 - regulatory label 11
 - wireless certification labels 11
 - restore points 101
 - right TouchPad button,
 - identifying 1
 - RJ-45 (network) jack,
 - identifying 6
 - RJ-45 (network) lights,
 - identifying 6
- S**
- safeguarding information 99
 - screen brightness keys 28
 - screen image, switching 28
 - scrolling
 - TouchPad gestures 26
 - secondary hard drive self test 95
 - security cable slot 6
 - security cable, installing 87
 - Security menu 94
 - security, wireless 15
 - selecting
 - TouchPad 25
 - serial number, computer 10
 - service tag 10
 - setup of WLAN 15
 - Setup Utility
 - changing the language 92
 - displaying system
 - information 93
 - exiting 94
 - menus 94
 - navigating 93
 - passwords set in 84
 - restoring default settings 93
 - selecting 93
 - starting 92
 - shutdown 62
 - SIM
 - inserting 17
 - removing 18
 - SIM label 11
 - Sleep
 - exiting 50
 - initiating 50
 - software
 - Disk Cleanup 64
 - Disk Defragmenter 64
 - HP Wireless Assistant 13
 - MediaSmart 34
 - updating 96
 - using 34
 - solid-state drive
 - (SSD) 63, 99, 102
 - speakers 5, 32
 - storing battery 61
 - supported discs 100
 - switchable graphics 61
 - System Configuration menu 94
 - system failure or instability 99
 - system information hotkey 29
 - system information,
 - displaying 93, 94
 - system recovery 99, 102
 - system restore points 99, 101
- T**
- temperature 61
 - TouchPad
 - buttons 1
 - gestures 26
 - identifying 1
 - navigating 24
 - pinching or zooming 26
 - scrolling 26
 - selecting 25
 - turning on and off 24
 - using 24
 - TouchPad light, identifying 2
 - TouchPad on/off button,
 - identifying 1
 - traveling with the computer
 - wireless certification labels 11
 - troubleshooting
 - device driver 47
 - disc burning 47
 - disc does not play 45
 - disc play 46
 - external display 47
 - HP device drivers 48
 - optical disc tray 44
 - optical drive detection 44
 - Windows drivers 48
 - turning off the computer 62
 - TV 36
- U**
- unresponsive system 62
 - updates, software 96
 - USB cable, connecting 71
 - USB devices
 - connecting 71
 - description 71
 - removing 71
 - stopping 71
 - USB hubs 71
 - USB ports, identifying 5, 71

using system restore 101

V

VCR 36

vents, identifying 8

Virtualization Technology 94

W

webcam

adjusting the properties 49

identifying 7

using 48

webcam light 32

Windows applications key,

identifying 4

Windows logo key, identifying 4

Windows, passwords set in 84

wireless antennas 8

Wireless Assistant software 13

wireless certification label 11

wireless controls

action key 13

HP Wireless Assistant

software 13

operating system 13

wireless icon 12

wireless light 2, 13

wireless module compartment,

identifying 8

wireless network (WLAN)

connecting 16

corporate WLAN

connection 16

equipment needed 15

functional range 16

label 11

public WLAN connection 16

security 15

WLAN antenna, identifying 9

WLAN device 12

writable media 50

WWAN antenna, identifying 9

WWAN device 17

