# Updated User's Guide Information

Please review this updated information and keep it with your guides. The information describes:

- Using the Headphone Connector
- Running Tests for PC-related Problems Using Instant Support
- Getting Help from an Analyst Using Instant Support
- Using Memory Cards
- Using the Software Repair Wizard
- Using Exact Copy in RecordNow!

## Using the Headphone Connector

On some systems, the headphone connector is located on the front of the PC. Look for the headphone symbol to connect a headphone to the PC.

## Running Tests for PC-related Problems Using Instant Support

**(Select models only)**
Included with your PC are tests to help you diagnose a possible PC-related problem.

To run tests for PC-related problems:

1 Click **Start** on the taskbar, and click **Help and Support**.
2 Click **Presario PC Help**.
3 Click **PC Information and Maintenance**, and then click **PC Tests**.

## Getting Help from an Analyst Using Instant Support

**(Select models only)**
1 Click **Start** on the taskbar, and click **Help and Support**.
2 Click **Connect to Customer Support**.
3 Click **Request help**.
4 Follow the onscreen instructions to submit a problem. Your PC must be connected to the Internet to submit a problem.

## Using Memory Cards

Your PC may have expanded memory card capacity, such as 8-In-1 or 9-In-1. In addition to the memory cards listed in your user's guide, the expanded models may support:

- Memory Stick® (MS-PRO) Memory Card – can be used in the lower right slot of the 4-slot Reader, inserted facing up.
- xD media – can be used in the upper left slot of the 4-slot Reader, inserted facing up.

## Using the Software Repair Wizard

If your PC works improperly or stops because of software problems, you may be able to repair it using the Software Repair Wizard.

The Software Repair Wizard guides you through the process of selecting and starting the right tool for fixing:

- Software programs that have stopped working.
- Printers or other peripherals that are no longer working properly with your PC.
- Erratic PC behavior.

There are a several software tools included with your PC that can fix software conflicts or restore application programs that have been accidentally erased or damaged. The tools available are:

- Microsoft® System Restore – return your system to a *restore point* when it worked correctly without losing any recent work.
- Software and Driver Recovery – reinstall a software program or device driver originally pre-installed on your PC.
- System Recovery – a complete recovery of your system using the recovery partition that stores an image of the original software.

⚠️ **Warning: The Compaq System Recovery program should only be used as a last resort as it will delete any data or programs you installed after purchase.**

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**Note:** It is recommended that you back up your PC files before using the Software Repair Wizard.

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To start the Software Repair Wizard, double-click the desktop icon or:

1 Click **Start** on the taskbar.
2 Choose **All Programs**.
3 Choose **PC Help & Tools**.
4 Click **Software Repair Wizard**.
5 Follow the onscreen instructions.

The Software Repair Wizard automatically detects whether you have created recovery discs for your PC. Recovery discs are needed for some software repairs. If you have not created recovery discs, you are given the option to open the Compaq Recovery CD-DVD Creator and create recovery discs. After creating recovery discs, restart the Software Repair Wizard to select the appropriate software repair tool.

If the tool you chose did not correct your software problem, start the Software Repair Wizard again and select a different tool.

For more detailed information on software or system repair tools on your PC, see "using application recovery and system recovery" in the printed documentation that came with your PC, or additional topics in Help and Support.

To view topics in Help and Support:

1 Click **Start** on the taskbar, and click **Help and Support**.
2 Click **Presario PC Help**.
3 Click a category, and then click a topic.

## Using Exact Copy in RecordNow!

Use RecordNow! to create (burn) music or data CDs or DVDs (burning a DVD requires a DVD writer drive).

To make an exact copy of a disc:

1 Click **Start**, choose **All Programs**, choose **CD(DVD) Recorder**, choose **RecordNow!**, and then click **RecordNow!** again.
2 Click the **Backup Projects** tab.
3 Click **Exact Copy**.
4 Follow the onscreen instructions to finish.