Using Your QuickRestore CD

Compaq provides you with the ability to restore your Notebook back to an operating state, add drivers, or back up data into a separate partition on the hard disk. These options are accessible from the Compaq Support icon on your Windows desktop.

If you cannot successfully access the features from the Compaq Support icon or from the Emergency Recovery CD, use the Compaq QuickRestore CD.

**IMPORTANT:** If you are able to start your computer, Compaq recommends that you first try to restore your computer from the QuickRestore option on your Windows desktop. You should only use the QuickRestore CDs if you have replaced your hard drive or if Compaq Technical Support directs you to do so.

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**NOTICE**

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Using the QuickRestore CD with Your Original Hard Drive

To use the QuickRestore CD with your original hard drive, complete the following steps:

1. Insert the first QuickRestore CD into your CD, DVD, or CD-RW drive.
2. Restart your computer by clicking the **Start** button. Point to **Shut Down**, and click **Restart**.
3. Your computer will restart and the QuickRestore **Welcome** screen displays. To continue, press **Enter**, or press **Esc** to exit.
4. The **Important Notice** screen displays. To continue, press **Enter**, or press **Esc** to exit.
5. The **Warning** screen displays. Read this screen carefully before proceeding. Press **Enter** to continue.
6. The **QuickRestore PowerQuest** screen displays, then begins to copy files from the QuickRestore CD to your hard drive. This process may take some time. When all files have copied, your computer will restart automatically.
7. After the computer has restarted, you will be prompted to insert the second QuickRestore CD. Replace the first QuickRestore CD with the second QuickRestore CD, then press **Enter**.
8. The **Verify Media Status** screen displays.
9. When the QuickRestore process is complete, the CD will automatically eject from the drive. Remove the CD from the drive and press **Enter**.
10. Your computer will automatically restart and display the **New Hardware Detected** screen.
11. When the owner registration information screens display, complete the prompted information.
3. Move your cursor over the Make Emergency Diskette icon. If you
   see a message that says no removable device was found,
   please call Technical Support at the telephone number listed
   on your warranty. Otherwise, proceed to the next step.

4. Click the Continue button.

5. Your computer asks if you want to create a QuickRestore
   Emergency Diskette. Click Yes.

6. You are prompted to have a formatted, blank diskette ready.
   Click OK.

7. You are prompted to insert the diskette into the diskette drive.
   Insert the diskette and click OK.
   **NOTE:** If your computer is not equipped with a diskette drive,
   attach an optional, external diskette drive, and complete the
   instructions.

8. You are prompted that your recovery diskette has been
   successfully created. Click OK.

9. When QuickRestore has finished creating the emergency
   diskette, store the diskette in a safe place for emergency use.

Factory Restore

**CAUTION:** Factory Restore deletes all of the information and data
stored on your computer’s hard drive. All added personal files,
software and other data will be lost. Before completing Factory
Restore, copy your data to diskettes or save your data to an
external device to prevent permanent loss of your data.

To complete a factory restore on your computer, perform the
following steps:

1. From the Windows desktop, double-click the Compaq
   Support icon.

2. Click the QuickRestore icon. The QuickRestore main menu
   is displayed.

   **NOTE:** If no factory image is found on the D: drive, you must use
   the QuickRestore CDs to perform this function described in the
   first section of Using Your QuickRestore CD.

3. Move your cursor over the **Factory Restore** button. If you
   see a message that says no factory image was found, please
   call Compaq Technical Support at the telephone number
   listed on your warranty. Otherwise proceed to the next step.

4. The computer asks if you want to replace all programs on
   your hard drive with the original Compaq factory software.
   Click Yes to continue.

5. When Factory Restore has finished, the system automatically
   restarts.

6. Once the Factory Restore is complete, you may be prompted
   to provide the start-up information again to reinstall Windows
   set up.

Compaq Web site

To use the Compaq Web site, perform the following steps:

1. From the Windows desktop, double-click the Compaq
   Support icon.

2. Click the QuickRestore icon. The QuickRestore main menu
   is displayed.

3. Place your cursor over the Compaq Web Site icon.

4. Click the Continue button. The Compaq technical support
   web site displays.

5. For country-specific technical support, identify a country.
   Complete the online instructions for additional help.
NOTE: Do not leave your computer unattended while QuickRestore is running, because you are periodically required to enter information. If you do not enter the required information, your computer may not complete the QuickRestore Process.

Selective Restore

To complete Selective Restore, perform the following steps:

1. From the Windows desktop, double-click the Compaq Support icon.
2. Double-click the QuickRestore icon. The QuickRestore main menu is displayed.
3. Place your cursor over the Selective Restore button. If you see a message stating that no applications were found, there may be some files missing or corrupted, and you may need to contact Compaq Technical Support to resolve the problem. Otherwise, proceed to the next step.
4. The Selective Restore menu is displayed. From the Selective Restore menu, you can choose from several drivers or applications. Click the icon representing the application or driver you want to reinstall.
5. Your computer asks you if you want to restore the software. Click Yes to continue.
6. You will be prompted to restart your computer. Save all open files and close all applications and restart your computer.
7. Repeat this procedure to reinstall as many drivers or applications as you need.

User Backup

To complete User Backup, perform the following steps:

1. From the Windows desktop, double-click the Compaq Support icon.
2. Click the QuickRestore icon.
3. Place your cursor over the User Backup icon. If you see a message saying no backup files were found, perform User Backup. Otherwise proceed to the next step.
4. Click the Continue button.
5. The computer asks if you want to restore. Click Yes to continue.

CAUTION: Any files, programs, and data installed or created after the last time you completed User Backup will be deleted after you press Enter.

6. The computer prompts you that continuing will delete all of the information and data on the computer’s hard drive. Press Enter to continue. The computer begins restoring files from the SystemSave partition. When User Restore is complete, the system automatically restarts.

Creating a QuickRestore Emergency Diskette

Before you perform any restore or backup tasks, we recommend that you create an Emergency Diskette. The Emergency Diskette is not bootable, and QuickRestore may require it during a restore process.

To create a QuickRestore Emergency Diskette, perform the following steps:

1. From the Windows desktop, double-click the Compaq Support icon.
2. Click the QuickRestore icon. The QuickRestore main menu displays.
3. Move your cursor over the **Make Emergency Diskette** icon. If you see a message that says no removable device was found, please call Technical Support at the telephone number listed on your warranty. Otherwise, proceed to the next step.

4. Click the **Continue** button.

5. Your computer asks if you want to create a QuickRestore Emergency Diskette. Click Yes.

6. You are prompted to have a formatted, blank diskette ready. Click OK.

7. You are prompted to insert the diskette into the diskette drive. Insert the diskette and click **OK**.

   **NOTE:** If your computer is not equipped with a diskette drive, attach an optional, external diskette drive, and complete the instructions.

8. You are prompted that your recovery diskette has been successfully created. Click OK.

9. When QuickRestore has finished creating the emergency diskette, store the diskette in a safe place for emergency use.

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**Factory Restore**

**CAUTION:** Factory Restore deletes all of the information and data stored on your computer's hard drive. All added personal files, software and other data will be lost. Before completing Factory Restore, copy your data to diskettes or save your data to an external device to prevent permanent loss of your data.

To complete a factory restore on your computer, perform the following steps:

1. From the Windows desktop, double-click the **Compaq Support** icon.

2. Click the **QuickRestore** icon. The QuickRestore main menu is displayed.

   **NOTE:** If no factory image is found on the D: drive, you must use the QuickRestore CDs to perform this function described in the first section of Using Your QuickRestore CD.

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**Compaq Web site**

To use the Compaq Web site, perform the following steps:

1. From the Windows desktop, double-click the **Compaq Support** icon.

2. Click the **QuickRestore** icon. The QuickRestore main menu is displayed.

3. Place your cursor over the **Compaq Web Site** icon.

4. Click the **Continue** button. The Compaq technical support web site displays.

5. For country-specific technical support, identify a country. Complete the online instructions for additional help.