Quick Start Guide

Start Here

Welcome

Thank you for becoming a member of the HP Pavilion home PC family. This "Start Here" section is an overview of some of the value-added software features and tools available on your HP Pavilion. The rest of this *Quick Start Guide* gives you more information on how to use your computer. With this guide, you will be able to use your computer with confidence.

Note: *The screens on your computer may not exactly match the screens pictured on these pages.*

Inventory Checklist

Power cord

PC

Modem/telephone cable

Keyboard

Speakers

Mouse
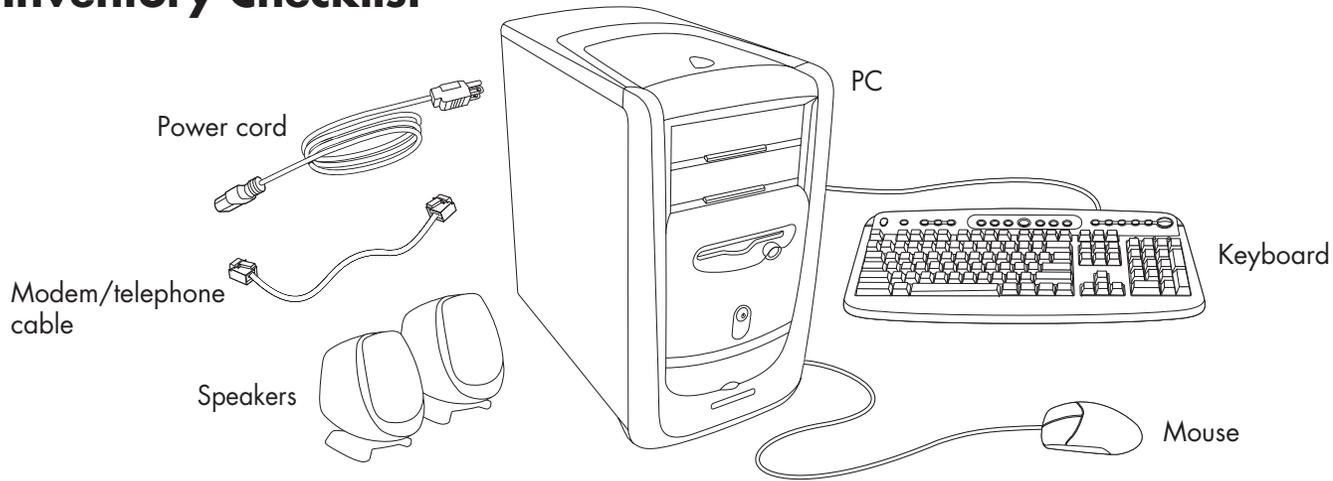
The documentation includes:
- Setup poster
- This *Quick Start Guide*
- *Upgrading and Servicing the PC* guide
- *Warranty and License Information*
- *Support Path* card
- Read first, addenda, or other documents if applicable
- Microsoft Windows manual
- *My Pavilion* brochure
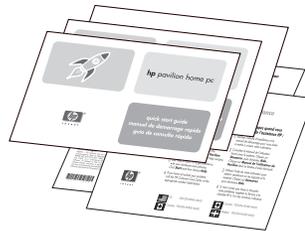
Documentation packet of books

Note: *Your system contents may vary.*

Register with HP

Register your HP Pavilion home PC with Hewlett-Packard to help us assist you with your technical support needs.

Register with HP

First name: *

Middle name:

Last name: *

Company Name: (if applicable)

Country: *

Zip/Postal Code: *

Street Address: *

Apt or Bldg/MS:

City: *

State/Province: *

Telephone: *

E-mail address:

Click here to read the Hewlett-Packard Privacy Policy

☑ Also register with Microsoft. (Click here to read the Microsoft Privacy Policy)

* indicates a required field

For help, click here or press F1.

To continue, click **Next**.

◄ Back

Skip ▶▶ Next ➡

Internet

Click **Start**, **All Programs**, then **Easy Internet Sign-up** for a simple step-by-step wizard to guide you through setup for the Internet and e-mail.

For information about modem setup, the Internet, and e-mail, see the related chapters inside this guide. You can also find helpful information by clicking **Start**, **Help and Support**, then **My Hewlett-Packard Computer**.

hp invent

Welcome to easy Internet sign-up!

Get connected to the Internet quickly and easily.

Sign-up for Internet access from a full selection of hp recommended service providers.

Come back often to see the latest service options and offers in your area.

next

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HP Desktop

Help and Support   HP Tour Guide   Easy Internet Sign-up

The HP desktop has shortcut icons to make it easy to find the things you need. Click the icon to find out more information.

Note: *The screen on your computer may not exactly match the screen pictured here.*

HP Center

See more buttons

Manage your personal finances

The latest software and services

Great offers from HP

Get help and support when you need it

Customize

Ticker display

hp center help

finance | music | shops | support | ▼ | 7:27 PM Friday, May 04, 2001 | ◀ ▶ ‖ | center ✕
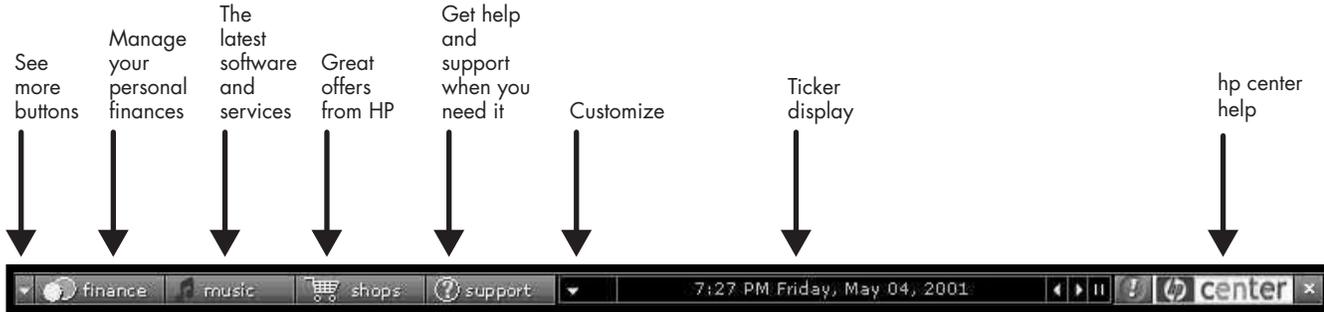
Click **Start**, **All Programs**, **hp center**, then **hp center** again. Get the latest support updates and great Internet deals on shopping, personal finance, music, and entertainment.

Start Menu

Click the **Start** button to view the Start menu, the entry point to everything on your computer. Look at the following pages to learn about important software programs and tools available to you.

Click **All Programs** to find HP-specific applications.

Owner

Internet
Internet Explorer

E-mail
Outlook Express

MusicMatch Jukebox

Windows Media Player

Easy Internet Sign-up

America Online

Quicken Financial Center

Windows Movie Maker

My Photo Center

My Documents

My Pictures

My Music

My Computer

Control Panel

Help and Support ← Help and Support

Search

Run...

Keep in touch with HP

All Programs → All Programs

Log Off   Turn Off Computer

start ← Start button
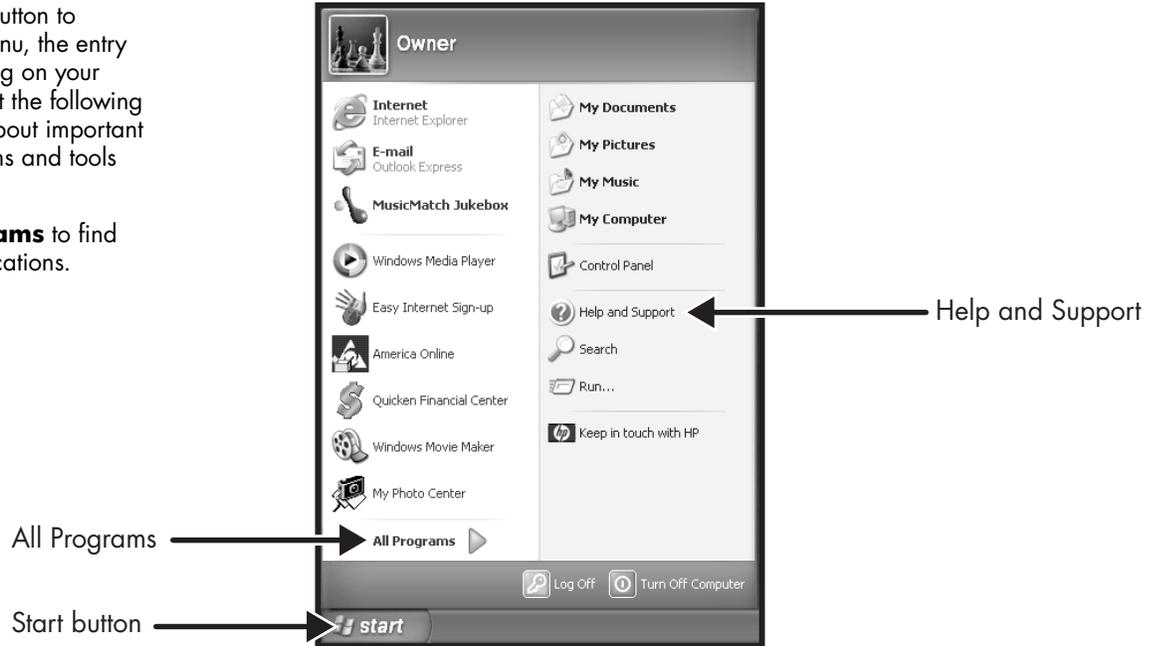
Note: *The screen on your computer may not exactly match the screen pictured here.*

Help and Support

HP Pavilion information and support →

Click **Start** then **Help and Support** to learn about your computer and get your questions answered.

Within the screenshot:

Help and Support Center

Back | Index | Favorites | History | Support | Options

Search [   ] →
Set search options

invent

Pick a Help Topic

- My Hewlett-Packard Computer
- HP Pavilion Frequently Asked Questions
- HP Instant Support

- What's new in Windows XP
- Music, video, games, and photos
- Windows basics

- Networking and the Web
- Working remotely

- Customizing your computer
- Accessibility

- Printing and faxing
- Performance and maintenance
- Hardware
- Fixing a problem
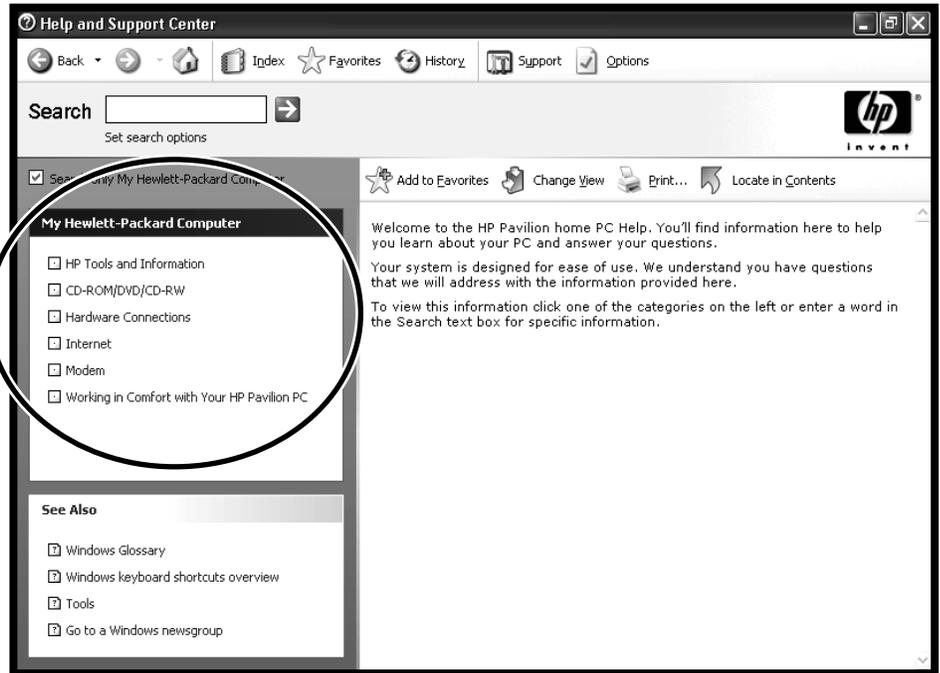
Help and Support
find the answers
to your questions

→ Help and Support Resources
Get Windows Update, find Compatible Hardware and Software, use Tools like System Restore and Remote Assistance to manage your computer.

→ Latest News   Updating...

Microsoft

My Hewlett-Packard Computer

Learn how to use your HP Pavilion home PC

Click **Start**, **Help and Support**, then **My Hewlett-Packard Computer** for detailed instructions and information about your HP Pavilion.

Help and Support Center

Back | Index | Favorites | History | Support | Options

Search [_____] →
Set search options

☑ Search only My Hewlett-Packard Computer

Add to Favorites | Change View | Print... | Locate in Contents

My Hewlett-Packard Computer

☐ HP Tools and Information
☐ CD-ROM/DVD/CD-RW
☐ Hardware Connections
☐ Internet
☐ Modem
☐ Working in Comfort with Your HP Pavilion PC

Welcome to the HP Pavilion home PC Help. You'll find information here to help you learn about your PC and answer your questions.

Your system is designed for ease of use. We understand you have questions that we will address with the information provided here.

To view this information click one of the categories on the left or enter a word in the Search text box for specific information.

See Also

? Windows Glossary
? Windows keyboard shortcuts overview
? Tools
? Go to a Windows newsgroup

HP Instant Support

Send a help request →

Click **Start**, **Help and Support**, then **HP Instant Support**. Run tests yourself, or contact an HP Support Analyst for help via the Internet.
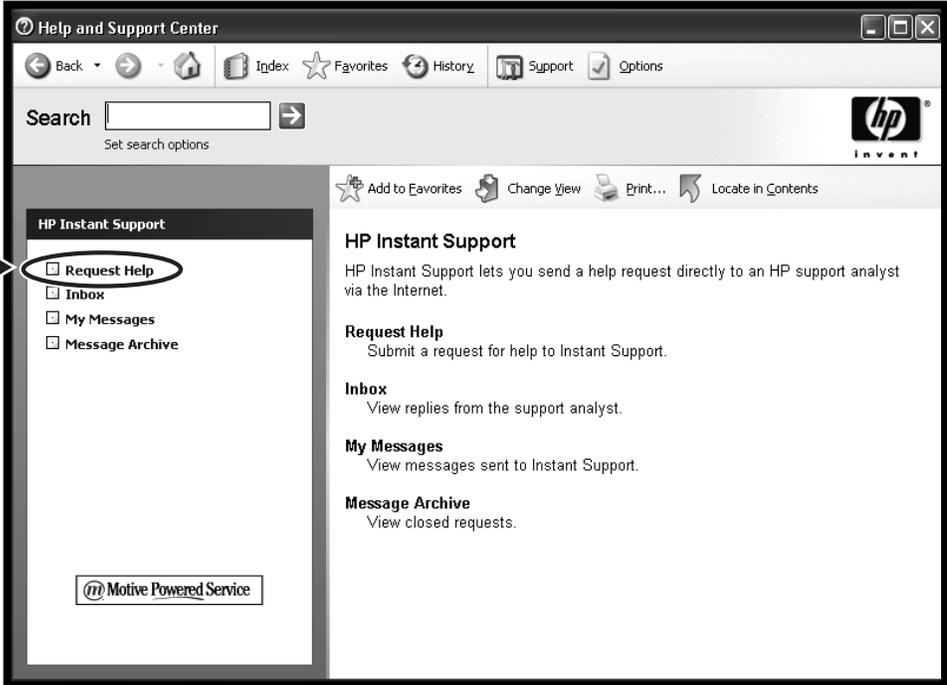
Note: *HP Instant Support is not available on all models.*

All Programs

Click **Start** then **All Programs** to find all the software programs on your computer. Click **hp tools** to find HP drivers and the HP Tour Guide.

hp tools ⟶

All Programs ⟶

Start button ⟶

Note: *The screen on your computer may not exactly match the screen pictured here.*

HP Tour Guide

Click **Start**, **All Programs**, **hp tools**, then **hp tour guide**. Let the HP Tour Guide show you the desktop, My Software Programs, and the basics of the Internet and e-mail.

Your HP Pavilion PC Warranty and Support

You can get help over the telephone from HP.

See the *Warranty and License Information* included with the computer documentation for the terms of your HP Pavilion warranty coverage.

See the *Support Path* card, also included with the computer documentation, for support telephone numbers.

Warranty and License Information
HP Pavilion home PC
HP Votobob Ecotsuclg
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support path

help

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http://www.com/enim

HP Durial Hbuld Jodiiy disllbiy:
408-123-4567
Jidlsli tii bieysl

HP Wsible sizlbo:
http://www.com

Note: *This document is not included with all models.*

HP Web Sites

Type these Web site addresses into the Address box of your Internet browser, and press the Enter key on your keyboard to find helpful information from HP online.

www.hp.com
Go to HP's main Web site for the latest information about your HP Pavilion home PC and all your HP products. Receive technical support, download software updates, and find out about HP's home and business services.

www.hp.com/cposupport
Use this direct link to HP's Customer Care Web site for all your technical support needs.

www.myhpclub.com
Go to My HP Club Web site for tips and tricks, activities, special deals, sneak previews, and more.
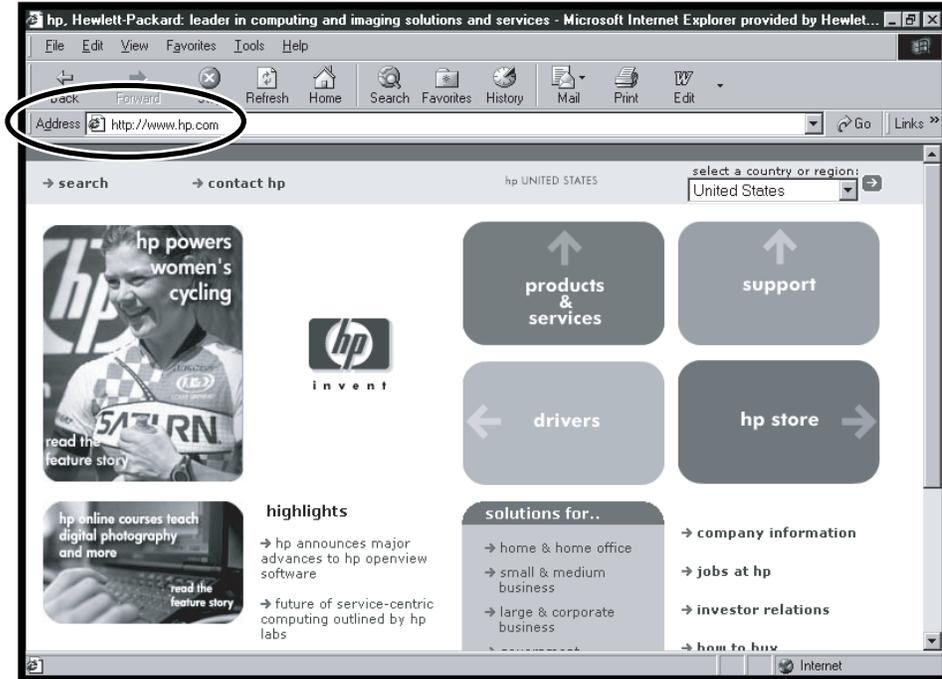
Microsoft Windows XP Operating System

For questions about the Microsoft® Windows® XP operating system, try these sources of information:

- Help and Support, for onscreen help and troubleshooting (click **Start** then **Help and Support**)

- Microsoft Windows manual, included with the computer documentation packet

Contents

Contents

Resolving Problems

Contents

Introducing the Quick Start Guide

Safety Information

This product has not been evaluated for connection to an "IT" power system (an AC distribution system with no direct connection to earth, according to IEC 60950).

AC Power Safety Warning

⚠ **Warning:** *Install the computer near an AC outlet. The AC power cord is your HP Pavilion PC's 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.*

⚠ **Warning:** *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.*

⚠ **Warning:** *Your system is provided with a voltage select switch for use in a 115 or 230 VAC power system. The voltage select switch has been pre-set to the correct voltage setting for use in the particular country where it was initially sold. Changing the voltage select switch to the incorrect position can damage your PC and void any implied warranty.*

Introduction

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

Warning: *Do not operate the computer with the cover removed.*

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

Warning: *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 or inside the card wrapper, if possible, but never on the card wrapper.*

Warning: *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 guide. 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.*

Avertissement : *Installez l'ordinateur à proximité d'une prise c.a. Le cordon d'alimentation c.a. est le principal dispositif de déconnexion de l'ordinateur HP Pavilion et doit toujours être facilement accessible. Pour votre sécurité, le cordon d'alimentation fourni avec votre système possède une prise avec mise à la terre. Branchez toujours le cordon dans une prise murale avec mise à la terre, afin d'éviter les risques d'électrocution.*

Avertissement : *Pour réduire les risques de choc électrique en provenance du réseau téléphonique, branchez votre ordinateur dans une prise c.a. avant de le connecter à une ligne téléphonique. En outre, déconnectez votre ligne téléphonique avant de débrancher votre ordinateur de la prise c.a.*

Avertissement : *Votre système est doté d'un commutateur de sélection de tension (115 ou 230 volts c.a.). Ce commutateur a été placé sur la tension appropriée pour le pays dans lequel l'équipement est initialement vendu. Mettre le commutateur à la mauvaise position peut endommager l'ordinateur et annuler toute garantie implicite.*

Avertissement : *Débranchez la carte modem du réseau téléphonique avant d'installer ou d'enlever le couvercle de votre ordinateur.*

Avertissement : *N'utilisez pas l'ordinateur lorsque le capot est enlevé.*

Avertissement : *Le bloc d'alimentation n'est pas réparable par l'utilisateur. Pour éviter d'endommager le bloc d'alimentation, confiez-le à un technicien pour réparation ou remplacement. Tous les autres composants peuvent être changés ou réparés par l'utilisateur.*

Introduction

Avertissement : *Des décharges électrostatiques peuvent endommager les unités de disque, cartes d'extension et autres composants. Si vous ne disposez pas d'une station de protection contre les décharges électrostatiques, portez un bracelet antistatique relié à une partie métallique de l'ordinateur. Placez les cartes sur un tapis en mousse conducteur ou dans leur emballage, mais ne les posez jamais sur leur emballage.*

Avertissement : *Pour plus de sécurité, débranchez toujours le système de sa source d'alimentation, de tout système de télécommunications (comme les lignes téléphoniques), des réseaux et des modems avant d'exécuter l'une des procédures décrites dans ce chapitre. Si vous ne respectez pas ces consignes, vous risquez de vous blesser et de causer des dommages matériels. Des niveaux de tension dangereux se trouvent à l'intérieur du bloc d'alimentation et du modem de ce produit.*

Using the Quick Start Guide

Thank you for purchasing the HP Pavilion home PC. We've made it easy for you to start using the PC right away. The setup poster shows you how to connect your computer, and this *Quick Start Guide* will help you continue from there.

Note: *Be sure you set up the computer near a telephone line so that you can easily connect the modem for Internet access.*

This *Quick Start Guide* will help you learn how to:

- Turn the computer on and off correctly.
- Set up an Internet account and connect to the Internet.
- Adjust the speaker volume.
- Insert and remove a CD disc.

- Use the CD/DVD/CD-RW drive to play music, watch movies, or record information on CD discs.
- Use HP Tools.
- Save power with standby and hibernation modes.
- Solve common problems.

You can find additional information about the PC in the onscreen Help and Support Center, which is on the computer. Just click **Start**, and then click **Help and Support**.

You can find information about accessing internal parts of the computer chassis in the printed *Upgrading and Servicing the PC* guide included with your PC.

Introduction

Setting Up the Computer

Complete the computer setup, turn on the computer for the first time, and finish the registration process. Then you may add any printer, scanner, camera, or other peripheral equipment you have for your system.

Turning On the Computer for the First Time

After you've completed connecting the components of the HP Pavilion by using the steps illustrated on the setup poster, you're ready to turn on the computer.

First, press the Power button on the monitor. Then, to turn on the computer, press the On button on the front of the PC.

Note: *The power supply is pre-set for the country in which you purchased the HP Pavilion. If you move to another location, please make sure you check the voltage requirements in the country you reside before plugging your PC into an AC power outlet.*

Setup

Your computer may look different from the ones shown here.

On button
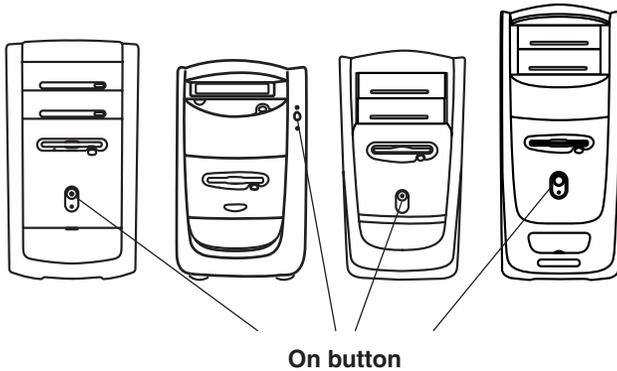
When you first turn on the computer, a series of startup screens appears. To proceed with the initial Microsoft® Windows® setup, you must answer a few questions.

Registering with HP

As part of the initial setup in some regions, you will be prompted to register the computer with HP. It's important to register so that you can be notified of changes and updates to the HP Pavilion. This information also assists the HP Customer Care Center if you ever need to call for support.

We recommend that you register the HP Pavilion at this time.

You can get help over the telephone from HP. See the *Warranty and License Information* included with the computer documentation for the terms of your HP Pavilion warranty coverage. See the *Support Path* card, also included with the computer documentation, for support telephone numbers.

You can also upgrade your standard factory warranty. For information, please go to www.hp.com/go/hpsupportpack or call 1-888-999-4747.

Working in Comfort

After assembling the HP Pavilion, but before you begin using the computer, make sure the computer and your work area are properly set up to maintain your comfort and productivity. Refer to "Working in Comfort with Your HP Pavilion PC" in the Help and Support Center for important ergonomic information. Just click **Start**, **Help and Support**, then **My Hewlett-Packard Computer**.

Using the Computer

Introducing the Basics

Windows Operating System

The operating system for your PC is Microsoft Windows XP. Windows displays the desktop on the monitor. The taskbar with the Start button appears at the edge of the desktop display.

Start Menu

Click the **Start** button to open the Start menu. Use this menu to:

- Select programs or documents.
- Open the Help and Support Center.
- Start a search.
- Run a program.
- Open the Control Panel to view or change settings.

The Start menu also displays the buttons *Log Off* and *Turn Off Computer*. Click the **Turn Off Computer** button to turn off the computer or to restart it.

HP Center

HP Center is a service that offers you support updates, special offers, and news. (HP Center is not available in all countries.)

To open the HP Center, click **Start** on the taskbar, select **All Programs**, select **hp center**, and then click **hp center**. The HP Center toolbar displays.

HP Center downloads different topics of information to your computer and then updates the information when new details become available. Display the information by using the HP Center buttons on the toolbar. Downloads occur while you are connected to the Internet and your computer is idle. You can read HP Center content even when you are not connected to the Internet. For more information, click the **hp center** button on the HP Center toolbar and select **Help**.

Help and Support

To open the Help and Support Center, press the Help button on your keyboard, or click **Start** on the taskbar and select **Help and Support**.

Help has information, tours, tutorials, and a section called Frequently Asked Questions (FAQs). Help also has troubleshooting tools to assist you, including HP Instant Support. (Instant Support is not available in all countries.)

HP Instant Support

When you need assistance to solve a computer-related problem, start Instant Support:

1 Click **Start** on the taskbar, and click **Help and Support**.

2 Click **HP Instant Support**.

3 Click **Request Help**.

4 Follow the onscreen instructions to run a test or submit a problem to Instant Support.

When you submit a problem to Instant Support, you communicate over the Internet with an HP Support analyst. The analyst will work with you until the problem is solved.

Using the Mouse

Your PC includes a mouse. When you move the mouse, its roller ball moves and causes the cursor on the screen to move. Use the mouse on a flat surface.

Left button　　**Right button**
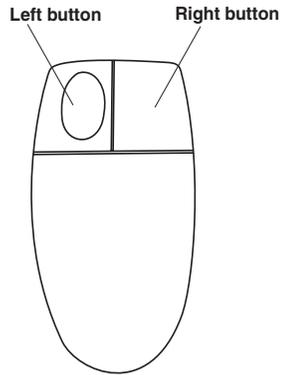
You may have an optical mouse that uses a light, instead of a roller ball, to sense movement. Use the optical mouse on a non-translucent surface.

Note: *The optical mouse cannot work on a glass, translucent, or reflective surface.*

Some computers include a scrolling mouse. Like an ordinary mouse, the scrolling mouse has two buttons on the top. Click the left mouse button to position the cursor or to select an item. Click the right mouse button to display a menu of commands available for the item you clicked.

Scroll wheel button
Left button　　**Right button**
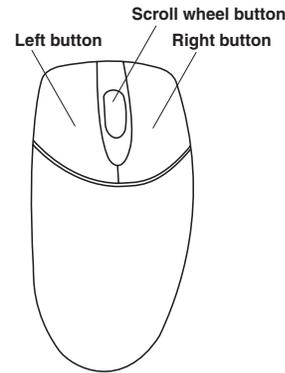
You can change the configuration of these two mouse buttons for left-handed use. Refer to "Reverse your mouse buttons" in the onscreen Help and Support Center.

Use the wheel button in the middle of the mouse to scroll or select items on the screen. You can use the scrolling mouse in these ways:

- Scroll through a document without having to click the scroll bar.
- Use the autoscroll feature to have the document scroll automatically.
- Skim through a document.

The Scroll Feature

To scroll toward the beginning of a document, roll the mouse wheel up (away from you). To scroll toward the end of a document, roll the wheel down (toward you).

The Autoscroll Feature

The autoscroll feature allows you to read through a document while the document scrolls automatically.

1 To use autoscroll, place the cursor next to the text where you want to begin scrolling and press the wheel button once. An autoscroll icon appears.

2 To begin scrolling, move the mouse in the direction you want to scroll. The farther you move the pointer from the starting point, the faster the document scrolls.

3 To stop autoscroll, press the wheel button again.

The Panning Feature

Use the panning feature when you want to skim through a document.

1 To use panning, press and hold down the wheel button.

2 Slowly move the mouse in the direction you want to scroll. The farther you move the pointer from the starting point, the faster the document pans.

3 To stop the panning feature, release the wheel button.

Using the Keyboard

Introduction

The keyboard has an arrangement of standard keys and special buttons.

The illustrations show the location of the keys and buttons. The location of keys or buttons on your keyboard may vary from the illustrations.

Alphanumeric keys
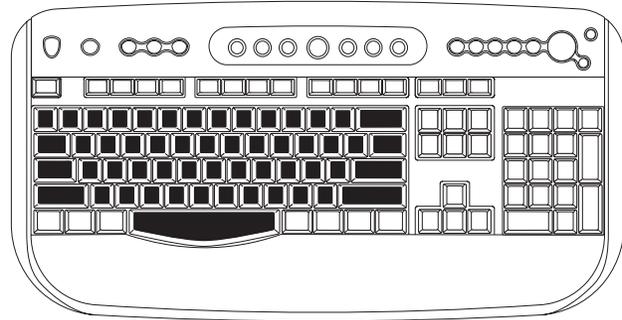
The alphanumeric keys are the main keys found on a standard typewriter.

Function keys
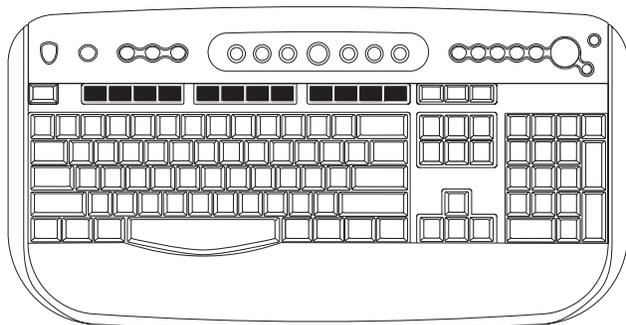
The function keys are the F1 through F12 keys located above the main keys. Pressing F1 displays a help window for the software program being used. Pressing F3 displays a search window. F1 and F3 are available at all times. Other function key operations may depend on what software program you are using.

Arrow keys
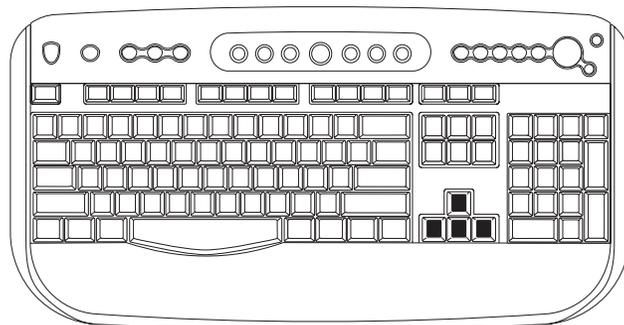
The arrow keys are controls for up, down, right, and left. You can use these keys instead of the mouse to move the cursor for navigation in a Web site, in a document, or in a game.

Numeric keys
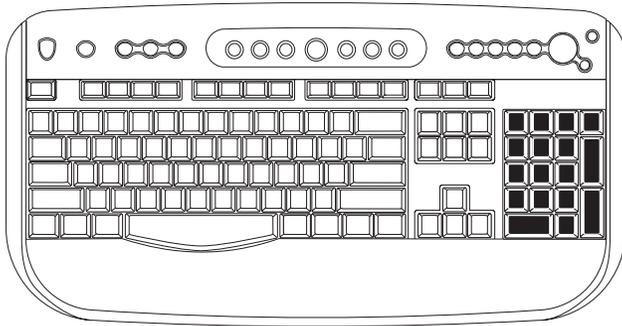
The numeric keys are the number keys and arithmetic functions found on a basic calculator.

Special buttons
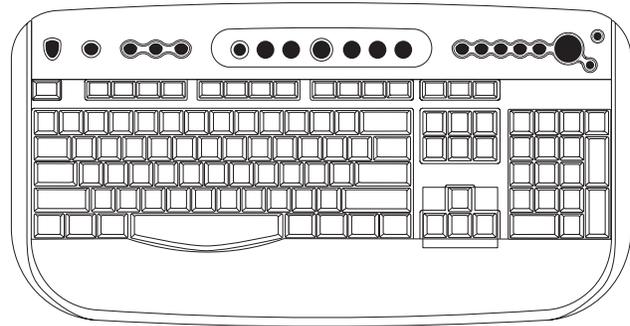
The special buttons are at the top of the keyboard. (Some models have some of these special buttons on the left side of the main keys.) These buttons operate a CD or DVD player, connect you to the Web, or provide quick access to specific functions. To find out what each of the special buttons does, see "Buttons" on page 20.

Features

Note: *Your keyboard may not have all the features listed.*

Your keyboard enables you to:

- Adjust speaker volume.
- Mute speaker sound.
- Start and stop playing a CD or DVD, skip to different tracks, and eject the disc tray.
- Connect to the Internet (if you have an established Internet account).
- Search for information on the Internet.
- Customize the buttons to open programs and connect to Web sites.
- Place the PC into standby to save power.
- Get support information.
- Find a file or program on the hard drive.
- Print.
- Connect USB devices to the keyboard (select models only).

Buttons

The top of the keyboard has a number of special buttons.

Standby | Help | HP At Home | Print | My Photo Center | Shopping | Sports | Finance | Connect | Search | Chat | E-Mail | Media Controls | Volume Control & Mute
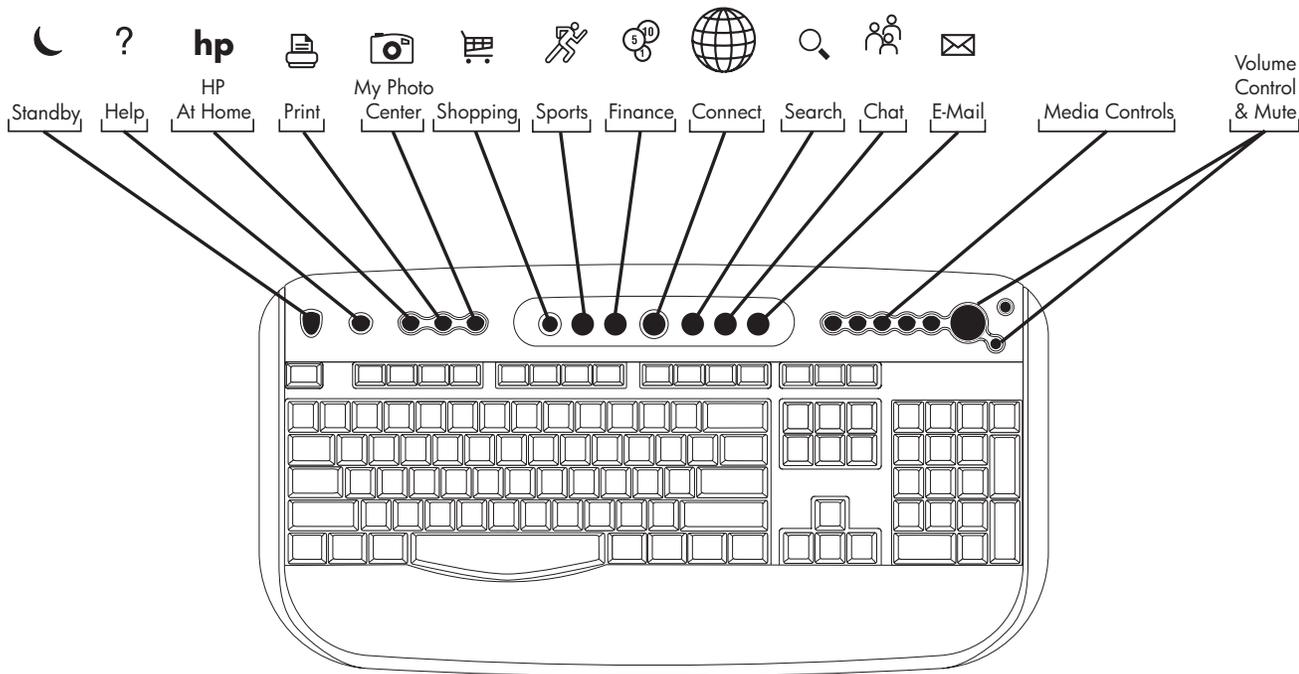
Note: *Some buttons may be labeled differently on your keyboard.*

Icon	Feature	Description
☾	Standby	Puts PC into power-saving mode (screen is blank but PC is still on). To make screen reappear, press any key on keyboard, or press Standby again. May take 10–30 seconds before screen reappears.
?	Help	Opens the Help and Support Center.
hp	HP	Links to HP Web site.
🖨	Print	Prints documents from most programs.
📷	My Photo Center	Opens My Photo Center software. Can be reconfigured.
🛒	Shopping	Goes to popular Web sites. Can be reconfigured to open any site or application.
🏃	Sports	
🪙	Finance	
🌐	Connect	
🔍	Search	
👥	Chat	
✉	E-Mail	

Icon	Feature	Description
	Volume controls (Volume knob or Volume Up and Volume Down buttons)	**Volume knob:** Increases speaker volume when turned clockwise and decreases volume when turned counterclockwise. Can be turned indefinitely, even after maximum sound has been reached. **Volume Up and Down buttons:** Press the Volume Up ▲ button to increase volume and the Volume Down ▼ button to decrease volume.
◀	Mute	Turns speaker sound on and off.
♪	Music	Starts MusicMatch Jukebox. Can be reconfigured.
	cd/dvd/mp3	Operates CD or DVD player: open and close top disc tray, skip tracks, pause, and stop.

The Internet buttons will work only if you have established an online connection and have signed up with an Internet Service Provider (ISP).

Button Configuration

You can reconfigure the special buttons on the keyboard to open different programs or files, or to connect to favorite Web sites.

1 Click **Start** on the taskbar.

2 Choose **Control Panel**.

3 Click **Printers and Other Hardware**, if present.

4 Click **Keyboard**.

5 In the Keyboard Properties window that appears, click the **Buttons** tab.

6 Double-click the button you want to change. The button configuration window opens.

7 Choose the button capability from the drop-down list. Enter the Display Label and the Address. (For a Web site, enter the complete Web site URL in the Address box.)

8 Click **OK**.

9 On the Buttons tab, click **Apply**.

10 Repeat steps 6 through 9 for each button you want to reconfigure.

11 Click **OK** when you are finished reconfiguring the keyboard.

Adjusting Speaker Volume

The HP Pavilion includes a set of stereo speakers that you can either attach to the monitor (select models only) or place on the desk. For details on connecting the speakers to the PC, see the setup poster.

You can adjust speaker volume by:

- Using the volume knob or buttons on the keyboard.
- Using the volume knob on the CD-ROM or DVD drive (select models only).
- Using the volume knob on the speakers (select models only).
- Using the Volume icon on the taskbar.

Note: *Some applications may result in low volume, even when the volume knob is turned to its maximum position. If this is the case, double-click the **Volume** icon on the taskbar and increase the Volume settings in the Volume settings window.*

The two ways to use the Volume icon are:

1 Click the **Volume** icon on the taskbar.

2 Drag the Volume slider up to increase the volume or down to decrease the volume.

3 When you are satisfied with the sound level, click outside the Volume window to close this window.

Or

1 Double-click the **Volume** icon on the taskbar. The Volume Control settings window appears.

2 Drag the Volume slider up to increase the volume or down to decrease the volume of a specific sound control.

3 When you are satisfied with the sound level, click the Close box (the **X** in the corner) to close this window.

Turning Off the Computer

You can turn off the computer without pressing any buttons on the computer chassis.

1 Close any open software programs. To close programs, click **X** in the upper-right corner of each window.

2 Click **Start** on the taskbar.

3 Click **Turn Off Computer**, at the bottom of the menu.

4 Click **Turn Off**.

5 Turn off the monitor.

For information on alternatives to turning off the computer, see the next section "Putting the Computer into Standby and Hibernation Mode."

Putting the Computer into Standby and Hibernation Mode

As an alternative to shutting down the computer, you can put the PC in standby mode. To conserve power, you can automatically put the computer into standby and then hibernation by setting the power management timers.

Standby Mode

When the computer is in standby mode, it goes into a low-power state and the monitor is blank as if it's turned off. The next time you use the computer, any programs, folders, and documents that were open before you put the computer in standby will be available. With standby mode, you can save electricity without having to wait for the PC to go through the normal startup routine when you turn it on.

Standby mode also allows faxes to come through to the computer, and it enables the PC to automatically retrieve e-mail messages and download information from the Web, if you have programmed the computer to do so.

To manually put the computer in standby:

1 Press the Standby button on the keyboard. The screen goes dark, and the computer goes into standby mode.

2 When you want to use the computer again, press a key on the keyboard, or press the Standby button. The screen display reappears just as you left it.

Another way to manually put the computer into standby is to:

1 Click **Start** on the taskbar.

2 Click **Turn Off Computer**.

3 Click **Stand By**.

If the computer does not work properly when you wake it from standby, reset the computer: press and hold the On button on the front of the PC for approximately 5 seconds until the system turns off. Then turn the computer back on.

Note: *Using the On button to reset the system is not recommended and should be used only as a last resort.*

Hibernation Mode

When the computer is in hibernation mode, it saves everything that is in computer memory to the hard disk, turns off the monitor and the hard disk, and then turns itself off. When you turn on the computer, everything (programs, folders, and documents) is restored to the screen.

To manually put the computer into hibernation:

1 Click **Start** on the taskbar.

2 Click **Turn Off Computer**.

3 Click **Hibernate**.

Note: *If* Hibernate *is not present, you first need to set up your computer for hibernation; refer to steps 1 through 6 of "Automatic Standby or Hibernation Mode" on page 28.*

4 When you want to use the computer again after hibernation, press the On button on the front of the PC.

If the computer does not work properly when you wake it from hibernation, restart the computer:

1 Click **Start** on the taskbar.

2 Click **Turn Off Computer**.

3 Click **Restart**.

Automatic Standby or Hibernation Mode

To automatically put the computer into standby mode or hibernation, modify the power management settings:

1 Click **Start** on the taskbar.

2 Click **Control Panel**.

3 Click **Performance and Maintenance**, if present.

4 Click **Power Options**.

5 Check if the auto-hibernation feature is enabled by clicking the **Hibernate** tab, and seeing if a check mark is in the *Enable hibernate* check box. If necessary, enable the feature by clicking the check box so that a check appears in it.

6 If you changed the *Enable hibernate* check box, click **Apply**.

7 Click the **Power Schemes** tab to set the timers for standby and/or hibernation. In the Power Schemes box, select a power scheme from the drop-down list. Choose the timers:

- To turn on auto-standby for the computer, click a time (such as **After 30 mins**) in the System standby list.

- To set the timer for auto-hibernation, click the time to elapse before hibernation in the System hibernates list.

  Note: *If both standby and hibernation timers are set, the system hibernation timer must be set for a longer time than the system standby timer.*

8 Click **OK**.

Setting Up and Using the Internet

The HP Pavilion home PC comes with everything you need to sign up with an Internet Service Provider (ISP) and use the Internet.

Your HP Pavilion comes with:

- Access to the ISPs in your area. Some ISPs offer a traditional dial-up service, and others offer faster technologies such as Digital Subscriber Line (DSL) and cable. (DSL, ADSL, and cable ISPs are not available in all regions.)
- Internet Explorer Web browser.
- Outlook Express e-mail software program.
- V.90 modem and modem software (not available in all models).

- LAN (Local Area Network) card (select models only).
- Special keyboard buttons to access the Internet.

Introducing the Internet

What Is the Internet?

The Internet is a group of computers that communicate with each other through telephone lines, digital service, or cable lines. Each Internet computer is independent, and its operators choose which files to make available to users of the Internet. To connect your PC to the Internet and use the information and services available there, you need an ISP.

What Is an ISP?

Internet Service Providers (ISPs) are businesses that give you access to the Internet, and most of them provide an electronic mail service (e-mail). There is usually a monthly fee for this service.

The types of connection vary, and may be a telephone dial-up modem, a LAN (Local Area Network), cable modem, or DSL (Digital Subscriber Line).

When your computer connects to the Internet, it is actually communicating with the ISP's Internet computer. The ISP verifies your account and then provides you access to the Internet. You use a Web browser program to search, find, and display Web site information. Some ISPs allow you to use the browser program of your choice. Some, like America Online, provide their own browser.

What Is the World Wide Web?

The World Wide Web (WWW) is a public part of the Internet used by individuals, companies, governments, and organizations. These individuals and groups have created millions of Web site pages in support of their activities.

A Web page is a file or group of files that a user can access by entering the Web page's file location, or URL.

What Is a URL?

The URL (Uniform Resource Locator) identifies a file location, typically in the form

http://www.name.extension

The URL contains the protocol and the pathway to a site and may include the path to a specific file within that site. Each period or *dot* in the URL separates elements within the address. You will see the URL extension *.com* used by companies, *.gov* used by governments, and *.edu* used by universities. When you enter the URL into your browser Address box, and press the Enter key on your keyboard, the browser contacts that location and displays the Web page for you.

What Is an E-Mail Address?

When you use e-mail, your e-mail address identifies the electronic post office box where people can send you electronic mail. E-mail addresses have the form

name@domain_name

The *domain name* is usually the name of the ISP or organization, and includes an extension identifying the kind of organization the ISP is.

For example, if your name is Jane Jones and XYZ is your ISP, your e-mail address might be

JaneJones@xyz.com

with the extension *.com* indicating that XYZ is a business. For information on using e-mail, see "Sending and Receiving E-Mail" on page 40.

How Do I Search the Web?

The browser program you use includes a Search feature. You may need to click a button or select the feature from a menu to display it, depending on the type of browser program it is.

The Search feature provides a box where you enter a question or a word that describes the information you want to find. If you enter one or a few general words, you may get many general results. If you enter several precise words, you usually get fewer but more specific results.

The Windows Search feature includes direct access to the Internet Explorer Search. (If the ISP provides the browser, you may not be able to use Internet Explorer to search the Web.) To begin a search:

1 Click **Start** on the taskbar.

2 Click **Search**.

3 Click **Search the Internet**. (You may have to scroll down in the list to see this option.)

4 Type a word or question into the Search box.

5 Click **Search**.

The computer connects to the Internet (if needed), performs the search, and displays the results. Click a link in the results list to display the Web page.

There are also Web sites specifically created for searching the Web. These are called *search engines.* Search engines use a number of ways to find information.

Setting Up the Modem

The modem is used for connecting to an ISP that provides telephone dial-up connection to the Internet. There are other ways to connect to the ISP that do not use the telephone modem, such as a LAN (Local Area Network), or DSL (Digital Subscriber Line). See "Setting Up the Network Adapter" on page 34 if you are connecting through a LAN. Check with your ISP for specifics on your connection.

Note: *Your computer may not come with a modem.*

Before you can connect to the Internet and send or receive e-mail and faxes using telephone dial-up, you must connect the telephone line to the modem, which is in the computer.

The setup poster shows you how to plug in a modem/telephone cable to the computer modem connector and to your telephone line wall jack connector.

To identify the modem, look at the back panel of the computer. The modem looks similar to one of the following illustrations. Your computer may have only one modem/telephone connection.

Modem/telephone connectors
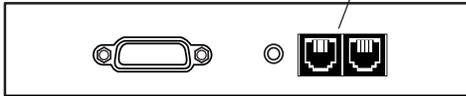
Or

Or

Telephone Line switch

2 1
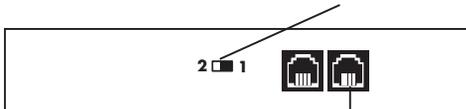
Modem connector

To connect the cable between the modem and the telephone line:

1 Plug one end of a modem/telephone cable into the Line connector on the back of the computer. This connector is labeled with either *Line* or a jack symbol, or is colored red.

2 Plug the other end of the cable into the telephone line jack on the wall.

3 On modems with a Telephone Line switch, make sure the switch is in position 1.

Internet

Modem/telephone cable

Telephone (optional)
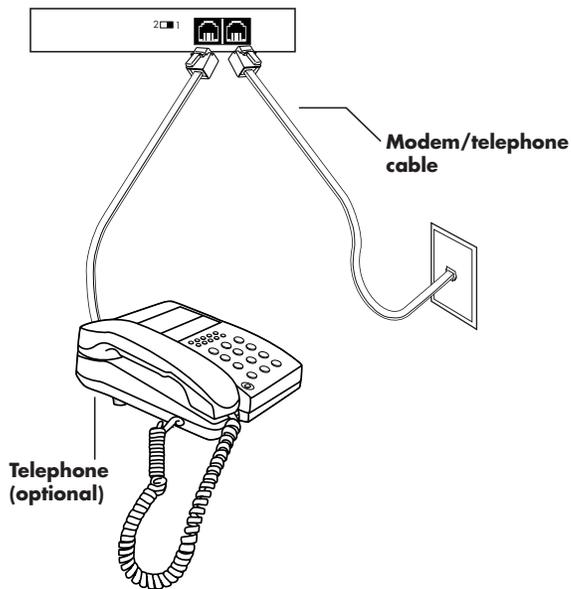
You can also connect a telephone to the black connector on the modem. By connecting a telephone to the modem, you can make regular (voice) telephone calls when you are not using the modem — even if the computer is turned off.

Setting Up the Network Adapter

The network interface adapter provides a high-performance connection to an Ethernet (10BaseT) or Fast Ethernet (100BaseT) network. After this adapter is connected to a local area network (LAN), you will be able to get a high-speed connection to the Internet through the LAN. For information about high-speed providers, click the **Easy Internet Sign-up** icon found on the desktop or in the Start menu under All Programs.

This network connection also allows you to share printers, data, and other devices among your PCs.

Note: *Your computer may not come with a network interface adapter.*

Locate the RJ-45 port on the back of the computer. (Refer to the illustration that matches your system.)
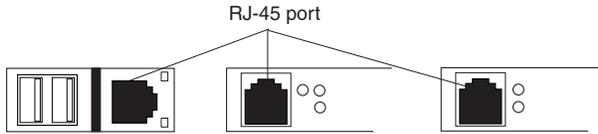
RJ-45 port

To connect the network interface adapter to the network:

1 Plug the network cable into the RJ-45 port on the network adapter. The port is located on the back of the computer.

Note: *Do not connect a telephone cable (RJ-11 connector) to the network adapter port (RJ-45).*

2 Plug the other end of the network cable into a 10BaseT or a 100BaseT port on the network hub.

Note: *The hub is a device to which all computers on the network are connected.*

Warning: *DO NOT plug the network cable into a telephone jack.*

3 With the computer turned on, check the light-emitting diodes (LEDs) on the network adapter. The LEDs on each type of network adapter are described below. (Refer to the illustration that matches your system.)

LEDs
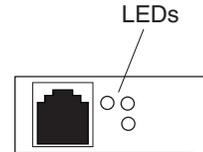
- **10 LNK** — Lit green when connected to a 10BaseT port

- **100 LNK** — Lit green when connected to a 100BaseT port

- **ACT** — Lit during network data transfer activity

LEDs
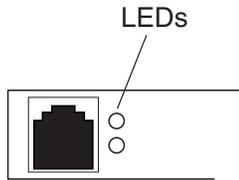
- **100** — Lit green when connected to a 100BaseT port
- **LINK** — Lit green with valid network connection

LEDs
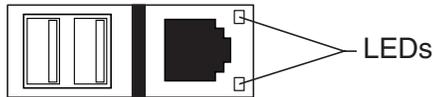
- **LINK** — Lit green with valid network connection
- **ACTIVITY** — Lit yellow during network data transfer activity

Setting Up Your Internet Account

Before you can connect to the Internet, you need to sign up with an Internet Service Provider (ISP).

HP has selected service providers to assist you with easier Internet access. Use Easy Internet Sign-up to find the HP service providers and their service availability in your area.

Signing Up with an ISP Using Easy Internet Sign-up

Easy Internet Sign-up helps you sign up for a new Internet account, set up an existing account, or configure Internet access using a LAN (Local Area Network), cable modem, or DSL (Digital Subscriber Line).

1. Connect the telephone line to your modem. Refer to the setup poster and to "Setting Up the Modem" on page 32.

> **Note:** *If you decide to use a DSL or a cable Internet connection, contact your ISP for any specific software and hardware you may need.*

2. Open Easy Internet Sign-up:

   - Double-click the **Easy Internet Sign-up** icon.

   Or

   - Click **Start** on the taskbar. Select **All Programs**. Click **Easy Internet Sign-up**.

   The Easy Internet Sign-up screen appears.

3. Follow the onscreen instructions.

4. When you are ready, click **Select Service** to sign up with the ISP.

Connecting to the Internet

How you access and explore the Internet depends on whether you are using America Online (AOL) or another ISP.

AOL

If you have signed up for AOL, your access to the online world and the Internet is through AOL. You can connect to the Internet and launch the AOL program using either of the following methods:

- Double-click the **America Online** icon on the desktop.

Or

- Press the Connect (or Internet) button on the keyboard.

Other ISPs

If you signed up for Internet access with an ISP other than AOL, use a Web browser (such as Internet Explorer) to explore the Internet. To connect to the Internet, use either of the following methods:

- Click **Start** on the taskbar, select **All Programs**, and click **Internet Explorer**.

Or

- Press the Connect (or Internet) button on the keyboard.

Once you are connected to the Internet, your browser displays your designated home Web page.

You can go to a particular Web site by entering the address (such as www.hp.com) in the Address box in the Web browser and pressing Enter. Or, you can use the browser Search tool to search for all references to a specific word or phrase on the Web.

Visiting the Hewlett-Packard Web Site

The Hewlett-Packard Web site is dedicated to HP Pavilion home PC owners and to the entire HP product line. There you will find the latest news and information about all of your HP products. You can receive technical support, download software and driver updates, and find out about HP's home and business services.

To go to the HP Web site:

1 Establish a connection to the Internet.

2 Type **http://www.hp.com** into your Web browser Address box, and press the Enter key on your keyboard.

3 Select your region or country from the drop-down list at the top of the page, and then click the blue arrow to the right of the list.

From this Web page you can select the following links (links may not be available in all countries):

- **Products and Services:** Find detailed information about all HP products and the various business and personal computing services HP offers.

- **Drivers:** Download software and driver updates.

- **Support:** Receive technical support and detailed product information such as hardware warranties, specifications, and instruction manuals.

- **HP Store:** Buy products, supplies, and accessories online for your home, home office, or business. At this site you can find special offers on HP products, locate replacement parts, and get addresses of store and service locations that sell and repair HP products.

- **Solutions:** Find technology tips, educational materials, and ideas you can use at home or at work. You can also register your other HP products.

  Note: *For more information, refer to the HP Web site information located in the* Warranty and License Information *or the* Support Path *card included with your HP Pavilion.*

Internet

Sending and Receiving E-Mail

Your HP Pavilion home PC comes with an electronic mail (e-mail) software program from Microsoft called Outlook Express. Some ISPs use Outlook Express. Other ISPs, such as America Online, provide their own Web browser and e-mail program and they may not let you use Outlook Express or your preinstalled browser.

Before you can send and receive e-mail, you need:

- An account with an Internet Service Provider (ISP).
- Microsoft Internet Explorer or other browser program (usually provided by an ISP).

- A dial-up modem/telephone connection, or a network adapter connection from your PC to the ISP.

  Note: *If you decide to use a DSL or a cable Internet connection, contact your ISP for any specific software and hardware you may need.*

If the ISP Provides the Browser

Follow the ISP's instructions to download its Web browser and e-mail program and to set up and use your e-mail account. You will then be able to send and receive e-mail each time you connect to your ISP.

If Using Outlook Express

After you sign up with an ISP and connect your modem, you can run Outlook Express from the Start menu.

The first time you start Outlook Express, the Internet Connection wizard window opens if you are not already connected to the Internet. You will need to provide connection information such as an account name and password and the names of an incoming and an outgoing mail server to use Outlook Express. If you are unsure how to answer any of the questions, contact your ISP.

Sending e-mail messages

Open the Outlook Express program:

1 Click **Start** on the taskbar and select the **Outlook Express** icon.

Note: *You can also press the E-Mail button on the keyboard to open Outlook Express (select models only).*

2 Click the **Create Mail** button on the toolbar.

3 Type in, or select from an address book, the address of each recipient.

4 Type the message title in the Subject box.

5 Type your message in the New Message window.

6 Click the **Send** button on the toolbar when you're finished.

7 If necessary, click the **Send/Recv** tool on the toolbar to send any messages stored in the Outbox.

Note: *When you compose a message without being connected to the Internet, the message is stored in the Outbox until the next time you log on to the Internet and connect to your ISP.*

Receiving e-mail messages

1 Start Outlook Express. See instructions above.

2 If necessary, click the **Send/Recv** tool on the toolbar to have Outlook deliver new messages from all listed e-mail accounts.

3 Click the **Inbox** folder to view the list of incoming messages. Messages not yet read appear in bold on the screen.

Note: *The messages stay in your Inbox until you delete them or move them to another folder.*

4 Click a message once to view it, or double-click the message to expand it and read it in its own window.

For more information about using Outlook Express, go to the help menu within the program.

Doing Everyday Tasks

Inserting a CD or DVD

There are three basic types of compact disc (CD) drives: CD-ROM drives, which can read audio and data CD discs, CD-RW drives, which can read *and* record audio and data CD discs, and Digital Versatile Disc (DVD) drives, which can read DVD discs.

Note: *In some countries, the compact disc drive is labeled CD-Writer Plus if you have a CD-RW drive.*

1 Make sure the computer is on.

2 Press the Eject button near the drive to eject the disc tray.

> **Note:** *On some PCs, the drive is located behind a door on the front of the computer.*

Your computer may look different from the ones shown here.

Eject button

Drive door
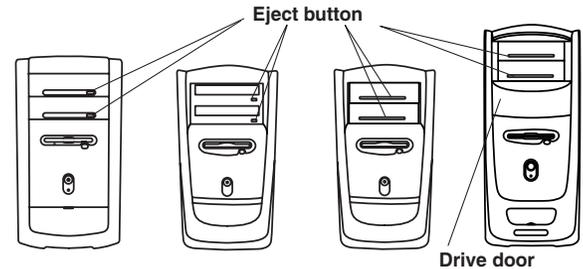
3 Remove the CD/DVD from its case, holding on to the disc edges only.

4 Gently place the disc in the tray with the label facing up. (On some drives the tray is vertical and the label should face away from the tray.)

5 Close the disc tray by pressing the Eject button or by gently pushing the tray into the computer.

Removing a CD or DVD

Note: *You cannot remove a CD or DVD after you have turned off the computer, so make sure you do so before shutting down the computer.*

1 Open the disc tray by pressing the Eject button.

2 Holding on to the disc edges only, lift the CD or DVD out of the tray.

3 Place the disc in its case.

4 Close the disc tray by pressing the Eject button or by gently pushing the tray into the computer.

Handling CDs

To avoid damaging a CD, follow these guidelines:

- Return the CD to the case when you are finished using it.
- Handle the disc by its outside edges or center hole only.
- Do not touch the unlabeled side of a CD or place the unlabeled side down on your desk. Doing so could scratch the surface of the CD.
- Store CDs at room temperature.

Playing Music CDs

The HP Pavilion includes MusicMatch Jukebox. This software lets you play music CDs, record digital music files, create music CDs on a CD-Writer drive, organize your digital music into libraries, and listen to music over the Internet.

For more information on this software, refer to the online help within the MusicMatch Jukebox program. To view the help menu:

1 Insert a CD in the drive. The MusicMatch Jukebox window opens.

Or

If the MusicMatch window does not automatically open, click **Start** on the taskbar, select **All Programs**, and then select **MusicMatch Jukebox**.

2 Click the **Help** menu in the MusicMatch Jukebox menu bar.

If you are connected to the Internet when playing a music CD, MusicMatch Jukebox searches a CD database on the Internet, displays the song titles in the Playlist area, and then begins playing the CD. The next time you play this CD, you don't need to be connected to the Internet — MusicMatch Jukebox keeps the song titles.

Everyday Tasks

To play a music CD:

1 Insert the music CD into the CD-ROM drive. The MusicMatch window opens.

If you are not currently connected to the Internet, the CDDB Internet Connectivity dialog box appears. If you want to search the Internet for the name of the artist and the song titles on the CD, you will need to connect to the Internet and then click **Continue lookup**. If you don't want to connect to the Internet, click **Quit**.

2 To control the CD currently in the drive, click the buttons in the MusicMatch Jukebox window. To play a particular song, double-click its song title (or track number) in the Playlist. You can also control the CD using the media player buttons if your keyboard has them.

Using the CD-Writer Plus Drive

The CD-Writer Plus is available on select models only.

You can play a CD, or record onto a CD-RW, using the CD-Writer Plus drive.

1 Press the Eject button on the door of your CD-Writer Plus (CD-RW) drive and place a CD in the center of the CD-RW disc tray.

2 Close the disc tray.

3 Click **Start** on the taskbar.

4 Click **My Computer**.

5 Double-click the **CD Drive** icon.

From there, you can copy audio or data files to your CDs using the HP RecordNow software program.

To open HP RecordNow program:

1 Click **Start** on the taskbar.

2 Select **All Programs**.

3 Select **HP RecordNow**.

4 Click **RecordNow**.

>   **Note:** *For information about recording onto CDs, refer to the help menu in the HP RecordNow program.*

Playing DVD Movies

The DVD drive (select models only) can run software on CD-ROMs, play music CDs, and play DVD movies and software.

Viewing Help Information

For information on the WinDVD™ software, refer to the online help within the program. To view the help menu:

1 Insert a DVD disc in the drive. The WinDVD window opens.

>   *Or*

>   If the program does not automatically open, click **Start** on the taskbar, select **All Programs**, and then select **InterVideo WinDVD**. Click **InterVideo WinDVD**.

2 Click the **?** in the WinDVD menu bar.

Everyday Tasks

Playing a DVD

DVDs automatically play after you insert the disc.

Note: *DVD movies are often localized to geographical regions. For information about this, see "Using Regional Codes" on page 50.*

1 Insert the disc into the DVD drive.

Note: *On a double-sided DVD, read the text around the inner hole of the disc to determine which side (A versus B or Standard versus Widescreen) to play. Place the disc in the tray with the side you want to play facing down.*

2 Close the disc tray. The movie plays in its own resizable window, and the WinDVD control panel appears.

Video window

Control panel
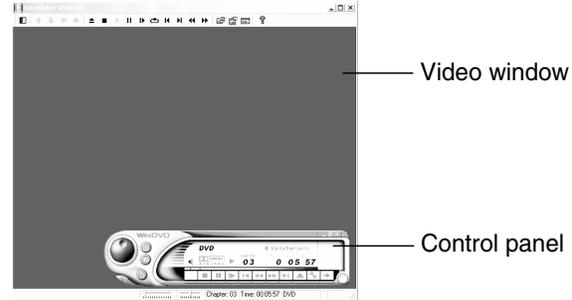
You may want to start WinDVD and adjust the settings before inserting the disc and starting the movie.

To start WinDVD without a disc in the drive:

1 Click **Start** on the taskbar.

2 Select **All Programs**.

3 Select **InterVideo WinDVD**.

4 Click **InterVideo WinDVD**. The WinDVD video window and control panel appear.

Understanding DVD Terminology

In order to understand the DVD controls, you should be familiar with DVD terminology. Each DVD can hold one or more *titles*. Most full-length movies have only one title on the DVD, but some DVDs include several short movies, with each movie being a separate title.

Each title is divided into multiple *chapters*. A chapter is a particular segment or scene in the movie. When watching a DVD movie, you have the ability to jump to the next chapter, the previous chapter, or to a specific chapter.

A single image in a movie is called a *frame*.

Using the WinDVD Control Panel

The WinDVD control panel automatically appears when you insert a DVD.

If you are playing a movie full screen and the panel is hidden, you can redisplay it as follows:

1 Right-click anywhere in the video window.

2 Select **View**.

3 Click **Player**. The control panel appears.

- To see what a button does on the control panel, place the mouse pointer on the button; the button title appears onscreen.

- To move the WinDVD control panel, place the mouse pointer on the panel (but not on a button), and drag it to the desired location on the screen.

- To resize the video window when it is not full screen, place the mouse pointer on a window corner and drag the border.

  Or

  Click the **Full Screen** button in the upper-right corner of the WinDVD control panel.

Using Regional Codes

DVDs sometimes come with regional codes imprinted as part of the disc data. These codes prevent DVD movies from being played in regions of the world that are different from where they are sold. The region number is usually placed over a world globe printed on the DVD packaging and disc.

DVDs without regional codes will play on any player or drive in any country.

The six major DVD regions are:

- **Region 1:** North America
- **Region 2:** Japan, Europe, Middle East, South Africa
- **Region 3:** Southeast Asia (including Hong Kong and Korea)
- **Region 4:** Australia, New Zealand, Mexico, Central and South America
- **Region 5:** Northwest Asia, North Africa
- **Region 6:** China

WinDVD is not pre-set to a particular region — the regional code of the first DVD movie you play determines your DVD region.

For example, if you play a DVD with a region 1 code, WinDVD sets the current region of your DVD player to 1. If you later play a DVD that is coded for a different region, WinDVD asks if you want to set this as the current region.

⚠ **Warning:** *You can change the region only five times before the change becomes permanent.*

Using HP Tools

The HP Tools folder on the All Programs menu contains special utilities for HP Pavilion owners. For example, you'll find a utility for displaying system information. This folder also contains the HP Tour Guide.

To see the programs in the HP Tools folder:

1 Click **Start** on the taskbar.

2 Select **All Programs**.

3 Click **hp tools**.

Getting HP Updates for the PC

Informing You of Changes

HP provides an Internet-based service that includes informing you when updates are available for your PC.

Using HP Center for Updates from HP Messages

HP Center is a service provided by HP to bring you information, documents, digital media, time-based notifications, and special offers.

Note: *HP Center is not available in all countries.*

The HP Center also delivers Updates from HP Messages. These messages inform you of important information about your PC:

- Product notices
- System updates
- Tips

The update message arrives like other HP Center information and may display an alert or a notice that flashes on your desktop. View messages as they arrive or read them later. A message always asks for your permission before installing a system update on the PC.

HP Updates

Start HP Center

- Right-click the **hp center** icon in the system tray area of the taskbar, and select **Open hp center**.

Or

- Click **Start** on the taskbar, select **All Programs**, select **hp center**, and then click **hp center**.

The HP Center toolbar displays.

For detailed help information, click the **hp center** button on the HP Center toolbar and choose **Help**. For a description of a button or area of the toolbar, place the cursor over the toolbar.

Turning Off the HP Center Service

You can turn off the HP Center service temporarily (during the current PC session) or permanently (for all future PC sessions).

To temporarily turn off the HP Center Service:

1 Right-click the **hp center** icon in the system tray area of the taskbar.

2 Select **Shut down HP center service**.

The service is turned off until you restart the PC.

To permanently turn off the HP Center Service:

Note: *If you change your mind later, you can turn on the service. See "Re-enabling the HP Center Service" on page 55.*

1 Click **Start** on the taskbar, select **All Programs**, and select **hp center**.

2 Click **Disable hp center**.

The service is turned off until you re-enable it.

Re-enabling the HP Center Service

The service comes enabled with the PC. You can turn off the service and re-enable it later, using the steps below. When you re-enable the HP Center service, the service runs whenever you are connected to the Internet, and you receive messages as they become available.

To turn on the service:

1 Click **Start** on the taskbar.

2 Select **All Programs**.

3 Click **hp center**.

4 Click **Re-enable hp center**.

HP Updates

Resolving Problems

Troubleshooting

For help on general and miscellaneous problems you may be experiencing with the PC, refer to the following pages for possible solutions. Look up the description of the problem and try the solution listed. For more detailed information, press the Help button on your keyboard, or click **Start** on the taskbar and select **Help and Support**.

Problem	Solution
My computer won't turn on at all.	■ When you press the On button on the front of the computer, the following events should happen: **1** The keyboard indicator lights flash. **2** The light next to the diskette drive flashes. **3** The hard disk spins or the diskette drive makes a noise. **4** The computer makes one beep indicating it is operating properly. ⚠ **Warning:** *Your system is provided with a voltage select switch for use in a 115 or 230 VAC power system. The voltage select switch has been pre-set to the correct voltage setting for use in the particular country where it was initially sold. Changing the voltage select switch to the incorrect position can damage your PC and void any implied warranty.*

Problem	Solution
My computer won't turn on at all.	⚠ **Avertissement :** *Votre système est doté d'un commutateur de sélection de tension (115 ou 230 volts c.a.). Ce commutateur a été placé sur la tension appropriée pour le pays dans lequel l'équipement est initialement vendu. Mettre le commutateur à la mauvaise position peut endommager l'ordinateur et annuler toute garantie implicite.* ■ If the computer doesn't go through the above procedure, check the following: ■ The power cord and all cables are securely plugged into the computer. ■ The power cord is plugged into a grounded outlet. Check to see whether the outlet works by plugging another item into it. ■ The monitor is connected to the computer, plugged in, and turned on.
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. ■ You may need an updated driver for Windows XP. For non-HP peripherals, contact the vendor directly. For HP peripherals, visit the HP Web site.

Problem	Solution

The computer (or part of it) doesn't seem to be working.	■ Try restarting the computer as follows:
	  1 Click **Start** on the taskbar.
	  2 Click **Turn Off Computer**.
	  3 Click **Restart**.
	■ If the computer shows no response to mouse or keyboard actions, reset the computer:
	  1 Press and hold the On button until the system turns off.
	  2 Wait a few seconds, and turn the computer back on.
	
	  Note: *Using the On button to reset the system is not recommended and should be used only as a last resort.*
	
	■ It's possible that a voltage spike, power outage, or brownout has occurred. Symptoms of voltage spikes include a flickering video display, unexpected system startups, and the system not responding to your commands. 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 made for use with computers between the power outlet and the computer power cord.

Problem	Solution
The computer doesn't make any sound.	■ Check the speaker connection. **Note:** *Some systems include an adapter cable for the speakers. The left and right speaker cables plug into the adapter cable. The adapter cable plugs into the speaker port on the back of the computer.* ■ If your speakers have a power button, check whether it is turned on and the power supply is turned on (select models only). ■ Remove the headphone connection. ■ Use the keyboard controls to increase the volume. ■ Press the Mute button on the keyboard to see if the mute feature is turned on. ■ Click the **Volume** icon on the taskbar. Increase the volume, and make sure the *Mute* box is not checked.

Problem	Solution
When I push one of the special or multimedia buttons on the keyboard, nothing happens.	■ Check the button configuration. To reconfigure the button: **1** Click **Start** on the taskbar. **2** Click **Control Panel**. **3** Click **Printers and Other Hardware**, if present. **4** Click **Keyboard**. **5** In the Keyboard Properties window that appears, click the **Buttons** tab. **6** Double-click the button you want to change. The button configuration window displays. **7** Choose the button capability from the drop-down list. Enter the Display Label and the Address. (For a Web site, enter the complete Web site URL in the Address box.) **8** Click **OK**. **9** On the Buttons tab, click **Apply**. **10** Repeat steps 6 through 9 for each button you want to reconfigure. **11** Click **OK** when you are finished reconfiguring the keyboard.

Problem	Solution
My keyboard doesn't work, even though the computer and monitor seem to work.	■ If the PC beeps repeatedly or if nothing happens when you press keys, it's possible that the keyboard is connected improperly. **USB keyboards only:** Make sure the keyboard is firmly connected to the USB port on the back or front of the computer. Try unplugging and replugging the keyboard connection. **Non-USB keyboards only:** Make sure the keyboard is connected to the keyboard port, not to the mouse port. If you need to reconnect these two cables, turn the computer off, reconnect the cables, and then turn the computer back on. ■ Try restarting the computer (click **Start**, select **Turn Off Computer**, and click **Restart**). If that doesn't work, press and hold the computer On button until the computer turns off (approximately five seconds). Then turn the computer back on.
The monitor doesn't work, even though the computer appears to.	■ Check the connection of the power cord into the monitor. ■ Make sure the monitor is turned on — it has its own power button. ■ Make sure the monitor power cord is plugged into a grounded outlet. Check to see whether the outlet works by plugging another item into it. (If the light on the front of the monitor is lit, the monitor is getting power.) ■ Check the cable connection between the monitor and the computer. The cable connectors must be pushed in all the way. ■ Adjust the brightness and contrast controls on the monitor.

Problem	Solution
The mouse doesn't work, even though everything else does.	■ If nothing happens when you move the mouse, it's possible that the mouse is connected improperly. **USB mouse only:** Make sure the mouse is firmly connected to the USB port. Try unplugging and replugging the mouse. **Non-USB mouse only:** Make sure the mouse is connected to the mouse port, not to the keyboard port. To reconnect these two cables, turn the computer off, reconnect the cables, and then turn the computer back on. ■ If the pointer doesn't move on the screen when you move the mouse, clean the mouse. For an optical mouse, wipe the light sensor lens on the bottom of the mouse with a lint-free cloth. For a roller ball mouse: **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, and remove lint and dust. **4** Replace the mouse ball, and screw on the cover. ■ The computer might have stopped. Reset the computer by pressing and holding the computer On button until the computer turns off (approximately five seconds). Then turn the computer back on.
Non system disk error	■ The PC is trying to start the operating system from the diskette drive. Press the Eject button and remove the diskette from the drive.
Invalid Media error	■ The PC is trying to start the operating system from the CD-Writer Plus drive. Press the Eject button immediately after turning on the PC and remove the CD from the drive.

Problem	Solution
The AOL program comes up even though I'm not using it.	■ If AOL opens when you are using another Internet Service Provider (ISP), the PC is still trying to use AOL for Internet access and you may want to remove the AOL program.
	To uninstall AOL:
	1 Click **Start** on the taskbar.
	2 Click **Control Panel**.
	3 Click **Add or Remove Programs**, if present.
	4 Select **America Online**, click **Change/Remove**, and then click **Yes** when the confirmation window opens.
	Note: *Removing the AOL program will not cancel your account with AOL.*
The keyboard Print button doesn't work.	■ Some programs do not recognize the Print button.

Using System Recovery and Application Recovery

Before using the HP Pavilion System Recovery or Application Recovery program, use System Restore.

System Restore

⚠️ **Warning:** *Try* **System Restore** *before using the* **HP Pavilion System Recovery program.**

If software on your hard drive accidentally gets erased or damaged, first use the Microsoft *System Restore* feature in Windows XP to restore the computer system and program settings.

System Restore returns the computer settings to a selected restore point without affecting user programs or document files. For more information, type **System Restore** into the Search box in Help and Support.

System Recovery

When other methods of repairing your system software (like System Restore) fail, you may want to use the *HP Pavilion System Recovery* program as a last resort to reinstall the software.

When needed, you can reinstall the operating system and the application software that was originally installed on the computer at the factory by using the System Recovery program. The System Recovery program does not affect your data files.

The System Recovery program uses a special *recovery partition* on the hard disk that stores an image of the original software. This makes recovery convenient, without the need to have or use a System Recovery CD.

Note: *The system recovery image is in a hidden partition area of the hard drive; this disk space is not available for your use.*

System Recovery CDs are not available. In the unlikely event that you replace the hard drive, or somehow damage the data in the special recovery partition on the hard drive, you must contact HP Support for help.

To contact HP Support, see the *Support Path* card, included in the computer documentation, for the HP Customer Care Center telephone number.

Application Recovery

If an individual application or driver accidentally gets erased or damaged, you can reinstall the software using the HP Pavilion Application Recovery program (select models only). For information, see "Using Application Recovery" on page 67.

Running the Partition-Based System Recovery Program

1 Turn off the computer:

- If the computer responds: click **Start** on the taskbar, click **Turn Off Computer**, and then click **Turn Off**.

Or

- If the computer does not respond, press and hold the On button until the computer turns off.

2 Wait a few seconds and then press the On button to turn the computer on.

3 During the startup, do the following to enter the System Recovery program:

When the blue screen with the *HP Invent* logo appears, press the F10 key on the keyboard. (You have only a few seconds to press the F10 key before the normal startup process continues.)

Wait till the System Recovery program opens.

4 Select the System Recovery option: on the *System Recovery* dialog box, choose **Non-Destructive System Recovery** to reinstall the original software *without erasing user data on the hard disk.*

5 Click **Next>** to proceed.

6 Click **Yes** on the next screen to confirm that you want to continue with the System Recovery process.

7 Follow the onscreen directions.

8 When the recovery program finishes, click **Restart** to restart the computer.

Using Application Recovery

Note: *Not all HP Pavilion PC models include the Application Recovery program.*

1 Close all applications and folders.

2 Click **Start** on the taskbar, select **All Programs**, click **hp tools**, then click **hp application recovery**.

3 Follow the onscreen directions.

4 When you have finished restoring applications and/or drivers, close the Application Recovery program. Then click **Start**, click **Turn Off Computer**, and click **Restart**.

⚠️ **Warning:** *Do not skip this last step! You must restart the computer when you are finished recovering applications or drivers.*

Freeing Up Space on Your Hard Disk Drive

The PC comes with a hard disk drive. Depending on your model, the hard disk drive has 20 gigabytes (GB) to more than 160 GB of total disk space. The PC comes with preloaded software programs and a hidden partition within the hard disk drive that takes up a certain amount of space on the hard disk drive.

Note: *The system recovery image is in a hidden partition area of the hard drive; this disk space is not available for your use.*

The hidden partition:

- Houses a backup version of the operating system and the programs included with the PC.
- Takes up about 4.5 GB of hard disk space, reducing the total amount of space available for your use.
- Replaces the need for system and application recovery CDs.

Use the following procedures to:

- View the amount of used and free disk space by using the System Tools Disk Management.
- Uninstall unneeded programs.
- Use the Disk Cleanup utility.
- Reinstall programs that came with the PC.

Displaying Hard Disk Space

To view the amount of space on the hard disk:

1 Click **Start** on the taskbar.

2 Click **Control Panel**.

3 Click **Performance and Maintenance**, if present.

4 Click **Administrative Tools**.

5 Double-click **Computer Management**. The Computer Management window opens.

6 Double-click **Storage**.

7 Double-click **Disk Management (Local)**.

Information displays for each drive on your PC. You may need to scroll the window to the right to see the capacity and the free space sizes.

Increasing Available Hard Disk Space

You can free up space on the hard disk by uninstalling programs or by using the Disk Cleanup utility to remove unneeded files.

To uninstall programs:

1 Click **Start**.

2 Click **Control Panel**.

3 Double-click the **Add or Remove Programs** icon.

4 Select the program to be removed and click **Remove**.

5 Click **Close**.

To use the Disk Cleanup utility:

1 Click **Start**.
2 Click **Control Panel**.
3 Click the **Performance and Maintenance** icon.
4 Under *Pick a Task*, click the arrow next to *Free up space on your hard disk*.
5 Select the disk and click **OK**. The disk cleanup window opens.
6 Select the files you want to delete and click **OK**, and then click **Yes**.

Reinstalling Programs

You can reinstall most programs that came with your PC except the try-and-buy HP Learning Adventure programs.

For programs that came on CDs, just reinsert the CD and follow the onscreen instructions.

For preinstalled programs, follow the steps "Using Application Recovery" on page 67.

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