![hp invent logo]

Getting Started
HP Notebook Series

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Enhanced for Accessibility.

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Appendix B: System recovery

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Next steps

Install software

Software on optical discs (CDs and DVDs) is included with your notebook:

■ The discs packaged in the "Required for Setup" bag provide software that is not preinstalled on your notebook. Depending on how you plan to use your notebook, you may want to install some or all of these applications. You can install this software at any time.

■ The discs packaged in a second bag are the recovery discs for software that is preinstalled or preloaded on your notebook. The recovery discs are provided in case you need to repair or reinstall preinstalled or preloaded software.

❏ Operating system recovery and driver recovery software is included with all notebook models.

❏ Application recovery software is provided with select models.

✎ For information about accessing additional product documentation, refer to "Access your user guides," later in this chapter.

Enable or disable TouchPad tapping

Tapping is a TouchPad preference that enables you to tap the TouchPad once to select an item or twice to double-click an item. This feature is enabled by default.

To disable or reenable TouchPad Tapping:

1. Use the TouchPad to select **Start > Control Panel > Printers and Other Hardware > Mouse > Device Settings.** Then select **Settings**.

2. Select **Tapping**. If the **Enable Tapping** check box is selected, TouchPad Tapping is enabled.

   ❏ To disable TouchPad Tapping, clear the check box.

   ❏ To enable TouchPad Tapping, select the check box.

3. Select **OK**.

✎ All Windows instructions in your user guides describe Microsoft® Windows® XP procedures based on the default Windows XP category view.

To switch between category view and classic view within Control Panel:

» Select your preference in the Control Panel pane in the left panel of the Control Panel window.

To get more information about Windows XP category view and Windows XP classic view:

» Select **Start > Help and Support > Customizing your computer > Files, folders, and programs > Use Windows classic folders**.

Protect your notebook

You can use the information in this section to

■ Protect your notebook from viruses.

■ Protect your system files.

■ Protect your privacy.

■ Protect your notebook from power surges.

■ Use your notebook safely.

■ Turn off your notebook properly.

Protect your notebook from viruses

When you use your notebook for e-mail, network, or Internet access, you expose the notebook to computer viruses. Computer viruses can disable your operating system, applications, or utilities, or cause them to function abnormally.

Antivirus software can detect most viruses, destroy them, and, in most cases, repair damage they have caused. To provide ongoing protection against newly discovered viruses, antivirus software must be updated.

Norton AntiVirus software is preinstalled on your notebook:

■ Your version of Norton AntiVirus software includes 60 days of free updates. It is strongly recommended that you protect your notebook against new viruses beyond 60 days by purchasing extended update service.

■ Instructions for using and updating your Norton AntiVirus software and for purchasing extended update service are provided within the application.

■ To access your Norton AntiVirus software, select **Start > All Programs > Norton Internet Security**.

Protect your system files

System Restore is an operating system feature that enables you to undo harmful changes to your notebook software by restoring your software to an earlier time, called a *restore point*, when your software was functioning optimally.

Manually setting additional restore points provides additional protection for your system files and settings. It is recommended that you manually set restore points

■ Before you add or extensively modify software or hardware.

■ Periodically, whenever the system is performing optimally.

For more information about setting, and restoring from, restore points, refer to "Using System Restore" in Appendix B, "System recovery."

Protect your privacy

When you use your notebook for e-mail, network, or Internet access, it is possible for unauthorized persons to obtain information about your notebook and your data.

To optimize the privacy protection features included with your notebook, it is recommended that you

■ Keep your operating system updated. Many Windows updates contain security enhancements. For information about updating your operating system, refer to "Update your software," later in this chapter, and also to "Updating reinstalled software" in Appendix B, "System recovery."

■ Use a firewall. A firewall is software that monitors incoming traffic on your notebook. Some firewalls also monitor outgoing traffic.

Protect your notebook from power surges

To protect your notebook from the power surges that may be caused by an uncertain power supply or an electrical storm:

■ Plug the notebook power cord into an optional, high-quality surge protector. Surge protectors are available from most computer or electronics retailers.

■ During an electrical storm, either run the notebook on battery power or shut down the notebook and unplug the power cord.

■ If applicable to your location, provide surge protection on the cable that connects the modem to a telephone line. Telephone line surge protectors are available from computer or electronics retailers in some regions.

Use your notebook safely

⚠ **WARNING:** To reduce the risk of electric shock or damage to your equipment:

■ Plug the power cord into an AC outlet that is easily accessible at all times.

■ Disconnect power from the notebook by unplugging the power cord from the AC outlet (not by unplugging the power cord from the notebook).

■ If provided with a 3-pin attachment plug on your power cord, plug the cord into a grounded (earthed) 3-pin outlet. Do not disable the power cord grounding pin; for example, by attaching a 2-pin adapter. The grounding pin is an important safety feature.

⚠ **WARNING:** To reduce the risk of serious injury, read the *Safety and Comfort Guide.* It describes proper workstation setup, and proper posture, health, and work habits for notebook users. The *Safety and Comfort Guide* also provides important electrical and mechanical safety information. This guide is available on the Web at http://www.hp.com/ergo and through the Help and Support Center at **Start > Help and Support > User Guides**.

⚠ **WARNING:** To avoid potential discomfort or burns, do not block the air vents or use the notebook on your lap for extended periods. The notebook is designed to run demanding applications at full power. As a result of increased power consumption, it is normal for the notebook to feel warm or hot when used continuously. The notebook complies with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950).

For more safety and regulatory information, refer to *Regulatory and Safety Notices* by selecting **Start > Help and Support > User Guides**.

Turn off your notebook properly

Whenever possible, turn off the notebook by using the standard Windows shutdown procedure for your operating system:

- In Windows XP Home, select **Start > Turn Off Computer > Turn Off**.

- In Windows XP Professional, select **Start > Turn Off Computer > Shut Down > OK**. (If you connect your notebook to a network domain, the name of the Turn Off Computer button may change to Shut Down.)

If the notebook does not respond, try the following shutdown procedures:

- Press **ctrl+alt+delete**. Then
  - ❏ If the notebook is running Windows XP Home, select **Shut Down > Turn Off**.
  - ❏ If the notebook is running Windows XP Professional, select **Shut Down** from the drop-down list, and then select **OK**.

- If the notebook does not respond to the **ctrl+alt+delete** procedure, press and hold the power button for 5 seconds.

Connect to the Internet

To connect the notebook to the Internet, you must enable your communication hardware and have an account with an Internet service provider (ISP).

Enable communication hardware

Your modem is enabled when the modem cable is connected to the notebook and to an analog telephone line.

■ If you have already connected your modem cable, your modem is enabled. Proceed to "Set up Internet service," next in this chapter.

■ To connect your modem cable:

a. Turn off your notebook.

b. Place your notebook display-side up on a flat surface near a telephone wall jack.

c. If your modem cable has noise suppression circuitry, which prevents interference with TV and radio reception, orient the circuitry end of the cable toward the notebook.

✎ Noise suppression circuitry is contained in a small cylinder near one end of the modem cable.

d. Plug the modem cable into the RJ-11 (modem) jack on the notebook.

e. Plug the other end of the modem cable into the telephone wall jack.

f. Turn on your notebook in Windows.

g. Proceed to "Set up Internet service," next in this chapter.

For more information about LAN, cable, or DSL Internet connections, select **Start > Help and Support**. The Help and Support utility provides hardware and software information, instructions, tutorials, and wizards that can help you set up or troubleshoot a variety of connections.

Set up Internet service

You must set up Internet service before you can connect to the Internet. Your notebook includes software developed with leading ISPs in many locations to help you set up a new Internet account or configure your notebook to use an existing account.

Depending on your location, you may be able to set up Internet service by using the Easy Internet Sign-up utility or an ISP-provided icon on your desktop.

In all locations, you can set up Internet service by using the Windows Internet Connection Wizard.

Using Easy Internet Sign-Up

If the Easy Internet Sign-up utility is supported in the country in which you purchased your notebook, you can access the utility by using either of the following methods:

■ Double-click the **Easy Internet Sign-up** icon on the Windows desktop.

– or –

■ Select **Start > All Programs > Online Services > Easy Internet Sign-up**.

The Easy Internet Sign-up utility enables you to

■ Sign up for a new Internet account.

■ Configure your notebook to use an existing account.

■ Learn about accessing the Internet through a LAN (local area network), cable, or DSL connection.

   If you plan to use a LAN, cable, or DSL Internet connection, you may need to contact your ISP for information about obtaining additional software or hardware. For more information about LAN, DSL, or cable Internet connections, select **Start > Help and Support**.

If the Easy Internet Sign-up utility is not available on your notebook, refer to "Using an ISP-provided icon," next in this chapter.

Using an ISP-provided icon

If ISP-provided icons are supported in the country in which you purchased your notebook, the icons may be displayed either individually on the Windows desktop or grouped in a desktop folder named Online Services.

To set up a new Internet account or configure your notebook to use an existing account:

» Double-click an icon, and then follow the instructions on the screen.

Using the Internet Connection Wizard

You can use the Windows Internet Connection Wizard to connect to the Internet

■ If you already have an account with an ISP.

■ If you have a disc from an ISP.

■ If you do not have an Internet account and would like to select an ISP from the list provided within the wizard. (The list of ISP providers is not available in all regions.)

■ If you have selected an unlisted ISP and the ISP has provided you with such information as a specific IP address, and POP3 and SMTP settings.

To access the Internet Connection Wizard and instructions for using the wizard:

» Select **Start > Help and Support**.

If you are prompted within the wizard to choose between enabling or disabling Windows Firewall, it is recommended that you choose to enable the firewall. For more information about firewalls, refer to "Protect your privacy," earlier in this chapter.

Update your software

Most software, including the operating system, is updated frequently by the manufacturer or provider. Important updates to the software included with your notebook may have been released since the notebook left the factory.

Some updates may affect the way your notebook responds to optional software or external devices. Many updates provide security enhancements.

It is strongly recommended that you update the operating system and other software provided on your notebook as soon as the notebook is connected to the Internet.

To access update links for the operating system and other software provided on your notebook:

» Select **Start > Help and Support**.

Access your user guides

User guides, reference manuals, regulatory and safety notices, and other resources that provide information about using your notebook are available through the Help and Support Center.

To access documents in the Help and Support Center:

» Select **Start > Help and Support > User Guides**.

For more information about the resources available through the Help and Support Center, refer to "Help and Support Center" in Appendix A, "Troubleshooting."

A *User Guides* disc is included with select notebook models.

A

Troubleshooting

Before you begin

Troubleshooting resources

If you experience problems with your notebook, try the following suggestions in the order listed below and presented in this appendix:

■ Refer to "Quick troubleshooting," next in this chapter.

■ Access the Help and Support Center for additional information about your notebook. Select **Start > Help and Support**.

✎ Although many checkup and repair features require an Internet connection, many other features can help you fix a problem while the notebook is offline.

■ Visit the technical support Web site at http://www.hp.com/support for answers to common questions.

■ Contact Customer Care for further assistance.

Quick troubleshooting

Is the notebook unable to start up?

To turn on the notebook, press the power button. When the notebook is turned on, the power/standby light is turned on.

If the notebook and the power/standby light are not turned on when you press the power button, adequate power may not be available to the notebook.

■ If the notebook is running on battery power or is connected to an external power source other than an AC outlet, connect the notebook to an AC outlet using the AC adapter. Make sure the power cord and AC adapter connections are secure.

■ Verify that the AC outlet is providing adequate power by plugging another electrical device into the outlet.

✎ If the notebook can be turned on when connected to external power but cannot be turned on when running on a battery pack, recharge the battery pack.

Is the notebook screen blank?

If you have not turned off the notebook but the screen is blank, the notebook may be in standby or hibernation, or may not be set to display the image on the notebook screen.

■ To resume from standby or restore from hibernation, briefly press the power button.

Standby and hibernation are energy-saving features that can be initiated by the system while the notebook is in Windows but is not in use.

❏ When standby is initiated, the power/standby light blinks, your work is saved in random access memory (RAM), and the screen clears.

❏ When hibernation is initiated, your work is saved to a hibernation file on the hard drive, the notebook shuts down, and the power/standby light is turned off.

■ To switch the image to the notebook screen, press **fn+f4**.

❏ On most notebook models, when an optional external display device, such as a monitor, is connected to the notebook, the image can be displayed at any time on the notebook screen, the external display device, or on both the notebook screen and the external display device simultaneously. When you press **fn+f4**, the image is switched among the notebook, one or more external display devices, and simultaneous display.

❏ On some notebook models, the function of **fn+f4** is determined by the software you are using.

Is software functioning abnormally?

If your software becomes unresponsive or responds abnormally:

- Restart the notebook:
  - ❏ In Windows XP Home, select **Start > Turn Off Computer > Restart**.
  - ❏ In Windows XP Professional, select **Start > Turn Off Computer > Restart > OK**. (The Turn Off Computer button may be called the Shut Down button, depending on your network connections).

  If you cannot restart the notebook using these procedures, refer to the next section, "Is the notebook unresponsive?"

- Run a virus scan. For information about using the antivirus resources on your notebook, refer to "Protect your notebook from viruses" in the "Next steps" chapter.

- If the notebook feels extremely warm, allow it to cool to room temperature. For more information about notebook overheating, refer to "Is the notebook overheating?" later in this appendix.

- If you are using an optional cordless mouse, make sure that the mouse battery is adequately charged and that the cordless mouse is not causing interference.

Is the notebook unresponsive?

If the notebook has stopped responding, try first to shut down the notebook using the shutdown procedure for your operating system.

■ In Windows XP Home, select **Start > Turn Off Computer > Turn Off**.

■ In Windows XP Professional, select **Start > Turn Off Computer > Shut Down > OK**. (The Turn Off Computer button may be called the Shut Down button, depending on your network connections.)

If the notebook remains unresponsive, try the following emergency shutdown procedures in the sequence provided:

■ If the notebook is in Windows, press **ctrl+alt+delete**. Then

❏ If the notebook is running Windows XP Home, select **Shut Down > Turn Off**.

❏ If the notebook is running Windows XP Professional, select **Shut Down** from the drop-down list, and then select **OK**.

■ If you cannot shut down the notebook by using **ctrl+alt+del,** press and hold the power button for at least 5 seconds.

■ If you are unable to shut down the notebook by using the power button, disconnect the notebook from external power and remove the battery pack.

Is the notebook overheating?

It is normal for the notebook to feel warm to the touch while it is in use. But if the notebook feels *extremely* warm, it may be overheating because a vent is blocked.

If you suspect that overheating could be causing the problem, allow the notebook to cool to room temperature. Then be sure to keep all vents free from obstructions while you are using the notebook.

Is an external device not working?

If an external device does not function as expected:

■ Turn on the device as instructed in the device documentation. Some devices, such as monitors and printers, must be turned on before the notebook is turned on.

■ Verify that

❏ All device connections are secure.

❏ The device is receiving electrical power.

❏ The device, especially if it is an older device, is compatible with your operating system. For compatibility information, select **Start > Help and Support**, or visit the Web site of the device manufacturer or provider.

❏ The correct drivers are installed and updated. Drivers may be available on a CD included with the device or on the Web site of the device manufacturer or provider. For more information about updating drivers, select **Start > Help and Support**.

Help and Support Center

To access the Help and Support Center, select **Start > Help and Support**. In addition to providing information about your operating system, the Help and Support Center provides

■ Information about your notebook, such as model and serial number, installed software, hardware components, and specifications.

■ Answers to questions about using your notebook.

■ Tutorials, user guides, and reference manuals to help you learn to use notebook and operating system features.

■ Updates for your operating system, device drivers, and the software provided on your notebook.

■ Checkups for notebook functionality.

■ Automated and interactive troubleshooting, repair solutions, and system recovery procedures.

■ Links to Customer Care specialists.

■ Links to community forums of IT experts.

Customer Care

If you are unable to find the help you need by using the Help and Support Center at **Start > Help and Support**, you may need to contact Customer Care.

Preparing to call Customer Care

For the fastest possible resolution of your problem, have the notebook and the following information available when you call or e-mail:

■ Serial number (S/N) and product number (P/N), which are provided on the Service Tag.

❏ The Service Tag label is affixed to all notebook models, usually on the bottom of the notebook.

❏ To display the Service Tag information on the notebook screen, select **Start > Help and Support > My Compaq Computer**.

■ Purchase date on the invoice.

■ Conditions under which the problem occurred.

■ Error messages that have been displayed.

■ The manufacturer and model of a printer connected to the notebook.

■ Operating system version number and registration number.

To display the operating system version number and registration number, select **Start > Help and Support > My Compaq Computer**. (On some notebook models, the registration number may be identified in the Operating System table as the *Product Id*).

Contacting Customer Care by e-mail or telephone

If the notebook is connected to the Internet, select **Start > Help and Support** to get help by e-mail or to access Customer Care telephone numbers.

If the notebook is not connected to the Internet, refer to the printed warranty or *Worldwide Telephone Numbers* booklet (English only) included with the notebook to contact Customer Care.

Taking the notebook to a service partner

If Customer Care advises you to take your notebook to a service partner, be sure to provide the service partner with the information listed in "Preparing to call Customer Care," earlier in this appendix. In addition, be sure to delete all passwords or to disclose all passwords to the service partner.

For information about deleting a Microsoft Windows password, select **Start > Help and Support**. (The deletion procedures vary according to the types of Windows passwords you have set.)

B

System recovery

To recover system functionality, you can use the System Restore utility or the recovery discs included with your notebook. Recovering functionality through System Restore preserves all of your personal data and settings and is a reversible procedure. Repairing device drivers and applications by using *Driver Recovery* or *Application Recovery* discs also preserves your personal data and settings.

If you use the *Operating System* disc to

■ Repair your operating system, your data and settings are preserved.

■ Reinstall your operating system, your data, settings, and installed software are deleted.

✎ For best results, attempt to recover optimal notebook functionality by following the procedures in this appendix *in the order provided.*

Safeguarding your data

Software or devices added to the notebook can cause your system to become unstable. To safeguard your documents, store your personal files in the My Documents folder and periodically create a backup copy of My Documents.

Using System Restore

System Restore is an operating system feature that enables you to undo harmful changes to your notebook software by restoring your software to an earlier time, called a *restore point,* when your software was functioning optimally.

Restore points are restorable, benchmark "snapshots" of your software, driver, and operating system files. The notebook sets restore points at regular intervals and may set additional restore points whenever you change your personal settings or add software or hardware.

Manually setting additional restore points provides additional protection for your system files and settings. It is recommended that you manually set restore points

■ Before you add or extensively modify software or hardware.

■ Periodically, whenever the system is performing optimally.

Restoring to any restore point does not affect your data files. For example, restoring your system software to an earlier time will not affect documents or e-mails that you saved after that time. All System Restore procedures are reversible.

Setting a restore point

To set a system restore point manually:

1. Select **Start > Help and Support > System Restore**.

2. Select **Create a restore point**, and then follow the instructions on the screen.

Restoring to a restore point

To restore the notebook to a restore point:

1. Make sure the notebook is connected to a reliable AC outlet through the AC adapter.

2. Select **Start > Help and Support > System Restore**.

3. Select **Restore my computer to an earlier time**, and then follow the instructions on the screen.

Repairing or reinstalling applications

All applications preinstalled or preloaded on your notebook can be repaired or reinstalled by using the application recovery software included with your notebook. The location of this software varies by notebook model, but is usually provided on a *Driver Recovery* or an *Application Recovery* disc.

✎ If you have not reinstalled your operating system, some applications preloaded on your notebook, such as those available in the Software Setup utility, can also be repaired or reinstalled from your hard drive.

The application reinstallation process repairs or replaces corrupted system files within the application and reinstalls deleted system files within the application.

■ In most cases: If the application you are repairing or reinstalling is still installed on your notebook, the reinstallation process does not affect your settings within the application.

■ In all cases: If an application has been deleted from your notebook, the reinstallation process reinstalls the application or utility in its original form, which replaces your settings with factory default settings.

Reinstalling applications from your hard drive

To reinstall a preloaded application or utility from your hard drive:

»   Select **Start > All Programs > Software Setup**, and then follow the instructions on the screen. (When you are prompted to select the software you want to reinstall, you can select or clear the check boxes for some or all of the listed items.)

Reinstalling applications from discs

To reinstall an application from a recovery disc:

»   While the notebook is in Windows, insert the disc into the optical drive, and then follow the instructions on the screen. (When you are prompted to select the applications you want to reinstall, you can select or clear the check boxes for some or all of the listed items.)

If the disc does not open within several seconds:

a. Select **Start > Run**.

b. In the **Open** text field, type

```
D:\SWSETUP\APPINSTL\SETUP.EXE
```

where *D* indicates the optical drive.

c. Select **OK**.

Repairing the operating system

An operating system repair does not delete your personal data. To repair the operating system, use the *Operating System* disc that was shipped with the notebook:

1. Connect the notebook to an AC outlet through the AC adapter, and then turn on the notebook.

2. Immediately insert the *Operating System* disc into the notebook.

3. Shut down the notebook using the standard shutdown procedure for your operating system.

   ✎ If you are unable to shut down the notebook using the operating system, press and hold the power button for 5 seconds. (If your notebook has a power/standby button, a power switch, or a power/standby switch instead of a power button, refer to "Quick troubleshooting" in Appendix A, "Troubleshooting.")

4. Turn the notebook on by briefly pressing the power button.

5. When prompted, press any key to boot from the disc. (After a few minutes, the setup wizard opens and the "Welcome to Setup" page is displayed.)

   ✎ On the "Welcome to Setup" page do *not* press **R** (step 8 in this procedure) until you have completed steps 6 and 7.

6. Press **enter** to continue. (A Licensing Agreement page is displayed.)

7. Press **f8** to accept the agreement and continue. (The "Setup" page is displayed.)

8. Press **R** to repair the selected Windows installation. (The repair process begins.)

This process may take up to 2 hours to complete. The notebook restarts in Windows after the process is complete.

Reinstalling the operating system

⚠ **CAUTION:** To prevent the loss of all of your personal data, back up your data before reinstalling the operating system. Personal data and any software you have installed on the notebook will be lost during the operating system reinstallation process.

✎ During the reinstallation, you may be prompted for your Product Key. Your Product Key is provided on the Microsoft Certificate of Authenticity label affixed to your notebook. On most notebook models, this label is affixed to the bottom of the notebook.

If other recovery efforts do not successfully repair the operating system, you can reinstall it.

To reinstall the operating system:

1. Connect the notebook to an AC outlet through the AC adapter, and then turn on the notebook.

2. Immediately insert the *Operating System* disc into the notebook.

3. Shut down the notebook using the standard shutdown procedure for your operating system.

   ✎ If you are unable to shut down the notebook using the operating system, press and hold the power button for 5 seconds. (If your notebook has a power/standby button, a power switch, or a power/standby switch instead of a power button, refer to "Quick troubleshooting" in Appendix A, "Troubleshooting.")

4. Turn the notebook on by briefly pressing the power button.

5. When prompted, press any key to boot from the disc. (After a few minutes, the setup wizard opens and the "Welcome to Setup" page is displayed.)

6. Press **enter** to continue. (A Licensing Agreement page is displayed.)

7. Press **f8** to accept the agreement and continue. (The "Setup" page is displayed.)

8. Press **esc** to continue installing a new copy of the operating system instead of repairing it.

9. Press **enter** to set up the operating system.

10. Press **C** to continue setup using this partition.

11. Select **Format the partition using the NTFS file system (Quick)**, and then press **enter**.

⚠ Formatting a drive deletes all current files.

12. Press **F** to format the drive. (The reinstallation process begins.)

This process takes 1 to 2 hours to complete. The notebook restarts in Windows when the process is complete.

Reinstalling device drivers and other software

After the operating system installation process is complete, you must reinstall drivers.

To reinstall drivers, use the *Driver Recovery* disc included with the notebook:

» While the notebook is in Windows, insert the disc into the optical drive, and then follow the instructions on the screen. (When you are prompted to select the applications you want to reinstall, you can select or clear the check boxes for some or all of the listed items.)

If the disc does not open within several seconds:

a. Select **Start > Run**.

b. In the **Open** text field, type

```
D:\SWSETUP\APPINSTL\SETUP.EXE
```
where *D* indicates the optical drive.

c. Select **OK**.

After the drivers are reinstalled, you can reinstall any software you added to the notebook. Follow the installation instructions provided with the software.

Updating reinstalled software

It is strongly recommended that you update all reinstalled software.

Depending on the settings you used on your former configuration, some software may have been updated without your knowledge.

Use the following update procedures as soon as your notebook is connected to the Internet.

■ To update your operating system and the software included on your notebook, select **Start > Help and Support**.

■ To update software that was not provided on your notebook, follow the instructions included with the software. Many applications include an update feature that you can access from a Help button or menu item within the application.

Installing a retail version of an operating system

△ **CAUTION:** To prevent the loss of notebook operating system enhancements, do not install a retail version of an operating system. In some cases, the loss of enhancements may result in an unresponsive system.

The operating system that was shipped on your notebook and on the *Operating System* disc included with your notebook is enhanced for HP notebooks. The enhancements add power and security features and provide supplementary support for external devices such as drives and PC Cards. The functionality of your notebook was tested for use with the operating system provided with your notebook.

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