HP Pavilion PC User's Guide

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1 Setting Up Your System

Thank you for choosing a Hewlett-Packard Pavilion PC. To maximize your comfort and productivity, it is important that you set up and use your system properly.

Finding a Place for Your Computer

Keep these recommendations in mind when you choose a place for your computer:

- Choose a room that is dry, clean, and well ventilated.
- Place the computer on a strong, flat surface with enough space to move the mouse around.

- Provide access to the back of the computer and the display during setup.
- Use grounded, three-prong electrical outlets for the computer and display. HP recommends that you also use a power strip with surge protection.
- Place the computer near a phone jack so that you can connect the modem. The modem is needed to send and receive faxes and e-mail, and to log on to the Internet.
- Consider the location of the windows in the room—if the display reflects direct sunlight, viewing the display may be uncomfortable.

Putting Your Computer Together

For step-by-step instructions on putting your computer together, refer to the Welcome Poster that came in your computer box. You'll notice that the colors of the cable plugs match the colors of the connector labels on the back of your computer. When in doubt, match the colors.

Getting Comfortable

Refer to the manual *Working in Comfort With Your HP Computer Equipment*, which was provided with your HP Pavilion PC, for important ergonomic information.

Note: You should take frequent, short breaks while using the computer; we suggest you take a break after 15 to 20 minutes on the computer. Stretch each time you take a break. If you experience physical discomfort,

it may be alleviated by ergonomically designed accessories such as adjustable chairs, footrests, keyboard trays, wrist rests, and glare screens.

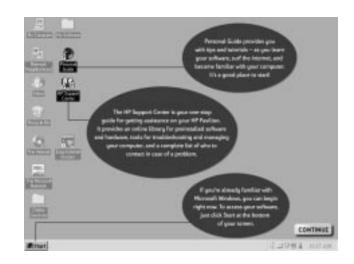


Your System is Working

When you first turn on your computer, a series of startup screens, including a mouse tutorial, appears, and then you see the Microsoft® Windows® 95 desktop. Your computer is now set up.

Double-click the **Free Game** icon on the desktop. In addition to giving you a free game, this procedure will guide you through the steps necessary to register. It is important to register with HP, so that you can be notified of changes and updates for your HP Pavilion PC.

After you register online, a roadmap points out and describes several important icons on your desktop. For further information on Personal Guide and HP Support Center, see the next chapter.



If Your System is Not Working

If one or more of your system components are not working properly, see Chapter 5, "Troubleshooting," beginning on page 33.

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2 Starting Out with HP

To help you get started, HP provides simple solutions for discovering your software, learning Windows 95, getting support, and using the Internet. The following table describes these solutions.

Note: Your computer is shipped with Windows 95. Hewlett-Packard does not support Windows NT on the Pavilion.

Topic	HP Solution	What It Does
Discovering your software	My Software folder	This folder contains descriptions of various preinstalled applications HP provides on your PC. Look here to learn a little about the applications before using them.
Learning Windows 95	Personal Guide	Personal Guide teaches you about Windows 95—folders, documents, shortcuts, and Windows Explorer. It gives you answers to frequently asked Windows 95 questions, and also gives you quick access to the Internet and the HP Support Center.
Getting HP support	HP Support Center	The HP Support Center provides you with online documentation, tutorials, diagnostics, system tools, and answers to frequently asked questions. Check your disk for viruses, make more room on your hard drive, recover lost or damaged HP programs, and contact technical support personnel from the HP Support Center. An online diagnostic tool (SystemWizard) will take you through a sequence of questions for problem identification and offer possible solutions. If you don't solve the problem this way, whatever you have tried so far is recorded for your support person to look at when you call.
Using the Internet	Internet Access	An Internet service provider has been provided. Upon registration, you will receive 50 free hours to use the Internet with HP's customized browser. Be sure to explore the HP At Home Web site, designed for HP Pavilion PC owners. To access the Internet, double-click the Internet Access icon on your Windows 95 desktop.

The following sections describe the solutions in more detail.

My Software Folder

Your HP Pavilion PC comes with a number of preinstalled software programs. The programs vary, depending on which system you purchased. To see what programs you have and run them:

 Double-click the My Software folder on your Windows 95 desktop.



2 To run a program, double-click the program's icon in the My Software window.

Note: You can also run all of these preinstalled programs (plus any new ones you install) from the Windows 95 Programs list. To see this list, click Start on the Windows 95 taskbar and then choose Programs.



Note: Your window may show different software icons.

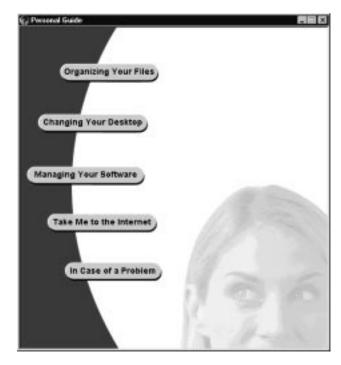
Personal Guide

For those who are new to Windows 95, Personal Guide provides an easy way to start using your HP Pavilion PC. It offers easy access to a variety of on-screen tutorials and multimedia demos that will help you get up and running quickly with your new computer.

Start Personal Guide by double-clicking its icon on the Windows 95 desktop.



To explore a Personal Guide category, click its button in the Personal Guide window.



Descriptions of the Personal Guide categories are listed on the following page.

Personal Guide Categories

Organizing Your Files	Helps you get acquainted with the Windows 95 desktop, creating folders, saving files, moving and removing documents, finding files, creating shortcuts, and using Windows Explorer.
Managing Your Software	Explains how to install and remove software, add software to the Start menu, prevent software from starting automatically, and start a DOS session.
Changing Your Desktop	Explains how to increase the size of the desktop, change Windows 95 colors, choose a screen saver, remove icons from the desktop, format the taskbar, and use Suspend mode.
In Case of a Problem	Takes you directly to the HP Support Center so that you can get any additional questions answered.
Take Me to the Internet	Launches a demo summarizing the benefits of the Internet. If you sign up for a free Internet access trial, you can access your browser directly from here.

Several of the categories (Organizing Your Files, Managing Your Software, and Changing Your Desktop) contain a number of topics for which you can run tutorials. Just click a topic, read the helpful information presented on the screen, and then click **Show Me a Step-by-Step Demo** to see and hear the multimedia tutorial.



Easy Internet Access

HP has made it easy for you to explore the world of the Internet by providing:

- A customized Internet browser that points you to some of the most interesting sites on the Web.
- Free Internet access for up to 50 hours. E-mail is included and no credit card is needed!

To launch the custom browser, press the Internet button on the keyboard or double-click the **Internet Access** icon on your desktop.





You can then watch an interactive demo that will acquaint you with the Web and show you how to use e-mail. When you're ready, click **Sign Up** to register for your free Internet access trial.

After you sign up, you will see the HP At Home Web site, which was created especially for HP Pavilion PC owners. It's filled with questions and answers, tips, tricks, and activities for fun with your HP Pavilion PC. The custom browser provides direct links to popular sites on the Web, helps you search the Web for specific topics, lets you send and receive e-mail, and more. Even if you already have an Internet service provider and an e-mail address, you can still use the browser provided. Simply select this option during the sign-up process.

The HP At Home owners' Web site is located at http://www.hp-at-home.com/

HP Support Center

If you are having trouble learning a new software program or diagnosing a hardware problem, the HP Support Center is the place to go. Your support options, online documentation, tutorials, and system maintenance tools have been grouped in this one convenient location. To go to the Support Center, choose **HP Support Center** in the Start menu or double-click the icon on the desktop.



Descriptions of HP Support Center options are listed on the following page.



HP Support Center Options

Software Help Each software package shipped with your computer is listed here, along with its manual (if there is one), online Help, and a support phone number. Hardware Help Exactly what hardware makes up your system? What do you do when something isn't working? How do you diagnose a problem? What is SystemWizard? Who do you call? This selection answers these questions and more. **Pavilion Library** Online manuals are found here. Software manuals (also found under Software Help) and your modem guide are found here. **Tutorials** Learn skills that range from creating software shortcuts to changing the color of your screen background by taking the short lessons found here. **Common Questions** Common questions that HP Support Center personnel are frequently asked are listed and answered here. Subjects range from modems to the Internet to MS-DOS and more. Check here if you have a question about your computer. Here you find system tools to clean up your hard disk, get rid of viruses, and run the SystemWizard System Maintenance online diagnostic tool. **Technical Support** When you need help, who do you call? Where do you call?

3 Operating Your Computer

The basics of operating your HP Pavilion PC are covered in this chapter:

- Learning computer basics
- Turning off your computer
- Suspending your computer
- Using the one-touch multimedia keyboard
- ◆ Using the Intel Connect[™] phone and answering machine
- Using the fax machine

Learning Computer Basics

General computer skills are not covered in this book. To learn computer basics, try the suggestions listed.

What You May Want to Learn	Where You Can Find It
What your computer can do	To see a demo, press the keyboard key with the Demo sticker on it. The key is Shortcut 3.
How to get more practice using a mouse	Solitaire or any of the games that came with your computer are a great way to practice pointing and clicking.
How Windows 95 works	An online manual called <i>ABCs of Windows 95</i> covers the basics of this operating system. To see <i>ABCs of Windows 95</i> :
	1 Double-click the HP Support Center icon on the desktop.
	2 Click HP Pavilion Library.
	3 Click Online Books.
	4 Click ABCs of Windows 95.
Common computer terms	An online manual called <i>Pocket PC User's Guide</i> can also be found in the Pavilion library. Read other manuals provided in the library for additional information.

Tips

- When you aren't using them, return diskettes,
 CDs, and DVDs to their protective cases.
- Be careful not to spill liquids on the keyboard.
- Keep magnetic material away from your computer and disks.
- Remove diskettes only after the indicator light on the diskette drive goes off.

Turning Off Your Computer

There is only one way to turn off your computer correctly. To turn off the computer:

Exit all software programs. (To close programs, click X in the upper-right corner of each window.)

- **2** Click **Start** on the Windows 95 taskbar.
- **3** Click **Shut Down** (last item on the menu).
- 4 Click Yes.
- **5** Turn off your display.

Caution: Pressing the computer's power button when software is running could corrupt your files.

Note: If your system is "frozen" and won't respond to the mouse or keyboard, you can't use Shut Down. In this case, reset the computer by pressing the power button. Turning off your computer this way does not protect your programs and files as well as Shut Down does. The next time you turn on the computer, the hard disk may be scanned for errors. (When you turn off the computer this way, wait a few seconds before you turn it back on.)

Suspending Your Computer

As an alternative to shutting down your computer, you can put your PC in Suspend mode. When you suspend your computer, it goes into a low-power state and your display is blank as if it's turned off. The next time you use your computer, any applications, folders, and documents that were open before you suspended the computer will be ready and waiting for you. With Suspend, you can save electricity without having to wait for your PC to go through the normal startup routine when you turn on the computer.

Suspend also allows faxes to come through to your computer, and enables your PC to automatically retrieve your e-mail messages and download information from the World Wide Web (if you have programmed your computer to do so).

To suspend the computer:

- 1 Press the Suspend button on the front of the computer. The screen goes dark, and the computer goes into Suspend mode.
- **2** When you want to use your computer again, just start to use the keyboard or mouse, or press the Suspend button. The screen display will reappear just as you left it.

Another way to suspend your computer is to choose **Suspend** on the Windows 95 Start menu.

Note: If you use an application that wakes your computer when it is suspended (such as when a fax program receives an incoming fax), the computer will not go back into Suspend mode automatically, unless you configure your PC to use the Auto Suspend feature. For information on enabling Auto Suspend, see "Setting Auto Suspend in the BIOS" on page 68.

Using the One-Touch Multimedia Keyboard

You have a special multimedia keyboard that can:

- Adjust the volume on your speakers.
- Mute all sound on the computer.
- Play back your phone messages.
- Answer the phone.
- Connect you directly to the Internet (if your telephone line is connected to the computer).
- Set shortcuts to your favorite programs.
- Suspend your computer to save power while you aren't using it.
- Get support information.

- Start and stop your CD or DVD player, skip to different tracks, and eject the disk.
- Start a demo about your computer.
- Attach headphones.

Keyboard Buttons, Knobs, and Controls

Volume This knob increases and decreases the volume for your entire computer system. (Note that the knob can be turned indefinitely, even after maximum sound has been reached.)

Messages When the light next to this key is blinking, you have received a fax or a phone message. Press the Messages button to hear or read your new messages.

Phone This key works like a speakerphone button on a regular phone. Press Phone to start your phone software, and then dial a phone number. If someone is calling you, answer by pressing Phone. (For more information, see page 21.)

Internet Press this key to launch your Internet browser. This button is pre-set to use the customized Internet browser already installed on your computer. You can reconfigure the button to launch a service provider or browser of your choice. See the directions on page 53.

Note: These three keys will work only if you have connected a telephone line to the computer. See page 55 for connection instructions.

Shortcut 1, Shortcut 2, Shortcut 3 Each of the three shortcut keys is pre-set to start a particular software program (Shortcut 3 is the Pavilion demo), but you can change these settings. For directions on changing the program connected to a shortcut key, see page 59.

Suspend Press this key when your computer won't be used for a while, but you don't want to turn it off. Pressing this key will save electricity. The screen will go dark, and your computer will go into Suspend mode. When you want to use your system again, press Suspend again, or move the mouse, or press any key. The screen display will reappear just as you left it.

Information Press Information to see HP support options. You can choose to launch either Personal Guide or the HP Support Center. For information on configuring this key, see page 59.

Media Player These buttons work like the controls on an audio CD player. Use these buttons to open and close the carrier, to skip tracks, to pause, and to stop the CD player or DVD player.

Mute Press Mute to turn off all sound on the computer. A Mute On indicator appears on your screen. To turn on the sound, again press the Mute button. If you want to affect only one specific sound (and not the whole system), double-click the Volume icon on the screen. Here, you can change individual sound levels.

Using the Intel Connect™ Phone and Answering Machine

Your computer can function as both a telephone and an answering machine. You can:

- Make calls by clicking Address Book entries.
- Put callers on hold and let them listen to on-hold music.
- ◆ Use speed dial.
- Use Caller ID (if your phone company supports it).
- Access your messages remotely.
- ◆ Have your pager notify you.
- Screen your calls.

For a full explanation of your phone operation, consult the online $Intel\ Connect^{TM}$ manual:

1 Double-click the **HP Support Center** icon on the desktop.



- 2 Click HP Pavilion Library.
- 3 Click Online Books.
- 4 Click Intel Connect™.

To start the Intel Connect™ tutorial:

- 1 Start Intel Connect[™].
- 2 Click the Intel Connect™ icon (located in the upper-left corner directly above the phone).
- 3 Select View Tutorial.

Making a Phone Call

1 Press the Phone key on your multimedia keyboard. The phone receiver opens. (The first time you run Intel ConnectTM, you answer setup questions and make your answering machine's recording.)



- **2** Dial one of two ways: Either click the numbers on the phone handset or enter the numbers from the keyboard keypad.
- 3 When a person answers the phone, speak directly into the microphone. The microphone is located on the top of your display (HP Pavilion Multimedia Display) or is connected to your computer.
- **4** Press Phone again to hang up.

Receiving a Phone Call

Intel ConnectTM must be running for you to receive a call. (That is, the program must be running in an open or minimized window.)
When a call comes in, you hear the ring from the speakers and the status message on your screen says Ringing. The CALL button changes to a flashing ANSWER, indicating an incoming call. Press the Phone button on the keyboard to answer the call, and speak into the microphone. The microphone is located on the top of your display (HP Pavilion Multimedia Display) or is connected to your computer.

Letting the Answering Machine Take Calls

Keep Intel Connect™ running to answer calls (remember that more than one program can run simultaneously):

- 1 Press the Phone key on your multimedia keyboard.
- 2 Click Setup.
- 3 Click Ringing.
- **4** In the Auto-answer ring count box, enter the number of rings before the answering machine plays the greeting.
- **5** Click the **Answering** tab.
- 6 Click Answer as an answering machine. If you have set up multiple mailboxes, click Answer as a voice mail system.

7 Click **OK** to return to the Intel Connect[™] main window. Leave this program running and go ahead with your other computer activities.

Note: If you want the answering machine to pick up calls without any ringing, click DND (Do Not Disturb) on the Intel ConnectTM main window.

Playing Messages

If you have messages on your answering machine, the Messages light blinks on the keyboard.

To hear your messages, press the Messages button next to the blinking light. If you have a message, you will hear it. If you have a fax, you will hear a notification.

Note: You can access your messages remotely, set up pager notification, or screen your calls. Refer to the online Intel Connect™ manual for these instructions. The manual is in the online HP Pavilion Library under HP Support Center.

Note: Your version of Intel ConnectTM may have Video Phone with Intel ProShareTM Technology (special video receive capability). If it does, a video button appears on the Main Menu. For more information, see the Intel ConnectTM manual.

Using the Fax Machine

This section explains how to send a fax. Refer to the *Intel Connect*TM manual for instructions on:

- Entering names in the Address Book
- Sending a fax to a listing in the Address Book
- Selecting a fax cover page
- Printing a fax
- Forwarding a fax

To access the *Intel Connect*TM manual:

1 Double-click the **HP Support Center** icon on the desktop.



- 2 Click HP Pavilion Library.
- 3 Click Online Books.
- 4 Click Intel Connect™.

Sending a Fax

There are two ways to compose a fax. You can type a message on the Quick Fax notepad, or you can fax a file from any program that can print.

Sending a fax composed on the Quick Fax notepad

- 1 Start Intel Connect[™] by pressing Phone on the keyboard.
- 2 Click Quick Fax on the Intel Connect™ main window. The Message Manager appears.
- 3 In the subject box, type the subject of the fax.
- 4 Click To:
- **5** Click **Unlisted**, and then fill in the name and fax number in the unlisted dialog box.
- **6** In the Description field, choose Fax.

- 7 To include your default cover page, click Include Cover Page.
- **8** Click **OK** to return to the Message Manager window.
- 9 Click Message.
- 10 Click Send.

Faxing a file using software programs

Software programs that can print can also send faxes. To send a fax, change the default printer (in the software program) to Intel Fax, and then print as you normally do.

4 Running Programs and Creating Files

This chapter helps you start using your software programs (also called applications). You'll learn about:

- Running software programs
- Using documents and folders
- Adding new software programs to your computer
- Removing programs from your computer
- Removing icons from the Windows 95 desktop
- ♦ Running MS-DOS

Running Software Programs

Your HP Pavilion PC comes with a number of preinstalled software programs. The programs vary, depending on which system you purchased. To see what programs you have and run them:

1 Double-click the My Software folder on your Windows 95 desktop.



- 2 Click an icon to see its description.
- **3** To run a program, double-click the program's icon in the My Software window.

Note: You can also run all of these preinstalled programs (plus any new ones you install) from the Windows 95 Programs list. To see this list, click Start on the Windows 95 taskbar and then choose Programs. Using Documents and Folders.



Note: Your window may show different software icons.

Using Documents and Folders

Saving Documents

To initially save documents created by Windows 95 programs:

- 1 Click File (upper-left portion of window).
- 2 Click Save.
- **3** Select a folder in which to store the document.
- **4** Type a name for the document.
- **5** Click **Save**.

If you alter this document and save it again, you don't have to go through the steps again. The document is updated when you click **Save**.

If you want to make a separate copy of the document, click **Save As** (instead of **Save**) in step 2 and type a new name.

For more instructions, complete the tutorial *Managing Your Computer* in Personal Guide.

Creating Folders

To create folders:

- 1 Go to the place in which you want the folder to appear (on the desktop or inside another folder).
- **2** Click the right mouse button.
- 3 Select New.
- 4 Click Folder.
- **5** Type the name of the new folder.

- **6** Click elsewhere to end the procedure.
- **7** You can drag documents or other folders into the new folder.

For more instructions, complete the online tutorial *Managing Your Computer* in Personal Guide.

Finding Documents and Folders

To find documents or folders on your computer:

- 1 Click **Start** on the Windows 95 taskbar.
- 2 Select Find.
- 3 Click Files or Folders.
- **4** Type all or part of the name of the document (or folder).
- 5 Click Find Now. The magnifying-glass animation means the search is in progress. If there are any matches, a list of files appears.

- 6 Double-click the document (or folder) to open it.
- **7** For more instructions, complete the online tutorial *Managing Your Computer* in Personal Guide.

Moving Documents and Folders

To move files, just drag them from one location to another. To drag a file, click it with your left mouse button. Hold down the mouse button while moving your mouse across your mouse pad or table surface. When the file is in the location you want, release the mouse button.

Adding New Software Programs to Your Computer

There are two ways to install a new program: using the install utility that comes with the new program, or using the Add/Remove Programs utility in Windows 95.

To install new programs by running Add/Remove Programs:

- 1 Put the CD in the media drive, or put the diskette in the diskette drive.
- **2** Click **Start** on the Windows 95 taskbar.
- 3 Select Settings.
- 4 Click Control Panel.
- 5 Double-click Add/Remove Programs.

- Click Install.
- **7** Follow the on-screen directions.

Once a new program is installed, it appears in the Programs section of the Start menu.

Note: If you do not install programs with an install utility (or the Add/Remove Programs utility), you won't be able to remove the programs properly later. Merely deleting a program icon will not remove all of the program files.

Removing Programs from Your Computer

There are a number of ways to remove programs from your hard disk. Some programs come with their own uninstall utility, which you use to remove the program. You can buy uninstall utilities that remove any program from your hard disk. Or you can use the Add/Remove Programs utility in Windows 95.

To use the Windows 95 Add/Remove Programs utility:

- 1 Click Start on the Windows 95 taskbar.
- 2 Select Settings.
- 3 Click Control Panel.
- 4 Double-click Add/Remove Programs.
- **5** Click the program you want to remove.
- 6 Click Add/Remove.
- 7 Click OK.

Removing Icons from the Windows 95 Desktop

There are two types of icons, and they are removed differently:

- ◆ Shortcut icons These are identified by an arrow in the lower-left corner of the icon. You can drag them to the Recycle Bin. (Icons created by installing new programs are shortcuts.)
- Program icons Some icons, such as the Microsoft Recycle Bin and My Computer icons, are not removable. Some icons, such as the Inbox icon, however, can be removed by following the directions that follow.

To remove program icons:

- 1 Make sure that all documents are saved and all programs are closed.
- 2 Click Start on the Windows 95 taskbar.
- 3 Select Settings.
- 4 Click Control Panel.
- 5 Double-click Add/Remove Programs.
- 6 Click Windows Setup.
- **7** Find the software whose icon you want to delete.
- **8** Click the box to deselect it (the check mark should disappear).
- 9 Click OK.
- **10** Click **Yes** to restart the computer.

Running MS-DOS

Some software requires MS-DOS. To use MS-DOS:

- 1 Click **Start** on the Windows 95 taskbar.
- 2 Click Shut Down. You are offered several options.
- 3 Choose Restart computer in MS-DOS mode.
- 4 Click Yes.

You are now in MS-DOS at the Windows directory level. Type **CD C:**\ and then press Enter to get to the root level of the file system directory.

When you want to go back to Windows 95, type **EXIT** at the MS-DOS prompt, and then press Enter.

5 Troubleshooting

This chapter discusses your options for resolving problems you may have with your HP Pavilion PC:

- Fixing common problems
- ◆ Solving software issues
- Using system tools
- Using SystemWizard
- ◆ Calling HP support
- ◆ Using the HP Pavilion Recovery CD(s)

Fixing Common Problems

This section lists problems you might experience when using your computer. The problem is listed first, followed by the solution. Check to see whether your problem is listed. The list is in alphabetical order. For example, if your Windows 95 taskbar has disappeared, check under W for Windows and then find the problem My taskbar disappeared. General problems are listed at the end of this section.

Answering machine *The answering machine never answers the phone.*

Make sure that the software is running. (The screen with the phone should be in an open window.) If the software is running, make the following adjustments from the Intel ConnectTM main window:

- 1 Click Setup.
- 2 Click Answering.
- 3 Choose either Answer as a voice mail system or Answer as an answering machine.

Answering machine The answering machine grabs calls before I can answer the phone.

- ◆ Increase the number of rings before Intel Connect[™] automatically answers:
 - From the Intel Connect[™] main window, click **Setup**.
 - 2 Click Ringing.
 - 3 Enter a higher number in the Auto-answer ring count box.
- Make sure that the DND (Do Not Disturb) button is not lit on the Intel Connect™ main window. Click the DND button to disable the Do Not Disturb feature.

Answering machine I can't hear messages as they are left.

Check the following:

- ◆ Make sure that the Screen button is lit on the Intel Connect™ main window.
- Make sure that the mute feature is not on.
 Press the keyboard Mute button repeatedly until Mute Off flashes on your screen.
- Adjust the Volume knob on the keyboard or use the Multimedia Sound Mixer to increase just the answering machine sound level:
 - 1 Double-click the **Volume** icon (located in the lower-right corner of your screen).
 - **2** Adjust the slide control. Make sure that the Volume Controls are set at least halfway.

Answering machine I can't hear messages as they are played back.

Make the following adjustments:

- Make sure that the mute feature is not on.
 Press the keyboard Mute button until Mute
 Off appears on the screen.
- ◆ Turn up the Volume knob on the keyboard.
- ◆ Adjust the Sound Mixer volume:
 - 1 Double-click the **Volume** icon (located in the lower-right corner of your screen).



2 Make sure that the Volume Controls are not muted and are set at least halfway.

Answering machine I can't record an outgoing message.

Use the phone you connected to your computer, rather than the microphone in the display, to record the message. If you haven't set up a phone on the computer, directions are on your Welcome Poster.

CD The message "System Error: Unable to read drive" appears when running a CD program.

- ◆ Make sure that the CD is placed into the drive with the label side up.
- Wait 5 to 10 seconds after closing the CD drawer to give the computer time to recognize the CD.
- Are you trying to play a DVD in a CD player?
 A DVD will not play in a CD player. To play a DVD, you must have a special DVD player.

Display My display doesn't work, even though the computer appears to work.

- Make sure that the power cord is securely plugged into the display.
- ◆ Make sure that the display is turned on—it has its own power switch.
- Make sure that your power cord is plugged into a grounded three-prong outlet. Check to see whether the outlet works by plugging another item (such as a lamp) into the outlet. (If the light on the front of the display is lit, it is getting power. Try the next item on this list.)
- Check the cable connection between the display and the computer. The cable connectors must be pushed in all the way.
- Adjust the brightness and contrast controls on the display. (The information may be there, but you just can't see it.)

Fax and phone I can't dial out.

Check to make sure that a phone cable connects from the back of the computer to the wall. The cable must be plugged into the rightmost socket on the computer. The left socket is there to plug in a phone if you want to.

Fax and phone I can't correct typing mistakes when dialing a phone number.

No, you can't. The Backspace key doesn't do anything here. If you misdial a number, you must hang up and start over.

Fax and phone The message "Invalid phone number" appears when using the Address Book.

You need to include the area code in the Properties Description in the Address Book Manager window.

Fax and phone The message "Check error log" appears in the status window.

Make the following adjustments, starting at the Intel Connect™ main window:

- 1 Click Setup.
- 2 Click Error Log.
- **3** Read the error message.
- 4 Click Delete.

Fax and phone Incoming faxes are not picked up automatically.

- Click Setup on the Intel Connect[™] main window.
- 2 Click Answering.
- 3 Choose either Answer as a voice mail system or Answer as an answering machine.

Fax and phone I can't enter a name or a phone number in the To: box when composing a fax.

In the Message Manager window:

- 1 Click To:
- 2 Choose a name from the Address Book; or click Unlisted, and then enter a name and phone number.

Fax and phone The Address Book dials the person's business phone instead of the home phone (and vice versa).

In the Address Book window:

- Click Other Number.
- 2 Choose Home Phone or Business Phone.

Keyboard My keyboard doesn't work, even though the computer and display seem to work.

- Make sure that the keyboard is connected to the keyboard port, not the mouse port. The colors of the cable plugs and the colors of the connector labels should match.
- Press the Caps Lock key on the keyboard. Does a light appear on the key?

Mouse My mouse doesn't work, even though everything else does.

• Make sure that the mouse is connected to the mouse port, not the keyboard port. The colors of the cable plugs and the colors of the connector labels should match. If you need to reconnect these two cables, you must turn the computer off, reconnect the cables, and then turn the computer back on.

- Make sure that you are in Windows 95, not MS-DOS. (The MS-DOS interface is a plain screen with a prompt that looks like this: C>) If you are in MS-DOS, type EXIT and press the Enter key.
- ◆ Does the pointer move on the screen when you move your mouse? If not, try this:
 - 1 Remove the mouse ball by unscrewing the bottom of the mouse.
 - 2 Clean the mouse ball with a damp cloth (not paper).
 - **3** Use your finger to move the rollers in the mouse ball housing.
 - **4** Replace the mouse ball and screw on the cover.

Sound My computer doesn't make any sound.

- Check the headphone and microphone cables at the back of the computer to be sure they are not switched. The colors should match. Be sure the blue sound plug is pressed firmly into the jack.
- ◆ Locate the Volume knob on the keyboard. The knob is at the top of the keyboard, near the center. Turn up the volume by turning the knob clockwise. As you do this, you'll see the volume indicator increase on your screen.
- Make sure that you have the speakers connected properly.

The Volume knob affects all sound on your computer, but each input can be turned up or down individually by adjusting the sound/mixer settings. To adjust the setting, double-click this icon and increase the sound for a single input.

- ◆ Your audio system may be muted. Press the Mute button on the keyboard. If the message Mute Off appears, you just turned off the mute feature; your system should now produce sound. If the message Mute On appears, you just muted your system; press the Mute button again to turn it off.
- The subwoofer (optional third speaker) has its own volume control on the back; turn it clockwise to increase the volume.

Make sure that headphones are not plugged into the keyboard. If they are, sound goes to the headphones.

Speakerphone *I'm getting squealing noise from the speakers or the microphone.*

- During a phone call, turn the Volume knob on the keyboard counterclockwise to decrease the volume.
- Click the Volume icon and drag the volume bar downward.



- If your display is against a wall or other object, pull it out a few inches.
- If your display is underneath a shelf or large object, pull the display out.

Speakerphone The volume is either too loud or too soft.

- Turn the Volume knob on the keyboard.
- ◆ To set the sound on the phone only, double-click the **Volume** icon (located in the lower-right corner of your screen), choose the phone, and drag the volume bar upward or downward.

Speakerphone I can't hear the other person clearly or at all.

- ◆ Turn the Volume knob on the keyboard clockwise.
- Adjust the Sound Mixer volume:
 - Double-click the Volume icon (located in lower-right corner of your screen).



2 Make sure that Mute is not checked.

Windows 95 *I'm having trouble understanding Windows 95.*

 You have Windows 95 tutorials on your computer.

To access them:

1 Double-click the HP Support Center icon on the desktop.



- 2 Click Tutorials.
- You also have an online book called ABCs of Windows 95. To read it:
 - 1 Double-click the HP Support Center icon on the desktop.



- **2** Click **HP Pavilion Library**.
- **3** Click Online Books.
- 4 Click ABCs of Windows 95.

 The printed Microsoft book Introducing Microsoft Windows 95 is included with your computer.

Windows 95 *My program window disappeared.*

Sometimes, when operating a program, you accidentally click outside the program's work surface and switch to another program. Your program isn't gone; it's just underneath something else. Hold down the Alt key and press the Tab key to see all open programs, one at a time. When you see the one you want, release the two keys and your program will reappear. (You can also see the program button for your open program on the Windows 95 taskbar—click on the button.)

Windows 95 My taskbar disappeared.

You may have accidentally removed your taskbar. To get it back:

- 1 Point the cursor at the bottom of the screen.
- **2** When the cursor changes to a double arrow, click and hold down the left mouse button.
- **3** Drag the double arrows up and release the mouse button.

General problem I can't turn on my computer at all.

- Make sure that the power cord and all cables are securely plugged into the computer.
- Make sure that the power cord is plugged into a grounded, three-prong outlet. Check to see whether the outlet works by plugging another item (such as a lamp) into the outlet.
- Check cables for damage and replace any bad ones.
- If there is no response, press the computer's power button again.
- ◆ Check to see whether the keyboard lights flash when you turn on the computer. The light next to the 3.5" disk drive should flash.
- You should hear the hard disk spin or the diskette drive make a noise.

- You should hear one beep; one beep indicates that your computer is operating properly.
- Make sure your display is plugged in, connected to your computer, and turned on.
- Follow any instructions that appear on the screen.

General problem My computer (or part of it) doesn't seem to be working.

If the system is "frozen" (no response to mouse or keyboard actions), you may have had too many application windows open at one time. Avoid this overload in the future by closing applications when you don't need them. For now, reset the system (see below).

Also, a voltage spike, power outage, or brownout may have occurred. Symptoms of voltage spikes include a flickering video display, unexpected system startups, and the system not responding to your commands. Try resetting the system first (see below). If the problem persists, reload the software. (For HP software, use the Recovery CD(s) discussed on page 49.) A voltage spike can occasionally corrupt or destroy files, so it is a good idea to consistently make backup copies of your data files. Prevent voltage spikes by installing a surge suppressor between the power outlet and the system power cord.

If you can use your mouse and Start menu, reset your system by clicking **Start** and then **Shut Down** (see note). Your computer will do a disk check to make sure that no files were damaged by the reset.

Note: The power button can be used in two ways to reset and recover the system. First, press the button and release; this procedure should reset the system. Using the power button to reset the system is not a recommended practice and should be used only as a last resort.

General problem A "General Protection Fault" error occurred.

This error usually occurs when a program has corrupted your random access memory (RAM) resources. To recover:

- 1 Click **Close** on the message box announcing the error.
- **2** Close the software program.
- 3 Click Start on the Windows 95 taskbar.
- 4 Click Shut Down.
- **5** Wait a few seconds, and then restart your computer.

General problem A "Non-System Disk" error occurred.

If you have a diskette in the disk drive, remove the diskette, and then press any key to continue.

General problem I need more space on my disk.

- Run a hard disk space check (DriveSpace) to find out exactly how much space you have. For more information, see page 48.
- ◆ You can defragment your disk. That is, you can rearrange your current files so that they are packed in together and any little storage spaces between them are removed to make empty space on the disk. Results will vary. For more information, see page 48.

General problem My computer is taking longer to start up than it did before.

- Before you turn on the computer, remove any CD from the drive, so that the computer won't have to spend time checking it.
- You don't have to wait for the virus scan each time. Press the spacebar to skip the scan.
 (Don't skip it all of the time; you should run a virus scan occasionally.)
- Your disk may need to be defragmented. See page 48.

General problem I think my computer has a virus.

A virus check is run automatically when you start the computer. However, you can run a more thorough check by using your System Tools. Directions are on page 47.

General problem I installed a new printer or other device, and it won't work.

Be sure that you installed the device drivers that came with the new device.

Solving Software Issues

If you have a question about a specific application, first check the program's online Help on the top menu bar of the program; Support Center also includes the Help for each application. To see this in Support Center:

1 Double-click the **HP Support Center** icon on the desktop.



- 2 Click Software Help.
- **3** Select an application. A list of all software Help will be displayed.

You can also read the online manuals provided by HP. To find these manuals:

1 Double-click the **HP Support Center** icon on the desktop.



2 Click **HP Pavilion Library**.

Using Online Support Documents

The HP Pavilion library on your system may contain these and other online manuals.

Fax/Modem User's The manufacturer's manual for your modem.

PC User's Essential Accessible Pocket Dictionary

The ABCs of Some chapters of this manual such

The ABCs of Windows 95 Some chapters of this manual, such as "Making Your Own Network" or "A Bushel of Applets," contain technical information.

Note: *The* HP Pavilion Technical Guide *is located on the HP At Home Web site (http://www.hp-at-home.com/).*

To read or print these documents:

1 Double-click the **HP Support Center** icon on the desktop.



- 2 Click HP Pavilion Library.
- 3 Click Online Books.
- **4** Click the book you would like to read or print.

Using System Tools

Microsoft provides several utilities with Windows 95. HP took some of the commonly used utilities, grouped them, and added some additional utilities. The HP Support Center has links to these utilities and other diagnostic tools. To use the HP Support Center:

1 Double-click the **HP Support Center** icon on the desktop.



2 Click **System Maintenance**. The options listed on the next page appear.

Utilities Available in the HP Support Center

SystemWizard

Detect, diagnose, and resolve problems with your computer hardware and software. Additional diagnostic databases can be downloaded toll-free by SystemWizard, if needed, to diagnose your problem. If it cannot identify the problem, SystemWizard calls HP (toll-free) and lets the HP support person know what you have tried to do so far. (The phone calls are for HP-supported products only.)

Virus Protection If it is infected with a virus, your system can display any of a number of symptoms. When in doubt, run this utility, especially if you download software from the Internet or use shareware. McAfee® VirusScan™ 95 is run from here.

Hard Drive

Three utilities are found here—DriveSpace, ScanDisk, and Disk Defragmenter.

DriveSpace When your hard disk fills up, it will refuse to take more files of a certain size or more. Instead of guessing how much more you can store on the hard disk, run this utility.

ScanDisk As periodic maintenance, it's good to scan your hard disk for data errors and to check the physical surface of the disk.

Disk Defragmenter When you store and erase files extensively, your hard disk becomes fragmented. Bits and pieces of files can be scattered, instead of being stored in one place. The files are complete when you open them, but the computer takes longer to gather the fragments. Defragment your disk when your system seems to slow down or when you get memory errors.

HP Pavilion Recovery CD(s)

Before you got your computer, HP did a backup of your entire system. The backup CD is included with your system in case you need to restore any software that was originally on your computer.

Device Manager Find out what kind of system processor you have, how much RAM you have, and your support ID number. Learn what kind of drives, controllers, ports, keyboard, modem, and display you have. Find out what resources these devices use.

Using SystemWizard

If you have a system component that isn't working, and you tried the suggestions in this chapter, refer to SystemWizard. To locate SystemWizard:

Double-click the **HP Support Center** icon on the desktop.



- 2 Click System Maintenance.
- 3 Click SystemWizard.
- **4** Follow the directions given.

Calling HP Support

If you need further support, call the HP Customer Care Center (24 hours a day, 365 days a year). If you can, have your support ID number ready. To find your support ID number, either press Alt+Ctrl+S or:

1 Double-click the **HP Support Center** icon on the desktop.



- 2 Click Technical Support.
- 3 Click My HP Pavilion's Support Number.

If your computer is completely nonfunctional, call the HP Customer Care Center at 1-208-323-HOME (1-208-323-4663).

Using the HP Pavilion Recovery CD(s)

The HP Pavilion Recovery CD(s) are provided in case you accidentally lose system files or software that came with your computer. The CD(s) contain a copy of the software originally installed on your system and can be used *only* on an HP Pavilion PC. There are two ways to use the CD(s):

- You can restore the software that came with your system without reformatting the hard disk.
- You can reformat the hard disk and then restore all original software. Only reformat as a last resort because reformatting destroys system files and all your data. In addition, all programs you bought and installed will have to be reinstalled.

Warning: Reformatting the hard disk removes all information on the hard disk. If you reformat, you lose all installed software and files created since you bought your computer. You must reinstall software not originally on the computer.

Running the HP Pavilion Recovery program

To run the HP Pavilion Recovery program:

- 1 Insert the HP Pavilion Recovery CD in the CD-ROM drive.
- **2** Shut down your computer.
- **3** Wait 30 seconds and turn on your computer again.
- **4** When the Recovery program screen appears, follow the instructions on the screen.

6 Upgrading and Servicing Your Computer

These topics are covered in this chapter:

- ◆ Connecting Components to Your PC
- Using headphones
- Using your computer with your stereo system
- Replacing the battery
- Reconfiguring keyboard buttons and the display
- Adding more memory
- ◆ Installing an add-in board
- ◆ Using the BIOS Setup program

Your HP Pavilion PC comes with everything you need to get started right away. However, you may want to add a scanner or more memory at some point.

To install a new component in your computer (a process called upgrading), take your computer to the store where you purchased the new component. For a service fee, most stores will install the new memory or card in your system. If you wish, you can install the component yourself, following the instructions in this chapter.

For more details on the topics in this chapter, check the section "HP Pavilion Library" in the HP Support Center on your computer. The following manuals, and other online manuals, can be found there:

- ◆ K56flex[™] Fax/Modem User's Guide
 The manufacturer's manual for the K56flex[™]
 modem.
- ◆ The ABCs of Windows 95 Some sections of this manual, such as "Making Your Own Network" or "A Bushel of Applets," contain technical information.

Warnings: The power supply is not userserviceable. To prevent damage to the power supply, have a qualified person repair or replace it. All other components are user-serviceable.

You must disconnect all power cords, telecommunications links, networks, and modems before working on the computer.

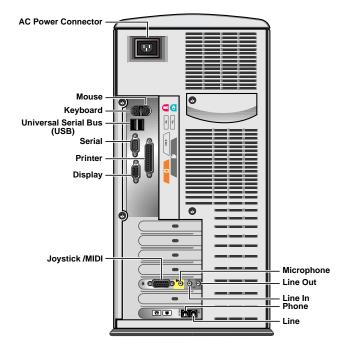
Do not operate the computer with the cover removed.

Electrostatic discharge (ESD) can damage disk drives, add-in cards, and other components. If an ESD station is not available, wear a wrist strap attached to a metal part of the computer. Place cards on a conductive foam pad, if possible, but never on the card wrapper.

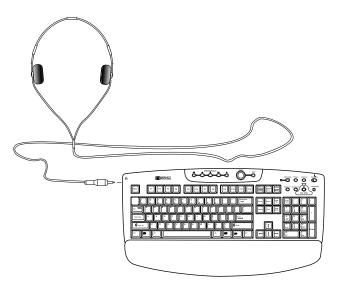
For your safety, always unplug the system from its power source and from any telecommunications systems (such as phone lines), networks, or modems before performing any of the procedures described in this chapter. Failure to do so may result in personal injury or equipment damage. Hazardous voltage levels are inside the power supply and modem of this product.

Connecting Components to Your PC

This illustration points out all the connections on the back of your computer. You may need to refer to this drawing in case you ever move your computer and need to reconnect the components, or if you purchase new accessories.



Using Headphones



The HP Pavilion one-touch multimedia keyboard is equipped with a standard mini (3.5mm) headphone jack. This jack supports most portable headphones. If you would like to use headphones equipped with the larger .25-inch phone jack, inexpensive adapters are available at most consumer electronics stores.

To use the headphones, plug them into the outlet located on the side of the keyboard.

Note that when the headphones are plugged in, the speakers will be muted. (The system's line output, however, will continue to work.) When you unplug the headphones, the speakers will go back to normal operation.

Using Your Computer with Your Stereo System

Sending Output to a Stereo System

Your computer can be connected to your stereo system for games or multimedia applications. Connect the line output from the audio card to any unused line-level input connector on the stereo system. Use a cable that has a 3.5mm stereo plug on one end and two RCA plugs on the other end. (You can buy such a cable at most consumer electronics stores.)

When your computer and your stereo system are connected, the volume levels can be adjusted with either the computer keyboard Volume knob or the stereo volume control.

Making Audio Recordings to a File

You can make recordings on your computer using either the Microsoft Sound Recorder Applet or the Media Rack wave recorder. In either case:

Select the sound source. For computergenerated sounds, select Line Out as the source. For stereo-generated sounds, connect the Line Out of the stereo system to the Line In of the computer and select Line In as the source.

- 2 Set recording properties for the desired recording quality. Be aware that the higher the recording quality, the larger the resulting file will be. A CD-quality recording requires approximately 11 MB per minute of recorded material.
- **3** Start the recorder by clicking the red button on the recorder.
- **4** Start the material to be recorded. The audio is now being saved on the hard drive as a .WAV file.
- **5** After the material has been recorded, stop the recorder and save the file.

Replacing the Battery

A lithium battery on the motherboard provides backup power for the computer's timekeeping capability. The battery has an estimated life expectancy of seven years.

When the battery starts to weaken, the date and time may be incorrect. If the battery fails, replace it with a CR2032 lithium battery (3 volt, 220mAh rating) or an equivalent battery.

Warning: There is danger of explosion if the battery is incorrectly replaced. Replace only with the same or equivalent type of battery. Discard used batteries according to the manufacturer's instructions.

Attention: Il y a danger d'explosion s'il y a remplacement incorrect batterie. Remplacer uniquement avec une batterie du meme type ou d'un type equivalent recommandé par le constructeur. Mettre au rebut les batteries usagees conformement aux instructions du fabricant.

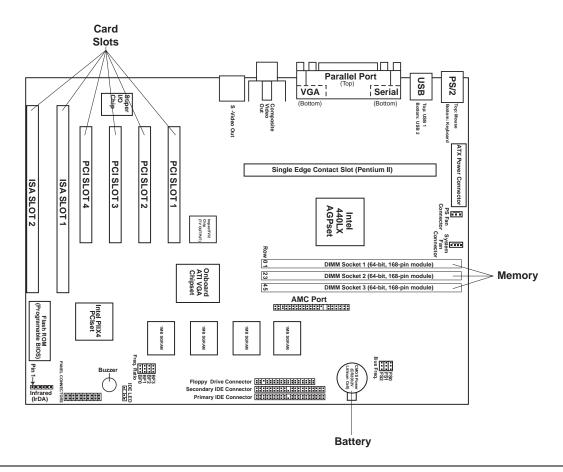
Replacing the battery

To replace the battery:

- 1 Turn off the computer and all peripherals.
- **2** Disconnect the power cord and modem cable.
- Remove the computer cover according to the directions in the booklet *Removing the Computer Covers*.
- 4 If necessary, remove any full-length add-in cards to gain access to the socket. (See the next page for battery location.)
- **5** Remove any components that are blocking access to the battery.
- **6** Gently pry the battery free from its socket, taking care to note the positive (+) and negative (-) orientation of the battery.

- 7 Install the new battery in the socket, observing the correct polarity.
- **8** Replace any components that were removed.
- **9** Replace any add-in cards that were removed and then replace the computer cover.
- 10 Run the BIOS (Basic Input Output System) Setup program to reset the date and time. (For instructions, see "Starting the BIOS Setup Program" on page 66.)

Note: Your motherboard will be similar to the one shown on the next page.



Reconfiguring Keyboard Buttons and the Display

Reconfiguring Keyboard Buttons

Five buttons on the keyboard are programmable. Four of these buttons can be completely reconfigured; the fifth button (Information) has two different options.

The following four buttons on your keyboard can be reconfigured to start different applications.

Button	Preset to
Internet	Internet browser
Shortcut 1	Microsoft Works
Shortcut 2	Quicken
Shortcut 3	Pavilion PC demo

To reconfigure the Internet, Shortcut 1, Shortcut 2, or Shortcut 3 button:

- 2 In the window that appears, click the button you want to configure.
- 3 Select an application from the list, or click **Browse** to find an application yourself.
- **4** Change the label to reflect the new application. The label will be displayed at the bottom of the screen when the keyboard key is pressed.
- 5 Click OK.
- 6 Close the window by clicking the **X** in the upper-right corner of the window.

- **7** When you turn off your computer (by clicking **Start** and then **Shut Down**), answer **Yes** to the question *Would you like to save the new configuration?*
- 8 You can attach one of the application stickers to the keyboard so you remember which application the key launches. The stickers are little icons of a globe, cards, a camera, an artist's palette, and so on. Shortcut 3 button originally had a Demo sticker on it. You can remove it.

You can choose to have the Information button launch either Personal Guide or HP Support Center:

- 2 In the window that appears, click the **Information** button.

- **3** Select the application you want to launch.
- 4 Click OK.
- 5 Close the window by clicking the **X** in the upper-right corner of the window.

When you turn off your computer (by clicking **Start** and then **Shut Down**), answer **Yes** to the question *Would you like to save the new configuration?*

Changing the On-screen Display

To change the size, the font, and the color of the on-screen display:

- 1 Right-click the small keyboard icon in the lower-right corner of your screen.
- **2** Select onscreen Display from the menu.
- **3** Make your changes.
- 4 Click Done.

Adding More Memory

Your motherboard contains two or three 168-pin DIMM sockets, depending on which model you have. A DIMM is a dual inline memory module. You can install these types of DIMMs in your system:

- ◆ 16 MB
- ◆ 32 MB
- ♦ 64 MB
- ◆ 128 MB

All installed DIMMs *must* be 168-pin, four-clock, 66MHz, unbuffered SDRAM (synchronous dynamic random access memory) DIMMs, Intel specification v1.0 compliant.

HP Pavilion PCs with two DIMM sockets can support up to 256 MB of SDRAM and HP Pavilion PCs with three DIMM sockets can support up to 384 MB of SDRAM.

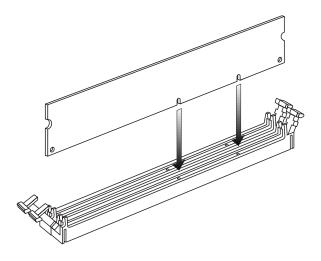
Your HP Pavilion PC is shipped with one or more memory banks filled, but you can replace the existing DIMM(s) with higher capacity ones.

Installing a DIMM

To install a DIMM:

- 1 Turn off the computer and all peripherals.
- **2** Disconnect the power cord and modem cable.
- **3** Remove the computer cover. (See the booklet *Removing the Computer Cover.*)

- Holding the DIMM by its edges only, remove it from its antistatic packaging. A DIMM has two small notches on the lower edge that fit into raised bumps in the DIMM socket.
- Hold the DIMM perpendicular to the socket, aligning the notches with the bumps.

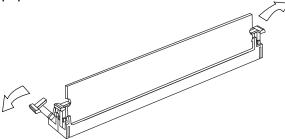


- Push straight down on top of the DIMM until it is fully seated in the socket. The retaining clips on the ends of the socket will automatically lock into position when the DIMM is fully inserted.
- Replace the computer cover and reconnect your cables.

Removing a DIMM

To remove a DIMM:

- Turn off the computer and all peripherals.
 Disconnect the power cord and modem cable.
- **2** Remove the computer cover. (See the booklet *Removing the Computer Cover.*)
- 3 Push down on the two retaining clips on the ends of the DIMM socket until the DIMM pops out of the socket.



Warning: Do not pull the DIMM out of the socket. Use the retaining clips to eject the DIMM.

- **4** Holding the DIMM by its edges only, lift it away from the socket. Store it in its antistatic packaging.
- **5** Replace the computer cover and reconnect your cables.
- **6** Run the BIOS Setup program to adjust your memory setting. (See "Starting the BIOS Setup Program" on page 66.)

Installing Add-in Cards

At some point, you may add an ISA or PCI card to your computer to accommodate a new component such as a scanner. Depending on which HP Pavilion PC model you purchased, the computer may have as many as five slots and connectors for installing new cards.

You will need a #2 Phillips screwdriver and a medium flat-bladed screwdriver. You also need any software (for example, drivers) supplied with the card.

Warning: Do not overload the system by installing add-in cards that draw excessive current. The system is designed to provide 2 amps (average) of +5V power for each board/card in the computer. The total +5V current draw in a fully loaded system (one with all add-in card slots filled) must not exceed the total number of slots multiplied by 2 amps.

Installing a Card

To install a card:

- 1 Install any drivers supplied by the card manufacturer.
- **2** Turn off the computer and all peripherals.
- **3** Disconnect the power cord and phone lines.
- **4** Remove the computer cover as described in the booklet *Removing the Computer Cover*.
- **5** Remove the card from its wrapper. Place it on a grounded, static-free surface, component side up.
- **6** Remove the retaining plate covering the right side of the slots.

- 7 Remove the slot cover by inserting a screwdriver into the opening and rocking gently. Insert the screwdriver under the top edge of the slot cover and press down.
- 8 Hold the card by the top edge or upper corners, and position the board. Align the card with the card guides and firmly press the card into the expansion slot connector. (See the motherboard drawing on page 57 for location of expansion slots.)
- **9** IDE hard disks and memory are configured automatically, as are Plug and Play cards; (see the next section, "What is Plug and Play?").
- **10** Replace the metal retaining plate.
- **11** Replace the back of the computer and restart the computer.

What Is Plug and Play?

"Plug and Play" describes the ability to add and remove add-in cards, memory, and peripherals without any special procedures (like resetting jumpers and testing for system conflicts). Your system BIOS finds these components and adds them to the system. You do not have to run the BIOS Setup program.

If the New Card or Device Isn't Working

Recheck all connections, including those to the board, power supply, keyboard, and display. If the problem still exists, run the BIOS Setup program and load the default settings; and then save and exit. (Refer to "Using the BIOS Setup Program" on the next page.)

Troubleshooting hints specifically for ISA add-in cards can be found in the *HP Pavilion Technical Manual* located on the HP At Home Web site (http://www.hp-at-home.com/).

Using the BIOS Setup Program

The system BIOS (Basic Input Output System) on your computer has a built-in setup program that lets you control the special features of your computer. Configuration information stored in the BIOS includes the type of peripherals installed, the startup sequence of the computer, and control for power management. The battery maintains this information when the system is turned off.

Starting the BIOS Setup Program

Start the BIOS Setup program by pressing the F1 key after you see the blue HP logo screen during startup but before Windows 95 starts. You have only a few seconds to press the F1 key before the startup process continues.

We recommend that you keep a written copy of your settings and keep it up to date. If you never change the BIOS, you don't need to keep a record. You can always return to the original factory defaults by pressing the F5 key, clicking Exit Menu, and then clicking Load Setup Defaults.

BIOS Settings

The BIOS Setup program initially displays the Main Menu screen. In each screen, there are options for modifying the system configuration.

Main	Set up and modify basic options such as time, date, disk drives, and hard drives. Check the amount of system memory and extended memory here.
Advanced	Modify advanced features such as Plug and Play and memory settings. Configure your peripherals and check your CPU type and speed here.
Power	Enable power-saving mode and specify auto suspend settings.
Boot	Specify the sequence in which the system boots: disk drive, hard drive, CD-ROM drive.
Exit	Save or discard changes.

Use the left arrow and right arrow keys to make a selection, and then press the Enter key.

For a more detailed explanation, see the online *HP Pavilion Technical Manual* available on the HP At Home Web site (http://www.hp-at-home.com/).

Note: We recommend that you keep a written copy of your settings and keep it up to date.

Setting Auto Suspend in the BIOS

If you would like your computer to automatically go into Suspend mode after a long period of inactivity, you can enable the Auto Suspend feature. With Auto Suspend enabled, the computer will automatically re-suspend itself after it is awakened by an application.

To enable the Auto Suspend feature:

- Reboot your computer by shutting down and restarting it.
- **2** When you see a blue screen with an HP logo, press the F1 key on the keyboard; this starts the BIOS Setup program.

- **3** Press \rightarrow to go to the **Power** menu.
- **4** Press \downarrow to go to the **Power Savings** category.
- 5 Press ↓ to choose the Auto Suspend Timeout option, then press Enter.
- **6** Press the F10 key on the keyboard to save the setting, then press Enter.

Note: Some third party software and hardware may experience problems with Suspend.

FCC Regulatory and Safety Information

Regulatory Information Federal Communications Commission (FCC) (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 that is on a circuit different from the receiver.
- consult the dealer or an experienced radio/TV technician for help.

Hewlett-Packard's system RFI and Radiated Immunity 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. To comply with the limits for an FCC Class B computing device, always use shielded signal cables and the shielded power cord supplied with this unit.

Consumer Information and FCC Requirements

Telephone Connection

This equipment complies with Part 68 of the Federal Communications Commission rules. These rules permit this device to be directly connected to the telephone network. Standardized jacks are used for these connections. This equipment should not be used on party lines or coin lines.

- ◆ If this device is malfunctioning, it may also cause harm to the telephone network; this device should be disconnected until the source of the problem can be determined and until it has been repaired. If this is not done, the telephone company may temporarily disconnect your service.
- The telephone company may make changes in its technical operations and procedures. If such changes affect the compatibility or use of this device, the telephone company is required to give adequate notice of the changes.
- If the telephone company requests information on what equipment is connected to their lines, inform them of:
 - a. The telephone number this unit is connected to
 - b. The ringer equivalence number
 - c. The USOC jack required: RJ-11C
 - d. The FCC Registration Number

Items (b) and (c) are indicated on the label. The ringer equivalence number (REN) is used to determine how many devices can be connected to your telephone line. In most areas, the sum of the RENs on any one line should not exceed five (5.0). If too many devices are attached, they may not ring properly.

◆ In the event of equipment malfunction, all repairs should be performed by Hewlett-Packard or an authorized HP

Personal Computer Dealer Repair center. It is the responsibility of users requiring service to report the problem to HP's Home Products Division, or to one of our authorized agents. Service can be obtained by calling HP's Customer Care Center at 1-208-323-HOME (1-208-323-4663).

Statement of Fax Branding

The Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via telephone fax machine, unless it clearly contains—a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, identification of the business or other entity, or individual sending the message, the telephone number of the sending machine or such business, entity or individual.

Canada Department of Communication (DOC) Notice

Telephone Connection

The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network

protective, operational and safety requirements. The department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, the user should ensure it is permissible to connect it to the facilities of the local communications company. The equipment must be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions may give the telecommunications company cause to request that the user disconnect the equipment.

The user should ensure, for their own protection, that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe systems, if present, are connected together. This precaution may be particularly important in rural areas.

A Warning: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or electrician, as appropriate.

Warning: The Load Number .9 assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop; this is used by the device to prevent overloading. The termination on a loop may consist of any combination of devices, subject only to the requirement that the sum of the Load Numbers does no exceed 100.

DOC Statement (Canada only)

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numerique de la classe B respecte toutes les exigences du Reglement sur le materiel brouilleur du Canada.

Declaration of Conformity

according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Company

Manufacturer's Address: 10500 Ridgeview Ct.

Cupertino, CA 95015-4010

USA

declares, that the product

Product Name: HP Pavilion Multimedia Computer System

Model Number(s): 8XXXY (X is any number 0-9, Y is any

alphanumeric character or blank)

Product Options: All

conforms to the following Product Specifications:

Safety: IEC 950:1991 + A1, A2, A3/EN 60950:1992 + A1, A2, A3

EN 41003:1993

EMC: CISPR 22:1993 / EN 55022:1994 - Class B 1)

EN 50082-1:1992 - Generic Immunity

IEC 801-2:1991/prEN 55024-2:1992 - 4 kV CD, 8 kV AD

IEC 801-3:1984/prEN 55024-3:1991 - 3V/m

IEC 801-4:1988/prEN 55024-4:1992 - 0.5 kV Signal Lines,

1 kV Power Lines

FCC Title 47 CFR, Part 15 Class B 2/ICES-003, Issue 2

AS/NZS 3548:1992/CISPR 22:1993 Class B1)

Supplementary Information:

The product herewith complies with the requirements of the following Directives and carries the CE marking accordingly.

-the EMC Directive 89/336/EEC (including 93/68/EEC) -the Low Voltage Directive 73/23/EEC (including 93/68/EEC)

- The Product was tested in a typical configuration with Hewlett-Packard Personal Computer peripherals.
- 2) This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Quality Manager

Cupertino, CA November, 1997

For Regulatory Compliance Information ONLY, contact:

Australian Contact: Product Regulations Manager, Hewlett-Packard
Australia Ltd., 31-41 Joseph Street, Blackburn,

Victoria 3130. Australia

European Contact: Your local Hewlett-Packard Sales and Service Office

or Hewlett-Packard GmbH, Department HQ-TRE Standards Europe, Herrenberger StraBe 130, D-71034 Boblingen (FAX: +49-7031-14-3143)

USA Contact: Product Regulations Manager, Hewlett-Packard,

HPD, 10500 Ridgeview Ct., Cupertino, CA 95015-4010 (Phone: 408-343-5000)

Safety Information

This product has not been evaluated for connection to an "IT" power system (an AC distribution system with no direct earth, according to IEC 950).

AC Power Safety Warning

Locate the computer near an AC outlet. The AC power cord is your HP Pavilion PCs main AC disconnecting device and must be easily accessible at all times. For your safety, the power cord provided with your system has a grounded plug. Always use the power cord with a properly grounded wall outlet, to avoid the risk of electrical shock.

To reduce the possibility of an electric shock from the telephone network, plug your computer into the AC outlet before connecting it to the telephone line. Also, disconnect the telephone line before unplugging your computer from the AC power outlet.

A Warning: Warning: Always disconnect the modem cord from the telephone system when installing or removing your computer cover.

Attention: Debrancher la carte modem du reseau telephonique lors de l'installation les couvercles de l'appareil hote sont enleves.

Lithium Battery Caution

Awarning: There is danger of an explosion if the battery is incorrectly replaced. Replace only with the same, or equivalent, type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

Attention: Il y a danger d'explosion s'il y a remplacement incorrect de la batterie. Remplacer uniquement avec une batterie du meme type ou d'un type equivalent recommandé par le constructeur. Mettre au rebut les batteries usagees conformement aux instructions du fabricant.

Laser Safety Statement

Class 1 LED Product.

The CD-ROM and DVD drives contain a laser system and are classified as a "Class 1 Laser Product" under a U.S. Department of Health and Human Services (DHHS) Radiation Performance standard according to the Radiation Control for Health and Safety Act of 1968.

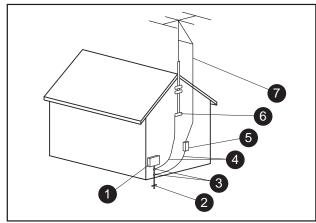
Should the unit ever require maintenance, contact an authorized service location.

A Warning: Use of controls, adjustments or performance procedures other than those specified in the HP Pavilion PC User's Guide may result in hazardous radiation exposure. To prevent direct exposure to laser beam, do not try to open the enclosure of the CD-ROM or DVD.

Products Provided with External Television Antenna Connectors

External Television Antenna Grounding

If an outside antenna or cable system is connected to the product, be sure the antenna or cable system is electrically grounded so as to provide some protection against voltage surges and built-up static charges. Article 810 of the National Electrical Code, ANSI/NFPA 70, provides information with regard to proper electrical grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna-discharge unit, size of grounding conductors, location of antenna-discharge unit, connection to grounding electrodes, and requirements for the grounding electrode.



Antenna Grounding

Antenna Grounding

Reference	Grounding Component
0	Electric Service Equipment
2	Power Service Grounding Electrode System (NEC Art 250, Part H)
3	Ground Clamps
4	Grounding Conductors (NEC Section 810-21)
6	Antenna Discharge Unit (NEC Section 810-20)
6	Ground Clamp
7	Antenna Lead in Wire

Lightning Protection

For added protection of any Hewlett-Packard product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug the product from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the product due to lightning and power line surges.

Power Lines

An outside antenna system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can fall into such power lines or circuits.

Awarning: When installing an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits as contact with them could be fatal.

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