

# **PC Basics Guide**

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# Introducing the PC

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**NOTE:** This guide contains details on options that may not be included with your PC. Your PC may look different from the illustrations in this guide. The monitor and the speakers are sold separately. Speakers may be included with the monitor (select models only).

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This section describes the PC by listing its internal and external components. It also gives you useful information on using the mouse, the keyboard, the monitor, speakers, a microphone, the media drives, and a printer.

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**WARNING: Please read “Safety Information” in your user documentation before installing and connecting your PC to the electrical power system.**

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## PC Base Components

The PC consists of electronics and mechanical items housed in a chassis box called a *tower* or *base*. Inside the PC are these items:

- The motherboard, which is an electronics board with the micro processing unit (MPU), slots for memory and add-in cards, and connectors for the other items in the base.
- The power supply.
- The hard disk drive, which is used to store the operating system, programs, and files.
- The cabling between the motherboard, the base units, and the connectors on the back and the front of the PC.

## **PC Operation**

The user operates the PC by using a keyboard to enter text and commands, a mouse to point and select items, and a display monitor. For example, the PC shows the Windows desktop on the display screen, and when you move the mouse, the PC causes the cursor to move across the Windows desktop on the screen.

The minimum items required to operate your personal computer are the PC base box, the keyboard, the mouse, and the monitor.

## **Additional PC Base Components**

The PC base box may have other components, such as:

- Optical drives that play or record (burn) CD or DVD discs, depending on the drive model.
- A memory card reader that reads or records the memory cards used in digital cameras and other devices.
- A diskette (floppy) drive.
- A modem that connects the PC to a telephone line for a dial-up connection to the Internet.
- An Ethernet connector that connects the PC to a network, such as a local area network (LAN).
- Connectors and ports, such as USB, FireWire® (IEEE 1394), serial, parallel, and others, such as for a joystick.
- Special features that may be on the motherboard or on separate add-in cards, such as audio or sound cards, graphics or video cards, TV connectors and tuner cards, and wireless LAN cards.

## **External PC Components**

You may have external components added to the PC, connecting each to the PC base through the connectors on the front or the back of the base. The connectors on the front of the PC are usually used for quick, temporary connection.

Depending on the connectors on your PC, common peripheral components are:

- A printer (using a serial, parallel, or USB port).
- An external disk drive.
- A digital camera.
- Video devices, such as a VCR, video camera, DVD player, or Web camera.
- An MP3 player.
- A personal organiser.



# Protecting Your PC

## Using a Power Surge Suppressor

Power surges, for example, voltage spikes, power outages or blackouts may cause software problems.

Symptoms of voltage spikes include a flickering video display, unexpected PC startups and the PC not responding to your commands. A voltage spike can occasionally corrupt or destroy files. Because of this, you should:

- Consistently make backup copies of your data files.

*And*

- Prevent damage from voltage spikes by installing a PC surge suppressor between the electrical socket and the PC powercable.

## Using Virus Protection Programs

HP provides a virus-scanning software program to help protect your PC (select models only).

A PC virus can destroy information on the hard disk drive. You can get a virus from infected files that you open from:

- An e-mail message or attachment.
- A file downloaded from the Internet.
- A diskette (floppy disk).
- A CD or DVD disc.

Some viruses affect your PC immediately, while others may activate only if you open a certain file or do not delete the file before a certain date. New types of viruses are invented all the time.

The virus-scanning software program on your PC has pre-set options that make your PC safe. After you enable the virus-scanning program, it checks your PC files for viruses.

The virus-scanning program manufacturer provides free virus definition updates through your Internet connection for an initial period after your PC purchase. You can purchase a subscription service for updates after the initial free period expires.

You should take the following precautions to protect your PC:

- Do not open unsolicited e-mail from unknown sources.
- Download files only from sources you feel are safe.
- Always scan documents for viruses before opening them.
- Make sure you have the latest version of your virus-scanning software.

## Using Windows Update

The Microsoft Windows XP operating system has a Windows Update software program that scans your PC, identifies necessary updates, and helps you to download them. Install critical updates to maintain your PC security and operation.

To open Windows Update, click **Start** on the taskbar, click **Help and Support**, and then click **Windows Update**. Your PC must be connected to the Internet to display the Windows Update home page. Click **Yes** if you are prompted to install required software or controls. Click **Scan for Available Updates**, and follow the onscreen instructions.


## Turning Off the PC

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**NOTE:** For information about the Start button, see “Using the Start Menu” on page 23.

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For best results, turn off the PC using Windows without pressing any buttons on the PC chassis.

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

As an alternative to turning off the PC, you can put the PC in either standby or hibernation mode. To conserve power, you can set the power management timers to put the PC automatically into standby, and then hibernation. See the following sections for more information on putting your PC in standby or hibernation mode.

## Standby Mode

When the PC is in standby mode, it goes into a low-power state, and the monitor is blank, as if it is turned off. The advantages of using standby mode include:

- You save time and electricity without having to wait for the PC to go through the normal startup routine when you wake it again. The next time you use the PC, any programs, folders and documents that were open before you put the PC in standby are available.
- Your PC can receive faxes while in standby mode, if you set it to do so.
- Your PC can retrieve e-mail messages and download information from the Internet automatically, if you set it to do so.

To put the PC in standby mode manually:

- 1 Press the Standby button on the keyboard, if it is present.  
The screen goes dark, and the PC goes into standby mode.
- 2 When you want to use the PC again, press the Esc key on the keyboard, or press the Standby button. The screen display reappears just as you left it.



Another way to put the PC into standby mode is to:

- 1 Click **Start** on the taskbar.
- 2 Click **Turn Off Computer**.
- 3 Click **Stand By**.
- 4 To wake the PC from standby, press the Standby button or press the Esc key on the keyboard.

If the PC does not work properly when you wake it from standby, restart the PC:

- 1 Press and hold the On button on the front of the PC for approximately 5 seconds until the PC turns off.

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**NOTE:** Using the On button to restart the PC is not recommended, and should be used only as a last resort. Instead, click **Start**, click **Turn Off Computer**, and then click **Restart**.

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- 2 Turn on the PC again.

## Hibernation Mode

When the PC is in hibernation mode, it saves everything that is in PC memory to the hard disk drive, turns off the monitor and the hard disk drive, and then turns itself off. When you turn on the PC again, your programs, folders and documents are restored to the screen.

To put the PC into hibernation manually:

- 1 Click **Start** on the taskbar.
- 2 Click **Turn Off Computer**.
- 3 Press and hold down the Shift key on the keyboard, and then click **Hibernate**.

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**NOTE:** If Hibernate is not present, you can set up your PC for hibernation; refer to steps 1 to 6 of "Automatic Standby or Hibernation" on page 6.

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

If the PC does not work properly when you wake it from hibernation, follow these steps to restart the PC:

- 1 Click **Start** on the taskbar.
- 2 Click **Turn Off Computer**.
- 3 Click **Restart**.

## Automatic Standby or Hibernation

You can set your PC to go into standby or hibernation mode automatically when it is idle for some number of minutes. To put the PC into standby or hibernation mode automatically, modify the power management settings:

- 1 Click **Start** on the taskbar.
- 2 Click **Control Panel**.
- 3 Click **Performance and Maintenance**, if it is present.
- 4 Double-click **Power Options**.
- 5 Click the **Hibernate** tab and tick the hibernation feature. If necessary, enable the feature by clicking the *Enable hibernation* box so that a tick mark appears in it.
- 6 If you changed the *Enable hibernation* tick box, click **Apply**.
- 7 Click the **Power Schemes** tab to set the timers for standby and hibernation. In the Power Schemes box, select a power scheme from the drop-down list. Choose the settings.
  - To turn on automatic standby for the PC, click the time to elapse before standby (such as **After 20 mins**) in the *System standby* list.
  - To set the timer for automatic hibernation, click the time to elapse before hibernation (such as **After 1 hour**) in the *System hibernates* list.

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**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.

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- 8 Click **OK**.

## Restarting the PC

When you restart the computer, the PC *starts over* using the operating system and software in its memory. This is the simplest repair for your PC; just click **Start**, choose **Turn Off Computer**, and then click **Restart**.

You may wish to install additional software programs or hardware devices on your PC. Restart the PC after installation.

If the PC stops responding, use the Windows Task Manager to close any programs not responding or to restart the PC:

- 1 Press the Ctrl, Alt, and Delete keys on the keyboard at the same time.
- 2 Select the program that is not responding, and click **End Task**.

Or

Click **Shut Down**, and then click **Restart**.

If this does not work, press the On button for 5 or more seconds to turn off the PC. Then, press the On button.

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**NOTE:** Using the On button to restart the PC is not recommended and should be used only as a last resort. Instead, click **Start**, click **Turn Off Computer**, and then click **Restart**.

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## Using the Mouse

Your PC includes a mouse for directing the cursor (pointer) on the Windows desktop. The mouse uses a roller ball or optics (a light and sensor) to sense movement and cause the cursor on the screen to move. Use the mouse on a flat surface.

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

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A wireless mouse (select models only) is an optical mouse that uses a receiver/transmitter, instead of a connector cable, to communicate with your PC. A light on the receiver indicates receiver activity.

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**NOTE:** The wireless mouse goes into a sleep or suspend mode after 20 minutes of inactivity. Click a button on the mouse to wake it. (Moving the wireless mouse does not wake it.)

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## Using the Mouse Buttons

The mouse has two or three 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 for the item you clicked.
- On select models, use the scroll wheel button in the centre for scrolling and panning.

- A** Left button
- B** Scroll wheel button (scrolling mouse only)
- C** Right button

*Click* means to press the left button on the mouse once.

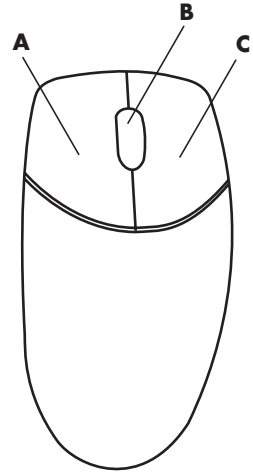
*Double-click* means to press the left button on the mouse two times in a row. To double-click, you click the button (press it and then release it), and then quickly click it again.

*Right-click* means to press the right button on the mouse once.

To select an item, click the item.

To select sequential items in a list or group, click the first item in the list, and then press and hold the Shift key on the keyboard while you click the last item.

To select non-sequential items, click the first item, and then press and hold the Ctrl key on the keyboard while you click the additional items.



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**NOTE:** Your mouse may look different from the one shown here.

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You can switch the function of the left and right buttons for left-handed use. Refer to “Switching Mouse Button Functions” on page 9.

## Scrolling

Click the left mouse button to place the cursor in a document, and then:

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

## Autoscrolling

- 1** Place the cursor anywhere in the text, and press the scroll wheel button once. An autoscroll icon appears.
- 2** Move the mouse in the direction you want to scroll. The farther you move the mouse from the starting point, the faster the document scrolls.
- 3** To stop autoscrolling, press the scroll wheel button again.



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**NOTE:** Autoscrolling does not work with some software programs.

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## Panning

- 1 Press and hold down the centre scroll wheel button.
- 2 Slowly move the mouse in the direction you want to pan. The farther you move the pointer from the starting point, the faster the document pans.
- 3 To stop panning, release the scroll wheel button.

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**NOTE:** Panning only works if the window's horizontal scroll bar is active. Panning does not work with some software programs.

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## Switching Mouse Button Functions

To switch the functions of the right and left mouse buttons:

- 1 Click the **Start** button.
- 2 Click **Control Panel**.
- 3 Click **Printers and Other Hardware**, if it is present.
- 4 Double-click **Mouse**.
- 5 Tick *Switch primary and secondary buttons* on the **Buttons** tab.
- 6 Click **Apply** (using the new primary button), and then click **OK**.

## Changing Mouse Pointer Speed

To change the speed of the cursor on the screen relative to the motion of the mouse:

- 1 Click the **Start** button.
- 2 Click **Control Panel**.
- 3 Click **Printers and Other Hardware**, if it is present.
- 4 Double-click **Mouse**.
- 5 Click the **Pointer Options** tab.
- 6 In the *Motion* area, use the slider to adjust the pointer speed.
- 7 Click **Apply**, and then click **OK**.

## Using the Keyboard

The keyboard is the primary way you enter text and commands for the PC. The keyboard may connect directly to your PC, or it may be wireless.

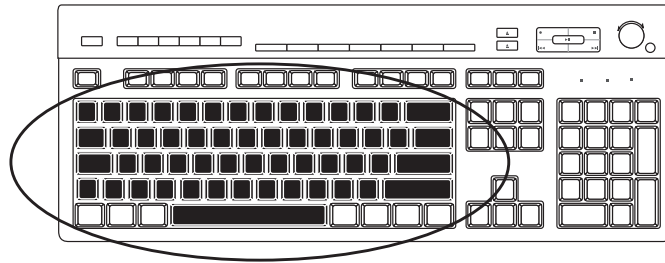
Your keyboard has an arrangement of standard keys, indicator lights and special buttons (select models only). Your keyboard may vary from the illustrations. Some keyboards do not have the Internet buttons shown here at the top of the keyboard, and some use a different layout on the top right.

## Keyboard Shortcuts

Keyboard shortcuts are combinations of keys that you press simultaneously to do specific actions. For example, from the Windows desktop, press the Alt (alternate) key, the Ctrl (control) key and the S key (the letter s), to display support information for the PC (including model number, serial number, and service ID). You will see this combination of keys represented as Alt+Ctrl+S. In Windows, press Ctrl+C to copy an item you've highlighted or selected, Ctrl+V to paste a copied item, or press Ctrl+Z to undo the previous action. These shortcuts perform the same actions you can perform through menus, but save you time and mouse clicks.

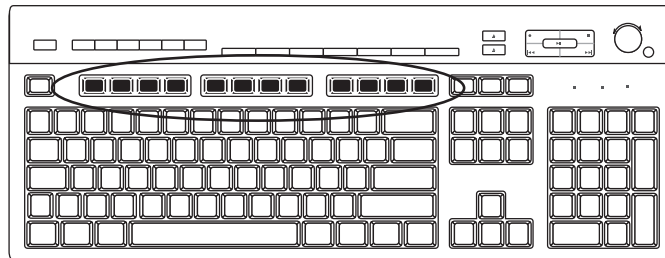
## Standard Keyboard Features

### Alphanumeric Keys



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

### Function Keys



The function keys, located above the main keys, are labelled F1 to F12.

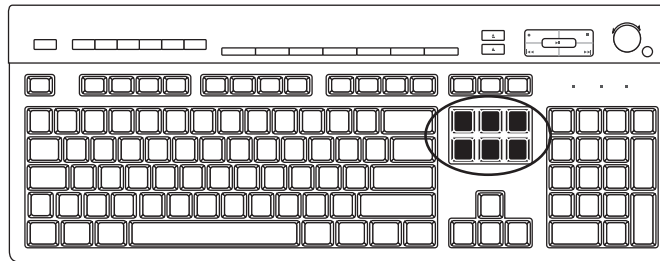
- Pressing F1 displays a Help window for the software program being used.
- Pressing F3 displays a search window.

F1 and F3 are available at all times.

Other function key operations vary by software program.

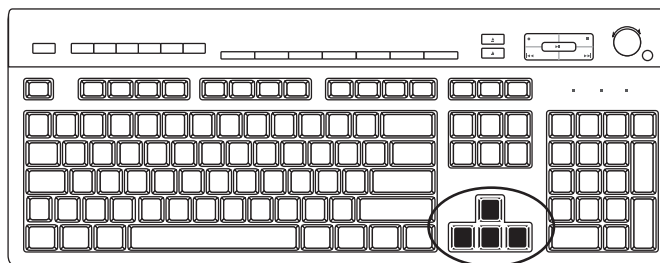


## Edit Keys



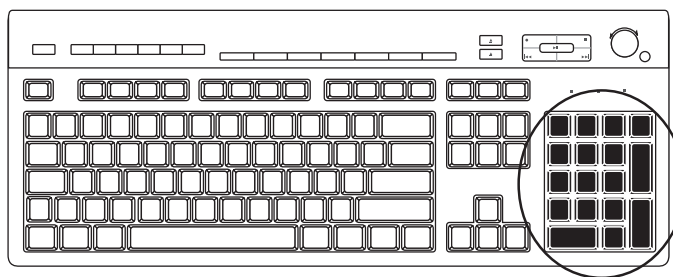
The edit keys are Insert, Home, Page Up, Delete, End, and Page Down. Use these keys to insert and delete text and to quickly move the cursor on your screen. They function differently with some software programs.

## 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 page, in a document, or in a game.

## Numeric Keys



Press the Num Lock key to lock and unlock the numeric key functions:

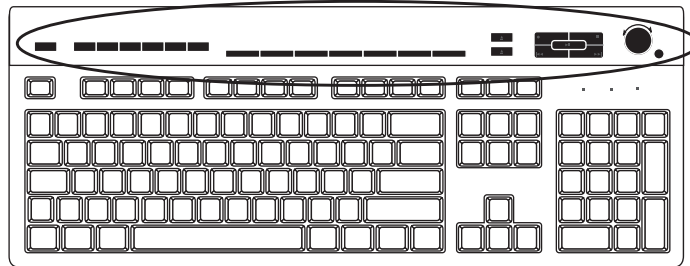
- When the Num Lock light on the keyboard is on, the numeric keys work in the same way as the number keys and arithmetic functions found on a basic calculator.
- When the Num Lock light on the keyboard is off, the numeric keys are directional keys used to move the cursor or play games.

## Keyboard Indicators

Each keyboard indicator is a light labelled with the name or icon for its status:

Icon	Name	Description
1	Num Lock	Numeric keys are locked as numbers keys and arithmetic functions.
A	Caps Lock	Alphanumeric keys are locked to uppercase.
↓	Scroll Lock	Scroll function is locked.

## Special Keyboard Buttons



There are special buttons (select models only) 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, control speaker volume, connect you to the Internet, or provide quick access to specific functions.

### Volume Control

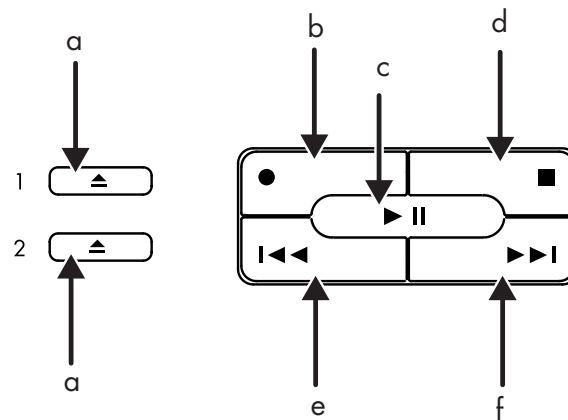
The Volume knob increases speaker volume when turned clockwise, and decreases volume when turned anticlockwise. It can be turned indefinitely, even after maximum sound has been reached.

The Volume Up ▲ button increases volume, and the Volume Down ▼ button decreases volume.

The Mute button turns speaker sound on and off.

- a** Open and close disc tray(s)
- b** Record
- c** Play or pause
- d** Stop
- e** Skip to the previous track
- f** Skip to the next track

## Media Control Keys



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**NOTE:** The number, location, and labelling of buttons vary by keyboard model.

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## Adjusting the Monitor

To change the screen resolution:

- 1** Right-click an empty area of the desktop and click **Properties**.
- 2** On the Settings tab, adjust the screen resolution.
  - Moving the slide toward *Less* increases the size of text on your screen.
  - Moving the slide toward *More* decreases the size of text.
- 3** Click **Apply**.
- 4** Click **Yes**, if it is present.
- 5** Click **OK**.

---

**NOTE:** You can connect more than one display device (CRT monitor, flat panel monitor, TV, and so on) to the PC (select models only). You can quickly change where the PC desktop appears by pressing Alt+F5. Each time you press the Alt+F5 key combination, the PC display appears on the next device. If Alt+F5 does not work, restart the PC and try again.

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## Using a TV as a Monitor

Your PC may have TV-out (select models only) capability, which means you can connect it to a television to view the computer image on a TV screen. With the TV-out feature, you can view the computer image, watch DVD movies (if you have a DVD player), or play games using your TV.

### Cables You May Need

To connect a TV to the PC, you may need a video cable and an audio cable (not provided; purchase separately). The type of video cable you need depends on your TV:

- If your TV has an S-video socket, you need an S-video cable.
- If your TV has a composite video socket, you need a composite video cable, and, depending on the sockets on the back of your PC, you may also need an S-video adapter cable.

### Viewing the PC Image on Your TV Screen

The type of video card on your PC determines how the PC selects the TV-out option.

When you want to disconnect the TV from your PC, you may need to disable the TV option to return your PC display to its original resolution.

## Using Speakers

Speakers are included with the monitor (select models only), or are sold separately. For details on connecting stereo speakers to the PC, see the quick setup poster.

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**NOTE:** *Speakers* may be passive (no power button and no powercable) or active (power button or powercable). Your PC supports only active (powered) speaker systems; the speaker system must have its own powercable.

A *stereo speaker set* is a left-right, two-channel speaker system. A *multi-channel audio speaker system* is a system with more than two channels, and it may include a subwoofer. For example, 5.1 channels, referred to as a six-speaker mode, uses two front speakers (left-right), two rear speakers (left-right), a centre speaker, and a subwoofer.

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If your PC has multi-channel audio speaker capacity (select models only), you can connect four channels for four speakers output or six channels for 5.1 speakers output.

Connect your speaker system to the PC, and then configure the audio software for sound output.

## Adjusting Speaker Volume

Use the Volume icon on the taskbar to set speaker volume. Then you can adjust the volume using:



- The Volume knob or buttons on the keyboard (select models only).
- The Volume knob on the speakers (select models only).

---

**NOTE:** If you do not see this Volume icon on the taskbar, click **Start**, choose **Control Panel**, click **Sounds, Speech, and Audio Devices**, if it is present, and then double-click **Sounds and Audio Devices** to open the Sounds and Audio Devices Properties window. On the Volume tab, place a tick in the *Place volume icon in the taskbar* tick box. Click **Apply**, and then click **OK**. The Volume icon appears in the taskbar.

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The two ways to use the Volume icon are:

- 1** Click the **Volume** icon on the taskbar.
- 2** Adjust 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 opens.
- 2** Adjust the volume.
- 3** When you are satisfied with the sound level, click the **Close** box (the **X** in the upper-right corner) to close this window.

## Using a Microphone

Your PC comes with one microphone connector in the back of the PC. Some models have a second microphone connector in the front of the PC. Only one microphone connector works at a time, and the back connector is ready to use unless you have the multi-channel audio speakers option. For PCs with the multi-channel audio speakers option, the microphone connector in the front of the PC, if present, is ready to use.

To use a microphone connected to the front of your PC (select models only), select the working microphone.

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**NOTE:** If you connect your microphone to the back of your PC, you do not need to perform this procedure.

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

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**NOTE:** If you do not see this Volume icon, click **Start**, click **Control Panel**, click **Sounds, Speech, and Audio Devices**, if it is present, and then double-click **Sounds and Audio Devices** to open the Sounds and Audio Devices Properties window. On the Volume tab, place a tick in the *Place volume icon in the taskbar* tick box. Click **Apply**, and then click **OK**. The Volume icon appears in the taskbar.

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- 2 Select **Options** and click **Properties**.
- 3 In *Adjust volume for*, click **Recording**.
- 4 In *Show the following volume controls*, place a tick in the **Microphone** tick box.
- 5 Click **OK**.
- 6 Click the **Advanced** button in the Microphone column. If you do not see the Advanced button, select **Options** from the *Recording Control* window, and then click **Advanced Controls**.
- 7 Place a tick in the **Alternate Microphone** tick box. (This box may be labelled *Mic2 Select* or *1 Mic Boost*.)
- 8 Click **Close**.
- 9 Click the **X (Close)** at the upper-right corner of the Recording Control window.

## Adjusting Microphone Volume

If you need to adjust the volume of the microphone, follow the procedure below:

- 1 Double-click the **Volume** icon on the taskbar. The Volume Control window opens. 
- 2 Select **Options** and click **Properties**.
- 3 In *Adjust volume for*, click **Recording**.
- 4 In *Show the following volume controls*, place a tick in the **Microphone** tick box.
- 5 Click **OK**.
- 6 Adjust the volume for Microphone. If the volume is now acceptable, proceed directly to step 10.

---

**NOTE:** If you do not see the Advanced button, select **Options** from the *Recording Control* window, and then click **Advanced Controls**.

---

- 7 To make finer adjustments to the sound, click the **Advanced** button, and then select the (Microphone) **1 Mic Boost** tick box.
- 8 Click **Close**.
- 9 Repeat step 6, if needed.
- 10 Click the **X (Close)** at the upper-right corner of the Volume Control window.

# Using Media Drives

## Using Your CD and DVD Drives

Your PC can come with several types of CD or DVD drives that allow you to do different tasks. What you can do depends on what kind of drive you have.

Allows you to:	CD-ROM	CD-RW	DVD-ROM	DVD+RW/+R
Read data from CDs	•	•	•	•
Play music CDs	•	•	•	•
Read DVDs			•	•
Record (burn) data or music to discs		•		•
Play DVD movies			•	•
Record (burn) DVD movies				•

The combination (combo) drive is available on select models only. It combines the functions of two drives into one: either a DVD+RW/+R drive (dvd writer) and a CD-RW drive (cd writer), or a DVD-ROM drive and a CD-RW drive.

## Handling CDs and DVDs

To avoid damaging a disc, follow these guidelines:

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

## Inserting and Removing CDs and DVDs



**CAUTION:** Use only standard-shaped (circular) discs in your drives. Using non-standard discs, such as heart-shaped discs or business card discs, may damage your drive.

To insert a CD or DVD:

- 1 With your PC turned on, press the Eject button near the front of the drive to open the disc tray.

**NOTE:** On some PCs, the drive is located behind a door on the front of the PC.

- 2 Remove the CD or DVD from its case, holding the disc edges or centre hole only.

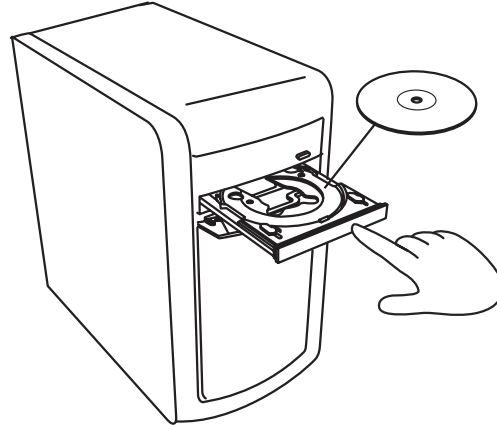
**3** Gently place the disc in the tray with the label facing up.

---

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

---

**4** Close the disc tray by:



- Gently pushing the tray into the PC.
- Or
- Clicking the open/close button on the control panel for the program that controls the drive.
- Or
- Pressing the media control open/close button or Eject button on the keyboard (select models only).
- Or
- Pressing the Eject button on the drive, if it is accessible.

To remove a CD or DVD:

- 1** With the PC turned on, open the disc tray by pressing the Eject button.
- 2** Holding on to the disc edges or centre hole only, lift the CD or DVD out of the tray.
- 3** Place the disc in its case.
- 4** Close the disc tray by gently pushing the tray into the PC.



## Using a Diskette (Floppy) Drive

The diskette (floppy) drive is available on select model PCs. If your PC does not already have a diskette drive, you cannot add one to the PC chassis as an internal drive. Instead, purchase an external USB diskette drive or other external storage device to suit your needs.

If your PC has a diskette drive (select models only), you can use a 3.5-inch diskette (floppy disk) to store files:

- 1 Insert the diskette with the round metal disk facing down, and the arrow on the top pointing into the drive.
- 2 Gently push the diskette into the drive until it locks in place.
- 3 You can copy files from or to the diskette.



**CAUTION: Removing a diskette when the drive is reading from or writing to the diskette can damage the diskette or the information stored on it.**

---

- 4 When you are ready to remove the diskette, make sure that the light on the drive is off. When it is off, the PC is not reading from or writing to the diskette.
- 5 Press the Eject button on the PC to remove the diskette. Remove the diskette from the drive prior to turning off the PC.

## Using a Printer

Refer to the user manual that came with your printer for instructions on connecting and using the printer.

Printers receive instructions from your PC via software called *printer drivers*. In many cases your PC automatically finds the printer driver necessary for the printer to work with your PC. If it does not, follow instructions that come with your printer to install the specific printer driver that it requires.

You can print text and graphics from most software programs and Internet sites, if you have a printer connected to your PC and the necessary software installed for the printer.

To print:

- 1 Click **File** on the menu bar.
- 2 Click **Print**.
- 3 Select your printing options:
  - Select the printer.
  - Choose the page range (for example, all pages, current page, range of pages).
  - Determine the number of copies.
  - Select all, odd, or even pages in a range.
- 4 Click **OK**.



# Introducing the Software

The operation of your PC is controlled by two kinds of software:

- The Microsoft Windows XP operating system, which displays the desktop on the monitor and controls your PC's hardware, peripherals, and software applications.
- Software programs that perform specific functions, such as a word processing program.

Software programs included with the PC may vary by model and by country/region.

## Learning More about Software

Information about using software and about the Microsoft Windows XP operating system is in the printed manuals and onscreen Help. The Microsoft Windows XP guide is included with your PC documentation. For Microsoft Windows, you can also press the Help button, labelled with a question mark icon on your keyboard (select models only), to open the built-in Help and Support Center, or you can click **Start** on the taskbar and then click **Help and Support**. For help with specific software, refer to the onscreen Help within the program.

## Using the Desktop

The desktop is the work area that appears on the display monitor. It has the taskbar (along one edge), and shortcut icons that make it easy to find the things you need.

The taskbar shows the Start button, a button for each open window so you can switch between programs, and the notification area that includes the time.

A shortcut icon is a small picture that you click to open a folder or start a program. One icon on the desktop performs a special function; the Recycle Bin collects files that you delete. You can retrieve files from the Recycle Bin until you empty it. When you empty the Recycle Bin the files are permanently deleted.

## Removing Desktop Icons

You can remove most desktop icons by either deleting them or moving them to an unused icons folder.



**CAUTION: Do not delete unfamiliar desktop icons. Instead, follow the steps to move unfamiliar desktop icons to the Unused Desktop Shortcuts folder.**

---

Delete a desktop icon by right-clicking the icon and then selecting **Delete**.

To move a desktop icon to the Unused Desktop Shortcuts folder:

- 1 Click **Start**.
- 2 Click **Control Panel**.
- 3 Click **Appearance and Themes**, if it is present.
- 4 Double-click **Display**.
- 5 On the Desktop tab, click **Customise Desktop**.
- 6 Under Desktop cleanup, click **Clean Desktop Now**.
- 7 Follow the onscreen instructions.
- 8 Click **OK** to close the Desktop Items window, and click **OK** again to close the Display Properties window.

## Retrieving Desktop Icons

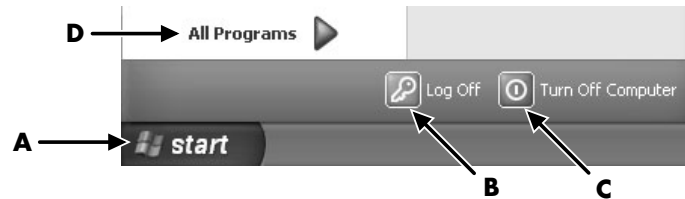
Retrieve a desktop icon by opening the Unused Desktop Shortcuts folder on your desktop and dragging the icon onto the desktop.

## Using the Start Menu

Click the **Start** button to open the start menu and:

- 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.

- A** Start button on the taskbar
- B** Log Off button
- C** Turn Off Computer button
- D** All Programs



The Start menu also displays the buttons *Log Off* and *Turn Off Computer*:

- Click the **Log Off** button to end your current PC session and to switch between users.
- Click the **Turn Off Computer** button to turn off the PC or to restart it.

## Using the All Programs Menu

To find the software programs on your PC:

- 1** Click **Start**.
- 2** Choose **All Programs**.

## Organising Your All Programs List

You see folders organised according to task (select models only) when you:

- 1** Click **Start**.
- 2** Choose **All Programs**.

A folder contains a list of items. Each item is actually a shortcut, or *link*, to a program, a document or another folder. The *Music* folder, for example, contains shortcuts to the programs you use to play music CDs.

To change the name of an item:

- 1** Right-click the item.
- 2** Select **Rename**.
- 3** Type the new name, and press Enter on the keyboard.
- 4** Click **Yes** in the message box.

To move an item by using the drag-and-drop technique:

- 1 Left-click an item in All Programs or in a folder, and hold down the mouse button.
- 2 Move the mouse pointer to where you want the item, and then release the mouse button.  
(If you have problems dropping the item into a folder, drag it to your desktop, and then drag it to the folder.)

To copy an item:

- 1 Right-click the item.
- 2 Select **Create Shortcut**. A copy of the item (shortcut) appears in the folder.
- 3 Drag the item or the copy into the All Programs list or into another folder.

If you use *Add or Remove Programs* in the Control Panel to delete a software program, the shortcut in All Programs may not be removed. To remove a shortcut:

- 1 Click **Start**.
- 2 Choose **All Programs**.
- 3 Select the folder.
- 4 Right-click the shortcut, and then select **Delete**. Click **Delete Shortcut** to confirm you want to delete the shortcut.

## Using the Control Panel

The control panel is where you can set up or change properties and settings for the display, the keyboard, the mouse, the modem, a network connection and other components and features of the PC. The control panel also provides tools to change system performance, add hardware, add or remove programs and other tasks.







To open the control panel, click **Start** on the taskbar, and then click **Control Panel**.

# Resizing Windows

All windows have some buttons in the upper-right corner.

The middle button is either the Maximise button or the Restore Down button.



Feature	Name	Description
	Minimise	Collapses the window to the task bar (but does not close it). The window is still accessible. To bring the window back up, click the button with the name of the window on the task bar.
	Maximise	Expands the window to the full screen.
	Restore Down	Reduces the window from full-screen to covering a portion of the screen.
	Close	Closes the window and stops the program or task.
	Resize	Resizes a window (not available when window is maximised). Move your mouse cursor over any window border until the cursor becomes a double-headed arrow. Click and hold the left mouse button. Drag the border to the left or to the right to change the width. Drag the border up or down to change the height.
	Scroll bar	A scroll bar appears on a window when the information does not fit on one screen. Clicking and dragging on a vertical scroll bar moves the screen up and down. Clicking and dragging on a horizontal scroll bar moves the screen left and right.

## Working with Digital Images

You can connect a digital image source, such as a digital camera or a digital video camera, directly to the PC or through a docking station. Digital picture files you copy or download from the device appear in the My Pictures folder. You can copy digital picture files from the memory cards, used by digital cameras and other digital imaging devices, by using the memory card reader (select models only).

Digital cameras and other digital imaging devices use memory cards, or *media*, to store digital picture files.



# Managing Files

A file is any unit of information that is named and stored on your PC hard disk drive or other electronic storage, such as a CD, floppy diskette, or even in a digital camera. A file can be an application program, a picture, music or sounds, a document or data. Almost everything you do on your PC involves working with files.

The PC can copy files to other storage media within component drives, such as diskettes, memory cards, CDs or DVDs, or to output devices, such as a printer.

## Organising Files with Folders

In Windows, folders make it possible for you to organise the files on your PC. Similar to paper folders within a filing cabinet, folders on your PC are a way to group related files together.

A folder can contain any type of file and can even contain other folders. Each file within a folder must have a unique name, but two different folders can have files with the same name.

There are two methods for working with the files and folders on your PC:

- My Computer provides an easy-to-use view of the files and folders within a specific folder on your PC. It also has links to common tasks for managing your files, such as copying, moving, deleting and renaming. To open My Computer, click the **Start** button and then click **My Computer**.
- Windows Explorer allows you to quickly see all the folders and files on your PC. It is easy to move or copy files from one folder to another in Windows Explorer. To open Windows Explorer, right-click the **Start** button and select **Explore**.

To navigate around in the My Computer and Windows Explorer views, double-click folders to open and display their contents. Use the Back arrow button to retrace your path through the opened folders.

## Creating Folders

Using My Computer:

- 1 Click **Start** on the taskbar and click **My Computer**.
- 2 Navigate to the location where you want the new folder.
- 3 Under *File and Folder Tasks*, click **Make a new folder**.
- 4 Type a name for the folder, and then press Enter.

Using Windows Explorer:

- 1 Right-click **Start** on the taskbar and click **Explore**.
- 2 Navigate to the location where you want the new folder, and select the folder or device that will contain the new folder. For example, to create a new folder in the My Documents folder, you would select that folder.
- 3 Click the **File** menu, select **New**, and then click **Folder**.
- 4 Type a name for the folder, and then press Enter on your keyboard.

## Moving Files



**CAUTION:** Moving any file that is part of an installed program can cause the program to be unusable.

---

Using My Computer:

- 1 Click **Start** on the taskbar, and then click **My Computer**.
- 2 Find the file you want to move, and then select it by clicking the file.
- 3 Click **Move this file**.
- 4 In the Move Items window, click the folder where you want to put the file.
- 5 Click **Move**.

Using Windows Explorer:

- 1 Right-click **Start** on the taskbar and click **Explore**.
- 2 Find the file you want to move and select it by clicking the file.
- 3 Click the **Edit** menu and click **Cut**.
- 4 Find and open the folder where you want to put the file.
- 5 Click the **Edit** menu and click **Paste**.

---

**NOTE:** You can also move files by dragging and dropping them into a new location. Select an item in My Computer, or in Windows Explorer, and then press and hold the mouse button while moving the item to another folder. Release the mouse button to place the item in the new location.

---

## Copying Files

Using My Computer:

- 1 Click **Start** on the taskbar and click **My Computer**.
- 2 Find the file you want to copy and select it by clicking the file.
- 3 Under *File and Folder Tasks*, click **Copy this file**.
- 4 In the Copy Items window, open the folder where you want to put the file copy.
- 5 Click **Copy**.

Using Windows Explorer:

- 1 Right-click **Start** on the taskbar and click **Explore**.
- 2 Find the file you want to copy and select it by clicking the file.
- 3 Click the **Edit** menu and click **Copy**.
- 4 Find and open the folder where you want to put the file copy.
- 5 Click the **Edit** menu and click **Paste**.

---

**NOTE:** You can also copy files by dragging and dropping them into a new location. Select an item in My Computer, or in Windows Explorer, and then press and hold the right-mouse button while moving the item to another folder. Release the mouse button, and select **Copy Here**, to place the item in the new location.

---

## Finding Files

- 1 Click **Start** on the taskbar and click **Search**.
- 2 Under *what do you want to search for?*, click **All files and folders**.
- 3 Under *Search by any or all of the criteria below*, type the name of the file or folder you want to find.

---

**NOTE:** You can also search for files containing a specific word or phrase.

---

- 4 Click the **Look in** drop-down menu and select where you want to search.

---

**NOTE:** If you don't select an area to search, the entire hard disk drive is searched.

---

- 5 Click **Search**.

The results of your search appear in the Search Results window.

## Renaming Files

- 1 Find the file you want to rename and select it by clicking the file.
- 2 Click the **File** menu and click **Rename**.

---

**NOTE:** Do not change the filename extension (the last three characters after the period in a filename). Changing the extension could make the file unrecognisable to the PC.

---

- 3 Type the new filename and press Enter.

---

**NOTE:** Another way to rename a file is to right-click the file and then click **Rename**.

---

## Deleting Files



**CAUTION: Do not delete any file that is part of an installed program. It can cause the program to be unusable.**

---

- 1 Find the file you want to delete and select it by clicking the file.
- 2 Click the **File** menu and click **Delete**.
- 3 Click **Yes** to confirm the delete and send the file to the Recycle Bin.

If you make a mistake and need to get the deleted file back, see “Getting Files Out of the Recycle Bin.”

---

**NOTE:** Another way to delete a file is to right-click the file and then click **Delete**.

---

## Getting Files Out of the Recycle Bin

If you discover that you need a file that you have deleted, you can usually retrieve the file from the Recycle Bin. When a file is deleted, it goes to the Recycle Bin and stays there until the Recycle Bin is emptied or is cleared to make room for more recently deleted files.

- 1 Double-click the **Recycle Bin** icon on your desktop.
- 2 Find and click the file you want to retrieve.
- 3 Click the **File** menu and click **Restore**.

The file is removed from the Recycle Bin and goes back to its previous location.

# Using the Internet

This chapter describes connecting to the Internet, and using the Internet, including how to use a browser and e-mail.

Use the Internet to search for and to find information or services on the Web, or to use an e-mail program to get, read or send electronic mail messages.

## Connecting to the Internet

Hardware and software programs provided on your PC may vary. Your PC may come with:

- A 56K modem and modem software (upgrade ready).
- An Ethernet connector.
- Special keyboard buttons to access the Internet.
- The Internet Explorer Web browser program.
- The Outlook Express e-mail software program.

## Connecting the Modem

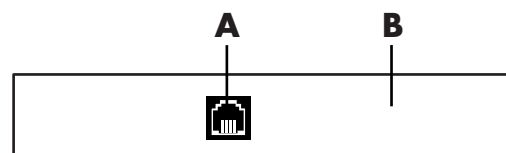
The modem is used for connecting to an ISP that provides telephone dial-up connection to the Internet.

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**NOTE:** Your PC 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 your telephone service line to the modem (**A**), which is inside the PC (**B**). The setup poster shows you how to plug in a modem/telephone cable into the PC modem connector, and into your telephone line wall socket.



### Other Ways to Connect

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). Check with your ISP for specifics on your connection.

- A** Modem connector  
**B** Back of PC

## Setting Up the Ethernet Connection

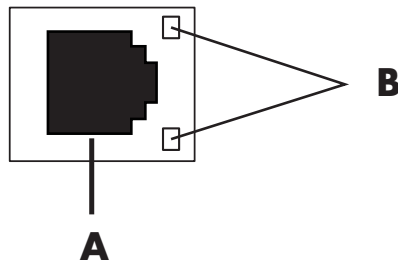
The Ethernet connection (may be called a network interface adapter, a *Network Interface Card*, or a *NIC*) provides a high-speed, or broadband, connection to an Ethernet (10BaseT) or Fast Ethernet (100BaseT) network. After this interface is connected to a network, such as a LAN (local area network), you can connect to the Internet through the LAN. This network connection also allows you to share printers, data and other devices among your PCs.

---

**NOTE:** Your PC may not come with an Ethernet connector.

---

- A** Ethernet connector (RJ-45 port)
- B** Ethernet indicator lights



With the PC turned on, check the lights (**B**) next to the Ethernet connector for status:

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

## About 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 Internet Service Provider (ISP).

**ISPs** are businesses that give you access to the Internet, and most of them provide electronic mail (e-mail) service. ISPs usually charge a monthly fee for their services. When your PC 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 choose a browser program, while others provide their own browser.

Your connection to an ISP may be through a traditional telephone dial-up modem, a LAN (local area network), cable modem, DSL (digital subscriber line) or ADSL (asymmetric digital subscriber line). (DSL, ADSL and cable ISPs are not available in all countries/regions.)

The **World Wide Web** (WWW), also called the Web, is a public part of the Internet used by individuals, companies, governments and organisations. These individuals and groups have created millions of Web 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*.

The **URL (Uniform Resource Locator)** identifies a Web site location, typically in the form `http://www.name.extension` (for example, `http://www.hp.com`). The URL may include the path to a specific file within that site. Each period, or *dot*, in the URL separates elements within the address. For example, you will see the URL extension `.com` used by companies. 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.

Imagine you are reading a newspaper. On page 1, you may read something like "For more details, see page 3, column 2." You turn the page for more information. A **hyperlink** on a Web page works the same way, except that you click the mouse with your cursor over the link to move to the page or the Web site. The way that a hyperlink links files together is what gives the Web its name, because the Web weaves and connects idea to idea all over the world.

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.extension`. The domain is usually the name of the ISP or organisation. The extension usually identifies the type of organisation. 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 35.

## Using a Browser

A Web browser program searches for, finds and displays Web site information. How you explore the Internet depends on whether you are using an ISP that provides the browser or an ISP that allows you to use any browser.

Once you are connected to the Internet, your browser displays the home Web page. You can go to a different Web site by entering its address (such as `http://www.hp.com`) in the address box in the Web browser and pressing Enter on your keyboard. Or you can use the browser Search tool to search for references to a specific word or phrase on the Web.

## Searching the Internet

Most browser programs include a search feature. You may need to click a button or select from a menu to display the search feature, depending on the type of browser program. Type a question or a word that describes the information you want to find into the Search box, and then press Enter.

The Windows search feature includes direct use of the Internet Explorer Search. (If your ISP provides the browser, you may not be able to use Internet Explorer to search the Internet.)

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 PC 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 Internet. These are called *search engines*.

## Restricting Internet Content

The Internet provides you with a wide variety of information, but some information may not be suitable for every viewer. With Content Advisor (a feature of Windows XP), you can:

- Control Internet access.
- Set up a password.
- Set up a list of Web sites that people who use your PC cannot view.
- Adjust the type of content people can view with or without your permission.

Once you set up restricted rating levels in Content Advisor, users can view Web sites and other pages that you have specified under the rating setup. However, to view *unrated* Web sites or pages, they must enter the Content Advisor password that you have set. This means that any unrated page, even Help and Support or Internet Explorer, is not viewable if the user doesn't know the password. To allow access to an unrated site or page you approve of, open it and, when the password window appears, select the option *always allow viewing* or *allow viewing only this time*.



To use Content Advisor:

- 1** Click **Start** on the taskbar, and then click **Control Panel**.
- 2** Click **Network and Internet Connections**, if it is present.
- 3** Double-click **Internet Options**.
- 4** Click the **Content** tab.
- 5** In the Content Advisor area, click **Enable**.
- 6** On the Ratings tab, click a category in the list, and then click and drag the slider bar until the rating level is set to the limit you want to use.
- 7** Repeat step 6 for each category you want to limit.
- 8** Click **Apply**, and then click **OK**.
- 9** Type a password into the Password box and the Confirm password box, and then click **OK**.

---

**NOTE:** If you want to change the settings after the initial setup, click **Settings** in the Content Adviser area instead of *Enable*. The Enable button works as a toggle to turn the Content Advisor on and off.

---

## Sending and Receiving E-Mail

E-mail (electronic mail) allows you to send and receive letters, pictures, postcards and even music and video clips.

---

**NOTE:** E-mail may contain a virus in the e-mail message or as an attachment. To protect your PC, do not open any message from sources you do not know or that appears suspect to you. Instead, delete such messages.

---

Your PC comes with an e-mail program from Microsoft called Outlook Express (select models only). You may also use e-mail programs from other vendors. Some ISPs provide their own e-mail programs. You use an e-mail program to send, receive and organise your messages. You can organise, read and create new messages even when you are off-line (not connected to the Internet).

---

**NOTE:** Some models come with Microsoft Outlook instead of Outlook Express. For details on using Microsoft Outlook, open the Outlook program and select **Help**.

---

## If Using Outlook Express

The first time you start Outlook Express, the Internet Connection Wizard window opens if you are not already connected to the Internet.

The Wizard will ask for connection information such as an account name and password and the names of an incoming and an outgoing mail server. If you need help with any of this information, contact your ISP.

After the first time you sign up and connect through an ISP, you can run Outlook Express from the Start menu.

## Sending E-Mail Messages with Outlook Express

- 1 Click **Start** on the taskbar, choose All Programs and select **Outlook Express**.



---

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

---

- 2 Click the **Create Mail** icon.
- 3 Type in, or select from an address book, the address of each recipient.

---

**NOTE:** E-mail addresses contain no spaces and have a period after the server name. Dashes and underscores are sometimes used. Capital letters may be required.

---

- 4 Type your message in the New Message window.
- 5 Type the message title in the Subject box.
- 6 Click the **Send** button on the toolbar when you are 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 with Outlook Express

Your ISP receives e-mail messages for you automatically, even when your PC is turned off. The ISP then stores your messages until you connect to the Internet and open your e-mail program to read them.

- 1** Start Outlook Express.
- 2** If necessary, click the **Send/Recv** tool on the toolbar to have your e-mail program get the 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:** In Outlook Express, 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 your e-mail program go to the Help menu within the program.

## If Your ISP Provides the E-Mail Program

Follow the ISP's instructions to install 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 when your PC is connected to your ISP.



# Improving PC Performance

Over time, the availability of system resources on your PC can decrease, slowing down the performance of the PC. To improve the performance of your PC try:

- Closing program windows; keep only one version of a program open at a time.
- Restarting the PC; click **Start**, click **Turn Off Computer**, and then click **Restart**.
- Increasing memory by adding or upgrading memory modules in the chassis.
- Increasing available hard disk drive space.
- Consolidating scattered files and folders on the hard disk drive.
- Fixing hard disk drive errors.

## Increasing Available Hard Disk Drive Space

Your PC comes with a hard disk drive with preloaded software programs, and a partition within the drive that takes up a certain amount of space on the hard disk drive.

### Viewing the Amount of Used and Free Disk Space

- 1** Click **Start** on the taskbar.
- 2** Click **Control Panel**.
- 3** Click **Performance and Maintenance**, if it is present.
- 4** Double-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 free space sizes.

## Emptying the Recycle Bin

When you delete a file from the hard disk drive, it goes to the Recycle Bin on your Windows desktop. You can retrieve files from the Recycle Bin until you empty it. When you empty the Recycle Bin, the files are permanently deleted.

- 1 Double-click the **Recycle Bin** icon on your Windows desktop.
- 2 On the File menu, click **Empty Recycle Bin** to delete all files.
- 3 Click **Yes** to confirm the deletion.

## Uninstalling Programs



**CAUTION: Do not uninstall an unfamiliar program. If you need it, you may not be able to recover it using Application Recovery.**

---

- 1 Click **Start**.
- 2 Click **Control Panel**.
- 3 Double-click **Add or Remove Programs**.
- 4 Click the **Change or Remove Programs** icon on the left of the screen, if it is not already selected.
- 5 Select the program to uninstall.
- 6 Click the **Change/Remove** button, and then follow the onscreen instructions.

## Cleaning Up Your Hard Disk Drive

As you use your PC and store files, the hard disk drive fills up and becomes cluttered, affecting performance. To manage this, delete files you are not using.

- 1 Close all open programs.
- 2 Click **Start** on the taskbar.
- 3 Click **My Computer**.
- 4 Right-click the hard disk drive you want to clean, and click **Properties**.
- 5 On the General tab, click **Disk Cleanup**.
- 6 Wait for the calculations to complete.



**CAUTION: Do not delete unfamiliar files. If in doubt, do not delete.**

---

- 7 Select the types of files you want to delete, click **OK**, and then click **Yes**.
- 8 Click **OK** to close the window.

## Consolidating Scattered Files and Folders

Over time, as you add, move and remove files and folders on your PC, the bits of data become scattered over the hard disk drive. This can slow down the performance of the PC. With the Disk Defragmenter program you can gather these bits of data together. This improves PC performance. Gathering your files and folders with the Disk Defragmenter does not affect the way you have them organised on your PC.

---

**NOTE:** Using the Disk Defragmenter to gather the data on your PC may take a long time to complete.

---

- 1** Close all programs running on your PC. This includes background programs, such as virus scanners.
- 2** Click the **Start** menu, choose **All Programs**, choose **Accessories**, choose **System Tools** and then click **Disk Defragmenter**.
- 3** Click **Defragment**.
- 4** Follow the onscreen instructions.

---

**NOTE:** If Disk Defragmenter starts itself over and over, this means a hidden background program is still running. To fix this issue, restart the PC and press F8 on your keyboard as soon as the first logo screen appears. On the Windows Advanced Options menu, use the arrow keys to select **Safe Mode** and press Enter. Press Enter again to select the operating system. Log on to Windows. When the Desktop message appears, click **Yes** to continue in Safe Mode. After Windows starts up, use the steps above to start Disk Defragmenter.

---

## Fixing Hard Disk Drive Errors

The Microsoft ScanDisk program searches your hard disk drive for errors and is able to fix some errors. Fixing hard disk drive errors can improve PC performance.

---

**NOTE:** Using ScanDisk to check for hard disk drive errors may take a long time to complete.

---

- 1** Click the **Start** button and then click **My Computer**.
- 2** Right-click the icon for the hard disk drive (usually labelled C:).
- 3** Click **Properties**, and then click the **Tools** tab.
- 4** Click **Check Now**.
- 5** Place tick marks in all of the tick boxes.
- 6** Click the **Start** button, and then click **Yes** to schedule a full disk scan for when the PC is restarted.
- 7** Click **OK**.
- 8** Click the **Start** button, click **Turn Off Computer** and then click **Restart**.  
ScanDisk starts as soon as the PC starts up again.



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