

# Quick User's Guide



See inside for information on: Setting Up your e-Vectra and more...

www.hp.com/go/vectrasupport

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## Important Safety Information

If you are in any doubt that you can lift the equipment safely, do not try to move it without help. For your safety, never remove the PC's cover without first removing the power cord from the power outlet and any connection to a telecommunications network. If a Power Protection Device is fitted to your PC, you must shut down your computer using the on/off switch, then remove the power cord before removing the PC's cover. Remove the Power Protection Device cables before any servicing operation. Always replace the cover before switching the PC on again.

To avoid electric shock, do not open the Power Supply Unit. There are no serviceable parts inside. For your safety only replace with a Power Supply Unit provided by HP Support Services.

Ensure that the that the electrical power requirements of your PC (refer to the label on the Power Supply Unit) can be suitably provided by your electrical installation.

There is a danger of explosion if the battery is incorrectly installed. For your safety, never attempt to recharge, disassemble, or burn an old battery. Only replace the battery with the same or equivalent type, as recommended by the manufacturer. The battery in this PC is a lithium battery which does not contain any heavy metals. Nevertheless, in order to protect the environment, do not dispose of batteries in household waste. Please return used batteries either to the shop from which you bought them, to the dealer from whom you purchased your PC, or to HP so that they can either be recycled or disposed of in the correct way. Returned batteries will be accepted free of charge.

If you have a modem:

Do not attempt to connect this product to the phone line during a lightning storm. Never install telephone jacks in wet locations unless the telephone line has been disconnected at the network interface. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface. Use caution when installing or modifying telephone lines. Avoid using a telephone (other than a cordless type) during an lightning storm. There may be a risk from lightning.

Do not use the telephone to report a gas leak in the vicinity of the leak.

Never touch or remove the communications board without first removing the connection to the telephone network.

Use minimum N° 26 AWG wire for telephone cable.

Warning: Some parts inside the computer may be hot, please wait for them to cool down before touching them.

# **Information about Your e-Vectra**

Thank you for purchasing your HP e-Vectra! This *Quick User's Guide* provides you with essential information on setup, troubleshooting, and ergonomics. Out of concern for the environment we have kept this guide small.

This HP product has been designed to be easy to use. If after reading this guide you still require further information, you can order the *HP Information CD-ROM* (see below), or access HP's web site which contains a wide range of information, including downloadable documentation, service and support options and the latest versions of drivers and utilities.



# **HP Information CD-ROM**

The *HP Information CD-ROM* contains complete information about your e-Vectra:

- Product Overview
- Setting Up the e-Vectra
- Using the e-Vectra
- Troubleshooting the e-Vectra
- Servicing the e-Vectra
- Warranty and Support Service

You can order your *HP Information CD-ROM* from HP's web site at **www.hp.com/go/vectrasupport** or fill out the order form on page 4 and fax it to the number on the form.

#### **PRODUCT ORDER FORM**

Title:	Information CD-ROM for Vectra VL600, VL400 & e-Vectra
Part Number:	5011-8109

#### Do you want an HP Information CD-ROM?

To order your *HP Information CD-ROM* from the web: 1 Go to www.hp.com/go/vectrasupport, then select Manuals 2 Select your product, then select **HP Information CD-ROM** 

To order your *HP Information CD-ROM* by fax, fill out the order form below and fax it to the following number.

Worldwide Fax Number:	+33 320 699 877
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PRODUCT INFORMATION:

	Europe Euro			USA / Latin America/Asia U.S\$		
Number of Kits:	1	5	20	1	5	20
Worldwide Price						
Standard Post	12.00	29.00	76.00	12.00	30.00	80.00
Express Mail	38.00	67.00	167.00	40.00	70.00	175.00

Above prices do not include sales taxes (if applicable): transport is included

#### PRODUCT ORDER FORM

	Title:	Information CD-ROM for Vectra VL600, VL400 & e-Vectra		
	Part Number:	5011-8109		
A) ORDE	RING INFORMA	TION:		
1) Numbe	er of <i>Informatic</i>	on CD-ROMs: 1 5 20		
2) Mail:		Express Standard		
3) Curren	cy:	U.S\$ EURO		
	тс	TAL AMOUNT=		
4)Name: 5)Compar	ny:	ATION:		
7)PostalCode:				
8)City:		9)State:Country:		
10)Fax:11)Tel:				
	Other	Visa Mastercard AMEX		

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# Setting Up Your e-Vectra

# **Important Ergonomic Information**

Improper and prolonged use of keyboards and input devices can be associated with repetitive strain injury (RSI) to soft tissues in the hands and arms. If you do experience discomfort or pain while using any computing equipment, discontinue use immediately and consult your physician as soon as possible.

Your comfort and safety are our primary concern. Consequently, we strongly recommend that you read HP's ergonomic information before using your e-Vectra. For detailed information, refer to HP's online version of "Working in Comfort" which is preloaded on your e-Vectra's hard disk or visit HP's Working in Comfort Web Site at: www.hp.com/ergo

A summary is provided in the "Comfort and Safety Checklist" on page 8.

# **Connecting Devices**

Note It is recommended that you keep the box and packaging that comes with your e-Vectra.

If you want to install the port control system, refer to "Securing Your e-Vectra" on page 7 before connecting any devices.

The connectors are color-coded for easy matching. Match the colors. The connectors are shaped to go in one way only.



# **Connecting the External Power Supply**

WARNING For your safety always use the AC adapter that came with your product. Always use a power cord in compliance with your national safety standards like the one provided to you by HP. This equipment can be disconnected from the power supply by removing the power cord from the power outlet. This means the equipment must be located close to an easily accessible power outlet.

Connect the AC adapter to the rear of the e-Vectra, then plug in the AC adapter as indicated in the diagram below.



It is recommended that you install the port control system to prevent the AC adapter from being unplugged. Refer to "Securing Your e-Vectra" on page 7.

## **Securing Your e-Vectra**

The HP port control system has been designed to secure your e-Vectra. To attach the port control system:

- 1 Connect the AC adapter, mouse and keyboard to the rear of the e-Vectra.
- 2 Feed the monitor cable through the rear of the port control system, then attach the monitor connector to the rear of the e-Vectra. The cables of devices which use the parallel or serial port should also be fed through the rear of the port control system before connecting.
- 3 Attach the port control system.



4 Lock the port control system (with the key).

Step 4



Your e-Vectra is now ready for use. If you want to attach the footstand then refer to "Attaching the Foot Stand" on page 8.

# **Attaching the Foot Stand**

- 1 Position the footstand on the desk
- 2 Lower the front underside of the e-Vectra onto the stand
- 3 Click the stand into place.



# **Positioning the e-Vectra**

Always position the e-Vectra to ensure that it has sufficient ventilation — never obstruct or cover the ventilation holes.



# **Comfort and Safety Checklist**

# **Preparing Your Work Environment**

When using HP computing equipment, it is important that your work environment contributes to your comfort and productivity:



- *Work Surface Height* Your work surface should be height adjustable. To ensure that your work surface is at the correct height, first adjust the height of your chair so that your feet are firmly on the floor. Then adjust the work surface height until your forearms are parallel with this and other input devices.
- *Chair* Your chair should provide a comfortable sitting position including features such as a height and tilt adjustment, curved seat edge, a stable base (for example, five legs and castors, adjustable back support, a freely rotating swivel and fully adjustable padded arm rests).
- *Monitor* Place your monitor so that the top of the screen is at, or slightly below, eye level (up to 15 degrees).
- Work Surface Arrangement Make sure that all elements of your HP e-Vectra system for example, monitor, document holder, keyboard, mice and other input devices, and headphones and speakers- are optimally arranged and adjusted to meet your personal requirements. For example, if you are primarily using the keyboard, place it directly in front of you, not to the side. If your work involves extensive use of a mouse or other pointing device, place that device directly in front of your left or right arm. If you are using both a mouse and keyboard, place them both at the same work surface height and close together. If a palm rest is used, the height should be flush with the front edge of the keyboard. Other items, such as your telephone or notepad, should also be considered.

**Caution** Various aspects of using mice, keyboards and other input devices may increase your risk of discomfort or injury. Optimize your comfort and safety by positioning these devices properly.

# **Your Work Posture**

Sitting in one position for long periods can be uncomfortable. To minimize the potential risk for physical discomfort or injury, it's important that you maintain a proper posture.

- *Head* When viewing your monitor, your head should not be tilted more than 15 degrees forward, and do not turn your head toward either side.
- *Back* While sitting at your work surface, make sure your back is supported by the chair's backrest in an erect position or angled slightly backwards.
- *Arms* Make sure your arms and elbows are relaxed and loose, with your upper arms perpendicular to the floor or tilted downward not more than 15 degrees. Keep your forearms and hands approximately parallel with the floor with elbows bent between 70 and 115 degrees. Keep your elbows close to your sides (less than 20 degrees away from your body).

- *Hands, Wrists, Forearms* Try to keep your hands wrists and forearms in a relaxed neutral position when using your mouse keyboard or other input devices. For example, while using your keyboard and mouse, rest your forearms (flat) on your desktop.
- *Legs* Your thighs should be horizontal or angled slightly downward. Your lower legs should be near a right angle to your thighs. Make sure there is sufficient room under the work surface for your legs.
- *Feet* If after adjusting your chair you cannot rest your feet comfortably on the floor, use a footrest, preferably one that can be adjusted in height and angle.

# **Overall**

- Look away from the screen from time-to-time to help reduce eyestrain. Focus on distant objects briefly, and blink periodically to lubricate your eyes. You also should have your eyes checked on a regular basis and ensure your eyeglass prescription is suitable for working on a computer monitor.
- Remember to occasionally shift position and move your body. Keeping your body in one position for long periods is unnatural and stressful. When prolonged work is required, take frequent short breaks. As a rule of thumb, a five or ten minute break every hour is a good idea. Short frequent breaks are more beneficial than longer less frequent breaks. Data show that people who work for long periods of time without a break may be more prone to ergonomic injury.
- Changing tasks frequently will help prevent muscle stiffness. Examples: alternating between keyboarding, reading, writing, filing, and moving around in your work environment, helps you maintain a relaxed posture. Occasionally stretch the muscles in your hands, arms, shoulders, neck and back. You should stretch at least as often as you take brief task breaks—at least once every hour.
- Discomfort may be alleviated by using alternative ergonomic designs and accessories such as ergonomically personalized chairs, palm rests, keyboard trays, alternative input devices, prescription eyeglasses, antiglare screens, and more. Seek additional information from the sources available to you, including your employer, doctor, local office supply store, and the *Information Sources* listed in the online version of *Working in Comfort*, preloaded on the hard disk of your HP computing equipment or available on the HP web site: www.hp.com/ergo



## Starting the e-Vectra for the First Time

Do not switch off the e-Vectra while the software is being initialized as this could cause unexpected results.

- 1 Turn on the monitor first, and then the e-Vectra.
- 2 The software initialization routine starts. During this time, you will be asked to carry out various tasks including entering the Windows product ID# and selecting the regional settings to be used on your e-Vectra.
- 3 After the initialization routine has finished, click on **OK** and the e-Vectra will restart.

# **Stopping your e-Vectra**

To stop the e-Vectra, exit all applications and then use your operating system's **Shut Down** command in the **Start** menu (for Windows NT 4.0, Windows 98 and Windows 2000). If you want to force your e-Vectra to shut, for example, if your operating system does not respond, press and hold the power button for approximately 5 seconds.

# **Solving Problems**

# If Your e-Vectra Does Not Start Properly

## The e-Vectra Doesn't Power On

Have you checked that ...



The e-Vectra's external power supply is properly connected (LED constant green).

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V

How

Connect the AC adapter to a working power outlet, then connect the AC adapter to the rear of the e-Vectra.

# The Power-On Self Test Displays an Error

An on-screen error message or a beep code when the e-Vectra starts up means that there is a configuration problem.

#### Have you checked ...



The part of your configuration for which the Power-On Self Test has detected an error.

	Ho	W
>	For	n

11 ....

For more detailed help refer to the troubleshooting information which is available on HP's support web site at: www.hp.com/go/vectrasupport

lf you still have a problem.



Run HP e-DiagTools (refer to page 15).

# If Your e-Vectra Has a Hardware Problem

# The Keyboard Doesn't Work...

Ilana manaka ka alaa daha k

Have you checked that		ΠUW
The keyboard cable is correctly connected.	⇒	Plug the cable into the correct connector on the back of the e-Vectra. Color coding is used for easy matching.
The keyboard is clean and no keys are stuck down.	⇒	Check all keys are at the same height, and none are stuck.
The keyboard itself is not defective.		Either replace the keyboard by a known working unit or try the keyboard with another e-Vectra.
You are using the correct driver. This driver is provided with all Windows NT 4.0, Windows 98 and Windows 2000 preloaded systems. For other operating systems, refer to your operating system's documentation.	⇒	Download the latest driver from HP's Web at: www.hp.com/go/vectrasupport
You are using the latest BIOS	$\Rightarrow$	Download the latest BIOS from HP's Web at: www.hp.com/go/vectrasupport

## The Monitor Doesn't Work...

The e-Vectra's power indicator light works but the monitor remains blank

Have you checked that		How
The monitor is switched ON (LED is on).	$\Rightarrow$	Refer to the monitor manual for an explanation of the LED signals (green, orange, or blinking).
The monitor's power cord is correctly connected.	$\Rightarrow$	Connect the power cord – ensure it is plugged into a working grounded power outlet and into the monitor.
The monitor (video) cable is correctly connected.	⇒	Connect the monitor (video) cable – ensure it is properly connected to both the e-Vectra and the monitor.
The monitor's brightness and contrast settings are correctly set.	⇒	Check the settings using the monitor's OSD (on- screen display) or using controls on the front of the monitor.

There is an image during boot but then the screen goes blank

#### Have you checked that ...



The monitor settings in your e-Vectra are compatible with your monitor

#### How

- Windows NT: Enter VGA mode when prompted during start-up.
- Windows 98 & Windows 2000: Restart the e-Vectra. The Vectra screen is displayed. For Windows 98, when you hear a beep, press F8 and then start the e-Vectra in safe mode. For Windows 2000, when prompted, press **F8** and then start the e-Vectra in VGA mode. When the e-Vectra has started double-click on the **Display** icon in your e-Vectra's Control Panel, then click on the Settings button. Use the sliding control to reset the resolution.

For other operating systems, refer to your operating system's documentation.

Run HP e-DiagTools (refer to page 15).

If the e-Vectra starts but you still have a problem...





# To Recover Your Hard Disk Contents

If you need to recover your hard disk, as originally shipped with preloaded operating system, HP drivers and utilities, you can use the CD-ROMs provided with product. For more information, consult the instructions on the CD-ROMs.

# **Need More Help?**

For more detailed help refer to the troubleshooting information which is available on HP's support web site at:

www.hp.com/go/vectrasupport

# **HP e-DiagTools Hardware Diagnostics Utility**

**Note** Run e-DiagTools before contacting HP for warranty service. This is to obtain information that will be requested by a support agent.

The HP e-DiagTools can help you diagnose hardware-related problems on your HP e-Vectra. For more information about this utility, refer to the *Diagtools User's Guide*, available on the HP web site in PDF (Adobe Acrobat) format.

## Where Can I Get e-DiagTools?

There are three ways to access e-DiagTools:

- from the Utility Partition on your hard disk drive
- from the *HP Image Library* and *Diagnostics System CD-ROM* that came with your e-Vectra
- by ordering the HP e-DiagTools CD from HP's Support web site: www.hp.com/go/vectrasupport.

# Starting e-DiagTools from the Utility Partition on your Hard Disk Drive

Note This method will only work it the diagnostics partition on your hard disk drive is intact.

- 1 Restart your e-Vectra and press the function key **F10** when you see the message "Press F10 to enter HP Utility Partition or any other key to proceed..."
- 2 In the menu, select "Run e-DiagTools".

# Starting e-DiagTools from the *HP Image Library and Diagnostics System* CD-ROM

To start e-DiagTools from the CD-ROM:

- 1 Insert the *HP Image Library and Diagnostics System CD-ROM* in the CD-ROM drive.
- 2 Restart the e-Vectra. After a moment, you should see the DiagTools welcome screen.
- **Note** If you are unable to boot from your CD-ROM drive, restart your e-Vectra and press **F2** to enter HP's *Setup* program. Check the Boot device settings to ensure that your e-Vectra can boot from the CD-ROM.

# **Support and Information Services**

You can learn more about HP service and support from the support Web site: www.hp.com/go/vectrasupport.

## **Collecting Information on Your e-Vectra Before Contacting Support**

Take a piece of paper and note down some of the information mentioned below. This will help HP support deal with your problem quickly and efficiently:

	e-Vectra Description		
Model number	See label on the right side of your e-Vectra (when in horizontal position).		
Serial number	See label on the right side of your e-Vectra (when in horizontal position).		
RAM • The amount of RAM is displayed on the Summary Screen, accessed by pressing			
Number of megabytes installed     Esc during start-up.			
	Question or Problem		
Write down a brief description of the problem			
Frequency	How often has the problem occurred?		
Run OK?	How long has the e-Vectra been running normally?		
Recent changes to the e-Vectra	Have there been any recent changes made to the e-Vectra?		
Hardware Configuration			
Which BIOS version is used?	The BIOS version is displayed on the Summary Screen, accessed by pressing Esc during start-up.		
Any BIOS parameter changes?	Did the problem occur after changes were made to the BIOS using the Setup program?		
	Operating System		
Are you using the original operating system	What is the operating system version?		
software that came preloaded on your e-Vectra?			
If no, what is the operating system version?	Select Settings 🖙 Control Panel from the Start menu, then click on the System		
icon. The operating system version is displayed under System.			
Any operating system-generated error messages	Please note down exact text of error message.		
Any errors during boot (Power-On Self Test).	Any POST errors will be displayed on your monitor screen or signalled by beep		
This test checks all installed components.	codes.		

# **Returning Your e-Vectra for Repair**

Your hard disk drive has been designed to be easily removed. In the event of system failure, HP Support may advise you to remove your hard disk and return the system unit for repair or replacement.

# **Removing the Hard Disk Drive**

**Note** Always place the drive on a soft surface. Protect the hard disk drive from static electricity by leaving it in its anti-static bag until you are ready to reinstall it.

Before handling the drive, touch any unpainted metal surface to discharge static electricity. When you remove the hard disk drive from its antistatic bag, handle it only by the frame. DO NOT TOUCH the electrical components. Place drive on the anti-static bag whenever you set it down.

Hard disk drives are delicate and sensitive to shock vibration. When removing or installing a hard disk accessory, be careful not to drop or knock the drive. Any shock may damage the drive and prevent it from functioning correctly.

- 1 Switch off the monitor and e-Vectra. Unplug the AC adapter from the wall socket.
- 2 Using the key, unlock the port control system (if installed) and hard drive compartment cover at the rear of the e-Vectra. Remove the port control system.
- 3 Disconnect the power cord and any telecommunication cables.
- 4 Slide back and then lift off the compartment cover.

Step 4



#### Returning Your e-Vectra for Repair

- 5 Lift the rear of the hard drive tray clear of the e-Vectra using the handle. This is to gain access to the data and power connectors.
- 6 Remove the data and power connectors.
- 7 Using the handle, lift the hard drive tray out of the e-Vectra.



8 Place the hard disk drive tray in an antistatic bag and store it in a safe place. Do not remove the hard disk drive from the drive tray.

# **Replacing the Hard Disk**

- 1 Insert the protruding pins on the front of the hard disk drive tray in the guiding grooves inside the hard disk drive compartment, then slide the drive tray into position.
- 2 Lift the handle on the drive tray until the drives rear connectors are accessible, then, reconnect the power and data cables.
- 3 Lower the rear of the hard disk drive tray into the drive compartment, then click the handle back into position.
- 4 Ensure that all the drive cables are safely inside the compartment (not trapped or snagging on anything).
- 5 Replace the compartment cover and slide it back into position.
- 6 Reconnect the cables and port control system (refer to "Securing Your e-Vectra" on page 7).

## **HP Hardware Warranty**

#### General

This HP Hardware Warranty statement gives you, the customer, express warranty rights from HP, the Manufacturer. Please refer to HP's web site for an extensive description of your warranty entitlements. In addition, you may also have other legal rights under applicable local law or special written agreement with HP.

FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY BUT ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU. THE LAWS OF YOUR COUNTRY MAY PROVIDE FOR DIFFERENT WARRANTY RIGHTS. IF SO, YOUR HP AUTHORIZED SUPPORT PROVIDER OR HP SALES AND SERVICE OFFICE CAN PROVIDE YOU WITH DETAILS.

#### **Warranty Repair or Replacement**

#### **HP Hardware**

During the applicable warranty period, HP warrants that your HP Hardware, Accessory or Supply will be free from defects in materials and workmanship. Except as indicated above, however, HP does not warrant that any HP Hardware, Accessory or Supply will operate uninterrupted or error-free.

During the product warranty period, HP will, within a reasonable time, repair your product or if unable to repair, refund (in the amount of the product purchase price) upon prompt return of the product to your HP Authorized Support Provider or other HP designate. Unless otherwise stated or agreed upon in writing with HP, all hardware components must be returned for refund with the entire central processor unit.

The central processor unit (CPU), keyboard, mouse, and Hewlett-Packard accessories inside the system unit at time of purchase —such as video adapters, mass storage devices, and interface controllers—are covered by this warranty.

HP products external to the system unit—such as external storage subsystems, monitors, printers, and other peripherals and accessories added at a later stage—are covered by the applicable warranties for those products.

*HP does NOT provide support for this product configured as a network server.* Unless otherwise stated, and to the extent permitted by local law, hardware products may contain remanufactured parts (equivalent to new in performance) or parts subject to prior incidental use. HP may repair or replace hardware products (i) with equivalent products to the products being repaired or replaced but which may have been subject to prior use, (ii) with products containing remanufactured parts equivalent to new in performance or parts which may have been used, or (iii) with equivalent products to an original product that has been discontinued.

#### **Non-HP Hardware**

All *non-HP* products or peripherals external to the central processor unit—such as external storage subsystems, monitors, printers, and other peripherals—are covered by the applicable vendor warranties for those products.

#### **Proof of Purchase and Warranty Period**

In order to receive support for your hardware and software product for the applicable warranty period, proof of the original purchase date may be required, otherwise the manufacturer's date (located on the product) becomes the beginning of the warranty period.

#### Exclusions

Warranty does not apply to defects resulting from: (a) improper or inadequate maintenance or calibration; (b) software, interfacing, parts or supplies not supplied by HP; (c) unauthorized repair, maintenance, modification or misuse; (d) operation outside of the published operating specifications for the product; (e) improper site preparation or maintenance; (f) virus infection; or (g) such other exclusions as may be expressly set forth in this Warranty Statement.

#### **Limitation of Implied Warranties**

TO THE EXTENT ALLOWED BY APPLICABLE LOCAL LAW, ANY IMPLIED WARRANTY BY THE MANUFACTURER OF MERCHANTABILITY FOR FITNESS FOR A PARTICULAR PURPOSE OR OTHER IMPLIED WARRANTIES ARE HEREBY LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY.

#### **Exclusive Remedy**

TO THE EXTENT ALLOWED BY APPLICABLE LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT) OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT OR OTHERWISE.

#### **HP Hardware Warranty Options**

THESE HP HARDWARE WARRANTY OPTIONS ARE SPECIFIC TO THIS HP HARDWARE PRODUCT. THEY COMPLEMENT THE GENERAL HARDWARE AND SOFTWARE WARRANTY STATEMENTS FOUND ON HP'S WEB SITE AND SUPERSEDE ANY WARRANTY TERMS THAT MAY BE FOUND ONLINE, OR IN ANY DOCUMENTATION OR MATERIALS CONTAINED IN THE e-VECTRA PRODUCT PACKAGING.

#### **Warranty Entitlements**

3-Year Limited Hardware Warranty: 3-Year On-Site Service

3-Year Limited Hardware Warranty: 3-Year Return for Repair Service

30-Day Limited Hardware Warranty: 30-Day Free Parts Exchange or Product Return Service

HP warrants this hardware product against defects in materials and workmanship, for one (1) of the *Warranty Entitlements* above, from the date of purchase. Please refer to the Warranty Entitlement Information provided on the back cover of this guide.

Other warranties, such as "Lifetime Return for Repair Service" are available through HP Support Packs, see your HP Sales and Service Office or your reseller for details.

Note Neither HP nor any of its designates guarantee that all of the above Warranty Entitlements will be available in your country. Please consult your local HP Sales and Service Office or HP Authorized Support Provider.

#### **HP** Validation and Service Options

If HP receives notice of a defect in your HP hardware product during the hardware product's warranty period, HP or its designate may, at its option and depending on warranty entitlement:

- Repair the parts which prove to be defective OR,
   Replace the parts which prove to be defective OR,
- 3) Provide the customer, with the appropriate part(s) required for repair. In this event, HP may:
  - Provide you with written instructions for replacing the defective part(s).
  - Provide free telephone assistance for installation of the replacement component.
  - Prepay shipping charges, duties, and taxes for replacement parts sent to you as well as for any parts that HP asks to be returned. You will be billed for any defective part(s) not returned as requested by HP.

Note HP reserves the right to validate any claims of defective products or components before repairing or replacing such products or components. Run HP e-DiagTools (HP Diagnostics Utility) before contacting HP for warranty service. This is to obtain information that will be requested by a support agent.

#### **Before Contacting HP for Warranty Service**

- Run the diagnostic software HP e-DiagTools (refer to page 15) to diagnose your product and to obtain information that will be requested by a support agent.
- Troubleshoot your system using support information provided on the HP Worldwide Web support site at:

#### http://www.hp.com/go/vectrasupport

- Locate your proof of purchase date, indicated on your receipt, invoice, etc.
- Have immediate access to the defective product for potential online or telephone troubleshooting by an HP service agent.

#### **Warranty Entitlement Description and Conditions**

This service will be provided exclusively by your HP Sales and Service Center both in North America and Europe. In other countries, you may either contact your HP Sales and Service Centers or a participating HP Authorized Support Provider. You may be asked for proof of purchase.

#### **3 Year Limited Hardware Warranty**

#### **3 Year on Site Service**

On-site service for the Central Processing Unit including free parts exchange and labor, during the three year warranty period. HP reserves the right to ship to Customer replaceable units. Free parts exchange service for the keyboard, mouse, power supply and hard disk drive, during the three year warranty period.

- On-Site Service visits are subject to the following condition:
- You must verify that the latest version of the BIOS is installed on your product. You may be
  asked to install the latest version of the BIOS before an HP Sales and Service Center
  representative or HP Authorized Support Provider representative is dispatched to your site.

Free Parts Exchange service is subject to the following conditions:

- HP is not responsible for nor warrants your replacement parts of hardware product against damage resulting from improper installation of replacement parts or repair of your defective product by you or your designate.
- You will be billed for any additional replacement parts required as a result of improper installation of original replacement part by your or your designate.

#### **3 Year Limited Hardware Warranty**

#### **3 Year return for repair Service**

Return for repair service for the Central Processing Unit, including free parts exchange and labor during the three year product warranty period.

Free parts exchange service for the keyboard, mouse, power supply and hard disk drive, during the three year warranty period.

Your product will not be accepted for repair unless you have at first contacted your HP Customer Care Center who will provide instructions on how to return your product for repair. The Customer shall prepay all shipping charges, duty and taxes for products returned to HP for warranty Service. Once the products have been repaired, it will be returned free of charge to the address you designate, except for products returned to Customer in another country. You may be asked for proof of purchase.

**Return For Repair Service** is subject to the following conditions:

- Running the HP diagnostic software provided with your product before returning your product for repair service is recommended.
- You are required to return the complete product in an acceptable and repairable condition.
- Return for Repair service is limited to the repair of hardware failures only.
- Returned product failures caused by non-HP products whether internal or external to the system processor unit - are subject to standard per-incident repair charges.
- If a hardware failure is not found, you will be billed for the service provided.
- You may be required to provide proof of the purchase date of your product before warranty service will be provided.

Free Parts Exchange service is subject to the following conditions:

- HP is not responsible for nor warrants your replacement parts of hardware product against damage resulting from improper installation of replacement parts or repair of your defective product by you or your designate.
- You will be billed for any additional replacement parts required as a result of improper installation of original replacement part by your or your designate.

#### **30 Day Limited Hardware Warranty**

#### **30 Day Free parts exchange or Product Return Service**

Free parts exchange service or return of the entire product, including keyboard, mouse and
power supply within 30 days of product purchase, to the HP Authorized Support Provider from
where the product was purchased. You may be asked for proof of purchase.

# **HP Customer Care Center Phone Numbers**

HP Customer Care Centers can help you solve issues related to HP products and, if necessary, initiate appropriate service procedures. In the U.S.A, telephone support is available 24 hours a day, 7 days a week. Elsewhere, it is available during normal office hours.

> Africa Austria

Belaium

Denmark

Finland

France

Innool

Germany

English International

Europe, Middle East &

(+43) 0711 420 10 80 Dutch (+32) 02 626 88 06

(+45) 39 29 40 99

(+44) 0171 512 52 02

(+358) 0203 472 88

(+33) 01 43 62 34 34

(+49) 0180 525 81 43 (24PF/min) Tel (+072) 0-052/8/8

French (+32) 02 626 88 07

## North & Latin America

s)
88)

Asia Pacific		181461	181. (+972) 9-9024040
			Fax. (+972) 0 9 9524849
Australia	(+61-3) 8877-8000	Italy	(+39) 02-264 10350
China	+86 (0) 10 6564 5959 (800) 810-5959	Netherlands	(+31) 020 606 87 51
Hong Kong	(+852) 800-96-7729	Norway	(+47) 22 11 62 99
India	(+91-11) 682-6035	Poland	Tel. (+48) 22 519 0600; Fax. (+48) 22 519 0601
Indonesia	(+62-21) 350-3408	Portugal	+(351) 21 317 6333
Japan	(+81-3) 3335-8333	<b>Russian Federation</b>	(+7) 095 797 3520 (Moscow)
			(+7) 812 346 7997(St-Peter)
			Fax. (+7) 095 916 98 35
Korea, Republic	(+82-2) 3270-0700	South Africa	(+27) 11 258 9301 (outside RSA)
of	080 999 0700 (outside Seoul only)		086 000 1030 (inside RSA)
Malaysia	(+60-3) 295-2566	Spain	(+34) 902 32 11 23
Penang	1 300 88 00 28	Sweden	(+46) 08 619 21 70
New Zealand	(+64-9) 356-6640	Switzerland	(+41) 084 880 11 11
Philippines	(+63-2) 867-3551	Turkey	(+90) <u>212-221 6969</u>
Singapore	(+65) 272-5300	United Kingdom	(+44)
Taiwan	(+886) 2-2717-0055		
Thailand	(+66-2) 661-4000		
Viet Nam	(+84-8) 823-4530		

# International Warranty

This warranty is extended worldwide under certain conditions to products which are reshipped by the original purchaser either for his own use or provided as an incidental part of systems integrated by the original purchaser. When available in the country of use, service is provided in the same manner as if the product was purchased in that country and can only be provided in countries where the product is designed to operate. Also, standard warranty service response time is subject to change due to local parts availability. If the product is not normally sold by HP in the country of use, it may need to be returned to the country of purchase for service. Please check with your local HP Sales and Service Office or HP Authorized Support Provider for more information.

# HP Customer Care Center

# **HP Software Limited Warranty**

THIS HP SOFTWARE LIMITED WARRANTY SHALL COVER ALL SOFTWARE, INCLUDING OPERATING SYSTEM SOFTWARE, THAT IS PROVIDED TO YOU AS PART OF THE HP PRODUCT. IT SHALL SUPERSEDE ANY OTHER SOFTWARE WARRANTY STATEMENT THAT MAY BE INCLUDED IN THIS HP PRODUCT OR MAY BE FOUND ONLINE.

## **HP** Software

#### Ninety-Day Limited Software Warranty

HP warrants for a period of NINETY (90) DAYS from the date of the purchase that all pre-installed HP software will execute their programming instructions when all files are properly installed. HP does not warrant that the software will be uninterrupted or error free. In case of software failure to execute its programming instructions during the warranty period, customer's remedy will be the replacement of software provided by HP or a refund upon return of the product and all copies of software, installation instructions and assistance.

#### Removable Media (if supplied)

HP warrants the removable media, if supplied, upon which this product is recorded to be free from defects in materials and workmanship under normal use for a period of NINETY (90) DAYS from the date of purchase. Customer's remedy in case of defect will be the replacement of media provided by HP or a refund upon return of the product and destruction of all other non-removable media copies of the software.

## Other Software (if supplied)

All other software is warranted by the software vendor and is not warranted by HP.

## Operating System (if supplied)

HP warrants for a one (1) year period from the date of the purchase the installation and configuration of the pre-installed version of the operating system. HP does not warrant that the software will be uninterrupted or error free. In the event of software failure to execute its programming instructions during the warranty period, HP will provide the Customer with non-defective software along with re-installation instructions or assistance.

#### HP Service Procedures

#### **Notice of Warranty Claims**

Customer must notify HP in writing of any warranty claim not later than thirty (30) days after the expiration of the warranty period.

#### **Limitation of Warranty**

HP makes no other express warranty, whether written or oral with respect to this product. Any implied warranty of merchantability or fitness for a particular purpose is limited to the 90-day duration of this written warranty.

HP is not liable in case of misuse, unauthorized modification, improper maintenance, or defects resulting from unauthorized use with non HP equipment.

#### **Limitation of Liability and Remedies**

THE REMEDIES PROVIDED ABOVE ARE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES. IN NO EVENT SHALL HP BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFIT) WHETHER BASED ON WARRANTY, CONTRACT, TORT OR ANY OTHER LEGAL THEORY. This warranty in no way effects Customers right under statutory law.

#### **Obtaining Warranty Service**

Warranty Service may be obtained from the nearest HP sales office or in other locations indicated on HP's Web Site.

# **HP Software License Agreement**

Your HP product contains software programs.

CAREFULLY READ THIS LICENSE AGREEMENT AND LIMITED WARRANTY STATEMENT BEFORE PROCEEDING TO OPERATE THIS EQUIPMENT. RIGHTS IN THE SOFTWARE ARE OFFERED ONLY ON THE CONDITION THAT THE CUSTOMER AGREES TO ALL TERMS ANDCONDITIONS OF THE LICENSE AGREEMENT. PROCEEDING TO OPERATE THE EQUIPMENT INDICATES YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS. IF YOU DO NOT AGREE WITH THE TERMS OF THE LICENSE AGREEMENT, YOU MUST NOW EITHER REMOVE THE SOFTWARE FROM YOUR HARD DISK DRIVE AND DESTROY THE MASTER DISKETTES, OR RETURN THE COMPLETE HP PRODUCT AND SOFTWARE FOR A FULL REFUND. PROCEEDING WITH CONFIGURATION SIGNIFIES YOUR ACCEPTANCE OF THE LICENSE TERMS.

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Operating system and software applications by Microsoft are licensed to you under the Microsoft License Agreement contained in the Microsoft documentation or displayed on your screen when Microsoft Software Products are launched. The following License Terms govern the use of the software:

**USE.** Customer may use the software on any one HP product. Customer may not network the software or otherwise use it on more than one HP product. Customer may not reverse assemble or decompile the software unless authorized by law.

**COPIES AND ADAPTATIONS.** Customer may make copies or adaptations of the software (a) for archival purposes or (b) when copying or adaptation is an essential step in the use of the software with an HP product so long as the copies and adaptations are used in no other manner.

**OWNERSHIP**. Customer agrees that he/she does not have any title or ownership of the software, other than ownership of the physical media. Customer acknowledges and agrees that the software is copyrighted and protected under the copyright laws. Customer acknowledges and agrees that the software may have been developed by a third party software supplier named in the copyright notices included with the software, who shall be authorized to hold the Customer responsible for any copyright infringement or violation of this Agreement.

**PRODUCT RECOVERY CD-ROM.** If your HP product was shipped with a product recovery CD-ROM:

 (i) The product recovery CD-ROM and/or support utility software may only be used for restoring the hard disk of the HP product with which the product recovery CD-ROM was originally provided.
 (ii) The use of any operating system software by Microsoft contained in any such product recovery CD-ROM shall be governed by the Microsoft License Agreement.

**TRANSFER OF RIGHTS IN SOFTWARE.** Customer may transfer rights in the software to a third party only as part of the transfer of all rights and only if Customer obtains the prior agreement of the third party to be bound by the terms of this License Agreement. Upon such a transfer, Customer agrees that his/her rights in the software are terminated and that he/she will either destroy his/her copies and adaptations or deliver them to the third party.

**SUBLICENSING AND DISTRIBUTION.** Customer may not lease, sublicense the software or distribute copies or adaptations of the software to the public in physical media or by telecommunication without the prior written consent of Hewlett-Packard.

**TERMINATION.** Hewlett-Packard may terminate this software license for failure to comply with any of these terms provided Hewlett-Packard has requested Customer to cure the failure and Customer has failed to do so within thirty (30) days of such notice.

**UPDATES AND UPGRADES.** Customer agrees that the software does not include updates and upgrades which may be available from Hewlett-Packard under a separate support agreement. **EXPORT CLAUSE.** Customer agrees not to export or re-export the software or any copy or adaptation in violation of the U.S. Export Administration regulations or other applicable regulation. **U.S. GOVERNMENT RESTRICTED RIGHTS.** Use, duplication, or disclosure by the U.S. Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in

Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause in DFARS 252.227-7013. Hewlett-Packard Company, 3000 Hanover Street, Palo Alto, CA 94304 U.S.A. Rights for non-DOD U.S. Government Departments and Agencies are as set forth in FAR 52.227-19(c)(1,2).

# **Regulatory Statements**

	TION OF CONFORMITY Guide 22 and CEN/CENELEC EN 45014				
	ne: HEWLETT-PACKARD France Iress: 5 Avenue Raymond Chanas-Eybens 38053 GRENOBLE Cedex 09 -FRANCE				
Declares that the p	roducts:				
Product Name Personal Computer Model Number(s) HP e- Vectra					
.,	llowing Product Specifications:				
<ul> <li>International: IEC 60950:1</li> </ul>	SAFETY ●International: IEC 60950:1991 + A1 + A2 + A3 + A4 • Europe EN 60950:1992 + A1 + A2 + A3 + A4 + A11				
• EN 50082-1:1992 IEC 801-2:1992 IEC 801-3:1984	EN 55022:1994 + A1 + A2 Class B 1) ? / prEN 55024-2:1992 - 4kV CD, 8kV AD / prEN 55024-3:1991 - 3V/m 8 / prEN 55024-4:1992 - 0.5 kV Signal Lines 1 kV Power Lines				
• IEC 61000-3-3:1994 / EN	<ul> <li>IEC 555-2:1982 + A1:1985 / EN 60555-2:1987</li> <li>IEC 61000-3-3:1994 / EN 61000-3-3:1995</li> <li>FCC Title 47 CFR, Part 15 Class B<sup>2)</sup></li> </ul>				
• FCC THE 47 CFR, Part 15 • ICES-003, Issue 2 • VCCI-B • AS/NZ 3548:1992					
tives and carries the CE-marking according EMC Directive 89/336/EEC and Low Voltag	pe Directive 73/23/EEC, both amended by the Directive 93/68/EEC.				
2) This device complies with Part 15 of th	figuration with Hewlett-Packard Personal Computer Systems. e FCC rules. Operation is subject to the following two conditions:				
(1) This device may not cause (2) This device must accent ac	harmful interference, and iv interference received, including interference that may cause undes-				
ired operation.					
Grenoble	Grenoble Jean-Charles MIARD				
February 2000	Quality Manager				
F <b>or Compliance Information ONLY, contact:</b> JSA contact: Hewlett Packard Company, Corporate Product Regulations Manager3000 Hanover Street, Palo Alto, CA 94304. (Phone (415) 857-1501)					

## FCC (for USA only)

Federal Communications Commission Radio Frequency Interference Statement Warning:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to correct the interference by one or more of the following measures:

- · reorient or relocate the receiving antenna
- · increase the separation between the equipment and the receiver
- connect the equipment into an outlet on a circuit different from that to which the receiver is connected
  consult the dealer or an experienced radio/TV technician for help.

Hewlett-Packard's FCC Compliance Tests were conducted with HP-supported peripheral devices and HP shielded cables, such as those you receive with your system. Changes or modifications not expressly approved by Hewlett-Packard could void the user's authority to operate the equipment.

## **Notice for Canada**

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la Class B est conforme à la norme NMB-003 du Canada.

## Safety Warning for the USA and Canada

If the power cord is not supplied with the e-Vectra, select a power cord in accordance with your national electrical specifications.

USA: use a UL listed type SVT detachable power cord. Canada: use a CSA certified detachable power cord.

For your safety, never remove the e-Vectra's cover without first removing the power cord from the power outlet and any connection to a telecommunications network. Always replace the cover before switching the e-Vectra on again

#### (If lithium battery is used)

There is a danger of explosion if the battery is incorrectly installed. For your safety, never attempt to recharge, disassemble, or burn an old battery. Only replace the battery with the same or equivalent type, as recommended by the manufacturer. The battery in this e-Vectra is a lithium battery which does not contain any heavy metals. Nevertheless, in order to protect the environment, do not dispose of batteries in household waste. Please return used batteries either to the shop from which you bought them, to the dealer from whom you purchased your e-Vectra, or to HP so that they can either be recycled or disposed of in the correct way. Returned batteries will be accepted free of charge.

Si le cordon secteur n'est pas livré avec votre ordinateur, utiliser un cordon secteur en accord avec votre code electrique national.

Canada: utiliser un cordon secteur certifié CSA.

Pour votre securité, ne pas enlever le capot de cet équipement avant de débrancher le cordon secteur et toute connexion au réseau de télecommunication. Remettez toujours le capot avant de mettre sous tension

#### (En cas d'utilisation de pile au lithium)

Il y a danger d'explosion lorsque la pile n'est pas installée correctement. Pour votre sécurité, ne jamais essayer de recharger, de démonter ou de brûler l'ancienne pile. Remplacer uniquement avec une pile du même type ou d'un type équivalent recommandé par le constructeur. La pile dans cet ordinateur est une pile au lithium qui ne contient pas de métaux lourds, néanmoins, afin de protéger l'environement, ne jetez pas les piles dans les ordures ménagères. Rendez les où vous les avez achetées, au revendeur où vous avez acheté votre ordinateur ou à Hewlett Packard, pourqu'elles soient recyclées ou rangées de manière qui ne nuit pas à l'environement. Les piles usées seront acceptées gratuitement.

## Warnung

Wenn die Batterie nicht korreckt eingebaut wird, besteht Explosionsgefahr. Zu ihrer eigenen Sicherheit sollten Sie nicht versuchen, die Batterie wiederaufzuladen, zu zerlegen oder die alte Batterie zu verbrennen. Tauschen Sie die Batterie nur gegen den gleichen oder ähnlichen Typ aus, der vom Hersteller empfolen wird. Bei der in diesem e-Vectra intergrierten Batterie handeltes sich um eine Lithium-Batterie, die keine Schwermetalle enthält. Batterien und Akkumulatoren gehören nicht in den Hausmüll. Sie verden vom Hersteller, Händler oder deren Beauftragten kostenlos zurückgenommen, um sie einer Verwertung bzw. Entsorgung zuzuführen.

## Notice for the Netherlands

NL 🕅

Bij dit apparaat zijn batterijen geleverd. Wanneer deze leeg zijn, moet U ze niet weggooien maar inleveren als KCA.

## Hinweis für Deutschland: Geräuschemission

Lärmangabe nach Maschinenlärmverordnung - 3 GSGV (Deutschland): LpA < 70 dB am Arbeitsplatz bei normalem Betrieb nach DIN 45635 T.19 (under normal use in the workplace, as per ISO 7779).

## **Notice for Japan**

この装置は、情報処理装置等電波障害自主規制協議会(VCCI)の基準 に基づくクラスB情報技術装置です。この装置は、家庭環境で使用すること を目的としていますが、この装置がラジオやテレビジョン受信機に近接して 使用されると、受信障害を引き起こすことがあります。 取り扱い説明書に従って正しい取り扱いをして下さい。

This equipment is in the Class B category information technology equipment based on the rules of the Voluntary Control Council For Interference by Information Technology Equipment (VCCI). Although aimed for residential area operation, radio interference may be caused when used near a radio or TV receiver. Read the instructions for correct operation.

## **Notice for Korea**

사용자 인내문(B금 기기)

```
이 기기는 비업무용으로 전자파장해검정을 받은
기기로서, 주거지역에서는 물론 모든 시역에서
시용할 수 있읍니다.
```

# **Recycling Your e-Vectra**

HP has a strong commitment toward the environment. Your HP e-Vectra has been designed to respect the environment as much as possible. HP can also take your old e-Vectra back for recycling when it reaches the end of its useful life.

HP has a product take-back program in several countries. The collected equipment is sent to one of HP's recycling facilities in Europe or the USA. As many parts as possible are reused. The remainder is recycled. Special care is taken with batteries and other potentially toxic substances, which are reduced into non-harmful components through a special chemical process. If you require more details about HP's product take-back program, contact your dealer or your nearest HP Sales Office.

# **Technical Characteristics**

As an ENERGY STAR partner, HP has determined that this product meets the ENERGY STAR guidelines for energy efficiency (Windows 98 only). To check power consumption figures, refer to the following table.

Characteristics	e-Vectra
Weight (configuration with 1 CD-ROM drive, excluding keyboard and display)	3.5 kg (7.7 pounds)
Dimensions	Width: 8.9 cm (3.5 inches) Height: 24.0 cm (9.4 inches) Depth: 27.2cm (10.7 inches)
Footprint	Vertical Position (without stand): 0.021m <sup>2</sup> (0.23ft <sup>2</sup> ) Horizontal Position: 0.065m <sup>2</sup> (0.69ft <sup>2</sup> )
Acoustic noise emission (ISO 7779)	Sound Power: LwA ≤ 35 dBA
Operating (idle):	Sound Pressure: LpA $\leq$ 30dBA
Power Adapter	Input Voltage: 100-240 Vac (auto-range) Input Frequency: 50/60 Hz Output Voltage: 19 V Maximum output power: 40W (max)
Power consumption	Nominal: 30W Windows 98 Suspend: 20W
Storage Humidity	5% - 85% (relative), non-condensing at 40°C (104°F)

**Note** Operating temperature and humidity ranges may vary depending on the mass storage devices installed. High humidity levels can cause improper operation of disk drives. Low humidity ranges can aggravate static electricity problems and cause excessive wear of the disk surface.

The power consumption and acoustics figures given in the tables above are valid for the standard configuration as shipped. For more information, refer to the product's data sheet available fromHP's web site: www.hp.com/desktops

When the e-Vectra is turned off with the power button on the front panel, the power consumption falls below 3W, but it is not zero. The special on/off method used by these computers considerably extends the lifetime of the power supply. To reach zero power consumption in "off" mode, either unplug the power outlet or use a power block with a switch.





#### If You Have a Problem:

- Check you have your product receipt
- Run HP e-DiagTools (refer to page 15)
- Check your Warranty Entitlement (see above)
- Contact your local Customer Care Center (refer to page 22) if you are located in North America or the European Union, or your HP Authorized Service Provider in other countries

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Paper not bleached with chlorine